

MOSAIC

2015

Foreword

The Ministry of Local Government Administration (MLGA), United Nations Development Programme (UNDP), and United States Agency for International Development (USAID) have worked together in the preparation of the Kosovo Mosaic 2015 as continuance of the reports that UNDP started in 2003.

The report provides the views of 6,700 citizens on the quality of public services and performance of local authorities with respect to service delivery. Building on the four previous reports published in 2003, 2006, 2009, and 2012, this report represents a further contribution to the ongoing and important debate on the role and functioning of the local government in Kosovo¹.

This year's edition presents the perceptions and opinions of respondents from all 38 municipalities on local government performance, including levels of satisfaction with water supply, electricity, emergency services, healthcare, education, road infrastructure, security, environmental protection, and cultural activities. The report also measures levels of satisfaction with the performance of Mayors, Municipal Assemblies, and Municipal Administrations. The report compares 2015 results with those of the previous surveys, to provide an analysis of trends in terms of the overall satisfaction of Kosovans with public services and local government institutions.

Kosovo Mosaic 2015 also introduces, for the first time, an online visualization platform to facilitate usage of data from the survey, increase citizens' engagement in policymaking at the local level, and enhance accountability and transparency. To access the platform, please go to this link: <http://assemblio.github.io/kosovo-mosaic-visualizer/sq/index.html>

We are confident that the wealth of data and analysis provided in the report, as well as the possibility of comparisons over time and across municipalities will stimulate dialogue on priorities and on ways to improve access to and quality of public services in Kosovo municipalities.



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

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A special gratitude goes to all the respondents of the survey.

Disclaimer

The views expressed in this report are those of the authors and do not necessarily represent those of the Ministry of Local Government Administration (MLGA), United States Agency for International Development (USAID), and United Nations Development Programme (UNDP).

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List of Abbreviations

K-Albanian	Kosovo Albanian
K-Serb	Kosovo Serb
K-Other	Other ethnicities residing in Kosovo, including Bosniak, Gorani, Turk, Croat, Roma, Ashkali, Egyptian
KMS	Kosovo Mosaic Survey
MLGA	Ministry of Local Governance Administration
UNDP	United Nations Development Programme
USAID	United States Agency for International Development

Executive Summary

The Mosaic Survey has been assessing citizens' perceptions of public services and local authorities in Kosovo every three years since 2003. It is based on a representative sample of the Kosovan population and interviews with women and men aged 18 years and older. The present survey was conducted in October 2015 and the trend analyses provide a direct comparison of perceptions and satisfaction levels of the most recent data with that of 2012, 2009, 2006, and 2003.

Over the course of more than 12 years, Kosovo Mosaic Surveys (KMS) have been collecting information on some of the most debated issues in Kosovo: the quality of public services and the performance of local authorities in delivering these services. Within these surveys, the satisfaction level with the quality of public services has been measured by asking survey respondents to report their level of satisfaction with more than 27 different types of public services. Similarly, the satisfaction level with the performance of Kosovo's local authorities has been measured by asking survey respondents to report their level of satisfaction with the work of their Mayor, Municipal Assembly, and Municipal Administration.

Kosovo Mosaic 2015 data show that across Kosovo, **lack of economic development and its consequences** dominate the list of perceived high priority problems by the respondents. Almost three quarters of Kosovans believe that **unemployment, lack of economic growth** and **poverty/low standards of living** are the biggest problems faced by their municipalities.

The **average satisfaction level with all public services** has **decreased slightly** between 2012 and 2015. The majority of Kosovans are satisfied with **phone and postal services, electricity supply** and **management of primary and secondary schools**. On the other hand, **local government operation and management, public procurement and tenders, recruitment of municipal staff** and **management of municipal funds** enjoy the lowest level of satisfaction by Kosovans. Compared to 2012, **the level of satisfaction has decreased the most** for **recruitment of civil servants, public transportation** and **rural and urban planning**, while **the largest increases** in the level of satisfaction were noted for **electricity supply, sports activities** and **sidewalks**. Data show very few differences in the satisfaction level with public services between women and men: **women** are slightly **less satisfied** with **recruitment of municipal staff, public procurement/tenders** and **supply of medicine and medical supplies in healthcare providers** compared to men.

Generally, Kosovans have **a relatively good access to healthcare services** and **pharmacies** in terms of **geographical proximity**, even though access to hospitals is more problematic. More than 30% of the respondents reported that they can reach the doctor or the closest pharmacy in less than 10 minutes on foot or by public transportation from their home, whereas only 13.2% declared

the same for hospitals. The **cost of seeing the doctor** and the **cost of buying medicine** were reported to have hindered the access of 56.1% and 75.9% of Kosovans, respectively, the last time that they needed to see the doctor. While three quarters of Kosovans reported to be satisfied with emergency services, fewer reported to be satisfied with healthcare services in family medical centres and even fewer in hospitals. As in 2012, **satisfaction with the supply of medicine and medical supplies** is lower than with **equal treatment of patients** and **professionalism of medical staff** in both types of public healthcare providers. Additionally, **fewer women** reported to be satisfied with the **supply of medicine and medical supplies** in family medical centres and hospitals compared to men.

Kosovans enjoy **relatively good access to education institutions** in terms of the **time it takes to reach them on foot or by public transportation**. **Primary schools** are **the most accessible of all** education institutions; slightly less than half of the respondents stated that the primary school is less than 10 minutes on foot or by public transportation from their homes. Preschools/kindergartens and especially secondary school are slightly **less accessible** in terms of geographical proximity. Even though there has been a decline in the satisfaction level of the management of primary and secondary schools between 2012 and 2015, Kosovans are generally satisfied with education institutions; **satisfaction with access to and quality of education in secondary schools** is **slightly lower** compared to the **kindergartens/preschools and primary schools**.

The satisfaction level with **cultural** and **sports** activities **increased** between 2012 and 2015, while the one with **protection of cultural heritage experienced a considerable decline**. **More than half** of Kosovans are satisfied or very satisfied with **sports activities** in their municipalities, whereas **less than half** are satisfied with **youth** and **cultural activities**. Only **45%** of Kosovans stated to be satisfied with **protection of cultural heritage** in their municipalities.

Less than 23% of the respondents **perceive the air quality** in their immediate neighbourhood **to be poor**. However, disaggregation of data by municipality shows that this issue is perceived to be **rather significant in the region of Prishtinë/Priština**, location of Kosovo's power plants: 84% of the citizens residing in Obiliq/Obilić stated that they have problems with air quality in their municipality, followed by 65% in Fushë Kosovë/Kosovo Polje and 49% in Prishtinë/Priština.

The satisfaction level with **urban and rural planning** - the average of the satisfaction levels with functioning of urban and rural planning, implementation of building regulations and control standards, and issuing of building permits - has experienced a **sharp decline since 2012**. A slightly larger share of Kosovans are satisfied with approval of building permits (40.9%) compared to functioning of urban and rural planning (35.5%) and implementation of building regulations and control standards (34.6%).

Despite the decrease in the satisfaction level since 2012, **more than half of Kosovans** (56.3%) reported to be satisfied with **maintenance of streets in their municipality**, calculated as the average of the satisfaction levels for cleanliness of municipal streets, their condition, and horizontal and vertical signage. **A slightly higher percentage of citizens** are satisfied with the **condition of the streets in their municipality** (58.1%) compared to those who are satisfied with the level of street cleanliness and horizontal and vertical signage of the streets in their municipalities.

The Kosovo Mosaic calculated the level of satisfaction for sidewalks as the average of satisfaction levels with availability, usability and conditions of sidewalks in the municipality. KMS 2015 data show that **slightly more than half of Kosovans** declared that they are satisfied or very satisfied **with the sidewalks** in their municipality, with the largest percentage (55.1%) satisfied with **availability of sidewalks**. It must also be noted that the satisfaction level with sidewalks has increased since 2012.

More than half of the municipalities in Kosovo remain satisfied or very satisfied with **public lighting** in their municipality. A **slightly higher percentage of women** (54.7%) compared to men (52.7%) are satisfied or very satisfied with public lighting of streets and public spaces in their municipality, however, **fewer of them** (65.2%) compared to men (67.4%) **feel safe or somewhat safe at night with the street lighting** in their municipality.

Even though there has been a slight increase in the average satisfaction level with public parking across Kosovo, **only 41% of Kosovans** claimed to be satisfied or very satisfied with **public parking** in their municipality. Half of Kosovans are satisfied with safety/security of public parking in their municipality, whereas only 37% are satisfied with signage and location of public parking spots.

More than half of Kosovans (62%) are satisfied or very satisfied with **public parks and squares** in their municipality; 63.4% are satisfied with the availability of parks and squares in their municipality, whereas 60.5% with their usability.

The percentage of Kosovans who are satisfied with cemetery maintenance in their municipality has decreased between 2012 and 2015, from 56.9% to 51.5%. Nevertheless, in **half of the municipalities** across Kosovo, **more than half of the citizens** are satisfied or very satisfied with **cemetery maintenance** in their municipality.

The average level of satisfaction with **public transportation** has **decreased drastically** between 2012 and 2015. Nevertheless, **more than half of Kosovans** (55.9%) reported to be satisfied or very satisfied with **public transportation** in their municipality, drawn as an average from the level of satisfaction with usage of public transport, public transport services, and the time it takes to reach the destination when using public transportation.

Data trend analysis shows that the satisfaction level for **electricity, water supply and solid waste collection services increased** between 2012 and 2015, while it **decreased** for **sewage and sanitation**. A significantly higher percentage of Kosovans (72-74%) are satisfied or very satisfied with electricity supply and phone and postal services.

Slightly more than one third of Kosovans (34.9%) are satisfied or very satisfied with the **work of Centres for Social Work** in their municipality and the average satisfaction level with this service has declined fairly significantly compared to 2012.

Kosovans are **generally satisfied** with the **public administration services; more than 80%** of them perceive the **institutions issuing birth/marriage/death certificates, driver's licenses, IDs and passport as efficient**. Institutions issuing **business licenses** and **building permits** are perceived as efficient by **67.6%** and **63.6%** of Kosovans, respectively. Additionally, among those who went to the municipality during the past 12 months **to request a document** such as a birth/marriage/death certificate, business license, ID, and the like, **71%** declared that their **request was met**.

Kosovans **generally trust** their **local governments; 86%** believe that **all or some of the problems faced by their municipalities can be solved by the local government**. Nevertheless, trend analysis shows that there has been a **sharp decline in satisfaction with local government** (Mayor, Municipal Assembly and Municipal Administration) compared to 2012. Additionally, of all public services and areas of local governance, the citizens of Kosovo are **least satisfied** with the **operations and management of their municipalities**. **Only 24%** of Kosovans are satisfied or very satisfied with **public procurement and recruitment of staff in their municipality**, whereas **31.9%** with **management of municipal funds**. A higher percentage of Kosovans (62.4%) are satisfied with their Municipal Administration, compared to their Municipal Assembly (49.2%) or their Mayor (54.1%).

Slightly more than half of Kosovans are satisfied with the **number of women employed in their municipalities** (54.9%) and **the number of women holding decision-making positions in their municipality** (51.7%). The **percentage of women** who are satisfied with the number of employed women in their municipality and the ones in decision-making positions is **slightly lower compared to men's**. However, KMS 2015 data show that Kosovans are in fact rather uninformed about women's representation in their municipality: **only 19.3%** of Kosovan **women and men** stated that they are **informed about the Gender Officer in their municipality**.

Only 47% of Kosovans are **satisfied or very satisfied with the number of members of ethnic minorities employed in their municipalities**, whereas **47.4%** are **satisfied or very satisfied** with the **number of members of ethnic minorities who hold decision-making positions in respondents' municipalities**. Only 26.2% of K-Others are satisfied or very satisfied with the

number of members of ethnic minorities employed in their municipalities, compared to 36.8% of K-Serbs and 48.1% of K-Albanians. On the other hand, a lower percentage of K-Serbs (37.5%) compared to K-Albanians (48.2%) and K-Others (43.8%) are satisfied or very satisfied with the number of members of ethnic minorities holding decision-making positions in their municipalities.

Only half of Kosovans stated that they **feel informed or very informed** about their **municipality's work in general**. However, when asked specifically about whether they had heard about any Municipal Assembly meeting held over the last 12 months, only 33.8% of survey respondents from Kosovo-wide responded affirmatively.

Slightly more than half of Kosovans consider their **local governments as responsive** to their citizens' needs and requirements: 4.1% believe that their local government fully takes into account the needs and concerns of its citizens in the decision-making processes and 49.7% believe that it takes into account to some extent the needs and concerns of its citizens.

Use of media is considered **the most effective tool in influencing decision-making at the local level**. Participatory planning at the community level and attending public discussion meetings are considered as effective by fewer Kosovans, 35%, while 43% of them believe that voluntary work in organizations/ municipal committees is an effective mean for influencing decision-making at the local level.

Between **13% and 16%** of the respondents **participated in decision-making processes by attending meetings of a political party/political action group, a protest/demonstration, a municipal public meeting, a public debate, or by contacting a politician or public official**. Only **10.5%** claimed to have attended a participatory planning meeting at the community level, and only 7% attended a meeting of a trade union. **Men have higher participation rates** across all different means **compared to women**.

Signing a petition, attending a political party or political action group meeting or a municipal meeting remain the three top choices of Kosovan women and men to participate in decision-making processes. It must be highlighted, however, that **the percentage of citizens who have participated in decision-making processes – across all modes of participation – has increased significantly** between 2012 and 2015.

Introduction

The Mosaic Survey has been assessing citizens' perceptions of public services and local authorities in Kosovo every three years since 2003. It is based on a representative sample of the Kosovan population and interviews with women and men aged 18 years and older. The present survey was conducted in October 2015 and the trend analyses provide a direct comparison of perceptions and satisfaction levels of the most recent data with that of 2012, 2009, 2006, and 2003.

Over the course of more than 12 years, Kosovo Mosaic Surveys (KMS) have been collecting information on some of the most debated issues in Kosovo: quality of public services and performance of local authorities in delivering these services. Within these surveys, satisfaction level with the quality of public services has been measured by asking survey respondents to report their level of satisfaction with more than 27 different types of public services. Similarly, the satisfaction level with the performance of Kosovo's local authorities has been measured by asking survey respondents to report their level of satisfaction with the work of their Mayor, Municipal Assembly, and Municipal Administration.

This report will provide a trend analysis of the overall satisfaction of Kosovans with public services and their local government and its institutions by comparing the 2015 results with those of the previous Kosovo Mosaic surveys conducted in 2012, 2009, 2006 and 2003. Additional information and ranking of municipalities based on their citizens' satisfaction level will be provided for the following groups of services: healthcare and education; cultural, youth and sports activities and protection of cultural heritage; environmental protection and nature and species conservation; road infrastructure and management of public spaces; public transportation; utilities and Centres for Social Work.

The following section covers citizens' perceptions of Public Administration's efficiency in issuing documents such as passports, IDs, various certificates, business and construction licenses, driver's licenses and vehicles registration and Social Assistance cards, and ranks the municipalities based on their citizens' perceptions of efficiency.

The section on satisfaction with the local government and its institutions includes a section on citizens' trust on whether the local government can solve the problems in their municipality; followed by a detailed trend analysis section on satisfaction with local government and its institutions; then satisfaction with local government operations and management; and finally satisfaction with representation of women and ethnic minorities in the local government, as two key issues in ensuring social inclusion and empowerment of these two groups at the local level.

The last section of the report includes findings on citizens' participation in decision-making processes. The section is introduced by how informed the citizens feel about the work of their municipality, local governments' responsiveness to citizens' needs and concerns during the decision-making processes, followed by perceptions of citizens on the effectiveness of different tools in impacting decision-making at the local level, and concludes with data on citizens' participation in decision-making.

Methodology and Survey Design

KMS 2015 was conducted to identify and re-assess citizens' perceptions, needs and priorities with respect to public services based on a representative sample of 6,700 respondents, all 18 years of age or older and living in Kosovo. The survey was conducted using a face-to-face, paper and pencil interview methodology 'in home' of the respondent, with multi-staged random probability sampling.

The survey is representative of the adult (18+) population. Taking into consideration that sampling was based on municipalities, the proportion of Kosovo Serbs (K-Serbs) surveyed within the sample (18%) is higher than their proportion within the Kosovo population (around 5%). This is due to the fact that as per population percentages, there are more municipalities with predominantly K-Serb population, 10 municipalities out of 38, or 24% of the municipalities. Since this resulted in an oversampling of K-Serbs within the KMS, all the responses were weighted based on proportions of ethnic groups within the population when calculating figures for Kosovo totals.

KMS 2015 did not include people in hospitals, prisons, military facilities and similar institutions at the time that the survey was conducted.

The breakdown of the population by municipalities is based on the latest (2011) census data. Primary data collection was conducted using a multistage random sampling model, where Kosovo's 38 municipalities were assigned proportionate sampling quotas based on their estimated population. The sample was stratified by regions and by the residential profile of each region, which is as follows: Prishtinë/Priština, Mitrovicë/Mitrovica, Prizren, Gjakovë/Đakovica, Gjilan/Gnjilane, Pejë/Peć, and Ferizaj/Uroševac for the Kosovo Albanian population, as well as non-Serb minorities living in the same localities. For the Kosovo Serb population, the sample was stratified by regions and by the residential profile of each region, which is as follows: Northern Region, Central Region, Southern Region, and South-eastern Region.

Each sampling point was designed to have eight households irrespective of the type of residence (urban or rural²), 838 sampling points in total.

Selection of households to survey within each sampling point was based on the 'random route' method. In urban areas, the first contacted household was the third house or address number from the starting point on the left-hand side of the street or route, and every third one from that household onward. In a block-of-flats, every third apartment was selected, starting from the top floor of each building.

² Urban and Rural settlements are defined by administrative borders set by each municipality, i.e. neighbourhoods of a city/town are clearly defined that they belong to the urban area, and the villages and rural settlements are also clearly defined that they belong to the rural area.

Within the households selected for the survey, only one person aged 18 or older was selected by asking birthdays of household members and selecting the person whose birthday was the first from the date of the interview. A total of 6,700 face-to-face interviews were conducted.

The survey design and methodology was developed by the Kosovo Mosaic Committee, which consisted of representatives of the United Nations Development Programme (UNDP), the United States Agency for International Development (USAID) and the Ministry of Local Government Administration (MLGA). The KMS 2015 questionnaire was developed by the Kosovo Mosaic Committee using the baseline questionnaires used for the KMS 2003, KMS 2006, KMS 2009 and KMS 2012. Statistical analyses and data processing were conducted using the SPSS (Statistical Package for the Social Sciences) and Stata software. The statistics for the report have a margin of error of less than 5%.

Perceptions of biggest problems facing municipalities

Across Kosovo, the lack of economic development and its consequences dominate the list of perceived high priority problems by the respondents. As may be observed in Table 1, almost three quarters of Kosovans believe that unemployment, lack of economic growth and poverty/low standards of living are the biggest problems faced by their municipalities. A comparison of the priority problems identified in 2012 and 2009 shows an exacerbation of the socio-economic conditions (unemployment, poverty/low standard of living, lack of economic growth) during the last six years. While corruption reappears as a high priority issue in 2015, there seem to be improvements in electricity supply as it no longer appears in the list of the four most important problems.

Table 1: Biggest problems facing municipalities, 2009, 2012 and 2015

Main problems faced by the municipality	2015	Main problems faced by the municipality	2012	Main problems faced by the municipality	2009
Unemployment	43.5%	Unemployment	57.7%	Unemployment	43.6%
Lack of economic growth	18.9%	Poor electricity supply	7.0%	Lack of economic growth	21.7%
Poverty/low standards of living	9.5%	Poor water supply	6.4%	Corruption	7.0%
Corruption	9.4%	Poverty/low standard of living	5.4%	Poor electricity supply	6.5%

Disaggregation of data by municipality shows that for a certain number, the perceptions of highest priority problems differ from Kosovo's average figures. For instance, for the residents of Junik, Prizren, Pejë/Peć and Graçanicë/Gračanica, corruption is perceived to be a major problem by a significantly higher percentage of citizens compared to Kosovo's average.

In Mitrovicë/a North and Zubin Potok, inter-ethnic relations are ranked among the three most important issues. Poor water supply remains to be a paramount issue for the residents of Klinë/Klina, Mamushë/Mamuša, Hani i Elezit/Elez Han, and Vushtrri/Vučitrn. Environmental pollution tops the list of priority issues in the municipality of Obiliq/Obilić (see Table A 1 in the Annex).

Satisfaction with public services

Trends in satisfaction with public services

Table 2 displays trend analyses of citizens' satisfaction – Satisfaction Index - with 28 different public services, 26 of which were measured in all four surveys starting in 2006. The Satisfaction Index (SI) was calculated by assigning numeric values to reported satisfaction levels with public services as follows: very dissatisfied (-100), dissatisfied (-50), satisfied (+50), and very satisfied (+100). The index can range from -100 to +100 points (from *very dissatisfied* to *very satisfied*). Values that approximate 0 signify that there is an equal number of respondents who are satisfied and dissatisfied with the specific public service or local institution.

The data of the Kosovo Mosaic Survey (KMS) 2015 show that the average satisfaction with public services has decreased slightly between 2012 and 2015. In 2012, Kosovans' average Satisfaction Index with a range of public services was 0.1, whereas in 2015 the figure is -1.1 points. This figure signifies that on average, the number of Kosovans who are dissatisfied with the 26 services listed below is slightly higher compared to those who are satisfied with them.

Table 2: Satisfaction indices for public services, 2006-2015

	2006	2009	2012	2015	Trend	Difference (2012-2015)
Social services	-23.0	-16.5	-11.9	-21.0	-	-9.0
Pensions	-36.0	-20.0	NA	NA		
Cultural activities	9.0	11.3	-20.9	-6.5	+	14.4
Sports activities	15.0	12.8	-17.5	-1.2	+	16.3
Fire fighting and medical emergency services	42.0	15.5	35.5	32.6	-	-2.9
Rural and urban planning	-3.0	1.1	-6.1	-20.6	-	-14.5
Maintenance of local roads	-20.0	3.3	13.7	6.3	-	-7.4
Sidewalks	NA	0.0	-11.2	0.3	+	11.5
Public transportation	23.0	4.7	24.7	1.1	-	-23.6
Traffic and parking regulation	-11.0	-2.5	-26.0	-15.4	+	10.6
Public lighting	NA	4.6	5.0	3.1	-	-1.9
Water supply	16.0	10.2	10.4	13.6	+	3.2
Sewage and sanitation	0.0	2.9	13.4	4.7	-	-8.7
Solid waste collection and disposal	-2.0	4.6	-2.1	6.8	+	8.8

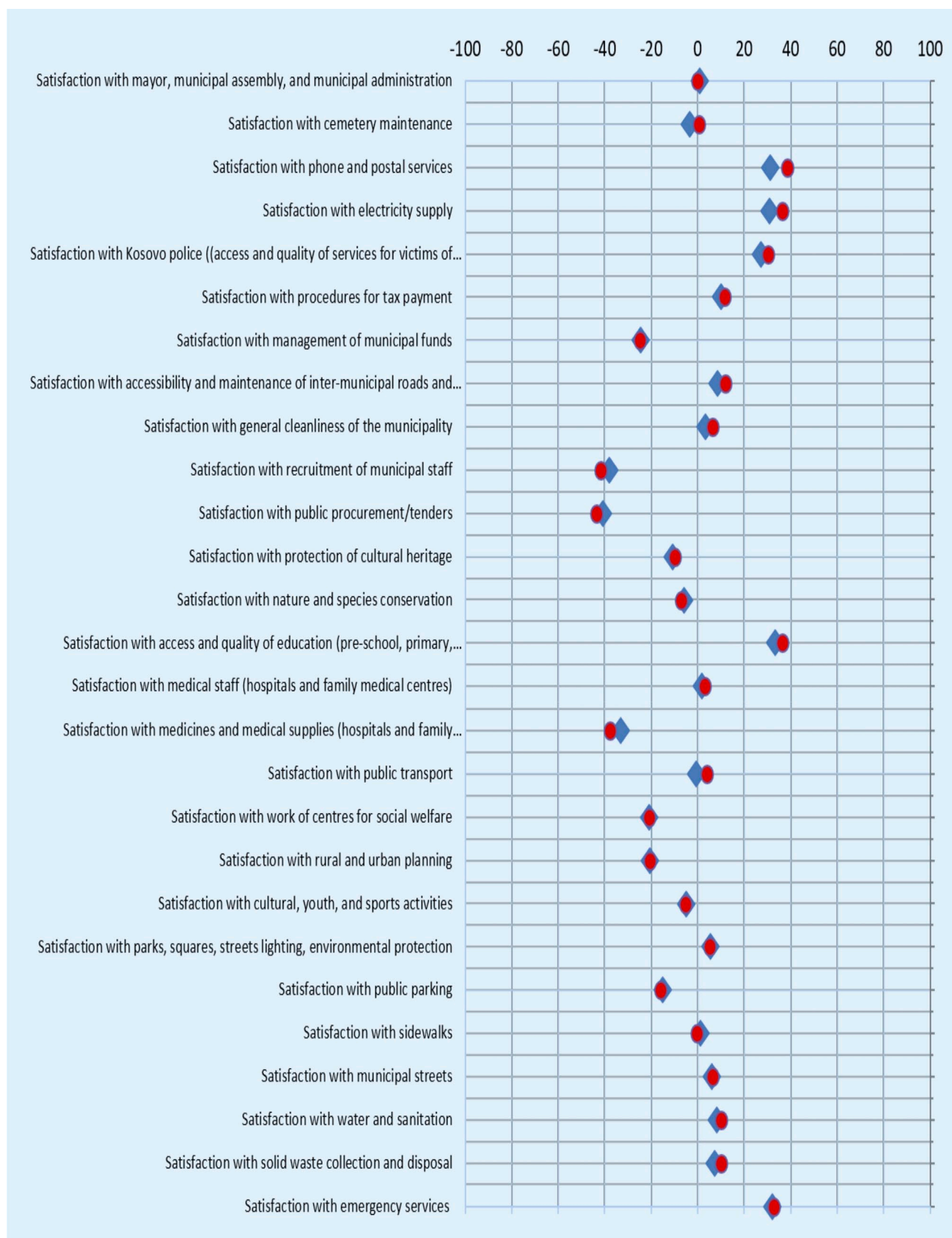
Family medical centres (FMCs)	27.0	25.5	-5.4	-8.2	-	-2.9
Hospitals	16.0	15.1	-14.1	-12.2	+	1.9
Public healthcare	21.0	15.1	NA	NA		
Management of primary and secondary education	21.0	20.6	46.7	33.5	-	-13.2
Maintenance of intercity roads and highways	-7.0	5.4	14.8	10.3	-	-4.6
Electricity supply	-3.0	-11.4	-5.2	33.6	+	38.8
Telephone and postal services	24.0	14.5	35.8	34.8	=	-1.0
Environmental protection	-5.0	-2.4	-7.9	-9.3	=	-1.4
Protection of land and landscape and wildlife/ Nature and species conservation	-5.0	-2.6	0.7	-6.5	-	-7.2
Tax payment procedures	-1.0	1.1	-0.2	10.7	+	10.9
Protection of cultural heritage	10.0	-0.4	-3.9	-10.3	-	-6.3
Tenders and procurement	-22.0	-6.7	-31.9	-42.1	-	-10.3
Recruitment of civil servants	-2.0	-4.2	-17.5	-39.9	-	-22.4
Management of municipal funds	NA	-3.3	-16.5	-24.8	-	-8.3
Average for all public services	3.4	3.5	0.1	-1.0		-1.1

A closer look at the indices shows that a larger share of Kosovans are satisfied with phone and postal services (SI=34.8); electricity supply (SI=33.6) and management of primary and secondary schools (SI=33.5) compared to the other services. On the other hand, the lowest indices (lowest satisfaction levels) are noted for local government operation and management: public procurement and tenders (SI= -42.1), recruitment of municipal staff (SI= -39.9) and management of municipal funds (SI = -24.8).

Regarding trends, KMS data show that the level of satisfaction has decreased the most for recruitment of civil servants (- 22.4 points), public transportation (-23.6 points) and rural and urban planning (-14.5 points), while the largest increases in the level of satisfaction were noted for electricity supply (38.8 points), sports activities (16.3 points) and sidewalks (11.5 points).

Analysis of 2015 Satisfaction Indices by gender shows that there are no statistically significant differences in the satisfaction levels of men and women for most of the public services and local institutions. As may be observed in Figure 1, the largest differences are noted for satisfaction with public transport, access and quality of preschool, primary and secondary education, general cleanliness of the municipality, accessibility and maintenance of inter-municipal roads and highways, access and quality of services that the Kosovo Police provides to victims of domestic violence, electricity supply, phone and postal services and cemetery maintenance. Among the list of these services, women are less satisfied only with recruitment of municipal staff, public procurement/tenders and supply of medicine and medical supplies in healthcare providers, compared to men.

Figure 1: Satisfaction Indices for public services and local government authorities and institutions, by gender



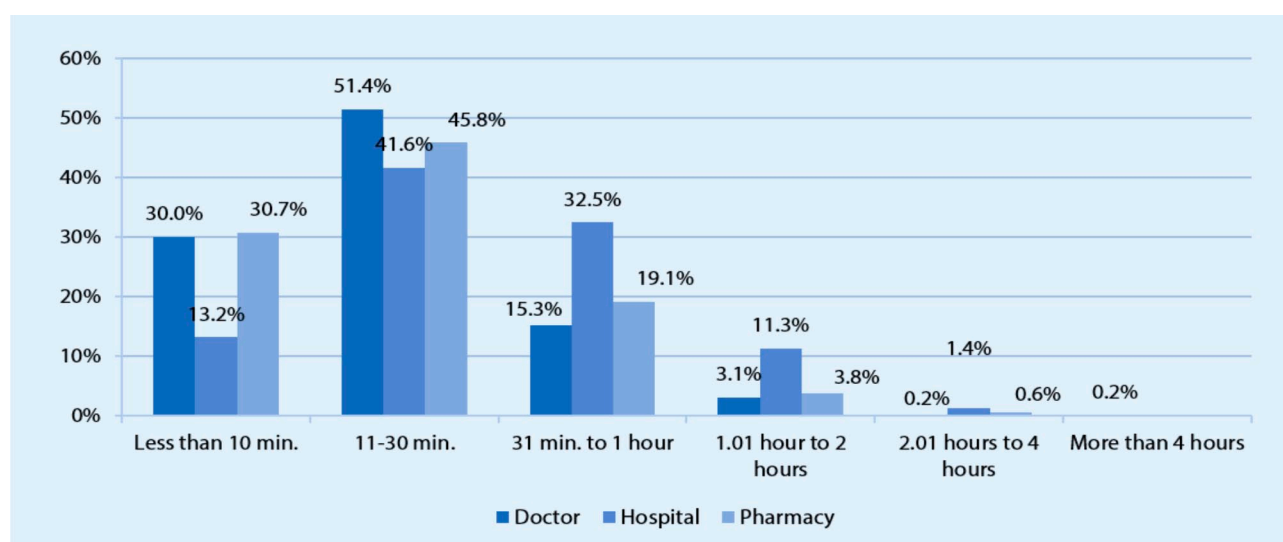
*Red – women; blue – men

Healthcare services and education

Healthcare services

KMS 2015 data show that Kosovans have relatively good access to healthcare services and pharmacies in terms of geographical proximity, even though access to hospitals is slightly more problematic. More than 30% of the respondents reported that they can reach the doctor or the closest pharmacy in less than 10 minutes on foot or by public transportation from their home, whereas only 13.2% declared the same for hospitals. For an additional 33% of Kosovans the hospital is on average 30 minutes to one hour away on foot or if they use public transportation, whereas for 11% it is between one and two hours away.

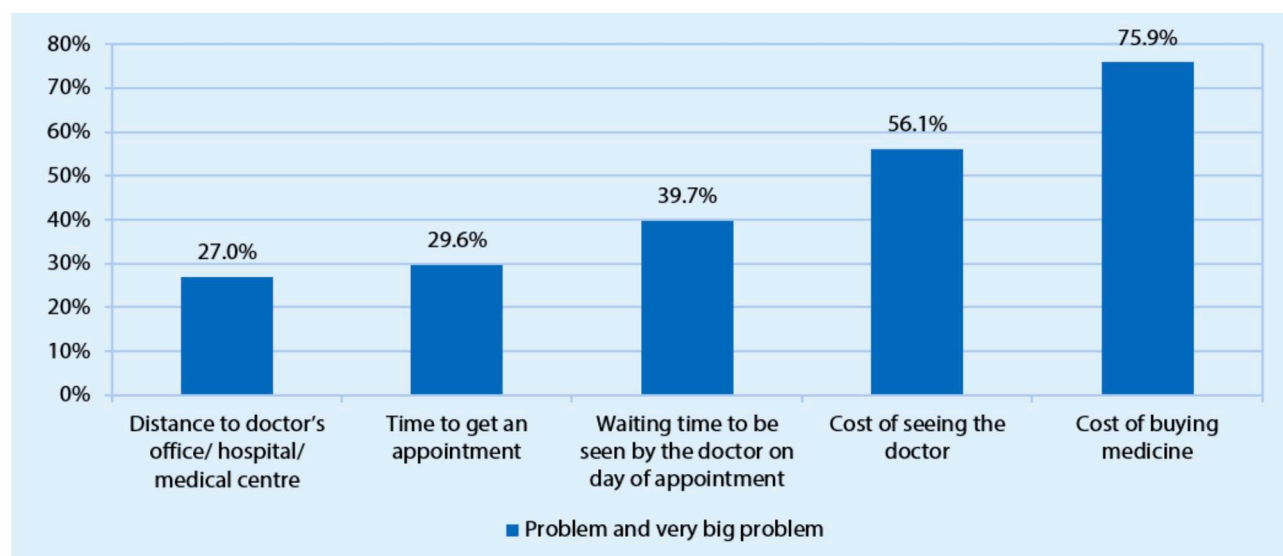
Figure 2: Distance to healthcare providers and pharmacies on foot or by public transportation



Disaggregation of data by municipality shows that the residents of Zubin Potok, Novobërdë/Novo Brdo and Shtërpçë/Štrpce have problems with access to healthcare providers and pharmacies when considering their geographical proximity to the two. About 7% of respondents from Zubin Potok declared that it takes them two to four hours to reach the nearest doctor on foot or by public transportation, whereas for 52.2% the latter is one to two hours away if they were to go there on foot or by public transportation. For more than 20% of residents of Shtërpçë/Štrpce and Zubin Potok the nearest hospital is an average distance of two to four hours on foot or by public transportation. On the other hand, KMS 2015 data show that the residents of Vushtrri/Vučitrn have a better access to healthcare providers and pharmacies compared to the residents of all the other municipalities; 74.5% of Vushtrri/Vučitrn respondents declared that it takes them less than 10 minutes to reach the nearest doctor by walking or using public transportation, 70% declared the same distance to the nearest hospital and 69.5% to the nearest pharmacy (See Tables A 2A, A 2B and A 2C in the Annex).

In order to explore more in-depth the issues that Kosovans face with access to healthcare services in general – both public and private – the respondents of the KMS 2015 were asked whether they had problems with the following the last time they needed to see the doctor: distance to the healthcare provider, time to get an appointment, waiting time to be visited by the doctor in the appointment day, cost of seeing the doctor and cost of buying medicine. Considering the relatively good access to healthcare providers with regards to physical proximity, it is no surprise that the distance to the healthcare providers was considered a barrier to access healthcare by 27% of Kosovans. Cost of seeing the doctor and cost of buying medicine on the other hand were said to hinder the access to healthcare by 56.1% and 75.9% of respondents, respectively. Having in mind the universal health coverage and low cost of medical visits in the public sector, these figures hint to a few issues: 1) That a lot of citizens utilize private healthcare services; 2) Prevalence of corruption in the public healthcare providers, whereby the bribes may increase costs significantly³ and 3) That the healthcare services and medicine are generally very expensive and unaffordable for the majority in absence of a public health insurance.

Figure 3: Factors hindering access to healthcare services



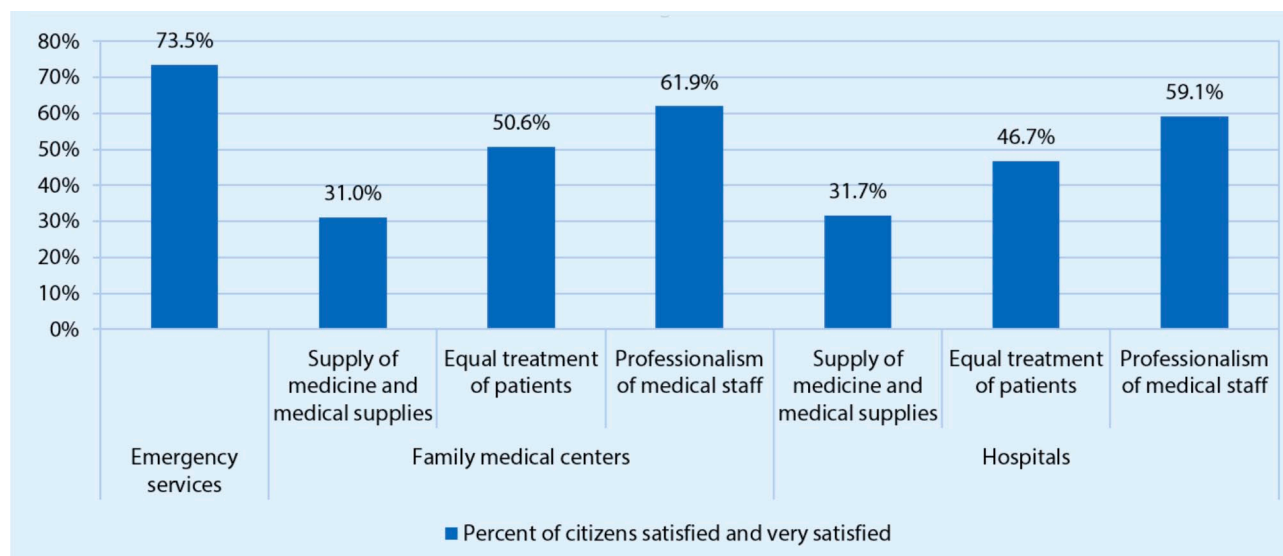
Analysis of factors hindering access to healthcare by municipality shows that the majority of residents of Hani i Elezit/Elez Han face both administrative and financial hindrances in accessing healthcare in their municipality. Almost 90% stated that the last time that they needed to see a doctor, distance to the healthcare facility was a problem, 75% stated that they had problems with the time it took them to schedule an appointment, 68.3% with the waiting time to be visited by the doctor on the appointment day, 97.1% with cost of seeing the doctor and 96.1% with the cost of buying medicine (See Table A6 in the Annex).

The Satisfaction Index for healthcare services – emergency, family medical centres and hospitals (See Table 2) – does not show a significant change in citizens' satisfaction with healthcare providers over the last three years. KMS 2015 data show a slight decrease in satisfaction with emergency services (-2.9 points) and family medical centres (-2.9 points), and a slight increase in the satisfaction level

³ Healthcare providers are perceived to be the highest-ranking institution for prevalence of large scale corruption (UNDP Kosovo, Public Pulse 10, p. 9). Retrieved from: <http://www.ks.undp.org/content/dam/kosovo/docs/PublicPulse/pp10/ENG%20version%20Public%20Pulse%20X.pdf>

with hospitals (+1.9 points). Figure 3 which breaks down the satisfaction level of Kosovans with healthcare services by different aspects of healthcare provision – supply of medicine and medical supplies, treatment of patients and professionalism of medical staff – shows that a higher percentage of Kosovans are satisfied with family medical centres compared to hospitals. As in 2012, satisfaction with supply of medicine and medical supplies is the lowest compared to treatment of patients and professionalism of medical staff across both healthcare providers. The figure also shows that almost three quarters of Kosovans are satisfied or very satisfied with emergency services.

Figure 4: Satisfaction with healthcare services



Disaggregation of data by gender shows that the differences in satisfaction level with different aspects of healthcare provision by hospitals and family medical centres between men and women are statistically insignificant, with the exception of supply of medicine and medical supplies. Less women reported to be satisfied with supply of medicine and medical supplies in hospitals (29.9% compared to 33.1% of men) and family medical centres (29.5% compared to 32.2%).

Disaggregation of data by municipality shows that the small municipalities such as Ranillug/Ranilug and Klllokot/Klokot rank the first in satisfaction with different aspects of healthcare provision by the family medical centres and hospitals. More than 80% of the respondents from Ranillug/Ranilug stated that they are satisfied or very satisfied with supply of medicine and medical supplies, equal treatment of patients and professionalism of medical staff of hospitals in their region. Klllokot/Klokot on the other hand tops the list for the percentage of residents who are satisfied with supply of medicine and medical supplies, equal treatment of patients and professionalism of medical staff in the family medical centres in the municipality (83%-93% of respondents). Finally, the overwhelming majority of the residents of Mamushë/Mamuša declared for the KMS 2015 that they are satisfied or very satisfied with emergency services in their municipality (See Tables A3, A4 and A5 in the Annex).

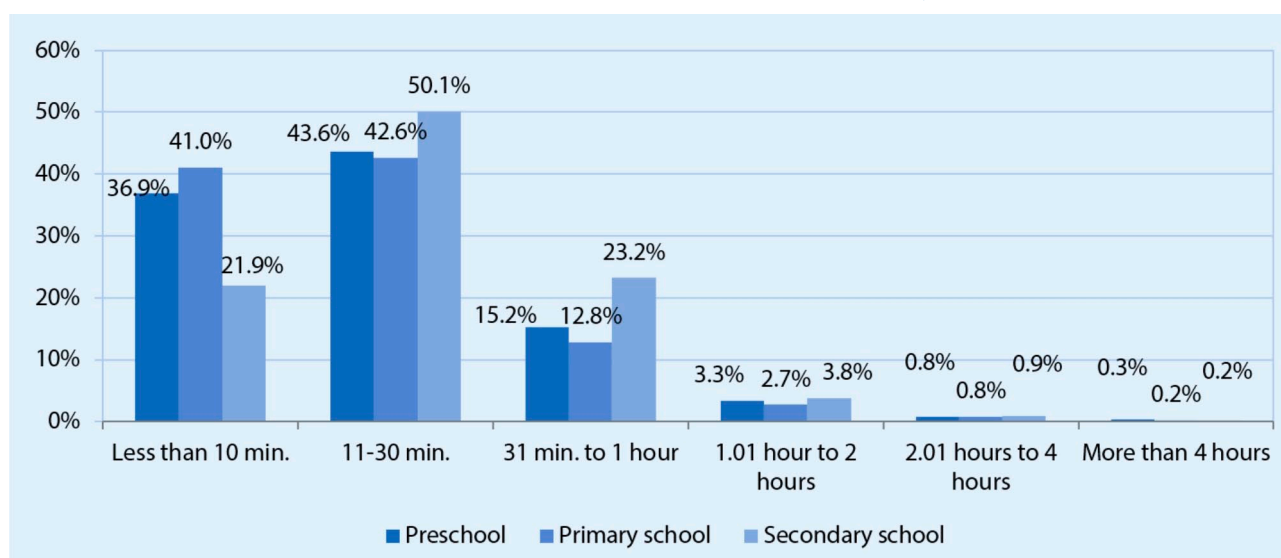
The municipalities of Zubin Potok, Novobërdë/Novo Brdo and Graçanicë/Gračanica on the other hand rank among the third least satisfied with emergency services

and different components of healthcare provision in family medical centres and hospitals. Additionally, less than 20% of the residents of Junik and Suharekë/Suva Reka claimed to be satisfied or very satisfied with equal treatment of patients and professionalism of medical staff in family medical centres in their municipalities. Less than 27% of the respondents from Ferizaj/Uroševac claimed that they are satisfied or very satisfied with the equal treatment of patients and the professionalism of medical staff in hospitals their municipality (See Tables A3, A4 and A5 in the Annex).

Education

KMS 2015 data show that Kosovans enjoy relatively good access to education institutions in terms of the time it takes to reach them on foot or by public transportation. As Figure 5 shows, primary schools are the most accessible of all education institutions: 41% of the respondents stated that the primary school is less than 10 minutes on foot or by public transportation from their homes and 42.6% that it is between 11 and 30 minutes away on average. Preschools and kindergartens and especially secondary schools are slightly less accessible: only 21.9% of the respondents declared that the secondary school is less than 10 minutes of walking from their homes or if they were to use public transportation, whereas 23.2% stated that the closest secondary school in their vicinity is on average between 31 minutes and one hour away or if they were to use public transportation.

Figure 5: Distance to education institutions on foot or by public transportation

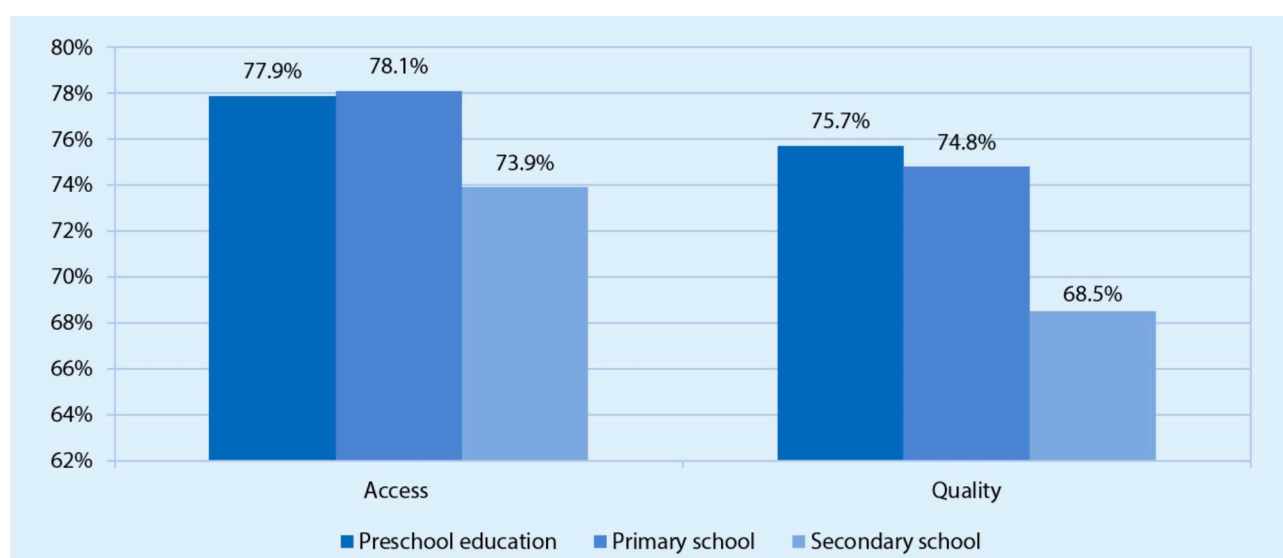


Disaggregation of data by municipality shows that the residents of Rahovec/Orahovac and Vushtrri/Vučitrn enjoy better access to education institutions compared to the rest of the municipalities in terms of distance (either walking or by public transportation). More than 69% of the respondents from both municipalities stated that the preschool/kindergarten is less than 10 minutes walking distance or by public transportation away from their homes; more than 73% stated that the nearest primary school to their homes is less than 10 minutes away; and more than 69% shared the same opinion for secondary schools. Zubin Potok and Leposaviq/Leposavić on the other hand seem to have problems with access to all three: preschools, primary schools and secondary schools. More than 24% of the

residents of Zubin Potok and more than 6% from Leposaviq/Leposavić stated for the KMS 2015 that the nearest education institution is 2 to 4 hours away from their homes if they were to walk or use public transportation to there (See Tables A 7A, A 7B and A 7C in the Annex).

The trend analysis of the Satisfaction Index for management of primary and secondary schools shows a relatively high decline in the level of satisfaction, by 13.2 points (See Table 2). Nevertheless, Figure 6 which compares the percentages of citizens who are satisfied and very satisfied with access to and quality of preschools, primary schools and secondary schools shows that the majority of Kosovans are satisfied with these institutions. Even though generally high, the percentage of Kosovans who are satisfied with access to secondary education (73.9%) and quality of education in this institution (68.5%) is lower compared to the satisfaction level with preschools/kindergartens and primary schools.

Figure 6: Satisfaction with access to and quality of education institutions (percent of citizens satisfied and very satisfied)



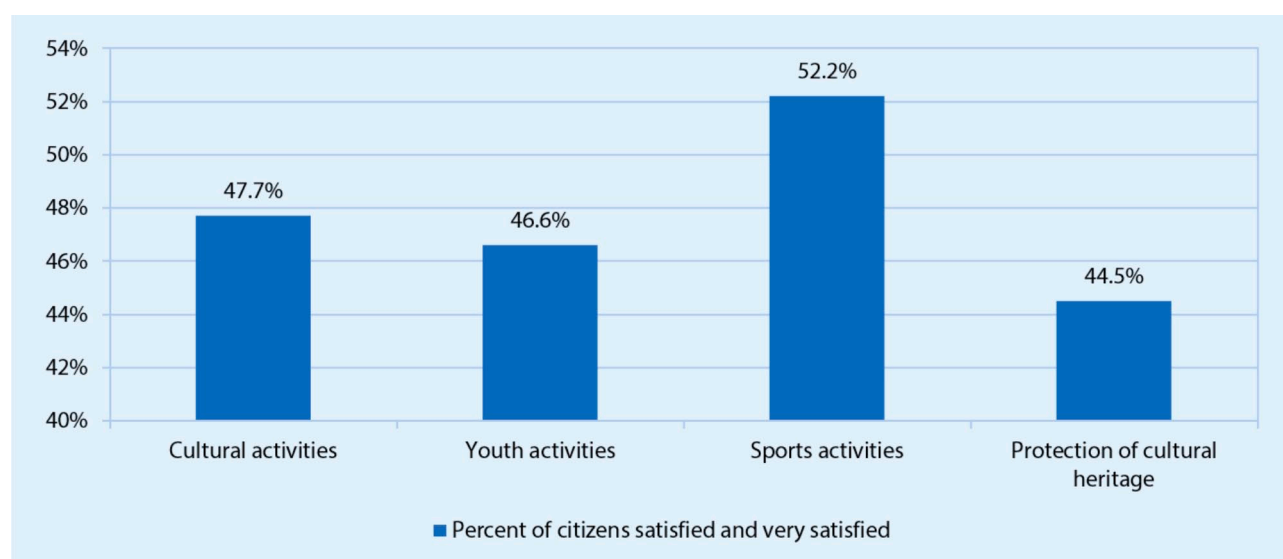
Disaggregation of data by gender shows that women are generally slightly more satisfied with accessibility and quality of education compared to men. Around 70% of them compared to 66.6% of men claimed that they are satisfied or very satisfied with quality of education in secondary schools, 79.2% (compared to 76.4% of men) claimed to be satisfied or very satisfied with access to preschool education and 77% (compared to 74.2% of men) with quality of preschool education.

Disaggregation of data by municipality shows that the municipalities of Mamushë/Mamuša, Gjakovë/Đakovica and Rahovec/Orahovac enjoy the highest level of citizens' satisfaction with access to and quality of preschool, primary and secondary education. On the other hand, the lowest satisfaction levels with both access to and quality of preschool, primary and secondary school education have been noted for the municipalities populated predominantly by K-Serbs: Zubin Potok, Graçanicë/Gračanica and Mitrovicë/a North. Another finding worth noting is the comparably low percentage of residents from Podujevë/Podujevo who are satisfied with the quality of primary and secondary school education in their municipality (See Tables A 8A, A 8B and A 8C in the Annex).

Cultural, youth and sports activities and protection of cultural heritage

Trend analysis of the Satisfaction Index of cultural and sports activities shows that the satisfaction level with the two has increased across Kosovo since 2012 (See Table 2). As Figure 7 shows, more than half of Kosovans are satisfied or very satisfied with sports activities in their municipalities, whereas for cultural and youth activities this share of citizens remains below 50%. The satisfaction level with protection of cultural heritage on the other hand has declined; the Satisfaction Index decreased by 6.3 points between 2012 and 2015. Only 45% of Kosovans are satisfied with protection of cultural heritage in their municipality. Disaggregation of data by gender shows that there are no statistically significant differences in satisfaction level with cultural, youth and sports activities as well as protection of cultural heritage between women and men.

Figure 7: Satisfaction with cultural, youth and sports activities and protection of cultural heritage



Comparison of data by municipality in Table A9 in the Annex shows that the municipalities of Viti/Vitina, Pejë/Peć and Ranillug/Ranilug top the list of satisfaction level with cultural, sports and youth activities and protection of cultural heritage. More than 80% of citizens in all three of them are satisfied or very satisfied with cultural, youth and sports activities in their municipality, whereas more than 75% are satisfied or very satisfied with protection of cultural heritage. On the other hand, less than 14% of the residents of Leposaviq/Leposavić are satisfied or very satisfied with cultural, youth and sports activities in their municipalities. Zubin Potok also ranks on the bottom of the list: only 12.6% of its citizens are satisfied with cultural activities, 8% with youth activities and 19% with protection of cultural heritage. Further, very few (less than 14%) of citizens residing in Novobërdë/Novo Brdo stated that they are satisfied or very satisfied with cultural activities and protection of cultural heritage in their municipality.

Environmental protection and nature and species conservation

Less than 23% of Kosovans perceive the air quality in their immediate neighbourhood to be poor. Disaggregation of data by municipality shows that the poor air quality is a rather significant issue in the region of Prishtinë/Priština, due to proximity to the power plants. Eighty four percent of the interviewed citizens of Obiliq/Obilić stated for the KMS 2015 that they have problems with air quality in their immediate neighbourhood, followed by 65% of respondents from Fushë Kosovë/Kosovo Polje and 49% of respondents from Prishtinë/Priština. Only 1% of the residents residing in municipalities in mountainous areas or in their vicinity (Junik, Novobërdë/Novo Brdo and Dragash/Dragaš) reported that they have problems with air quality in their immediate neighbourhood (See Table A11 in the Annex).

The trend analysis of the Satisfaction Index with environmental protection and nature and species conservation shows that for environmental protection, the change has been insignificant over the three years, but the satisfaction remains low, at -9.3 points. On the other hand, the Satisfaction Index for nature and species conservation has decreased by 7.2 points, from 0.7 in 2012 to (-6.5) in 2015.

Disaggregation of the satisfaction level by municipality shows that the municipalities of Zubin Potok and Novobërdë/Novo Brdo rank among the lowest in satisfaction level with both environmental protection and nature and species conservation. On the other hand, the municipalities of Ranillug/Ranilug, Lipjan/Lipljane and Junik rank the highest for satisfaction level with environmental protection, and Gjakovë/Đakovica, Klllokot/Klokot and Junik rank the highest for the satisfaction level of their citizens with nature and species conservation (See Table A11 in the Annex).

Road infrastructure and public spaces

Urban and rural planning

The trend analysis of the Satisfaction Index with urban and rural planning – the average satisfaction level with functioning of urban and rural planning, implementation of building regulations and control standards and issuing of building permits – shows that fewer citizens are satisfied or very satisfied with it compared to 2012. The Satisfaction Index with urban and rural planning has declined from (-6.1) in 2012 to (-20.6) in 2015. As may be observed in Figure 8, a larger share of Kosovans are satisfied with approval of building permits (40.9%) compared to functioning of urban and rural planning (35.5%) and implementation of building regulations and control standards (34.6%).

Figure 8: Satisfaction with urban and rural planning

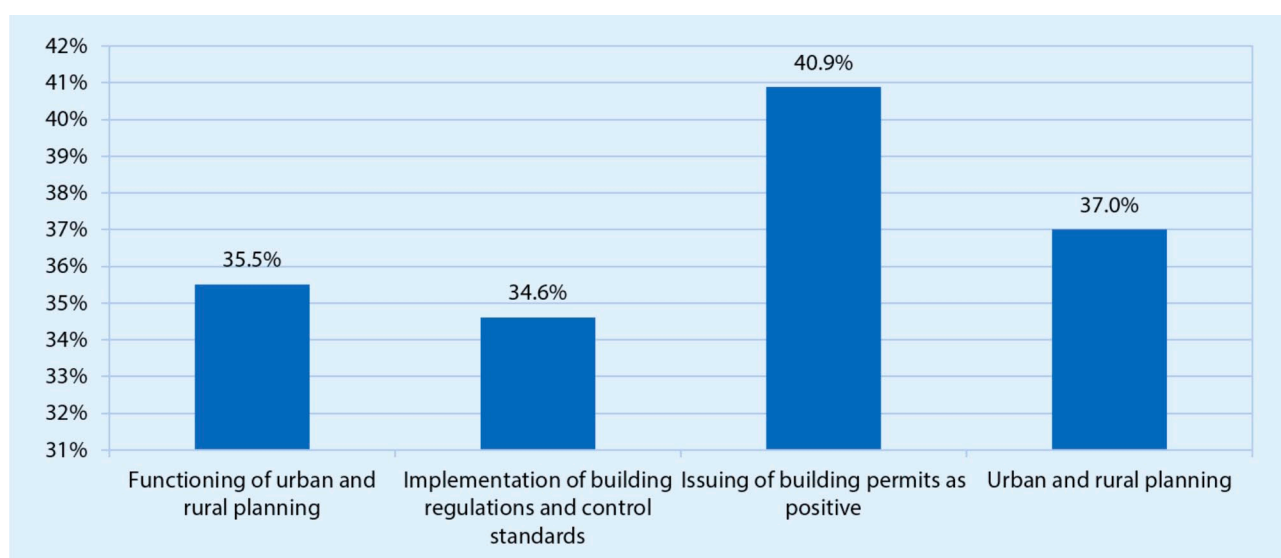


Table A12 in the Annex ranks the municipalities based on their average satisfaction level with urban and rural planning, drawn from the satisfaction level with: functioning of rural and urban planning, implementation of building regulations and control standards and issuing of building permits. KMS 2015 data analysis finds that almost three quarters of citizens of Ranillug/Ranilug, Lipjan/Lipljane and Hani i Elezit/Elez Han are satisfied or very satisfied with urban and rural planning, while less than 10% of the respondents in Mamushë/Mamuša (6.7%) and Zubin Potok (8.5%) stated to be satisfied or very satisfied with urban and rural planning in their municipality.

Maintenance of streets in the municipality

KMS 2015 data show that more than half of Kosovans, (56.3%) are satisfied or very satisfied with maintenance of streets in their municipality, calculated as the average satisfaction level with cleanliness of municipal streets, their condition and horizontal and vertical signage. It must be emphasized however that a higher percentage of the citizens are satisfied with condition of the streets in their municipality (58.1%) compared to those who are satisfied with the level of street cleanliness and horizontal and vertical signage of streets in their municipalities. Trend analysis shows that maintenance of the streets at the municipality level has experienced a rather significant decline compared to 2012. The Satisfaction Index with maintenance of streets in the municipality has decreased from 13.7 to 6.3 points between 2012 and 2015.

Figure 9: Satisfaction with maintenance of streets in the municipality

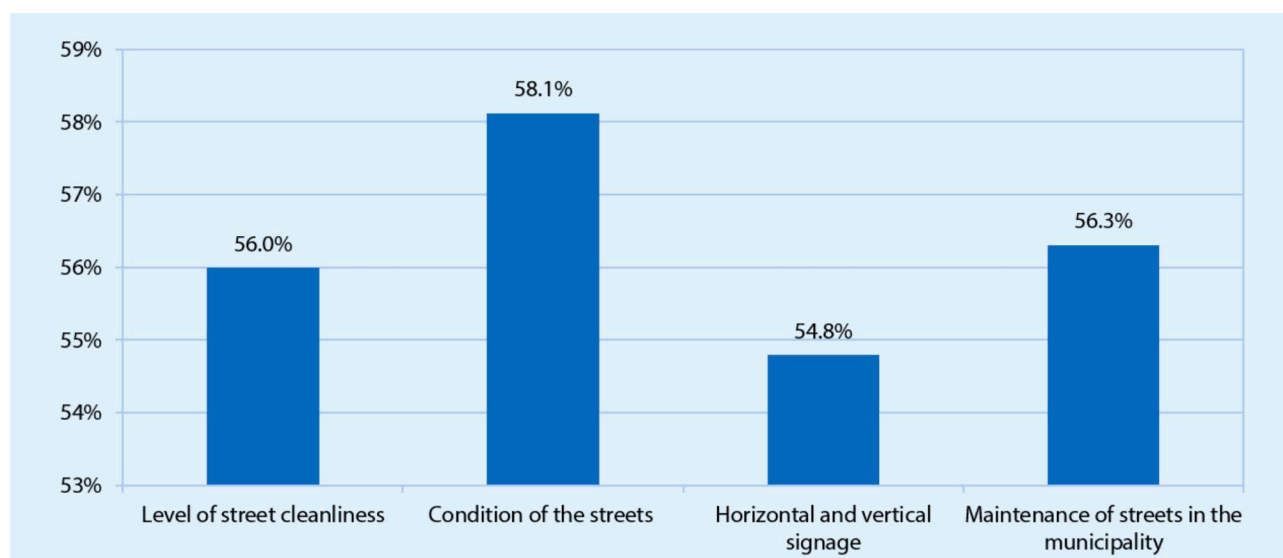


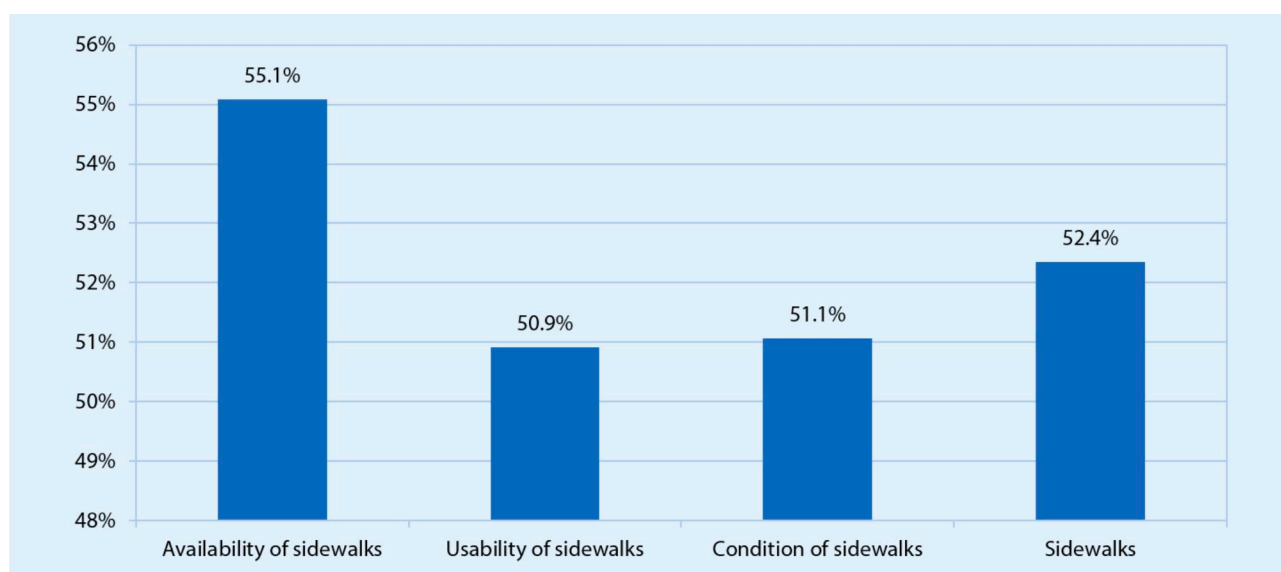
Table A13 in the Annex which ranks the municipalities based on the average level of satisfaction with maintenance of streets in the municipality – calculated using the satisfaction with level of street cleanliness, condition of streets and horizontal and vertical signage - shows that more than 80% of the citizens residing in Mamushë/Mamuša, Hani i Elezit/Elez Han and Ranillug/Ranilug are satisfied with maintenance of streets in their municipality.

On the other hand, municipalities of Zubin Potok, Novobërdë/Novo Brdo and Graçanicë/Gračanica rank the lowest in the list. It must be noted that the municipality of Zubin Potok ranks the lowest also in the component of street cleanliness (with only 13.3% of its residents satisfied or very satisfied) and horizontal and vertical signage of streets in the municipality (with only 15.9% of its residents satisfied or very satisfied).

Sidewalks

Kosovo Mosaic methodology measures the level of satisfaction with sidewalks by calculating the average satisfaction level with availability, usability and conditions of sidewalks in the municipality. As Figure 10 illustrates, slightly more than half of Kosovans declared that they are satisfied or very satisfied with the sidewalks in their municipality, with the largest percentage (55.1%) satisfied with availability of sidewalks. Moreover, trend analysis of the Satisfaction Index with sidewalks shows that it has increased by 11.5 points compared to three years ago; from (-11.2) in 2012 to 0.3 in 2015.

Figure 10: Satisfaction with sidewalks in the municipality



Ranking of municipalities by the average level of satisfaction with sidewalks shows that the municipalities of Mamushë/Mamuša, Gjakovë/Đakovica and Ranillug/Ranilug rank the highest, with more than 80% of their citizens on average satisfied with sidewalks in their municipality, whereas the municipalities of Novobërdë/Novo Brdo and Zubin Potok the lowest, with only 10% and 15.4% of the citizens satisfied with sidewalks, respectively (See Table A14 in the Annex).

Public lighting

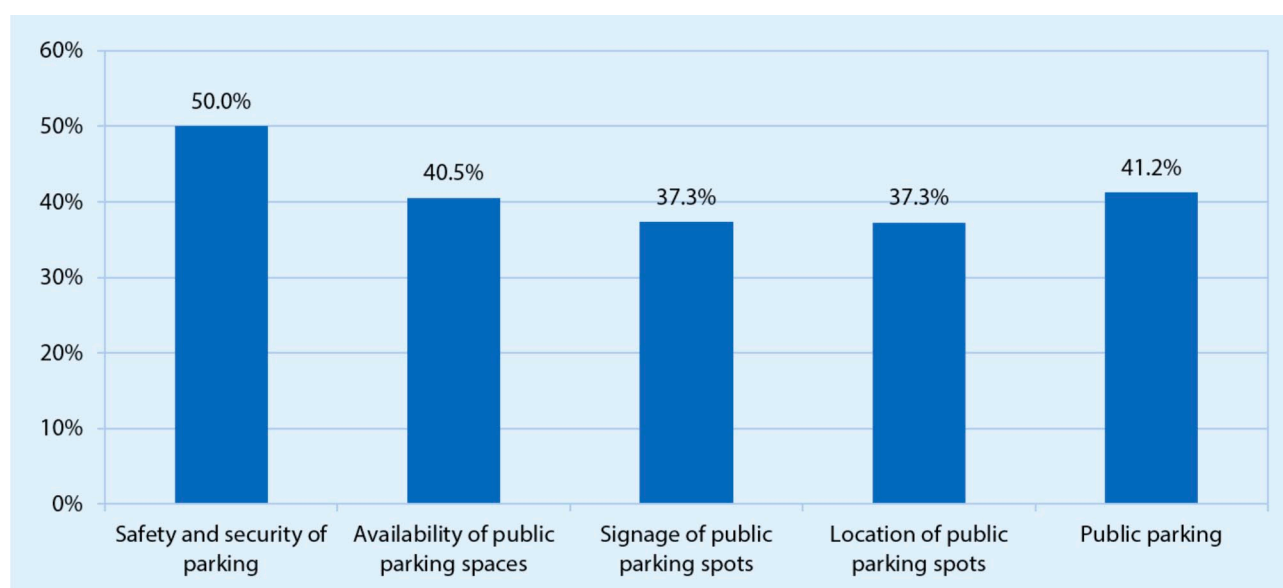
Trend analysis of satisfaction with public lighting shows that there has been a slight, insignificant decline in the Satisfaction Index with public lighting - by 1.9 points - between 2012 and 2015. Nevertheless, KMS 2015 data show that more than half of citizens (53.9%) across more than half of the municipalities in Kosovo remain satisfied or very satisfied with public lighting in their municipality. Mamushë/Mamuša, Gjakovë/Đakovica and Ranillug/Ranilug rank the highest in the list of municipalities in terms of the percentage of their residents who are satisfied or very satisfied with public lighting, whereas the municipalities of Novobërdë/Novo Brdo, Zubin Potok and Graçanicë/Gračanica rank the lowest (See Table A15 in the Annex).

Disaggregation of data by gender shows that a slightly higher percentage of women compared to men – 54.7% compared to 52.7% - are satisfied or very satisfied with public lighting of streets and public spaces in their municipality. Nevertheless, when asked whether they feel safe at night with the street lighting in their municipality, the percentage of women was slightly lower compared to men: 65.2% claimed to feel safe or somewhat safe compared to 67.4% of men.

Public parking

Kosovo Mosaic methodology measures the level of satisfaction with public parking by drawing the average from satisfaction level of citizens with safety and security of parking, availability of public parking spaces, signage of public parking spots and their location. Even though the trend analysis in Table 2 shows an increase in the Satisfaction Index with public parking between 2012 and 2015 (by 10.6 points) only 41% of Kosovans claimed to be satisfied or very satisfied with public parking in their municipality. As shown in Figure 11, 50% of Kosovans are satisfied with safety/security of public parking in their municipality, whereas only 37% are satisfied with signage and location of public parking spots.

Figure 11: Satisfaction with public parking

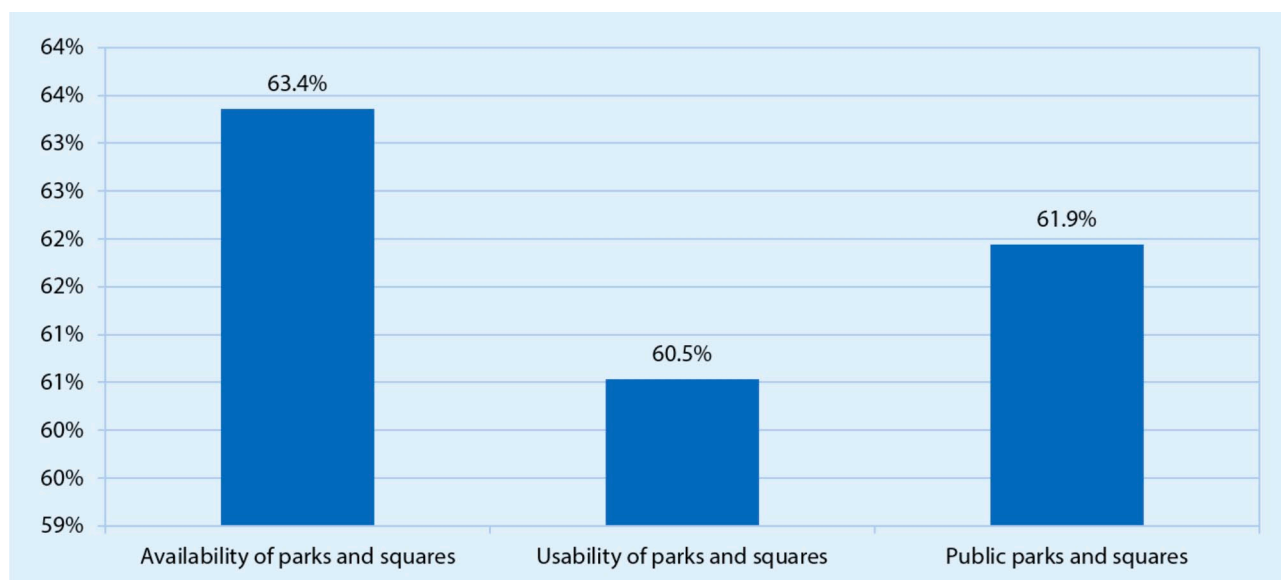


Ranking of municipalities by the average level of satisfaction with public parking in Table A16 in the Annex shows that Gjakovë/Đakovica, Lipjan/Lipljane and Ranillug/Ranilug rank the highest in satisfaction with public parking compared to all the other municipalities, whereas the municipalities of Klinë/Klina, Skënderaj/Srbica and Zubin Potok rank the lowest, with less than 11% of citizens satisfied or very satisfied with public parking in their municipalities (See Table A16 in the Annex).

Municipal parks and squares

The indicator of satisfaction with public parks and squares has been calculated as the average of the satisfaction level with availability and usability of parks and squares. As shown in Figure 12, more than half of Kosovans (61.9%) are satisfied or very satisfied with public parks and squares in their municipality. The percentage of those who are satisfied with availability of the two is slightly higher compared to their usability, 63.4% compared to 60.5% of citizens. Table A16 in the Annex which ranks the municipalities based on the average satisfaction with public parks and squares shows that Junik, Gjakovë/Đakovica and Mamushë/Mamuša lead the list of municipalities, with 90% or more citizens satisfied or very satisfied. Novobërdë/Novo Brdo on the other hand is at the bottom of the list as only 16.7% of its residents stated to be satisfied or very satisfied with public parks and squares in their municipality, followed by Hani i Elezit/Elez Han (23.1%) and Zubin Potok (27%) (See table A17 in the Annex).

Figure 12: Satisfaction with parks and squares in the municipality



Cemetery maintenance

KMS 2015 data show that the percentage of Kosovans who are satisfied with cemetery maintenance in their municipality has decreased from 56.9% in 2012 to 51.5% in 2015. Nevertheless, as displayed in Table A17 in the Annex, in half of the municipalities across Kosovo, more than half of the citizens are satisfied or very satisfied with cemetery maintenance in their municipality. Three municipalities worth highlighting are Mamushë/Mamuša, Fushë Kosovë/Kosovo Polje and Ranillug/Ranilug whereby 99%, 84% and 82% of the citizens, respectively, stated for the KMS 2015 that they are satisfied or very satisfied with cemetery maintenance in their municipality. In Glogoc/Glogovac on the other hand, only 18.5% of the citizens claimed to be satisfied or very satisfied with cemetery maintenance in their municipality (See Table A18 in the Annex).

Public transportation

Kosovo Mosaic methodology measures the level of satisfaction with public transport by drawing the average from satisfaction level of citizens with usage of public transport, public transport services and the time it takes to reach the destination when using public transport. As illustrated on Figure 13, slightly more than half of Kosovans (55.9%) claimed that they are satisfied or very satisfied with public transport in their municipality. The percentage of those who are satisfied with each of its components is very similar to the average. Nevertheless, it must be highlighted that the average level of satisfaction with public transport has decreased drastically over the last three years. As Table 2 shows, the Satisfaction Index has decreased by 23.6 points between 2012 and 2015.

Figure 13: Satisfaction with public transport

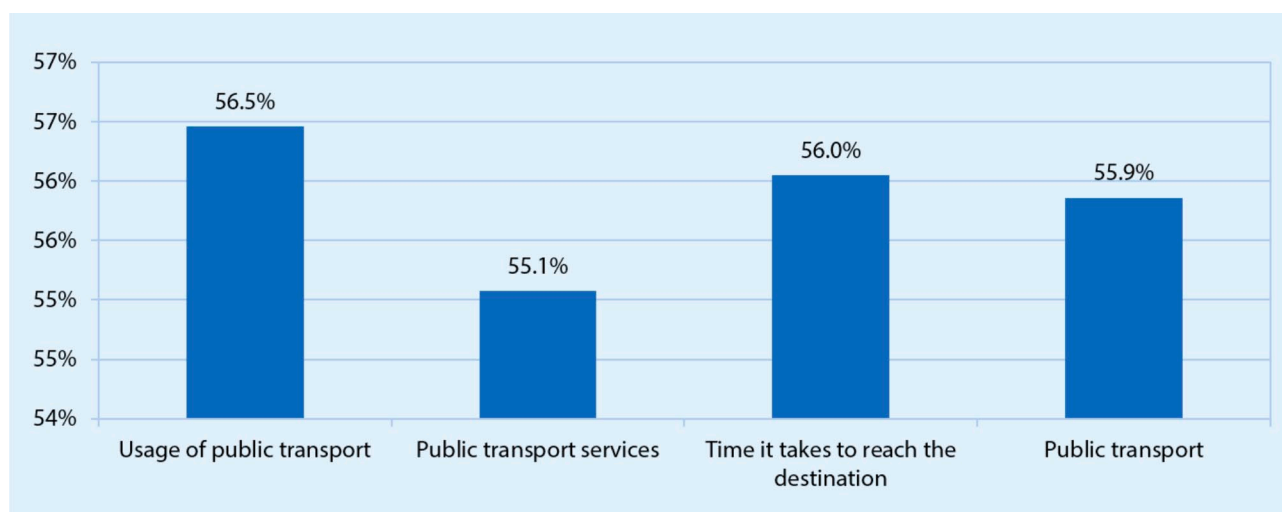
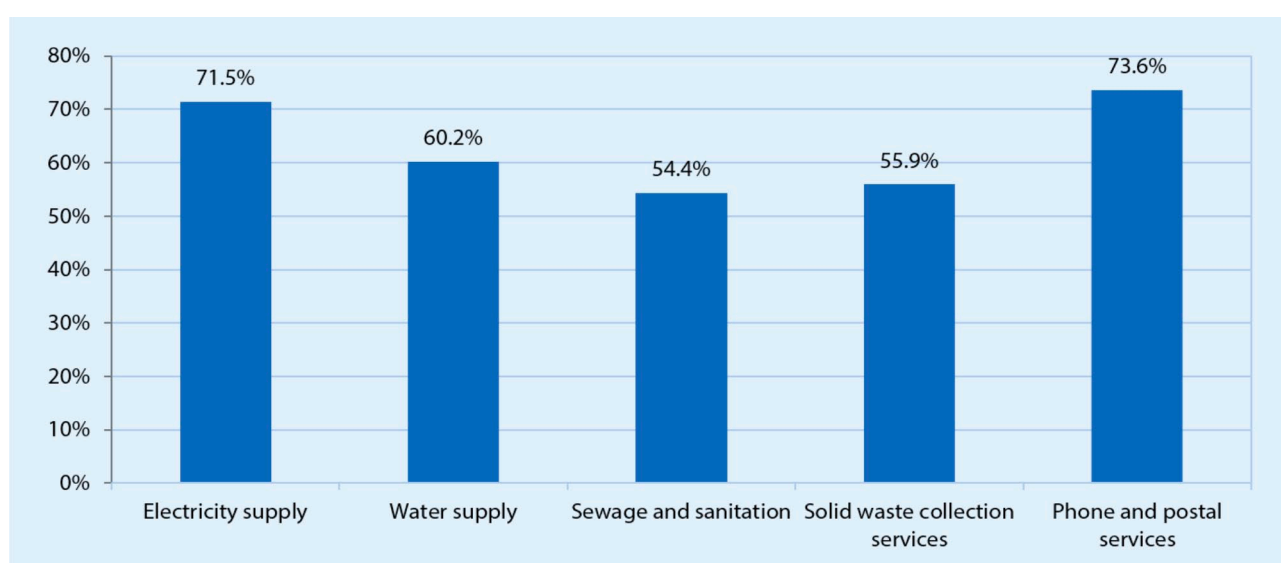


Table A19 in the Annex ranks the municipalities based on the average level of satisfaction of citizens with public transport, derived from its three components: usage of public transport, public transport services and [time] reliability of public transport services. The table shows that the municipalities of Mamushë/Mamuša, Gjakovë/Đakovica and Gjiilan/Gnjilane rank the highest in the list of all municipalities as 87-99% of citizens residing in them are satisfied or very satisfied with public transport in their municipality. On the other hand, Skënderaj/Srbica and Klinë/Klina are the worst performing municipalities in this regard as only 10-11% of their residents stated to be satisfied or very satisfied with public transport in their municipality.

Utilities

KMS 2015 data show that more than half of Kosovans are satisfied or very satisfied with all the utilities, however, a significantly higher percentage (72%-74%) are satisfied with electricity supply and phone and postal services. As shown in Table 2, the satisfaction level with energy supply experienced the most significant increase between 2012 and 2015 compared to all the public services, by 38.8 points. Trend analysis also shows an increase in the satisfaction level with water supply and solid waste collection services between 2012 and 2015, while the Satisfaction Index for sewage and sanitation decreased by 8.7 points. Even though there has also been a meagre, insignificant decline in the Satisfaction Index with phone and postal services, this service remains one of the most satisfactory of all public services.

Figure 14: Satisfaction with utilities



Disaggregation of data on satisfaction with utilities on Table A20 in the Annex shows that Ranillug/Ranilug ranks among the three most satisfied municipalities with 79%-97% of its citizens satisfied or very satisfied with all the utilities except for phone and postal services. Gjakovë/Đakovica also ranks among the three most satisfied municipalities; 88.5% of its residents claimed to be satisfied or very satisfied with water supply, 86.5% with sewage and sanitation and 82.5% with solid waste collection services. More than 92% of the respondents residing in Prishtinë/Priština, Mitrovicë/Mitrovica and Partesh/Parteš declared for the KMS 2015 that they are satisfied or very satisfied with phone and postal services.

On the other hand, Graçanicë/Gračanica ranks among the three least satisfied municipalities with all utilities, while in Zubin Potok only 6.7% of the respondents declared that they are satisfied or very satisfied with sewage and sanitation and 13.5% with solid waste collection services. KMS 2015 data also indicate that electricity supply is a problem in the municipality of Glogoc/Glogovac; Fushë Kosovë/Kosovo Polje faces issues with water supply; Novobërdë/Novo Brdo with sewage and sanitation and solid waste collection services; and Skënderaj/Srbica with solid waste collection services. All these municipalities rank among three least satisfied in Kosovo with utilities (See Table A20 in the Annex).

Centres for Social Work

KMS 2015 data show that only 34.9% of Kosovans are satisfied with the work of Centres for Social Work in their municipality. Additionally, trend analysis of the Satisfaction Index shows that the satisfaction level with the work of this institution has decreased between 2012 and 2015 by 9 points, from (-11.9) to (-21). Disaggregation of data by municipality shows that less than 10% of the residents of Mamushë/Mamuša (2%), Zubin Potok (4.7%) and Junik (8.2%) are satisfied or very satisfied with the work of Centres for Social Work in their municipality. On the other hand, more than three quarters of the residents of Ranillug/Ranilug (77.6%) and Gjakovë/Đakovica (76.5%) stated for the KMS 2015 that they are satisfied or very satisfied with the performance of the Centre for Social Work in their municipality (See Table A21 in The Annex).

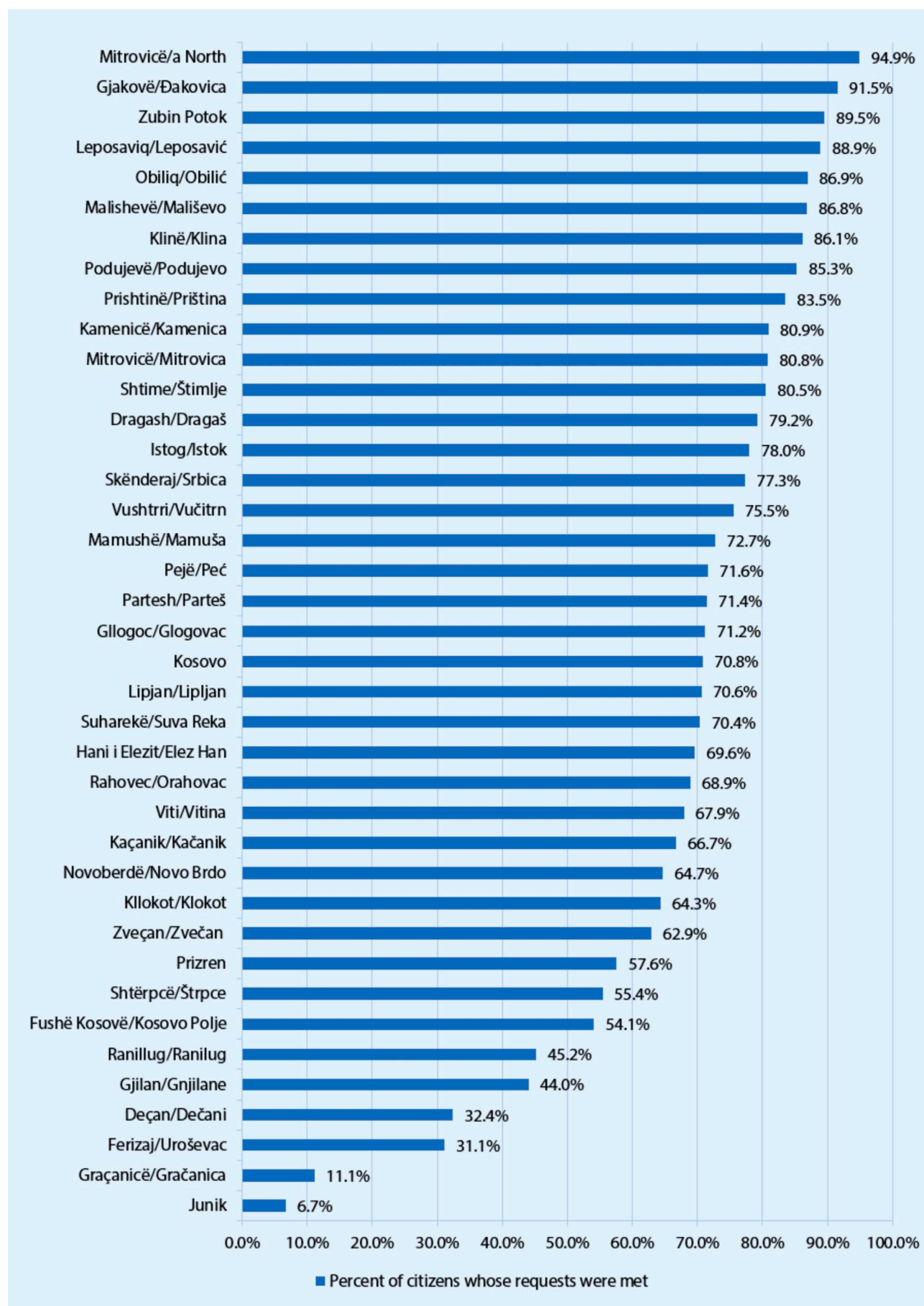
Public Administration

Performance of the Public Administration

More than 44% of the KMS 2015 respondents claimed to have visited the municipality during the past 12 months to request a document such as a birth/marriage/death certificate, business license, ID, and the like. Seventy-one percent of these respondents declared that their request was met, 10.2% that it was unmet, whereas an additional 18.9% that their request was only sometimes met.

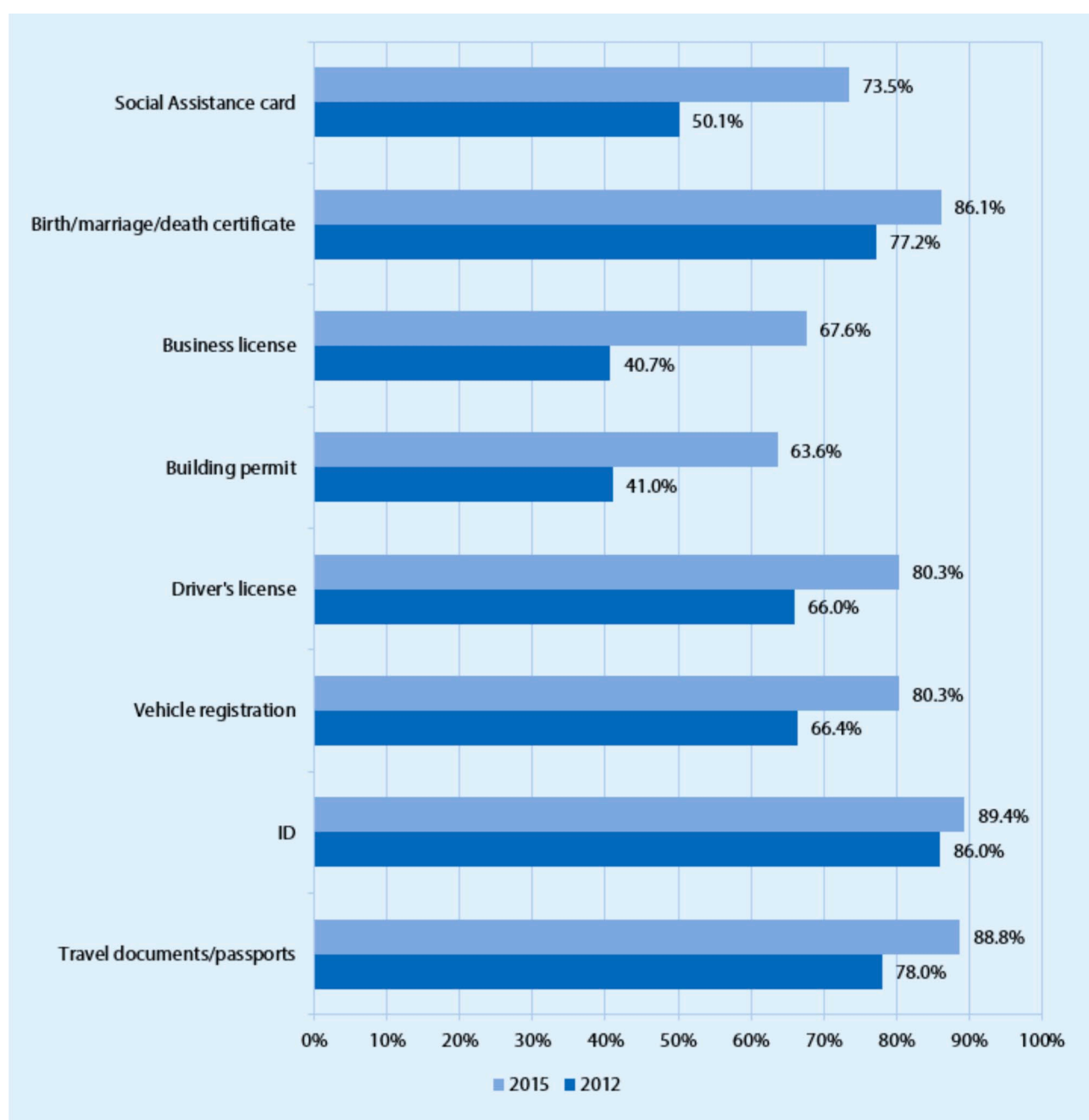
Figure 15 disaggregates the percentage of citizens whose requests for various documents in their municipality was met. As illustrated in the chart, more than 90% of the respondents in Mitrovicë/a North, Gjakovë/Đakovica and Zubin Potok stated for the KMS 2015 that their requests for documents in the municipality during the last 12 months were met. The smallest share of unmet responses was recorded for the municipalities of Junik (only 6.7%) and Graçanicë/Gračanica (11.1%).

Figure 15: Percent of citizens whose requests for documents were met, by municipality



In order to assess the performance of Kosovo's Public Administration, respondents were asked about their perceptions on the efficiency of responsible institutions in issuing the following documents: passports/travel documents, ID cards, vehicle registration, driver's license, building permit, business license, birth/marriage/death certificate and Social Assistance cards. KMS 2015 data show that the percentage of Kosovans who are satisfied with the efficiency of institutions issuing the above-mentioned documents has increased compared to 2012. More than 80% of Kosovans perceive the institutions issuing birth/marriage/death certificates, driver's licenses, IDs and passport as efficient. In contrast, institutions issuing business licenses and building permits are perceived to be efficient by 67.6% and 63.6% of Kosovans, respectively.

Figure 16: Perceptions on efficiency of Public Administration in issuing documents, 2012-2015



Disaggregation of data by municipality in Table A22 in the Annex shows that Junik is perceived to be the least efficient of all the municipalities in Kosovo in issuing several documents. Only 5% of its residents claimed that the related institutions issuing passports and IDs are efficient, 7.1% perceive the institutions responsible for vehicle registration and issuance of driver's licenses as efficient and only 4% believe that the institutions issuing building permits are efficient. Leposaviq/Leposavić on the other hand is ranked the lowest in efficiency by its residents for issuance of business licenses, birth/marriage/death certificates and Social Assistance Cards.

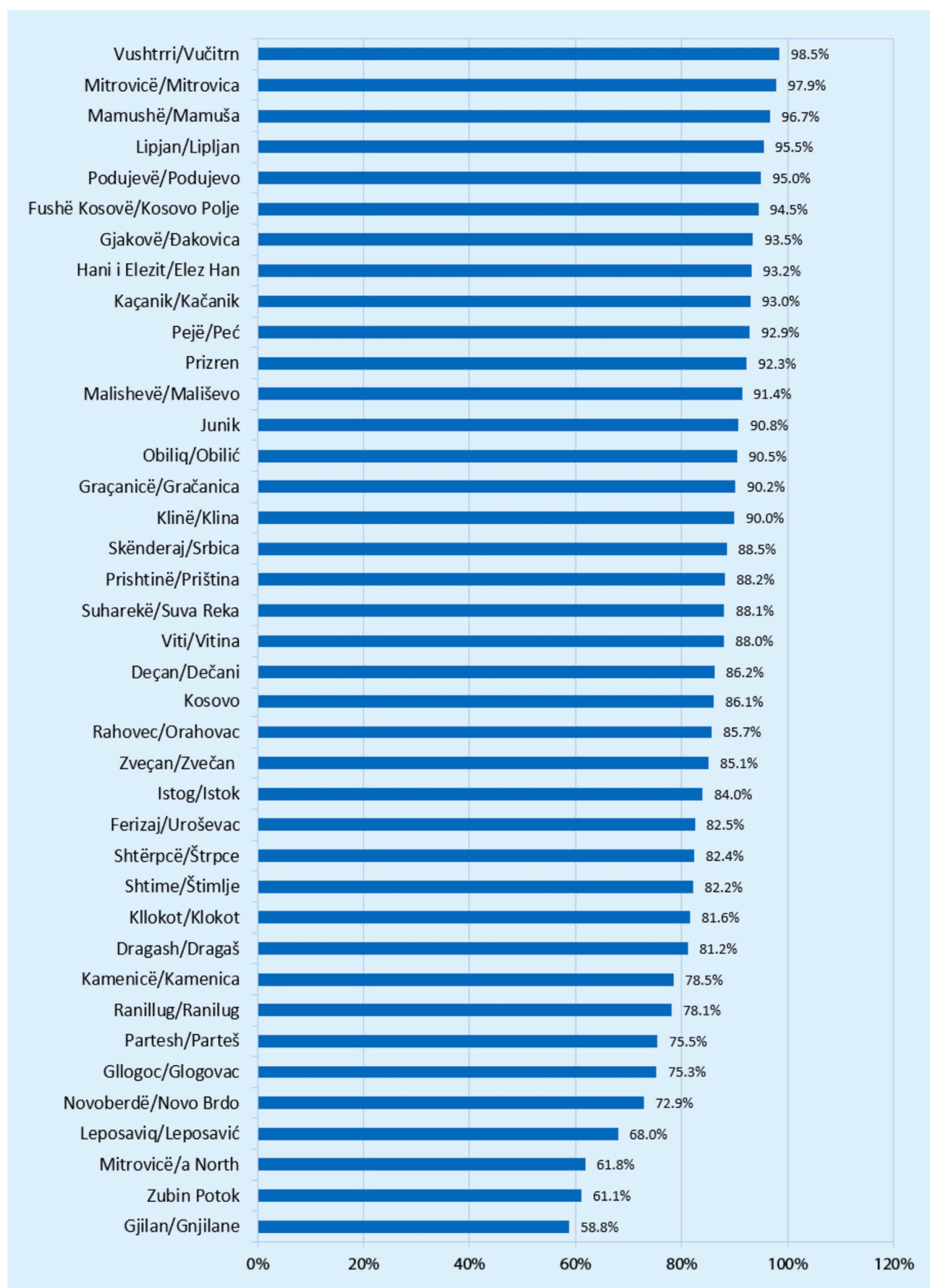
In contrast, Vushtrri/Vučitrn is ranked among the highest in efficiency – based on the percentage of respondents who believe that the related institutions are efficient in issuing a number of documents: driver's licenses, building permits, business licenses, birth/marriage/death certificates and Social Assistance cards. Further, the absolute majority of respondents in Viti/Vitina and Kaçanik/Kaçanik (100%) stated for the KMS 2015 that the institutions issuing passports are efficient, while 100% of respondents from Partesh/Parteš and Klllokot/Klokot stated that the institutions issuing IDs are efficient.

Local government

Trust in the local government

Kosovans generally believe that the local government can solve the problems in their municipality. Eighty-six percent of Kosovans believe that all or some of the problems faced by their municipalities can be solved by the local government. The percentage is significantly lower only for the municipalities of Gjilan/Gnjilane (58.8%) and the ones populated predominantly by K-Serbs: Zubin Potok (61.1%), Mitrovicë/a North (61.8%) and Leposaviq/Leposavić (68%).

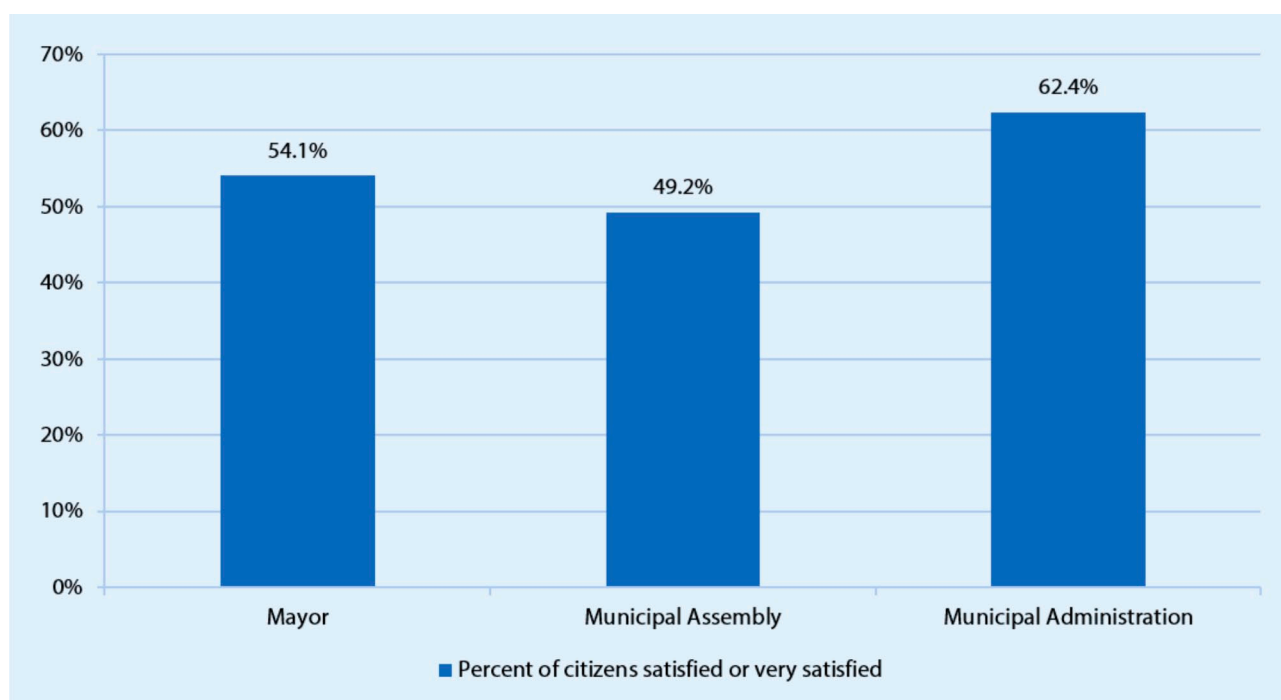
Figure 17: Percent of citizens who think that all or some problems can be solved by the local government, by municipality



Local authorities and institutions

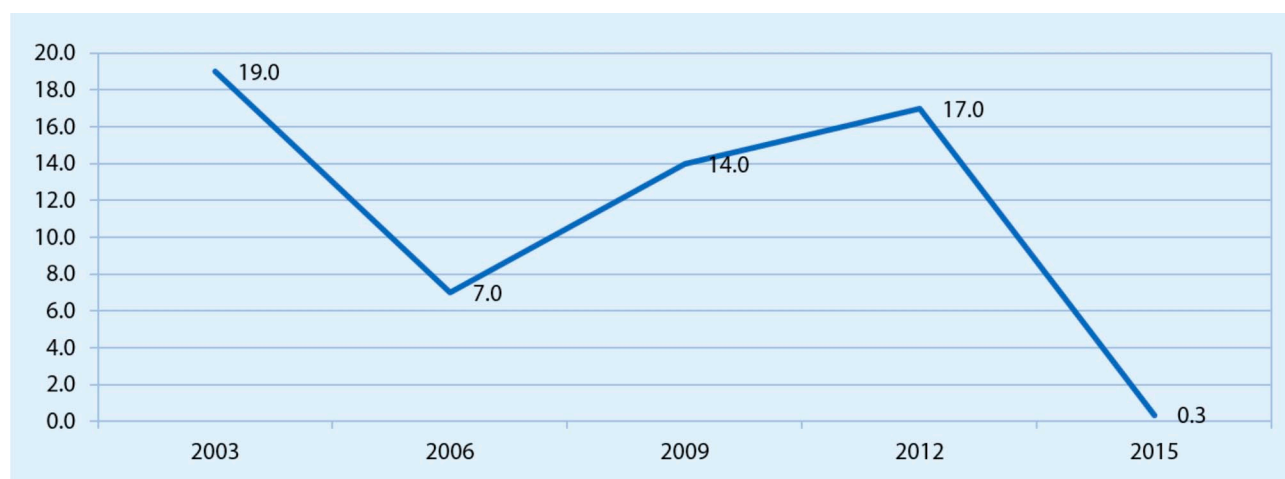
In order to measure citizens' satisfaction with their local government, the survey respondents were asked how satisfied they were with the work of the Mayor, Municipal Assembly and Municipal Administration since the last municipal elections in 2013. As may be observed in Figure 18, more than half of Kosovans – 54.1% - claimed to be satisfied or very satisfied with the work of their Mayor, 49.2% claimed that they are satisfied or very satisfied with the Municipal Assembly whereas 62.4% with the Municipal Administration. Disaggregation of data by municipality in Table A23 in the Annex shows that the municipality of Skënderaj/Srbica is ranked the highest among all for satisfaction with all local government institutions. The overwhelming majority of its residents stated to be satisfied or very satisfied with the work of their Mayor (95.5%), Municipal Assembly (92.5%) and Municipal Administration (96%). On the other extreme, less than 2% of the residents of Graçanicë/Gračanica stated that they were satisfied with the work of their Mayor (2%), Municipal Assembly (0.5%) and Municipal Administration (1.5%).

Figure 18: Satisfaction with the local government



In order to gain an insight on the changes in the satisfaction level with the local government and its institutions resulting from the last local elections, KM 2015 calculates an aggregate Satisfaction Index with the local government, comprised of: satisfaction with the Mayor, satisfaction with the Municipal Assembly and satisfaction with the Municipal Administration. As illustrated in Figure 19, KMS 2015 data show that there was not only a sharp decline in satisfaction with the work of the local government from 2012, but it has reached the lowest level since 2003.

Figure19: Trend analysis of Satisfaction Index with local governance, 2003-2015



*100=very satisfied, 50=satisfied, -50=dissatisfied and -100=very dissatisfied

Disaggregation of the figures of the Satisfaction Index by municipality demonstrates that the decline in the general satisfaction level with the local government stems from sharp declines in many individual municipalities. Table 3 shows that the satisfaction level with the local government has decreased for 25 municipalities (more than half); increased for 11 and remained the same (changed by less than 1 point) for two municipalities. A few municipalities from the table below worth highlighting for the sharp decline in citizens' satisfaction level with the local government include Junik (-85.7 points), Graçanicë/Gračanica (-86.2 points) and Ferizaj/Uroševac (-87.5 points). On the other hand, KMS 2015 data show the highest increases in the satisfaction level with local government in the municipalities of Ranillug/Ranilug, Klllokot/Klokot and Lipjan/Lipljane, by 42.5, 33.8 and 29.7 points, respectively.

Table 3: Satisfaction Index with the local government, by municipality

	2012	2015	Trend	Difference
Prishtinë/Priština	7.65	30.13	+	22.48
Mitrovicë/Mitrovica	-3.60	-28.07	-	-24.47
Mitrovicë/a North	-3.60	1.86	+	5.46
Gjilan/Gnjilane	-2.74	-46.12	-	-43.38
Pejë/Peć	32.44	19.87	-	-12.58
Prizren	13.72	-18.45	-	-32.17
Gjakovë/Đakovica	27.19	24.62	-	-2.57
Podujevë/Podujevo	32.06	-32.41	-	-64.48
Vushtrri/Vučitrn	1.09	15.36	+	14.27
Skënderaj/Srbica	39.50	68.43	+	28.93
Leposaviq/Leposavić	-7.07	-6.17	=	.91

Klinë/Klina	17.94	-1.33	-	-19.27
Istog/Istok	26.00	15.54	-	-10.46
Deçan/Deçani	32.44	-12.03	-	-44.46
Dragash/Dragaš	22.43	14.42	-	-8.01
Suharekë/Suva Reka	24.20	23.62	=	-.59
Rahovec/Orahovac	24.45	2.51	-	-21.93
Viti/Vitina	9.68	32.82	+	23.14
Kamenicë/Kamenica	5.89	-6.67	-	-12.56
Lipjan/Lipljan	18.43	48.16	+	29.73
Shtime/Štimlje	13.26	17.19	+	3.94
Ferizaj/Uroševac	48.74	-38.71	-	-87.46
Kaçanik/Kaçanik	49.45	-1.10	-	-50.56
Fushë Kosovë/Kosovo Polje	29.95	-2.60	-	-32.55
Obiliq/Obilić	-9.65	-22.65	-	-13.00
Novoberdë/Novo Brdo	18.89	-27.95	-	-46.84
Zubin Potok	5.50	26.74	+	21.24
Shtërpçë/Štrpce	31.74	12.44	-	-19.31
Zveçan/Zvečan	7.86	-44.75	-	-52.61
Glogoc/Glogovac	-4.86	-16.22	-	-11.37
Malishevë/Mališevo	2.68	-14.48	-	-17.16
Junik	63.23	-22.73	-	-85.96
Mamushë/Mamuša	54.21	48.13	-	-6.08
Hani i Elezit/Elez Han	62.82	28.69	-	-34.13
Gračanicë/Gračanica	.55	-85.63	-	-86.18
Ranillug/Ranilug	-26.94	15.60	+	42.54
Partesh/Parteš	-20.50	-14.96	+	5.54
Klllokot/Klokot	-30.93	2.91	+	33.84

Operations and management of the local government

As previously discussed in the section of trend analysis with the Satisfaction Index, of all public services and areas of local governance, the citizens of Kosovo are least satisfied with the operations and management of their municipalities. Figure 20 shows that only 24% of Kosovans are satisfied or very satisfied with public procurement and recruitment of staff in their municipality, whereas 31.9% with management of municipal funds.

Figure 20: Satisfaction of citizens with operations and management of the municipality

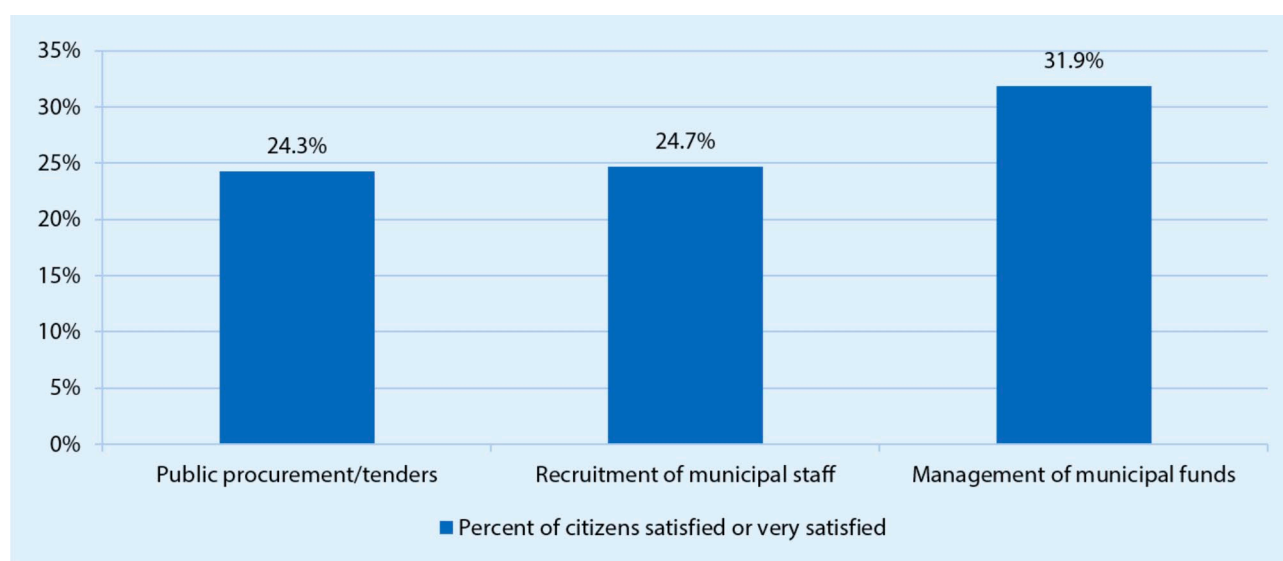


Table A24 in the Annex which displays the satisfaction level of citizens with local governments' operations and management by municipality shows that the small municipalities seem to be performing better compared to the others. For instance, Ranillug/Ranilug ranks among the top three municipalities for public procurement and management of municipal funds; Partesh/Parteš ranks among the top three best performing for public procurement and recruitment of municipal staff; whereas Kllokot/Klokot stands out for the high percentage of citizens satisfied with public procurement only. Two other municipalities worth highlighting are Shtime/Štimlje – whereby more than 52% of the residents are satisfied or very satisfied with recruitment of municipal staff and management of municipal funds – and Gjakovë/Đakovica which tops the list for management of municipal funds with 66.2% of its residents satisfied or very satisfied with it.

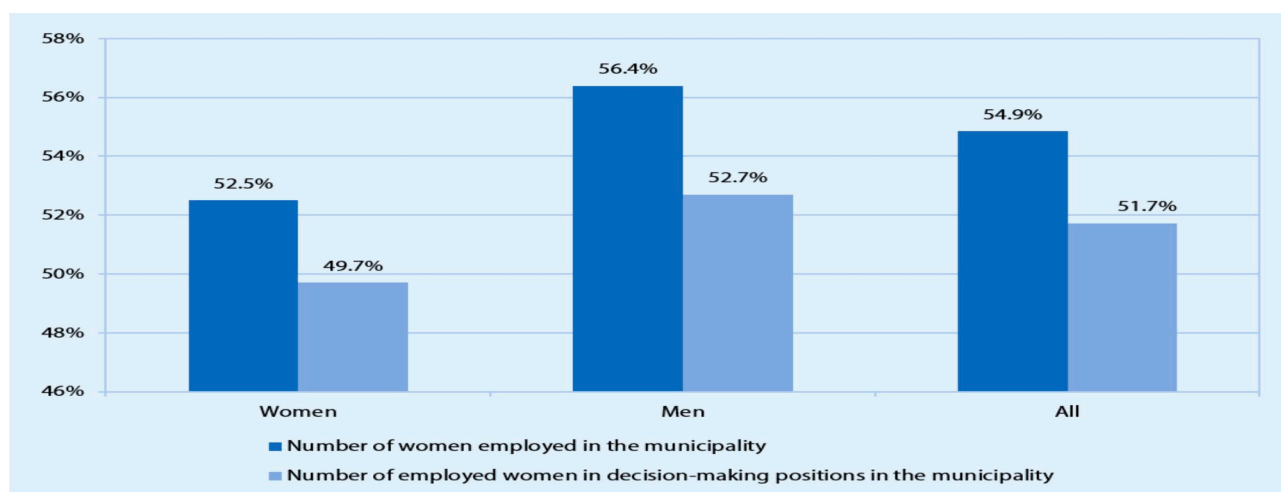
Zubin Potok on the other hand ranks the lowest of all municipalities for satisfaction with public procurement (with only 3.4% of citizens satisfied or very satisfied), recruitment of municipal staff (6.7%) and management of municipal funds (1.2%). Likewise, very few citizens of Mamushë/Mamuša are satisfied with public procurement (7.2%) and management of municipal funds (14%) in their municipality. A few other municipalities worth highlighting for the small share of satisfied citizens with operations and management of their municipalities include Klinë/Klina, whereby only 5.5% of citizens are satisfied or very satisfied with public procurement; Glllogoc/Glogovac and Ferizaj/Uroševac, 11.5% of citizens of which are satisfied or very satisfied with recruitment of municipal staff; and Junik, only 2% of residents of which are satisfied or very satisfied with management of municipal funds.

Representation of women and ethnic minorities in municipalities

In order to gain an understanding on citizens' perceptions about gender inequalities in recruitment of municipal staff as well as in decision-making positions, the respondents of KMS 2015 were asked whether they are satisfied with the number of women employed in their municipality as well as with the number of women in decision-making positions. As illustrated in Figure 21, slightly more than half of Kosovans are satisfied with the number of women employed in their municipalities (54.9%) and the number of women holding decision-making positions in their municipality (51.7%). The percentage of women who are satisfied with the number of employed women in their municipality and the ones in decision-making positions is slightly lower compared to men's.

Disaggregation of data by municipality on Table A25 in the Annex shows that Gjakovë/Đakovica ranks the highest in Kosovo on both of these indicators, possibly since it is the only municipality that is run by a woman Mayor. Eighty-nine percent of respondents from Gjakovë/Đakovica stated that they are satisfied or very satisfied with the number of women employed in their municipality, whereas 90.5% with the number of women in decision-making positions in their municipality. On the other hand, the municipality of Novobërdë/Novo Brdo marks the smallest number of respondents (21.1%) who are satisfied or very satisfied with the number of women employed in the municipality, whereas Mitrovicë/a North ranks the lowest in the percentage of those who are satisfied with the number of women in decision-making positions in the local government with only 18% (See Table A25 in the Annex).

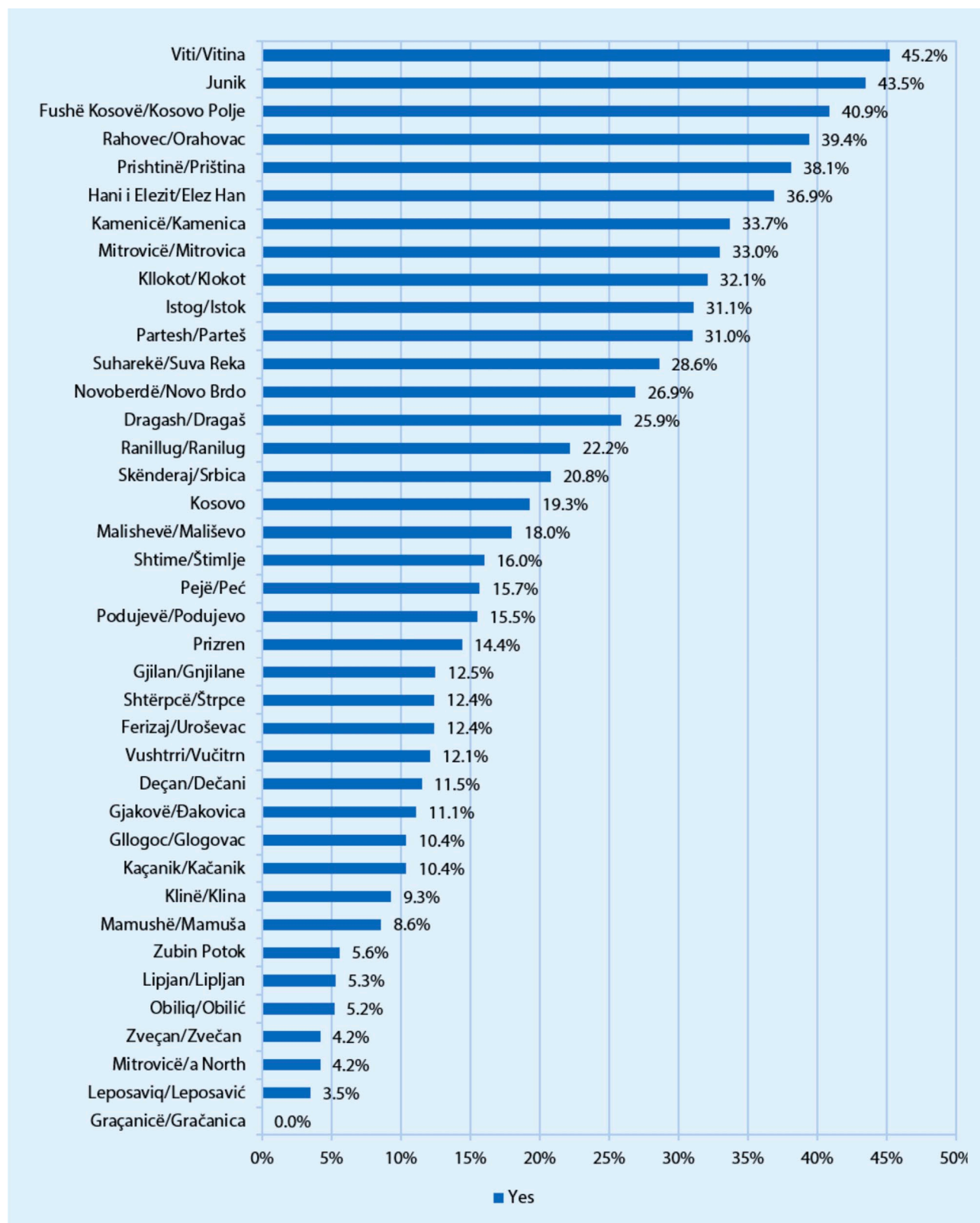
Figure 21: Satisfaction with representation of women in the municipality, by gender



In an attempt of getting a better idea of citizens' information on gender equality issues at the municipality level and their local government's commitment to tackling it, KMS 2015 respondents were asked whether they are informed about the Gender Officer in their municipality and his/her role. As shown on Figure 22, only 19.3% of Kosovan women and men answered this question affirmatively. Viti/Vitina, Junik and Fushë/Kosovë rank the highest, with more than 40% of residents informed, whereas the municipalities predominantly populated by K-Serbs

are almost completely uninformed. None of the respondents from Graçanicë/Gračanica responded for the KMS 2015 to be informed about this position in the municipality, whereas in Leposaviq/Leposavić and Mitrovicë/a North the percentages were drastically low, 3.5% and 4%, respectively.

Figure 22: Percent of respondents who are aware of/informed about the existing Gender Officer in their municipality, by municipality

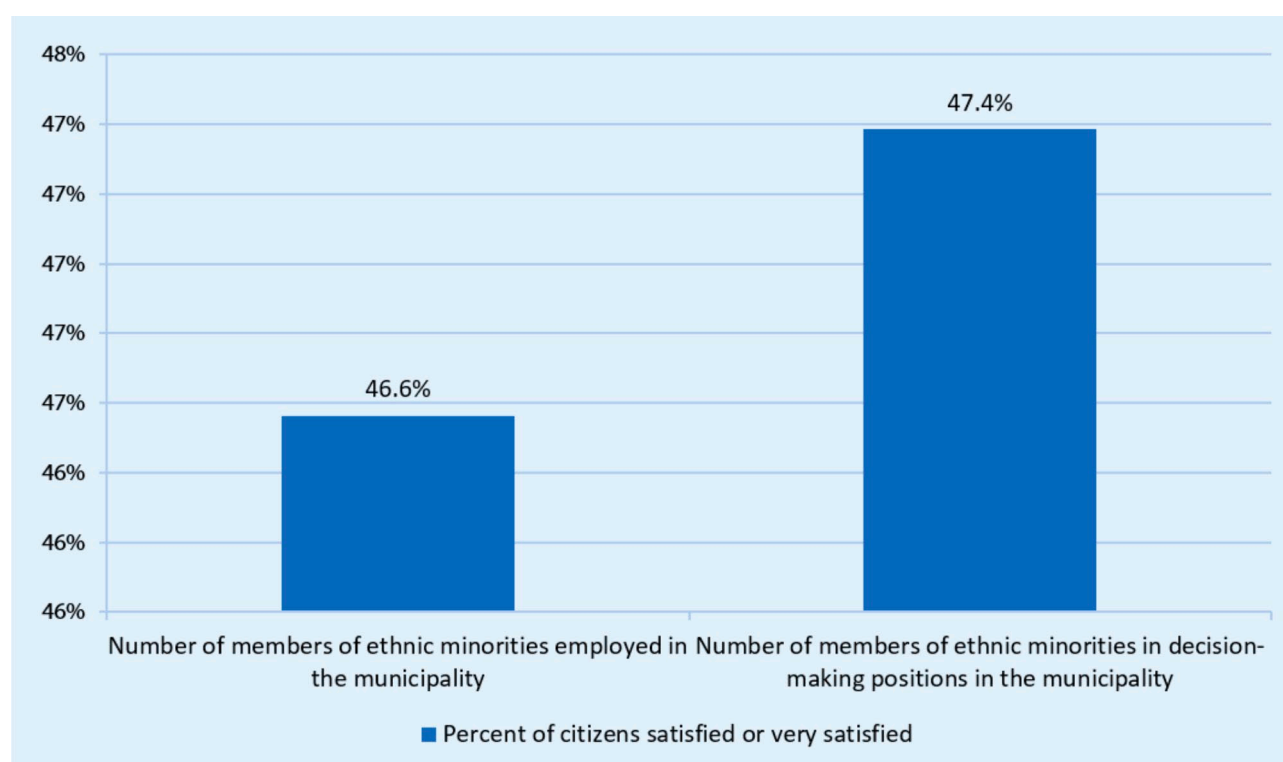


The share of Kosovans who are satisfied or very satisfied with representation of ethnic minorities in the staff base of their municipalities and the number of members of ethnic minorities in decision-making positions is less than half. Only 47% of Kosovans are satisfied or very satisfied with the number of members of ethnic minorities employed in their municipalities, whereas 47.4% are satisfied or very satisfied with the number of members of ethnic minorities who hold decision-making positions in respondents' municipalities.

Disaggregation of data by ethnicity shows that Kosovans of ethnic groups other than Albanian and Serbian are the least satisfied with the number of members of ethnic minorities employed in their municipality. Only 26.2% of K-Others are satisfied or very satisfied, compared to 36.8% of K-Serbs and 48.1% of K-Albanians. On the other hand, a lower percentage of K-Serbs (37.5%) compared to K-Albanians (48.2%) and K-Others (43.8%) are satisfied or very satisfied with the number of members of ethnic minorities holding decision-making positions in their municipalities.

Disaggregation of data by municipality shows that Viti/Vitina ranks the highest when compared to the rest of municipalities for satisfaction with the number of members of ethnic minorities employed in the municipality (74.9%) and the number of members of ethnic minorities in decision-making positions in the municipality (74.3%). Graçanicë/Gračanica on the other hand ranks the lowest for the percentage of citizens satisfied with the number of ethnic minorities employed in the municipality, whereas Novobërdë/Novo Brdo for the percentage of citizens who are satisfied with the number of members of ethnic minorities in decision-making positions in the municipality (See Table A26 in the Annex).

Figure 23: Satisfaction with representation of ethnic minorities in the municipality



Citizens' participation in decision-making processes at the local level

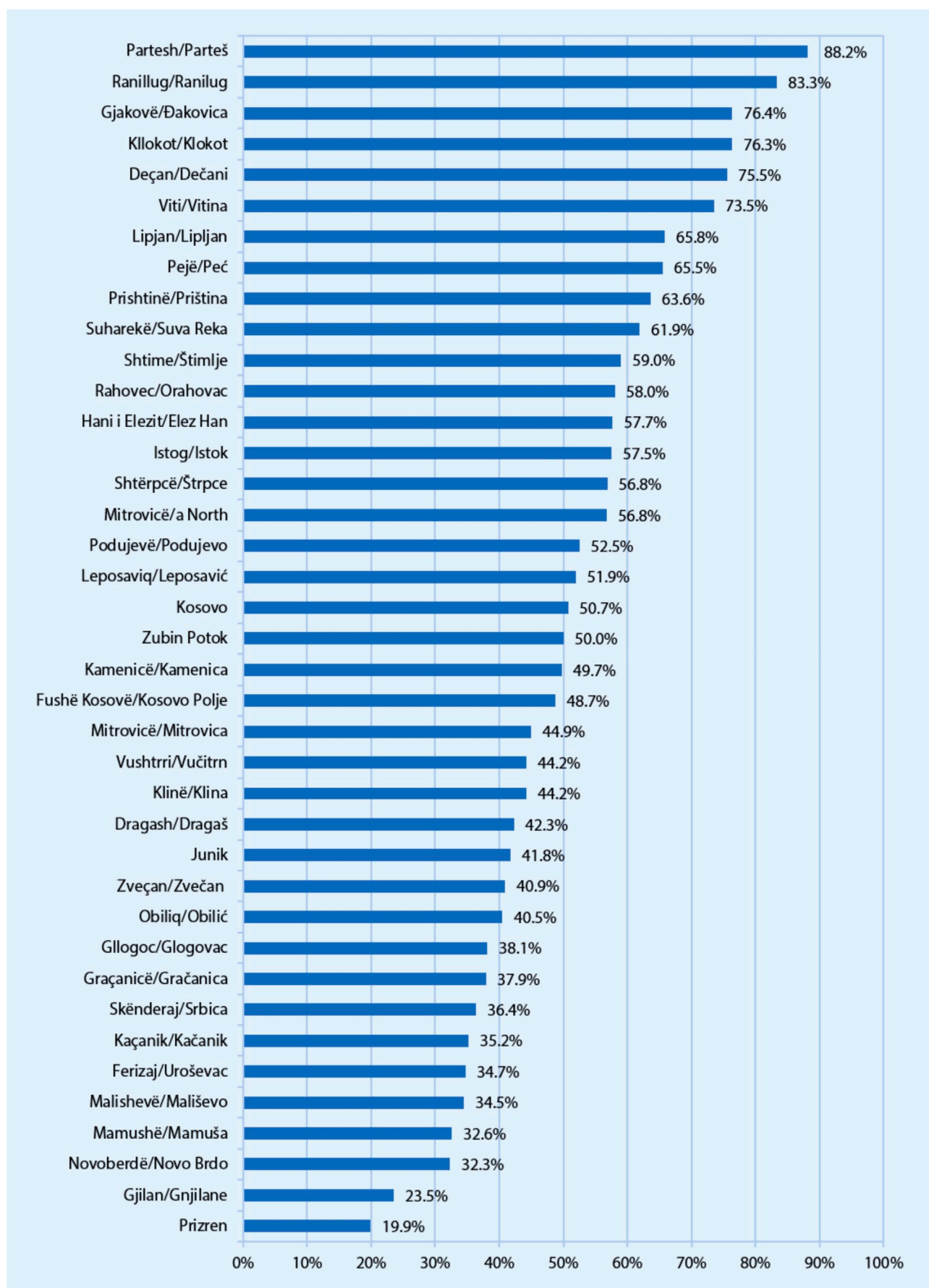
Information of citizens

When asked about how informed they feel about their municipality's work in general, only half of Kosovans stated that they feel informed or very informed. Disaggregation of data by municipality in Figure 17 shows that the majority of citizens in the smaller municipalities Partesh/Parteš (88.2%), Ranillug/Ranilug (83.3%) and Klllokot/Klokot (76.3%) stated that they are informed or very informed about the work of their municipality. Another municipality worth highlighting in this group is also Gjakovë/Đakovica, as 76% of its residents stated that they feel informed or very informed about their municipality's work in general. On the other end, the citizens of Prizren seem to be the least informed by their local government, followed by the residents of Gjilan/Gnjilane and Novobërdë/Novo Brdo.

However, when asked specifically about whether they heard about any Municipal Assembly meeting held over the last 12 months, only 33.8% of survey respondents from Kosovo-wide responded affirmatively. As Figure A1 in the Annex illustrates, only 12% of respondents from Vushtrri/Vučitrn and Leposaviq/Leposavić, and less than 14% in Skënderaj/Srbica, said that they had heard about a meeting of their Municipal Assembly over the past 12 months.

As with general information about municipality's work, a significantly larger percentage of residents of Partesh/Parteš, Klllokot/Klokot and Ranillug/Ranilug compared to the majority of other municipalities said that they had heard about a Municipal Assembly meeting during the past 12 months. Both of these findings suggest that it is significantly easier for the smaller municipalities to inform if not also engage citizens in their activities. On the other end, only 12% of the residents of Vushtrri/Vučitrn and Leposaviq/Leposavić and 14% of the residents of Skënderaj/Srbica stated for the KMS 2015 that they heard about a Municipal Assembly meeting during the last 12 months (See Figure A1 in the Annex).

Figure 24: Percent of citizens who feel informed about the work of their local government, by municipality



Local government's responsiveness to citizens' needs and concerns

KMS 2015 data show that an average of 4.1% of Kosovans believe that their local government fully takes into account the needs and concerns of its citizens in the decision-making processes; 49.7% believe that it takes into account to some extent the needs and concerns of its citizens, whereas 46.1% believe that their municipality does not take into account the needs and concerns of its resident at all (See Table A27 in the Annex).

Figure 25: Percent of citizens who believe that their local government is not responsive at all, by municipality

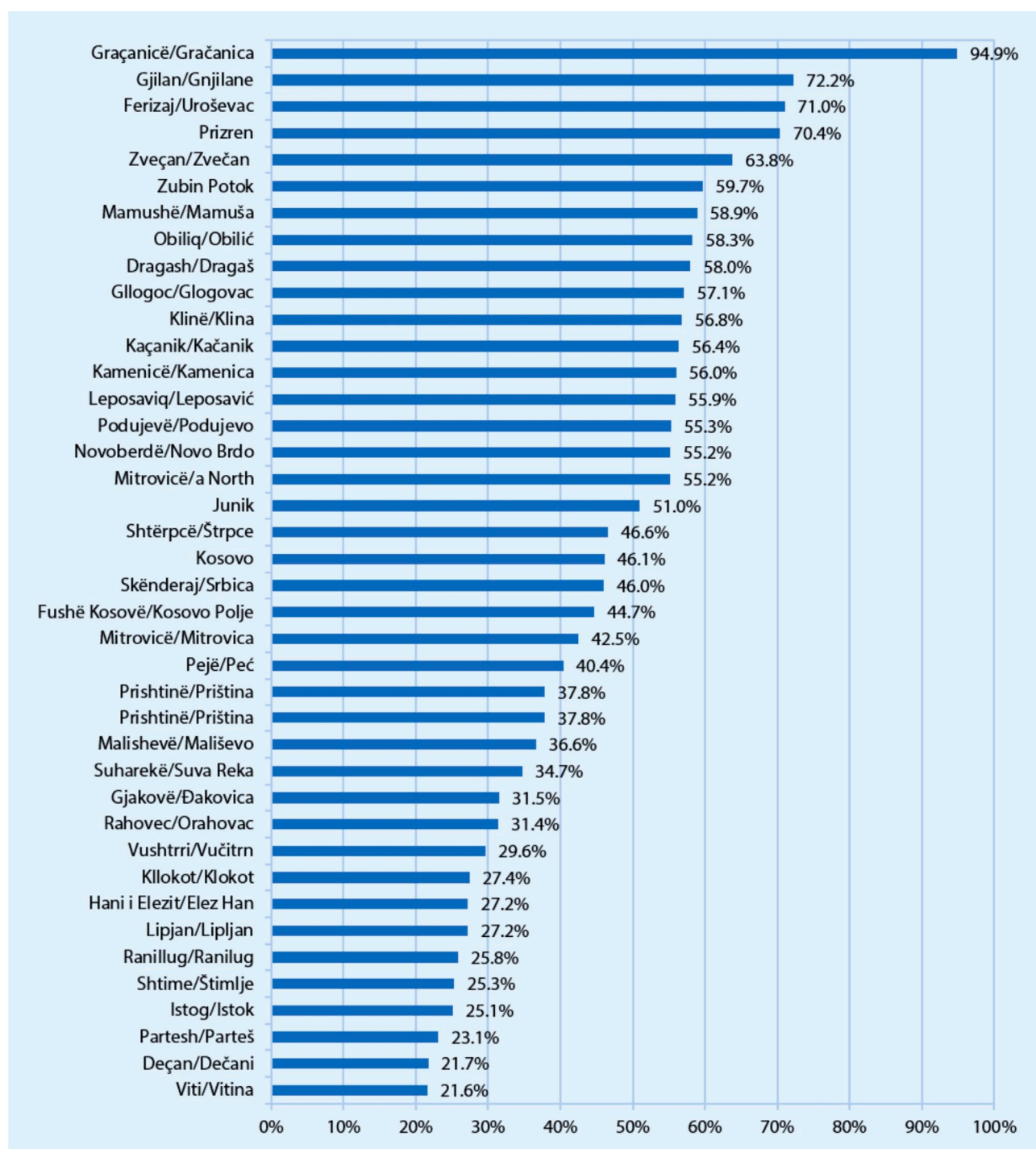
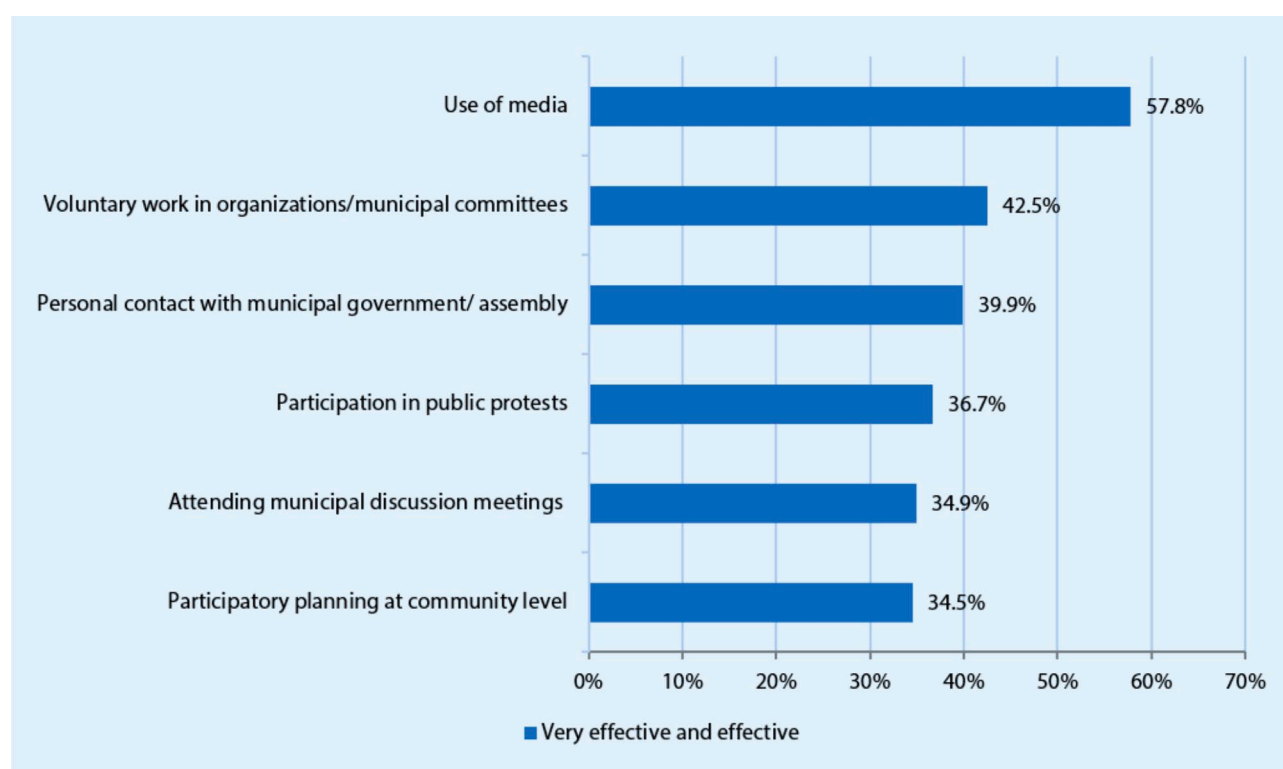


Figure 25 shows that the municipalities of Graçanicë/Gračanica, Gjilan/Gnjilane, Ferizaj/Uroševac and Prizren are ranked the least responsive across Kosovo to their citizens' needs and concerns. About 95% of respondents from Graçanicë/Gračanica stated that their local government does not take into account the needs and concerns of its citizens in the decision-making process at all, 72.2% in Gjilan/Gnjilane, 71% in Ferizaj/Uroševac and 70.4% in Prizren. On the positive side, only 22% of residents of Viti/Vitina and Deçan/Dečani and 23% of respondents residing in Partesh/Parteš claimed for the KMS2015 that their municipality does not take into account the needs and concerns of its citizens at all during the decision-making processes.

Influencing decision-making in the municipality

In order to gain an insight on citizens' participation in their municipalities' work, KMS 2015 respondents were asked how effective they consider the following: use of media, voluntary work in organizations/municipal committees, personal contact with municipal government/assembly, participation in public protests, attending municipal discussion meetings and participatory planning at community level, in influencing their municipalities' decision-making. As shown in Figure 26, use of media is considered the most effective tool in influencing decision-making at the local level. Participatory planning at the community level and attending public discussion meetings are considered as effective by fewer Kosovans, 35%, while 43% of them believe that voluntary work in organizations/municipal committees is an effective mean for influencing decision-making at the local level.

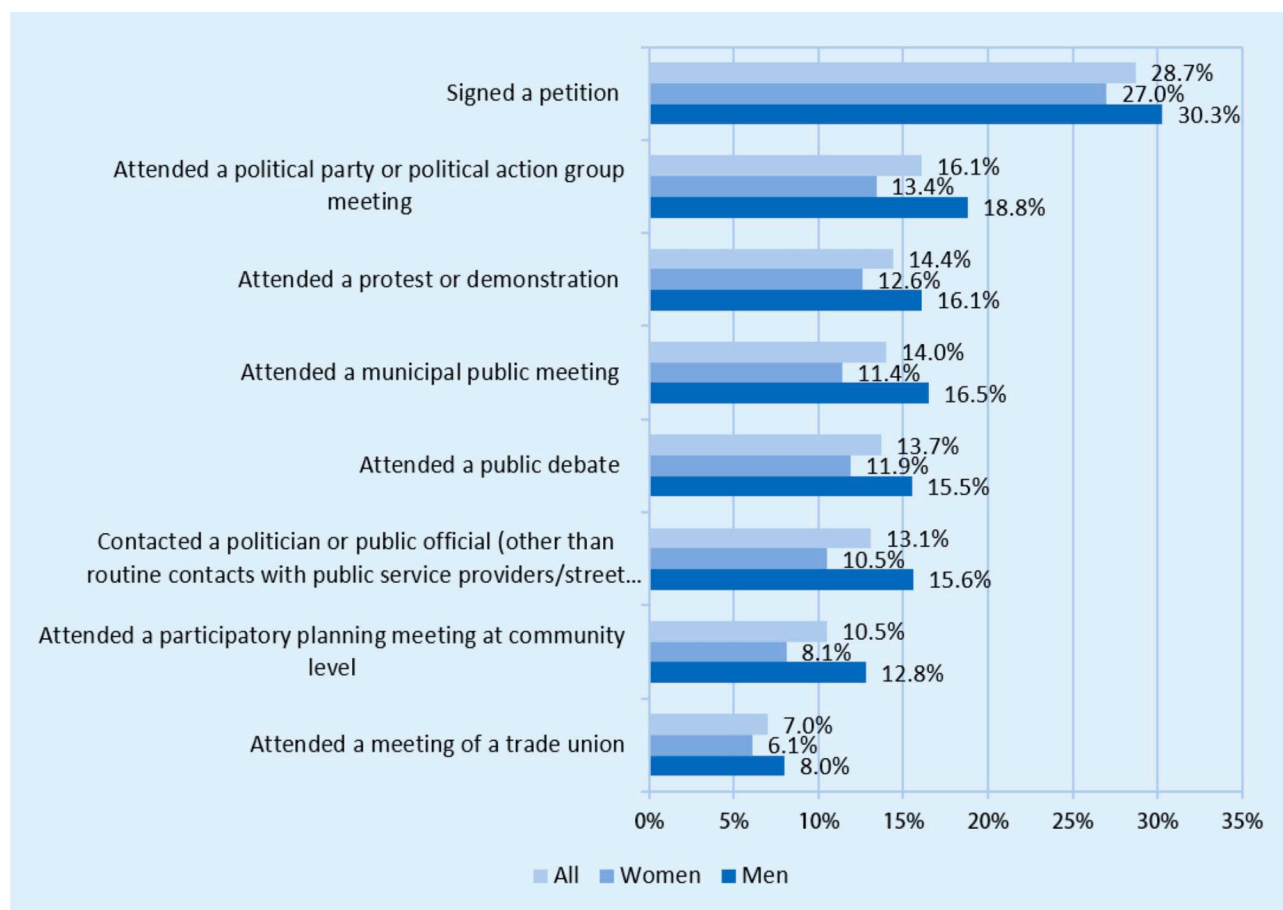
Figure 26: Influencing decision-making in the municipality



Participation of citizens on decision-making processes

Figure 27 illustrates figures on Kosovans' participation in decision-making processes by gender. As may be observed, signing a petition seems to have been the most popular mean of participating in decision-making. Between 13% and 16% of the respondents participated in decision-making processes by attending meetings of a political party/political action group, a protest/demonstration, a municipal public meeting, a public debate, or by contacting a politician or public official. Only 10.5% claimed to have attended a participatory planning meeting at the community level, and only 7% attended a meeting of a trade union. As the figure shows, men have higher participation rates across all different means compared to women. The largest differences – whereby women's participation is significantly lower – are noted for attendance of meetings of political parties or political action groups, attendance of public municipal meetings and contacting a politician or public official.

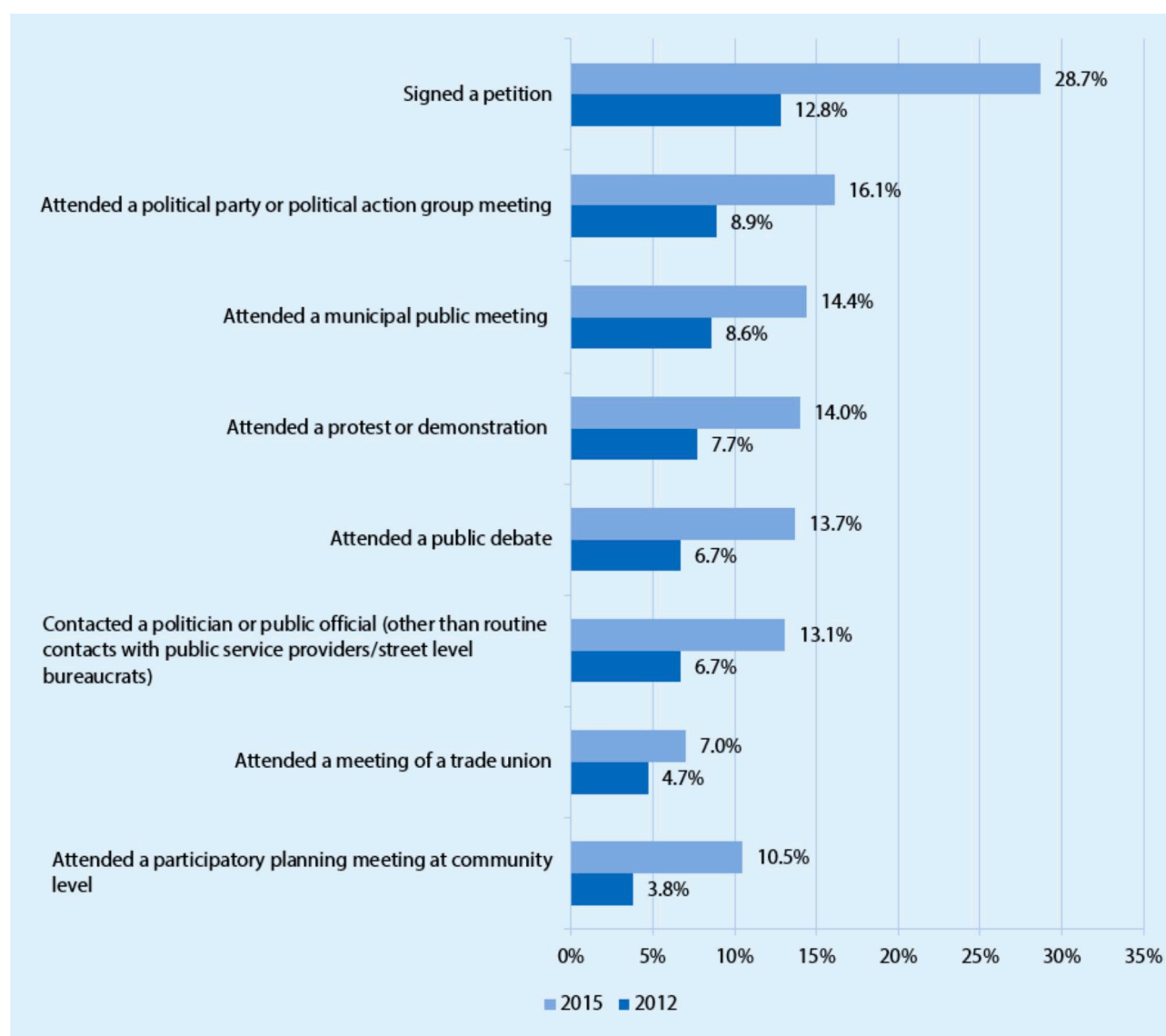
Figure 27: Citizens' participation in decision-making, by gender



A comparison of public participation figures between 2012 and 2015 shows that there was no significant change in terms of the most popular means of participating in decision-making processes; signing a petition, attending a political party or political action group meeting or a municipal meeting remain the three top choices of Kosovan men and women. Nevertheless, the percentage of

citizens who have participated in decision-making processes – across all modes of participation – has increased significantly. Signing petitions, attending a political party or political action group meeting or a public debate have experienced the greatest increases in citizens’ participation. These figures may imply: 1) an increased awareness among citizens on importance of participating in decision-making processes and trust that participation is effective; 2) new mayors’ greater involvement with citizens in their municipalities (possibly for future elections) and/or 3) incidence of political developments in Kosovo during the last two years that the citizens deemed as important (especially in relation to petitions).

Figure 28: Citizens’ participation in decision-making, 2012 and 2015



These figures show that even though between 35% and 43% of Kosovans believe that engaging in different activities - participatory planning at the community level, municipal discussion meetings, public protests, personal contact with municipal government/assembly and/or voluntary work in organizations/municipal assemblies – can influence decision-making at the local level, less than 16% of them engaged actively in influencing their local government’s decisions during 2015.

Annex

Table A 1: Biggest problems facing municipalities, by municipality

List of problems	Unemployment	Lack of economic growth	Poverty/Low standard of living	Corruption	Crime	Road infrastructure
Prishtinë/Priština	43.9%	12.9%	4.6%	9.5%	1.1%	5.3%
Mitrovicë/Mitrovica	40.0%	24.5%	7.5%	9.0%	1.0%	2.0%
Mitrovicë/a North	23.7%	5.3%	33.6%	9.2%	0.7%	0.0%
Gjilan/Gnjilane	57.0%	18.5%	9.0%	4.0%	1.0%	0.5%
Pejë/Peć	36.5%	22.0%	9.5%	18.0%	3.5%	3.0%
Prizren	48.8%	3.1%	8.2%	19.5%	2.0%	1.2%
Gjakovë/Đakovica	50.0%	32.5%	8.5%	6.0%	0.0%	1.0%
Podujevë/Podujevo	64.5%	12.5%	8.0%	10.5%	1.5%	0.0%
Vushtrri/Vučitrn	69.5%	6.0%	4.5%	3.5%	0.5%	1.0%
Skënderaj/Srbica	53.0%	31.5%	10.5%	1.5%	0.5%	0.5%
Leposaviq/Leposavić	26.5%	14.5%	38.0%	8.0%	1.5%	0.0%
Klinë/Klina	41.0%	24.0%	4.0%	2.0%	0.0%	4.5%
Istog/Istok	40.0%	25.5%	7.5%	12.5%	0.5%	1.5%
Deçan/Dečani	61.5%	9.5%	4.5%	11.0%	7.5%	0.0%
Dragash/Dragaš	62.0%	22.3%	6.5%	4.4%	1.1%	1.1%
Suharekë/Suva Reka	63.5%	21.5%	1.0%	6.0%	1.0%	0.5%
Rahovec/Orahovac	29.5%	24.0%	9.5%	8.5%	0.0%	7.5%
Viti/Vitina	52.5%	17.5%	7.0%	6.0%	0.0%	6.0%
Kamenicë/Kamenica	44.0%	23.0%	1.5%	9.5%	0.0%	7.5%
Lipjan/Lipljan	26.5%	52.0%	1.0%	2.5%	0.0%	2.5%
Shtime/Štimlje	45.0%	23.5%	8.5%	5.0%	2.0%	2.5%
Ferizaj/Uroševac	44.0%	15.5%	5.5%	13.5%	2.5%	3.5%
Kaçanik/Kaçanik	57.5%	20.0%	1.0%	15.5%	2.0%	0.5%
Fushë Kosovë/Kosovo Polje	56.0%	19.0%	12.0%	6.0%	0.5%	0.5%
Obiliq/Obilić	32.0%	11.5%	0.5%	3.5%	1.0%	3.0%
Novobërdë/Novo Brdo	10.4%	15.6%	49.0%	15.6%	0.0%	1.3%
Zubin Potok	30.0%	2.2%	42.2%	5.6%	3.3%	0.0%
Shtërpçë/Štrpce	33.1%	17.5%	11.3%	6.3%	1.3%	2.5%
Zvečan/Zvečan	30.9%	13.8%	20.2%	13.8%	4.3%	0.0%
Glllogoc/Glogovac	51.0%	18.0%	7.0%	9.0%	0.0%	1.5%
Malishevë/Mališevo	32.0%	42.5%	4.0%	8.5%	4.0%	1.5%
Junik	43.0%	22.0%	2.0%	31.0%	0.0%	1.0%
Mamushë/Mamuša	37.0%	40.0%	2.0%	1.0%	1.0%	2.0%
Hani i Elezit/Elez Han	49.0%	24.0%	4.8%	2.9%	1.0%	0.0%
Gračanicë/Gračanica	10.0%	0.5%	19.0%	33.5%	25.0%	0.5%
Ranillug/Ranilug	35.0%	4.0%	13.0%	8.0%	14.0%	6.0%
Partesh/Parteš	41.0%	6.0%	3.0%	12.0%	13.0%	16.0%
Kllokot/Klokot	30.0%	4.0%	16.0%	11.0%	8.0%	5.0%
Kosovo	43.5%	18.9%	9.5%	9.4%	2.5%	2.4%

Table A 1: Biggest problems facing municipalities, by municipality (part 2)

	Environmental pollution	Poor water supply	Poor healthcare service	Poor electricity supply	Inter-ethnic relations	Lack of general or personal security
Prishtinë/Priština	3.0%	1.9%	1.1%	1.9%	1.5%	2.7%
Mitrovicë/Mitrovica	3.0%	0.0%	1.0%	0.0%	1.0%	0.0%
Mitrovicë/a North	0.0%	0.0%	0.0%	0.7%	14.8%	4.0%
Gjilan/Gnjilane	0.0%	0.5%	0.5%	2.0%	0.0%	2.0%
Pejë/Peć	1.5%	0.5%	0.5%	0.5%	0.0%	0.5%
Prizren	0.4%	7.0%	0.4%	1.2%	0.0%	0.4%
Gjakovë/Đakovica	0.0%	0.5%	0.5%	0.5%	0.0%	0.0%
Podujevë/Podujevo	0.0%	0.0%	1.0%	0.5%	0.0%	0.0%
Vushtrri/Vučitrn	2.5%	6.0%	1.5%	2.0%	0.0%	0.0%
Skënderaj/Srbica	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%
Leposaviq/Leposavić	0.0%	0.0%	0.0%	0.5%	5.5%	1.5%
Klinë/Klina	1.0%	11.5%	1.5%	6.5%	0.0%	0.5%
Istog/Istok	3.0%	1.0%	1.0%	1.0%	0.0%	2.0%
Deçan/Dečani	1.0%	1.0%	0.0%	1.0%	0.0%	0.0%
Dragash/Dragaš	0.5%	1.1%	0.0%	0.0%	0.0%	0.5%
Suharekë/Suva Reka	0.5%	0.5%	0.0%	2.0%	0.5%	1.0%
Rahovec/Orahovac	0.5%	7.0%	5.0%	2.0%	0.5%	0.5%
Viti/Vitina	1.5%	3.0%	2.5%	1.0%	0.0%	0.0%
Kamenicë/Kamenica	1.0%	3.0%	2.0%	2.0%	0.5%	0.0%
Lipjan/Lipljan	0.0%	1.0%	0.0%	3.0%	0.5%	0.0%
Shtime/Štimlje	1.5%	0.0%	3.5%	3.5%	0.0%	0.5%
Ferizaj/Uroševac	4.0%	2.5%	2.0%	1.5%	0.0%	1.0%
Kaçanik/Kaçanik	0.0%	0.0%	1.0%	0.5%	0.0%	0.0%
Fushë Kosovë/Kosovo Polje	0.0%	3.5%	0.5%	0.5%	0.0%	0.0%
Obiliq/Obilić	39.0%	0.0%	1.5%	0.5%	0.0%	0.5%
Novoberdë/Novo Brdo	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Zubin Potok	0.0%	0.0%	1.1%	0.0%	7.8%	2.2%
Shtërpçë/Štrpce	4.9%	0.6%	5.0%	1.3%	1.9%	1.3%
Zvečan/Zvečan	0.0%	0.0%	1.1%	3.2%	5.3%	4.3%
Glogoc/Glogovac	1.5%	1.0%	3.5%	1.5%	1.0%	1.0%
Malishevë/Mališevo	2.0%	0.5%	0.0%	0.0%	0.0%	0.5%
Junik	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mamushë/Mamuša	0.0%	13.0%	0.0%	4.0%	0.0%	0.0%
Hani i Elezit/Elez Han	1.0%	8.7%	3.9%	1.0%	0.0%	0.0%
Graçanicë/Gračanica	0.0%	0.5%	6.0%	2.0%	1.5%	1.0%
Ranillug/Ranilug	0.0%	1.0%	3.0%	0.0%	5.0%	0.0%
Partesh/Parteš	0.0%	2.0%	4.0%	0.0%	0.0%	1.0%
Klllokot/Klokot	0.0%	0.0%	4.0%	0.0%	1.0%	7.0%
Kosovo	2.2%	2.1%	1.5%	1.3%	1.0%	0.8%

Table A 1: Biggest problems facing municipalities, by municipality (part 3)

	Limited freedom of movement	Illegal construction	Employment in the grey/informal economy	Other	Lack of/ underdeveloped post service	Gender-based violence
Prishtinë/ Priština	1.5%	0.8%	0.4%	0.4%	0.0%	1.1%
Mitrovicë/ Mitrovica	5.5%	0.0%	0.0%	3.0%	0.0%	0.0%
Mitrovicë/a North	4.6%	0.7%	0.0%	0.0%	0.0%	2.0%
Gjilan/Gnjilane	0.5%	0.0%	0.5%	2.0%	0.0%	0.0%
Pejë/Peć	0.0%	1.0%	1.0%	0.0%	0.0%	1.0%
Prizren	0.0%	0.0%	0.4%	3.9%	0.0%	0.4%
Gjakovë/ Đakovica	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
Podujevë/ Podujevo	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%
Vushtrri/Vučitrn	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Skënderaj/ Srbica	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Leposaviq/ Leposavić	1.0%	0.0%	0.0%	0.0%	0.0%	2.5%
Klinë/Klina	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%
Istog/Istok	0.5%	0.0%	0.0%	0.0%	0.0%	0.5%
Deçan/Dečani	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Dragash/Dragaš	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Suharekë/Suva Reka	0.5%	0.0%	0.0%	1.0%	0.0%	0.0%
Rahovec/ Orahovac	0.0%	1.0%	2.0%	0.5%	0.0%	0.5%
Viti/Vitina	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%

Kamenicë/ Kamenica	1.0%	0.0%	0.5%	0.0%	0.0%	0.5%
Lipjan/Lipljan	0.0%	0.0%	11.0%	0.0%	0.0%	0.0%
Shtime/Štimlje	0.5%	0.0%	0.0%	0.0%	0.0%	0.5%
Ferizaj/Uroševac	0.5%	0.5%	1.0%	0.5%	0.0%	0.0%
Kaçanik/Kaçanik	0.5%	0.0%	0.0%	0.5%	0.0%	0.0%
Fushë Kosovë/ Kosovo Polje	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%
Obiliq/Obilić	0.0%	0.0%	0.5%	3.0%	0.0%	0.0%
Novoberdë/ Novo Brdo	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Zubin Potok	4.4%	0.0%	0.0%	0.0%	0.0%	1.1%
Shtërpçë/Štrpce	0.6%	0.6%	1.3%	1.3%	1.3%	0.0%
Zvečan/Zvečan	1.1%	0.0%	2.1%	0.0%	0.0%	0.0%
Glogoc/ Glogovac	0.0%	0.5%	0.5%	0.5%	0.0%	1.0%
Malishevë/ Mališevo	0.0%	0.5%	1.0%	1.0%	0.0%	0.0%
Junik	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%
Mamushë/ Mamuša	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Hani i Elezit/Elez Han	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Gračanicë/ Gračanica	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ranillug/Ranilug	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Partesh/Parteš	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Klllokot/Klokot	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Kosovo	0.7%	0.7%	0.7%	0.7%	0.6%	0.4%

Table A 1: Biggest problems facing municipalities, by municipality (part 4)

	Poor transport service	Poor heating supply	Poor pre-school, primary and secondary education	Dysfunctional administration	Tax administration system	Territorial re-configuration/ New municipal boundaries	Poorly functioning rubbish collection service
Prishtinë/ Priština	1.1%	1.1%	1.5%	0.0%	0.4%	0.0%	1.1%
Mitrovicë/ Mitrovica	0.0%	0.0%	0.0%	0.5%	0.0%	1.5%	0.5%
Mitrovicë/a North	0.0%	0.0%	0.7%	0.7%	0.0%	0.0%	0.0%
Gjilan/ Gnjilane	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%
Pejë/Peć	0.0%	0.0%	0.0%	0.0%	0.5%	0.5%	0.0%
Prizren	0.8%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%
Gjakovë/ Đakovica	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Podujevë/ Podujevo	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%
Vushtrri/ Vučitrn	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	2.0%
Skënderaj/ Srbica	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Leposaviq/ Leposavić	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%
Klinë/Klina	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
Istog/Istok	1.0%	1.0%	1.0%	0.0%	0.0%	0.0%	0.0%
Deçan/ Dečani	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%
Dragash/ Dragaš	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Suharekë/ Suva Reka	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
Rahovec/ Orahovac	1.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
Viti/Vitina	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%

Kamenicë/ Kamenica	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	1.0%
Lipjan/ Lipljan	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Shtime/ Štimlje	1.0%	0.5%	1.5%	0.0%	0.0%	0.0%	0.5%
Ferizaj/ Uroševac	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.5%
Kaçanik/ Kačanik	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fushë Kosovë/ Kosovo Polje	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Obiliq/ Obilić	0.0%	0.5%	2.0%	0.5%	0.0%	0.0%	0.0%
Novoberdë/ Novo Brdo	5.2%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
Zubin Potok	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Shtërpçë/ Štrpce	1.9%	0.6%	3.1%	1.3%	0.6%	0.0%	1.3%
Zveçan/ Zvečan	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Glllogoc/ Glogovac	0.5%	0.0%	0.0%	0.0%	0.0%	0.5%	0.5%
Malishevë/ Mališevo	0.0%	0.0%	1.0%	0.5%	0.0%	0.5%	0.0%
Junik	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mamushë/ Mamuša	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Hani i Elezit/ Elez Han	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gračanicë/ Gračanica	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ranillug/ Ranilug	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%
Partesh/ Parteš	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%
Klllokot/ Klokot	1.0%	0.0%	0.0%	1.0%	1.0%	0.0%	1.0%
Kosovo	0.4%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%

Table A 2A: Average walking distance to the nearest doctor, by municipality

	Less than 10 min.	11-30 min.	31 min. to 1 hour	1.01 hour to 2 hours	2.01 hours to 4 hours
Prishtinë/Priština	40.5%	48.9%	10.2%	0.4%	0.0%
Mitrovicë/Mitrovica	34.9%	61.6%	3.5%	0.0%	0.0%
Mitrovicë/a North	9.3%	70.9%	18.5%	1.3%	0.0%
Gjilan/Gnjilane	21.0%	55.0%	24.0%	0.0%	0.0%
Pejë/Peć	39.0%	53.0%	7.0%	0.5%	0.5%
Prizren	45.3%	49.2%	5.5%	0.0%	0.0%
Gjakovë/Đakovica	53.0%	44.5%	2.0%	0.5%	0.0%
Podujevë/Podujevo	8.0%	57.5%	30.5%	4.0%	0.0%
Vushtrri/Vučitrn	74.5%	23.5%	1.5%	0.5%	0.0%
Skënderaj/Srbica	43.0%	53.0%	3.5%	0.0%	0.5%
Leposaviq/Leposavić	0.0%	51.5%	44.5%	4.0%	0.0%
Klinë/Klina	49.0%	46.0%	4.5%	0.5%	0.0%
Istog/Istok	38.0%	61.5%	0.0%	0.0%	0.5%
Deçan/Dečani	56.5%	39.0%	4.0%	0.5%	0.0%
Dragash/Dragaš	45.7%	44.6%	8.7%	1.1%	0.0%
Suharekë/Suva Reka	43.7%	36.2%	17.6%	2.0%	0.5%
Rahovec/Orahovac	70.5%	26.5%	3.0%	0.0%	0.0%
Viti/Vitina	19.5%	39.5%	34.5%	6.5%	0.0%
Kamenicë/Kamenica	40.1%	54.3%	4.6%	0.5%	0.5%
Lipjan/Lipljan	17.0%	81.5%	1.5%	0.0%	0.0%
Shtime/Štimlje	13.5%	70.0%	15.5%	1.0%	0.0%
Ferizaj/Uroševac	24.0%	55.5%	19.5%	1.0%	0.0%
Kaçanik/Kaçanik	13.5%	41.0%	43.5%	2.0%	0.0%
Fushë Kosovë/Kosovo Polje	17.0%	63.0%	11.5%	8.5%	0.0%
Obiliq/Obilić	45.2%	49.8%	5.0%	0.0%	0.0%
Novoberdë/Novo Brdo	8.3%	16.7%	17.7%	57.3%	0.0%
Zubin Potok	0.0%	13.3%	27.8%	52.2%	6.7%
Shtërpçë/Štrpce	14.4%	57.5%	21.3%	5.6%	1.3%
Zvečan/Zvečan	3.2%	28.7%	66.0%	2.1%	0.0%
Glllogoc/Glogovac	20.7%	55.6%	22.2%	1.5%	0.0%
Malishevë/Mališevo	16.0%	58.0%	19.0%	7.0%	0.0%
Junik	27.0%	58.0%	15.0%	0.0%	0.0%
Mamushë/Mamuša	41.0%	54.0%	4.0%	1.0%	0.0%
Hani i Elezit/Elez Han	11.5%	42.3%	44.2%	1.9%	0.0%
Gračanicë/Gračanica	5.0%	49.0%	43.0%	3.0%	0.0%
Ranillug/Ranilug	5.0%	94.0%	1.0%	0.0%	0.0%
Partesh/Parteš	29.0%	69.0%	2.0%	0.0%	0.0%
Klllokot/Klokot	18.0%	80.0%	2.0%	0.0%	0.0%
Kosovo	30.0%	51.4%	15.3%	3.1%	0.2%

Table A 2B: Average walking distance to the nearest hospital, by municipality

	Less than 10 min.	11-30 min.	31 min. to 1 hour	1.01 hour to 2 hours	2.01 hours to 4 hours	More than 4 hours
Prishtinë/Priština	15.7%	51.9%	31.7%	0.8%	0.0%	0.0%
Mitrovicë/Mitrovica	27.0%	54.0%	15.0%	4.0%	0.0%	0.0%
Mitrovicë/a North	11.8%	75.7%	9.9%	2.6%	0.0%	0.0%
Gjilan/Gnjilane	12.5%	58.0%	29.5%	0.0%	0.0%	0.0%
Pejë/Peć	10.0%	65.5%	22.5%	1.5%	0.0%	0.5%
Prizren	1.2%	50.2%	45.1%	3.5%	0.0%	0.0%
Gjakovë/Đakovica	22.5%	58.5%	18.0%	1.0%	0.0%	0.0%
Podujevë/Podujevo	8.5%	56.0%	31.0%	4.5%	0.0%	0.0%
Vushtrri/Vučitrn	70.0%	28.5%	1.5%	0.0%	0.0%	0.0%
Skënderaj/Srbica	35.5%	56.5%	7.5%	0.5%	0.0%	0.0%
Leposaviq/Leposavić	0.0%	24.0%	70.0%	6.0%	0.0%	0.0%
Klinë/Klina	11.6%	18.6%	53.8%	15.6%	0.5%	0.0%
Istog/Istok	22.5%	52.0%	22.5%	3.0%	0.0%	0.0%
Deçan/Dečani	47.0%	43.0%	8.5%	1.5%	0.0%	0.0%
Dragash/Dragaš	20.1%	25.5%	28.8%	24.5%	1.1%	0.0%
Suharekë/Suva Reka	20.0%	53.5%	17.0%	8.0%	1.5%	0.0%
Rahovec/Orahovac	14.5%	61.0%	24.0%	0.5%	0.0%	0.0%
Viti/Vitina	6.5%	25.5%	38.0%	28.0%	2.0%	0.0%
Kamenicë/Kamenica	12.8%	44.4%	38.3%	4.1%	0.5%	0.0%
Lipjan/Lipljan	8.0%	44.5%	47.0%	0.5%	0.0%	0.0%
Shtime/Štimlje	1.0%	34.0%	58.5%	5.0%	1.5%	0.0%
Ferizaj/Uroševac	13.5%	63.5%	21.0%	2.0%	0.0%	0.0%
Kaçanik/Kačanik	2.0%	14.5%	52.0%	30.0%	1.5%	0.0%
Fushë Kosovë/Kosovo Polje	2.0%	59.0%	20.5%	17.5%	1.0%	0.0%
Obiliq/Obilić	6.0%	52.3%	33.2%	8.0%	0.5%	0.0%
Novoberdë/Novo Brdo	1.0%	6.3%	11.5%	78.1%	2.1%	1.0%
Zubin Potok	0.0%	10.0%	30.0%	38.9%	21.1%	0.0%
Shtërpçë/Štrpce	6.9%	21.3%	16.9%	26.3%	28.8%	0.0%
Zvečan/Zvečan	6.4%	21.3%	70.2%	2.1%	0.0%	0.0%
Glllogoc/Glogovac	10.1%	32.8%	27.8%	29.3%	0.0%	0.0%
Malishevë/Mališevo	5.5%	35.5%	12.5%	45.0%	1.5%	0.0%
Junik	2.0%	33.0%	55.0%	10.0%	0.0%	0.0%
Mamushë/Mamuša	13.1%	17.2%	41.4%	28.3%	0.0%	0.0%
Hani i Elezit/Elez Han	1.0%	1.0%	72.1%	25.0%	1.0%	0.0%
Gračanicë/Gračanica	0.0%	28.0%	69.0%	3.0%	0.0%	0.0%
Ranillug/Ranilug	3.0%	18.0%	64.0%	15.0%	0.0%	0.0%
Partesh/Parteš	9.0%	71.0%	20.0%	0.0%	0.0%	0.0%
Klllokot/Klokot	2.0%	25.0%	44.0%	28.0%	1.0%	0.0%
Kosovo	13.2%	41.6%	32.5%	11.3%	1.4%	0.0%

Table A 2C: Average walking distance to the nearest hospital, by municipality

	Less than 10 min.	11-30 min.	31 min. to 1 hour	1.01 hour to 2 hours	2.01 hours to 4 hours	More than 4 hours
Prishtinë/Priština	68.2%	19.7%	11.7%	0.4%	0.0%	0.0%
Mitrovicë/Mitrovica	42.0%	42.0%	13.0%	3.0%	0.0%	0.0%
Mitrovicë/a North	4.6%	70.4%	21.1%	3.3%	0.7%	0.0%
Gjilan/Gnjilane	24.5%	48.0%	27.0%	0.0%	0.5%	0.0%
Pejë/Peć	45.0%	46.5%	7.5%	1.0%	0.0%	0.0%
Prizren	48.2%	45.5%	5.9%	0.4%	0.0%	0.0%
Gjakovë/Đakovica	51.5%	34.0%	14.5%	0.0%	0.0%	0.0%
Podujevë/Podujevo	18.0%	45.5%	32.0%	4.5%	0.0%	0.0%
Vushtrri/Vučitrn	69.5%	29.0%	1.5%	0.0%	0.0%	0.0%
Skënderaj/Srbica	32.0%	62.0%	5.5%	0.5%	0.0%	0.0%
Leposaviq/Leposavić	0.0%	21.5%	69.5%	9.0%	0.0%	0.0%
Klinë/Klina	45.5%	48.5%	6.0%	0.0%	0.0%	0.0%
Istog/Istok	37.0%	38.5%	21.5%	3.0%	0.0%	0.0%
Deçan/Dečani	47.5%	43.5%	6.0%	2.0%	1.0%	0.0%
Dragash/Dragaš	46.2%	44.0%	8.2%	1.6%	0.0%	0.0%
Suharekë/Suva Reka	37.2%	39.2%	19.1%	3.0%	1.0%	0.5%
Rahovec/Orahovac	67.5%	27.5%	4.0%	0.5%	0.5%	0.0%
Viti/Vitina	20.0%	37.5%	33.5%	9.0%	0.0%	0.0%
Kamenicë/Kamenica	32.5%	54.0%	13.0%	0.0%	0.5%	0.0%
Lipjan/Lipljan	12.0%	86.5%	1.5%	0.0%	0.0%	0.0%
Shtime/Štimlje	13.0%	60.5%	20.5%	5.5%	0.5%	0.0%
Ferizaj/Uroševac	30.0%	49.0%	20.0%	1.0%	0.0%	0.0%
Kaçanik/Kaçanik	30.5%	23.0%	41.0%	5.0%	0.5%	0.0%
Fushë Kosovë/Kosovo Polje	28.0%	57.0%	11.0%	4.0%	0.0%	0.0%
Obiliq/Obilić	34.7%	59.3%	6.0%	0.0%	0.0%	0.0%
Novoberdë/Novo Brdo	0.0%	6.3%	10.4%	79.2%	3.1%	1.0%
Zubin Potok	1.1%	12.2%	25.6%	40.0%	20.0%	1.1%
Shtërpçë/Štrpce	10.0%	48.8%	31.3%	7.5%	2.5%	0.0%
Zvečan/Zvečan	4.3%	29.8%	63.8%	2.1%	0.0%	0.0%
Glllogoc/Glogovac	16.5%	59.5%	23.0%	1.0%	0.0%	0.0%
Malishevë/Mališevo	14.5%	60.0%	24.0%	1.0%	0.5%	0.0%
Junik	26.0%	65.0%	9.0%	0.0%	0.0%	0.0%
Mamushë/Mamuša	48.5%	44.4%	4.0%	3.0%	0.0%	0.0%
Hani i Elezit/Elez Han	18.3%	52.9%	27.9%	1.0%	0.0%	0.0%
Gračanicë/Gračanica	0.0%	30.5%	66.0%	3.0%	0.5%	0.0%
Ranillug/Ranilug	13.0%	74.0%	13.0%	0.0%	0.0%	0.0%
Partesh/Parteš	24.0%	68.0%	8.0%	0.0%	0.0%	0.0%
Klllokot/Klokot	13.0%	79.0%	7.0%	1.0%	0.0%	0.0%
Kosovo	30.7%	45.8%	19.1%	3.8%	0.6%	0.0%

Table A 3: Satisfaction with emergency services, by municipality

Municipality	Percent of citizens satisfied or very satisfied
Mamushë/Mamuša	98.4%
Kaçanik/Kaçanik	97.4%
Gjakovë/Đakovica	95.7%
Viti/Vitina	93.2%
Hani i Elezit/Elez Han	90.4%
Lipjan/Lipljan	88.9%
Mitrovicë/Mitrovica	87.6%
Ranillug/Ranilug	87.3%
Junik	87.1%
Prishtinë/Priština	86.7%
Istog/Istok	84.8%
Podujevë/Podujevo	84.1%
Klllokot/Klokot	82.4%
Dragash/Dragaš	82.3%
Zvečan/Zvečan	81.9%
Vushtrri/Vučitrn	80.9%
Skënderaj/Srbica	78.4%
Prizren	77.2%
Suharekë/Suva Reka	75.4%
Kamenicë/Kamenica	75.1%
Rahovec/Orahovac	73.5%
Kosovo	73.5%
Obiliq/Obilić	72.5%
Shtërpçë/Štrpce	70.8%
Leposaviq/Leposavić	70.4%
Pejë/Peć	69.7%
Glllogoc/Glogovac	69.6%
Gjilan/Gnjilane	69.3%
Shtime/Štimlje	68.5%
Malishevë/Mališevo	66.9%
Ferizaj/Uroševac	66.3%
Fushë Kosovë/Kosovo Polje	61.5%
Mitrovicë/a North	58.9%
Klinë/Klina	58.6%
Partesh/Parteš	56.2%
Deçan/Dečani	43.3%
Novoberdë/Novo Brdo	30.7%
Gračanicë/Gračanica	20.2%
Zubin Potok	19.7%

Table A 4: Satisfaction with family medical centers, by municipality

Municipality	Supply of medicine and medical supplies	Municipality	Equal treatment of patients	Municipality	Professionalism of medical staff
Ranillug/Ranilug	83.0%	Klllokot/Klokot	92.0%	Mamushë/Mamuša	93.0%
Klllokot/Klokot	72.0%	Dragash/Dragaš	91.3%	Klllokot/Klokot	93.0%
Partesh/Parteš	70.0%	Mamushë/Mamuša	89.8%	Skënderaj/Srbica	92.0%
Hani i Elezit/Elez Han	63.5%	Ranillug/Ranilug	88.0%	Dragash/Dragaš	91.8%
Lipjan/Lipljan	59.0%	Partesh/Parteš	84.0%	Rahovec/Orahovac	90.0%
Rahovec/Orahovac	56.0%	Rahovec/Orahovac	82.5%	Ranillug/Ranilug	90.0%
Dragash/Dragaš	54.9%	Viti/Vitina	80.5%	Partesh/Parteš	87.0%
Gjakovë/Đakovica	53.0%	Gjakovë/Đakovica	67.0%	Viti/Vitina	86.5%
Zvečan/Zvečan	46.8%	Istog/Istok	65.3%	Fushë Kosovë/Kosovo Polje	85.9%
Mamushë/Mamuša	41.0%	Fushë Kosovë/Kosovo Polje	65.0%	Gjakovë/Đakovica	82.3%
Fushë Kosovë/Kosovo Polje	38.9%	Lipjan/Lipljan	62.3%	Istog/Istok	82.0%
Obiliq/Obilić	38.2%	Hani i Elezit/Elez Han	60.2%	Hani i Elezit/Elez Han	77.9%
Leposaviq/Leposavić	38.0%	Skënderaj/Srbica	60.0%	Prishtinë/Priština	77.2%
Viti/Vitina	37.0%	Klinë/Klina	60.0%	Klinë/Klina	73.7%
Novoberdë/Novo Brdo	34.7%	Kamenicë/Kamenica	57.8%	Podujevë/Podujevo	73.5%
Istog/Istok	31.2%	Shtërpçë/Štrpce	57.5%	Kamenicë/Kamenica	73.4%
Kosovo	31.0%	Zvečan/Zvečan	57.4%	Malishevë/Mališevo	66.5%
Shtime/Štimlje	30.5%	Kosovo	50.6%	Glogoc/Glogovac	65.3%

Mitrovicë/a North	29.1%	Mitrovicë/ Mitrovica	46.7%	Zveçan/Zvečan	63.8%
Kamenicë/ Kamenica	26.3%	Obiliq/Obilić	46.4%	Shtërpcë/Štrpce	63.8%
Prishtinë/Priština	25.7%	Podujevë/ Podujevo	45.7%	Kosovo	61.9%
Shtërpcë/Štrpce	25.6%	Leposaviq/ Leposavić	44.7%	Kaçanik/Kaçanik	59.5%
Prizren	24.8%	Deçan/Dečani	44.4%	Lipjan/Lipljan	56.5%
Vushtrri/Vučitrn	24.4%	Prishtinë/Priština	43.9%	Shtime/Štimlje	52.8%
Mitrovicë/ Mitrovica	22.6%	Mitrovicë/a North	42.4%	Deçan/Dečani	51.8%
Glogoc/ Glogovac	22.2%	Prizren	42.2%	Prizren	50.2%
Graçanicë/ Gračanica	21.8%	Novoberdë/Novo Brdo	40.0%	Leposaviq/ Leposavić	48.5%
Deçan/Dečani	21.7%	Shtime/Štimlje	39.7%	Obiliq/Obilić	48.0%
Suharekë/Suva Reka	21.1%	Glogoc/ Glogovac	36.7%	Mitrovicë/ Mitrovica	47.5%
Malishevë/ Mališevo	19.1%	Kaçanik/Kaçanik	36.2%	Pejë/Peć	46.7%
Ferizaj/Uroševac	18.7%	Malishevë/ Mališevo	34.8%	Gjilan/Gnjilane	42.9%
Pejë/Peć	17.1%	Pejë/Peć	34.0%	Novoberdë/Novo Brdo	40.6%
Skënderaj/Srbica	16.6%	Vushtrri/Vučitrn	34.0%	Vushtrri/Vučitrn	37.5%
Gjilan/Gnjilane	15.7%	Gjilan/Gnjilane	27.6%	Mitrovicë/a North	34.9%
Junik	15.2%	Ferizaj/Uroševac	25.5%	Graçanicë/ Gračanica	29.6%
Kaçanik/Kaçanik	13.1%	Graçanicë/ Gračanica	25.3%	Ferizaj/Uroševac	29.0%
Podujevë/ Podujevo	12.2%	Zubin Potok	25.0%	Zubin Potok	28.9%
Klinë/Klina	10.1%	Suharekë/Suva Reka	21.1%	Suharekë/Suva Reka	28.5%
Zubin Potok	3.3%	Junik	20.2%	Junik	25.0%

Table A 5: Satisfaction with hospitals, by municipality

Municipality	Supply of medicine and medical supplies	Municipality	Equal treatment of patients	Municipality	Professionalism of medical staff
Ranillug/Ranilug	80.0%	Ranillug/Ranilug	89.9%	Ranillug/Ranilug	92.0%
Partesh/Parteš	71.7%	Partesh/Parteš	88.0%	Skënderaj/Srbica	87.4%
Leposaviq/ Leposavić	71.5%	Kllokot/Klokot	85.9%	Fushë Kosovë/ Kosovo Polje	84.4%
Lipjan/Lipljan	62.3%	Viti/Vitina	79.0%	Kllokot/Klokot	84.0%
Kllokot/Klokot	59.6%	Mamushë/ Mamuša	75.0%	Viti/Vitina	83.0%
Zveçan/Zvečan	58.1%	Shtërpçë/Štrpce	68.1%	Mamushë/ Mamuša	83.0%
Shtërpçë/Štrpce	57.9%	Istog/Istok	66.3%	Istog/Istok	82.9%
Mitrovicë/a North	54.6%	Gjakovë/ Đakovica	66.0%	Gjakovë/ Đakovica	82.0%
Gjakovë/ Đakovica	51.0%	Klinë/Klina	66.0%	Podujevë/ Podujevo	81.9%
Shtime/Štimlje	44.2%	Lipjan/Lipljan	64.6%	Partesh/Parteš	81.0%
Obiliq/Obilić	40.0%	Fushë Kosovë/ Kosovo Polje	61.0%	Rahovec/ Orahovac	75.4%
Fushë Kosovë/ Kosovo Polje	38.0%	Zveçan/Zvečan	56.4%	Klinë/Klina	74.5%
Rahovec/ Orahovac	35.7%	Dragash/Dragaš	55.7%	Prishtinë/Priština	72.7%
Viti/Vitina	33.7%	Rahovec/ Orahovac	54.5%	Kamenicë/ Kamenica	71.9%
Junik	32.3%	Skënderaj/Srbica	53.3%	Shtërpçë/Štrpce	67.9%
Kosovo	31.7%	Kamenicë/ Kamenica	53.3%	Lipjan/Lipljan	66.3%
Hani i Elezit/Elez Han	31.4%	Shtime/Štimlje	48.0%	Dragash/Dragaš	64.7%
Istog/Istok	29.6%	Kosovo	46.7%	Zveçan/Zvečan	61.7%

Deçan/Deçani	29.3%	Obiliq/Obilić	46.2%	Glllogoc/ Glogovac	61.0%
Suharekë/Suva Reka	28.5%	Leposaviq/ Leposavić	45.7%	Malishevë/ Mališevo	59.3%
Dragash/Dragaš	25.7%	Mitrovicë/ Mitrovica	45.7%	Kosovo	59.1%
Pejë/Peć	24.1%	Podujevë/ Podujevo	42.0%	Hani i Elezit/Elez Han	56.7%
Graçanicë/ Gračanica	24.1%	Kaçanik/Kaçanik	40.2%	Kaçanik/Kaçanik	54.0%
Kaçanik/Kaçanik	24.0%	Deçan/Deçani	38.2%	Prizren	53.1%
Kamenicë/ Kamenica	22.7%	Prizren	37.9%	Mitrovicë/ Mitrovica	50.0%
Vushtrri/Vučitrn	22.2%	Pejë/Peć	37.5%	Shtime/Štimlje	47.2%
Podujevë/ Podujevo	22.0%	Prishtinë/Priština	36.5%	Pejë/Peć	47.0%
Zubin Potok	21.1%	Junik	35.0%	Obiliq/Obilić	47.0%
Malishevë/ Mališevo	20.7%	Mitrovicë/a North	33.6%	Leposaviq/ Leposavić	42.5%
Prizren	20.6%	Vushtrri/Vučitrn	33.5%	Gjilan/Gnjilane	42.2%
Mitrovicë/ Mitrovica	20.1%	Glllogoc/ Glogovac	29.5%	Deçan/Deçani	41.4%
Prishtinë/Priština	19.8%	Suharekë/Suva Reka	27.6%	Suharekë/Suva Reka	39.0%
Ferizaj/Uroševac	19.5%	Hani i Elezit/Elez Han	26.0%	Vushtrri/Vučitrn	36.4%
Glllogoc/ Glogovac	16.5%	Malishevë/ Mališevo	25.5%	Mitrovicë/a North	36.0%
Gjilan/Gnjilane	14.6%	Graçanicë/ Gračanica	25.5%	Junik	33.3%
Skënderaj/Srbica	12.1%	Gjilan/Gnjilane	25.3%	Novoberdë/Novo Brdo	30.5%
Mamushë/ Mamuša	10.1%	Ferizaj/Uroševac	25.0%	Ferizaj/Uroševac	27.0%
Novoberdë/Novo Brdo	7.3%	Novoberdë/Novo Brdo	13.5%	Graçanicë/ Gračanica	25.1%
Klinë/Klina	7.0%	Zubin Potok	5.6%	Zubin Potok	12.4%

Table A 6: Factors hindering access to healthcare, by municipality

	Distance to health-care provider		Time to get an appointment		Waiting time to be visited by the doctor on day of appointment		Cost of seeing the doctor		Cost of buying medicine
Hani i Elezit/ Elez Han	89.4%	Zubin Potok	78.7%	Mamushë/ Mamuša	79.0%	Hani i Elezit/ Elez Han	97.1%	Hani i Elezit/ Elez Han	96.1%
Shtërpçë/ Štrpce	48.7%	Hani i Elezit/ Elez Han	75.0%	Zubin Potok	78.9%	Skënderaj/ Srbica	94.0%	Podujevë/ Podujevo	94.5%
Suharekë/ Suva Reka	43.5%	Mamushë/ Mamuša	70.0%	Hani i Elezit/ Elez Han	68.3%	Mamushë/ Mamuša	93.0%	Skënderaj/ Srbica	94.0%
Lipjan/ Lipljan	43.5%	Podujevë/ Podujevo	60.5%	Podujevë/ Podujevo	68.0%	Junik	83.6%	Mamushë/ Mamuša	94.0%
Kaçanik/ Kačanik	42.0%	Gjilan/Gn- jilane	48.2%	Deçan/ Deçani	62.6%	Kaçanik/ Kačanik	82.5%	Gjakovë/ Đakovica	90.5%
Zubin Potok	41.1%	Lipjan/ Lipljan	46.2%	Suharekë/ Suva Reka	62.0%	Gjakovë/ Đakovica	81.5%	Prizren	90.1%
Mamushë/ Mamuša	40.0%	Graçanicë/ Gračanica	45.5%	Gjilan/Gn- jilane	57.5%	Deçan/ Deçani	77.0%	Deçan/ Deçani	90.0%
Fushë Kosovë/ Kosovo Polje	37.5%	Zveçan/ Zvečan	43.6%	Rahovec/ Orahovac	55.9%	Gjilan/Gn- jilane	75.0%	Fushë Kosovë/ Kosovo Polje	90.0%
Podujevë/ Podujevo	36.5%	Shtime/ Štimlje	40.1%	Gjakovë/ Đakovica	54.5%	Ferizaj/ Uroševac	72.9%	Kaçanik/ Kačanik	89.0%
Obiliq/Obilić	33.0%	Suharekë/ Suva Reka	37.2%	Ferizaj/ Uroševac	54.0%	Rahovec/ Orahovac	72.0%	Viti/Vitina	88.5%
Junik	33.0%	Junik	37.0%	Kaçanik/ Kačanik	53.3%	Zubin Potok	71.9%	Malishevë/ Mališevo	87.5%
Graçanicë/ Gračanica	31.5%	Ferizaj/ Uroševac	36.5%	Lipjan/ Lipljan	51.5%	Mitrovicë/ Mitrovica	71.8%	Kamenicë/ Kamenica	87.4%

Ferizaj/ Uroševac	30.5%	Prizren	32.7%	Shtime/ Štimlje	50.6%	Prizren	71.0%	Ferizaj/ Uroševac	87.0%
Shtime/ Štimlje	29.5%	Ranillug/ Ranilug	32.0%	Zvečan/ Zvečan	50.1%	Shtime/ Štimlje	68.2%	Vushtrri/ Vuçitrn	86.0%
Mitrovicë/ Mitrovica	28.0%	Obiliq/ Obilić	29.7%	Prizren	49.8%	Vushtrri/ Vuçitrn	65.0%	Mitrovicë/ Mitrovica	83.9%
Gjilan/Gn- jilane	28.0%	Kosovo	29.6%	Gračanicë/ Gračanica	49.5%	Lipjan/ Lipljan	62.3%	Junik	83.8%
Leposaviq/ Leposavić	28.0%	Rahovec/ Orahovac	29.6%	Mitrovicë/ Mitrovica	44.7%	Fushë Kosovë/ Kosovo Polje	60.5%	Istog/Istok	82.5%
Kosovo	27.0%	Mitrovicë/ Mitrovica	28.8%	Kosovo	39.7%	Suharekë/ Suva Reka	57.3%	Prishtinë/ Priština	81.7%
Kamenicë/ Kamenica	25.7%	Kaçanik/ Kačanik	28.1%	Obiliq/ Obilić	38.0%	Kosovo	56.2%	Klinë/Klina	81.5%
Viti/Vitina	25.0%	Leposaviq/ Leposavić	28.0%	Junik	37.4%	Pejë/Peć	55.9%	Gllgoc/ Glogovac	81.0%
Ranillug/Ra- nilug	25.0%	Prishtinë/ Priština	27.7%	Gllgoc/ Glogovac	35.1%	Zvečan/ Zvečan	55.4%	Suharekë/ Suva Reka	80.4%
Prishtinë/ Priština	24.0%	Gllgoc/ Glogovac	27.2%	Prishtinë/ Priština	34.4%	Obiliq/ Obilić	55.0%	Dragash/ Dragaš	79.8%
Deçan/ Deçani	24.0%	Deçan/ Deçani	27.1%	Malishevë/ Mališevo	33.6%	Kamenicë/ Kamenica	53.3%	Gjilan/Gn- jilane	77.1%
Prizren	23.8%	Shtërpçë/ Štrpce	26.9%	Fushë Kosovë/ Kosovo Polje	31.5%	Malishevë/ Mališevo	53.3%	Shtime/ Štimlje	76.3%
Zvečan/ Zvečan	23.4%	Gjakovë/ Đakovica	24.0%	Kamenicë/ Kamenica	31.1%	Viti/Vitina	51.0%	Kosovo	75.9%
Gjakovë/ Đakovica	21.5%	Novoberdë/ Novo Brdo	24.0%	Pejë/Peć	30.8%	Gračanicë/ Gračanica	48.0%	Lipjan/ Lipljan	73.8%

Pejë/Peć	21.5%	Fushë Kosovë/ Kosovo Polje	23.5%	Leposaviq/ Leposavić	29.0%	Glllogoc/ Glogovac	44.2%	Obiliq/Obilić	73.5%
Glllogoc/ Glogovac	21.0%	Pejë/Peć	21.7%	Istog/Istok	27.6%	Prishtinë/ Priština	41.8%	Rahovec/ Orahovac	72.8%
Novoberdë/ Novo Brdo	20.9%	Kamenicë/ Kamenica	21.1%	Mitrovicë/a North	27.0%	Istog/Istok	39.2%	Zubin Potok	72.2%
Klllokot/ Klokot	18.0%	Malishevë/ Mališevo	19.1%	Ranillug/ Ranilug	27.0%	Klinë/Klina	36.1%	Pejë/Peć	64.6%
Klinë/Klina	17.0%	Klinë/Klina	16.6%	Shtërpçë/ Štrpce	21.7%	Leposaviq/ Leposavić	36.0%	Shtërpçë/ Štrpce	57.4%
Partesh/ Parteš	17.0%	Partesh/ Parteš	16.0%	Novoberdë/ Novo Brdo	20.8%	Novoberdë/ Novo Brdo	34.4%	Zvečan/ Zvečan	54.2%
Mitrovicë/a North	16.5%	Istog/Istok	15.1%	Viti/Vitina	19.5%	Shtërpçë/ Štrpce	33.8%	Gračanicë/ Gračanica	49.0%
Malishevë/ Mališevo	15.6%	Klllokot/ Klokot	15.0%	Skënderaj/ Srbica	19.0%	Ranillug/ Ranilug	29.0%	Novoberdë/ Novo Brdo	37.9%
Vushtrri/ Vučitrn	12.5%	Mitrovicë/a North	13.8%	Vushtrri/ Vučitrn	17.5%	Mitrovicë/a North	28.3%	Ranillug/Ra- nilug	36.0%
Rahovec/ Orahovac	12.0%	Viti/Vitina	13.6%	Klinë/Klina	17.2%	Podujevë/ Podujevo	27.0%	Leposaviq/ Leposavić	35.5%
Dragash/ Dragaš	10.3%	Vushtrri/ Vučitrn	11.0%	Partesh/ Parteš	13.0%	Partesh/ Parteš	12.0%	Partesh/ Parteš	32.0%
Istog/Istok	9.5%	Skënderaj/ Srbica	8.0%	Klllokot/ Klokot	6.0%	Dragash/ Dragaš	10.4%	Klllokot/ Klokot	28.0%
Skënderaj/ Srbica	6.0%	Dragash/ Dragaš	4.9%	Dragash/ Dragaš	4.4%	Klllokot/ Klokot	6.0%	Mitrovicë/a North	27.6%

Table A 7A: Average walking distance to the nearest preschool/kindergarten, by municipality

	Less than 10 min.	11-30 min.	31 min. to 1 hour	1.01 hour to 2 hours	2.01 hours to 4 hours	More than 4 hours
Prishtinë/Priština	55.7%	35.2%	8.3%	0.4%	0.0%	0.4%
Mitrovicë/Mitrovica	25.8%	49.5%	20.7%	4.0%	0.0%	0.0%
Mitrovicë/a North	6.6%	63.8%	21.1%	5.3%	3.3%	0.0%
Gjilan/Gnjilane	27.0%	49.0%	23.5%	0.5%	0.0%	0.0%
Pejë/Peć	46.5%	44.0%	9.0%	0.5%	0.0%	0.0%
Prizren	60.8%	34.8%	4.4%	0.0%	0.0%	0.0%
Gjakovë/Đakovica	70.4%	25.6%	3.0%	1.0%	0.0%	0.0%
Podujevë/Podujevo	24.0%	54.5%	21.5%	0.0%	0.0%	0.0%
Vushtrri/Vučitrn	68.8%	29.7%	1.5%	0.0%	0.0%	0.0%
Skënderaj/Srbica	43.5%	42.0%	14.0%	0.5%	0.0%	0.0%
Leposaviq/Leposavić	0.0%	14.5%	63.0%	15.5%	6.0%	1.0%
Klinë/Klina	56.5%	38.5%	5.0%	0.0%	0.0%	0.0%
Istog/Istok	44.5%	55.5%	0.0%	0.0%	0.0%	0.0%
Deçan/Dečani	40.5%	54.4%	3.1%	1.0%	0.0%	1.0%
Dragash/Dragaš	55.4%	37.9%	5.1%	1.1%	0.0%	1.0%
Suharekë/Suva Reka	46.2%	33.3%	15.4%	3.1%	1.5%	0.5%
Rahovec/Orahovac	77.0%	22.0%	1.0%	0.0%	0.0%	0.0%
Viti/Vitina	31.1%	42.0%	22.8%	4.2%	0.0%	0.0%
Kamenicë/Kamenica	52.6%	43.4%	4.1%	0.0%	0.0%	0.0%
Lipjan/Lipljan	28.5%	70.0%	1.5%	0.0%	0.0%	0.0%
Shtime/Štimlje	25.5%	47.5%	21.0%	4.5%	1.5%	0.0%
Ferizaj/Uroševac	20.5%	58.0%	20.0%	1.5%	0.0%	0.0%
Kaçanik/Kaçanik	40.6%	44.7%	12.2%	2.5%	0.0%	0.0%
Fushë Kosovë/Kosovo Polje	25.5%	60.0%	11.0%	3.0%	0.5%	0.0%
Obiliq/Obilić	60.2%	35.7%	4.1%	0.0%	0.0%	0.0%
Novoberdë/Novo Brdo	8.3%	21.9%	12.5%	56.3%	0.0%	1.0%
Zubin Potok	2.2%	8.9%	22.2%	31.1%	26.7%	8.9%
Shtërpçë/Štrpce	29.2%	46.1%	16.2%	6.5%	2.0%	0.0%
Zvečan/Zvečan	2.1%	37.2%	57.5%	2.1%	0.0%	1.1%
Glllogoc/Glogovac	36.6%	42.1%	19.8%	1.0%	0.5%	0.0%
Malishevë/Mališevo	21.0%	56.0%	23.0%	0.0%	0.0%	0.0%
Junik	6.0%	43.0%	34.0%	17.0%	0.0%	0.0%
Mamushë/Mamuša	21.7%	73.2%	5.2%	0.0%	0.0%	0.0%
Hani i Elezit/Elez Han	11.2%	60.2%	27.6%	1.0%	0.0%	0.0%
Graçanicë/Gračanica	3.0%	39.2%	53.3%	4.5%	0.0%	0.0%
Ranillug/Ranilug	44.0%	53.0%	3.0%	0.0%	0.0%	0.0%
Partesh/Parteš	27.3%	62.6%	9.1%	1.0%	0.0%	0.0%
Klllokot/Klokot	60.0%	38.0%	2.0%	0.0%	0.0%	0.0%
Kosovo	36.9%	43.6%	15.2%	3.3%	0.8%	0.3%

Table A 7B: Average walking distance to the nearest primary school, by municipality

	Less than 10 min.	11-30 min.	31 min. to 1 hour	1.01 hour to 2 hours	2.01 hours to 4 hours	More than 4 hours
Prishtinë/Priština	57.4%	36.1%	5.7%	0.4%	0.0%	0.4%
Mitrovicë/Mitrovica	47.5%	40.5%	11.5%	0.5%	0.0%	0.0%
Mitrovicë/a North	6.6%	59.9%	23.7%	5.9%	3.3%	0.7%
Gjilan/Gnjilane	26.0%	52.5%	21.5%	0.0%	0.0%	0.0%
Pejë/Peć	48.0%	39.5%	12.0%	0.0%	0.5%	0.0%
Prizren	68.0%	30.9%	1.2%	0.0%	0.0%	0.0%
Gjakovë/Đakovica	66.0%	32.5%	1.0%	0.5%	0.0%	0.0%
Podujevë/Podujevo	27.0%	59.5%	13.0%	0.5%	0.0%	0.0%
Vushtrri/Vučitrn	72.5%	25.0%	2.5%	0.0%	0.0%	0.0%
Skënderaj/Srbica	54.5%	32.0%	13.5%	0.0%	0.0%	0.0%
Leposaviq/Leposavić	0.0%	34.0%	39.5%	17.5%	7.5%	1.5%
Klinë/Klina	63.0%	31.5%	5.5%	0.0%	0.0%	0.0%
Istog/Istok	28.0%	61.5%	10.5%	0.0%	0.0%	0.0%
Deçan/Dečani	48.7%	44.7%	5.0%	1.0%	0.0%	0.5%
Dragash/Dragaš	59.2%	37.5%	1.6%	1.1%	0.5%	0.0%
Suharekë/Suva Reka	67.0%	22.0%	10.0%	0.5%	0.5%	0.0%
Rahovec/Orahovac	83.0%	16.5%	0.5%	0.0%	0.0%	0.0%
Viti/Vitina	29.5%	42.5%	23.5%	4.5%	0.0%	0.0%
Kamenicë/Kamenica	43.0%	46.5%	9.5%	1.0%	0.0%	0.0%
Lipjan/Lipljan	46.0%	53.0%	1.0%	0.0%	0.0%	0.0%
Shtime/Štimlje	27.0%	46.0%	22.5%	3.5%	0.5%	0.5%
Ferizaj/Uroševac	37.0%	44.5%	17.5%	1.0%	0.0%	0.0%
Kaçanik/Kaçanik	39.5%	49.0%	9.5%	1.0%	1.0%	0.0%
Fushë Kosovë/Kosovo Polje	36.5%	57.5%	4.5%	1.5%	0.0%	0.0%
Obiliq/Obilić	67.0%	32.5%	0.5%	0.0%	0.0%	0.0%
Novoberdë/Novo Brdo	7.3%	26.0%	17.2%	49.0%	0.0%	0.0%
Zubin Potok	3.3%	11.1%	22.2%	33.3%	25.6%	4.4%
Shtërpçë/Štrpce	32.7%	46.5%	13.8%	5.7%	1.3%	0.0%
Zvečan/Zvečan	3.2%	36.2%	56.4%	3.2%	1.1%	0.0%
Glllogoc/Glogovac	22.0%	62.5%	13.0%	2.0%	0.5%	0.0%
Malishevë/Mališevo	41.5%	44.5%	14.0%	0.0%	0.0%	0.0%
Junik	21.0%	68.0%	11.0%	0.0%	0.0%	0.0%
Mamushë/Mamuša	14.4%	78.4%	7.2%	0.0%	0.0%	0.0%
Hani i Elezit/Elez Han	9.6%	61.5%	27.9%	1.0%	0.0%	0.0%
Gračanicë/Gračanica	3.5%	41.2%	51.3%	4.0%	0.0%	0.0%
Ranillug/Ranilug	50.0%	45.0%	5.0%	0.0%	0.0%	0.0%
Partesh/Parteš	29.0%	66.0%	5.0%	0.0%	0.0%	0.0%
Klllokot/Klokot	63.0%	34.0%	3.0%	0.0%	0.0%	0.0%
Kosovo	41.0%	42.6%	12.8%	2.7%	0.8%	0.2%

Table A 7C: Average walking distance to the nearest secondary school, by municipality

	Less than 10 min.	11-30 min.	31 min. to 1 hour	1.01 hour to 2 hours	2.01 hours to 4 hours	More than 4 hours
Prishtinë/Priština	26.7%	46.1%	25.2%	1.6%	0.0%	0.4%
Mitrovicë/Mitrovica	24.6%	50.8%	21.6%	3.0%	0.0%	0.0%
Mitrovicë/a North	5.9%	63.2%	19.1%	5.9%	5.9%	0.0%
Gjilan/Gnjilane	5.5%	67.5%	26.0%	0.5%	0.0%	0.5%
Pejë/Peć	28.0%	45.0%	26.5%	0.5%	0.0%	0.0%
Prizren	22.4%	52.9%	22.4%	2.0%	0.4%	0.0%
Gjakovë/Đakovica	16.5%	63.5%	20.0%	0.0%	0.0%	0.0%
Podujevë/Podujevo	14.0%	57.0%	25.0%	4.0%	0.0%	0.0%
Vushtrri/Vučitrn	67.0%	30.5%	2.5%	0.0%	0.0%	0.0%
Skënderaj/Srbica	16.0%	64.0%	20.0%	0.0%	0.0%	0.0%
Leposaviq/Leposavić	0.0%	13.0%	61.0%	17.5%	8.0%	0.5%
Klinë/Klina	35.2%	59.3%	5.5%	0.0%	0.0%	0.0%
Istog/Istok	13.1%	53.3%	33.7%	0.0%	0.0%	0.0%
Deçan/Dečani	34.4%	59.0%	4.6%	0.5%	0.5%	1.0%
Dragash/Dragaš	37.0%	40.8%	20.7%	1.1%	0.5%	0.0%
Suharekë/Suva Reka	35.2%	41.2%	19.6%	3.0%	1.0%	0.0%
Rahovec/Orahovac	58.5%	35.0%	6.5%	0.0%	0.0%	0.0%
Viti/Vitina	14.6%	34.7%	38.7%	12.1%	0.0%	0.0%
Kamenicë/Kamenica	21.7%	58.1%	19.7%	0.5%	0.0%	0.0%
Lipjan/Lipljan	12.1%	83.4%	4.5%	0.0%	0.0%	0.0%
Shtime/Štimlje	2.0%	60.0%	33.0%	4.5%	0.5%	0.0%
Ferizaj/Uroševac	17.0%	59.0%	22.5%	1.5%	0.0%	0.0%
Kaçanik/Kaçanik	26.0%	31.0%	38.0%	3.5%	1.0%	0.5%
Fushë Kosovë/Kosovo Polje	26.0%	59.5%	11.5%	3.0%	0.0%	0.0%
Obiliq/Obilić	36.7%	57.8%	5.5%	0.0%	0.0%	0.0%
Novoberdë/Novo Brdo	0.0%	9.4%	30.2%	60.4%	0.0%	0.0%
Zubin Potok	0.0%	12.4%	16.9%	40.5%	24.7%	5.6%
Shtërpçë/Štrpce	13.8%	52.8%	25.2%	7.6%	0.6%	0.0%
Zvečan/Zvečan	3.2%	36.2%	55.3%	3.2%	2.1%	0.0%
Glllogoc/Glogovac	9.1%	36.7%	51.3%	3.0%	0.0%	0.0%
Malishevë/Mališevo	20.5%	57.5%	22.0%	0.0%	0.0%	0.0%
Junik	25.0%	65.0%	10.0%	0.0%	0.0%	0.0%
Mamushë/Mamuša	22.5%	72.5%	5.1%	0.0%	0.0%	0.0%
Hani i Elezit/Elez Han	6.8%	65.1%	27.2%	1.0%	0.0%	0.0%
Graçanicë/Gračanica	1.0%	34.2%	60.3%	4.0%	0.5%	0.0%
Ranillug/Ranilug	48.0%	47.0%	5.0%	0.0%	0.0%	0.0%
Partesh/Parteš	22.0%	72.0%	6.0%	0.0%	0.0%	0.0%
Klllokot/Klokot	45.0%	45.0%	10.0%	0.0%	0.0%	0.0%
Kosovo	21.9%	50.1%	10.0%	0.0%	0.0%	0.0%

Table A 8A: Satisfaction with access to and quality of preschools/kindergarten, by municipality

	Access to preschool education		Quality of preschool education
Mamushë/Mamuša	99.0%	Mamushë/Mamuša	99.0%
Viti/Vitina	96.5%	Gjakovë/Đakovica	95.5%
Gjakovë/Đakovica	96.0%	Istog/Istok	95.0%
Rahovec/Orahovac	94.5%	Dragash/Dragaš	93.5%
Istog/Istok	94.0%	Ranillug/Ranilug	93.0%
Fushë Kosovë/Kosovo Polje	94.0%	Klllokot/Klokot	93.0%
Dragash/Dragaš	93.5%	Viti/Vitina	92.0%
Hani i Elezit/Elez Han	93.3%	Fushë Kosovë/ Kosovo Polje	92.0%
Pejë/Peć	91.0%	Hani i Elezit/Elez Han	91.3%
Ranillug/Ranilug	89.0%	Rahovec/Orahovac	90.0%
Kaçanik/Kaçanik	88.9%	Prishtinë/Priština	88.6%
Prishtinë/Priština	88.6%	Vushtrri/Vučitrn	87.5%
Mitrovicë/Mitrovica	87.5%	Mitrovicë/Mitrovica	86.5%
Partesh/Parteš	87.0%	Pejë/Peć	85.9%
Vushtrri/Vučitrn	86.5%	Skënderaj/Srbica	85.0%
Klllokot/Klokot	86.0%	Kaçanik/Kaçanik	84.3%
Skënderaj/Srbica	85.0%	Partesh/Parteš	83.0%
Kamenicë/Kamenica	85.0%	Kamenicë/Kamenica	83.0%
Obiliq/Obilić	84.5%	Gjilan/Gnjilane	82.0%
Glogoc/Glogovac	80.9%	Shtërpçë/Štrpce	81.3%
Gjilan/Gnjilane	80.5%	Lipjan/Lipljan	79.0%
Lipjan/Lipljan	79.5%	Obiliq/Obilić	78.3%
Shtime/Štimlje	79.0%	Klinë/Klina	77.0%
Klinë/Klina	78.9%	Junik	77.0%
Shtërpçë/Štrpce	78.1%	Prizren	75.8%
Kosovo	77.9%	Kosovo	75.7%
Junik	77.0%	Shtime/Štimlje	74.4%
Prizren	74.6%	Zvečan/Zvečan	73.4%
Zvečan/Zvečan	74.5%	Ferizaj/Uroševac	68.0%
Ferizaj/Uroševac	69.5%	Malishevë/Mališevo	62.6%
Suharekë/Suva Reka	68.5%	Suharekë/Suva Reka	62.0%
Deçan/Dečani	62.0%	Deçan/Dečani	57.0%
Malishevë/Mališevo	61.6%	Glogoc/Glogovac	55.5%
Leposaviq/Leposavić	52.5%	Leposaviq/Leposavić	50.5%
Podujevë/Podujevo	49.0%	Novoberdë/Novo Brdo	45.8%
Novoberdë/Novo Brdo	43.8%	Podujevë/Podujevo	42.0%
Mitrovicë/a North	39.7%	Mitrovicë/a North	38.8%
Graçanicë/Gračanica	35.4%	Graçanicë/Gračanica	36.2%
Zubin Potok	33.3%	Zubin Potok	28.9%

Table A 8B Satisfaction with access to and quality of primary school education, by municipality

	Access to primary school education		Quality of primary school education
Gjakovë/Đakovica	98.0%	Mamushë/Mamuša	98.0%
Rahovec/Orahovac	98.0%	Gjakovë/Đakovica	97.5%
Mamushë/Mamuša	98.0%	Hani i Elezit/Elez Han	95.2%
Viti/Vitina	96.5%	Fushë Kosovë/Kosovo Polje	94.0%
Hani i Elezit/Elez Han	96.2%	Klllokot/Klokot	93.9%
Dragash/Dragaš	95.1%	Ranillug/Ranilug	93.0%
Fushë Kosovë/Kosovo Polje	94.5%	Vushtrri/Vučitrn	92.5%
Vushtrri/Vučitrn	92.5%	Rahovec/Orahovac	91.5%
Istog/Istok	92.5%	Dragash/Dragaš	90.8%
Klllokot/Klokot	91.9%	Istog/Istok	88.9%
Pejë/Peć	91.5%	Viti/Vitina	86.4%
Ranillug/Ranilug	91.0%	Partesh/Parteš	86.0%
Mitrovicë/Mitrovica	89.5%	Mitrovicë/Mitrovica	85.5%
Kaçanik/Kaçanik	88.5%	Prishtinë/Priština	85.2%
Prishtinë/Priština	86.3%	Skënderaj/Srbica	85.0%
Junik	84.0%	Pejë/Peć	84.9%
Skënderaj/Srbica	83.5%	Junik	84.0%
Obiliq/Obilić	82.8%	Gjilan/Gnjilane	81.0%
Partesh/Parteš	82.8%	Kaçanik/Kaçanik	81.0%
Glllogoc/Glogovac	82.0%	Lipjan/Lipljan	80.9%
Gjilan/Gnjilane	81.0%	Obiliq/Obilić	78.0%
Lipjan/Lipljan	80.0%	Kamenicë/Kamenica	75.9%
Shtërpçë/Štrpce	78.6%	Kosovo	74.8%
Kosovo	78.1%	Prizren	74.5%
Kamenicë/Kamenica	76.9%	Shtime/Štimlje	74.5%
Shtime/Štimlje	75.4%	Klinë/Klina	73.0%
Prizren	74.6%	Malishevë/Mališevo	72.9%
Klinë/Klina	74.5%	Zvečan/Zvečan	69.1%
Malishevë/Mališevo	73.5%	Ferizaj/Uroševac	69.0%
Zvečan/Zvečan	72.3%	Shtërpçë/Štrpce	68.8%
Suharekë/Suva Reka	72.0%	Suharekë/Suva Reka	66.5%
Ferizaj/Uroševac	70.0%	Dečan/Dečani	58.3%
Dečan/Dečani	62.3%	Glllogoc/Glogovac	55.1%
Novoberdë/Novo Brdo	49.0%	Novoberdë/Novo Brdo	45.8%
Podujevë/Podujevo	47.5%	Leposaviq/Leposavić	44.5%
Leposaviq/Leposavić	44.5%	Mitrovicë/a North	39.6%
Mitrovicë/a North	38.8%	Podujevë/Podujevo	36.7%
Graçanicë/Gračanica	36.4%	Graçanicë/Gračanica	32.2%
Zubin Potok	27.8%	Zubin Potok	27.0%

Table A 8C: Satisfaction with access to and quality of secondary school education, by municipality

	Access to secondary school education		Quality of secondary school education
Mamushë/Mamuša	99.0%	Mamushë/Mamuša	98.0%
Rahovec/Orahovac	94.5%	Gjakovë/Đakovica	91.5%
Gjakovë/Đakovica	93.5%	Klllokot/Klokot	90.8%
Mitrovicë/Mitrovica	92.0%	Ranillug/Ranilug	90.6%
Fushë Kosovë/Kosovo Polje	91.0%	Fushë Kosovë/Kosovo Polje	88.8%
Viti/Vitina	91.0%	Mitrovicë/Mitrovica	85.9%
Klllokot/Klokot	88.0%	Vushtrri/Vučitrn	84.4%
Pejë/Peć	86.5%	Junik	83.8%
Vushtrri/Vučitrn	85.5%	Prishtinë/Priština	82.0%
Ranillug/Ranilug	85.0%	Partesh/Parteš	81.0%
Hani i Elezit/Elez Han	84.6%	Gjilan/Gnjilane	80.5%
Kaçanik/Kaçanik	84.5%	Hani i Elezit/Elez Han	78.8%
Dragash/Dragaš	82.6%	Malishevë/Mališevo	77.4%
Gjilan/Gnjilane	82.0%	Lipjan/Lipljan	77.3%
Junik	82.0%	Kaçanik/Kaçanik	77.3%
Skënderaj/Srbica	79.5%	Rahovec/Orahovac	77.0%
Prishtinë/Priština	79.1%	Dragash/Dragaš	76.1%
Partesh/Parteš	78.8%	Pejë/Peć	75.5%
Lipjan/Lipljan	78.3%	Skënderaj/Srbica	74.7%
Malishevë/Mališevo	77.5%	Prizren	71.4%
Obiliq/Obilić	76.9%	Klinë/Klina	70.9%
Glllogoc/Glogovac	76.5%	Shtërpcë/Štrpce	70.3%
Shtime/Štimlje	75.8%	Obiliq/Obilić	69.8%
Prizren	74.2%	Kosovo	68.5%
Kosovo	73.9%	Viti/Vitina	67.5%
Klinë/Klina	73.0%	Kamenicë/Kamenica	67.2%
Kamenicë/Kamenica	73.0%	Ferizaj/Uroševac	66.0%
Shtërpcë/Štrpce	70.3%	Shtime/Štimlje	64.5%
Ferizaj/Uroševac	68.0%	Istog/Istok	60.6%
Istog/Istok	66.3%	Zvečan/Zvečan	54.8%
Deçan/Dečani	62.5%	Deçan/Dečani	53.8%
Suharekë/Suva Reka	61.8%	Leposaviq/Leposavić	51.3%
Zvečan/Zvečan	59.6%	Suharekë/Suva Reka	46.2%
Leposaviq/Leposavić	49.5%	Glllogoc/Glogovac	45.5%
Mitrovicë/a North	40.8%	Mitrovicë/a North	40.4%
Podujevë/Podujevo	39.5%	Zubin Potok	34.4%
Gračanicë/Gračanica	34.5%	Podujevë/Podujevo	34.2%
Zubin Potok	34.4%	Gračanicë/Gračanica	33.0%
Novoberdë/Novo Brdo	34.4%	Novoberdë/Novo Brdo	30.2%

Table A 9: Satisfaction with cultural, youth and sports activities and protection of cultural heritage

Cultural activities		Youth activities		Sports activities		Protection of cultural heritage	
Viti/Vitina	90.0%	Viti/Vitina	87.0%	Viti/Vitina	91.5%	Klllokot/Klokot	84.0%
Pejë/Peć	87.9%	Pejë/Peć	86.4%	Pejë/Peć	87.0%	Ranillug/Ranilug	80.0%
Ranillug/Ranilug	80.0%	Ranillug/Ranilug	83.0%	Ranillug/Ranilug	85.0%	Viti/Vitina	75.0%
Kaçanik/Kaçanik	75.9%	Kaçanik/Kaçanik	82.8%	Istog/Istok	82.8%	Partesh/Parteš	71.0%
Lipjan/Lipljan	73.9%	Lipjan/Lipljan	73.9%	Kaçanik/Kaçanik	81.9%	Hani i Elezit/Elez Han	68.3%
Hani i Elezit/Elez Han	72.1%	Obiliq/Obilić	70.7%	Lipjan/Lipljan	76.0%	Lipjan/Lipljan	66.8%
Mamushë/Mamuša	68.7%	Hani i Elezit/Elez Han	69.2%	Prishtinë/Priština	71.3%	Shtime/Štimlje	66.5%
Prishtinë/Priština	67.3%	Partesh/Parteš	64.0%	Obiliq/Obilić	69.7%	Pejë/Peć	64.3%
Obiliq/Obilić	65.7%	Prishtinë/Priština	63.7%	Shtime/Štimlje	65.5%	Rahovec/Orahovac	58.5%
Istog/Istok	63.5%	Shtime/Štimlje	59.8%	Vushtrri/Vučitrn	61.0%	Gjakovë/Đakovica	55.5%
Vushtrri/Vučitrn	61.5%	Istog/Istok	59.6%	Rahovec/Orahovac	61.0%	Prishtinë/Priština	52.5%
Partesh/Parteš	59.0%	Vushtrri/Vučitrn	59.5%	Partesh/Parteš	59.0%	Mamushë/Mamuša	51.5%
Shtime/Štimlje	57.5%	Gjakovë/Đakovica	52.5%	Fushë Kosovë/Kosovo Polje	57.6%	Vushtrri/Vučitrn	50.8%
Gjakovë/Đakovica	54.0%	Ferizaj/Uroševac	50.0%	Gjilan/Gnjilane	57.4%	Kaçanik/Kaçanik	50.0%
Klllokot/Klokot	51.5%	Klllokot/Klokot	49.5%	Gjakovë/Đakovica	55.5%	Obiliq/Obilić	45.7%
Ferizaj/Uroševac	49.7%	Skënderaj/Srbica	49.0%	Junik	55.0%	Kamenicë/Kamenica	45.2%
Klinë/Klina	47.7%	Kosovo	46.6%	Ferizaj/Uroševac	54.5%	Kosovo	44.5%
Kosovo	47.7%	Shtërpçë/Štrpce	46.2%	Klinë/Klina	54.0%	Shtërpçë/Štrpce	44.4%

Suharekë/Suva Reka	47.0%	Gjilan/Gnjilane	43.6%	Skënderaj/Srbica	53.5%	Gjilan/Gnjilane	44.2%
Fushë Kosovë/ Kosovo Polje	43.9%	Zveçan/Zvečan	42.6%	Kosovo	52.2%	Deçan/Dečani	43.5%
Shtërpçë/Štrpce	43.8%	Rahovec/Ora- hovac	42.5%	Prizren	47.6%	Junik	42.0%
Zveçan/Zvečan	43.6%	Fushë Kosovë/ Kosovo Polje	41.8%	Kamenicë/Ka- menica	47.5%	Dragash/Dragaš	41.0%
Rahovec/Ora- hovac	43.0%	Klinë/Klina	41.7%	Shtërpçë/Štrpce	45.9%	Zveçan/Zvečan	39.1%
Gjilan/Gnjilane	42.9%	Mitrovicë/Mitro- vica	40.2%	Mitrovicë/Mitro- vica	42.7%	Istog/Istok	38.5%
Kamenicë/Ka- menica	40.9%	Suharekë/Suva Reka	37.5%	Zveçan/Zvečan	42.6%	Prizren	36.8%
Skënderaj/Srbica	40.5%	Junik	37.0%	Kllokot/Klokot	42.0%	Leposaviq/ Leposavić	36.8%
Mitrovicë/Mitro- vica	40.0%	Prizren	36.6%	Glllogoc/Glogo- vac	42.0%	Ferizaj/Uroševac	35.2%
Junik	38.0%	Malishevë/ Mališevo	34.5%	Hani i Elezit/Elez Han	40.4%	Mitrovicë/a North	34.7%
Prizren	36.1%	Deçan/Dečani	33.8%	Suharekë/Suva Reka	40.0%	Fushë Kosovë/ Kosovo Polje	34.2%
Malishevë/ Mališevo	35.7%	Kamenicë/Ka- menica	33.0%	Deçan/Dečani	36.9%	Skënderaj/Srbica	31.7%
Deçan/Dečani	27.6%	Glllogoc/Glogo- vac	32.7%	Malishevë/ Mališevo	35.5%	Malishevë/ Mališevo	31.2%
Glllogoc/Glogo- vac	26.6%	Graçanicë/ Gračanica	24.5%	Dragash/Dragaš	31.5%	Mitrovicë/Mitro- vica	30.5%
Graçanicë/ Gračanica	26.3%	Mitrovicë/a North	23.7%	Zubin Potok	31.0%	Glllogoc/Glogo- vac	30.1%
Dragash/Dragaš	24.2%	Dragash/Dragaš	21.7%	Mamushë/ Mamuša	31.0%	Graçanicë/ Gračanica	29.4%
Mitrovicë/a North	21.1%	Podujevë/Podu- jevo	18.0%	Graçanicë/ Gračanica	27.5%	Podujevë/Podu- jevo	27.3%
Podujevë/Podu- jevo	20.6%	Novoberdë/ Novo Brdo	17.7%	Novoberdë/ Novo Brdo	26.0%	Suharekë/Suva Reka	26.8%
Novoberdë/ Novo Brdo	13.5%	Mamushë/ Mamuša	16.2%	Mitrovicë/a North	20.4%	Klinë/Klina	21.0%
Zubin Potok	12.6%	Zubin Potok	8.0%	Podujevë/Podu- jevo	15.0%	Zubin Potok	19.3%
Leposaviq/ Leposavić	8.0%	Leposaviq/ Leposavić	7.5%	Leposaviq/ Leposavić	13.2%	Novoberdë/ Novo Brdo	13.5%

Table A 10: Problems with air quality in the immediate neighbourhood, by municipality

	Percent of citizens who claimed to have problems with air quality in the immediate neighbourhood
Obiliq/Obilić	84.0%
Fushë Kosovë/Kosovo Polje	65.0%
Prishtinë/Priština	48.9%
Mamushë/Mamuša	48.0%
Zvečan/Zvečan	44.7%
Partesh/Parteš	43.0%
Glogoc/Glogovac	42.5%
Gjilan/Gnjilane	42.0%
Klllokot/Klokot	35.0%
Hani i Elezit/Elez Han	32.7%
Mitrovicë/Mitrovica	29.5%
Ranillug/Ranilug	29.0%
Mitrovicë/a North	28.3%
Pejë/Peć	27.0%
Skënderaj/Srbica	27.0%
Kosovo	22.7%
Kamenicë/Kamenica	22.5%
Shtime/Štimlje	21.5%
Istog/Istok	20.0%
Malishevë/Mališevo	20.0%
Suharekë/Suva Reka	19.5%
Ferizaj/Uroševac	18.5%
Viti/Vitina	15.5%
Prizren	13.3%
Podujevë/Podujevo	12.5%
Leposaviq/Leposavić	12.5%
Vushtrri/Vučitrn	10.5%
Klinë/Klina	9.5%
Rahovec/Orahovac	7.5%
Shtërpçë/Štrpce	7.5%
Graçanicë/Gračanica	6.5%
Kaçanik/Kaçanik	6.0%
Lipjan/Lipljan	5.5%
Zubin Potok	4.4%
Gjakovë/Đakovica	3.5%
Deçan/Dečani	2.5%
Dragash/Dragaš	1.1%
Novoberdë/Novo Brdo	1.0%
Junik	1.0%

Table A11: Satisfaction with environmental protection and nature and species conservation, by municipality

	Environmental protection		Nature and species conservation
Ranillug/Ranilug	88.0%	Gjakovë/Đakovica	82.1%
Lipjan/Lipljan	78.9%	Klllokot/Klokot	80.0%
Junik	77.0%	Junik	76.5%
Vushtrri/Vučitrn	74.5%	Hani i Elezit/Elez Han	72.8%
Viti/Vitina	73.0%	Ranillug/Ranilug	72.7%
Rahovec/Orahovac	70.5%	Shtime/Štimlje	69.9%
Shtime/Štimlje	65.5%	Lipjan/Lipljan	68.5%
Pejë/Peć	64.5%	Rahovec/Orahovac	67.2%
Mamushë/Mamuša	62.6%	Viti/Vitina	66.8%
Podujevë/Podujevo	61.5%	Partesh/Parteš	66.0%
Klllokot/Klokot	60.6%	Vushtrri/Vučitrn	63.1%
Partesh/Parteš	60.0%	Malishevë/Mališevo	56.9%
Gjakovë/Đakovica	59.5%	Mitrovicë/Mitrovica	55.5%
Ferizaj/Uroševac	57.5%	Pejë/Peć	52.0%
Prizren	51.2%	Mamushë/Mamuša	51.6%
Gjilan/Gnjilane	50.0%	Shtërpçë/Štrpce	48.7%
Prishtinë/Priština	48.5%	Istog/Istok	48.5%
Kosovo	46.6%	Kamenicë/Kamenica	48.0%
Kamenicë/Kamenica	45.0%	Kosovo	46.4%
Istog/Istok	43.7%	Gjilan/Gnjilane	45.2%
Glllogoc/Glogovac	43.0%	Prishtinë/Priština	44.8%
Skënderaj/Srbica	39.0%	Zvečan/Zvečan	43.6%
Shtërpçë/Štrpce	38.1%	Skënderaj/Srbica	40.2%
Zvečan/Zvečan	37.6%	Leposaviq/Leposavić	39.8%
Malishevë/Mališevo	36.5%	Ferizaj/Uroševac	39.0%
Mitrovicë/Mitrovica	34.8%	Fushë Kosovë/Kosovo Polje	37.7%
Suharekë/Suva Reka	34.5%	Prizren	37.5%
Obiliq/Obilić	34.0%	Obiliq/Obilić	37.5%
Klinë/Klina	33.0%	Mitrovicë/a North	35.3%
Hani i Elezit/Elez Han	32.7%	Glllogoc/Glogovac	33.7%
Kaçanik/Kaçanik	32.5%	Dragash/Dragaš	32.1%
Fushë Kosovë/Kosovo Polje	31.0%	Kaçanik/Kaçanik	31.4%
Leposaviq/Leposavić	29.5%	Deçan/Dečani	31.1%
Mitrovicë/a North	25.7%	Podujevë/Podujevo	29.1%
Dragash/Dragaš	25.5%	Gračanicë/Gračanica	25.5%
Gračanicë/Gračanica	25.0%	Suharekë/Suva Reka	22.6%
Deçan/Dečani	23.1%	Novoberdë/Novo Brdo	19.8%
Novoberdë/Novo Brdo	12.5%	Klinë/Klina	14.6%
Zubin Potok	7.9%	Zubin Potok	10.5%

Table A12: Satisfaction with urban and rural planning, by municipality

	Urban and rural planning	Functioning of urban and rural planning	Implementation of building regulations and control standards	Issuing of building permits as positive
Ranillug/Ranilug	72.7%	70.0%	75.0%	73.0%
Lipjan/Lipljan	72.4%	70.1%	69.8%	77.5%
Hani i Elezit/Elez Han	66.7%	66.3%	67.3%	66.3%
Viti/Vitina	66.5%	69.9%	66.5%	63.0%
Vushtrri/Vučitrn	61.2%	62.5%	61.5%	59.5%
Gjakovë/Đakovica	60.3%	71.5%	58.5%	51.0%
Partesh/Parteš	60.0%	55.0%	62.0%	63.0%
Klllokot/Klokot	54.9%	46.5%	54.5%	63.6%
Pejë/Peć	52.7%	63.0%	46.5%	48.5%
Prishtinë/Priština	51.6%	48.0%	46.6%	60.1%
Shtime/Štimlje	51.3%	42.7%	53.3%	58.0%
Shtërpçë/Štrpce	45.6%	37.3%	45.1%	54.4%
Fushë Kosovë/Kosovo Polje	43.5%	53.0%	42.0%	35.5%
Prizren	39.5%	26.0%	40.8%	51.6%
Kosovo	37.0%	35.5%	34.6%	40.9%
Rahovec/Orahovac	34.8%	26.4%	33.0%	45.0%
Kamenicë/Kamenica	34.4%	27.5%	34.2%	41.5%
Podujevë/Podujevo	33.4%	32.7%	33.2%	34.5%
Ferizaj/Uroševac	33.1%	29.2%	28.7%	41.3%
Gjilan/Gnjilane	31.9%	34.9%	29.4%	31.5%
Suharekë/Suva Reka	31.3%	37.9%	26.5%	29.5%
Deçan/Dečani	29.9%	28.4%	28.3%	33.0%
Klinë/Klina	29.4%	22.7%	17.0%	48.5%
Leposaviq/Leposavić	28.6%	26.3%	31.0%	28.6%
Istog/Istok	26.8%	27.3%	18.6%	34.5%
Kaçanik/Kačanik	25.9%	17.3%	18.6%	41.7%
Mitrovicë/Mitrovica	25.1%	22.8%	21.9%	30.5%
Obiliq/Obilić	25.1%	24.4%	24.1%	26.8%
Skënderaj/Srbica	24.5%	34.5%	20.0%	19.0%
Zveçan/Zvečan	23.9%	21.3%	26.9%	23.4%
Glogoc/Glogovac	23.3%	18.0%	21.8%	30.0%
Malishevë/Mališevo	22.5%	18.7%	17.3%	31.5%
Dragash/Dragaš	21.5%	17.8%	17.9%	28.9%
Graçanicë/Gračanica	20.6%	17.4%	15.4%	29.0%
Mitrovicë/a North	20.0%	20.4%	21.7%	17.8%
Novoberdë/Novo Brdo	13.9%	16.7%	14.6%	10.4%
Junik	11.5%	14.3%	6.1%	14.0%
Zubin Potok	8.5%	5.6%	11.1%	8.9%
Mamushë/Mamuša	6.7%	1.0%	0.0%	19.0%

Table A13: Satisfaction with maintenance of streets in the municipality, by municipality

	Satisfaction with main- tenance of streets in the municipality	Level of street cleanliness	Condition of the streets	Horizontal and vertical signage
Mamushë/Mamuša	86.9%	84.0%	90.0%	86.8%
Hani i Elezit/Elez Han	80.8%	88.5%	91.3%	62.5%
Ranillug/Ranilug	79.3%	84.0%	81.0%	73.0%
Lipjan/Lipljan	78.9%	76.5%	76.5%	83.8%
Gjakovë/Đakovica	77.8%	76.5%	78.0%	79.0%
Rahovec/Orahovac	75.3%	84.5%	78.5%	62.8%
Viti/Vitina	72.7%	73.0%	74.0%	71.2%
Istog/Istok	72.1%	69.5%	75.5%	71.4%
Prizren	70.2%	77.0%	72.7%	61.1%
Vushtrri/Vučitrn	69.8%	67.5%	70.0%	72.0%
Obiliq/Obilić	66.4%	67.5%	70.0%	61.6%
Prishtinë/Priština	66.0%	64.6%	65.4%	67.9%
Klinë/Klina	65.7%	69.0%	71.5%	56.6%
Shtime/Štimlje	63.2%	62.0%	67.0%	60.5%
Klllokot/Klokot	61.5%	62.0%	62.0%	60.6%
Zvečan/Zvečan	61.0%	64.9%	61.7%	56.4%
Shtërpçë/Štrpce	59.1%	54.4%	64.8%	58.2%
Pejë/Peć	58.9%	56.5%	59.0%	61.1%
Malishevë/Mališevo	57.1%	50.0%	61.0%	60.3%
Gjilan/Gnjilane	56.7%	56.5%	52.5%	61.1%
Kosovo	56.3%	56.0%	58.1%	54.8%
Ferizaj/Uroševac	52.7%	53.0%	52.5%	52.6%
Partesh/Parteš	52.3%	51.0%	55.0%	51.0%
Kamenicë/Kamenica	51.3%	54.0%	52.0%	48.0%
Suharekë/Suva Reka	51.1%	53.5%	53.0%	46.7%
Dragash/Dragaš	51.0%	46.2%	64.1%	42.6%
Fushë Kosovë/Kosovo Polje	46.9%	43.5%	49.5%	47.7%
Deçan/Dečani	45.7%	33.2%	48.0%	55.8%
Mitrovicë/Mitrovica	44.8%	42.0%	41.4%	51.0%
Kaçanik/Kaçanik	44.4%	39.5%	34.0%	59.8%
Podujevë/Podujevo	42.8%	47.5%	44.0%	37.0%
Junik	41.5%	39.8%	44.0%	40.6%
Glllogoc/Glogovac	40.8%	44.0%	46.0%	32.3%
Skënderaj/Srbica	39.3%	47.5%	43.5%	27.0%
Leposaviq/Leposavić	37.7%	38.0%	40.0%	35.2%
Mitrovicë/a North	36.4%	34.2%	40.1%	34.9%
Gračanicë/Gračanica	26.4%	20.0%	27.2%	32.1%
Novobërdë/Novo Brdo	20.8%	25.0%	19.8%	17.7%
Zubin Potok	16.4%	13.3%	20.0%	15.9%

Table A14: Satisfaction with sidewalks, by municipality

	Sidewalks	Availability of sidewalks	Usability of sidewalks	Condition of sidewalks
Mamushë/Mamuša	90.9%	91.0%	93.9%	87.9%
Gjakovë/Đakovica	86.3%	87.0%	85.0%	87.0%
Ranillug/Ranilug	81.3%	78.0%	86.0%	80.0%
Lipjan/Lipljan	73.7%	74.5%	75.0%	71.7%
Viti/Vitina	72.2%	74.5%	71.4%	70.7%
Rahovec/Orahovac	71.7%	83.0%	62.5%	69.5%
Obiliq/Obilić	70.7%	71.0%	69.3%	71.9%
Klllokot/Klokot	69.7%	69.0%	71.0%	69.0%
Partesh/Parteš	67.3%	69.0%	71.0%	62.0%
Shtime/Štimlje	63.6%	66.0%	55.3%	69.5%
Vushtrri/Vučitrn	61.0%	62.5%	61.0%	59.5%
Malishevë/Mališevo	60.1%	65.7%	56.8%	58.0%
Hani i Elezit/Elez Han	59.6%	60.6%	60.6%	57.7%
Istog/Istok	58.1%	72.5%	44.7%	57.0%
Dragash/Dragaš	55.6%	63.0%	52.5%	51.4%
Prizren	54.3%	51.8%	58.0%	53.0%
Shtërpçë/Štrpce	53.1%	56.3%	46.3%	56.9%
Ferizaj/Uroševac	53.0%	53.8%	57.6%	47.7%
Kosovo	52.4%	55.1%	50.9%	51.1%
Pejë/Peć	52.3%	54.0%	47.5%	55.5%
Klinë/Klina	52.0%	58.0%	46.5%	51.5%
Glllogoc/Glogovac	51.7%	62.5%	41.0%	51.5%
Kamenicë/Kamenica	50.4%	55.1%	51.5%	44.7%
Prishtinë/Priština	48.9%	53.2%	46.0%	47.5%
Kaçanik/Kačanik	47.1%	56.3%	41.0%	44.0%
Suharekë/Suva Reka	46.8%	52.5%	45.0%	43.0%
Deçan/Dečani	44.9%	46.0%	51.0%	37.6%
Gjilan/Gnjilane	44.6%	39.7%	48.7%	45.5%
Zvečan/Zvečan	42.9%	40.4%	42.6%	45.7%
Fushë Kosovë/Kosovo Polje	41.8%	43.0%	38.0%	44.5%
Leposaviq/Leposavić	41.3%	43.0%	44.0%	37.0%
Podujevë/Podujevo	41.2%	41.5%	38.0%	44.0%
Junik	34.9%	31.0%	44.0%	29.6%
Mitrovicë/a North	31.1%	28.9%	31.6%	32.9%
Graçanicë/Gračanica	29.6%	27.0%	33.7%	28.1%
Skënderaj/Srbica	26.7%	25.5%	27.5%	27.0%
Mitrovicë/Mitrovica	26.3%	33.0%	23.5%	22.5%
Zubin Potok	15.4%	23.6%	15.7%	6.8%
Novoberdë/Novo Brdo	10.1%	12.5%	9.4%	8.3%

Table A15: Satisfaction with public lighting, by municipality

Mamushë/Mamuša	92.9%
Ranillug/Ranilug	85.0%
Gjakovë/Đakovica	82.5%
Viti/Vitina	81.0%
Vushtrri/Vučitrn	79.4%
Prishtinë/Priština	75.4%
Podujevë/Podujevo	73.5%
Ferizaj/Uroševac	70.7%
Dragash/Dragaš	69.4%
Pejë/Peć	64.0%
Klllokot/Klokot	64.0%
Partesh/Parteš	61.0%
Gjilan/Gnjilane	59.1%
Klinë/Klina	58.5%
Shtërpçë/Štrpce	58.1%
Zvečan/Zvečan	58.1%
Kamenicë/Kamenica	56.6%
Obiliq/Obilić	56.3%
Prizren	55.5%
Mitrovicë/Mitrovica	55.5%
Lipjan/Lipljan	55.0%
Kosovo	53.9%
Istog/Istok	53.0%
Suharekë/Suva Reka	48.0%
Shtime/Štimlje	48.0%
Skënderaj/Srbica	45.0%
Rahovec/Orahovac	44.0%
Malishevë/Mališevo	43.4%
Junik	43.0%
Hani i Elezit/Elez Han	42.7%
Fushë Kosovë/Kosovo Polje	38.4%
Mitrovicë/a North	38.2%
Kaçanik/Kačanik	32.0%
Deçan/Dečani	31.0%
Leposaviq/Leposavić	30.5%
Glllogoc/Glogovac	30.3%
Gračanicë/Gračanica	28.8%
Zubin Potok	10.1%
Novoberdë/Novo Brdo	7.4%

Table A16: Satisfaction with public parking, by municipality

	Public parking	Safety and security of parking	Availability of public parking spaces	Signage of public parking spots	Location of public parking spots
Gjakovë/Đakovica	89.1%	90.0%	89.0%	87.5%	87.5%
Lipjan/Lipljan	78.4%	85.8%	77.2%	76.5%	76.5%
Ranillug/Ranilug	75.8%	77.6%	73.0%	75.3%	75.3%
Viti/Vitina	69.3%	80.7%	66.0%	64.1%	64.1%
Vushtrri/Vučitrn	62.0%	65.2%	62.0%	61.5%	61.5%
Rahovec/Orahovac	61.9%	73.5%	54.5%	58.8%	58.8%
Partesh/Parteš	57.8%	51.5%	52.0%	64.9%	64.9%
Istog/Istok	54.2%	55.1%	47.7%	55.8%	55.8%
Klllokot/Klokot	53.2%	50.5%	51.0%	57.3%	57.3%
Pejë/Peć	50.7%	61.3%	49.5%	40.2%	40.2%
Shtërpçë/Štrpce	50.6%	65.6%	43.0%	48.8%	48.8%
Obiliq/Obilić	48.7%	64.2%	45.9%	42.3%	42.3%
Mamushë/Mamuša	46.5%	51.2%	87.2%	28.4%	28.4%
Shtime/Štimlje	43.3%	39.4%	44.5%	44.4%	44.4%
Leposaviq/Leposavić	42.1%	43.9%	45.0%	40.1%	40.1%
Kosovo	41.2%	50.0%	40.5%	37.3%	37.3%
Ferizaj/Uroševac	41.1%	71.3%	30.8%	31.8%	31.8%
Kaçanik/Kaçanik	38.8%	54.0%	37.2%	33.9%	33.9%
Gjilan/Gnjilane	38.4%	52.1%	49.2%	26.3%	26.3%
Prizren	37.7%	66.4%	39.8%	23.9%	23.9%
Podujevë/Podujevo	37.3%	52.1%	30.7%	32.4%	32.4%
Zvečan/Zvečan	37.2%	39.4%	36.2%	36.2%	36.2%
Glllogoc/Glogovac	36.8%	41.5%	30.8%	38.0%	38.0%
Prishtinë/Priština	36.4%	41.2%	31.7%	33.7%	33.7%
Malishevë/Mališevo	36.2%	49.7%	37.8%	28.9%	28.9%
Suharekë/Suva Reka	35.7%	40.5%	33.3%	31.7%	31.7%
Hani i Elezit/Elez Han	35.3%	44.2%	39.4%	26.0%	26.0%
Kamenicë/Kamenica	34.3%	46.2%	33.5%	30.9%	30.9%
Mitrovicë/Mitrovica	32.5%	42.6%	39.5%	23.6%	23.6%
Fushë Kosovë/Kosovo Polje	31.7%	33.8%	31.0%	27.4%	27.4%
Deçan/Dečani	30.8%	55.0%	20.1%	25.7%	25.7%
Dragash/Dragaš	26.4%	36.6%	35.0%	19.3%	19.3%
Gračanicë/Gračanica	19.9%	24.4%	19.8%	18.5%	18.5%
Mitrovicë/a North	19.3%	23.0%	21.1%	18.5%	18.5%
Junik	18.0%	27.2%	22.8%	11.6%	11.6%
Novoberdë/Novo Brdo	15.6%	15.6%	15.6%	14.6%	14.6%
Zubin Potok	11.4%	27.9%	4.6%	8.2%	8.2%
Skënderaj/Srbica	10.4%	11.5%	11.5%	8.0%	8.0%
Klinë/Klina	7.0%	10.6%	3.5%	10.2%	10.2%

Table A17: Satisfaction with public parks and squares, by municipality

	Public parks and squares	Availability of parks and squares	Usability of parks and squares
Junik	94.5%	95.0%	94.0%
Gjakovë/Đakovica	90.8%	90.5%	91.0%
Mamushë/Mamuša	89.9%	92.0%	87.9%
Pejë/Peć	88.0%	89.5%	86.5%
Lipjan/Lipljan	86.5%	86.7%	86.4%
Podujevë/Podujevo	86.0%	89.5%	82.5%
Ranillug/Ranilug	85.5%	85.0%	86.0%
Viti/Vitina	84.4%	86.5%	82.3%
Vushtrri/Vučitrn	78.3%	78.5%	78.0%
Klinë/Klina	75.9%	75.3%	76.5%
Shtime/Štimlje	74.9%	74.9%	75.0%
Ferizaj/Uroševac	72.7%	72.4%	73.0%
Leposaviq/Leposavić	70.5%	79.0%	62.0%
Prishtinë/Priština	69.3%	66.5%	72.1%
Skënderaj/Srbica	67.0%	78.0%	56.0%
Rahovec/Orahovac	66.7%	55.5%	77.9%
Obiliq/Obilić	66.6%	68.7%	64.5%
Gjilan/Gnjilane	64.9%	65.5%	64.3%
Partesh/Parteš	62.8%	61.6%	64.0%
Kosovo	61.9%	63.4%	60.5%
Zvečan/Zvečan	61.9%	66.3%	57.4%
Prizren	60.7%	58.9%	62.5%
Mitrovicë/a North	60.5%	75.0%	46.1%
Mitrovicë/Mitrovica	57.1%	53.3%	61.0%
Klllokot/Klokot	55.8%	53.1%	58.6%
Suharekë/Suva Reka	54.1%	58.3%	50.0%
Shtërpçë/Štrpce	52.8%	59.1%	46.5%
Kamenicë/Kamenica	51.1%	54.3%	48.0%
Glllogoc/Glogovac	49.5%	52.0%	47.0%
Malishevë/Mališevo	49.0%	49.0%	49.0%
Istog/Istok	48.3%	50.0%	46.5%
Kaçanik/Kaçanik	42.1%	40.7%	43.5%
Dragash/Dragaš	39.0%	37.9%	40.1%
Fushë Kosovë/Kosovo Polje	38.9%	41.7%	36.2%
Deçan/Dečani	34.0%	32.8%	35.2%
Graçanicë/Gračanica	27.8%	26.4%	29.1%
Zubin Potok	27.0%	46.1%	7.9%
Hani i Elezit/Elez Han	23.1%	28.8%	17.3%
Novoberdë/Novo Brdo	16.7%	18.8%	14.6%

Table A18: Satisfaction with cemetery maintenance, by municipality

Mamushë/Mamuša	99.0%
Fushë Kosovë/Kosovo Polje	84.0%
Ranillug/Ranilug	82.0%
Mitrovicë/Mitrovica	80.3%
Prishtinë/Priština	76.6%
Junik	71.0%
Hani i Elezit/Elez Han	70.2%
Gjakovë/Đakovica	68.5%
Shtërpçë/Štrpce	66.9%
Shtime/Štimlje	65.0%
Klllokot/Klokot	64.0%
Lipjan/Lipljan	63.5%
Gjilan/Gnjilane	58.3%
Vushtrri/Vučitrn	58.3%
Klinë/Klina	57.5%
Partesh/Parteš	57.0%
Obiliq/Obilić	55.5%
Zvečan/Zvečan	54.8%
Kamenicë/Kamenica	54.8%
Istog/Istok	52.5%
Kosovo	51.5%
Dragash/Dragaš	48.1%
Malishevë/Mališevo	48.0%
Ferizaj/Uroševac	47.0%
Kaçanik/Kačanik	45.0%
Suharekë/Suva Reka	43.7%
Leposaviq/Leposavić	43.2%
Pejë/Peć	39.0%
Rahovec/Orahovac	38.7%
Deçan/Dečani	37.7%
Viti/Vitina	34.3%
Mitrovicë/a North	33.6%
Novoberdë/Novo Brdo	33.3%
Zubin Potok	33.3%
Graçanicë/Gračanica	32.5%
Podujevë/Podujevo	31.0%
Skënderaj/Srbica	31.0%
Prizren	26.6%
Glllogoc/Glogovac	18.5%

Table A19: Satisfaction with public transport, by municipality

	Public transport	Usage of public transport	Public transport services	Time it takes to reach the destination
Mamushë/Mamuša	99.0%	99.0%	99.0%	99.0%
Gjakovë/Đakovica	91.5%	92.0%	91.5%	91.0%
Gjilan/Gnjilane	86.6%	84.8%	85.7%	89.4%
Kaçanik/Kaçanik	83.2%	80.8%	85.7%	83.2%
Fushë Kosovë/Kosovo Polje	80.5%	82.0%	76.5%	83.0%
Obiliq/Obilić	78.9%	77.5%	80.5%	78.8%
Ferizaj/Uroševac	78.8%	79.4%	78.9%	78.3%
Viti/Vitina	78.7%	81.0%	79.0%	76.0%
Prishtinë/Priština	77.6%	81.1%	79.8%	71.9%
Ranillug/Ranilug	73.0%	74.0%	72.0%	73.0%
Prizren	71.4%	73.8%	70.8%	69.6%
Rahovec/Orahovac	69.1%	74.5%	63.5%	69.2%
Partesh/Parteš	66.0%	63.0%	67.0%	68.0%
Glllogoc/Glogovac	65.8%	65.7%	63.5%	68.3%
Lipjan/Lipljan	65.4%	66.7%	65.5%	64.0%
Podujevë/Podujevo	64.5%	59.7%	65.0%	68.7%
Vushtrri/Vučitrn	63.4%	64.6%	63.8%	61.8%
Klllokot/Klokot	59.3%	59.0%	57.0%	62.0%
Kosovo	55.9%	56.5%	55.1%	56.0%
Malishevë/Mališevo	55.0%	57.1%	54.3%	53.6%
Deçan/Dečani	54.6%	57.3%	53.6%	53.1%
Zveçan/Zvečan	52.8%	51.1%	52.1%	55.3%
Mitrovicë/Mitrovica	51.8%	52.0%	51.5%	51.8%
Pejë/Peć	46.7%	47.0%	42.7%	50.5%
Shtërpçë/Štrpce	45.7%	43.1%	46.9%	47.2%
Suharekë/Suva Reka	45.6%	57.0%	40.5%	39.2%
Shtime/Štimlje	45.2%	43.0%	45.7%	47.0%
Kamenicë/Kamenica	41.2%	37.4%	36.4%	49.7%
Leposaviq/Leposavić	37.8%	38.5%	39.8%	35.2%
Istog/Istok	31.9%	34.5%	34.2%	27.1%
Mitrovicë/a North	31.6%	32.9%	30.3%	31.6%
Hani i Elezit/Elez Han	30.8%	30.8%	29.8%	31.7%
Dragash/Dragaš	30.0%	30.2%	29.1%	30.6%
Gračanicë/Gračanica	27.3%	26.4%	28.8%	26.8%
Novoberdë/Novo Brdo	25.0%	27.1%	21.9%	26.0%
Junik	24.5%	20.4%	19.8%	33.3%
Zubin Potok	23.9%	28.1%	16.7%	27.0%
Klinë/Klina	11.0%	10.7%	9.6%	12.6%
Skënderaj/Srbica	10.0%	9.0%	10.0%	11.0%

Table A20: Satisfaction with utilities, by municipality

	Electricity supply		Water supply		Sewage and sanitation		Solid waste collection services		Phone and postal services
Partesh/ Parteš	98.0%	Obiliq/Obilić	89.0%	Gjakovë/ Đakovica	86.5%	Lipjan/ Lipljan	84.7%	Prishtinë/ Priština	93.9%
Ranillug/Ra- nilug	97.0%	Ranillug/Ra- nilug	89.0%	Ranillug/ Ranilug	84.8%	Gjakovë/ Đakovica	82.5%	Mitrovicë/ Mitrovica	92.5%
Kllokot/ Klokot	97.0%	Gjakovë/ Đakovica	88.5%	Prizren	83.2%	Ranillug/ Ranilug	78.7%	Partesh/ Parteš	92.0%
Mitrovicë/ Mitrovica	95.0%	Ferizaj/ Uroševac	81.4%	Lipjan/ Lipljan	78.5%	Ferizaj/ Uroševac	76.1%	Fushë Kosovë/ Kosovo Polje	92.0%
Fushë Kosovë/Koso- vo Polje	93.0%	Lipjan/ Lipljan	81.0%	Ferizaj/ Uroševac	75.0%	Prizren	74.1%	Klinë/Klina	92.0%
Gjakovë/ Đakovica	92.5%	Kllokot/ Klokot	80.0%	Kllokot/ Klokot	73.0%	Gjilan/Gn- jilane	71.2%	Viti/Vitina	91.0%
Hani i Elezit/ Elez Han	91.3%	Mitrovicë/ Mitrovica	79.0%	Dragash/ Dragaš	70.7%	Malishevë/ Mališevo	70.0%	Ranillug/ Ranilug	91.0%
Prishtinë/ Priština	88.6%	Viti/Vitina	78.5%	Obiliq/Obilić	70.0%	Vushtrri/ Vučitrn	68.9%	Gjakovë/ Đakovica	89.5%
Gjilan/Gn- jilane	88.5%	Dragash/ Dragaš	78.3%	Viti/Vitina	67.0%	Viti/Vitina	66.7%	Mamushë/ Mamuša	88.0%
Istog/ Istok	87.5%	Prishtinë/ Priština	75.7%	Hani i Elezit/ Elez Han	64.4%	Kaçanik/ Kaçanik	65.0%	Kllokot/ Klokot	86.9%
Viti/Vitina	87.5%	Junik	74.0%	Prishtinë/ Priština	63.9%	Kllokot/ Klokot	63.5%	Gjilan/Gn- jilane	86.5%
Dragash/ Dragaš	86.8%	Pejë/Peć	73.0%	Istog/Istok	63.0%	Mamushë/ Mamuša	63.1%	Prizren	85.9%

Skënderaj/ Srbica	86.5%	Kaçanik/ Kaçanik	72.0%	Suharekë/ Suva Reka	62.5%	Rahovec/ Orahovac	62.4%	Dragash/ Dragaš	85.2%
Prizren	86.3%	Gjilan/Gn- jilane	71.4%	Shtime/ Štimlje	62.0%	Shtërpçë/ Štrpce	61.8%	Kamenicë/ Kamenica	85.0%
Kaçanik/ Kaçanik	83.4%	Prizren	69.5%	Zveçan/ Zvečan	61.7%	Pejë/Peć	60.7%	Istog/Istok	82.5%
Obiliq/Obilić	83.4%	Podujevë/ Podujevo	69.5%	Gjilan/Gn- jilane	60.3%	Junik	59.0%	Skënderaj/ Srbica	81.9%
Kamenicë/ Kamenica	81.5%	Shtime/ Štimlje	66.0%	Rahovec/ Orahovac	60.0%	Obiliq/Obilić	59.0%	Kaçanik/ Kaçanik	81.0%
Klinë/Klina	80.5%	Shtërpçë/ Štrpce	63.8%	Mitrovicë/ Mitrovica	58.0%	Mitrovicë/ Mitrovica	56.9%	Shtërpçë/ Štrpce	78.3%
Ferizaj/ Uroševac	76.4%	Zveçan/ Zvečan	62.8%	Kamenicë/ Kamenica	57.0%	Hani i Elezit/ Elez Han	56.9%	Rahovec/ Orahovac	78.0%
Junik	72.0%	Kosovo	60.2%	Vushtrri/ Vučitrn	55.5%	Zveçan/ Zvečan	56.8%	Shtime/ Štimlje	77.5%
Kosovo	71.5%	Rahovec/ Orahovac	57.0%	Kosovo	54.4%	Podujevë/ Podujevo	56.2%	Junik	77.0%
Vushtrri/ Vučitrn	70.5%	Hani i Elezit/ Elez Han	56.9%	Shtërpçë/ Štrpce	53.8%	Kosovo	55.9%	Malishevë/ Mališevo	74.5%
Shtërpçë/ Štrpce	70.0%	Vushtrri/ Vučitrn	56.5%	Partesh/ Parteš	52.5%	Kamenicë/ Kamenica	55.6%	Kosovo	73.6%
Pejë/Peć	68.5%	Istog/Istok	55.0%	Klinë/Klina	52.0%	Prishtinë/ Priština	54.3%	Lipjan/ Lipljan	73.5%
Shtime/ Štimlje	65.5%	Deçan/ Dečani	55.0%	Junik	52.0%	Suharekë/ Suva Reka	54.0%	Obiliq/Obilić	73.0%
Podujevë/ Podujevo	64.5%	Partesh/ Parteš	54.0%	Mamushë/ Mamuša	51.0%	Istog/Istok	52.3%	Pejë/Peć	72.5%

Malishevë/ Mališevo	64.0%	Glogoc/ Glogovac	53.5%	Podujevë/ Podujevo	49.0%	Klinë/Klina	50.3%	Vushtrri/ Vuçitër	67.5%
Suharekë/ Suva Reka	61.0%	Suharekë/ Suva Reka	52.5%	Pejë/Peć	47.0%	Shtime/ Štimlje	49.4%	Ferizaj/ Uroševac	66.0%
Rahovec/Ora- hovac	58.5%	Malishevë/ Mališevo	51.5%	Glogoc/ Glogovac	44.5%	Fushë Kosovë/ Kosovo Polje	49.3%	Glogoc/ Glogovac	59.0%
Zveçan/ Zvečan	55.3%	Kamenicë/ Kamenica	51.0%	Malishevë/ Mališevo	44.5%	Dragash/ Dragaš	48.6%	Suharekë/ Suva Reka	58.5%
Lipjan/ Lipljan	53.0%	Klinë/Klina	41.0%	Leposaviq/ Leposavić	40.4%	Partesh/ Parteš	48.0%	Zveçan/ Zvečan	57.4%
Novoberdë/ Novo Brdo	46.9%	Leposaviq/ Leposavić	40.0%	Kaçanik/ Kačanik	35.5%	Glogoc/ Glogovac	44.2%	Hani i Elezit/ Elez Han	53.4%
Leposaviq/ Leposavić	45.0%	Novoberdë/ Novo Brdo	39.6%	Fushë Kosovë/ Kosovo Polje	32.0%	Deçan/ Dečani	43.2%	Deçan/ Dečani	52.0%
Zubin Potok	44.4%	Mitrovicë/a North	30.3%	Mitrovicë/a North	29.6%	Leposaviq/ Leposavić	36.8%	Leposaviq/ Leposavić	47.2%
Deçan/ Dečani	43.7%	Skënderaj/ Srbica	29.5%	Skënderaj/ Srbica	27.5%	Mitrovicë/a North	29.9%	Podujevë/ Podujevo	45.7%
Mitrovicë/a North	39.5%	Mamushë/ Mamuša	24.0%	Deçan/ Dečani	23.1%	Graçanicë/ Gračanica	28.8%	Zubin Potok	43.2%
Graçanicë/ Gračanica	32.5%	Graçanicë/ Gračanica	22.7%	Novoberdë/ Novo Brdo	18.8%	Skënderaj/ Srbica	21.3%	Graçanicë/ Gračanica	35.5%
Mamushë/ Mamuša	31.0%	Fushë Kosovë/ Kosovo Polje	22.5%	Graçanicë/ Gračanica	17.7%	Novoberdë/ Novo Brdo	17.8%	Mitrovicë/a North	35.1%
Glogoc/ Glogovac	25.0%	Zubin Potok	14.4%	Zubin Potok	6.7%	Zubin Potok	13.5%	Novoberdë/ Novo Brdo	33.3%

Table A21: Satisfaction with Centers for Social Work, by municipality

Ranillug/Ranilug	77.6%
Gjakovë/Đakovica	76.5%
Viti/Vitina	68.7%
Lipjan/Lipljan	66.8%
Hani i Elezit/Elez Han	65.7%
Partesh/Parteš	64.6%
Klllokot/Klokot	64.3%
Shtime/Štimlje	63.1%
Rahovec/Orahovac	60.3%
Vushtrri/Vučitrn	57.8%
Pejë/Peć	49.7%
Shtërpçë/Štrpce	47.8%
Kaçanik/Kačanik	42.4%
Prishtinë/Priština	37.2%
Kosovo	34.9%
Podujevë/Podujevo	33.5%
Obiliq/Obilić	31.5%
Fushë Kosovë/Kosovo Polje	29.6%
Dragash/Dragaš	29.1%
Malishevë/Mališevo	27.7%
Kamenicë/Kamenica	26.0%
Gjilan/Gnjilane	24.9%
Mitrovicë/Mitrovica	24.7%
Leposaviq/Leposavić	24.2%
Suharekë/Suva Reka	24.2%
Ferizaj/Uroševac	20.6%
Deçan/Dečani	20.6%
Istog/Istok	20.3%
Skënderaj/Srbica	20.0%
Novoberdë/Novo Brdo	19.8%
Zveçan/Zvečan	19.6%
Klinë/Klina	17.7%
Prizren	16.5%
Glllogoc/Glogovac	16.2%
Mitrovicë/a North	13.8%
Graçanicë/Gračanica	12.8%
Junik	8.2%
Zubin Potok	4.7%
Mamushë/Mamuša	2.0%

Table A22: Perceptions on efficiency of Public Administration in issuing documents, by municipality

	Travel documents/ passports	ID	Vehicle registration	Driver's license	Building permit	Business license	Birth/ marriage/ death certificate	Social Assistance card
Prishtinë/Priština	89.4%	90.5%	89.9%	89.9%	70.2%	88.0%	95.4%	92.2%
Mitrovicë/Mitrovica	96.5%	98.5%	93.4%	93.4%	79.3%	84.9%	96.0%	85.1%
Mitrovicë/a North	84.2%	70.4%	45.3%	45.3%	33.1%	23.8%	45.7%	44.1%
Gjilan/Gnjilane	90.5%	89.5%	87.4%	87.4%	65.6%	70.9%	92.8%	82.4%
Pejë/Peć	97.0%	99.0%	85.5%	85.5%	66.0%	92.4%	92.9%	41.7%
Prizren	96.9%	96.0%	92.9%	92.9%	77.2%	90.6%	97.6%	96.3%
Gjakovë/Đakovica	92.0%	93.5%	92.5%	92.5%	64.9%	68.7%	93.5%	91.5%
Podujevë/Podujevo	79.5%	74.9%	75.4%	75.4%	63.4%	71.3%	80.7%	64.6%
Vushtrri/Vučitrn	98.0%	98.5%	99.0%	99.0%	96.4%	99.0%	99.5%	99.0%
Skënderaj/Srbica	92.5%	92.5%	52.5%	52.5%	38.9%	46.0%	86.5%	52.5%
Leposaviq/Leposavić	77.5%	76.0%	38.5%	38.5%	17.7%	12.4%	29.5%	21.5%
Klinë/Klina	98.5%	99.0%	97.5%	97.5%	81.9%	96.9%	99.0%	91.7%
Istog/Istok	90.5%	99.0%	69.7%	69.7%	59.0%	67.6%	96.9%	54.2%
Deçan/Dečani	89.0%	85.9%	79.4%	79.4%	73.4%	71.4%	86.7%	76.2%
Dragash/Dragaš	96.7%	96.7%	94.5%	94.5%	68.1%	94.1%	98.9%	90.9%
Suharekë/Suva Reka	94.0%	94.9%	77.5%	77.5%	56.4%	69.1%	76.6%	49.5%
Rahovec/Orahovac	94.0%	93.0%	86.0%	86.0%	74.6%	71.2%	98.5%	94.1%
Viti/Vitina	100.0%	99.5%	97.0%	97.0%	83.9%	87.1%	97.5%	91.1%
Kamenicë/Kamenica	95.5%	97.5%	92.9%	92.9%	66.1%	83.9%	94.9%	90.9%
Lipjan/Lipljan	97.0%	96.5%	96.0%	96.0%	91.9%	95.2%	96.9%	96.1%
Shtime/Štimlje	94.0%	94.5%	81.0%	81.0%	71.9%	75.4%	84.5%	69.9%
Ferizaj/Uroševac	92.0%	93.0%	92.5%	92.5%	83.4%	83.3%	91.3%	86.9%
Kaçanik/Kaçanik	100.0%	98.0%	91.0%	91.0%	64.8%	78.8%	98.5%	88.8%
Fushë Kosovë/Kosovo Polje	98.0%	98.5%	95.5%	95.5%	68.2%	73.9%	97.5%	87.2%
Obiliq/Obilić	71.5%	81.6%	70.4%	70.4%	45.8%	59.8%	76.3%	64.2%
Novoberdë/Novo Brdo	44.8%	43.8%	46.9%	46.9%	19.8%	26.6%	43.8%	44.4%
Zubin Potok	75.0%	67.8%	52.8%	52.8%	33.3%	28.9%	58.9%	51.2%
Shtërpçë/Štrpce	96.9%	96.9%	82.8%	82.8%	74.6%	75.0%	89.8%	79.4%
Zveçan/Zvečan	57.4%	62.8%	61.7%	61.7%	30.0%	27.1%	39.8%	31.5%
Glllogoc/Glogovac	77.3%	89.0%	71.7%	71.7%	36.5%	28.3%	74.2%	42.0%
Malishevë/Mališevo	95.5%	93.4%	86.9%	86.9%	83.9%	79.3%	87.5%	86.2%
Junik	5.0%	5.0%	7.1%	7.1%	4.1%	14.4%	86.0%	57.6%
Mamushë/Mamuša	99.0%	99.0%	92.8%	92.8%	75.5%	71.4%	99.0%	95.6%
Hani i Elezit/Elez Han	99.0%	99.0%	56.7%	56.7%	65.6%	69.3%	96.1%	84.2%
Gračanicë/Gračanica	61.0%	61.3%	58.9%	58.9%	29.0%	24.0%	56.8%	44.7%
Ranillug/Ranilug	89.7%	98.0%	98.0%	98.0%	68.8%	55.4%	83.7%	83.3%
Partesh/Parteš	99.0%	100.0%	96.9%	96.9%	84.4%	88.9%	98.0%	72.3%
Klllokot/Klokot	96.8%	100.0%	93.6%	93.6%	84.4%	82.9%	99.0%	84.4%
Kosovo	88.8%	89.4%	80.3%	80.3%	63.6%	67.6%	86.1%	73.5%

Table A23. Satisfaction level with the local government, by municipality

	Mayor	Municipal Assembly	Municipal Administration
Prishtinë/Priština	80.0%	62.5%	84.4%
Mitrovicë/Mitrovica	32.8%	30.1%	49.0%
Mitrovicë/a North	63.8%	38.8%	60.5%
Gjilan/Gnjilane	24.5%	23.3%	30.2%
Pejë/Peć	70.5%	58.3%	70.9%
Prizren	48.1%	41.0%	52.9%
Gjakovë/Đakovica	79.5%	62.5%	82.9%
Podujevë/Podujevo	32.3%	30.6%	36.3%
Vushtrri/Vučitrn	74.0%	68.3%	67.4%
Skënderaj/Srbica	95.5%	92.5%	96.0%
Leposaviq/Leposavić	47.0%	33.5%	54.5%
Klinë/Klina	50.0%	47.9%	60.8%
Istog/Istok	57.5%	55.7%	81.5%
Deçan/Dečani	58.6%	41.8%	38.0%
Dragash/Dragaš	54.8%	47.6%	90.6%
Suharekë/Suva Reka	72.0%	54.3%	83.4%
Rahovec/Orahovac	41.2%	55.8%	78.9%
Viti/Vitina	75.5%	76.9%	77.0%
Kamenicë/Kamenica	50.8%	41.4%	68.4%
Lipjan/Lipljan	93.5%	91.1%	86.9%
Shtime/Štimlje	71.5%	64.4%	69.6%
Ferizaj/Uroševac	31.3%	30.4%	32.6%
Kaçanik/Kačanik	46.8%	51.1%	58.2%
Fushë Kosovë/Kosovo Polje	49.0%	42.2%	52.0%
Obiliq/Obilić	30.1%	41.0%	45.0%
Novoberdë/Novo Brdo	42.7%	37.5%	33.3%
Zubin Potok	84.1%	67.1%	69.3%
Shtërpçë/Štrpce	66.9%	53.3%	74.8%
Zveçan/Zvečan	30.1%	13.7%	21.9%
Glllogoc/Glogovac	37.9%	30.9%	53.6%
Malishevë/Mališevo	30.4%	41.9%	63.1%
Junik	14.0%	16.2%	88.9%
Mamushë/Mamuša	91.1%	92.1%	96.6%
Hani i Elezit/Elez Han	74.0%	70.2%	71.2%
Gračanicë/Gračanica	2.0%	0.5%	1.5%
Ranillug/Ranilug	59.0%	68.8%	64.3%
Partesh/Parteš	29.2%	39.6%	56.0%
Klllokot/Klokot	50.6%	51.2%	62.3%
Kosovo	54.1%	49.2%	62.4%

Table A24. Satisfaction with operations and management of the local government, by municipality

	Public procurement/ tenders	Recruitment of municipal staff	Management of municipal funds
Prishtinë/Priština	26.5%	24.2%	40.1%
Mitrovicë/Mitrovica	19.5%	21.8%	18.6%
Mitrovicë/a North	18.9%	15.8%	15.8%
Gjilan/Gnjilane	12.1%	13.5%	16.0%
Pejë/Peć	34.0%	38.5%	36.0%
Prizren	18.2%	20.9%	29.1%
Gjakovë/Đakovica	42.7%	45.0%	66.2%
Podujevë/Podujevo	25.9%	28.0%	23.5%
Vushtrri/Vučitrn	35.5%	32.7%	44.7%
Skënderaj/Srbica	25.0%	26.0%	40.0%
Leposaviq/Leposavić	15.4%	13.0%	20.2%
Klinë/Klina	5.5%	19.8%	31.5%
Istog/Istok	10.6%	15.2%	27.0%
Deçan/Dečani	23.2%	24.7%	26.1%
Dragash/Dragaš	10.9%	16.3%	35.9%
Suharekë/Suva Reka	15.6%	15.5%	23.0%
Rahovec/Orahovac	25.3%	15.2%	28.5%
Viti/Vitina	46.0%	49.0%	53.5%
Kamenicë/Kamenica	10.2%	18.5%	28.5%
Lipjan/Lipljan	50.0%	50.5%	58.0%
Shtime/Štimlje	52.5%	58.5%	58.5%
Ferizaj/Uroševac	8.6%	11.5%	15.8%
Kaçanik/Kaçanik	13.0%	15.0%	20.6%
Fushë Kosovë/Kosovo Polje	23.6%	26.9%	30.8%
Obiliq/Obilić	23.5%	23.0%	34.3%
Novoberdë/Novo Brdo	12.6%	17.2%	18.8%
Zubin Potok	3.4%	6.7%	1.2%
Shtërpçë/Štrpce	24.8%	28.9%	32.1%
Zvečan/Zvečan	32.3%	16.0%	17.2%
Glllogoc/Glogovac	8.5%	11.6%	30.7%
Malishevë/Mališevo	13.1%	13.1%	17.1%
Junik	15.2%	13.0%	2.0%
Mamushë/Mamuša	7.2%	16.2%	14.0%
Hani i Elezit/Elez Han	17.8%	20.6%	51.9%
Gračanicë/Gračanica	24.6%	20.0%	20.1%
Ranillug/Ranilug	70.0%	46.0%	60.0%
Partesh/Parteš	64.0%	50.0%	56.0%
Klllokot/Klokot	69.0%	37.0%	53.0%
Kosovo	24.3%	24.7%	31.9%

Table A25: Satisfaction with representation of women in municipality's staff, by municipality

	Number of women employed in the municipality	Number of employed women in decision-making positions in the municipality
Prishtinë/Priština	69.2%	66.9%
Mitrovicë/Mitrovica	73.5%	67.5%
Mitrovicë/a North	30.0%	18.0%
Gjilan/Gnjilane	54.5%	51.3%
Pejë/Peć	62.6%	58.9%
Prizren	70.9%	72.7%
Gjakovë/Đakovica	89.4%	90.5%
Podujevë/Podujevo	48.0%	42.7%
Vushtrri/Vučitrn	33.5%	36.0%
Skënderaj/Srbica	52.5%	33.2%
Leposaviq/Leposavić	29.3%	27.3%
Klinë/Klina	77.5%	65.0%
Istog/Istok	66.2%	58.0%
Deçan/Dečani	45.7%	44.7%
Dragash/Dragaš	60.4%	51.1%
Suharekë/Suva Reka	50.0%	49.7%
Rahovec/Orahovac	22.0%	22.5%
Viti/Vitina	70.2%	58.3%
Kamenicë/Kamenica	62.3%	57.1%
Lipjan/Lipljan	70.0%	69.3%
Shtime/Štimlje	65.3%	64.1%
Ferizaj/Uroševac	44.7%	48.2%
Kaçanik/Kačanik	53.5%	54.0%
Fushë Kosovë/Kosovo Polje	50.3%	44.7%
Obiliq/Obilić	62.8%	61.4%
Novoberdë/Novo Brdo	21.1%	22.9%
Zubin Potok	41.6%	36.4%
Shtërpçë/Štrpce	63.8%	60.3%
Zveçan/Zvečan	34.4%	33.0%
Glllogoc/Glogovac	49.5%	47.7%
Malishevë/Mališevo	45.0%	47.7%
Junik	70.0%	66.7%
Mamushë/Mamuša	55.0%	58.0%
Hani i Elezit/Elez Han	36.5%	26.2%
Graçanicë/Gračanica	31.4%	29.7%
Ranillug/Ranilug	58.6%	65.0%
Partesh/Parteš	60.6%	62.2%
Klllokot/Klokot	59.0%	59.8%
Kosovo	54.9%	51.7%

Table A26: Satisfaction with representation of ethnic minorities in municipality's staff, by municipality

	Number of members of ethnic minorities employed in the municipality	Number of members of ethnic minorities in decision-making positions in the municipality
Prishtinë/Priština	51.4%	46.9%
Mitrovicë/Mitrovica	62.7%	61.7%
Mitrovicë/a North	36.2%	31.6%
Gjilan/Gnjilane	49.2%	46.7%
Pejë/Peć	54.3%	56.7%
Prizren	62.3%	66.4%
Gjakovë/Đakovica	46.0%	65.8%
Podujevë/Podujevo	49.5%	53.6%
Vushtrri/Vučitrn	38.0%	35.9%
Skënderaj/Srbica	30.0%	36.5%
Leposaviq/Leposavić	34.0%	36.5%
Klinë/Klina	57.5%	54.7%
Istog/Istok	44.2%	52.9%
Deçan/Dečani	37.0%	31.6%
Dragash/Dragaš	50.5%	54.4%
Suharekë/Suva Reka	31.0%	32.8%
Rahovec/Orahovac	30.5%	19.6%
Viti/Vitina	74.9%	74.3%
Kamenicë/Kamenica	55.5%	55.3%
Lipjan/Lipljan	63.5%	61.3%
Shtime/Štimlje	71.9%	68.4%
Ferizaj/Uroševac	36.5%	42.0%
Kaçanik/Kačanik	41.5%	42.4%
Fushë Kosovë/Kosovo Polje	58.3%	62.9%
Obiliq/Obilić	54.3%	56.4%
Novoberdë/Novo Brdo	22.9%	18.9%
Zubin Potok	27.8%	27.8%
Shtërpçë/Štrpce	48.1%	46.8%
Zvečan/Zvečan	26.9%	24.4%
Glllogoc/Glogovac	34.0%	42.9%
Malishevë/Mališevo	33.0%	31.3%
Junik	36.8%	23.7%
Mamushë/Mamuša	74.2%	70.1%
Hani i Elezit/Elez Han	28.1%	31.4%
Gračanicë/Gračanica	22.8%	25.1%
Ranillug/Ranilug	54.5%	58.6%
Partesh/Parteš	61.2%	63.5%
Klllokot/Klokot	54.6%	56.3%
Kosovo	46.6%	47.4%

Figure A 1: Percent of citizens who have heard about Municipal Assembly meetings over the past 12 months, by municipality

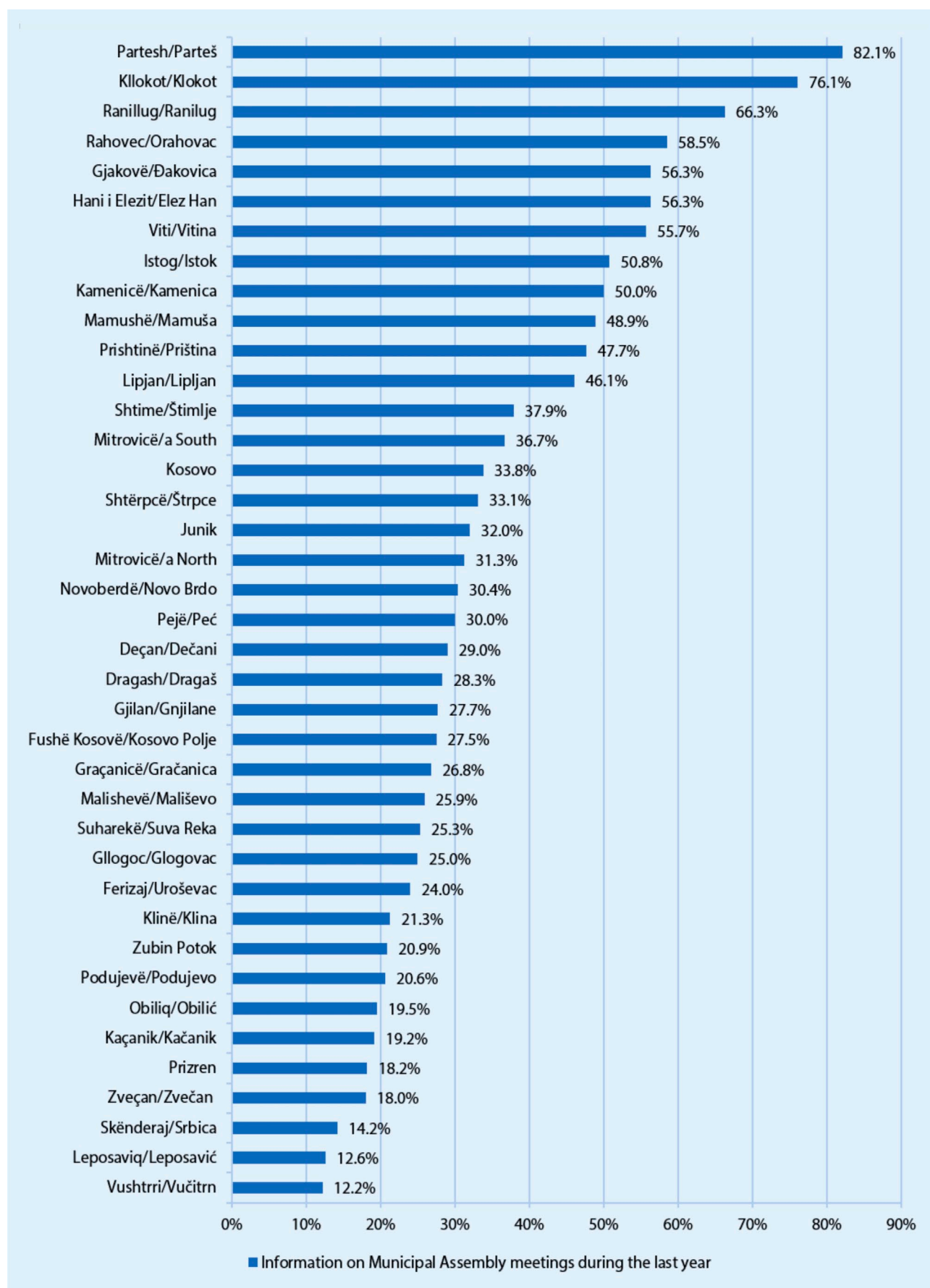


Table A27: Extent to which the municipality takes into account needs and concerns of its citizens, by municipality

	A lot	To some extent	Does not take into account
Prishtinë/Priština	2.8%	59.5%	37.8%
Mitrovicë/Mitrovica	1.6%	56.0%	42.5%
Mitrovicë/a North	2.9%	41.9%	55.2%
Gjilan/Gnjilane	1.2%	26.6%	72.2%
Pejë/Peć	13.1%	46.5%	40.4%
Prizren	1.3%	28.3%	70.4%
Gjakovë/Đakovica	3.0%	65.5%	31.5%
Podujevë/Podujevo	1.5%	43.2%	55.3%
Vushtrri/Vučitrn	0.6%	69.9%	29.6%
Skënderaj/Srbica	2.0%	52.0%	46.0%
Leposaviq/Leposavić	2.2%	41.9%	55.9%
Klinë/Klina	2.0%	41.2%	56.8%
Istog/Istok	6.5%	68.3%	25.1%
Deçan/Dečani	9.4%	68.9%	21.7%
Dragash/Dragaš	3.8%	38.2%	58.0%
Suharekë/Suva Reka	6.5%	58.8%	34.7%
Rahovec/Orahovac	1.1%	67.6%	31.4%
Viti/Vitina	5.0%	73.4%	21.6%
Kamenicë/Kamenica	5.1%	38.8%	56.0%
Lipjan/Lipljan	5.7%	67.1%	27.2%
Shtime/Štimlje	3.1%	71.7%	25.3%
Ferizaj/Uroševac	4.9%	24.0%	71.0%
Kaçanik/Kačanik	2.0%	41.5%	56.4%
Fushë Kosovë/Kosovo Polje	5.1%	50.3%	44.7%
Obiliq/Obilić	1.5%	40.2%	58.3%
Novoberdë/Novo Brdo	5.2%	35.6%	55.2%
Zubin Potok	0.0%	40.4%	59.7%
Shtërpçë/Štrpce	12.1%	41.4%	46.6%
Zvečan/Zvečan	3.8%	32.5%	63.8%
Glogoc/Glogovac	1.6%	41.3%	57.1%
Malishevë/Mališevo	2.9%	60.5%	36.6%
Junik	4.1%	44.9%	51.0%
Mamushë/Mamuša	1.1%	40.0%	58.9%
Hani i Elezit/Elez Han	7.8%	65.1%	27.2%
Graçanicë/Gračanica	0.0%	5.1%	94.9%
Ranillug/Ranilug	16.9%	57.3%	25.8%
Partesh/Parteš	12.8%	64.1%	23.1%
Klllokot/Klokot	9.6%	63.0%	27.4%
Kosovo	4.1%	63.0%	46.1%

