

PUBLIC PULSE REPORT

6

Public Pulse



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PUBLIC PULSE REPORT -VI-

August 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

Foreword

Dear Reader,

The sixth Report is the last edition of the Public Pulse Project 2010-2013. Covering the period from October 2012 to March 2013, Public Pulse VI follows the tradition of previous reports by examining the evolving situation in Kosovo¹ under areas that cover political, socio-economic, inter-ethnic, security, and development issues. Perceptions of citizens on pertinent issues serve as the bases for dialogue with Kosovo Government line-ministries and institutions in order to develop capacities for informed decision-making process. The opinion polls, targeted polls and focus groups provide first hand evidence on the perceptions and opinions of public related to development issues facing Kosovo. This edition of the Public Pulse Report is published in a period of intensive and important developments, including the first agreement on normalizing relations between Kosovo and Serbia, the start of the negotiations for a Stabilization and Association Agreement (SAA) between Kosovo and the European Union as well as numerous meetings of working groups on issues addressed in the Agreement on Normalization and Implementation Plan, including justice, security, diplomatic exchanges, as well as energy and telecom.

Some important highlights of the report, resulting on an opinion poll sample that surveyed 1290 citizens of Kosovo, are:

- Visa liberalization continues to have a lot of importance for an overwhelming majority of respondents 90%, only 8% of all respondents think that, this process has little or no importance at all.
- The Democratization Index has reached the lowest level since November 2010 while the Economic Confidence Index has experienced even more negative

changes during the last six months period.

- Only about 30% of the citizens remain satisfied with the work of the Prime Minister and about 18% with the Prosecutors office.
- Seventy-three percent of Kosovans assign the responsibility of the present economic situation to the Government of Kosovo. The disaggregated data by ethnicity showed that: 75% of K-Albanians, 48.5% of K-Serbs and 60% of other communities share this opinion.
- Unemployment is perceived to be the biggest problem in Kosovo by 55% of its citizens. Another 16% of them think that poverty is the biggest problem, while 8% think that it is the prices.
- Corruption is also perceived as one the top problems in Kosovo. The percentage of citizens who perceive that large-scale corruption is present in various institutions has increased as compared to April-October 2012 even though only few of them claimed to have had personal experiences with it.

By continuously measuring the performance of public institutions, Public Pulse triggered greater public advocacy and pressure, as the reports fed the intellectual, academic and professional debate and argumentation regarding specific public policy issues contributing to greater accountability of institutions. We remain confident that the Reports will continue to be perceived as credible source of information for Kosovo institutions, civil society organizations, media and public at large.

UNDP Deputy Resident Representative
Steliana Nedera

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	Aug 2013	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)	1,815,606 (f)	◀▶
GDP growth rate (annual), % (a)	0.3		5.4	2.9	4.6 (a)	4.2 (a)	5.0 (h)	4.5 (b)	3.1 (j)	▼
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)	2.600 (l)	▼
Kosovo Budget (Annual), bilion € (b)	641.5	553	862.13	1.461	1.2	1.520 (c)	1.119 (h)	1.135 (c)	1.212 (k)	▼
Workers' remittances, million €	281				511.6 (q)	393.3 (b)	584.8 (h)	261.5 (c)	605.1(p) *(2012)	▼
Foreign assistance, million €	462.0 *			132.4	432.6		394.6 (h)	394.6 (h)	229.1 (p)	◀▶
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)	795.54 (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	586,087,999.37 (o)	▲
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)	997.1(p) (February)	▼
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)	1.765.6 (p)	▲
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)	-177,988(n) April	▼
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)	259.341 (r)	◀▶
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)	126.5 (m) May 2013	▼
Basic pensions (per month), €	40	40	40	70	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/ Priština, 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)"	Apr 2013 bb)	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%	67.3%	◀▶
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%	75.6%	◀▶
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%	57.4%	▼
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%	50.4%	▼
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%	10.5%	▼
Satisfaction with SRSG'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%	27.0%	◀▶
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%	32.3%	◀▶
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%	70.0%	▼
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%	75.1%	◀▶
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%	15.2%	▲

* 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 April 2013 poll results show varying trends in satisfaction level with the work of institutions as compared to October 2012.
- According to the current survey, only about 30% of the citizens remain satisfied with the work of the Prime Minister and about 18% with the Persecutors office.
- Majority of Kosovans (66%) are dissatisfied with the current political direction. When disaggregated by gender, the results shows that a higher percentage of women (71%) compared to men (63.5%) are dissatisfied with Kosovo's current political direction.
- For Kosovo's current political situation, 88% of respondents assigned the responsibility Kosovo's Government.
- More than 45% (as compare to 54% April 2012) of Kosovan citizens responded positively when asked whether they are ready to join public protests for political reasons.
- The April 2013 opinion poll results show that, believe that democratization processes are going on the right direction as measured by Democratization index has reached the lowest level since November 2010
- About 74% of all respondents are either dissatisfied or very dissatisfied with Kosovo's current economic direction, while only about 6% are satisfied with it, dissatisfaction with Kosovo's economic direction is higher than dissatisfaction with political direction.
- Thirty-two percent of Kosovans reported that they expect the economic situation will improve over the next two years, whereas only about 12% think that the situation might improve over the next six months.
- The Economic Confidence Index has experienced negative changes during the last six months, decreasing from 0.82 in October 2012, to 0.68 in April 2013. When analyzed by gender, the data show that the index has also decreased for both genders,
- Unemployment is perceived to be the top problem by 46% of Kosovo citizens, followed by poverty (16%) and high prices (8%).
- The percentage of citizens who perceive that large-scale corruption is present in various institutions has increased as compared to 2012.
- The April 2013, data show that: 82% of Kosovans feels safe when outdoors, whereas only 15% of them feel generally unsafe. 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
- In terms of police-community relations, the majority (67%) of Kosovans considers them to be good or very good.
- The majority of respondents identified the elderly (31%), youth (18%) and women/girls (13%) as the groups most commonly subject to discrimination.
- The current poll results shows that Kosovans feel discriminated for the following reasons: place of residence, refugee/IDP/migrant status, social or health status (31%), age (17%), sex/gender (15%), political or other opinion (9%), religion (8%), ethnicity (6%), language (4%) and disability (3%)
- Majority of those that reported to be discriminated on gender basis are woman (81%, as opposed to only 19% of man). On the other hand majority of those that reported to be discriminated on the basis of age, political and other opinion, language and disability are men.

CHAPTER 1

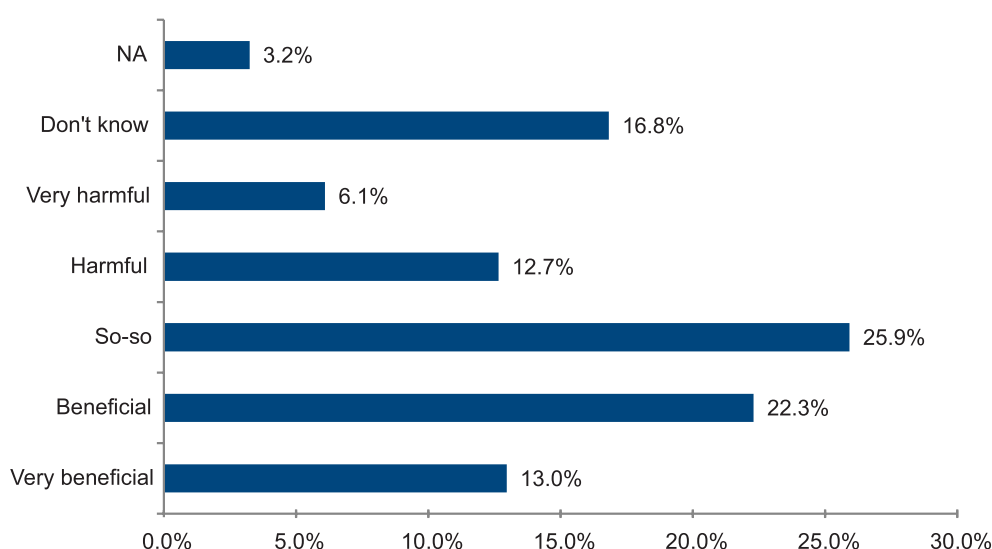
Political and Institutional Stability

Political Indicators

During the last year, the ongoing talks between Prishtina and Belgrade continued to dominate the daily political agenda. In this regard, the attentions of the media and public opinion were mainly focused on these issues, as was the most of the political and diplomatic activities of the Kosovo Government. Asked about the dialogue between Prishtina and Belgrade (taking place

in Brussels), 35% of all respondents viewed the dialogue as beneficial or very beneficial for Kosovo, whereas 19% claimed they believe the dialogue is harmful or very harmful for Kosovo. About 26% of respondents view the Prishtina-Belgrade dialogue is neither beneficial nor harmful for Kosovo.

Figure 1. According to your opinion, do you consider beneficial (profitable) or harmful (maleficent) for Kosovo the dialogue that is actually going on between Kosovo and Serbia?



The April 2013 poll results show varying trends in satisfaction level with the work of institutions as compared to October 2012. While there is a slight increase in Kosovans satisfaction with the work of Prime Minister and Persecutor's Office, there is a decrease in people's satisfaction with the work of courts. But still according to the current survey, only about 30% of the citizens remains satisfied with the work

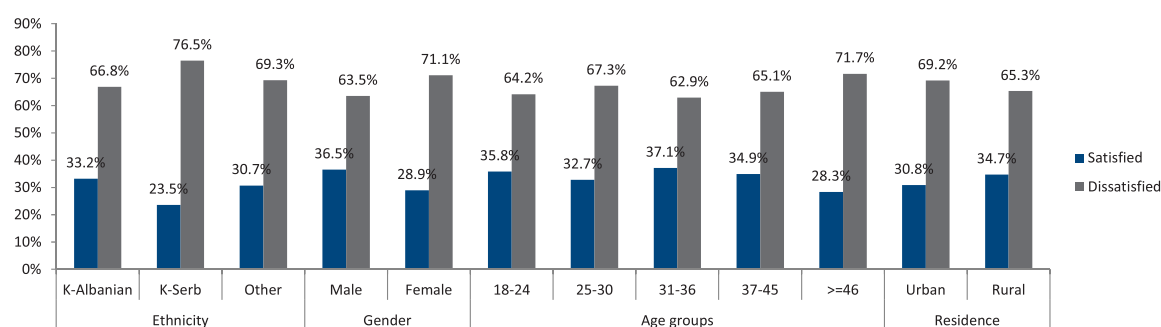
of the Prime Minister and about 18% with the Persecutors office. While the satisfaction level with the work of the Courts has declined by more than 7 percentage points since October 2012. Whereas the satisfaction level with the work of the President, Kosovo Government, Parliament and its speaker didn't mark any significant changes during the last 6 months (see Table 1.1).

Table 1.1: Satisfaction with Institutions in Kosovo

		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	Apr-13
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%	27.0%
	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%	30.4%
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%	32.3%
	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%	45.8%
	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%	45.1%
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%	16.7%
	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%	17.7%

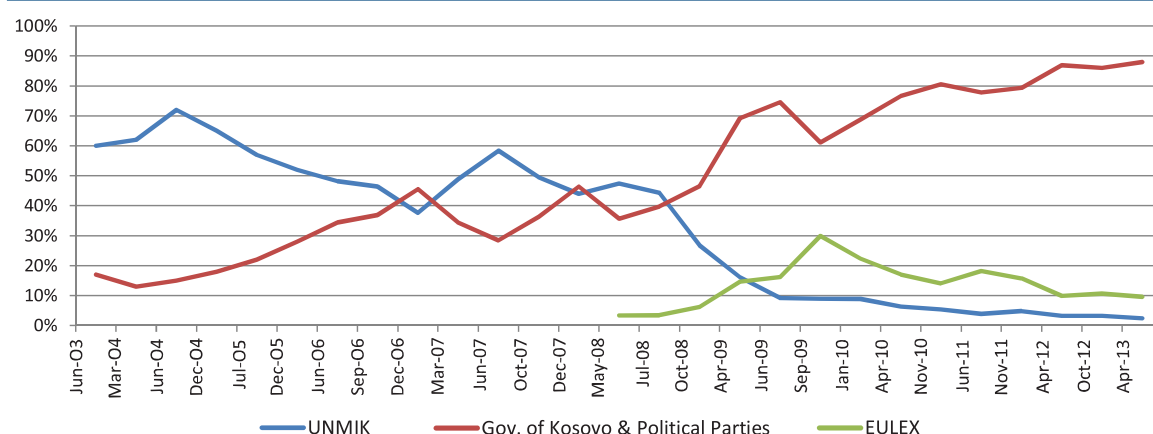
Kosovans were also asked about their satisfaction with Kosovo's current political direction. The poll data show that the majority of Kosovans (66%) are dissatisfied with the current political direction. When disaggregated by gender, the results show that a higher percentage of women (71%) compared to men (63.5%) are dissatisfied with Kosovo's current political direction. When this question was analyzed by ethnicity, results indicate that K-Serbs are more

dissatisfied with the political direction than other ethnic groups. In terms of age groups, individuals aged above 46 years and older are the least satisfied (72%), followed by the age group of 25-30 years (67%). When disaggregated by residence the results show that those living in urban areas are more dissatisfied by 4 percentage points as compared to those living in rural areas. (see Figure 1.1).

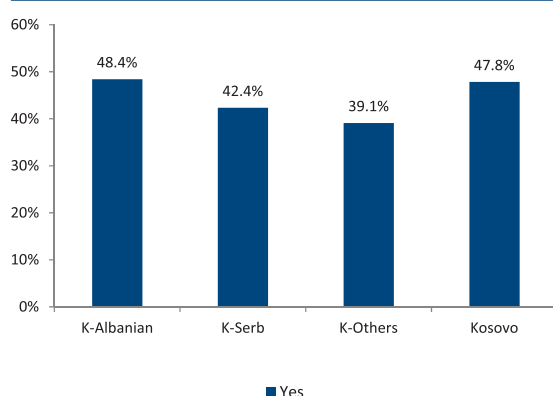
Figure 1.1: Level of satisfaction with Kosovo's political direction, by ethnicity, age, gender, and residence of respondents

Respondents were also asked who, in their opinion, is the most responsible for Kosovo's current political situation. Continuing the trend over the last three years, 88% of respondents attribute the responsibility to the Government of Kosovo and political parties. Around 10% of respondents assigned the responsibility

of Kosovo's current political situation to EU-LEX whereas only less than 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

About 49% 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, K-Albanian respondents (48%) and K-Serbs (42%) seem more ready and willing to join political protests compared to 39% of other minorities (see Figure 1.3).

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

Democratization and Public Participation Indexes ¹

The April 2013 opinion poll results show that, the Democratization Index (0.87) has reached the lowest level since November 2010. As compared to April and October 2012 the index has decreased slightly for men (0.91), while for women it has reached the lowest level since November 2010 (0.84).

Taking into consideration that Democratization Index ranges from 0 to 3 the current In-

dex notifies that majority of people do not have positive opinion on democratic processes. (see table 1.2)

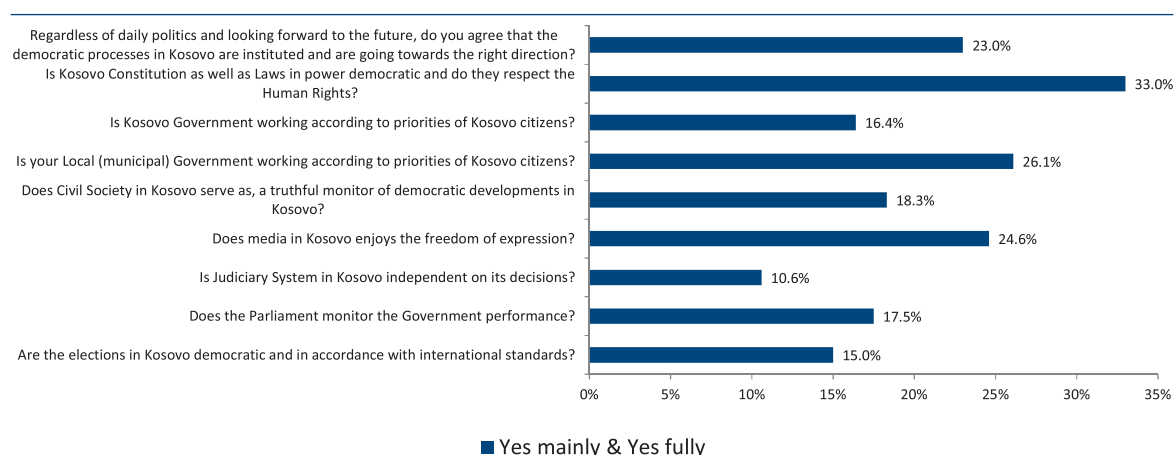
Table 1.2. Democratization and Participation Indexes

	Nov-10	Jun-11	Nov-11	Apr-12	Oct-12	Apr-13
Democratization Index	0.92	0.95	0.91	0.91	0.89	0.87
Democratization Index (Men)	0.94	0.99	0.9	0.91	0.91	0.9
Democratization Index (Women)	0.89	0.91	0.92	0.9	0.87	0.84
Participation Index	0.24	0.13	0.16	0.12	0.1	0.10
Participation Index (Men)	--	0.18	0.22	0.15	0.12	0.12
Participation Index (Women)	--	0.07	0.11	0.08	0.09	0.08

The components of Democratization Index for which the Public Pulse poll gathered data reveal that only 33% of respondents believes that Kosovo's constitution and laws in power are democratic and respect the human rights, 26% thinks that local governments are working according to the priorities of its citizens, about 25 % (as compared to 37% in October 2012) believes that the Media enjoy the freedom of expression. On the other hand, very small partition of Kosovans (18%) as compared to 24% in October 2012 believes that the Kosovo civil society serves as a truthful monitoring body of democratic developments in Kosovo, 17.5% believes that the Parliament monitors the government's performance and only 15% thinks that the elections are democratic and in accordance with the international standards, and only 10% of Kosovans thinks that judiciary system in Kosovo is independent in its decisions.

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 order to determine which demographic factors account for respondents' attitude regarding the freedom of expression, a correlation analysis were conducted between - perceptions that media enjoy the freedom of expression and the following variables: gender, economic confidence index, age, education, and dissatisfaction with political and economic direction. According to results those that are satisfied with the political and economic direction believe that the media enjoys freedom of expression. Also a

positive correlation is noticed among economic confidence index and trust in freedom of expression. On the other hand negative correlation was observed with education; respondents with higher levels of education have lower trust in the freedom of expression as compared to those with lower levels of education. Also there is negative correlation with age; the older respondents have more negative perceptions of freedom of expression as compared to young respondents.

Table 1.3. Correlation analysis for, does media enjoy the freedom of expression

Does media in Kosovo enjoys the freedom of expression?	Economic Confidence Index_Four variables	Sex (gender)	Age	Education (how many years of school did you complete?)	Dissatisfaction with the political direction Kosovo is presently heading towards	Dissatisfaction with the economic direction Kosovo is presently heading towards
1	.215**	-.007	-.026*	-.033**	-.220**	-.199**
	.000	.535	.023	.005	.000	.000
7425	2386	7425	7425	7357	7282	7301
.215**	1	.042*	-.070**	.019	-.226**	-.277**
.000		.032	.000	.344	.000	.000
2386	2557	2557	2557	2536	2497	2518
.007	.042*	1	-.090**	-.190**	.006	-.019
.535	.032		.000	.000	.616	.099
7425	2557	8024	8024	7944	7818	7871
-.026*	-.070**	-.090**	1	-.298**	.067**	.085**
.023	.000	.000		.000	.000	.000
7425	2557	8024	8024	7944	7818	7871
-.033**	.019	-.190**	-.298**	1	-.009	-.013
.005	.344	.000	.000		.423	.257
7357	2536	7944	7944	7944	7743	7797
-.220**	-.226**	.006	.067**	-.009	1	.559**
.000	.000	.616	.000	.423		0.000
7282	2497	7818	7818	7743	7818	7713
-.199**	-.277**	-.019	.085**	-.013	.559**	1
.000	.000	.099	.000	.257	0.000	
7301	2518	7871	7871	7797	7713	

As far as Kosovo's Participation Index is concerned, according to the latest poll it didn't mark any changes since October 2012; it remains 0.10, once again 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 (0.08), confirming an inequality in participation in politics and civic life between men and women in Kosovo (see Table 1.4).

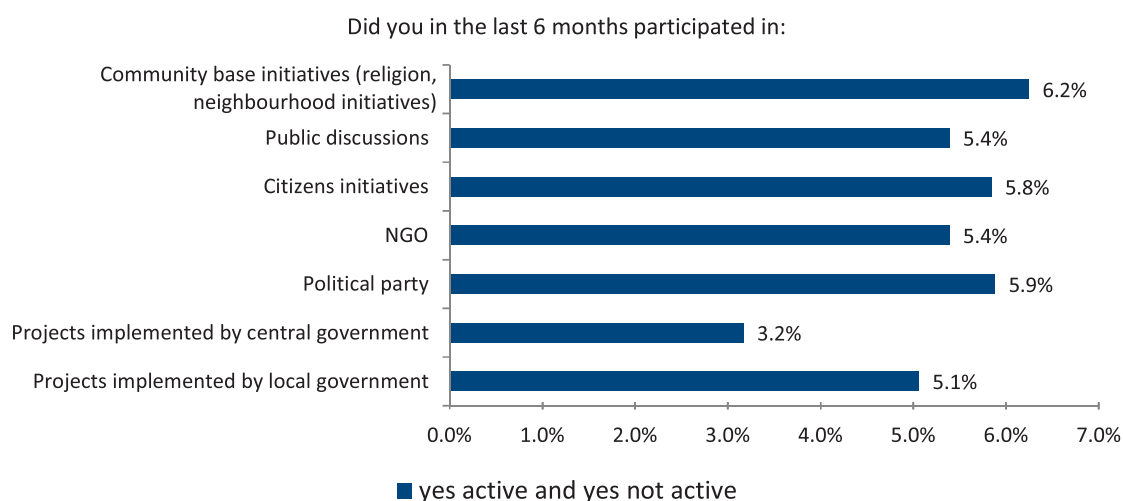
Table 1.4 Participation Index

	Nov-10	Jun-11	Nov-11	Apr-12	Oct-12	Apr-13
Participation Index	0.24	0.13	0.16	0.12	0.10	0.10
Participation Index (Men)		0.18	0.22	0.15	0.12	0.12
Participation Index (Women)		0.07	0.11	0.08	0.09	0.08

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 community based initiatives (religion, neighbouring), political party and citizens initiatives, are declared to be

the most popular way of participation in Kosovo's political and/or civic life (around 6% each). This is followed by participation in public discussions, NGO activities and projects implemented by local governments (5% each), while only 3% of respondents declared that participate in the projects implemented by central government (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 October 2012 – April 2013. The latest findings highlights that public dissatisfaction with Kosovo's economic direction is higher than dissatisfaction with political direction: about 74% of 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 is 82% (as compared to 90% during October 2012) and remains higher than that of K-Albanians (74%) and other communities (72%) (see Table 2.1).

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

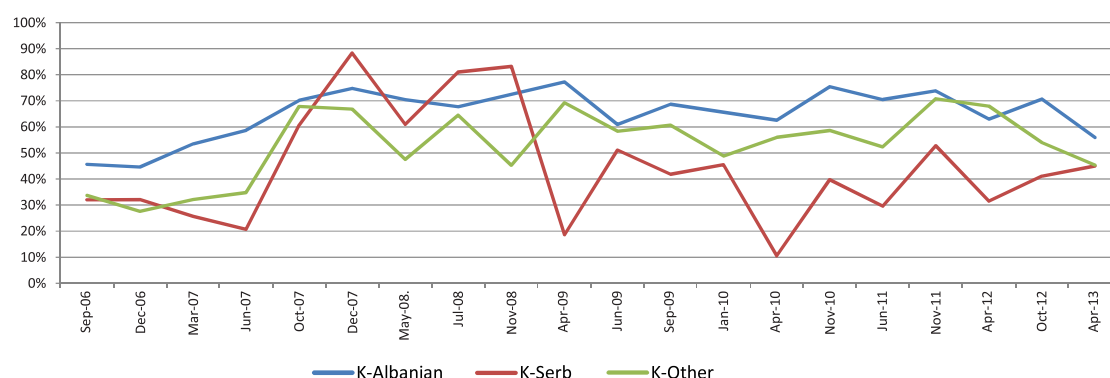
		K-Albanian	K-Serb	Others	Total Weighted
Economic	Satisfied	6.0%	0.9%	5.8%	5.8%
	Dissatisfied	73.9%	82.1%	72.4%	74.2%

The majority of Kosovans, about 73%, consider the Government to be responsible for Kosovo's economic situation. The disaggregated data by ethnicity indicates that 74% of K-Albanians, 60% of other communities and 48.5% 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 6%. Similarly, only 7% (as compared to 4% in October 2012) 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

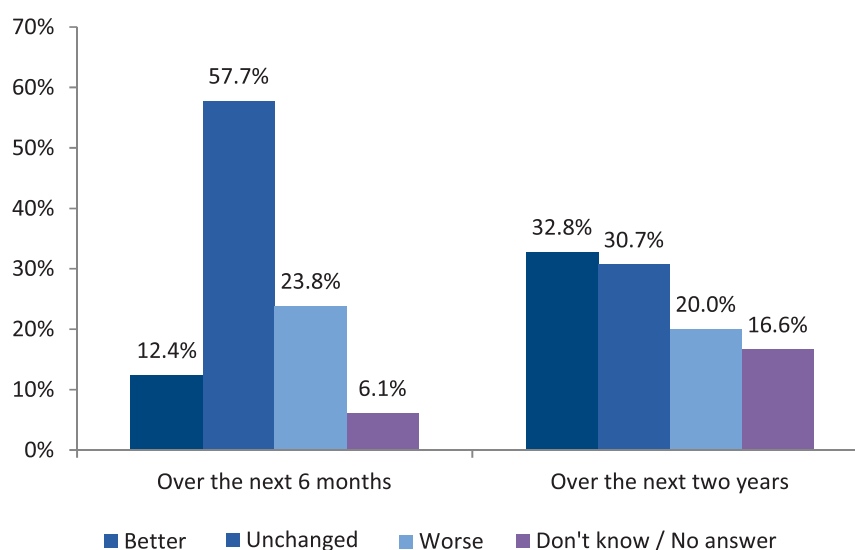
	K-Albanian	K-Serb	Others	Kosovo
EULEX	3.7%	12.2%	4.9%	4.0%
UNMIK	1.0%	6.6%	2.2%	1.2%
Kosovo Government	74.8%	48.5%	60.2%	73.3%
Local governments	6.7%	4.4%	9.7%	6.7%
Business community	1.7%	1.3%	4.0%	1.7%
Other	2.3%		1.3%	2.2%
Don't know	6.5%	22.7%	14.6%	7.4%
No answer	2.5%	4.4%	2.7%	2.6%
Total	100.0%	100.0%	100.0%	100.0%

During April 2013, 56% (as compared to 66% in October 2012) of respondents stated that they would join public protests for the current economic reasons. When responses on readiness to protest for economic reasons were analyzed on ethnic basis, the results showed that for one year period of time, there have been significant increases in the readiness to protest for economic reasons among K-Serbs (45% as compared to 31% in April 2012). The current poll results also show that, the number of K-Albanians who are ready to join public protests for economic reasons has decreased to 56% (as compared to 78% in October 2012), there is also significant decrease among other ethnicities (45% as compared to 54% in October 2012) (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-three percent of Kosovans reported that they expect the economic situation to improve over the next two years, whereas

only about 12% think that the situation might improve over the next six months. Around 30% (as opposed to 37% in October 2012), however, believe the situation will remain unchanged over the next two years, while another 20% 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 negative changes during the last six months decreasing from 0.82 in October 2012 to 0.68 in April 2013. When analyzed by basis, the data show that the index has decreased for both genders, for men it has decreased from 0.78 in October 2012 to 0.68 in April 2013, and for women from 0.87 to 0.68.

This index remains below the value of 1.5 since November 2010 when it was calculated for the first time, this implies that most Kosovans do not have a favourable opinion on the overall economic developments in Kosovo (1.5 value indicates neutral opinion and value of above 1.5 positive opinion) (see Table 2.3).

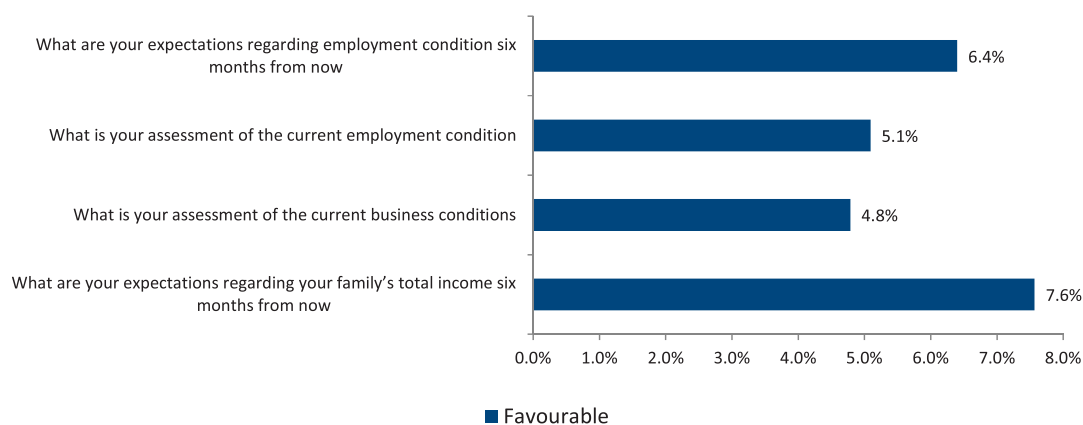
² See Annex 1 for more information on the calculation of the Economic Confidence Index

Table 2.3. Economic Confidence Index, by gender

	Nov-10	Jun-11	Nov-11	Apr-12	Oct-12	Apr-13
Economic Confidence Index	0.92	0.90	0.79	0.81	0.82	0.68
Economic Confidence Index (Men)	0.85	0.88	0.76	0.84	0.78	0.68
Economic Confidence Index (Women)	0.99	0.92	0.83	0.77	0.87	0.68

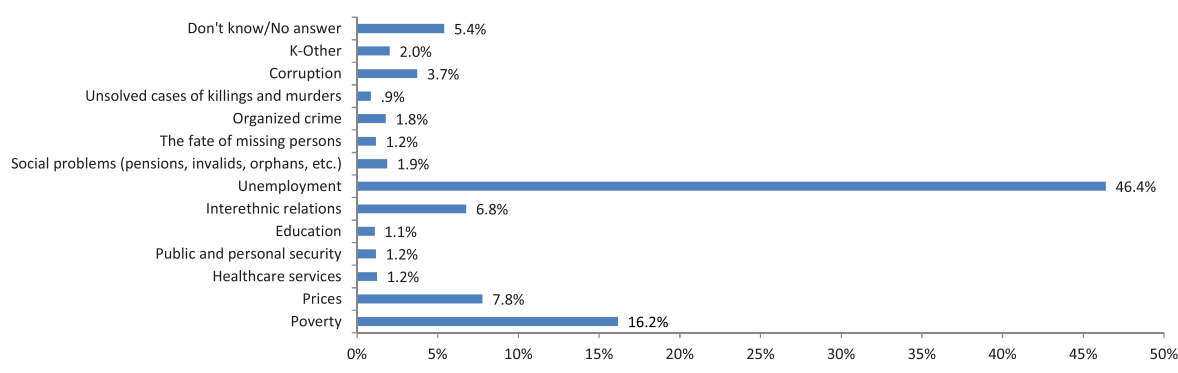
The component of Economic Confidence Index assess the current business and employment conditions as well as expectations about employment and the family's total income conditions in the near future (a six-month period). Roughly 6% of respondents expect favourable employment conditions in the near future,

whereas only about 5% of them assess the current employment conditions as favourable. While about 8% of respondents have favourable expectations regarding their total family income six months from now, only 5% assessed the current business conditions as favourable (see Figure 2.3).

Figure 2.3. Positive responses to the Economic Confidence questions

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 problem in Kosovo by 46% of its citizens. Another 16% (as

compared to 21% in October 2012) think that poverty is the biggest problem, while about 8% (as compared to 11% in October 2012) think that high prices are the biggest problem, inter-ethnic relations were also listed as the paramount problem by about 7% of respondents.

Figure 2.4 Problems that represents the paramount problem facing Kosovo

Perceptions of Large-Scale Corruption

Although corruption is not mentioned as one of the most important problems, when asked about the perceptions on the presence of corruption in various institutions a large number of Kosovans think that there is a large scale corruption in many institutions. The percentage of citizens who perceive that large-scale corruption is present in various institutions has increased as compared to April-October 2012. This is the case for Customs 59% (as compared to 43% in April 2012), courts 56% (as compared to 47.5% in October 2012), healthcare pro-

viders 50% (as compared to 43% in April 2012), and Central administration/government 46% (as compared to 36% in April 2012), these institutions are reported as institutions with the highest prevalence of large-scale corruption. Additionally, the perception for the presence of large scale corruption is particularly increased for the following institutions: Banks 37.5% (as compared to 20.5% in April 2012), Municipalities 39% (as compared to 30% in April 2012), EULEX police 38% (as compared to 28% in April 2012), and local police KPS 30% (as compared to 19% in April 2012). (see Table 2.4).

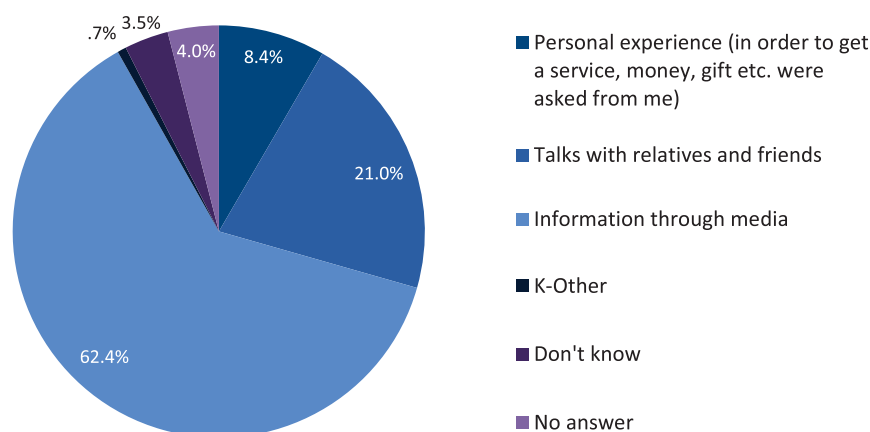
Table 2.4. Perceptions of large-scale corruption

	Nov-10	Jun-11	Nov-11	Apr-12	Oct-12	Apr-13
Customs	45.1%	42.3%	53.7%	43.2%	49.9%	58.9%
Courts	49.7%	41.6%	55.6%	44.5%	47.5%	56.4%
Healthcare (hospitals)	47.9%	40.7%	49.8%	43.3%	51.6%	50.4%
KEC	52.4%	47.9%	61.2%	47.8%	53.8%	48.8%
PAK (Privatization Agency of Kosovo)	52.0%	40.5%	51.9%	49.4%	46.4%	48.7%
Central administration/government	47.5%	41.4%	43.3%	39.5%	35.7%	46.1%
TAK (Tax administration of Kosovo)		24.9%	36.5%	38.1%	33.6%	42.5%
PTK	34.0%	32.4%	46.6%	41.8%	45.1%	41.4%
Municipalities (local government)	32.9%	30.4%	31.9%	30.1%	32.2%	38.9%
EULEX police (CIVPOL)	22.9%	26.2%	27.1%	28.3%	28.7%	38.3%
Banks	14.4%	14.9%	22.0%	20.5%	22.8%	37.5%
Education (schools, University)	14.4%	13.1%	17.3%	26.2%	23.5%	31.6%
Local police (KPS)	15.2%	15.5%	19.5%	19.4%	28.0%	30.3%
International organizations	14.7%	12.3%	20.3%	19.3%	20.8%	24.8%

However, 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 (8%). Majority of respondents

(62%) stated that they are informed about corruption through media, while 21% stated that they heard about corruption from relatives or friends (see Figure 2.5).

Figure 2.5 Sources of information on corruption



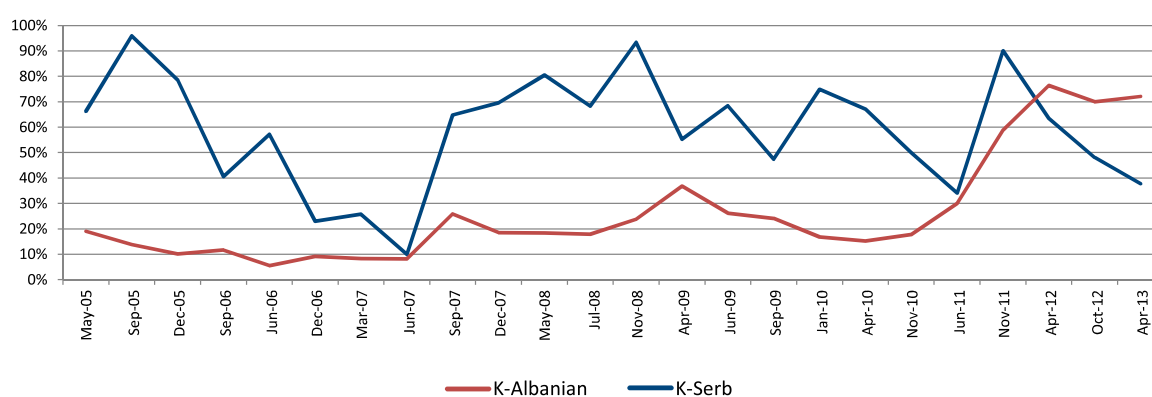
CHAPTER 3

Interethnic Relations

Among other interesting trends of the present poll is the decrease in the number of K-Serbs who indicated that “interethnic relations are tense and not improving”. As shown in Figure 3.1, while in October 2012 around 48% of K-Serbs thought that “interethnic relations are

tense and not improving”, in April 2013 the percentage decreased to 38%. The opposite trend is observed among K-Albanian population the last poll results shows that about 72% of them think that “interethnic relations are tense and not improving” (see Figure 3.1).

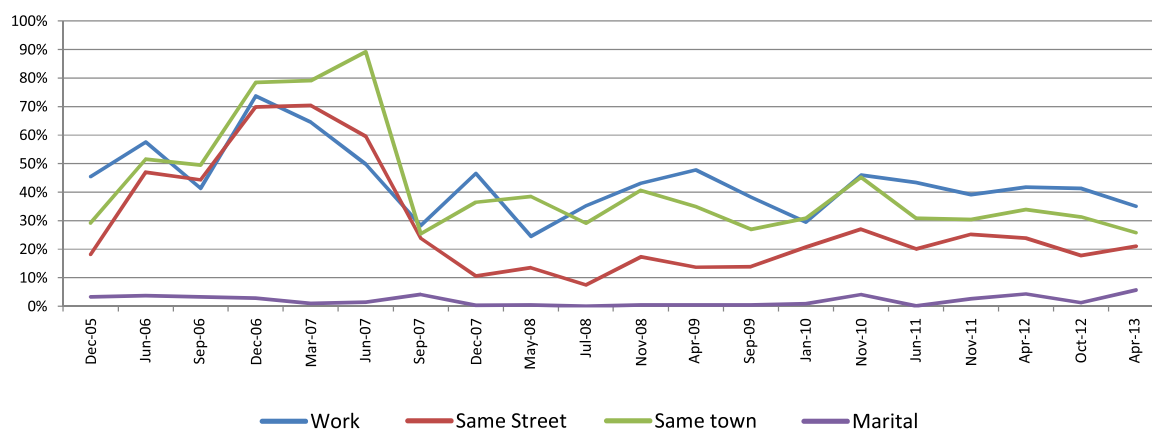
Figure 3.1. Trend of percentage of respondents who think that interethnic relations continue to be tense and not improving



Despite this positive shift in perceptions, the poll show no positive changes in the readiness of K-Serbs to work and live in the same town with K-Albanians, as compared to October 2012. For instance, the percentage of K-Serbs who are ready to live in the same town with K-Albanians has decreased from 41% in Octo-

ber 2012 to 35% in April 2013. While the percentage of those who would be willing to live in the same street or marry with K-Albanians has seen a slight increase as compared to October 2012 findings (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 work and live in the same towns with K-Albanians, the opposite is the case for K-Albanians. Approximately 39% of K-Albanian respondents agree to work in

the same place with K-Serbs, whereas 35% of them agree to live in the same town and 28.5% agrees to live in the same street with K-Serbs (see Figure 3.3).

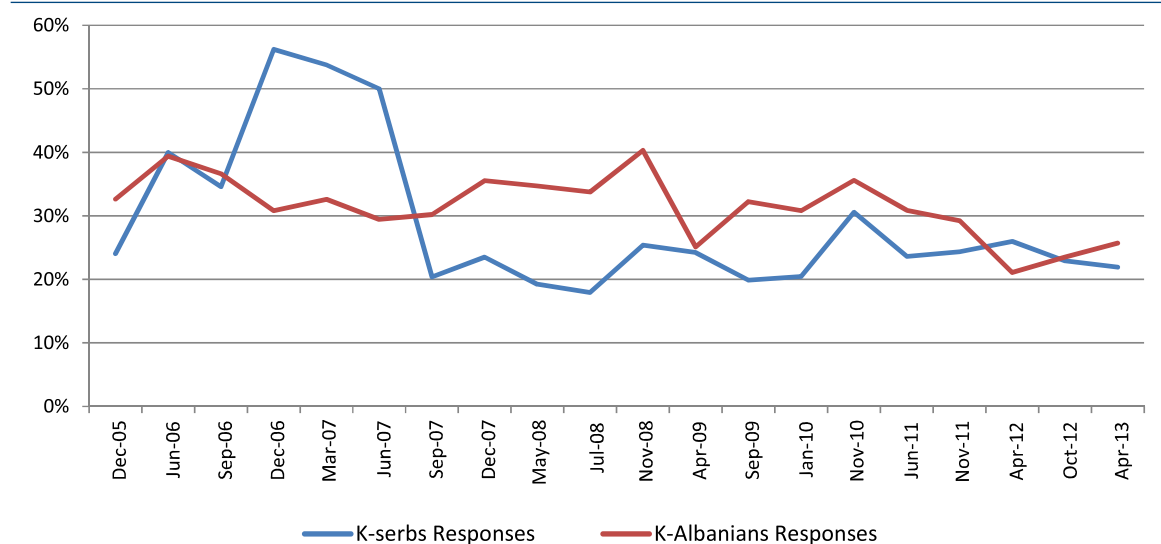
Figure 3.3. K-Albanians willing to live and work with K-Serbs



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 indicate that there has been an increase of K-Al-

banian social acceptance toward K-Serb community between October 2012 and April 2013. On the other hand, for the same period of time, there has been a decrease of K-Serb social acceptance toward K-Albanians, during the same period of time (see Figure 3.4).

Figure 3.4: Interethnic social acceptance trends



Significant positive correlations were found between men and Serb-Albanian relations, which is to say that men are more likely to think that inter-ethnic relations are improving. Young people have more positive opinions that inter-ethnic relations as compared to older generations. Additionally, the correlation analysis shows that those with higher education, those that have contacts with other ethnicities, those with higher trust in democratic and econom-

ic processes are more likely to think that inter-ethnic relations are improving. In terms of ethnicity K-Serbs are more likely to have negative opinion on Albanian –Serb relations as compared to K-Other ethnicities who are more likely to have positive opinion. It is interesting to note that level of participation in social and political life does not have any correlation with opinions on interethnic relations (Table 3.1).

Table 3.1 correlation analysis on Serb-Albanian relations

		How would you describe the Serb-Albanian relations?
Gender (1-Male, 0 Female)	Pearson Correlation	.064**
	Sig. (2-tailed)	.000
	N	7139
Age	Pearson Correlation	-.037**
	Sig. (2-tailed)	.002
	N	7139
Education (how many years of school did you complete?)	Pearson Correlation	.028*
	Sig. (2-tailed)	.019
	N	7095
During the last 3 months on how many occasions you had contact with a person from another ethnicity? (1- I have contact, 0-didn't have contact)	Pearson Correlation	.164**
	Sig. (2-tailed)	.000
	N	4422
K-Albanians	Pearson Correlation	-.013
	Sig. (2-tailed)	.281
	N	7136
K-Serbs	Pearson Correlation	-.079**
	Sig. (2-tailed)	.000
	N	7136
Other ethnicities	Pearson Correlation	.101**
	Sig. (2-tailed)	.000
	N	7136
Economic Confidence Index_Four variables	Pearson Correlation	.085**
	Sig. (2-tailed)	.000
	N	2263
Democratization Index	Pearson Correlation	.125**
	Sig. (2-tailed)	.000
	N	7028
Participation_Index	Pearson Correlation	-.001
	Sig. (2-tailed)	.952
	N	2255

CHAPTER 4

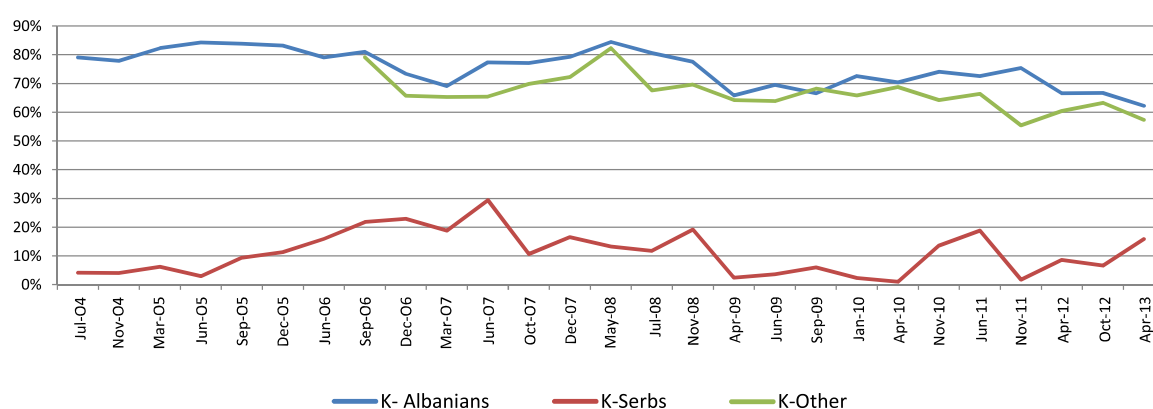
Public and Personal Safety and Security

Satisfaction and Relations with Security Institutions

Overall satisfaction with security institutions is relatively high among K-Albanian (62%) and K-Other (57%) respondents. However, if we compare the current findings with those of October 2012, the satisfaction level with security institutions of both K-Albanians and K-Others,

has seen a decrease. As for the K-Serb population, the current poll marks an increase in the satisfaction level with security institutions as compared to October 2012, whereby 16% of K-Serb respondents are satisfied (as compared to only 7% in October 2012) (see Figure 4.1).

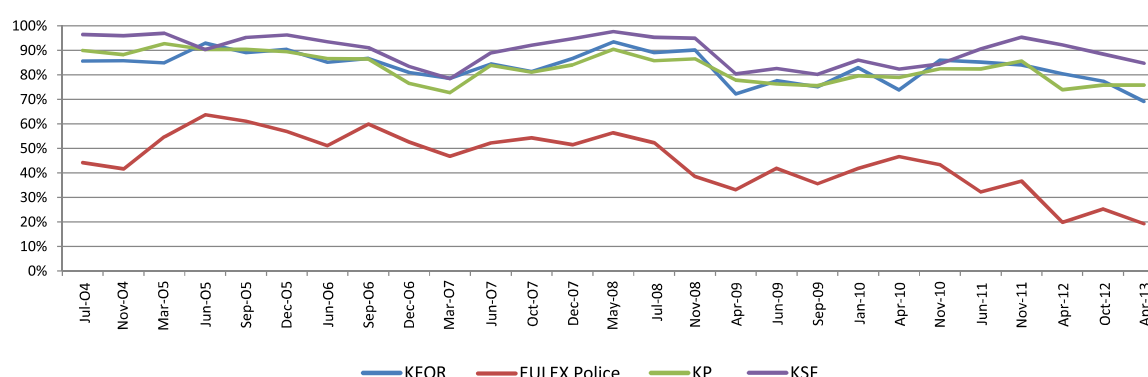
Figure 4.1. Satisfaction with Security Institutions, by ethnicity



Although the overall satisfaction of K-Albanians with the performance of KFOR, EULEX Police and KSF has seen decrease since October 2012, the number of those who claimed to be satisfied with the KP has remained the same. The poll highlights again that the majority of

K-Albanians are generally satisfied with the performance of KSF (85%), followed by KP (76%) and KFOR 69% (as compared to 77% in October 2012). The lowest satisfaction is recorded with the EULEX Police 19% (as compared to 25% in October 2012) (see Figure 4.2).

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

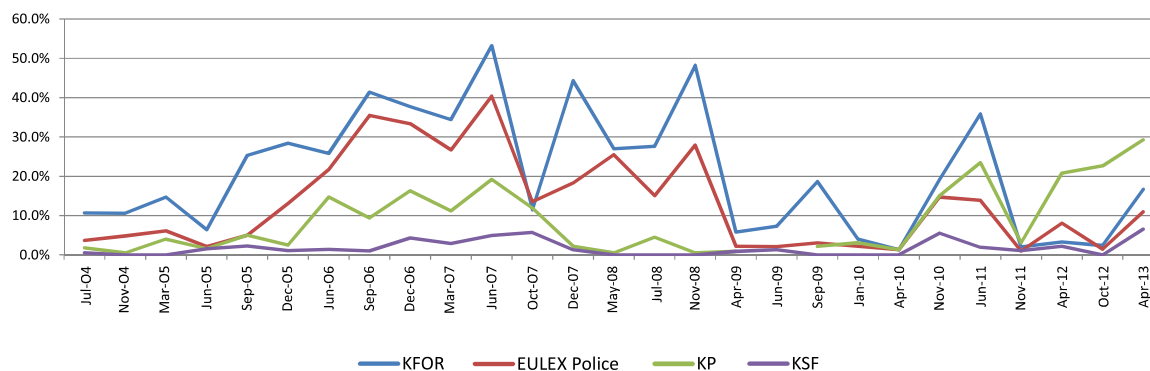


³From July 2004 to June 2009, the trend shows satisfaction with UNMIK Police, whereas from June 2009 until to date the trend shows satisfaction with EULEX Police.

The current poll results show that there has been an overall increase in the satisfaction of K-Serbs respondents, with security institutions in Kosovo. While satisfaction with the KP rose to 29% (as compared to 24% in October 2012), the satisfaction level with the performance of

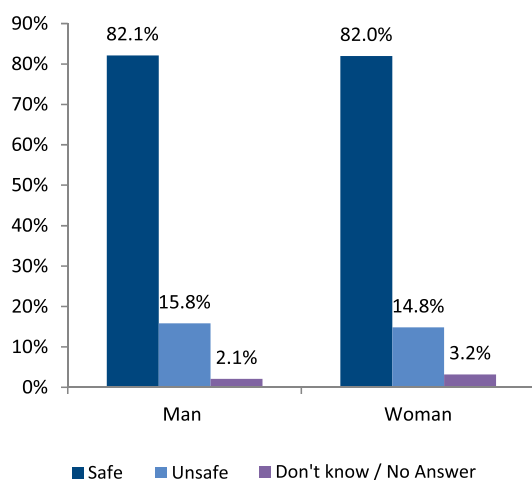
EULEX's Police increased to 11% (as opposed to 1% in October 2012). The increase in the satisfaction level is also noted with the performance of KSF (6.6%) and KFOR 17% (as opposed to 2% in October 2012) (see Figure 4.3).

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



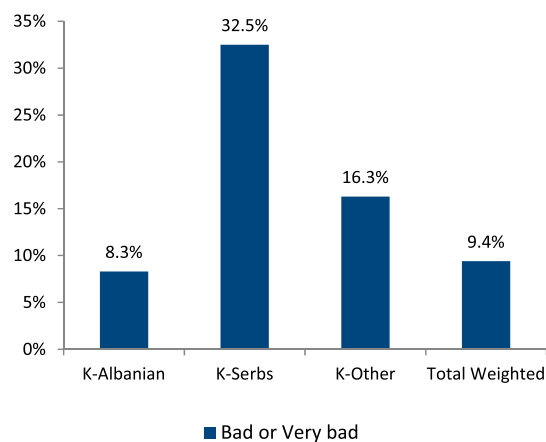
As an indicator for security, the respondents were asked whether they feel safe or unsafe while out on the streets. Even though generally there is a positive trend in this regard, the April 2013 data's show that: 82% of Kosovans feels safe when outdoors, whereas only 15% (as opposed to 12% in October 2012) feel generally unsafe. 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. Feeling of safety in the streets, by gender



In terms of police-community relations, the majority (68%) of Kosovans considers them to be good or very good. Only about 9% of respondents believe that these relations are bad or very bad. The perceptions, however, are more negative among the K-Serbs, as 35% of them (compared to 45% in October 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



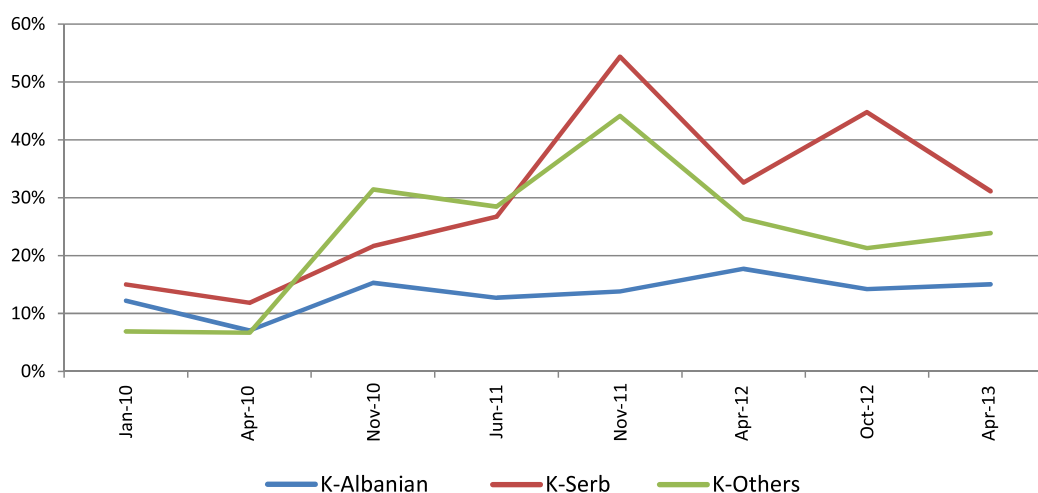
⁴From July 2004 to June 2009, the trend shows satisfaction with UNMIK Police, whereas from June 2009 until to date the trend shows satisfaction with EULEX Police.

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, regardless of ethnicity, responded that they had not perceived any such discrimination. But, be-

tween October 2012 and April 2013, there has been an increase in the proportion of K-Others who believe that they were discriminated against in the last six months (24%). Conversely, during the same period of time, a decrease is marked in the proportion of K-Serbs who believe they were discriminated against in the last six months (31% as compared to 45% on October 2012) (see Figure 4.6).

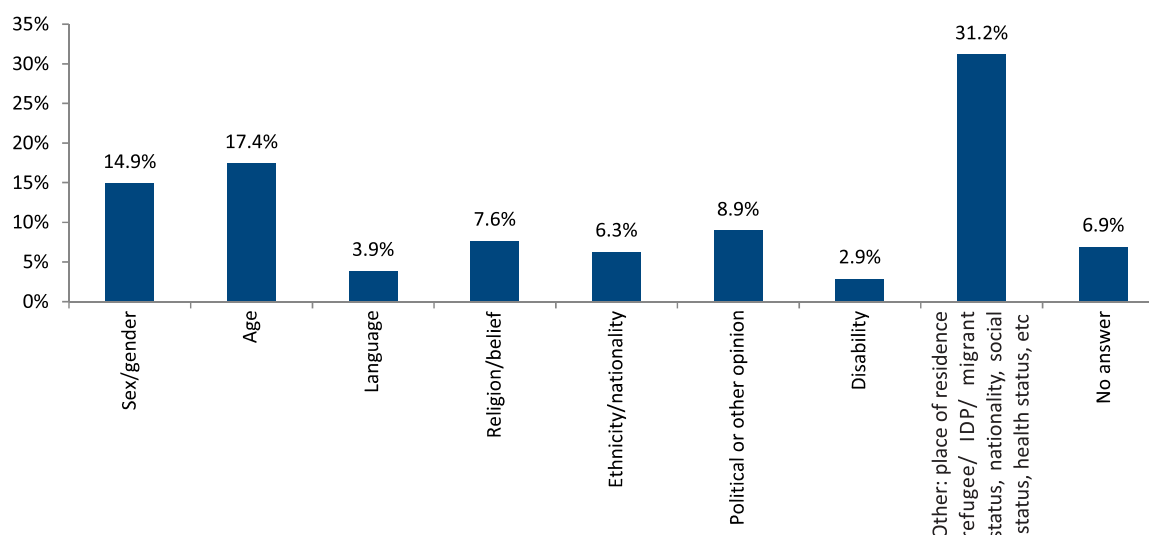
Figure 4.6: Feelings of discrimination, by ethnicity



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 reasons: place of residence, refugee/IDP/migrant

status, social or health status (31%), age (17%), sex/gender (15%), political or other opinion (9%), religion (8%), ethnicity (6%), language (4%) and disability (3%) (see Figure 4.7.).

Figure 4.7. Bases for discrimination



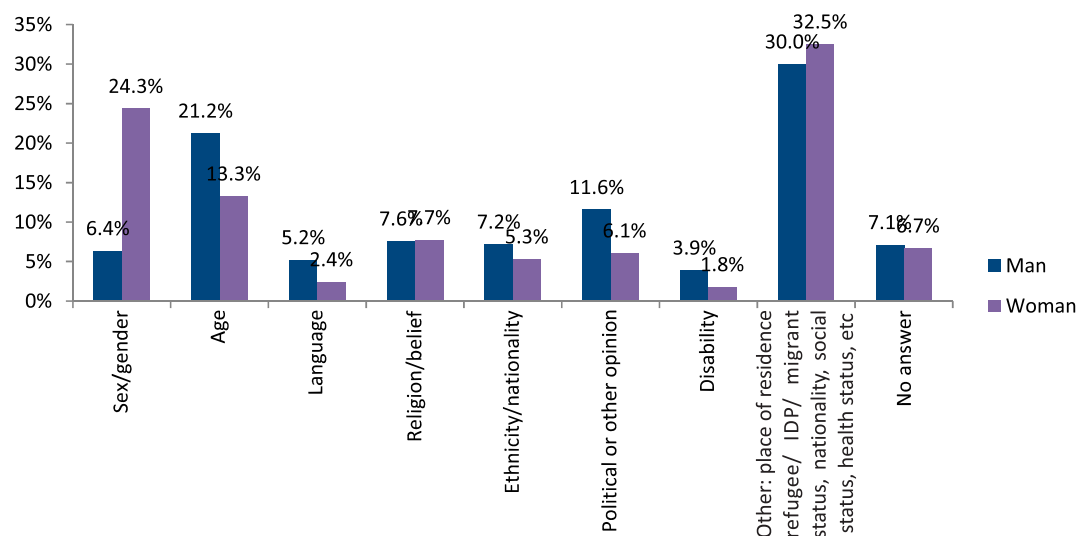
It is worth mentioning that majority of those that reported to be discriminated on gender basis are woman (24%, as opposed to only 6%

of man). On the other hand majority of those that reported to be discriminated on the basis of age, political and other opinion, language

and disability are men. No gender based differences are noticed among those that declared

to be discriminated because of their religion/belief (see figure 4.8).

Figure 4.8. Basis of discrimination, by gender



Respondents were also asked to express their opinion on which groups are most frequently subject to discrimination in Kosovo. The majority of respondents identified the elderly (31%), youth (18%) and women/girls (13%), as the groups most commonly subject to discrimination in Kosovo. When these results were disaggregated by ethnicity, it may be observed

that the majority of K-Serbs (68%) and a considerable share of other ethnicities (23%) considered their own communities as most commonly subject to discrimination. K-Albanians, on the other hand, believed that old people and youth 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?

	K-Albanian	K-Serb	Others	Kosovo
Women/girls	14.4%	2.6%	11.9%	13.8%
Children	3.8%	.9%	1.3%	3.6%
Youth	19.2%	8.7%	5.3%	18.3%
Old people	32.9%	.9%	16.7%	31.1%
Kosovo Serbs	.4%	67.7%	3.1%	3.1%
Kosovo Albanians	4.9%	.9%	1.3%	4.6%
Roma, Ashkali, and Egyptians	3.1%	.9%	22.9%	3.8%
Other communities (including Bosnians, Turks, Gorani, Montenegrins)	.7%		6.6%	.9%
Lesbians, gays, bisexuals and transsexuals	.6%	3.1%	.4%	.7%
Persons with disabilities, including those who have long-term physical, mental, intellectual or sensory impairments	10.9%	3.5%	9.7%	10.7%
Other	1.4%	.4%	.9%	1.3%
Don't know	2.9%	2.2%	13.7%	3.3%
NA	4.7%	8.3%	6.2%	4.9%
Total	100.0%	100.0%	100.0%	100.0%

Anex -I-

The Annex I of the Public Pulse Report –VI-, provides tables with data's on citizens' perceptions regarding the indicators such: Democratization Index, Economic Confidence Index and perception on the quality of Kosovo's primary, secondary and tertiary educational systems.

Additionally, it provides data about the people's perceptions on negotiations that are currently going on between Pristina and Belgrade, perceived threats for Kosovan families, selected reasons for emigration and Kosovan's knowledge about the repatriation policies.

Table 5.1 Favourable options of Democratization indicators June 2011 – April 2013

	Jun-11	Nov-11	Apr-12	Oct-12	Apr-13
Are the elections in Kosovo democratic and in accordance with international standards?	29.3%	23.1%	17.0%	16.2%	15.0%
Does the Parliament monitor the Government performance?	20.7%	19.4%	16.7%	17.7%	17.5%
Is Judiciary System in Kosovo independent on its decisions?	15.6%	11.3%	12.3%	15.7%	10.6%
Does media in Kosovo enjoys the freedom of expression?	33.9%	33.3%	34.7%	37.3%	24.6%
Does Civil Society in Kosovo serve as, a truthful monitor of democratic developments in Kosovo?	18.9%	20.3%	19.0%	24.4%	18.3%
Is your Local (municipal) Government working according to priorities of Kosovo citizens?	26.7%	29.0%	25.7%	27.3%	26.1%
Is Kosovo Government working according to priorities of Kosovo citizens?	16.1%	14.6%	12.9%	15.3%	16.4%
Is Kosovo Constitution as well as Laws in power democratic and do they respect the Human Rights?	27.9%	26.5%	25.9%	26.0%	33.0%
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?	24.5%	17.9%	18.1%	18.6%	23.0%

Table 5.2. Favourable opinions on Economic Confidence Indicators November 2011 – April 2013

	Nov-11	Apr-12	Oct-12	Apr-13
What are your expectations regarding your family's total income six months from now	8.60%	9.9%	9.50%	7.6%
What is your assessment of the current business conditions	6%	7.9%	6.60%	4.8%
What is your assessment of the current employment condition	3.80%	3.4%	3.75%	5.1%
What are your expectations regarding employment condition six months from now	7.90%	7.6%	7.40%	6.4%

Figure 5.3 Opinions about the quality of primary education system in Kosovo? * Ethnicity Cross-tabulation

	K-Albanian	K-Serb	K - Other ethnicities	Total
Very poor	1.0%	4.4%	13.8%	3.8%
Poor	5.4%	9.6%	16.9%	8.2%
Neither poor, not good	36.9%	18.4%	28.9%	32.2%
Good	42.0%	39.0%	32.0%	39.7%
Very good	12.0%	22.4%	4.9%	12.6%
Don't know	1.0%	1.3%	.9%	1.0%
NA	1.7%	4.8%	2.7%	2.4%
Total	100.0%	100.0%	100.0%	100.0%

Figure 5.4. Opinions about the quality of secondary education system in Kosovo? * Ethnicity Cross-tabulation

	K-Albanian	K-Serb	K - Other ethnicities	Total
Very poor	1.2%	3.9%	12.4%	3.7%
Poor	12.4%	8.7%	17.3%	12.6%
Neither poor, not good	45.6%	20.1%	34.1%	39.0%
Good	28.0%	37.6%	27.4%	29.6%
Very good	9.9%	23.6%	5.3%	11.5%
Don't know	1.2%	1.3%	.9%	1.2%
NA	1.7%	4.8%	2.7%	2.4%
Total	100.0%	100.0%	100.0%	100.0%

Figure 5.5. Opinions about the quality of tertiary education system in Kosovo? * Ethnicity Cross-tabulation

	K-Albanian	K-Serb	K - Other ethnicities	Total
Very poor	5.2%	4.4%	14.2%	6.6%
Poor	26.0%	8.3%	20.4%	21.9%
Neither poor, not good	33.9%	20.1%	30.2%	30.8%
Good	20.9%	34.5%	25.3%	24.1%
Very good	9.6%	25.3%	6.2%	11.8%
Don't know	2.6%	2.2%	.4%	2.2%
NA	1.7%	5.2%	3.1%	2.6%
Total	100.0%	100.0%	100.0%	100.0%

Figure 5.6. Perceptions about the dialogue that is actually going on between, Kosovo and Serbia?

	K-Albanian	K-Serb	K - Other ethnicities	Total
Very beneficial	13.4%	5.7%	9.3%	11.3%
Beneficial	22.7%	11.7%	22.6%	20.7%
So-so	26.1%	16.5%	32.7%	25.6%
Harmful	13.0%	11.7%	6.6%	11.7%
Very harmful	6.1%	7.8%	1.8%	5.7%
Don't know	16.5%	20.4%	21.7%	18.1%
NA	2.2%	26.1%	5.3%	7.0%
Total	100.0%	100.0%	100.0%	100.0%

Figure 5.7. Security threats which is the most threatening to Kosovan's families?

	K-Albanian	K-Serb	K - Other ethnicities	Total
Robberies	1.0%	.9%	3.1%	1.3%
Thefts	29.9%	12.7%	19.4%	25.0%
Kidnappings	.1%	3.5%	1.3%	.9%
Murders	1.3%	14.0%	3.1%	3.9%
Traffic Accidents	3.2%	1.7%	3.1%	3.0%
Organized Crime/ Mafia	.8%	9.6%	3.5%	2.9%
Human/ women trafficking	.6%	.4%	1.8%	.8%
Home accidents	.8%	2.2%	2.6%	1.4%
Fires	.4%		1.3%	.5%
Poverty	33.7%	12.7%	26.9%	28.7%
Infectious diseases	.4%	1.3%	3.1%	1.0%
Drugs	1.2%	2.2%	4.8%	2.0%
Racketeering			.9%	.2%
Possession of small arms	.2%	3.5%		.8%
Environmental pollution	2.3%	3.5%	1.3%	2.3%
Other	5.9%	2.6%	2.2%	4.7%
Don't know	8.2%	15.7%	10.1%	9.9%
NA	10.0%	13.5%	11.5%	10.9%
Total	100.0%	100.0%	100.0%	100.0%

Figure 5.8. Plans to emigrate from Kosovo?

	K-Albanian	K-Serb	K - Other	Total
Yes	37.9%	11.0%	36.0%	32.8%
No	58.2%	71.9%	45.3%	58.4%
Don't know	1.7%	9.2%	11.6%	4.8%
NA	2.2%	7.9%	7.1%	4.0%
Total	100.0%	100.0%	100.0%	100.0%

Figure 5.9 Reasons for Kosovan's tendencies of emigration

	K-Albanian	K-Serb	K - Other ethnicities	Total
Unfavourable economic situation in family	31.0%	6.1%	26.2%	25.8%
Joining the family	.8%	2.2%	3.1%	1.5%
Better education opportunities abroad	4.3%	3.1%	5.3%	4.3%
Dissatisfaction with the current political situation in Kosovo	.7%	4.4%	2.2%	1.6%
Crime and security reasons	.2%	2.2%	1.8%	.9%
Something else	.6%		.4%	.5%
Don't know	.1%	1.3%	2.7%	.8%
NA	62.1%	80.7%	58.2%	64.7%
Total	100.0%	100.0%	100.0%	100.0%

Figure 5.10. Do you know that if you migrate illegally you will be repatriated and returned to Kosovo?

	K-Albanian	K-Serb	K - Other ethnicities	Total
Yes	70.3%	39.7%	58.2%	62.7%
No	17.6%	25.8%	15.6%	18.7%
Don't know	8.4%	24.9%	10.2%	11.7%
NA	3.7%	9.6%	16.0%	6.9%
Total	100.0%	100.0%	100.0%	100.0%

Annex -II-

Metodology

These results are based on an opinion poll sample that surveyed 1290 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 832 Kosovo Albanians, 230 Kosovo Serbs and 228 Kosovo non-Serb minorities (namely Turkish, Bosnian, Gorani, Roma, Ashkali, and Egyptian). The sample is representative for three subpopulations as selection was conducted through Multistage Random Sampling Method. The survey was conducted by ENCOMPASS (Prishtinë/Prishtina) during the end of March and beginning of April 2013.

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 -III-

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.

