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Resilient nations*

PUBLIC PULSE REPORT -V-

February 2013

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LIST OF ACRONYMS

DI	Democratization Index
ECI	Economic Confidence Index
EULEX	EU Rule of Law Mission in Kosovo
ICO	International Civilian Office
KFOR	NATO - Kosovo Forces
KP	Kosovo Police
KPT	Kosovo Pension Savings Trust
KSF	Kosovo Security Force
OSCE	Organization for Security and Cooperation in Kosovo
PAK	Privatization Agency of Kosovo
PI	Participation Index
PTK	Post and Telecommunication of Kosovo
RAE	Roma, Ashkali, Egyptian (referred in the Report also as K-Others)
UNDP	United Nations Development Programme
UNMIK	United Nations Interim Administration Mission in Kosovo

Dear Reader,

This is the fifth edition of the Public Pulse Report, which provides valuable analysis of public perceptions while Kosovo¹ consolidates its democracy and makes progress towards strengthening of its institutions and prudent governing. The Public Pulse Report lifts the analysis from early warning and conflict prevention, to democratic dialogue and monitoring of institutional stability. Through this USAID-funded project we hope to increase the communication between Government institutions and their constituents, civil society and media.

This edition of the report is published in a period of intensive and important developments with the Belgrade-Pristina and developments in the northern Kosovo. In this regard, continued monitoring of public perception indicators may prove to be a necessary tool for obtaining insight into the opinion of Kosovo people on those respective processes.

The challenges and limitations of governmental or public institutions are enormous but so is the public demand and eagerness for visible improvements in Kosovo. Some important highlights of the report are:

- The October 2012 poll, results show varying trends in satisfaction level with the work of institutions compared to April 2012. While there is an increase in satisfaction with the work of Courts, Government, and the Prime Minister, there is a decrease in people's satisfaction with the work of Kosovo's President and the Parliament Speaker.
- The Economic Confidence Index experienced some positive changes during the last year, increasing from (0.79) in November 2011 to (0.82) in October 2012. Gender disaggregated data show that the index has increased from (0.77)

in April to (0.87) in October 2012 for women, while for men it has decreased from (0.84) to (0.78).

- The current results show that the Democratization Index of (0.89) has reached the lowest level since November 2010.
- Seventy-five percent of the respondents are either dissatisfied or very dissatisfied with Kosovo's current economic direction while only 6% are satisfied or very satisfied with it.
- Despite the low levels of satisfaction with Kosovo's economic direction and high readiness to protest for this issue, one third of Kosovans remain optimistic regarding the economic direction in the medium-term future (next two years).

While the report might be of interest to the general reader, its primary aim is to provide a platform of perceptions and mechanism to facilitate the public policy making process in an ever consolidating Kosovo democracy.

We remain confident that the set of analyses presented here will stimulate a lot of thought and further discussions among readers and opinion makers in Kosovo. It gives us great pleasure, therefore, to extend our appreciation and gratitude to the contributing experts that participated in discussions and provided insights, perspectives and interpreted the results of the poll, and to all those who supported us in the process of completing this edition.

Steliana Nedera
UNDP Deputy Resident Representative

¹ For UNDP, all references to Kosovo on this document are made in the context of UN Security Council Resolution 1244 (1999).

Selected Economic Indicators

	Jan-Mar 2005	Jan-Mar 2007	Jan-Mar 2009	Nov 2010	Jun 2011	Nov 2011	Aug 2012	Dec 2012	Trend
Population (in ,000)	1.999*	2.07**	2.1**	2.2*	1.733.872	1.733.872 (f)	1.733.872 (f)	1.733.872 (f)	◀▶
GDP growth rate (annual), % (a)	0.3		5.4	2.9	4.6 (a)	4.2 (a)	5.0 (h)	4.5 (b)	▼
GDP per capita, € (a)	1.120	1.612	1.784	1.795 (a)	1.850 (v)	2.383 (a)	2.682 (h)	2.650.0 (b)	▼
Kosovo Budget (Annual), bilion € (b)	641.5	553	862.13	1.461	1.2	1.520 (c)	1.119 (h)	1.135 (c)	▼
Workers' remittances, million €	281				511.6 (q)	393.3 (b)	584.8 (h)	261.5 (c)	▼
Foreign assistance, million €	462.0 *			132.4	432.6		394.6 (h)	394.6 (h)	◀▶
KPST fund, million €	148.5 (Dec)	230.6 (Mar)		488.8 (April)	546.3 (June'11)	588.1 (Mar'12) e	637.98 (Q1'12) e	647.6 (e)	▲
PAK fund, million € (e)	113.1 (Dec)	291.6 (Feb)		463.2 (March)	517.2 (March)	517.2* (March) 2011	678.9 (March'12) 1	740.1 (Dec'12) 1	▲
Bank deposits, million €	704.8 (Feb)	973.5 (Feb)	1.4441 (r)	1.77 (u) (March)	1.93 (q) Oct	2.10 (b)	2.11 (h)	882.4 (c)	▼
Commercial bank loans, million €	356.5 (Feb)	515.1 (Feb)		▼ (March)	1624.9 (June)	1.689.1 (b)	1.683.1 (h)	1.758.4 (C)	▲
Trade balance, million € (j)	-219.1 (Jan-Mar)	-101.92 (Jan-Feb)	-142 (May)	-550 March	-925.4 (June)	-2.166.8 (b)	-2.383.9 (h)	-186.654 (d)	▼
Registered job-seekers	303,095 (Jan)	331,056 (Mar)	338.836 (Apr)	338.8 (March 2010)	335.26	335.905 Jan'12 (g)	325.261 (i)	325.261 (i)	◀▶
Consumer Price Index,	101.4 (May)	100.2 (Mar)	110,9 (Mar)	119.9 March	130.3 June (q)	100 (a) Nov 2011	124.7** March <12 (i)	73.0 (b)	▼
Basic pensions (per month), €	40	40	40	70	70	70	70	70	◀▶

Sources:

a) SOK, Gross Domestic Product in Current Prices

b) Figure for the three first quarters of the year. CBAK, Monthly Statistics Bulletin, No. 124, BPK, Prishtinë/Prishtina, December 2011.

c) The information was received by the Information Office-Ministry of Finance

d) Report on Activities of the PAK of the Jan – March 2011

b) Kosovo Agency of Statistics
<http://esk.rks-gov.net/eng/> (homepage)

e) Official webpage of Kosovo Pension Savings Trust
<http://www.trusti.org>

f) Official webpage of Statistical Office of Kosovo <http://esk.rks-gov.net/eng/>

g) Annual Review 2011 on Labor Relations and Social Dialogue in South East Europe: Kosovo: available at <http://library.fes.de/pdf-files/bueros/belgrad/08909.pdf>

h) Buletini Mujor Statistikor, BQK nr. 127, Mars 2012
<http://www.bqk-kos.org/repository/docs/2012/BMS%20nr%20127%20shqip.pdf>

*PAK Fund only gave the total budget and privatization sales up to March 31, 2011

(1) Privatisation Agency of Kosovo, official webpage
<http://www.pak-ks.org/repository/docs/>

(i) Quarterly Bulletin, April 2012, Kosovo Agency of Statistics, <http://esk.rks-gov.net/ENG/dmdocuments/Quarterly%20Bulletin%20April%202012.pdf>

**Base year of 2002 = 100 as according to SOK.

Selected Indicators from the Opinion Poll

	Mar 2005 a)	Sep 2005 b)	Jun 2006 c)	Dec 2006 d)	Jun 2007 e)	"Dec 2007 f)"	Sep 2008 g)	"Nov 2008 o)"	"Jun 2009 p)"	Sep 2009 q)	Jan 2010 r)	Apr 2010 s)	Nov 2010 t)	Jun 2011 v)	Nov 2011 z)	Apr 2012 y)	"Oct 2012 aa)"	Tre- ndi
Political pessimism, % ("very dissatisfied" or "dissatisfied" with current political trends)	38.6	41.0	43.4	48.9	54.0	41.1	36.0	35.73%	26.78%	33.03%	41.08%	37.30%	66.90%	57.50%	60.80%	73.82%	68.7%	▼
Economic pessimism, % ("very dissatisfied" or "dissatisfied" with current economic trends)	71.1	68.8	76.0	76.2	70.7	64.6	53.0	55.0	43.48%	57.07%	60.31%	53.80%	72.10%	69.70%	73.00%	79.44%	76.2%	▼
Willingness to protest due to economic reasons, %	62.9	57.4	62.8	42.8	54.9	71.3	68.3	75.7%	64.32%	66.58%	63.40%	59.2%	72.4%	66.9%	72.4%	61.5%	69.9%	▲
Willingness to protest due to political reasons, %	48.9	45.4	45.5	30.9	31.2	58.6	49.2	59.5%	45.21%	50.68%	46.06%	49.19%	58.70%	55.40%	59.10%	54.02%	56.9%	▲
Satisfaction with UNMIK's performance*, %	29.7	34.5	30.5	28.0	31.5	27.7	25.4	20.8%	28.36%	23.11%	12.58%	22.20%	18.90%	15.90%	14.80%	11.54%	12.6%	◀▶
Satisfaction with SRS's performance*, %	81.2	69.8	70.5	43.6	45.9	39.6	18.4	21.1%	33.66%	25.93%	17.79%	25.30%						
Satisfaction with Gov. Kosovo (before PISG) performance*, %	81.2	48.7	43.3	27.2	35.9		49.9	55.7%	53.13%	55.83%	36.72%	29.30%	25.10%	32.60%	30.20%	21.25%	28.1%	▲
Satisfaction with Assembly's performance*, %	73.7	59.0	45.4	25.6	31.9	36.7	46.0	49.0%	53.18%	46.37%	33.34%	34.10%	32.10%	41.00%	40.50%	32.45%	33.8%	◀▶
Satisfaction with KFOR's performance*, %	81.0	84.3	81.0	77.5	81.8	83.7	84.2	86.9%	72.88%	71.90%	77.63%	69.60%	81.70%	82.10%	78.80%	74.69%	74.2%	◀▶
Satisfaction with KPS performance*, %	86.9	84.5	81.8	72.5	79.3	78.6	80.0	80.9%	71.14%	70.96%	74.86%	74.30%	78.50%	78.30%	79.10%	70.52%	73.7%	▲
Feelings of insecurity ("Somewhat unsafe" or "very unsafe" while outdoors)	38.1	36.7	35.5	38.6	22.6*	55.25*	21.2	18.3	26.00%	17.87%	27.64%	29.90%	30.60%	31.40%	20.66%	16.10%	12.1%	▼

* includes "satisfied" and "very satisfied" (question was redesigned in June 2007, therefore June results are not comparable to earlier results)

Sources:

a) UNDP, Early Warning Report March 2005, UNDP, Prishtinë/Priština, op. cit.

b) UNDP, Opinion Poll: Sep 2005.

c) UNDP, Opinion Poll: Jun 2006

d) UNDP, Opinion Poll: Dec 2006

e) UNDP, Opinion Poll: Jun 2007

f) UNDP, Opinion Poll: Dec 2007

g) UNDP, Opinion Poll: Sep 2008

o) UNDP, Opinion Poll: Nov 2008

p) UNDP, Opinion Poll: Jun 2009

q) UNDP, Opinion Poll: Sep 2009

r) UNDP, Opinion Poll: Jan 2010

s) UNDP, Opinion Poll: Apr 2010

t) UNDP, Opinion Poll: Oct 2012

EXECUTIVE SUMMARY

- The Economic Confidence Index experienced some positive changes during the last year, increasing from (0.79) in November 2011 to (0.82) in October 2012. Gender disaggregated data show that the index has increased from (0.77) in April to (0.87) in October 2012 for women, while for men it has decreased from (0.84) to (0.78).
- The current results show that the Democratization Index of (0.89) has reached the lowest level since November 2010.
- Seventy-five percent of the respondents are either dissatisfied or very dissatisfied with Kosovo's current economic direction while only 6% are satisfied or very satisfied with it.
- Even though the majority of Kosovans are dissatisfied with the current political direction, the poll data show that this percentage has decreased from 72% in April 2012 to 67% in October 2012.
- Fifty four percent of the Kosovans stated that they are ready to join public protests due to political reasons, and 66% of confirmed that they would do so over the current economic situation.
- The percentage of those who are satisfied with the work of the Courts has increased from 18% in April 2012 to 24% in October 2012.
- Only 27% of respondents confirmed to be satisfied with the work of the Government and Prime Minister.
- The satisfaction level with the work of the Speaker of the Parliament has declined by more than 3 percentage points since April 2012. Similarly the percentage of those that are satisfied with the performance of the President has also declined by almost 7 percentage points.
- Public dissatisfaction with Kosovo's economic direction is higher than dissatisfaction with political direction: about 75% of all respondents are either dissatisfied or very dissatisfied with Kosovo's current economic direction, while only about 6% are satisfied with it.
- Despite the low levels of satisfaction with Kosovo's economic direction and high readiness to protest for this issue, one third of Kosovans remain optimistic regarding the economic direction in the medium-term (next two years).
- Problems related to economy are perceived as most important. Unemployment is perceived to be the top problem in Kosovo by 47% of its citizens, while 21% of them think that poverty is the biggest problem, and about 11% considers the prices as the biggest problem in Kosovo.
- The interethnic social acceptance trends indicate that there has been an increase of K-Albanian social acceptance toward K-Serb community between April and October 2012. On the other hand, for the same period of time, there has been a slight decrease of K-Serb social acceptance toward K-Albanians.
- For the K-Serb population, the October 2012 poll marks a decrease in levels of satisfaction with security institutions as compared to April 2012, where the figure remains very low (at 7%).
- The majority of respondents identified the elderly (29%), persons with disabilities (16%) and women/girls (13%), as the groups most commonly subject to discrimination.
- It may be observed that the majority of K-Serbs (70%) and majority of other ethnicities (30%) considered their own communities as subject to discrimination.

CHAPTER 1

Political and Institutional Stability

Political Indicators

During April – October 2012 period, Prishtina – Belgrade “negotiations” continued to dominate the daily political agenda. In this regard, most of the political and diplomatic activities of the Kosovo Government were focused on these issues, as was the attention of the media and public opinion. Therefore, the abovementioned might have influenced Kosovans’ perceptions concerning the performance of the key executive, legislative, and judicial institutions.

The October 2012 poll, show varying trends in satisfaction level with the work of institutions compared to April 2012. While there is an increase in satisfaction with the work of Courts, Government, and the Prime Minister, there is a decrease in people’s satisfaction with the work of Kosovo’s President and the Parliament Speaker. According to the current survey, only 27% of the citizens are satisfied with the work of the Government and Prime Minister.

However, compared to April 2012, the satisfaction level with the work of the Government has increased by 6 percentage points, while that with the performance of the Prime Minister has increased by almost 4 percentage points. Similarly, the percentage of those satisfied with the work of the Courts has increased from 18% in April 2012 to 24% in October 2012. The satisfaction level with the work of the Parliament and Prosecutors Office didn’t mark any significant changes during the last 6 months. On the other hand, the satisfaction level with the work of the Speaker of the Parliament has declined by more than 3 percentage points since April 2012. The largest decrease in satisfaction level during the last 6 months has been recorded for the performance of the President, from 55% to 47% (see Table 1.1).

Table 1.1. Satisfaction with Kosovo’s Key Institutions

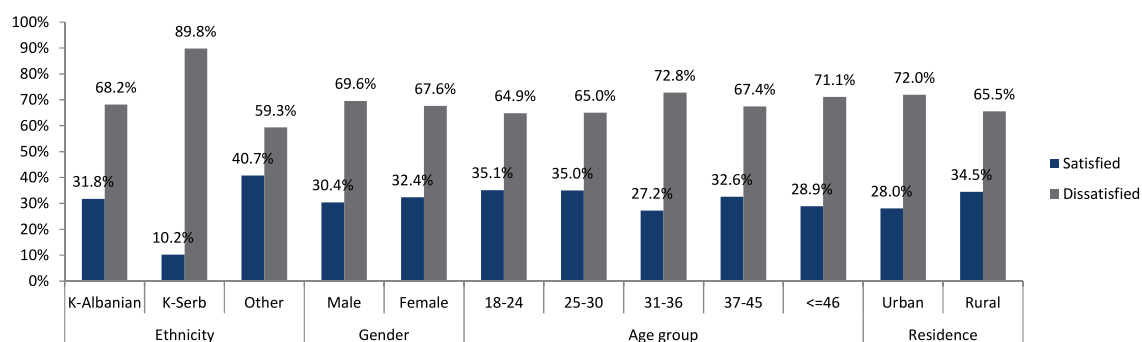
		Mar-07	Oct-07	Dec-07	May-08	Oct-08	Apr-09	Jun-09	Sep-09	Jan-10	Apr-10	Nov-10	Jun-11	Nov-11	Apr-12	Oct-12
Satisfaction with executive government	Government	30.5%	28.1%		46.9%	55.7%	38.0%	53.1%	55.8%	36.7%	29.2%	25.1%	32.6%	30.2%	21.2%	27.2%
	Prime minister	54.0%	61.0%		72.0%	63.1%	39.8%	53.8%	52.0%	41.5%	36.4%	30.7%	37.6%	30.3%	23.7%	27.3%
Satisfaction with legislative	Parliament	31.0%	36.2%	36.8%	51.4%	49.0%	33.6%	53.2%	46.4%	33.3%	34.1%	32.1%	41.0%	40.5%	32.5%	32.1%
	Speaker of parliament	35.4%	37.1%	35.1%	56.5%	47.0%	32.8%	51.6%	49.5%	40.3%	36.0%	33.3%	60.9%	51.6%	47.5	44.7%
	President	52.0%	59.0%	61.0%	74.0%	69.9%	45.7%	61.7%	60.8%	56.6%	54.9%	30.8%	54.1%	61.1%	54.6%	47.1%
Satisfaction with judiciary	Court	20.0%	18.0%	18.0%	21.0%	19.7%	20.0%	32.7%	25.6%	14.7%	27.2%	18.5%	26.9%	19.3%	17.8%	24.3%
	Prosecutor's office	22.7%	17.7%	18.3%	22.7%	21.1%	20.5%	31.7%	25.7%	14.8%	26.9%	15.1%	20.0%	19.7%	15.7%	15.0%

Kosovans were also asked about their satisfaction with Kosovo's current political direction. The most recent data show that the number of respondents who are dissatisfied or very dissatisfied with the political direction of Kosovo has decreased from 72% in April 2012 to 67% in October 2012.

When this question was analyzed by ethnicity, results indicate that K-Serbs are more dissat-

isfied with the political direction than other ethnic groups, with a rate of 90%. In terms of age groups, individuals aged 31-36 years are the least satisfied, followed by the age group of 46 years and older. When disaggregated by gender, the results shows that a higher percentage of men (69%) compared to 64% of women are dissatisfied with Kosovo's current political direction. (see Figure 1.1).

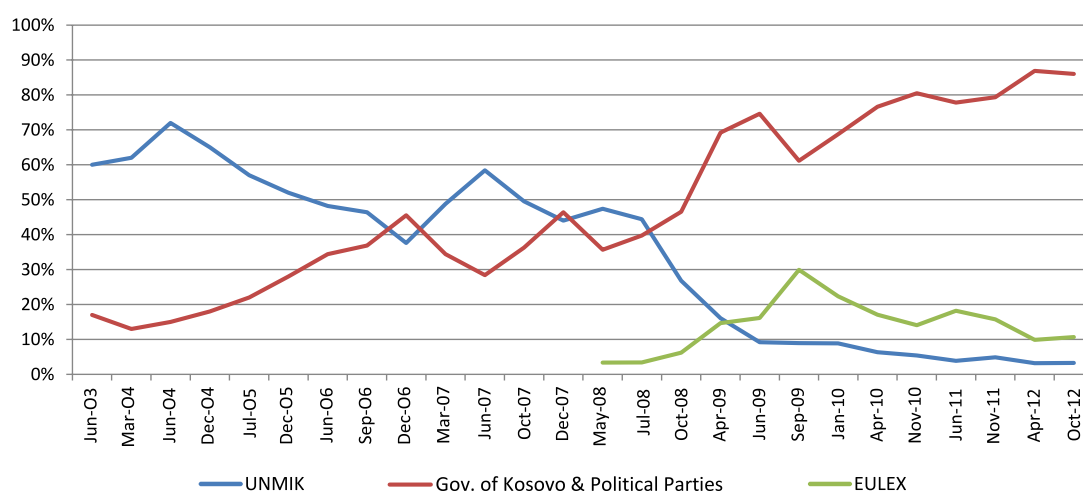
Figure 1.1. Level of satisfaction with Kosovo's political direction, by ethnicity, age, gender, and residence of respondents



Kosovans were also asked who, in their opinion, is the most responsible for Kosovo's current political situation. As has been the trend over the last three years, the leader in this category continues to be the Government of Kosovo and political parties, selected by 85% of respondents. Around 11% of respondents assigned the responsibility of Kosovo's current

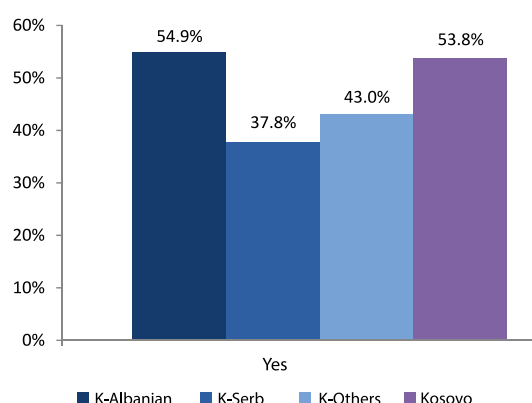
political situation to EULEX whereas only 3% of respondents attribute this responsibility to UNMIK (see Figure 1.2.). It should be noted that since 2004, the number of respondents that attributed this responsibility to the Kosovo Government and political parties has increased continuously.

Figure 1.2. Trends for the attribution of responsibility for the political situation in Kosovo



More than 54% of Kosovan citizens responded positively when asked whether they are ready to join public protests for political reasons. In general, according to the survey data, other minorities (43%) and K-Albanian respondents (55%) seem more ready and willing to join political protests compared to only 38% of K-Serbs, who would do so for political reasons (see Figure 1.3).

Figure 1.3. Readiness to join public protests for political reasons, by ethnicity



Democratization and Public Participation Indexes ¹

The current results show that the Democratization Index of (0.89) has reached the lowest level since November 2010. As may be observed on Table 1 below, the index has remained rather constant for men compared to November 2011 (0.91), but it has reached the lowest level since November 2010 for women (0.87). Taking into consideration that Democratization Index ranges from 0 to 3 the current Index notifies that majority of people do not have positive opinion on democratic processes.

According to the latest poll, Kosovo's Participation Index is 0.10 (as opposed to 0.12 in April 2012), marking the lowest value for public participation in Kosovo's political and civic life since November 2010. When this Index is broken down by gender, it is noted that the

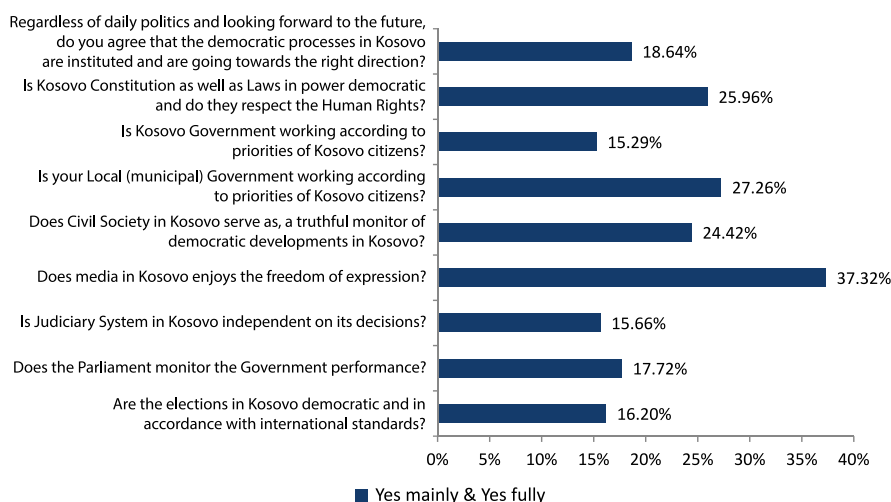
Participation Index is higher for men (0.12) as compared to women (0.09), confirming an inequality in public participation in politics and civic life between men and women in Kosovo (see Table 1.2).

Table 1.2. Democratization and Participation Indexes

	Nov-10	Jun-11	Nov-11	Apr-12	Oct-12
Democratization Index	0.92	0.95	0.91	0.91	0.89
Democratization Index (Men)	0.94	0.99	0.9	0.91	0.91
Democratization Index (Women)	0.89	0.91	0.92	0.9	0.87
Participation Index	0.24	0.13	0.16	0.12	0.1
Participation Index (Men)	--	0.18	0.22	0.15	0.12
Participation Index (Women)	--	0.07	0.11	0.08	0.09

Indicators of democratization for which the Public Pulse poll gathered data reveal that only 37% of Kosovans believes that the Media enjoy the freedom of expression, 27% thinks that their municipal Government works according to priorities of their residents, and 24% believes that the Kosovo civil society serves as a truthful monitoring body of democratic developments in Kosovo. A very small proportion of Kosovans (18%) believes that the Parliament monitors the government's performance and only 16% thinks that the elections are democratic and in accordance with the international standards and similar number think that the judiciary system is independent in its decisions. Moreover, only 15% of Kosovans thinks that the Government is working according to its citizens' priorities (see Figure 1.4).

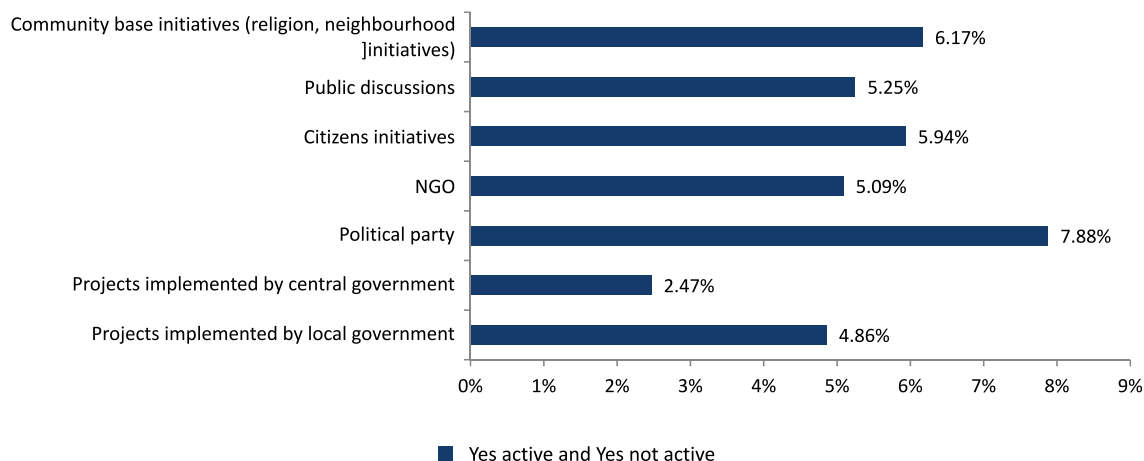
¹ See Annex 1 for more information on the calculation of the Democratization and Public Participation Indexes.

Figure 1.4. Affirmative responses to the Democratization Index questions

In an effort to measure the public participation in Kosovo's political and civic life, the Public Pulse poll asked respondents to answer questions about their participation in activities deemed public, political, or civic within the last six months.

Participation in activities of a political party

(8%) is the most popular way of participation in Kosovo's political and/or civic life. This is followed by participation in community-based initiatives and citizens' initiatives (6%), as well as participation in public discussions, NGO activities and projects implemented by local governments (5% each) (see Figure 1.5).

Figure 1.5. Affirmative responses to the Public Participation Index questions

CHAPTER 2

The Socio-Economic Situation

Socio - Economic Indicators and Expectations

This chapter focuses on issues related to the economic and social stability during the reporting period of April – October 2012. Public dissatisfaction with Kosovo's economic direction is higher than dissatisfaction with political direction: about 75% of all respondents are either dissatisfied or very dissatisfied with Kosovo's current economic direction, while only about 6% are satisfied with it. Opinion poll data also indicates that the proportion of dissatisfied K-Serbs (90%) is much higher than that of K-Albanians (75%) and other communities (62%) (see Table 2.1).

Table 2.1. Satisfaction with Kosovo's economic direction, by ethnicity

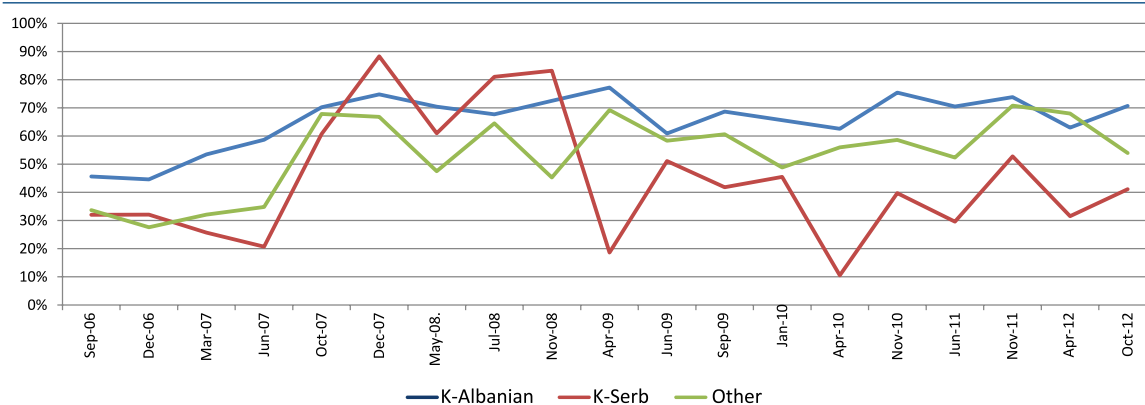
		K-Albanian	K-Serb	Others	Kosovo
Economic	Satisfied	6.30%	1.70%	7.00%	6.10%
	Dissatisfied	75.10%	90.00%	62.20%	75.20%

The majority of survey respondents, about 78%, consider the Government to be responsible for Kosovo's economic situation. The disaggregated data by ethnicity indicates that 79% of K-Albanians, 65% of other communities and 59% of K-Serbs share this opinion. The percentage of respondents who think that the international community (EULEX, ICO and UNMIK, combined) is responsible for Kosovo's economic situation is only 7%. Similarly, only 4% consider the local Government to be the primary holder of responsibility in this regard (see Table 2.2).

Table 2.2. Attribution of responsibility for the economic situation in Kosovo, by ethnicity

	K-Albanian	K-Serb	Others	Kosovo
EULEX	4.60%	12.20%	3.90%	4.90%
ICO	0.20%		1.70%	0.30%
UNMIK	1.40%	7.80%	3.00%	1.80%
Kosovo Government	78.8%	59.10%	64.80%	77.50%
Local governments	3.70%	0.90%	4.80%	3.60%
Business community	1.30%	0.90%	2.20%	1.30%
Other	2.70%	3.00%	2.20%	2.70%
Don't know	5.80%	11.30%	14.30%	6.30%
No answer	1.40%	4.80%	3.00%	1.60%
Total	100.0%	100.0%	100.0%	100.0%

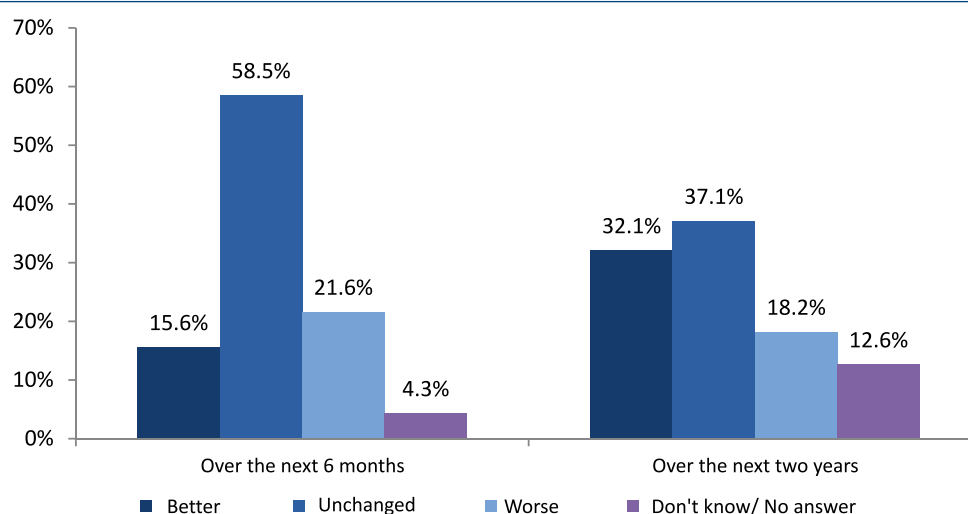
During November 2012, sixty-six percent of survey respondents stated that they would join public protests for the current economic situation. When responses on readiness to protest for economic reasons were analyzed by ethnicity, the results showed that there have been significant increases in the readiness to protest for economic reasons by K-Serbs (from 31% in April 2012 to 41%). The current poll results also show that, compared to April 2012, the number of K-Albanians who are ready to join public protests for economic reasons has increased, while the opposite is the case for other ethnicities (see Figure 2.1).

Figure 2.1. Readiness to join public protests for economic reasons, by ethnicity

Despite the low levels of satisfaction with Kosovo's economic direction and high readiness to protest for this issue, one third of Kosovans remain optimistic regarding the economic direction in the medium-term future (next two years).

Thirty-two percent of Kosovans (compared to 34% in April 2012) reported that they expect the economic situation to improve over the

next two years, whereas only about 16% think that the situation might improve over the next six months. Around 37% (as opposed to 32% in April 2012), however, believe the situation will remain unchanged over the next two years, while another 18% believe the situation will only get worse over the next two years (see Figure 2.2.).

Figure 2.2. Expectations about the future economic situation

Economic Confidence Index² and Perceptions of Large-Scale Corruption

The Economic Confidence Index has experienced some positive changes during the last year, increasing from (0.79) in November 2011 to (0.82) in October 2012. But, this index is below 1.5 (value 1.5 and above indicates neutral

to positive opinion) and this implies that many citizens do not have a favourable opinion on the overall economic developments in Kosovo.

When disaggregated by gender, the data show that the index has increased from (0.77) in April 2012 to (0.87) in October 2012 for women, while for men it has decreased from (0.84) to (0.78) for the same time period. (see Table 2.3).

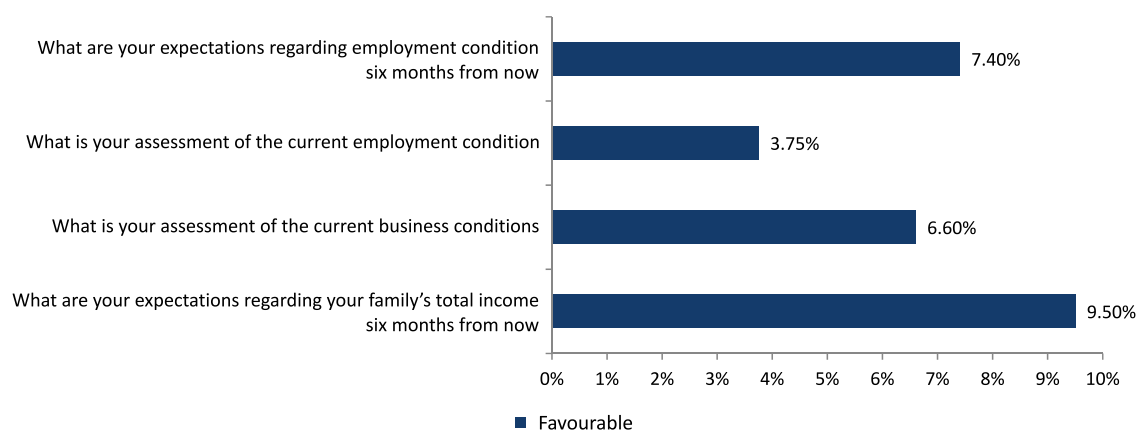
² See Annex 1 for more information on the calculation of the Economic Confidence Index

Table 2.3. Economic Confidence Index, by gender

	Nov-10	Jun-11	Nov-11	Apr-12	Oct-12
Economic Confidence Index	0.92	0.90	0.79	0.81	0.82
Economic Confidence Index (Men)	0.85	0.88	0.76	0.84	0.78
Economic Confidence Index (Women)	0.99	0.92	0.83	0.77	0.87

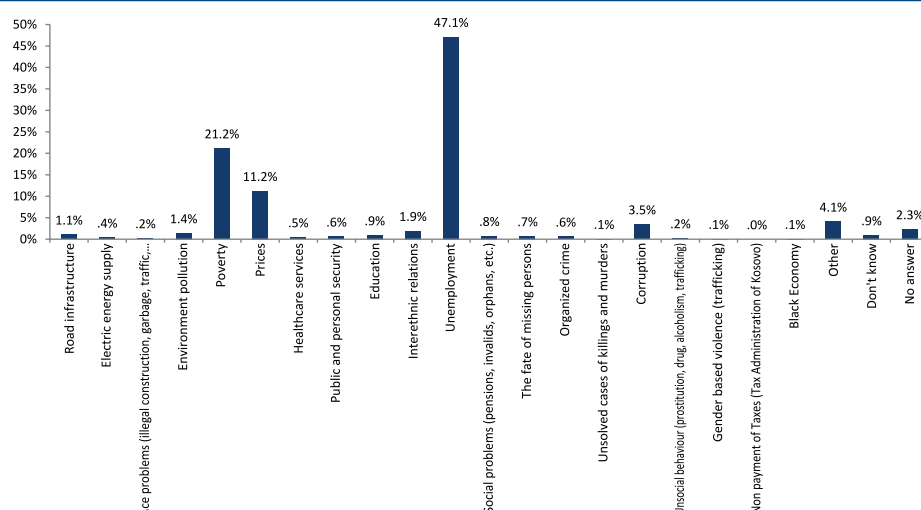
The Economic Confidence indicators that comprise the index assess the current business and employment conditions as well as expectations about employment and the family's total income conditions in the near future (a six-month period). Roughly 7% of respondents expect favourable employment conditions in

the near future, whereas only about 4% of them assess the current employment conditions as favourable. While about 10% of respondents have favourable expectations regarding their total family income six months from now, only 7% assessed the current business conditions as favourable (see Figure 2.3).

Figure 2.3 Please identify one of the following problems which you think represents the paramount problem facing Kosovo

According to the poll results, economic problems are the most important issues facing Kosovo society. Specifically when asked to identify the largest problems facing Kosovo, unemployment is perceived to be the top prob-

lem in Kosovo by 47% of its citizens. Another 21% think that poverty is the biggest problem, while about 11% think that high prices are the biggest problem.

Figure 2.4 Please identify one of the following problems which you think represents the paramount problem facing Kosovo

Although corruption is not mentioned as one of the most important problems, when asked about the perceptions of the presence of corruption in various institutions a large number of Kosovans think that there is a large scale corruption in many institutions. Additionally the percentage of citizens who perceive that large-scale corruption is present in various institutions has increased as compared to April 2012. This is the case for Kosovo Energy Corporation (54% as compared to 48% in April

2012), healthcare providers (52% as compared to 43% in April 2012), and customs (50% as compared to 43% in April 2012) which were reported as institutions with the highest prevalence of large-scale corruption. Additionally the perception about the presence of large-scale corruption is also increased for the Kosovo Police (from 15% and 19% during 2011, to 28% in October 2012), while it has noted a decrease for TAK (from 38% in April to 33% in October 2012). (see Table 2.4).

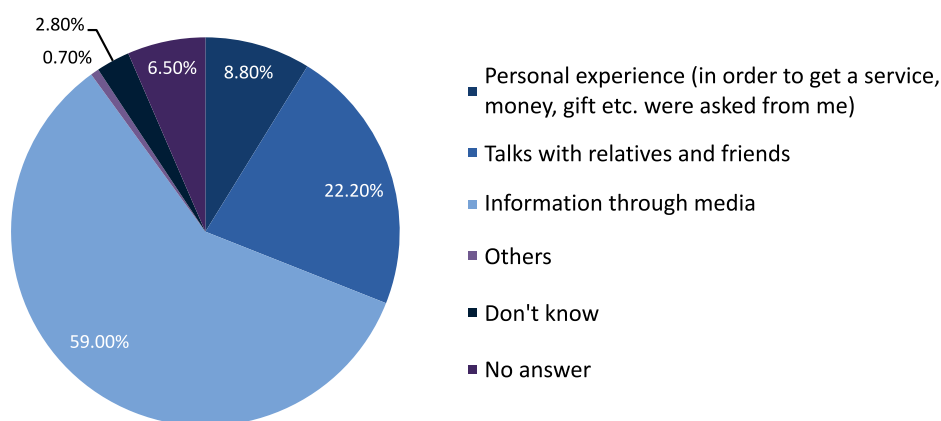
Table 2.4. Perceptions of large-scale corruption

	Nov-10	Jun-11	Nov-11	Apr-12	Oct-12
KEC	52.40%	47.90%	61.20%	47.80%	53.80%
Healthcare providers (family medical centres, hospitals)	47.90%	40.70%	49.80%	43.30%	51.60%
Customs	45.10%	42.30%	53.70%	43.20%	49.90%
Courts	49.70%	41.60%	55.60%	44.50%	47.50%
PAK (Privatization Agency of Kosovo)	52.00%	40.50%	51.90%	49.40%	46.40%
PTK	34.00%	32.40%	46.60%	41.80%	45.10%
Central administration/Government	47.50%	41.40%	43.30%	39.50%	35.70%
TAK (Tax Administration of Kosovo)		24.90%	36.50%	38.10%	33.60%
Municipalities (local government)	32.90%	30.40%	31.90%	30.10%	32.20%
EULEX police (CIVPOL)	22.90%	26.20%	27.10%	28.30%	28.70%
Local police (KP)	15.20%	15.50%	19.50%	19.40%	28.00%
Education (schools, University)	14.40%	13.10%	17.30%	26.20%	23.50%
Banks	14.40%	14.90%	22.00%	20.50%	22.80%
International organizations	14.70%	12.30%	20.30%	19.30%	20.80%

Even though the majority of Kosovans think that corruption is a problem, only a few of them claimed to have had personal experiences with it (9%). More than half of them (59%)

stated that they are informed about corruption through media, while 23% stated that they heard about it from relatives or friends (see Figure 2.5).

Figure 2.5. Sources of information on corruption



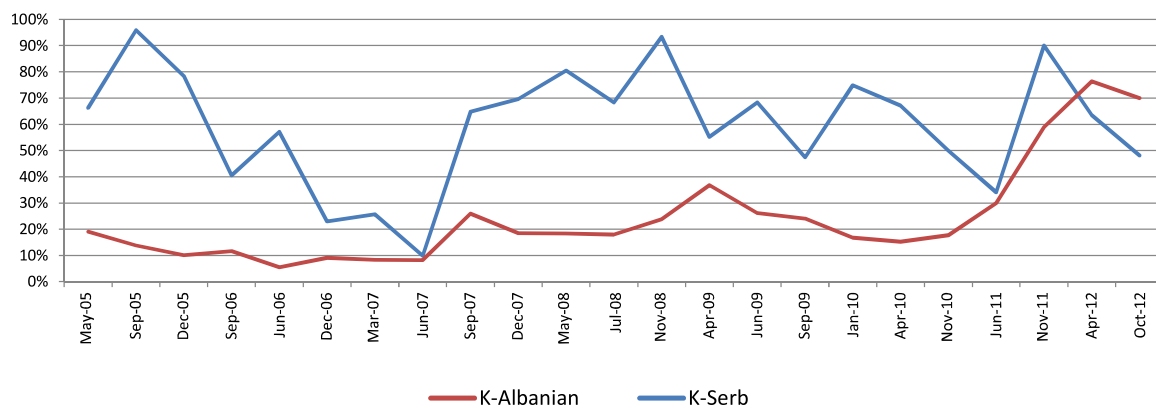
CHAPTER 3

Interethnic Relations

Among other interesting trends of the present poll is the decreasing trend in the number of K-Serbs as well as K-Albanians who indicated that interethnic relations are tense and not improving. As shown in Figure 3.1, while in April around 78% of K-Albanians thought that “interethnic relations are tense and not improving” (as compared to 63% in April 2012) (see Figure 3.1).

ing”, in October 2012 the percentage decreased to 70%. With regards to the K-Serb population, the last poll shows that about 48% of them think that “interethnic relations are tense and not improving” (as compared to 63% in April 2012) (see Figure 3.1).

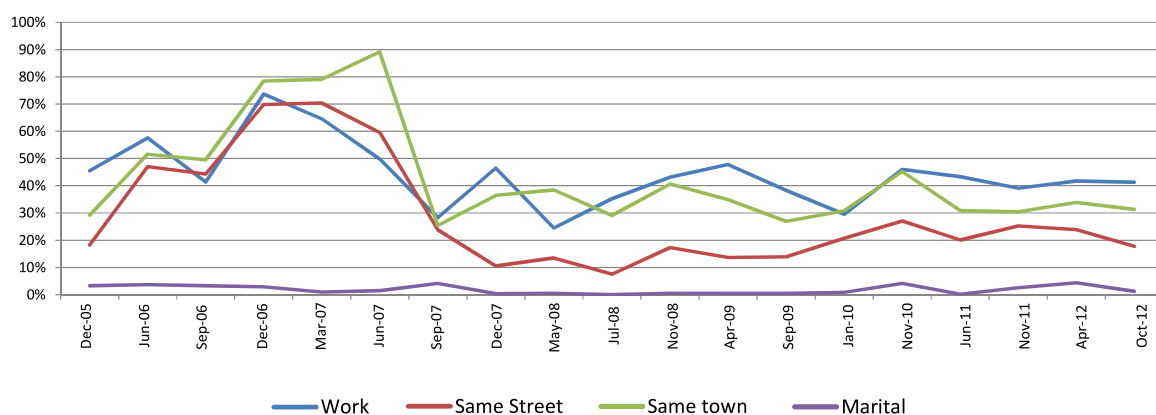
Figure 3.1. Trend of percentage of respondents who think that interethnic relations continue to be tense and not improving



Despite this positive shift in perceptions, the latest poll results show no positive changes in the readiness of K-Serbs to work with K-Albanians compared to April 2012. For instance, the percentage of K-Serbs who are ready to live in the same town with K-Albanians has decreased

from 35% in April to 31% in October 2012. The percentage of those who would be willing to live in the same street/town or marry with K-Albanians has also decreased compared to April 2012 October 2012. (see Figure 3.2. for trend analysis of interethnic relations since 2005).

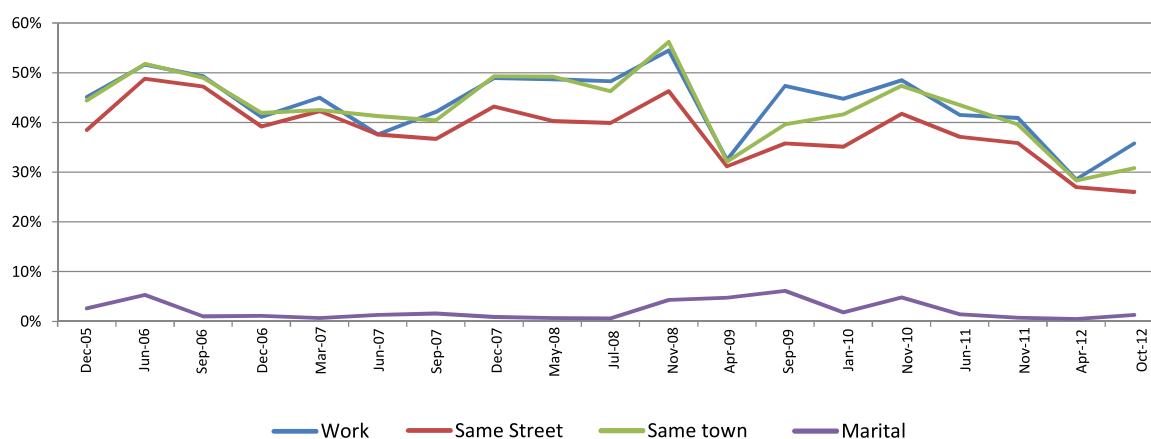
Figure 3.2. K-Serbs willing to live and work with K-Albanians



It is important to note that contrary to K-Serbs' decreased readiness to marry and live in the same towns with K-Albanians, the opposite is the case for K-Albanians. Approximately 36% of K-Albanian respondents agree to work in the same place with K-Serbs, whereas 31% of

them agree to live in the same town. While 26% agrees to live in the same street with K-Serbs, only about 1% of K-Albanians have stated that they would agree to have marital relations with K-Serbs (see Figure 3.3).

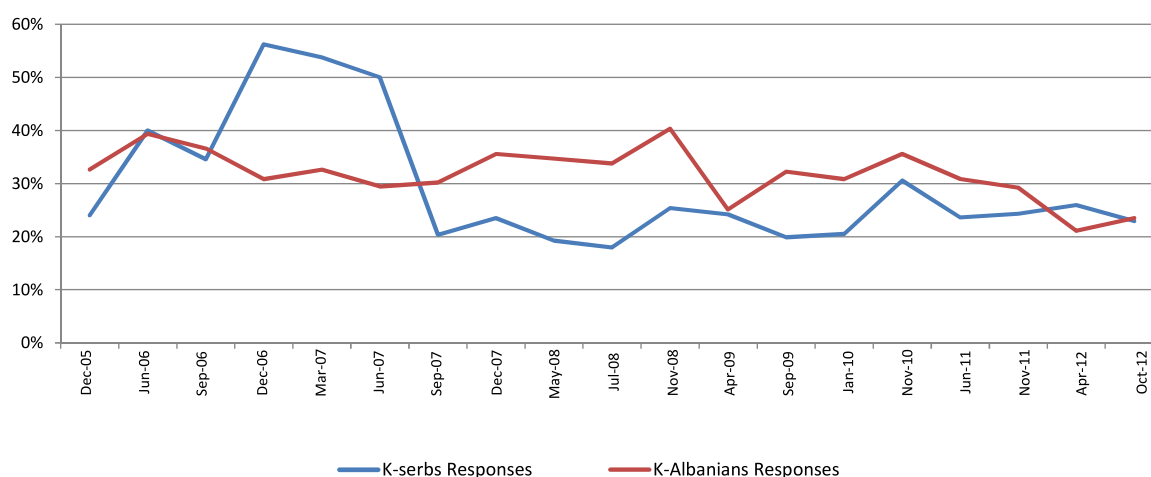
Figure 3.3. K-Albanians willing to live and work with K-Serbs



Combining the responses of K-Serbs and K-Albanians expressing their respective attitudes towards living, working, or marrying one another, social acceptance measures were calculated for both ethnic groups (shown in Figure 3.4). The interethnic social acceptance trends indi-

cate that there has been an increase of K-Albanian social acceptance toward K-Serb community between April and October 2012. On the other hand, for the same period of time, there has been a slight decrease of K-Serb social acceptance toward K-Albanians (see Figure 3.4).

Figure 3.4. Interethnic social acceptance trends



Interethnic Contact

Lack of contact between K-Serbs and K-Albanian poses a problem to reconciliation and the improvement of interethnic relations. North Mitrovicë/Mitrovica poses a special problem, given that in other regions there is more opportunity for interaction between the ethnicities. The October 2012 poll results show that a majority (60%) of all Kosovans, regardless of their ethnicity, did not have contact with other ethnic groups within the past three months. Only 9% of Kosovans have had contact with other ethnicities in one or two occasions, while 16% have had interethnic contact on more than three occasions within the past three months.

However, it is worth noting that only about 1% of Kosovans state that they deliberately avoid contact with other ethnic groups. When disaggregated by ethnicity, the proportion of those who did not have any contact with other ethnic groups in the past three months is the highest among K-Albanians (62%), followed by K-Serbs 50% (as opposed to 65% in April 2012), and respondents of other ethnic groups (22%). Among those who have had interethnic contact on more than three occasions in the past three months, the highest proportion lies with respondents of other ethnic groups (56%), followed by that of K-Serbs 20% (as opposed to 10% in April 2012), and K-Albanians (15%) (see Table 3.1.).

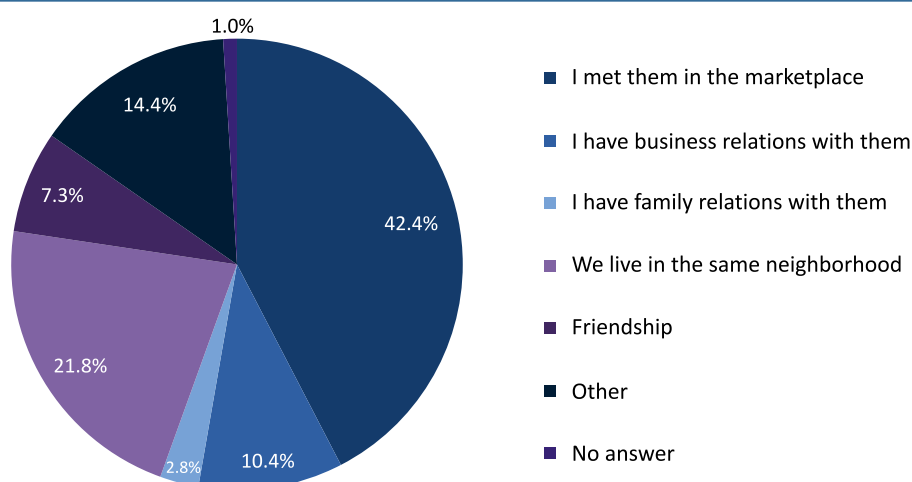
Table 3.1. Frequency of interethnic contacts within the past three months

	K-Albanian	K-Serb	Others	Kosovo
On more than three occasions	14.6%	20.0%	55.7%	16.3%
One to two occasions	8.2%	16.5%	13.5%	8.7%
I haven't had any contact	61.6%	50.4%	22.2%	59.6%
Deliberately avoid contact with person from another nationality	1.1%	2.2%	1.3%	1.2%
Don't know	2.5%	1.7%	3.5%	2.5%
No answer	12.0%	9.1%	3.9%	11.6%
Total	100.0%	100.0%	100.0%	100.0%

When those that had contacts with other ethnicities were asked about the reasons for their contacts with other ethnic groups, the largest share, 42%, stated that they met in the marketplace, followed by 22% who reported to live in the same neighbourhood, and 14% stating other relations. It is important to note that around

7% of respondents (as opposed 14% in April 2012) stated that they had contact with other ethnicities because of friendships, while 10% claimed that they have business relations with other ethnic groups (see Figure 3.5.).

Figure 3.5. Reasons for contact with other ethnic groups



CHAPTER 4

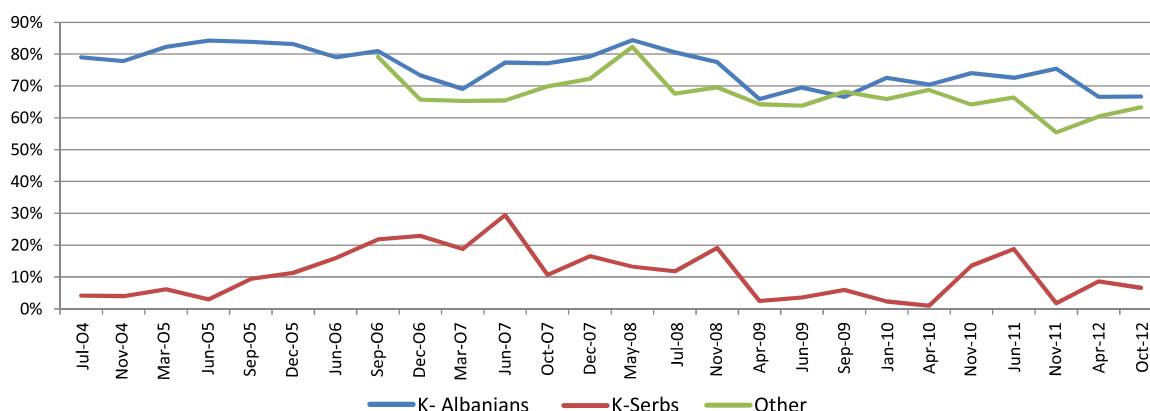
Public and Personal Safety and Security

Satisfaction and Relations with Security Institutions

As was the case in April 2012, overall satisfaction with security institutions is relatively high among K-Albanian and K-Other respondents. For the K-Serb population, the October 2012 poll marks a decrease in the satisfaction level with security institutions as compared to April 2012, whereby only 7% of K-Serb respondents

are satisfied. While for K-Others, there has been an increase in satisfaction with security institutions as compared to April 2012, the satisfaction level of K-Albanians with these institutions didn't mark any change as compared to April 2012 (see Figure 4.1).

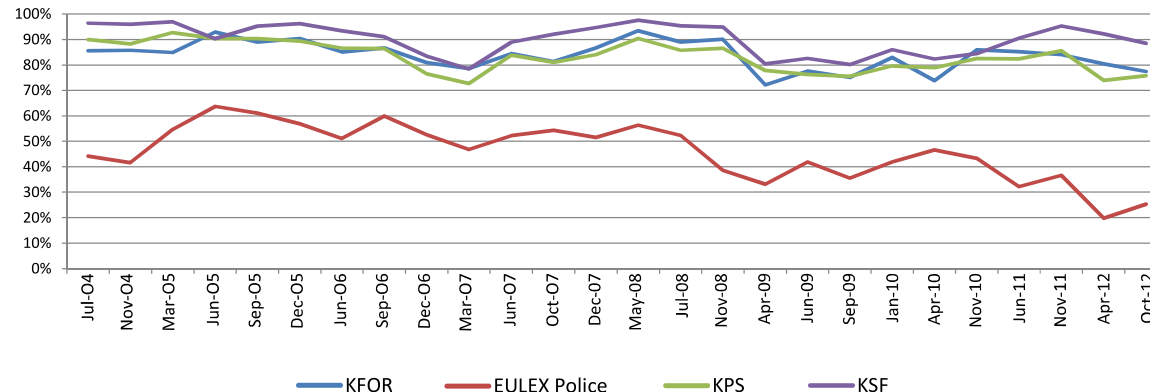
Figure 4.1. Satisfaction with Security Institutions, by ethnicity



Although the overall satisfaction of K-Albanians with the performance of KSF and KFOR has seen a slight decrease since April 2012, the number of those who claimed to be satisfied with the KP and EULEX Police has increased during the same time period. The poll high-

lights again that the majority of K-Albanians are generally satisfied with the performance of KSF (89%), followed by KP (76%) and KFOR (77%). The lowest satisfaction is recorded with the EULEX Police (25%), as may be seen in Figure 4.2 below.

Figure 4.2. Percentage of K-Albanian respondents satisfied with security institutions³

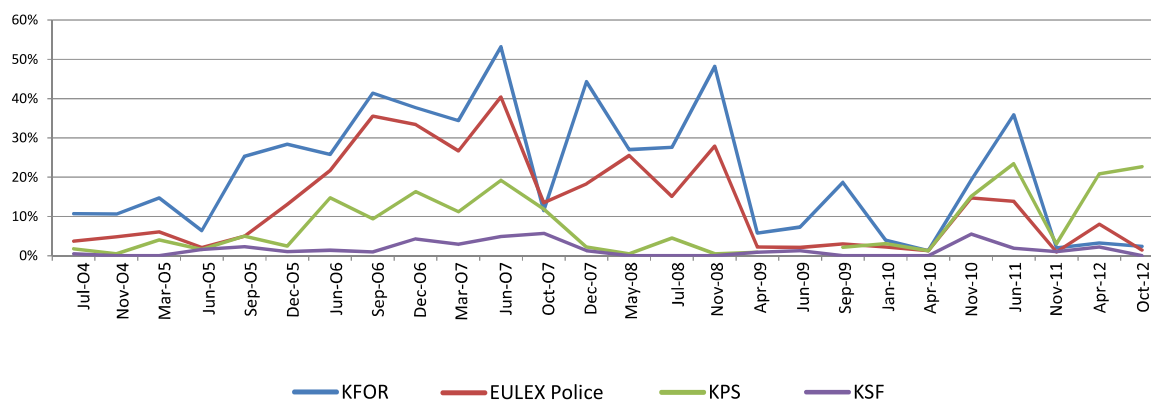


³From July 2004 to June 2009, the trend shows satisfaction with UNMIK Police, whereas from June 2009 until to date the trend shows satisfaction with EULEX Police.

With exception of KP, the current poll results show that there has been a decline in the satisfaction of K-Serbs with security institutions in Kosovo. While satisfaction with the KP rose to 24%, the satisfaction level with EULEX's Police

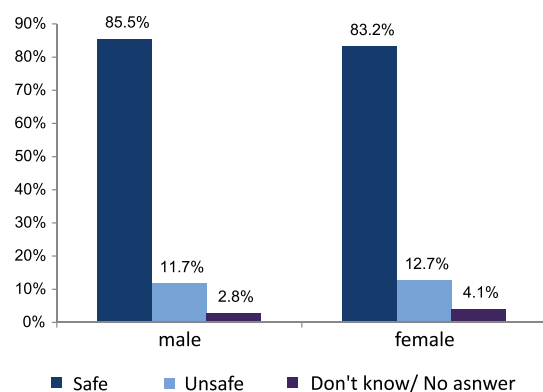
performance decreased to 1% (as opposed to 8% in April 2012). The decrease in the satisfaction level is also noted with the performance of KSF and KFOR (see Figure 4.3).

Figure 4.3. Percentage of K-Serb respondents satisfied with security institutions⁴



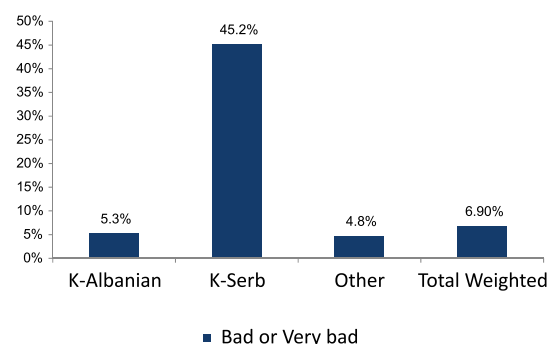
As an indicator for security, the respondents were asked whether they feel safe or unsafe while out on the streets. It's worth mentioning that since January 2011, there is a positive trend in this regard: 84% of Kosovans feels safe when outdoors (as opposed to 62% in June 2011), whereas only 12% of them feel generally unsafe (as opposed to 31% in June 2011). When these data were analyzed on gender basis, no significant differences were noted between the percentage of women and men that feel safe in the streets. (see Figure 4.4).

Figure 4.4. Safety in the streets, by gender



In terms of police-community relations, the majority (67%) of Kosovans considers them to be good or very good. Only about 7% of respondents believe that these relations are bad or very bad. The perceptions, however, are more negative among K-Serbs, as 45% of them (compared to 37% in April 2012) perceive police-community relations as bad or very bad. (see Figure 4.5).

Figure 4.5. Bad and very bad police-community relations, by ethnicity



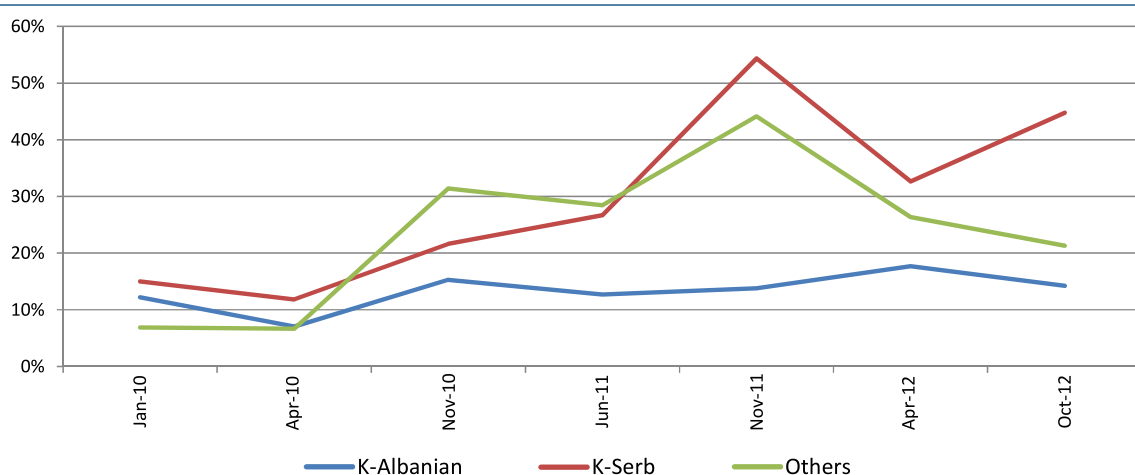
⁴From July 2004 to June 2009, the trend shows satisfaction with UNMIK Police, whereas from June 2009 until to date the trend shows satisfaction with EULEX Police.

Perceptions on Discrimination and Social Tensions

According to the current poll, when asked whether there was a situation in which they felt discriminated against (during the last six months), the majority of respondents (72%), regardless of ethnicity, responded that they had not perceived any such discrimination. But, be-

tween April and October 2012, there has been an increase in the proportion among K-Serbs who believe they were discriminated against in the last six months, (45% as opposed to 33% in April 2012). Conversely, during the same period of time, a decrease is marked in the proportion of K-Albanians and other ethnicities who believe they were discriminated against in the last six months (see Figure 4.6).

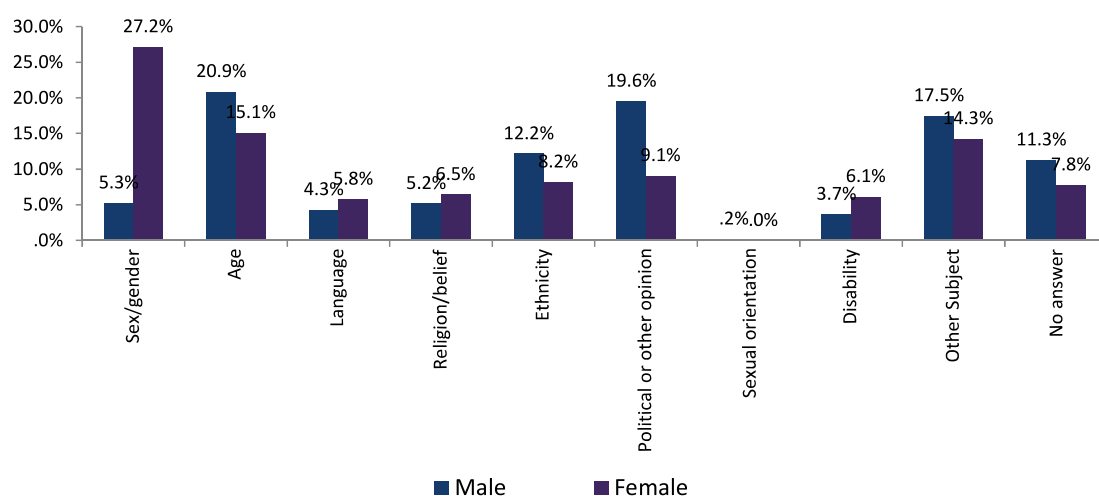
Figure 4.6: Feelings of discrimination, by ethnicity



Those who felt discriminated also reported on reasons why they were subject to discrimination. The current poll results shows that Kosovans feel discriminated for the following rea-

sons: age (18%), sex/gender or political or other opinions (15%), other subject (16%), ethnicity (10%), religious beliefs (6%), and language or disability (5% each) (see Figure 4.7.).

Figure 4.7. Bases for discrimination



Respondents were also asked to express their opinion on which groups were most subject to discrimination in Kosovo. The majority of respondents identified the following: the elderly (29%), persons with disability - including those who have long-term physical, mental, intellectual or sensory impairments (16%) and women/girls (13%), as the groups most commonly subject to discrimination. When these results

were disaggregated by ethnicity, it may be observed that the majority of K-Serbs (70%) and a considerable share of other ethnicities (30%) considered their own communities as most commonly subject to discrimination. K-Albanians, on the other hand, believed that old people and people with disabilities are the most discriminated groups in the society (see Table 4.2).

Table 4.2. Perceptions of people about the groups - most subject to discrimination in Kosovo?

	Ethnicity			
	K-Albanian	K-Serb	Others	Kosovo
Women/girls	13.1%	7.0%	7.8%	12.7%
Children	5.1%	1.7%	1.7%	4.8%
Youth	11.8%	2.6%	6.5%	11.2%
Old people	31.3%	5.2%	13.0%	29.6%
Kosovo Serbs	.6%	70.9%	.9%	3.3%
Kosovo Albanians	4.5%		1.3%	4.2%
Roma, Ashkali, and Egyptians	2.9%		29.6%	3.9%
Other communities (including Bosnians, Turks, Gorani, Montenegrins)	.1%	.4%	8.3%	.4%
Lesbians, gays, bisexuals and transsexuals	.5%	2.2%	2.2%	.6%
Persons with disability, including those who have long-term physical, mental, intellectual or sensory impairments	16.6%	1.7%	8.3%	15.7%
Other	2.5%		.4%	2.3%
Don't know	5.2%	3.0%	13.5%	5.5%
No answer	5.8%	5.2%	6.5%	5.8%
Total	100.0%	100.0%	100.0%	100.0%

CHAPTER 5

Self reported anxiety among Kosovar citizens

Interaction with socio-demographic characteristics and interethnic relations

By: Aliriza Arënliu & Kaltrina Kelmendi

People's lifestyle, conditions in which they live and work strongly influences their health and well-being. Continuing anxiety, insecurity, lack of control over work and home life, unemployment, social exclusion and poverty affect health, including mental health, and may lead to premature death (WHO, 2003). Research evidence shows strong association between mental health and social relations, incomes, working conditions and critical life events (Molarius, Berglund, Eriksson, Erikson, H., Linden- Bostrom, Nordstrom, Persson, Sahlqvist, Starrin & Ydreborg, 2009; Korkeila, Lehtinen, Bilj, Daglard, Kosvess, Morgan & Salize, 2003; Ferrie, Shipley, Stansfield & Marmot, 2002; Hudson, 2005).

Kosovo is characterized by unemployment rate of 40% which means that almost one fourth of the Kosovo population (22%) lives in poverty (Public Polls, September, 2011). Findings from the latest Public Pulse report conducted during April 2012 indicate that 79% of all respondents were either dissatisfied or very dissatisfied with the economic direction of Kosovo. It is also indicated that 72% of all respondents reported that they are either dissatisfied or very dissatisfied with the political direction of Kosovo.

Anxiety could be an indicator of the quality of well-being and of mental health. The purpose of this chapter is to analyze the level of self-reported anxiety of Kosovar population in terms of socio-demographic characteristics and inter-ethnic relations. The analysis of predictors of anxiety is examined in the last section of this chapter.

Anxiety and socio-demographic characteristics

Findings from the latest Public Pulse poll indicate that 54% of respondents feel anxious usually and almost always during the day (men 54.1% vs. women 54.8%). Although only 5% of all respondents reported they almost never

feel anxious during the day, that percentage is slightly higher among men (6%) than among women (4%) (See Table 5.1). Additionally, chi square analysis was conducted to test for significant difference in self-reported anxiety between men and women. The following table shows no difference between men and women when observing for anxiety during the day.

Table 5.1: Reported feelings of anxiety by demographic groups

Demographics	Reported feeling anxious usually and almost always during the day	Significance test
Male Female	54.1% 54.8%	$\chi^2 (4, 2524)= 5.009$, $p= .286$
Age 18 – 24 25-30 31-36 37-45 >46	43% 54% 50% 58% 58%	$\chi^2(4, 2525)=21.191$, $p< 0.001$
K-Albanian K- Serb Other	56 % 39.7% 39.7%	Chi square=23.56, $p<0.001$
Married Not married Divorced Widow Cohabitation	56% 49% 50% 59% 23%	$\chi^2(4, 2478)=16.677$, $p< 0.001$
Unemployed Unemployed (not looking for work) Working in public sector Working in private sector Employed from time to time Pensioner Housewife Student/pupil Other	58% 54% 47% 56% 28% 64% 53% 50% 66%	$\chi^2 (8, 2497)= 41.626$, $p<0.01$
Join protests for political situation-YES Join protest for political situation-NO	57.4% 52.3%	Chi square=6.17, $p<0.007$
Join protests for economic situation – YES Join protest for economic situation – NO	57.8% 49.8%	Chi square=14.2, $p<0.001$
Planning migration-Yes Planning migration – No	59% 52.2%	$\chi^2(1, 2413)= 10.741$, $p<0.01$
Discriminated in last 6 month Not discriminated in last 6 month	64.5% 51.8%	$\chi^2(1, 2458)=26.744$, $p<0.01$
Had contact with other ethnicity Had no contact with other ethnicity	41.2% 57.6%	$\chi^2(1, 2245)= 48.615$, $p<0.01$

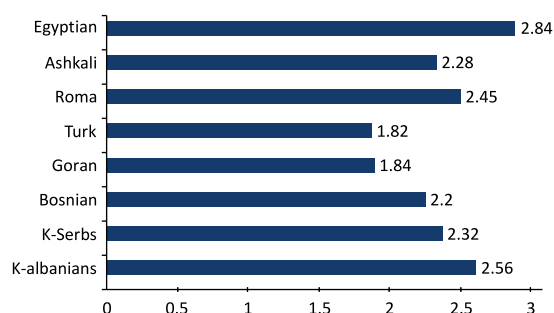
⁵Chi-square is used to identify differences between groups when all variables nominal, e.g., gender, ethnicity, salary group.

Furthermore, if we look in terms of age groups, according to chi-square analysis statistically significant results were obtained regarding the feelings of anxiety during the day and age groups. Approximately 58 % of both the age group above 46 years and 37-45 years olds feel anxious or worried usually or almost always during the day (see Table 5. 1).

Statistically significant results were obtained in terms of frequencies between anxiety and ethnicity according to chi-square analysis ($p=0.01$). Disaggregation of data by ethnicity K-Albanians report higher levels of feeling anxious usually and almost always during the day (56%) compared to K-Serbs (40%) and other ethnicities (40%) (see Table 5. 1).

Furthermore, if we look in terms of mean (average) differences between the ethnicity and feeling anxious during the day, the statistically significant difference between ethnicities and anxiety was observed based on ANOVA test (see figure 5.1). The RAE community and K-Albanians reported higher averages in comparison to K-Serbs and other Kosovo ethnicities (Turks, Gorani and Bosnians) which shows that they feel anxious more often than usually.

Figure 5.1. Mean (average) scores for feeling anxious during the day compared by ethnicity of respondents



ANOVA $F(7, 2523)=3.690, p<0.01$

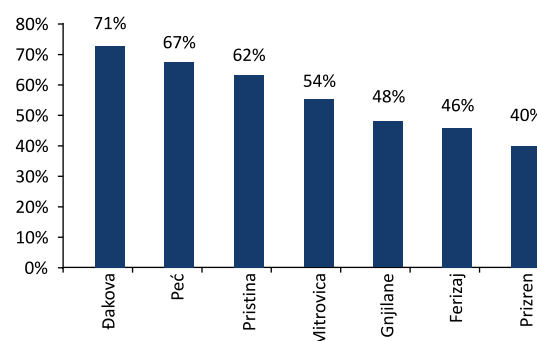
When disaggregated by marital status, data shows that the highest percentage of those who feel anxious are widowed (59%). They are followed by those who are married (56%), whereas only 23% of free cohabitants reported that

they usually feel anxiety during the day (see Table 5.1). The differences in terms of anxiety and marital status appear to be statistically significant ($p<0.01$).

Findings from this poll indicate that there are statistically significant differences between employment status and anxiety during the day. The similar percentage of respondents who are unemployed and not looking for the job (58%) and those who are unemployed and are looking for a job (54%) reported to feel anxious usually or almost always during the day. Higher percentage of those who are working in the private sector (56%), than those who are working in the public sector (47%) reported that they feel anxious usually and almost always during the day. It is interesting to observe that only 28% of respondents who work from time to time expressed that they feel anxious usually and almost always during the day (see Table 5. 1).

Disaggregation of data by regions shows that the highest percentage of respondents coming from the municipality of Gjakova/Đakova (71%) reported that they feel anxious usually and almost always. They are followed by respondents from the municipality of Peja/Peć (67%), Prishtinë/Priština (62%) and Mitrovicë/Mitrovica (54%) (see Figure 5.2). Moreover, the differences between the regions in terms of anxiety were statistically significant ($p<0.01$).

Figure 5. 2. Feeling anxious/ worried during the day by region



$\chi^2(6, 2523)=106.699, p<0.01$

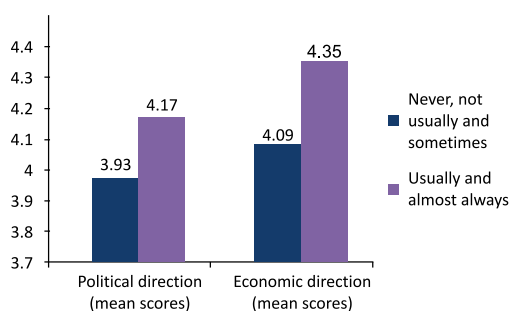
^a(ANOVA) permits comparison of two or more populations when interval variables are used

Socio –economic expectations and anxiety

According to the public polls conducted during November 2011 and April 2012, it is noted that 72% of Kosovo population were either dissatisfied or very dissatisfied with the Kosovo's current political direction, while 79% were dissatisfied or very dissatisfied with current economic direction.

Findings from the latest Public Pulse poll indicate that those respondents who reported anxiety usually or almost always during the day were more dissatisfied with political directions of Kosovo when compared to those who were anxious not usually or sometimes. Moreover, there is statistically significant difference between those who are feeling anxious usually and almost always and those who feel anxious sometimes and not usually in terms of satisfaction with political direction of Kosovo according to t-test ($p=0.01$). Similarly, findings from this poll indicate that the respondents who were feeling anxious usually or almost always during the day were more dissatisfied with economic direction of Kosovo when compared to those who were feeling anxious sometimes or never. The differences between these two groups are statistically significant ($p=0.01$). (See Figure 5. 3).

Figure 5. 3. Mean (average) scores for feeling anxious during the day and satisfaction with political and economic direction of Kosovo



1. Political direction $t(2357.595) = -5.959$, $p < 0.01$
2. Economic direction $t(2385.310) = -6.852$, $p < 0.01$

The correlation analysis showed a statistically significant negative correlation between the satisfaction with political direction of Kosovo and anxiety ($r = -0.109$, $p < 0.001$). This means that the respondents who are more satisfied with the political direction of Kosovo report lower levels of anxiety. Similarly, there is a statistically negative correlation between economic satisfaction and anxiety ($r = -0.104$, $p < 0.001$) (for K-Albanians $r = -0.098$, $p < 0.001$ and other $r = -0.156$, $p < 0.026$) which means that the higher level of satisfaction with economic direction of Kosovo results in the lower levels of anxiety. Findings from the latest Public Pulse poll reveal statistically significant differences between feeling anxious and readiness to join public protest. Respondents who stated they would join protests because of political situation reported higher level of anxiety (57.4%) when compared to those who would not join the protests (52.3%) (Table 5.1). Similar patterns were found in data pertaining to those who reported that they would join protest for economic reasons: 58% of them reported feeling anxious usually or almost always; this percentage among those would not join the protests for economic reasons was 50% (Table 5.1).

Furthermore, when the readiness to join public protest and feeling anxious during the day, was analyzed in terms of ethnicities, the following results were obtained. According to T - test ($t(2173) = 4.100$, $p < 0.01$), there were statistically significant differences between anxiety and readiness to join public protest due to political situation of Kosovo among K-Albanians. This shows that the K-Albanians who expressed readiness to join the public protest for political direction showed higher level of anxiety ($M = 2.65$) compared to those who did not express readiness to join the public protest ($M = 2.46$). However, there were no statistically significant differences between anxiety and joining the public protest because of the political situation among K-Serbs and other ethnicities. This shows that their readiness to participate in the public protests does not have bearing on their levels of anxiety.

The similar findings were found when the analyses are conducted for the readiness to join public protest for economic situation and feeling anxious in terms of ethnicities. This means that the K-Albanians who expressed readiness to join protests for economic reasons showed higher level of anxiety ($M=2.65$) compared to those who did not express readiness to join protests ($M=2.4$) ($t(2184)=4.965$ $p<0.05$). Whereas, the same analysis yielded statistically no significant for K-Serbs and other minorities, indicating that their readiness to join the protest is not related to the feeling of anxiety.

Statistically significant negative weak correlation is shown between feeling anxious during the day and civic engagement. This indicates that the higher level of anxiety means lower level of participation in political and civic engagements ($r=-0.046$, $p<0.022$). Disaggregation of data by ethnicity shows that only K-Albanian respondents showed significant correlation ($r=0.052$, $p<0.001$) and that it was not statistically significant for other ethnicities.

A slightly stronger negative correlation is shown between the anxiety and economic confidence index ($r=-0.232$, $p<0.001$). This indicating that the lower level of confidence in economic processes in Kosovo means higher levels of anxiety. All ethnicities have shown statistically significant relationship (K-Albanians $r=-.226$, $p<.01$, K-Serbs $r=-.284$, $p<.05$, others $r=-.291$, $p<.04$). Similarly, significant negative correlation was shown between anxiety and participation index $r=-.180$, $p<.001$ (K-Albanians $r=-.107$, $p<.001$, K-Serbs $r=-.469$, $p<.001$, and $r=-.278$, $p<.067$).

Findings also indicate statistically significant differences between those who have migration plans and feel anxiety during the day. Almost 59% of those who have migration plans reported to feel anxious almost always or usually compared to 52% who don't have migration plans (Table 5.1). In terms of anxiety and discrimination it is shown that respondents who were feeling anxious almost always and usually (during the day) felt discriminated (during the last six months) much more compared to those who were feeling anxious sometimes or not usually (see Table 5.1).

⁷T- test is an independent sample test that assesses whether the means of the two independent groups are statistically different with each other

Interethnic relations and anxiety

Findings from the latest Public Pulse polls showed that 70% of the Kosovars, regardless of their ethnicity, have had no contact with members of other ethnic groups within the past three months. Findings from this poll also indicate that there are statistically significant differences between those who are feeling anxious and whether they had contacts with other ethnic groups. Moreover, a higher percentage of those who had no contact with members of other ethnic groups reported to feel anxiety (58%) than those who had contact (41%) during last 3 months (see Table 5.1). Findings regarding the attitudes toward other ethnic groups and feeling anxious during the day are presented in Table 5.2. As it could be noticed the respondents that feel anxious almost always and usually show more positive attitude towards the opposite gender, towards Albanians, people with disabilities, people of different religions and internationals who are working in Kosovo as compared to those who feel anxious sometimes or not usually. The differences between these two groups yielded statistically significant based to t-test (see Table 5.2). Furthermore, there were no statistically significant results between those who are feeling anxious almost always and usually and those who are feeling anxious sometimes and not usually in terms of attitudes toward Serbs, RAE, Turks and Bosnian and Gorans. Most of the respondents showed neutral to negative attitudes toward these groups.

Table 5.2. Mean scores (average) on attitudes toward other ethnic groups and feeling anxious during the day

** p<.001	Never, not usually and sometimes	Usually and almost always
Opposite gender**	3.77	3.87
K-Albanians **	3.76	3.92
K-Serbs	1.97	1.97
RAE	2.46	2.5
Turks	2.86	2.87
Bosnian & Goran	2.71	2.77
People with**disabilities	3.7	3.82
Different religions**	3.19	3.34
Internationals** working in Kosovo	2.9	3.11
Homosexuals**	1.3	1.46

Factors related to anxiety

Research evidence shows that there is a strong relationship between mental health and socio-economic conditions. Furthermore, according to Molarius et al. (2010) poverty, unemployment, continuing anxiety, social relations and critical life events have negative impact on individual's well-being.

The binary logistic regression analysis was conducted in order to understand the factors that could predict the anxiety of Kosovo population. This was an analysis of feelings of anxiety during the day and personal income, participation index, satisfaction with education index, economic confidence index, satisfaction with political situation, satisfaction with economic situation, making contacts with members of other ethnicities, age group and readiness to protest because of political and economic situation.

The binary logistic regression shows that anxiety is associated with certain socio-economic factors. Specifically, feeling anxious during all day was associated with - satisfaction with economic situation, making contacts with members of other ethnicities, willingness to protest due to political reasons and satisfaction with education index (see Table 5.3).

Table 5.3 – Binomial regression and socio-economic factors

	Sig.	Exp(B)
Personal Income	.678	1.000
Participation Index	.000	.248
Satisfaction with Education Index	.030	.801
Economic Confidence Index	.061	.807
Satisfaction with political situation	.976	1.003
Satisfaction with economic situation	.006	1.321
Making contacts with members of other ethnicities	.022	1.007
Age	.084	1.009
Willingness to join protests due to the political situation	.017	.549
Willingness to join protests due to the economic situation	.599	1.146

Summary

Overall, this chapter presents valuable findings related to mental health of Kosovar population in relation to political and socio-economic situation. Findings show that more than half of the respondents feel anxious almost always or usually during the day. This is highly worrying when we take into account that continuing anxiety and stress make people more vulnerable to physical and health problems, including: high blood pressure, diabetes, higher risk of heart attack, depression and aggression. Furthermore, findings showed that those who feel anxious almost and usually report to have plans to migrate, are willing to join the public protests for economic and/or political reasons and feel discrimination. These facts should indicate to the policy makers that there is a need to address the social determinants of mental health before they lead to more problems. Another interesting finding shows that those who feel anxious almost always and usually show more positive attitudes towards the opposite gender, people with disabilities, people of different religions and internationals who are working in Kosovo. Finally, the results of study provide strong evidence that good mental health includes satisfaction with economic situation, good relation with other ethnic group, willingness to participate in public and civic engagements and confidence in economic developments of the country. Therefore, it would be worthwhile to take them into account when designing programs and activities to prevent mental health symptoms and when promoting the well-being.

References for the Fifth Chapter

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Methodology for Public Pulse Report 5

These results are based on an opinion poll sample that surveyed 1,290 citizens of Kosovo over 18 years of age, of both sexes and from all municipalities and regions of Kosovo, covering both rural and urban areas. The sample included 830 Kosovo Albanians, 230 Kosovo Serbs and 230 Kosovo non-Serb minorities (namely Turkish, Bosnian, Gorani, Roma, Ashkali, and Egyptian). Multistage Random Sampling Method has been used to select the sample. The survey was conducted by ENCOMPASS (Prishtinë/Prishtina) during end of October 2012.

Note for Weighting the Totals

The surveys that Public Pulse conducts, oversample the minorities in order to be able to disaggregate data by ethnicity, however when we have to calculate the numbers for totals we have to weight data by actual population figures. Since 2002 we were using the following percentages for weighting the totals for Kosovo level in

our surveys:

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

However as per the registration of population and official results from Agency of Statistics the ethnic composition is following:

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

If we follow the above weighting for our surveys should be as following:

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

Taking into consideration that K-Serbs in northern parts of Kosovo did not participate in registration as well as the general observation that participation rate of K-Serbs in rest of Kosovo was lower, we have estimated that we should add another 40,000 for K-Serbs, totalling to 65,532. This also increases the total Kosovo population to 1,779,825.

When these changes are taken into consideration, the weighting for our surveys will be done in the following manner:

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

Annex 1.

Calculation of Indexes

The Democratization Index is a composite average based on the evaluation of the respondents on their level of agreement or disagreement regarding the development of the following processes in Kosovo: free and fair elections, Parliament monitoring national governmental performance, an independent judiciary system, freedom of expression and media, existence of a watchdog civil society in Kosovo, a national Government based on the priorities of citizens, human rights based on the Constitution and Laws, and whether local governments work according to the priorities of citizens. The index is a continuous measure which can range from 3 (maximum) meaning that all participants fully agreed that democratization is on good track, to 0 (min) meaning that all participants disagree that democratization is on track.

The Participation Index is a composite average based on the self-reported participation rate in different public activities over the last six months. Specifically, respondents report on whether they have participated in an active or passive manner in the following: public discussions, citizen initiatives, any project implemented by central or local governments, NGO activities, and political parties. The index is a continuous measure which ranges between 0 (minimum) and 3 (maximum) and measures the level of people's participation in political and civic life in Kosovo. A participation index of 0 means that none of the citizens participated in any of the above mentioned activities, while a participation index of 3 means that there is a full public participation in all activities.

The Economic Confidence Index is a composite average which is calculated based on the evaluation of the respondents on how favourable or unfavourable prevailing economic conditions are in Kosovo. Specifically, respondents evaluate the following conditions: expectations regarding their family's total income and employment conditions for the next six months and an assessment of the current business and

employment conditions. The values can range from 0 (minimum) to 3 (maximum) with the range of 0-1.5 indicating unfavourable assessments of the economic situation and values 1.5 - 3 indicating mostly favourable assessments.

