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Public Pulse XVI

August 2019

Prepared by UNDP Kosovo
Public Pulse Project team

The views expressed in this document are those of the opinion poll respondents and do not necessarily represent the views of either UNDP or USAID.

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Executive Summary

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

The findings of the May 2019 Public Pulse poll show a general decrease in people's satisfaction with the work of the most key executive, legislative, and judicial institutions in Kosovo. The exception is the level of satisfaction of respondents with the work of the Prime Minister which increased by 1.4% from the poll conducted in November 2018. It is also worth noting that more than half of Kosovans (62.8%) are dissatisfied with Kosovo's current political direction. Although the level of dissatisfaction with Kosovo's political direction among the Kosovo Serbs is almost as high as that of the Kosovo Albanians, their willingness to protest for political reasons is lower in comparison to Kosovo Albanians and other Kosovo communities. The Democratization Index (DI) and the Economic Confidence Index (ECI), which track Kosovans' opinions of democratic processes and perceptions of prevailing economic conditions, respectively, experienced the highest decrease since September 2015 and October 2016, respectively: the DI was measured at 1.02 and the ECI at 0.98 on a scale of 0 (minimum) to 3 (maximum).

The data show that majority (70%) of Kosovans feel safe when outside. Gender disaggregated data show that women (73.6%) feel safer than men (67.2%) when out on the streets. Despite low levels of safety reported by Kosovo Serbs (16.2%), the data still show a consistent increase of those feeling safe outside from November 2018 (10.4%) and May 2018 (4.8%). The Public Pulse poll also inquired about the most pressing problems Kosovo is currently facing. Findings reveal the same trend as in previous polls, inasmuch Kosovans reported unemployment (37.9%), corruption (16.6%), and poverty (13%) as the three paramount issues that impact their social wellbeing. Kosovo Serbs consider interethnic relations (26.7%), followed by unemployment (11.4%) and organized crime (9%) as the most pressing issues in Kosovo. Also, a total of 84% of respondents – highest level recorded by Public Pulse – consider that employment in Kosovo's public institutions is not based on merit, as opposed to November 2018 when 68.8% believed that to be the case. As for the right to live in a healthy environment, a total of 10.6% said they know a lot about the topic, 40.4% claimed average knowledge and 36.3% of respondents said they know a little about this topic. Only 12.7% said they have no knowledge about their right to live in a clean and healthy environment.

Finally, the present brief also provides data on Kosovans perceptions on large-scale corruption in national and international institutions, meritocracy in gaining employment in the public and private sector, and attitudes toward voting. Additional data obtained through this and previous polls will be made available in [Public Pulse Data Visualization Platform](#).

Public Pulse Key Indicators

The results of the May 2019 Public Pulse poll show sharp decline of citizen satisfaction with key Kosovo institutions compared to the opinion polls conducted in November 2018 and May 2018. The May 2019 poll shows an average of only 22% of Kosovans are satisfied with the work of key institution of Kosovo which is a decrease of 14 percentage points compared to November 2018 (36%) and 10 percentage points compared to May 2018 (32.5%) polls.

The results show a dramatic decrease of satisfaction with all institutions, except for that of Prime Minister. More specifically, satisfaction with the work of Prime Minister (36.5%) has increased by 1.4% compared to November 2018 (35.1%). However, in comparison to November 2018, the satisfaction with the work of the government has fallen drastically from 31.3% to 17.7%, hitting the lowest level since April 2016. Similar fall in satisfaction levels is evidenced across all other institutions. For example, satisfaction levels with the work of the Parliament have fallen from 36.1% in November 2018 to 19.6%. Satisfaction with the Speaker of the Parliament has dropped to 23.6% from 36.3% in November 2018. Satisfaction level with the work of the President has decreased to 20.4% compared to 38.4% in November 2018. Similarly, the courts and the Office of the Prosecutor have had a reversal from an increase in satisfaction levels in November 2018 (37.8% and 35.3%, respectively) in a free fall to 18.7% for courts and 16.4% for the Office of the Prosecutor.

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

Political Indicators	Mar 07	May 08	Jun 09	Apr 10	Nov 10	Jun 12	Oct 12	Apr 13	Apr 14	Nov 14	Mar 15	Sep 15	Apr 16	Oct 16	Oct 17	May 18	Nov 18	May 19	Trend	
Satisfacti on with executive	Government	30.5 %	46.9 %	53.1 %	29.2 %	25.1 %	32.6 %	27.2 %	27.0 %	44.2 %	19.3 %	18.1 %	17.3 %	17.8 %	20.2 %	32.4 %	30.0 %	31.3 %	31.3 %	
	Prime Minister	54.0 %	72.0 %	53.8 %	36.4 %	30.7 %	37.6 %	27.3 %	30.4 %	48.5 %	34.1 %	23.6 %	14.6 %	18.3 %	19.7 %	42.3 %	33.2 %	35.1 %	36.5 %	
Satisfacti on with legislative	Parliament	31.0 %	51.4 %	53.2 %	34.1 %	32.1 %	41.0 %	32.1 %	32.3 %	46.5 %	16.1 %	19.3 %	19.9 %	17.3 %	18.9 %	31.7 %	32.9 %	36.1 %	19.6 %	
	Speaker of Parliament	35.4 %	56.5 %	51.6 %	36.0 %	33.3 %	60.9 %	44.7 %	45.8 %	57.8 %	23.3 %	20.1 %	19.8 %	24.3 %	24.9 %	36.0 %	31.5 %	36.3 %	23.6 %	
Satisfacti on with President	President	52.0 %	74.0 %	61.7 %	54.9 %	30.8 %	54.1 %	47.1 %	45.1 %	48.8 %	40.7 %	30.2 %	30.4 %	45.7 %	25.5 %	37.6 %	39.1 %	38.4 %	20.4 %	
Satisfacti on with Judiciary	Court	20.0 %	21.0 %	32.7 %	27.2 %	18.5 %	26.9 %	24.3 %	16.7 %	37.5 %	22.8 %	17.2 %	13.9 %	18.4 %	22.1 %	36.9 %	31.2 %	37.8 %	18.7 %	
	Prosecut of's Office	22.7 %	22.7 %	31.7 %	26.9 %	15.1 %	20.0 %	15.0 %	17.7 %	38.1 %	21.0 %	17.0 %	12.8 %	16.9 %	16.3 %	33.1 %	29.9 %	35.3 %	16.4 %	

Kosovo's Political Direction

In line with the decrease in satisfaction with key political and judicial institutions, there is a high level of dissatisfaction with the political direction of Kosovo. More than half of respondents (62.84%) are either dissatisfied or very dissatisfied with the political direction of Kosovo. This level of dissatisfaction is higher by 12 percentage points than in November 2018 and May 2018. The level of satisfaction with Kosovo's political direction is measured at only 6.21% which is a decrease by 7% in comparison to November 2018 and by 9% in comparison to May 2018. Almost one third of all respondents (30.95%) declared to have a neutral viewpoint, a drop of almost 6% compared to November 2018, as shown in Figure 1.

Gender disaggregated data show that women are slightly more satisfied with Kosovo's political direction than men. Whereas 12% of women are satisfied or very satisfied with Kosovo's political direction, only 8.5% of men stated that they are satisfied or very satisfied with Kosovo's political direction. Ethnicity disaggregated data show that 10.1% of Kosovo Albanians are satisfied or very satisfied with Kosovo's political direction, while only 7.6% of Kosovo Serbs show the same level of satisfaction. A total of 15.5% of other Kosovo communities (Kosovo Bosniaks, Kosovo Turks, Kosovo Gorani, Kosovo Roma, Kosovo Egyptian, and Kosovo Ashkali) declared they are satisfied with Kosovo's current political direction. Highest level of dissatisfaction is found among Kosovo Albanians (60.7%), followed closely by Kosovo Serbs (59.6%), and by other Kosovo communities (58.4%). The percentage of Kosovo Albanians and Kosovo Serbs who are neutral is the same with 28.7% and 28.6% respectively, while the neutral other Kosovo communities are 36%.

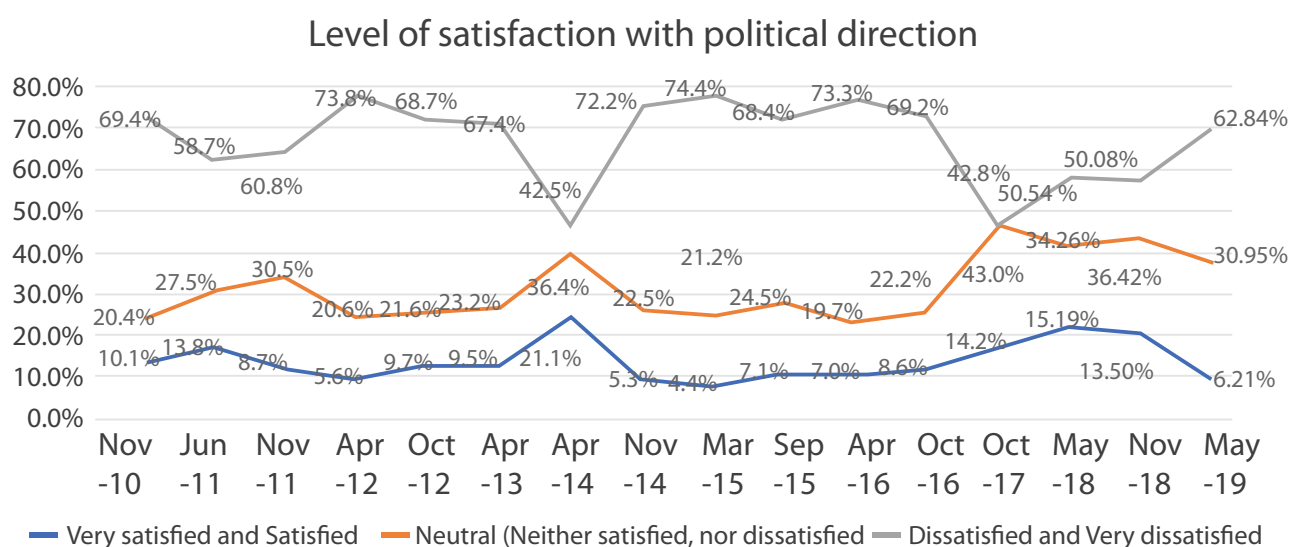


Figure 1. Citizen satisfaction with the political direction of Kosovo

In addition to increased dissatisfaction with Kosovo's political direction, there is an increase in the willingness of Kosovans to join political protests as 42.2% of respondents declared to be willing to join political protests. This number is higher by 2.7% compared to November 2018 and 4.4% higher than in May 2018. Ethnicity disaggregated data show that Kosovo Albanians are more willing to protest than Kosovo Serbs and members of other Kosovo communities. Specifically, 43.7% Kosovo Albanians are willing to protest as opposed to 13.3% Kosovo Serbs and 35% other

Kosovo communities. It is noted that although the level of dissatisfaction with Kosovo's political direction among the Kosovo Serbs is almost as high as that of Kosovo Albanians, their willingness to protest for political reasons is lower compared to Kosovo Albanians and other Kosovo communities. This trend was also registered in the November 2018 Public Pulse opinion poll, although the willingness of Kosovo Serbs to protest is higher for 9.3% compared to November 2018.

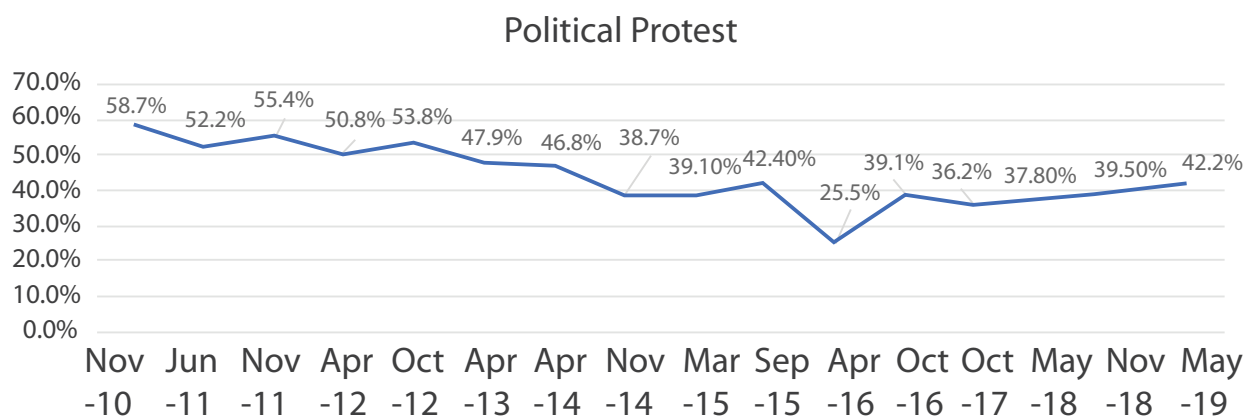


Figure 2. Percentage of respondents who would join political protests

Personal Safety

To measure the perception of public safety, respondents were asked whether they feel safe or unsafe while outside in terms of potential violence and crime. Findings show a negligible change from 70.7% in November 2018 to 70.4% in May 2019 of feeling safe when out on the street. Gender disaggregated data show a slight difference in the perception of safety between men and women. A total of 67.2% of men and 73.6% of women declared to feel safe when out on the street. This finding is particularly important because this is the first time a higher percentage of women report feeling safe when out on the street than men. Ethnicity disaggregated data show larger differences. For example, 69.7% of Kosovo Albanians and 57% of other Kosovo communities feel safe when out on the street as opposed to only 16.2% of Kosovo Serbs. Despite low levels of safety reported by Kosovo Serbs, the data still show a consistent increase from November 2018 (10.4%) and May 2018 (4.8%). Unlike the increased percentage of Kosovo Serbs who declared to feel safe in the streets, the percentage of Kosovo Albanians and other Kosovo communities has decreased from November 2018 (72% Kosovo Albanians and 61% other Kosovo communities).

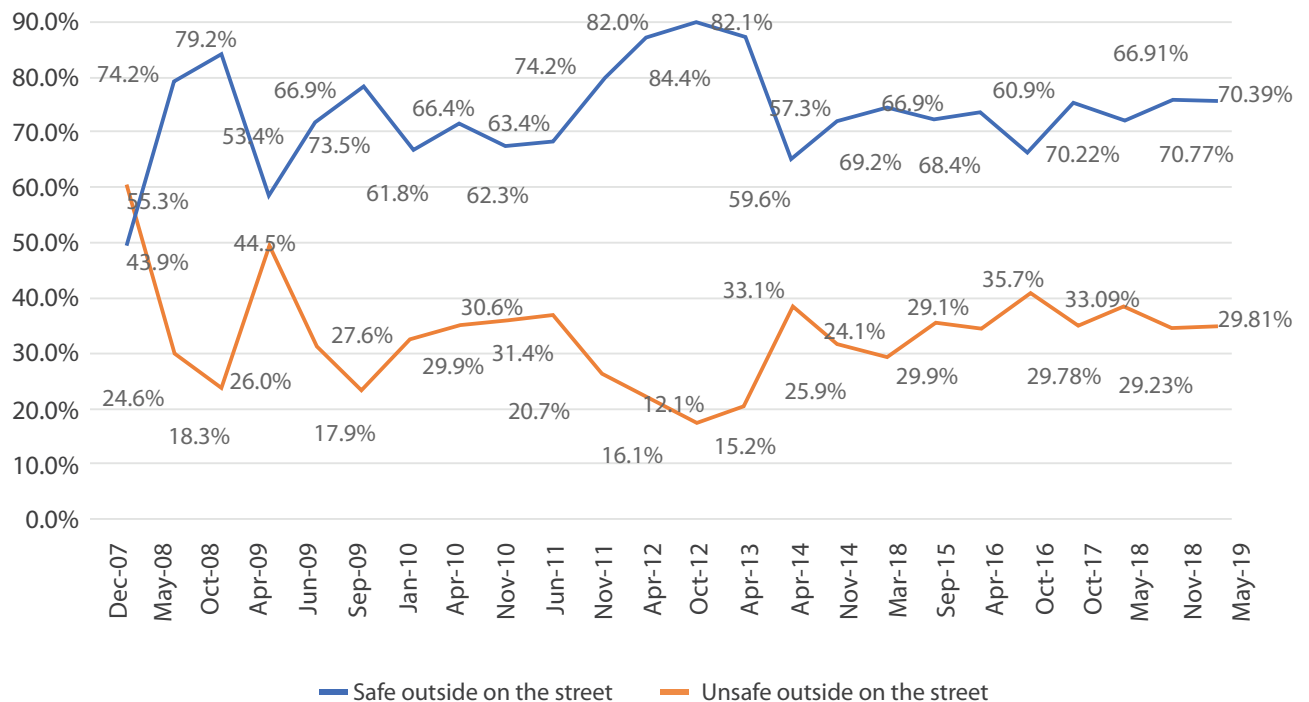


Figure 3. Respondents' perception of safety

Democratization and Economic Confidence Indices

In line with other downwards trends recorded by the latest opinion poll, the Public Pulse opinion poll XVI has recorded a sharp decline in both the DI and the ECI. More specifically, the current DI stands at 1.02 which means it has fallen by 0.47 points from 1.49 points recorded in November 2018. The current DI has reached its lowest point from September 2015 (1.02). This figure suggests that almost two thirds of Kosovans have a negative view of democratic processes in Kosovo.

A similar decline can be observed in the ECI which has fallen from 1.4 to 0.98, suggesting that more than two thirds of Kosovans do not have positive view of economic trends. The current ECI is the lowest registered since October 2016 (0.94).

¹The DI and the ECI are continuous measures from 0 to 3, in which a score from 0 to 1.5 means that the majority of the population views democratization or economic trends negatively and the score from 1.5 to 3 means that the majority of the population views democratization or economic trends positively.

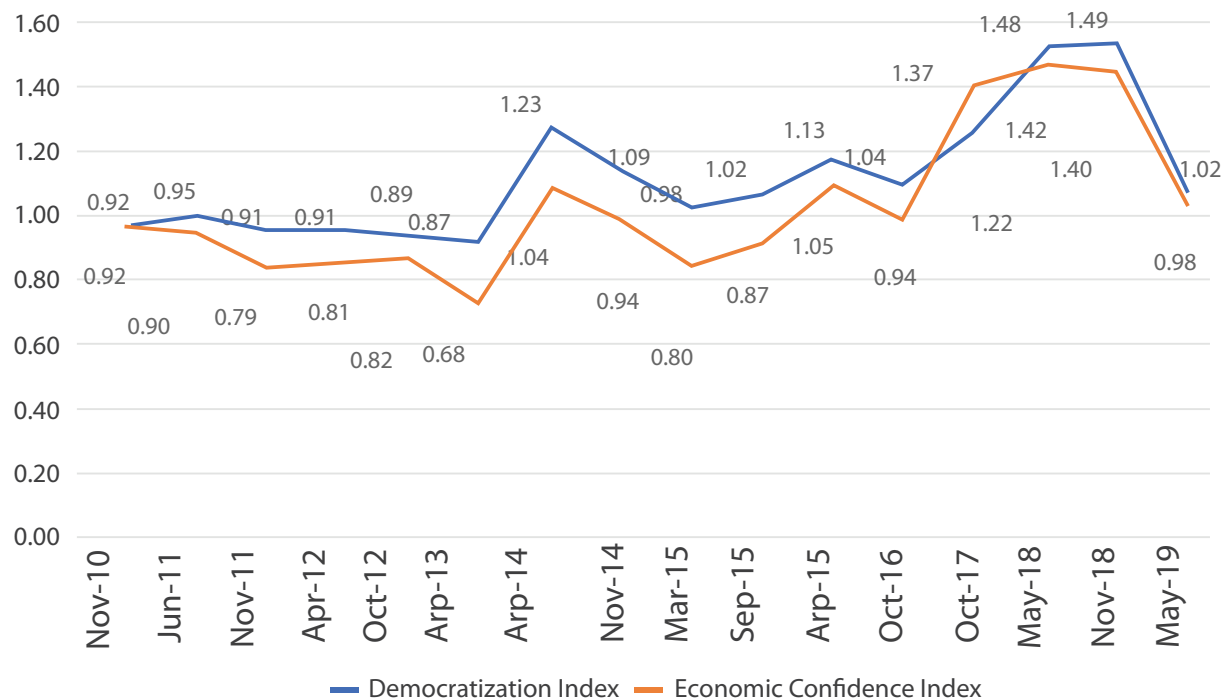


Figure 4. Democratization and Economic Confidence Indices

Both DI and ECI are comprised of a number of components which are used to generate the respective indices. DI consists of nine components shown in Table 2. The questions falling within the scope of this index can be answered with either “Yes, fully,” “Yes, mainly,” “Not so much,” or “Not at all.” Table 2 shows the percentage of respondents who responded with either “Yes, mainly” or “Yes, fully” to the nine questions. To determine which indicators influenced the decrease of DI, the data from the May 2019 were compared with those generated in previous opinion polls. Findings reveal that every component of the DI listed in Table 2 has seen a decline from November 2018.

Only 35.6% of Kosovans believe that elections in Kosovo are democratic and according to international standards, compared to 53.7% and 50.9% in November 2018 and May 2018 respectively. Majority of Kosovans (61.9%) consider that Parliament does not monitor the government performance and only 38.1% believe the Parliament does monitor the government. The latter has seen a decline of 10.2% from the November 2018 opinion poll (48.3%).

Only 21.5% of respondents considers that the judiciary is independent in its decisions as opposed to 46% of those who believed so in November 2018. In fact, the current percentage is the lowest since April 2016 (21%).

A total of 45% of respondents consider that media enjoy freedom of expression, making this the most positively evaluated component of DI. However, when compared to November 2018, there is a decline of 13.5 percentage points of those who consider that media enjoy freedom of expression. A sharp decline is noted in the perceptions on the role of the civil society as a truthful monitor of the government: 32.6% of respondents have a positive opinion as opposed to November 2018 where 57.5% of respondents held positive opinion on civil society role as truthful monitor of the government.

Only 29.8% and 18.1% of respondents think that the local and central institutions, respectively, work according to priorities of Kosovo citizens, as opposed to the respective 49.2% and 37.5% recorded in the November 2018 and May 2018 Public Pulse polls. A decline of 27.1% in positive response (33.4% in May 2019 and 60.5% in November 2018) is recorded to the question whether Constitution and applicable laws are democratic and whether they comply to human rights standards. Lastly, in line with the decline in positive response about Kosovo's political direction, only 22.4% of respondents believe that democratic processes in Kosovo are instituted and are going in the right direction. This is the highest decline (34.8%) compared to other components that comprise the DI. In November 2018 opinion poll, positive response was given by 57.2% of respondents. Ethnicity disaggregated data show that the majority of Kosovo Serbs responded to these questions with either "not at all," "not so much," or "don't know" and have refused to respond to these questions.

Table 2. Trend analysis of DI components

Yes Mainly and Yes fully	Nov 10	Jun 11	Nov 11	Apr 12	Oct 12	Apr 13	Apr 14	Nov 14	Mar 15	Sep 15	Apr 16	Oct 16	Oct 17	May 18	Nov 18	May 19	Trend
Are the elections in Kosovo democratic and accordance with international standards?	31.0 %	29.3 %	23.1 %	17.0 %	16.2 %	15.0 %	36.4 %	34.0 %	26.2 %	23.0 %	30.3 %	28.0 %	44.6 %	50.9 %	53.7 %	35.6 %	
Does the Parliament monitor the Government performance?	20.7 %	20.7 %	19.4 %	16.7 %	17.7 %	17.5 %	28.5 %	21.5 %	21.2 %	21.8 %	26.6 %	30.8 %	36.1 %	50.9 %	46.7 %	38.1 %	
Is Judiciary System in Kosovo independent on its decisions?	13.2 %	15.6 %	11.3 %	12.3 %	15.7 %	10.6 %	24.8 %	16.0 %	13.6 %	17.6 %	21.0 %	21.6 %	31.2 %	43.6 %	46.0 %	21.5 %	
Does media in Kosovo enjoy the freedom of expression?	29.2 %	33.9 %	33.3 %	34.7 %	37.3 %	24.6 %	45.4 %	39.6 %	35.5 %	46.5 %	47.3 %	42.3 %	52.5 %	52.8 %	59.1 %	45.6 %	
Does Civil Society in Kosovo serve as, a truthful monitor of democratic developments in Kosovo?	22.6 %	18.9 %	20.3 %	19.0 %	24.4 %	18.3 %	28.8 %	21.3 %	19.5 %	23.1 %	32.1 %	30.1 %	34.4 %	48.3 %	57.5 %	32.6 %	
Is your Local (municipal) Government working according to priorities of Kosovo citizens?	27.7 %	26.7 %	29.0 %	25.7 %	27.3 %	26.1 %	32.6 %	29.5 %	23.3 %	27.2 %	28.9 %	30.4 %	34.0 %	50.2 %	49.2 %	29.8 %	
Is Kosovo Government working according to priorities of Kosovo citizens?	14.3 %	16.1 %	14.5 %	12.9 %	15.3 %	16.4 %	26.4 %	18.2 %	11.8 %	15.5 %	18.9 %	17.9 %	24.7 %	39.9 %	37.5 %	18.1 %	
Is Kosovo Constitution as well as Laws in power democratic and do they respect the Human Rights?	32.6 %	27.9 %	26.5 %	25.9 %	26.0 %	33.0 %	35.3 %	24.2 %	23.5 %	19.8 %	31.7 %	31.8 %	41.4 %	53.4 %	60.5 %	33.4 %	
Regardless of daily politics and looking forward to the future, do you agree that the democratic processes in Kosovo are instituted and are going towards the right direction?	25.6 %	24.5 %	17.9 %	18.1 %	18.6 %	23.0 %	33.0 %	19.5 %	17.3 %	15.4 %	23.1 %	23.8 %	29.7 %	46.9 %	57.2 %	22.4 %	

Similarly, in order to determine which indicators influenced the decline of the ECI, the current positive responses of the ECI components were compared with those collected in previous opinion polls, as shown in Table 3. Questions pertaining to ECI could be answered with "Favorable," "Unfavorable," and "Neutral." A similar sharp decline in all indicators like in DI, was observed in

the ECI. For example, only 11.6% of respondents have favorable expectations regarding family's total income within six months, marking a 7.2% decline from November 2018, and being the lowest since April 2013. Only 5.5% of respondents view conditions for doing business in Kosovo favorably – a decline from 16.7% and the lowest since April 2013. Similarly, only 5.8% of respondents view current employment conditions favorably – the lowest level recorded since April 2013. Finally, 4.6% of all respondents view future employment conditions favorably six months from the poll (May 2019) which is the lowest level ever recorded by Public Pulse. Such drastic decline in ECI indicators suggests a rather pessimistic view of Kosovans regarding economy.

Table 3. Trend analysis of ECI components

Favorable	Nov 10	Jun 11	Nov 11	Apr 12	Oct 12	Apr 13	Apr 14	Nov 14	Mar 15	Sep 15	Apr 16	Oct 16	Oct 17	May 18	Nov 18	May 19	Trend
What are your expectations regarding your family total income six months from now?	16.8%	12.1%	8.5%	9.9%	9.6%	7.6%	17.0%	19.7%	15.1%	15.9%	23.4%	18.0%	22.4%	19.9%	18.8%	11.6%	
What is your assessment of the current business conditions?	10.7%	9.7%	6.0%	7.9%	6.7%	4.8%	11.6%	8.8%	8.1%	8.3%	14.4%	13.1%	17.9%	18.5%	16.7%	5.5%	
What is your assessment of the employment condition?	4.0%	3.3%	3.8%	3.4%	3.8%	5.1%	9.2%	7.7%	5.0%	6.8%	10.3%	7.7%	17.1%	15.4%	15.9%	5.8%	
What are your expectations regarding employment condition six months from now?	14.3%	12.4%	8.0%	7.6%	7.4%	6.4%	13.7%	7.3%	6.0%	8.0%	14.0%	10.7%	18.7%	17.8%	23.3%	4.6%	

Economic Direction

Only 10.4% of respondents are very satisfied or satisfied with the economic direction of Kosovo which is a decline from 12.3% that has been recorded in November 2018.

Whereas 60.4% of respondents are very dissatisfied or dissatisfied with Kosovo's economic direction, 29.2% are neither satisfied nor dissatisfied. Gender disaggregated data show that women are more satisfied with Kosovo's economic direction than men: 7.4% of women are satisfied or very satisfied contrary to 5% of men who are satisfied and very satisfied with Kosovo's economic direction. Accordingly, 65% of men are dissatisfied or very dissatisfied with Kosovo's economic direction while 58.3% of women feel the same. Whereas 28.2% of men and 32.9% of women are neutral on this issue, a negligible percentage of respondents do not know or have refused to respond to the question. When levels of satisfaction were analyzed along ethnic lines, data suggests that Kosovo Serbs are more dissatisfied (70.9%) than Kosovo Albanians (61.9%) and other Kosovo communities (56%). Kosovo Albanians and other Kosovo communities share almost the same satisfaction levels with Kosovo's economic direction: Kosovo Albanians marking 6.5 percentage points and other Kosovo communities marking 6.2 percentage points. A difference is noted among Kosovo Serbs whose satisfaction with economic direction is 4.3%.

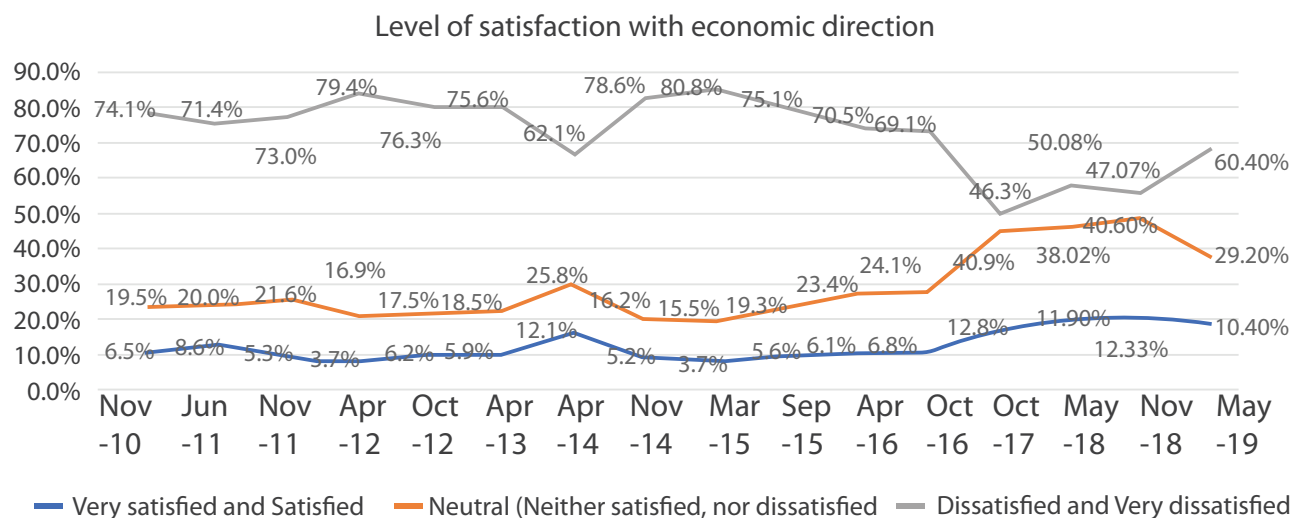


Figure 5. Satisfaction level with the economic direction of Kosovo

Paramount Problems Currently Facing Kosovo

A large percentage of respondents identified unemployment, corruption, and poverty as the three paramount problems currently facing Kosovo. The biggest problem for 37.9% of respondents is unemployment compared to 29.4% in November 2018 and 39.6% in October 2017. Next, 16.6% of respondents identified corruption as the biggest problem compared to 13.4% in November 2018 and 16.7% in October 2017. Finally, poverty remains the biggest problem for 13% of respondents compared to 8.6% in November 2018 and 9.4% in October 2017. Except in 2017, unemployment, corruption, and poverty have consistently ranked as the top three most problematic issues in Public Pulse briefs over the past years. Other findings show that around 2.8% of respondents consider healthcare services to be a paramount problem, 2.6% of respondents consider education to be a paramount problem, and 2.2% of respondents consider organized crime as the most pressing issue in Kosovo.

Whereas previous reports did not mark any gender difference between women and men's opinions on paramount problems, gender disaggregated data of May 2019 opinion poll shows that women are more concerned about unemployment (39.8%) than men (35.9%). However, men (13.5%) are slightly more concerned than women (12.7%) about poverty. Finally, men are more concerned about corruption by 3.7 percentage points when compared to women – marking 18.4% vs. 14.7%.

Ethnicity disaggregated data show differences between Kosovo Albanian and other Kosovo communities in the ranking of paramount problems, on one side, and Kosovo Serbs on the other. Kosovo Albanians and other Kosovo communities have ranked unemployment, corruption, and poverty as three paramount problems currently facing Kosovo. In contrast, Kosovo Serbs consider interethnic relations (26.7%), followed by unemployment (11.4%) and organized crime (9%) as the most pressing issues in Kosovo.

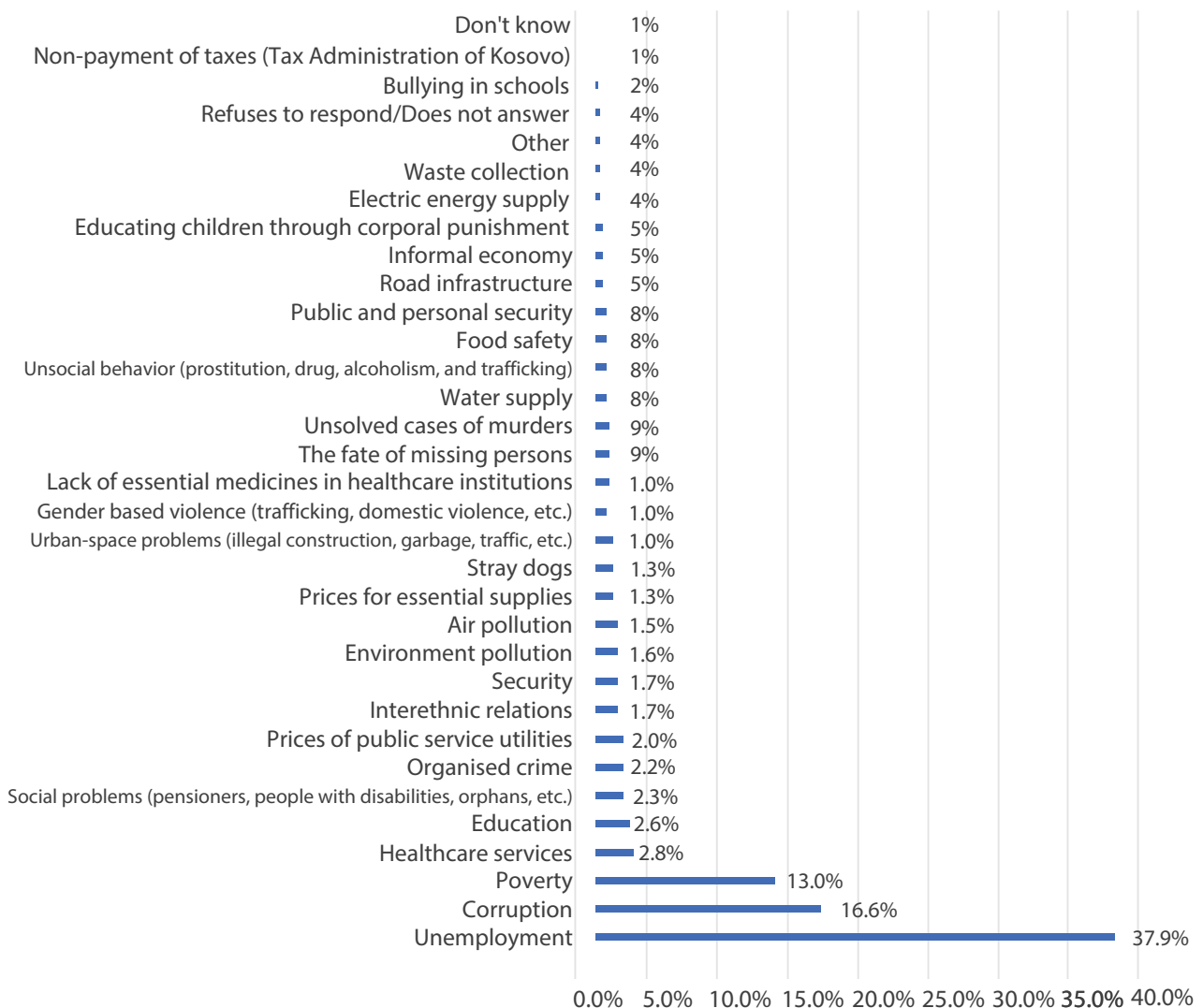


Figure 6. Perceptions on paramount problems currently facing Kosovo

Merit - Based Recruitment in the Public and Private Sector

There is a 15.2% drop in the perception of Kosovans regarding merit – based employment in the public sector in Kosovo and 15.2% increase in the number of those who consider that employment

in the public institutions is not based on merit. Only 16% of respondents consider public sector employment is based on merit, as opposed to November 2018 when 31.2% considered that to be the case. Simultaneously, 84% of respondents – highest level recorded by Public Pulse – consider that employment in Kosovo’s public institutions is not based on merit, as opposed to November 2018 when 68.8% believed that to be the case. The main non – merit factors to gain employment in the public sector are considered family connections (31.6%), party allegiance (30.1%), bribe (16.3%), friends, and, to a lesser extent, the appearance. Only 16.1% believe that education, vocational training, and professional experience are important factors in gaining employment in the public sector. Gender disaggregated data show little difference in the perceptions of men and women regarding gaining employment in the public sector. However, ethnicity disaggregated data show differences between the perception of different communities. For example, while only 14.6% of Kosovo Albanians and 24% of respondents from other Kosovo communities declared that professional experience, vocational training, and education are important factors to get a job, 32% of Kosovo Serbs believe that to be the case.

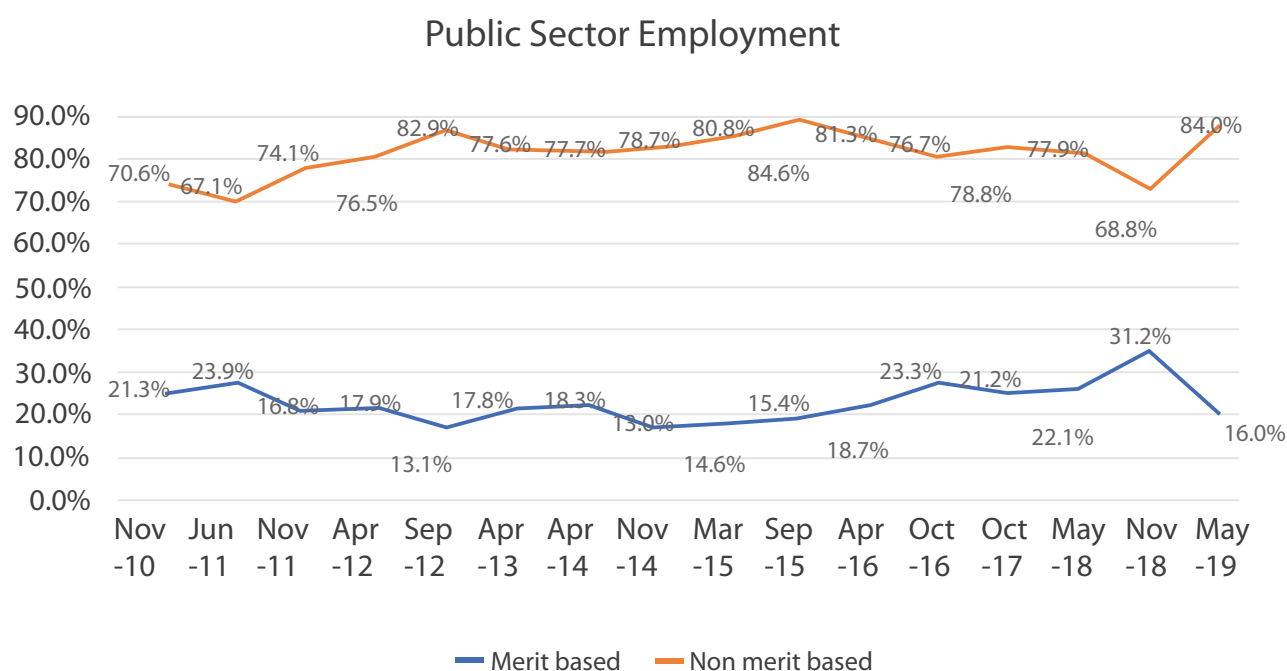


Figure 7. Perceptions of meritocracy in gaining employment in the public sector

As far as the private sector is concerned, 34% of respondents believe that employment in the private sector is gained on merit – based criteria, such as professional experience, education, and vocational training. This is double the number of those who think the same about employment in the public sector (16.1%). Still, 65.8% of respondents believe that family connections (32%), friends (15.6%), and, to a lesser extent, bribe (7.2%), party allegiance (6.2%), and the appearance (4.1%) are non – merit based factors to gaining employment in the private sector.

Gender disaggregated data show no major difference between men and women regarding meritocracy in Kosovo's private sector. However, ethnicity disaggregated data show that 32.5% of Kosovo Albanians, 40.5% of Kosovo Serbs, and 35% of the members of other communities in Kosovo believe that merit – based factors, such as professional experience, education, and vocational training are key to finding a job in private sector in Kosovo.

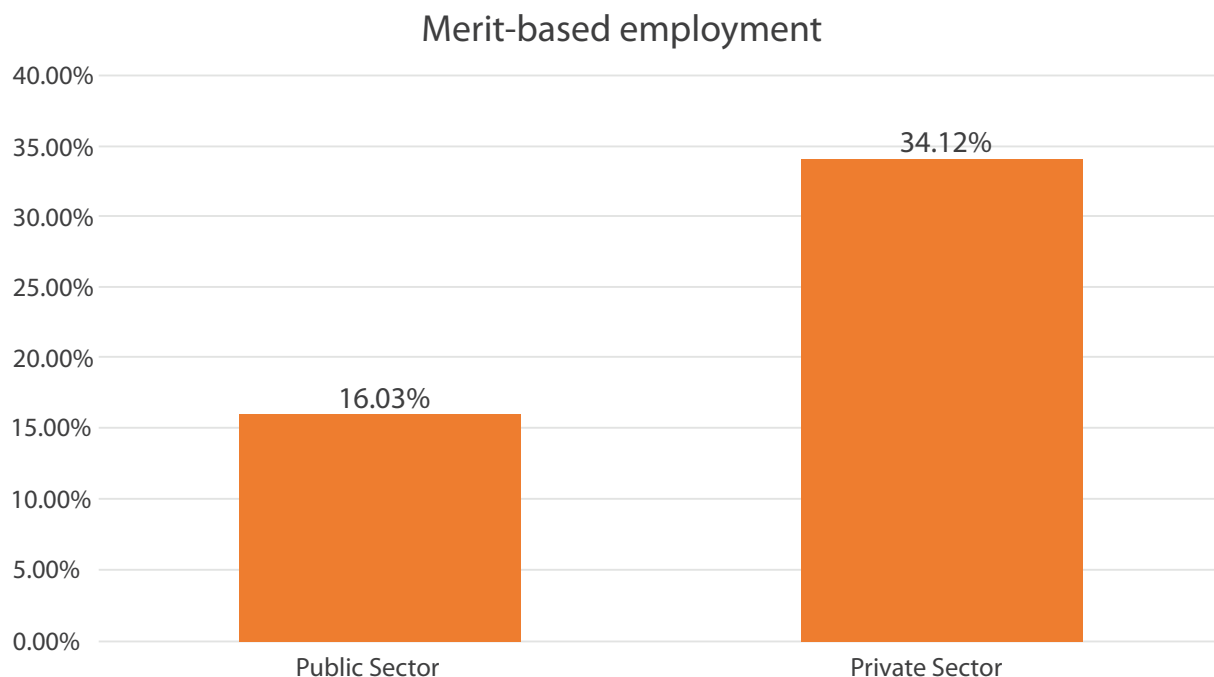


Figure 8. Perceptions of meritocracy in gaining employment in the public versus private sector

Large-Scale Corruption

On average, 30% of the respondents claimed they perceive large-scale corruption to be present in public and international institutions in Kosovo. This value represents an increase of 5% in the levels of perceived large-scale corruption from November 2018 (25%, on average) and similar perception on the level of corruption with May 2018 (31%, on average), as shown in Table 4.

Perceptions of large-scale corruption varied from a low 17% of respondents claiming it is prevalent in Kosovo Police to a high 44.2% of respondents claiming it is prevalent in Kosovo Post and Telecom (PTK). The biggest changes in perceptions were observed in the following institutions: PTK (44.2% compared to 25.6% percent in November 2018), Kosovo Privatization Agency (40.7% compared to 29.8% in November 2018), and Kosovo Tax Administration (35.3% compared to 25.4% in November 2018). However, the top three institutions with the highest level of perceived large-scale corruption are PTK (44.2%), Kosovo Privatization Agency (40.7%) and Kosovo Electricity Distribution and Supply (40.7%). Institutions with the least perceived large-scale corruption are Kosovo Police (17%), international organizations (19.5%), educational

institutions (20.7%), and EULEX police (22.5%). It is worth noting also that perception about corruption in several institutions has seen considerable changes over the years. For example, perception about the presence of corruption in healthcare has decreased for less than a half from November 2015 (56.2%) to May 2019 (25.1%). Municipalities have seen a steady decrease in perception about corruption going down from 40.2% in October 2016 to 25.8% in May 2019. The central government has also seen a decrease in perception about corruption from 49.2% in October 2016 to 36.7% in May 2019, but it has seen an increase in perception about the presence of corruption for 8% from November 2018 (28.4%) to May 2019.

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

	Nov 10	Jun 11	Nov 11	Apr 12	Oct 12	Apr 13	Apr 14	Nov 14	Mar 15	Sep 15	Apr 16	Oct 16	Oct 17	May 18	Nov 18	May 19	Trend
Healthcare (hospitals and family healthcare centers)	47.9%	40.7%	49.8%	43.3%	51.6%	50.4%	40.4%	56.2%	52.6%	51.5%	37.9%	49.7%	25.5%	32.5%	25.7%	25.1%	
Keds	52.4%	47.9%	61.2%	47.8%	53.8%	48.8%	24.4%	39.1%	44.7%	35.6%	31.1%	31.4%	20.5%	33.0%	31.3%	40.7%	
Courts	49.7%	41.6%	55.6%	44.5%	47.5%	56.4%	32.2%	42.1%	42.9%	46.9%	42.3%	49.3%	24.9%	38.6%	29.1%	30.7%	
Customs	45.1%	42.3%	53.7%	43.2%	49.9%	58.9%	22.5%	33.4%	38.7%	41.3%	32.3%	45.2%	22.7%	39.1%	31.4%	29.3%	
Central administration/government	47.5%	41.4%	43.3%	39.5%	35.7%	46.1%	24.0%	37.5%	38.5%	36.0%	36.6%	49.2%	30.7%	34.7%	28.4%	36.7%	
PAK (Privatization Agency of Kosovo)	52.0%	40.5%	51.9%	49.4%	46.4%	48.7%	24.6%	34.8%	37.1%	38.3%	39.2%	45.7%	24.9%	34.5%	29.8%	40.7%	
Municipalities(local government)	32.9%	30.4%	31.9%	30.1%	32.2%	38.9%	20.6%	33.2%	33.8%	28.6%	30.0%	40.2%	25.5%	29.0%	26.4%	25.8%	
EULEX Police (CIVPOL)	22.9%	26.2%	27.1%	28.3%	28.7%	38.3%	11.1%	16.5%	32.2%	35.2%	28.8%	34.1%	20.9%	29.9%	20.9%	22.5%	
Education (schools, university)	14.4%	13.1%	17.3%	26.2%	23.5%	31.6%	13.0%	24.3%	29.3%	29.0%	17.5%	31.0%	16.3%	26.2%	19.9%	20.7%	
TAK (Tax Administration of Kosovo)		24.9%	36.5%	38.1%	33.6%	42.5%	16.5%	28.0%	28.1%	25.0%	18.2%	32.5%	17.4%	28.9%	25.4%	35.3%	
PTK	34.0%	32.4%	46.6%	41.8%	45.1%	41.4%	15.4%	21.3%	25.9%	25.2%	18.4%	29.6%	17.0%	27.8%	25.6%	44.2%	
Banks	14.4%	14.9%	22.0%	20.5%	22.8%	37.5%	12.0%	17.0%	24.3%	23.3%	23.1%	24.4%	13.1%	27.3%	26.1%	33.8%	
International Organizations	14.7%	12.3%	20.3%	19.3%	20.8%	24.8%	10.8%	16.2%	20.4%	22.9%	16.0%	28.0%	10.8%	24.5%	10.7%	19.5%	
Kosovo Police (KP)	15.2%	15.5%	19.5%	19.4%	28.0%	30.3%	11.5%	16.1%	20.4%	19.0%	13.6%	21.1%	14.9%	25.7%	21.6%	17.0%	

Respondents were asked about the reasons behind their evaluation of the extent of corruption to understand what shapes their perceptions on the presence of large-scale corruption in public and international institutions in Kosovo. Results reveal that the majority of respondents (51.1%) have formed their opinions through print and electronic media, as illustrated in Figure 9. Around 41% of respondents declared that conversations with relatives and friends formed the basis of their opinions regarding the extent of corruption. More than 7% of respondents claimed they formed

their opinions based on personal experiences, namely they were asked for money, gifts, or other favors in return for certain services.

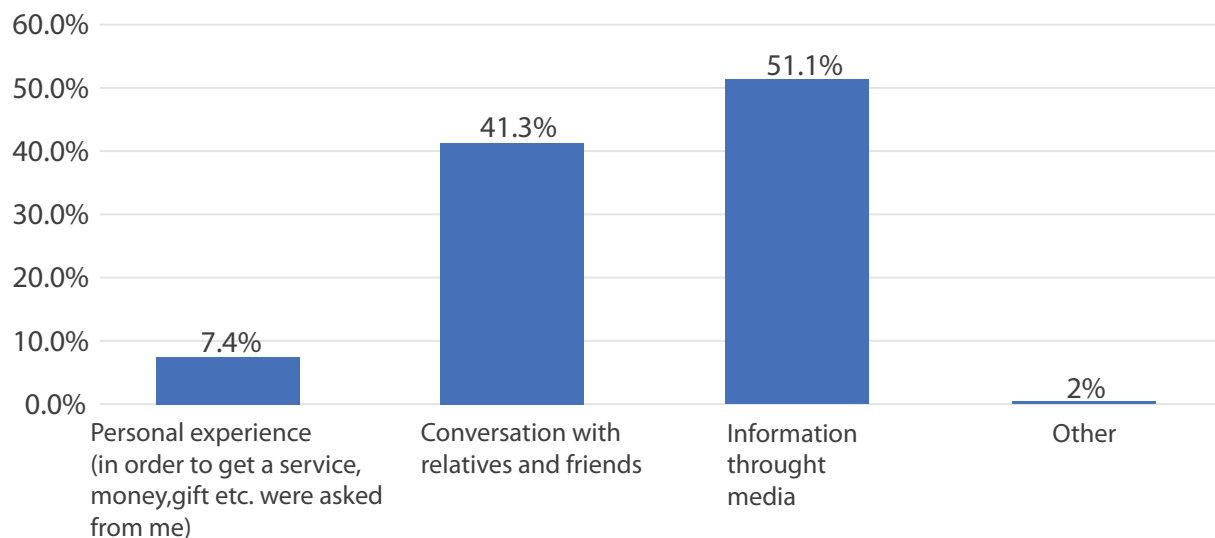


Figure 9. Respondents' reasons behind their evaluation of the corruption extent in Kosovo

Attitude Towards Voting

Public Pulse opinion poll also enquired about the voting attitudes of Kosovo citizens. When asked whether their vote can change the situation in Kosovo, a significantly high number of respondents (49%) declared that their vote cannot affect change as opposed to 46% in November 2018 and 43% in May 2018. Only 3.8% do not know whether their vote can change the situation in Kosovo, 16.8% believe that their vote can affect change, and 29.7% consider that their vote can change the situation to some extent. Compared to November 2018 (34%) and May 2018 (32%), the number of those who consider that their vote can affect changes, is much lower.

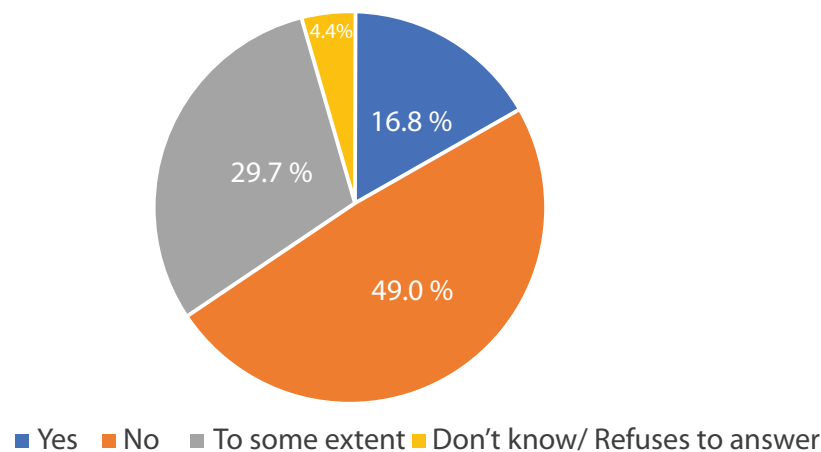


Figure 10. Perception of Kosovans on whether their vote can change the situation in Kosovo

Gender-disaggregated data show that women are more skeptical than men when it comes to the influence of their vote. While 18.4% of men consider that their vote can change the situation in Kosovo, only 15.1% of women think the same. Contrary to 47% of men, majority of women (51%) think their vote cannot change the situation in Kosovo.

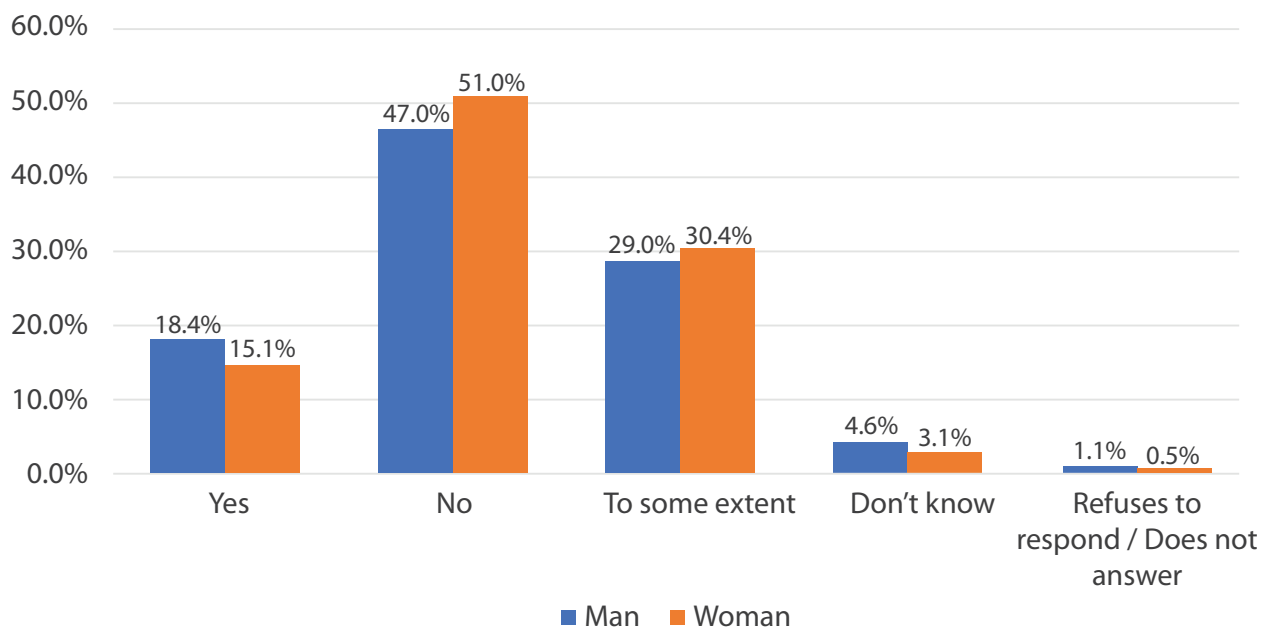


Figure 11. Perception of men and women on whether their vote can change the situation in Kosovo

Ethnicity disaggregated data show considerable differences in confidence in elections as a mechanism to make positive changes in Kosovo. Only 3.8% of Kosovo Serbs consider their vote can affect changes in Kosovo as opposed to 17.5% of Kosovo Albanians and 12% other Kosovo communities.

Kosovo Serb respondents present the lowest percentage and the highest downward trend (31.9% vs 61.5% in November 2018) of those that do not believe their vote can make changes in Kosovo in comparison to Kosovo Albanians (49.3%) and other Kosovo communities (58%). A total of 23.8% of Kosovo Serbs do not know whether their vote can affect change in Kosovo, while 15.7% have refused to answer the question. Meanwhile, 2.7% of Kosovo Albanians and 10% of other Kosovo communities did not know whether their vote can affect changes in Kosovo and a negligible percentage of 0.1% and 0.5% have refused to answer.

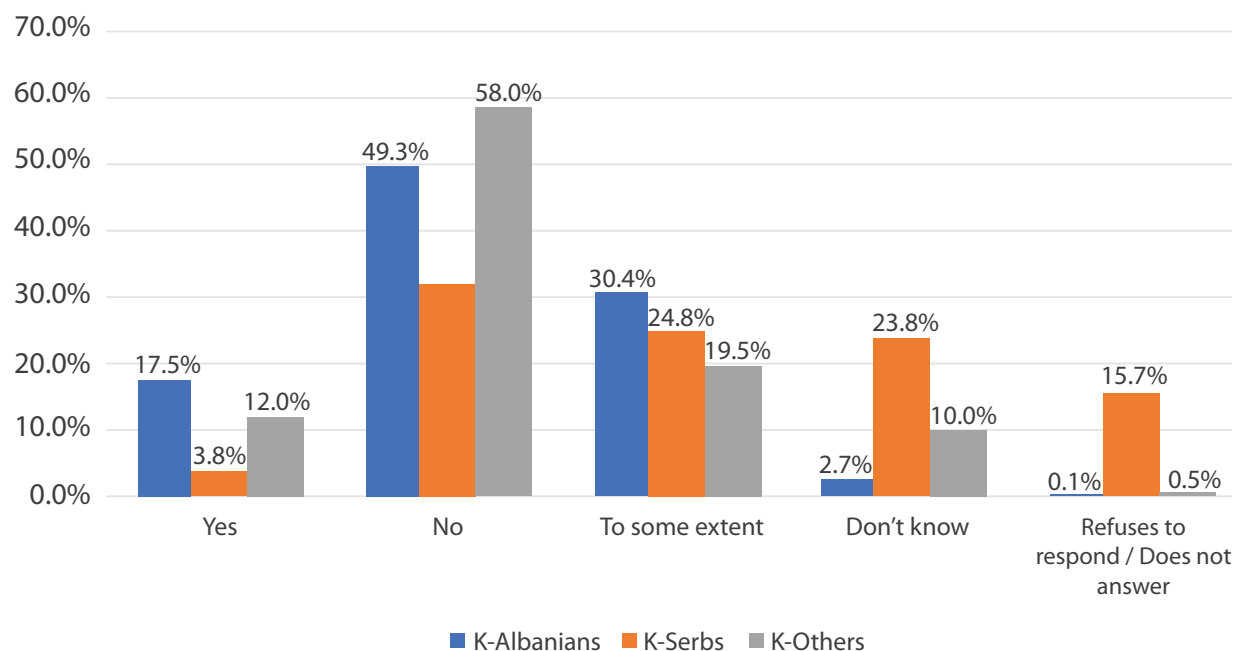


Figure 12. Perception of different communities on whether their vote can change the situation in Kosovo

The Public Pulse poll also inquired about the likelihood of respondents to vote and their voting preferences. Findings indicate that 73.5% of respondents (compared to 69% in November 2018 and 63% in May 2018) would vote for a specific political party, or a coalition, if central elections were to take place in the near future. Whereas 11.7% of respondents did not have any political preferences, 11.4% of respondents said they would not vote, just like in November 2018, and 3.4% did not answer the question.

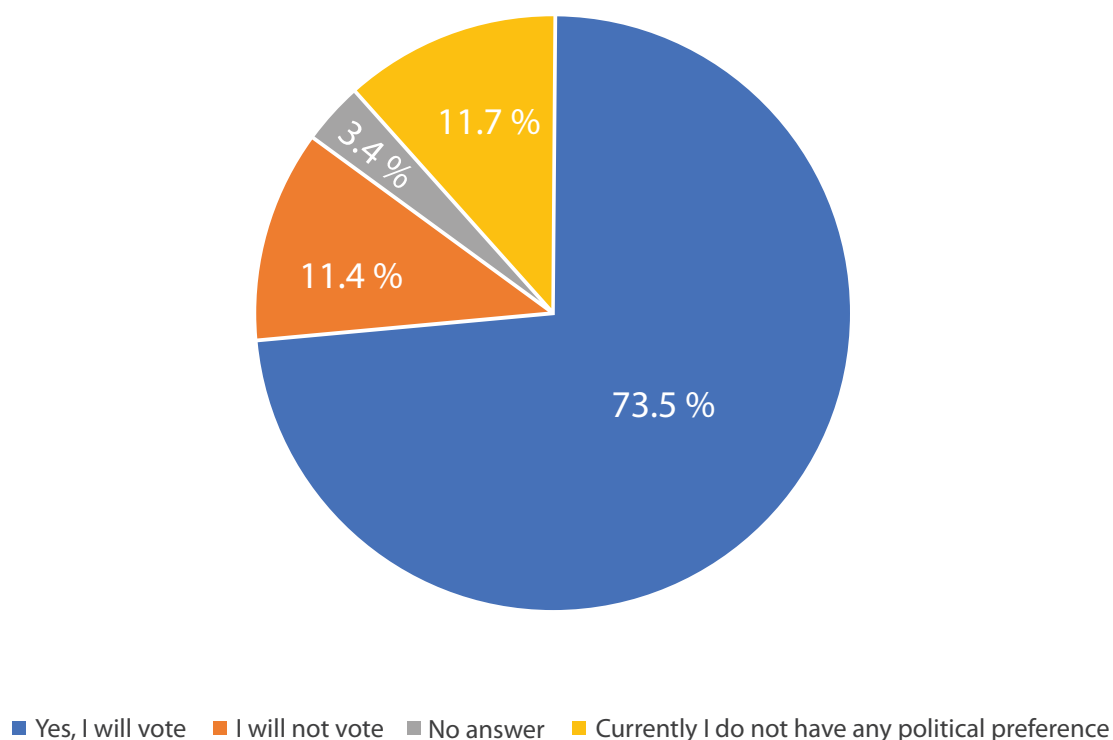


Figure 13. Respondents' likelihood to vote if central elections were to be held soon.

Gender-disaggregated data show that there is no significant difference between men and women in terms of their likelihood to vote if central elections were to be held soon. However, ethnicity disaggregated data show that more Serbs would vote now than six months ago: 32.7% of Kosovo Serbs would vote, compared to 21% in November 2018, as opposed to 75.5% of Kosovo Albanians and 71.2% of other Kosovo communities. A substantially higher number of Kosovo Serbs (30.8%) would not vote compared to 10.6% of Kosovo Albanians and 11.5% of other Kosovo communities. A total of 2.6% of Kosovo Albanians, 13.5% of Kosovo Serbs and 11.5% of other Kosovo communities did not answer, whereas 11.4% of Kosovo Albanians, 23.1% of Kosovo Serbs and 5.8% of other Kosovo communities did not have any political preferences.

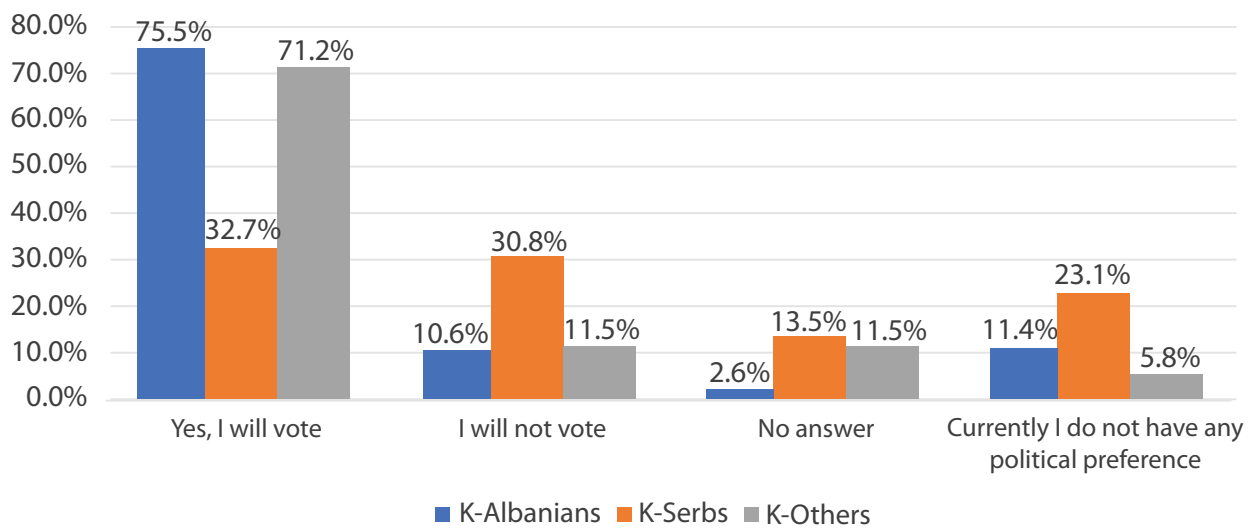


Figure 14. Respondents' likelihood to vote and voting preferences according to ethnicity

Environment

Public awareness about the need to live in a clean and healthy environment is a key for policies which foster clean and healthy environment, and citizen own care about the environment they live in. Respondents were asked about their knowledge of the right to live in a healthy and cleaner environment. A total of 10.6% said they know a lot about the topic, 40.4% claimed average knowledge and 36.3% of respondents said they know a little about this topic. Only 12.7% said they have no knowledge about their right to live in a clean and healthy environment. There is no big difference compared to November 2018 when questions on environment were introduced for the first time, except for the percentage of those who have no knowledge which has decreased from 18.1% to 12.7% in May 2019 poll.

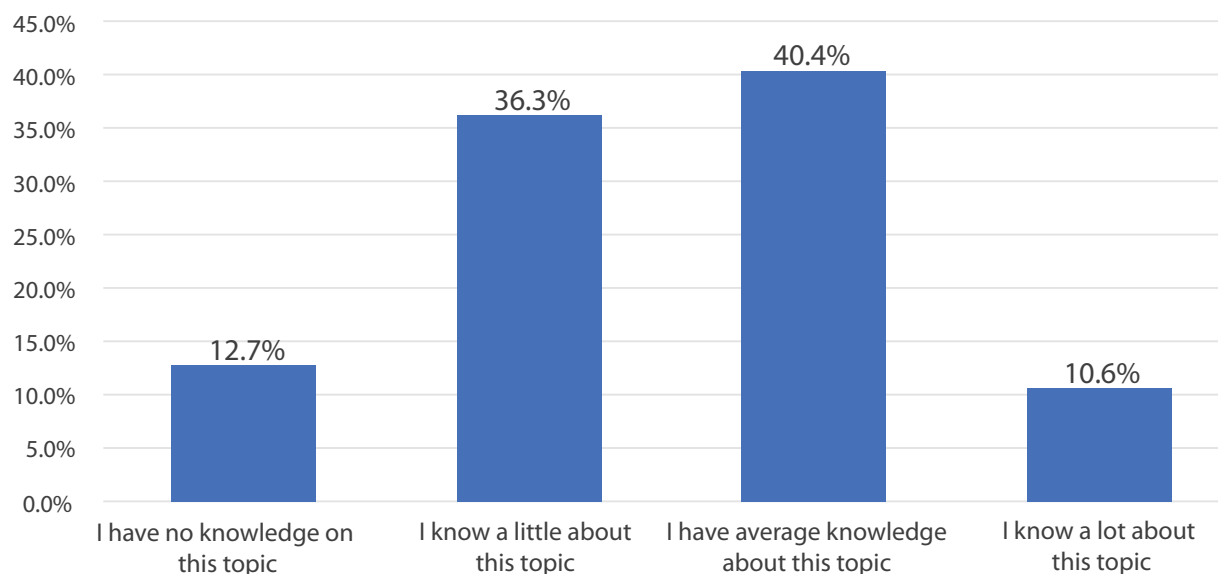


Figure 15. Respondents awareness about the right to live in a healthy and clean environment

Ethnicity disaggregated data show substantial differences between various communities in Kosovo about their awareness about the right to live in a healthy and clean environment. A total of 25.5% of other Kosovo communities, 23.3% of Kosovo Serbs, and only 11.7% of Kosovo Albanians claim they have no knowledge about this issue. The biggest difference between November 2018 (46.9%) and May 2019 (23.3%) is the decline in the number of Kosovo Serbs who have no knowledge about the topic. Other Kosovo communities represent the largest share of respondents who declared to have no knowledge on the topic (25.5%). Kosovo Albanians represent the largest share of respondents (37.2%) who have little knowledge about this issue; Kosovo Serbs constitute the largest share of respondents (48.6%) who have average knowledge about the right to live in a clean and healthy environment, whereas Kosovo Albanians lead in knowing a lot about this issue (10.8%) and are followed closely by Kosovo Serbs (9.5%) and other Kosovo communities (5.5%).

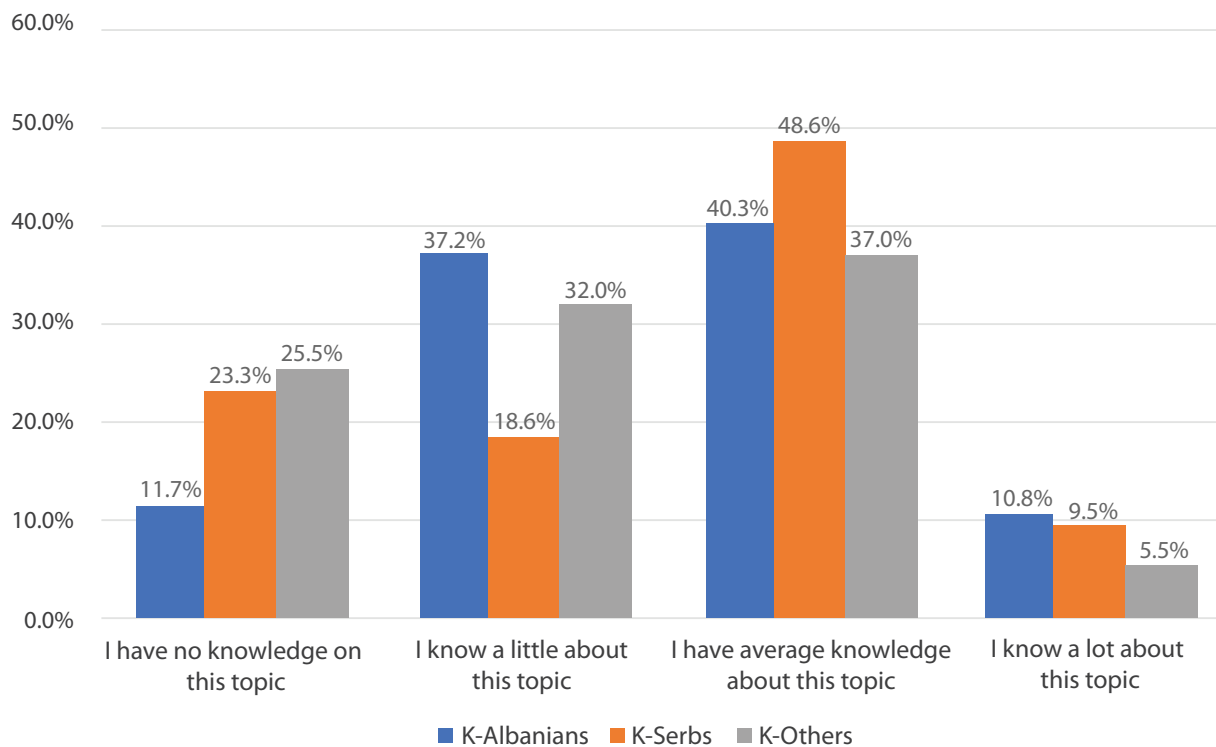


Figure 16. Respondents' knowledge regarding their right to live in a healthy and clean environment based on their ethnicity

The second question regarding environment was about the awareness of respondents about the potential environmental threats to own and family health. While 8% of respondents said they were fully aware of these threats, 77.9% of respondents said they have little to average knowledge about these threats, and 14.1% said they had no knowledge of potential environmental threats to own and family health. There is no significant difference in knowledge of respondents compared to November 2018 opinion poll. Gender disaggregated data show that 16.2% of women and 12% of men have no knowledge about this issue and that women have less than average knowledge than men for 3.6%. Other indicators show same values between women and men.

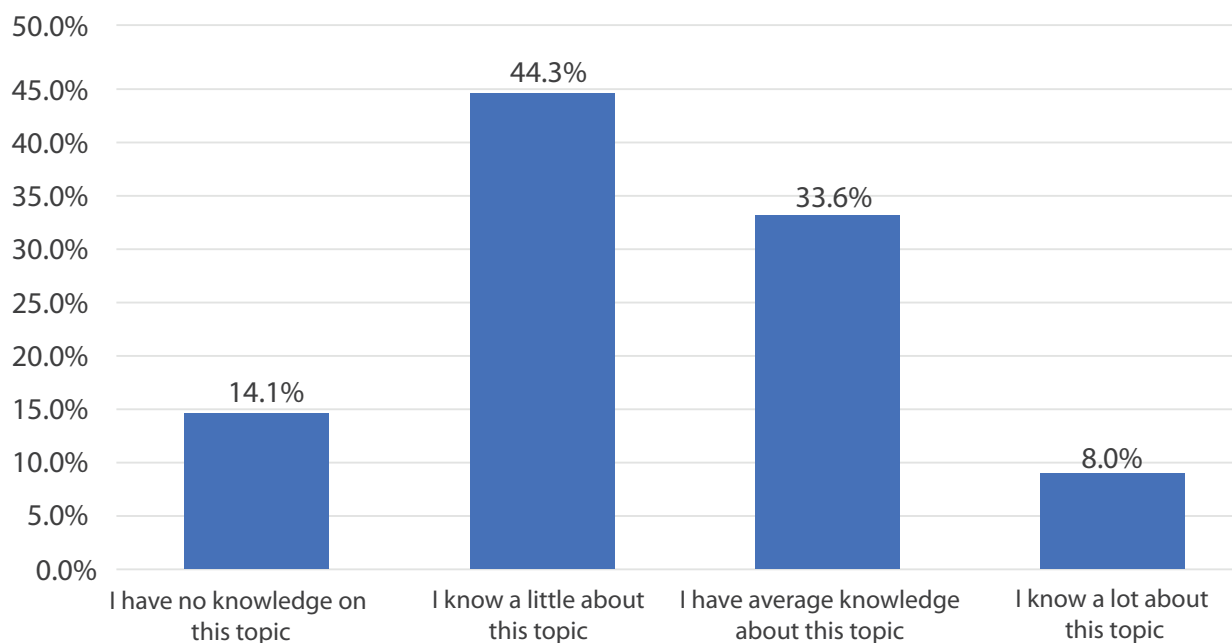


Figure 17. Respondents' awareness of potential environmental threats to own and family health

As shown in Figure 18, ethnicity disaggregated data highlight differences between ethnic groups regarding potential environmental threats to own and family health. A total of 23% of other Kosovo communities, 22.9% of Kosovo Serbs, and only 13.3% of Kosovo Albanians claim they have no knowledge about this issue. The biggest difference between November 2018 (45.5%) and May 2019 (22.9%) is the decrease in the number of Kosovo Serbs who have no knowledge about the topic. Other Kosovo communities represent the largest share of respondents who declared to have no knowledge (23.3%) or little knowledge (46%) on the topic. Kosovo Serbs constitute the largest share of respondents (40%) who have average knowledge about potential environmental threats to own and family health. Finally, Kosovo Albanians lead with a lot of knowledge about this issue with 8%, followed closely by Kosovo Serbs with 7.6%, and other Kosovo communities with 6%.

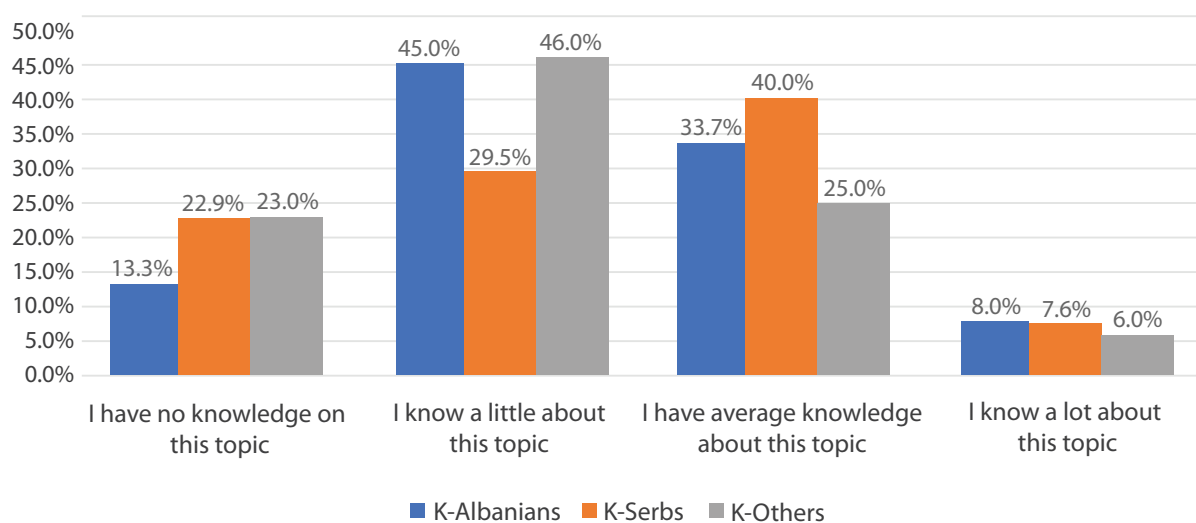


Figure 18. Respondents' awareness of potential environmental threats to own and family health according to ethnicity

Methodology

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

Weighting Population Totals

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

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

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

Ethnicity	Total Population	Percentage of Total Population
Kosovo Albanian	1,616,869	92.93 %
Kosovo Serb	25,532	1.47 %
Kosovo Turk	18,738	1.08 %
Kosovo Bosnian	27,533	1.58 %
Kosovo Gorani	10,265	0.59 %
Roma	8,824	0.51 %
Ashkali	15,436	0.89 %
Egyptian	11,524	0.66 %
Other, refused do declare and not available	5,104	0.29 %
Total	1,739,825	100 %

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

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

However, considering that Kosovo Serbs in the northern Kosovo had not participated in the Census, along with the general observation that the participation rate of Kosovo Serbs in the rest of Kosovo was lower, a need to add another 34,000 Kosovo Serbs was estimated, bringing the total number of Kosovo Serbs considered for the purposes of this study to 59,532. This also increased the total population of Kosovo to 1,773,825. When these changes were taken into consideration, the weighting in Public Pulse polls was applied in the following manner:

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

Calculation of Indices

The DI is a composite average based on respondents' level of agreement or disagreement regarding developments in the following processes in Kosovo: extent of free and fair elections, Assembly monitoring, the performance of central institutions, independence of the judiciary system, freedom of expression and media, existence of a watchdog civil society, human rights-based Constitution and laws, and whether local and central government work according to citizens' priorities. The DI is a continuous measure which ranges from 0 to 3, where a score of 0 means that none of the respondents consider democratization to be on the right track, and a score of 3 means that all respondents fully agree that democratization is on the right track.

The ECI is a composite average which is calculated based on the respondents' evaluation of favorable or unfavorable economic conditions in Kosovo. Specifically, respondents evaluate the following conditions: expectations regarding their family's total income, employment conditions in the next six months, and an assessment of the current business and employment conditions. The ECI is a continuous measure with values ranging from 0 to 3, where the range of 0 to 1.5 indicates an unfavorable assessment of the economic situation by the majority of the population, and the range of 1.5 to 3 indicates a favorable assessment by most of the population.