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Executive Summary

Public Pulse Brief gives an overview of findings on ten key indicators derived from opinion polls conducted biannually with respondents in Kosovo.¹ This 20th Public Pulse Brief, is based on an opinion poll conducted from 12 to 25 May 2021, with 1,307 respondents from all ethnic communities in Kosovo. Data and indicators from the opinion poll are disaggregated by ethnicity and gender to provide detailed information on differences in perceptions and developmental problems faced by the people of Kosovo.

The findings of the May 2021 Public Pulse opinion poll highlight a significant increase in people's satisfaction with the performance of key executive, legislative and judicial institutions in Kosovo in comparison to the previous poll conducted in December 2020. Satisfaction with the performance of the Executive cabinet is recorded at 59.1%, which is an increase of 37.8 percentage points from the December 2020 poll when it stood at 21.3%. Moreover, satisfaction level with the work of the Prime Minister is recorded at 59.5% (23% in December 2020), while that of the Kosovo Assembly Speaker has gone up from 46.7% in December 2020 to 59.2% in May 2021. The highest satisfaction level is recorded with the work of the President of Kosovo with 63.7% satisfaction rate, as compared to 33.9% recorded in December 2020. The Democratization Index (DI) has increased by 0.26 points (1.58) compared to December 2020, when it stood at 1.32 points. The Economic Confidence Index (ECI) has also increased from December 2020 (0.84) and stands at 1.49 points, indicating a significant increase in people's confidence in economic prospects of Kosovo. Both DI and ECI are measured on a scale from 0 points (minimum) to 3 points (maximum), where values below 1.5 are considered negative, whereas those above 1.5 show positive attitude of the majority of the people regarding democratization and economic index.

A slightly higher number of respondents are ready to protest for political reasons than in December 2020. A total of 36.7% of respondents would be ready to protest for political reasons in May 2021, compared to 30.6% in December 2020. Data disaggregated by ethnicity also show an increase in readiness to protest among 39.5% Kosovo Albanians (31.2% in December 2020), 23.3% Kosovo Serbs (19.2% in December 2020), and 32.3% members of other Kosovo communities (26.9% in December 2020) (Kosovo Ashkali, Kosovo Bosniaks, Kosovo Egyptians, Kosovo Gorani, Kosovo Roma, and Kosovo Turks). Whereas largest share of Kosovo Serbs (47.6%) are indifferent regarding political direction of Kosovo, 35.7% of Kosovo Albanians are dissatisfied with current political direction compared to 60.6% in December 2020, whereas 37.3% of members of other Kosovo communities are satisfied or very satisfied with the political direction of Kosovo.

Findings from Public Pulse XX opinion poll also show substantial increase in the sense of safety among respondents, with 76.4% feeling safe when outside, compared to 68.4% recorded in December 2020. Gender-disaggregated data show that the feeling of safety is the same for women (76.7%) and men (76%). The feeling of safety among Kosovo Serbs has decreased by 11.3 percentage points, with 34.8% feeling safe in May 2021 as compared to 46.1% in December 2020. The highest sense of safety is recorded among members of other Kosovo communities, with 85% feeling safe when out in the street.

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

The May 2021 Public Pulse poll also enquired about the most pressing problems Kosovo is currently facing. Findings show a change from the previous poll in the three major issues that impact social well-being: corruption taking over from urban space problems. Top three major issues reported during this survey were unemployment (34.3%), poverty (19.3%) and corruption (9.3%), whereas unemployment, poverty and urban space problems were the top three concerns in December 2020. Compared to April 2020, corruption (23.5%) has dropped by 14.2 percentage points. Kosovo Serbs consider unemployment (16.7%), public and personal security (14.8%) and urban space problems (12.9%) as three most pressing issues, whereas for other Kosovo communities the biggest problem is unemployment (51.2%), followed by poverty (18.9%) and energy supply (11.4%). For Kosovo Albanians, unemployment (33.7%), poverty (19.6%) and corruption (9.6%) are three major problems in Kosovo. A total of 76% of respondents consider that employment in the public institutions of Kosovo is not based on merit, as opposed to December 2020 when 78.1% believed that to be the case. On average, 25% of respondents claim they perceive large-scale corruption to be present in public and international institutions in Kosovo, a decrease of 3 percentage points from December 2020, but an increase of 4.3 percentage points from April 2020 (20.7) when the lowest perception on large-scale corruption was recorded by the Public Pulse poll.

As for the right to live in a healthy environment, 16.1 % of respondents said they know a lot about the topic, 32.7% claimed average knowledge, and 36% of respondents know a little about this topic. A total of 15.2% said they have no knowledge about their right to live in a clean and healthy environment, a decrease of 12.2 percentage points from December 2020 (27.4%).

The present brief also provides data on the attitudes of the people of Kosovo toward voting and data on the impact of COVID-19 on respondents' economic wellbeing, physical health, and mental health, as well as their satisfaction with the measures taken by Kosovo institutions to prevent the spreading of COVID-19. Additional data obtained through this and previous polls will be made available in the [Public Pulse Data Visualization Platform and ASKData](#).² UNDP is globally supporting the fight against the pandemic and developing country-specific interventions to address the needs of countries where the UNDP operates. In Kosovo, UNDP has conducted three socio-economic impact assessments of COVID-19 to help Kosovo and international institutions to respond to the challenges caused by the COVID-19 crisis.

² For Data Visualization Platform: <http://unkt.org/public-pulse/>. ASKData is a platform of Kosovo Agency of Statistics

Public Pulse

Key Indicators

The findings of the May 2021 Public Pulse poll show a substantial increase in satisfaction levels across all Kosovo institutions as compared to the opinion poll conducted in December 2020. On average, 51.4% of respondents are satisfied with the work of Kosovo central institutions compared to 27.5% in December 2020 and 42.5% in April 2020.³ This represents the highest rate of satisfaction with the performance of Kosovo central institutions ever recorded by Public Pulse.

Specifically, satisfaction with the work of the President of Kosovo (63.7%) has increased by 29.2 percentage points from December 2020 when it was recorded at 33.9%. Satisfaction with the work of the Prime Minister (59.5%) has increased by 36.5 percentage points compared to December 2020, when it was recorded at 23%, but it is lower than in April 2020, when it was recorded at 65.4%. Satisfaction with the Executive cabinet (59.1%) has increased by 37.8 percentage points compared to December 2020 when it stood at 21.3%. The level of satisfaction with the Assembly Speaker (59.2%) has increased by 12.5 percentage points compared to December 2020 when it stood at 46.7%, but it is lower than in April 2020 by 13.2 percentage points. Satisfaction with the work of the Kosovo Assembly (52.9%) has increased by 30.3 percentage points compared to December 2020 when it stood at 22.6%. It is worth noting that the satisfaction level with the work of the Kosovo Assembly is higher than in April 2020 (33.4%) by 19.5 percentage points.

Similar increase in the levels of satisfaction are recorded in most other institutions. For example, courts have received highest levels of satisfaction ever recorded by Public Pulse with 34.6% of respondents being satisfied with the work of the courts. In December and April 2020, satisfaction with the courts stood at 23% and 24.8%, respectively. Satisfaction level with Office of the Prosecutor (30.8%) is the highest since November 2018 (35.3%) and is higher than in December 2020 (23%) and in April 2020 (22.3%). Both institutions show a steady increase in satisfaction compared November 2019 (13.6% and 14.2% respectively) and May 2019 (18.7% and 16.4% respectively).

³ During the past year, Kosovo has had three different executive cabinets: after a successful vote of no-confidence for the executive cabinet led by Mr. Albin Kurti took place on March 25, 2020, a new executive cabinet led by Mr. Avdullah Hoti was voted on June 3, 2020. New cabinet led by Mr. Kurti was elected by the Kosovo Assembly on March 22, 2021, following general elections held on 14 February 2021.

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

Political indicators		March -15	Sep -15	Apr -16	Oct -16	Oct -17	May -18	Nov -18	May -19	Nov -19	Apr -20	Dec -20	May -21	Trend
Satisfaction with executive	Executive cabinet	18.10%	17.30%	17.80%	20.20%	32.40%	30.00%	31.30%	17.70%	14.40%	60.70%	21.30%	59.10%	
	Prime minister	23.60%	14.60%	18.30%	19.70%	42.30%	33.20%	35.10%	36.50%	20.70%	65.40%	23.00%	59.50%	
Satisfaction with legislative	Assembly	19.30%	19.90%	17.30%	18.90%	31.70%	32.90%	36.10%	19.60%	18.60%	33.40%	22.60%	52.90%	
	Assembly speaker	20.10%	19.80%	24.30%	24.90%	36.00%	31.50%	36.30%	23.60%	20.50%	72.40%	46.70%	59.20%	
Satisfaction with president	President	30.20%	30.40%	45.70%	25.50%	37.60%	39.10%	38.40%	20.40%	21.20%	18.70%	33.90%	63.70%	
Satisfaction with judiciary	Courts	17.20%	13.90%	18.40%	22.10%	36.90%	31.20%	37.80%	18.70%	13.60%	24.80%	23.00%	34.60%	
	Prosecutor's office	17.00%	12.80%	16.90%	16.30%	33.10%	29.90%	35.30%	16.40%	14.20%	22.30%	23.00%	30.80%	

Political Direction of Kosovo

The number of people who are satisfied with the political direction of Kosovo has increased by almost double compared to December 2020 opinion poll and represents the highest level of satisfaction with political direction of Kosovo ever recorded by Public Pulse opinion polls. A total of 24.7% are satisfied with Kosovo's political direction in contrast to 13.4% in December 2020 and 10.6% in April 2020. Accordingly, the number of those dissatisfied with the political direction of Kosovo has decreased substantially, showing the lowest level of dissatisfaction ever recorded by Public Pulse opinion polls, with 36.4% being dissatisfied as opposed to 59.4% in December 2020 and 69.6% in April 2020. However, those that are indifferent regarding Kosovo's political direction has also increased, with 38.8% being neutral versus 27.2% in December 2020 and 19.7% in April 2020.

Gender-disaggregated data show that men are slightly more satisfied (25.5%) with the political direction of Kosovo than women (24%). At the same time, the percentage of men who are dissatisfied (38.5%) with the political direction of Kosovo is considerably higher than that of women (33.7%). Ethnically disaggregated data show that the highest level of satisfaction is found among Kosovo other communities (37.3%), followed by Kosovo Albanians (27.9%), and Kosovo Serbs (9.1%). Accordingly, the highest level of dissatisfaction is found among Kosovo

Serbs (42.8%), followed by Kosovo Albanians (35.7%) and members of other Kosovo communities (27.8%). The percentage of those that are neutral is quite high, with 47.6% of Kosovo Serbs, 35.7% of Kosovo Albanians and 34.8% of other Kosovo communities being neutral in their assessment of Kosovo's political direction.

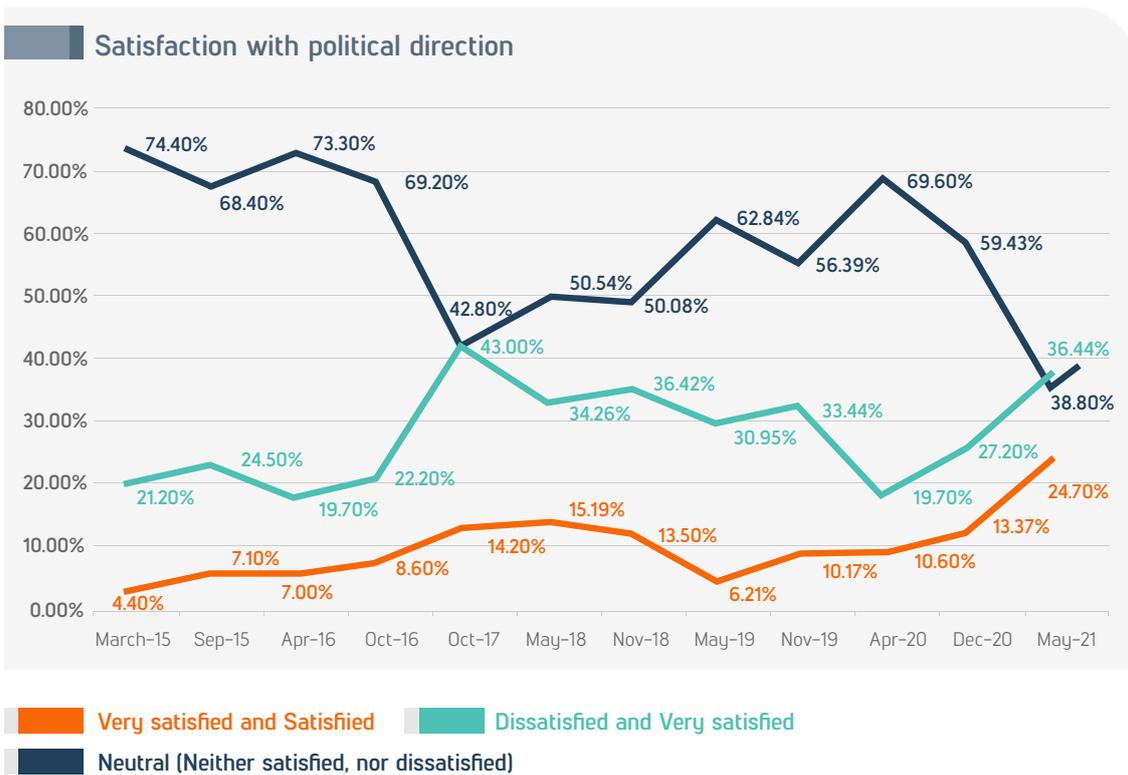


Figure 1. Respondents' satisfaction with the political direction of Kosovo

A total of 36.7% of respondents are ready to join political protest which is a slight increase from December 2020 (30.6%), April 2020 (33.6%) and from November 2019 (31.3%), but lower than from May 2019 (42.2%). Ethnically disaggregated data show that Kosovo Albanians are more willing to protest than Kosovo Serbs and members of other Kosovo communities. Specifically, 39.5% of Kosovo Albanians are willing to protest as opposed to 23.3% of Kosovo Serbs and 32.3% members of other Kosovo communities. Compared to December 2020, readiness to protest for political reasons is higher for all communities, including Kosovo Albanians (31.3%), Kosovo Serbs (19.5%) and members of other Kosovo communities (26.5%).

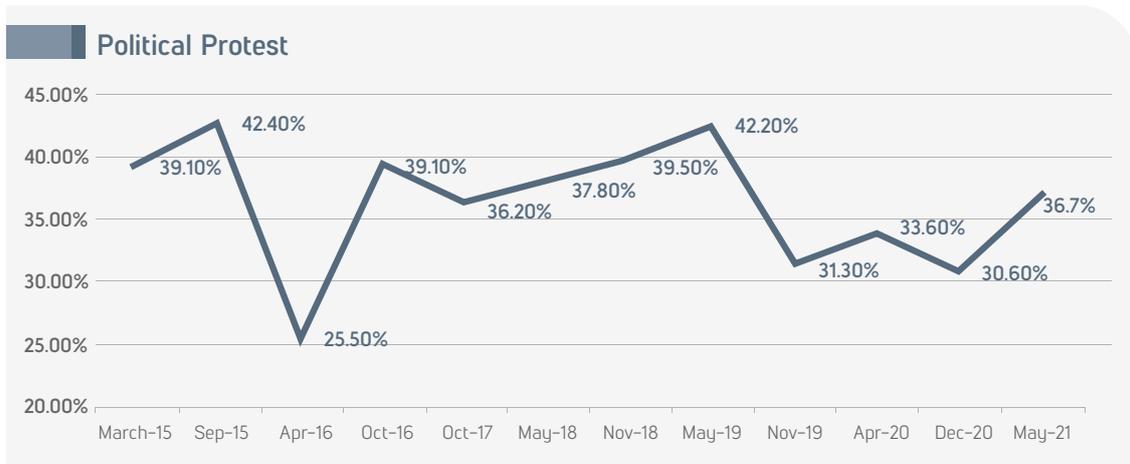


Figure 2. Percentage of respondents that would join political protests

Personal Safety

To measure the perception of public safety, respondents were asked whether they feel safe or unsafe while out in the street, in terms of potential violence and crime. Findings indicate an increase in the level of safety by 8 percentage points (76.4%) compared to December 2020 (68.4%), however, a decline compared to April 2020 when the highest level of safety was recorded with 86.3% of respondents feeling safe in the streets of Kosovo.



Figure 3. Respondents' perception of safety

Gender-disaggregated data show no difference in the perception of safety between men (76%) and women (76.7%). This represents an increase in the sense of safety for both women and men compared to December 2020, when 68.3% of men and 68.5% of women felt safe when out in the street, but a decline in the sense of safety compared to April 2020 when 85.4% of men and 87.2% of women felt safe outside. Ethnically disaggregated data show greater differences where 85% of members of other Kosovo communities and 76.4% of Kosovo Albanians feel safe when out in the streets as opposed to 34.8% of Kosovo Serbs who feel safe outside. The sense of safety among Kosovo Serbs has declined by 11.3 percentage points compared to December 2020 (46.1%) and is lower than in April 2020 (46.2%)”

Democratization and Economic Confidence Indices

In line with other upward trends, the May 2021 Public Pulse opinion poll recorded an increase in Democratic Index (DI) and Economic Confidence Index (ECI), both being the highest ever recorded by Public Pulse.⁴ More specifically, the current DI stands at 1.58, which is higher by 0.25 points than in December 2020 (1.32) and by 0.08 points than April 2020 (1.53). This figure suggests that more than half of the people of Kosovo have a positive view of democratic processes in Kosovo.

Similar increase can be observed in the ECI, which has gone up from 0.84 in December 2020 to 1.49 in May 2021. In April 2020, the ECI was 0.98 points. This figure suggests that almost half of the people of Kosovo have a positive view of economic trends in Kosovo.



Figure 4. Democratization and Economic Confidence Indices

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

Both DI and ECI consist of a number of components, which are used to generate respective indices. DI consists of nine components shown in Table 2 below. The questions falling within the scope of this Index can be answered with either “Yes, fully,” “Yes, mainly,” “Not so much,” or “Not at all.” Table 2 shows the percentage of respondents who responded with either “Yes, mainly” or “Yes, fully” to the nine questions. To determine which indicators influenced the increase of DI, the data from the May 2021 opinion poll were compared with those generated in previous opinion polls. Findings reveal that all components of the DI listed in Table 2 have seen an increase compared to December 2020.

A total of 70.4% of respondents believe that elections in Kosovo are democratic and follow international standards, compared to 45.9% in December 2020, 66.3% in April 2020, 62.7% in November 2019 and 35.6% in May 2019, making this the highest evaluated DI component. A total of 60.1% consider that the Assembly monitors the performance of the Executive cabinet, compared to 45.6% in December 2020, 58% in April 2020 and 38.6% in November 2019. The judiciary component has seen only a slight increase from 36.6% in December 2020 to 37.5% in May 2021 and is lower than in April 2020 (39.7%). The judiciary component has the lowest evaluation compared to other DI components. A total of 69.2% of respondents consider that media enjoy freedom of expression, compared to 57.9% in December 2020 and 69.1% in April 2020. An increase is also observed in perceptions on the role of the civil society organizations as truthful monitors of the executive, with 56.6% believing that to be the case as compared to 45.8% in December 2020 and 50.7% in April 2020. An increase is recorded also in the perceptions about whether local and central institutions, respectively, work according to the priorities of the people of Kosovo, with 52.6% and 54.4%, respectively, compared to 41.5% and 30.6% respectively, in December 2020. In April 2020, these figures stood at 56.7% and 54.9%, respectively. Similar increase is observed in answers to the question whether the Constitution and applicable laws are democratic and whether they comply with human rights standards, with 58.1% of positive response. This represents an increase of 15.3 percentage points from December 2020 (42.8%), but a decrease 6.9 percentage points from April 2020 (64%). Finally, a considerable increase of 22.4 percentage points compared to December 2020 (36.2%) is also noted in answers to the question whether democratic processes in Kosovo are instituted and are going in the right direction (58.6) and is higher than in April 2020 when this figure stood at 42.5%. In contrast to the previous opinion poll when all three groups responded to DI component questions with “not at all” and “not so much,” the May 2021 ethnically disaggregated data show that while the majority of Kosovo Albanians and most respondents from other Kosovo communities responded with “yes fully,” and “yes mainly” to all but one question,⁵ majority of Kosovo Serbs responded with “not at all” and “not so much” to all DI component questions.

⁵In the question on judiciary, majority of Kosovo Albanians and of other Kosovo communities also responded with “not at all,” and “not so much.”

Table 2. Trend analysis of DI components

Yes Mainly and Yes fully	March -15	Sep -15	Apr -16	Oct -16	Oct -17	May -18	Nov -18	May -19	Nov -19	Apr -20	Dec -20	May -21	Trend
Are the elections in Kosovo democratic and in accordance with international standards	26.20%	23.00%	30.30%	28.00%	44.60%	50.90%	53.70%	35.60%	62.73%	66.30%	45.87%	70.44%	
Does the parliament monitor the performance of the Executive cabinet	21.20%	21.80%	26.60%	30.80%	36.10%	46.70%	48.30%	38.10%	38.61%	58.00%	45.56%	60.13%	
Is Judiciary System in Kosovo independent on its decisions?	13.60%	17.60%	21.00%	21.60%	31.20%	43.60%	46.00%	21.50%	31.48%	39.70%	36.66%	37.50%	
Does media in Kosovo enjoys the freedom of expression?	35.50%	46.50%	47.30%	42.30%	52.50%	52.80%	59.10%	45.60%	46.66%	69.10%	57.94%	69.24%	
Does Civil Society in Kosovo serve as, a truthful monitor of democratic developments in Kosovo?	19.50%	23.10%	32.10%	30.10%	34.30%	48.30%	57.50%	32.60%	34.79%	50.70%	45.77%	56.56%	
Is your Local (municipal) Government working according to priorities of Kosovo citizens	23.30%	27.20%	28.90%	30.40%	34.00%	50.20%	49.20%	29.80%	29.62%	56.70%	41.53%	52.64%	
Is Kosovo Executive cabinet working according to priorities of Kosovo citizens	11.80%	15.50%	18.90%	17.90%	24.70%	39.90%	37.50%	18.10%	24.23%	54.90%	30.61%	54.39%	
Is Kosovo Constitution as well as Laws in power democratic and do they respect the Human Rights	23.50%	19.80%	31.70%	31.80%	41.40%	53.40%	60.50%	33.40%	40.30%	64.00%	42.82%	58.07%	
Regardless of daily politics and looking forward to the future, do you agree that the democratic processes in Kosovo are instituted	17.30%	15.40%	23.10%	23.80%	29.70%	46.90%	57.20%	22.40%	33.01%	42.50%	36.22%	58.65%	

To determine which indicators influenced the increase of the ECI, the current positive responses of the ECI components were compared to those collected in previous opinion polls, as shown in Table 3 below. Questions pertaining to ECI could be answered with "Favourable", "Unfavourable" and "Neutral." A total of 15.9% of respondents have favorable expectations regarding their family's total income within six months which is 4.4 percentage points increase from December 2020 (11.5%) and 1.7 percentage points increase from April 2020 (14.2%). However, a decline is observed in how respondents view conditions for doing business in Kosovo with only 4.7% considering they are favourable – a decline from 7.2% in December 2020 and April 2020 (8.2%). Assumably due to pandemic, this figure is also lower than in in November 2019 (9.1%) and May 2019 (5.5%). Similarly, only 7% of respondents view current employment conditions favourable which is an increase from December 2020 (5.6%) and April 2020 (6.6%) and higher than in May 2019 (5.8%). Finally, a total of 18.8% of all respondents view future employment conditions – six months from the May 2021 opinion poll – favourable, which is an increase by almost 10 percentage points from December 2020 (8.3%) and 7.3 percentage points from April 2020, suggesting an increased optimism regarding future employment in Kosovo. In sum, the ECI components suggest that almost half of the people of Kosovo (1.49) have an optimistic view of the economy.

Table 3. Trend analysis of ECI components

Favourable	March -15	Sep -15	Apr -16	Oct -16	Oct -17	May -18	Nov -18	May -19	Nov -19	Apr -20	Dec -20	May -21	Trend
What are your expectations regarding your family's total income six months from now	15.10%	15.90%	23.40%	18.00%	22.40%	19.90%	18.80%	11.60%	13.70%	14.20%	11.50%	15.90%	
What is your assessment of the current business conditions	8.10%	8.30%	14.40%	13.10%	17.90%	18.50%	16.70%	5.50%	9.10%	8.20%	7.20%	4.70%	
What is your assessment of the current employment condition	5.00%	6.80%	10.30%	7.70%	17.10%	15.40%	15.90%	5.80%	7.40%	6.60%	5.60%	7.00%	
What are your expectations regarding employment condition six months from now	6.00%	8.00%	14.00%	10.70%	18.70%	17.80%	23.30%	4.60%	12.00%	11.60%	8.30%	18.80%	

Economic Direction

A reversal in perceptions compared to December 2020 decline can be observed also in the satisfaction of respondents with the economic direction of Kosovo. In May 2021, 18.4% of respondents were satisfied with Kosovo's economic direction as opposed to 6.9% in December 2020 and is higher than April 2020 (10.7%). Whereas 53.5% of respondents are very dissatisfied or dissatisfied with the economic direction of Kosovo, 28.1% are neither satisfied nor dissatisfied. Gender-disaggregated data show that men are slightly more satisfied with the economic direction of Kosovo than women: 19.2% of men are satisfied or very satisfied and 17.3% of women are satisfied or very satisfied with the economic direction of Kosovo. Likewise, 55.9% of men are dissatisfied or very dissatisfied with the economic direction of Kosovo while 50.2% of women feel the same. Ethnically disaggregated data suggest similar dissatisfaction level among both Kosovo Albanians and Kosovo Serbs with 51.4% and 52.4% of the rate of dissatisfaction, respectively. Members of other Kosovo communities appear to be least dissatisfied with 37.8% dissatisfaction rate. Accordingly, the most satisfied group with Kosovo's economic direction are respondents of other Kosovo communities (23.4%), followed by Kosovo Albanians (20.2%) and Kosovo Serbs (4.8%).

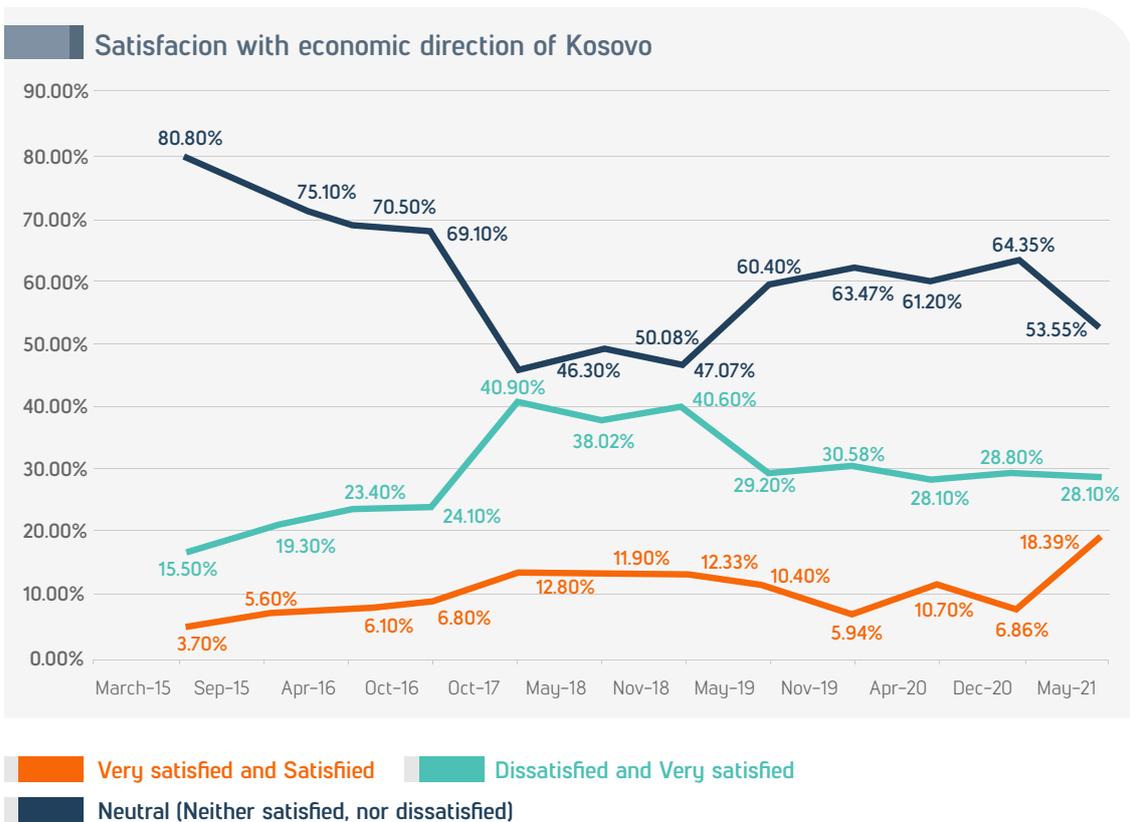


Figure 5. Satisfaction with the economic direction of Kosovo

Major Problems Currently Facing Kosovo

The May 2021 Public Pulse opinion poll also enquired about the most pressing problems Kosovo is currently facing. Findings show a difference from the previous poll in the three major issues that impact social well-being: corruption being reinstated as one of the three major problems instead of urban space problems, which was one of the three major problems in the December 2020 poll. Top three major issues reported during May 2021 survey were unemployment (34.3%), poverty (19.3%) and corruption (9.3%), whereas unemployment, poverty and urban space problems were the top three concerns in December 2020. The biggest difference can be observed in perception about corruption where compared to April 2020, corruption (23.5%) has dropped by 14.2 percentage points. Healthcare services continue to be the fourth major problem (8.6%), followed by urban space problems (3.8%) and environmental problems (3%). Ethnically disaggregated data show major differences between various ethnic communities in the ranking of major problems. For example, Kosovo Serbs consider unemployment (16.7%), public and personal security (14.8%) and urban space problems (12.9%) as three most pressing issues, whereas for other Kosovo communities the biggest problem is unemployment (51.2%), followed by poverty (18.9%) and energy supply (11.4%). For Kosovo Albanians, unemployment (33.7%), poverty (19.6%) and corruption (9.6%) are three major problems in Kosovo.

Gender disaggregated data show that both men and women are mostly concerned about unemployment, poverty, and corruption. However, women are more concerned about unemployment and poverty (35.8% and 22.3% respectively) than men (32.5% and 16.3% respectively), and men are slightly more concerned about corruption (9.8%) than women (8.8%).

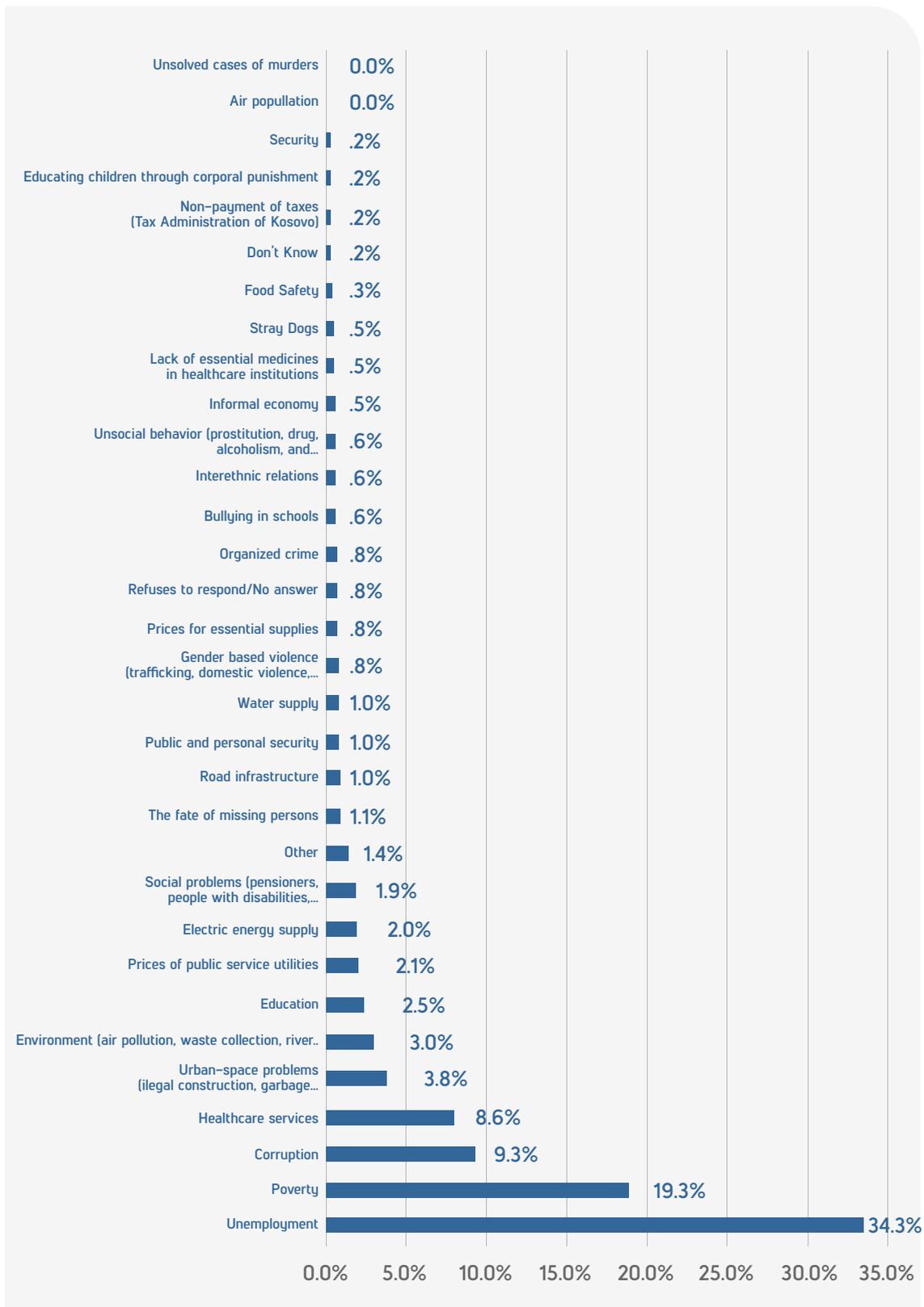


Figure 6. Perceptions on major problems currently facing Kosovo

Merit-based Recruitment in the Public and Private Sector

The May 2021 opinion poll shows that 24% of respondents consider that employment in the public sector is merit-based while 76% consider that employment in the public sector is not based on merit. The findings show small difference from the December 2020 poll when 21.9% of respondents thought employment was merit based and 78.1% thought that it was not merit based. The respondents consider the following main factors to gain employment in the public sector: party allegiance (29.3%), family connections (21.1%), education (16.6%), bribe (11.2%), friends (11.2%) and to a lesser extent professional experience (5%), vocational training (2.7%) and appearance (2.7%). A total of 24.3% of respondents believe that education, vocational training, and professional experience are important factors to gaining employment in the public sector. In December 2020, this figure stood at 21.9%.

Gender-disaggregated data show little difference in the perception of men and women regarding merit-based employment. A total of 24.4% of men believe employment in the public sector is merit-based, as opposed to 23.1% of women who think the same. For both men (30.1%) and women (27.1%), party allegiance is the most helpful way in getting employment in the public sector. Ethnically disaggregated data show that party allegiance appears to be the key factor in gaining employment for Kosovo Albanians (27.2%), Kosovo Serbs (48.1%) and other Kosovo communities (24.4%). Similar to the December 2020 opinion poll, least confidence in merit-based employment is found among Kosovo Serbs (17.5%), followed by Kosovo Albanians (24.4%) and members of other Kosovo communities whose confidence in merit-based employment is the highest with 33.9% believing that education, professional experience and vocational training are decisive factors in gaining employment in the public sector. Except for Kosovo Albanians, the confidence in merit-based employment has dropped significantly among both Kosovo Serbs and members of other Kosovo communities, compared to December 2020 opinion poll when 27.6% of Kosovo Serbs and 44% of members of other Kosovo communities stated their confidence in merit-based employment.

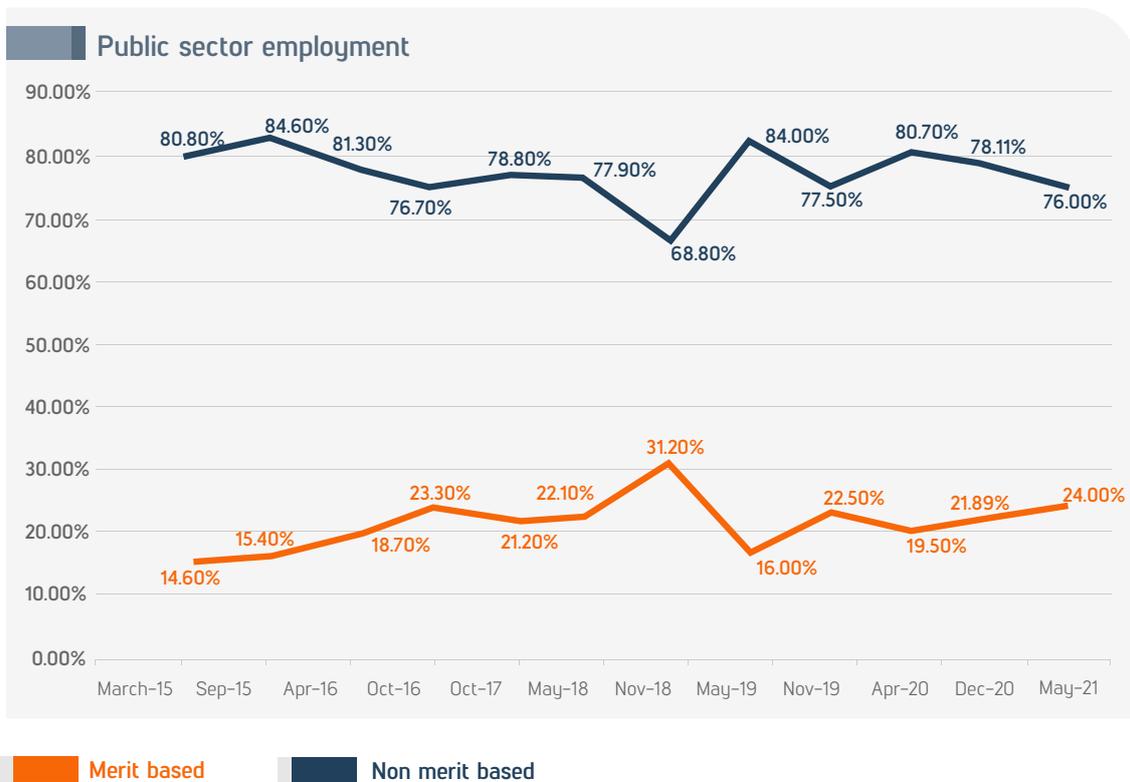


Figure 7. Perceptions of the role of meritocracy to gaining employment in the public sector

Contrary to the perceptions about gaining employment in the public sector, majority of respondents (54.4%) believe that professional experience, education, and vocational training are important to gaining employment in the private sector. A total of 45.5% of respondents believe that employment in the private sector is not based on merit. Respondents identified the following non-merit factors in gaining employment in the private sector: family connections (23.5%), friends (7.6%), bribe (6.6%), appearance (4.1%), and to a lesser extent gender and party allegiance, with 1.9% each.

Gender disaggregated data show that men are slightly more confident about merit-based employment in the private sector than women. For example, 54.5% of men and 52.6% of women believe that meritocracy is an important factor in gaining employment in the private sector. Ethnically disaggregated data show significant differences in perceptions about meritocracy in the private sector between different groups. For example, 55.6% of Kosovo Albanians, 37.6% of Kosovo Serbs, and 62.1% of members of other Kosovo communities believe that merit-based factors, such as professional experience, education, and vocational training are key to finding a job in the private sector in Kosovo.

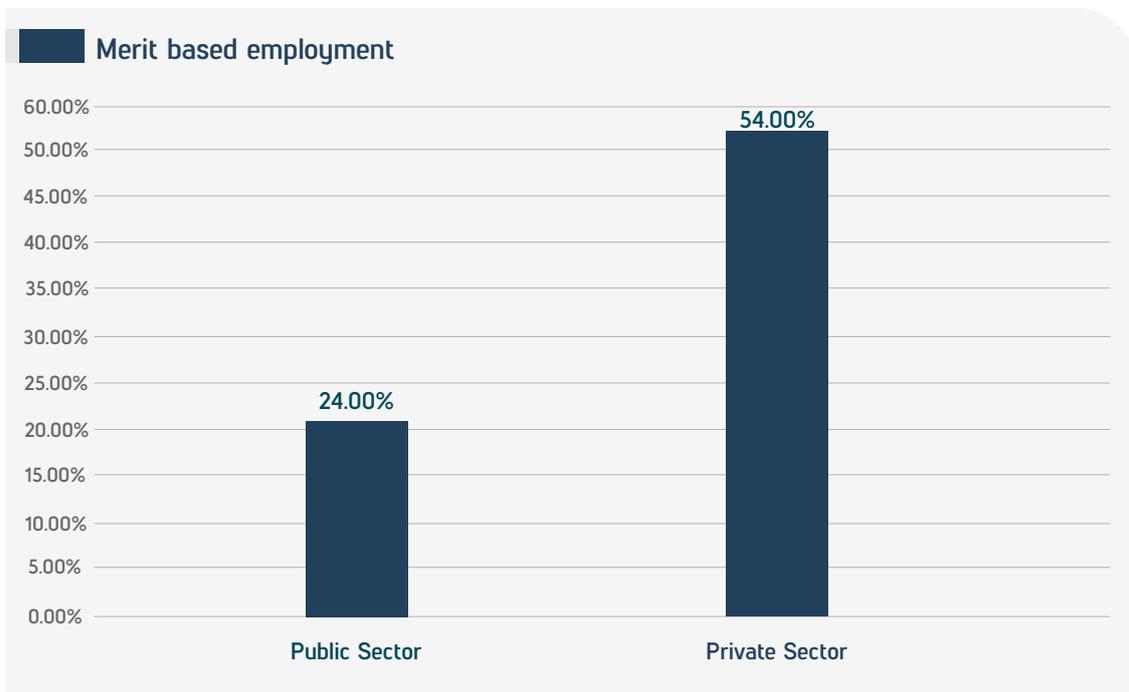


Figure 8. Perceptions of the role of meritocracy to gaining employment in the public versus private sector

Perceptions on Large-scale Corruption

On average, 25% of respondents claim they perceive large-scale corruption to be present in public and international institutions in Kosovo. This value represents a decrease of 3 percentage points from December 2020 (28%), but an increase by 4.3 percentage points compared to April 2020 (20.7%), when Public Pulse recorded the lowest value on large-scale corruption. However, this result indicates a steadily positive trend in perception about large-scale corruption compared to November 2019 (34.4%) and May 2019 (30.1%).

Similar to the previous opinion poll, Kosovo Police is perceived the least corrupt organization with 14% of people believing there is a presence of large-scale corruption. On the other end, the Privatization Agency of Kosovo (PAK) is perceived as the most corrupt organization with 39.3% of respondents perceiving the prevalence of large-scale corruption. The biggest changes in perceptions were observed in the following institutions: International Organizations (15.7% compared to 23.8% in December 2020), Central administration of Kosovo (23.1% compared to 29.5% in December 2020), Banks (22.9% compared to 28.1% in December 2020), Customs (34.3%

compared to 39.2% in December 2020), municipalities (20.4% compared to 24.7% in December 2020). Other sectors and organizations record lower differences compared to December 2020 opinion poll. The PAK (39.3%), Customs (34.3%) and Courts (32.5%) are top three institutions with the highest level of perceived large-scale corruption. Institutions and sectors with the least perceived large-scale corruption are Kosovo Police (14%), Education (15.1%) and International Organizations (15.7%).

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

	March -15	Sep -15	Apr -16	Oct -16	Oct -17	May -18	Nov -18	May -19	Nov -19	Apr -20	Dec -20	May -21	Trend
Healthcare (hospitals and family healthcare centers)	52.60%	51.50%	37.90%	49.70%	25.50%	32.50%	25.70%	25.10%	33.40%	11.00%	25.00%	22.90%	
KEDS	44.70%	35.60%	31.10%	31.40%	20.50%	33.00%	31.30%	40.70%	38.90%	27.30%	28.70%	26.10%	
KEK											27.50%	25.30%	
Courts	42.90%	46.90%	42.30%	49.30%	24.90%	38.60%	29.10%	30.70%	42.00%	24.50%	31.60%	32.50%	
Costums	38.70%	41.30%	32.30%	45.20%	22.70%	39.10%	31.40%	29.30%	41.40%	30.60%	39.20%	34.30%	
Central administration /government	38.50	36.00%	36.60%	49.20%	30.70%	34.70%	28.40%	36.70%	35.30%	20.80%	29.50%	23.10%	
PAK (Privatization Agency of Kosovo)	37.10%	38.30%	39.20%	45.70%	24.90%	34.50%	29.80%	40.70%	48.10%	36.60%	39.00%	39.30%	
Municipalities (local government)	33.80%	28.60%	30.00%	40.20%	25.50%	29.00%	26.40%	25.80%	29.80%	13.30%	24.70%	20.40%	
Education (schools, University)	29.30%	29.00%	17.50%	31.00%	16.30%	26.20%	19.90%	20.70%	26.10%	13.60%	19.50%	15.10%	
TAK (Tax administration of Kosovo)	28.10%	25.00%	18.20%	32.50%	17.40%	28.90%	25.40%	35.30%	42.20%	18.90%	30.20%	27.40%	
PTK	25.90%	25.20%	18.40%	29.60%	17.00%	27.80%	25.60%	44.20%	40.80%	37.90%	33.20%	31.60%	
Banks	24.30%	23.30%	23.10%	24.40%	13.10%	27.30%	26.10%	33.80%	34.10%	18.90%	28.10%	22.90%	
International organizations	20.40%	22.90%	16.00%	28.00%	10.80%	24.50%	10.70%	19.50%	23.60%	5.50%	23.80%	15.70%	
Kosovo Police (KP)	20.40%	19.00%	13.60%	21.10%	14.90%	25.70%	21.60%	17.00%	20.70%	9.80%	15.30%	14.00%	

To understand what shapes perceptions on the presence of large-scale corruption in the public and international institutions in Kosovo, respondents were asked about the reasons behind their evaluation of the extent of corruption. Similar to other polls in the past, findings reveal that the majority of respondents (64.5%) have formed their opinions through print and electronic

media, as illustrated in Figure 9 below. A total of 28.2% of respondents declared that conversations with relatives and friends shape the basis of their opinions regarding the extent of corruption, whereas 7.1% of respondents claimed personal experiences where they were asked for money, gifts, or other favors in return for certain services influenced their opinions.

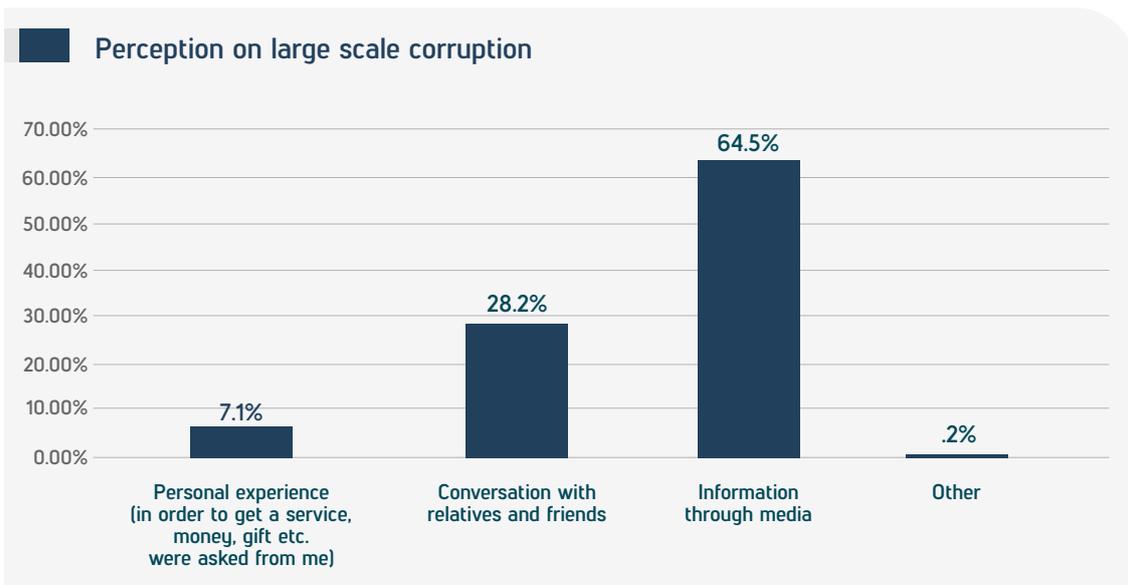


Figure 9. Respondents' reasons behind their evaluation of the extent of corruption in Kosovo

Attitudes Towards Voting

The May 2021 Public Pulse opinion poll also enquired about the voting attitudes of the people of Kosovo. The attitudes toward voting have changed compared to December 2020 opinion poll, showing an increased confidence in the effect of popular vote to trigger political changes. When asked whether their vote can change the situation in Kosovo, 43.8% of respondents declared that their vote can affect change, compared to 34.1% in December 2020 and 46.7% in April 2020. On the other hand, 25.1% consider that their vote cannot change the situation in Kosovo, as compared to 27.4% in December 2020 and 26.8% in April 2020. The trend shows that people's confidence in their vote has increased substantially as compared to May 2019 and November 2018, when 49% and 46%, of respondents respectively, believed that their vote cannot affect changes. In May 2021, 23.9% consider their vote can change the situation to some extent, whereas only 6.4% do not know whether their vote can affect changes or refused to respond.

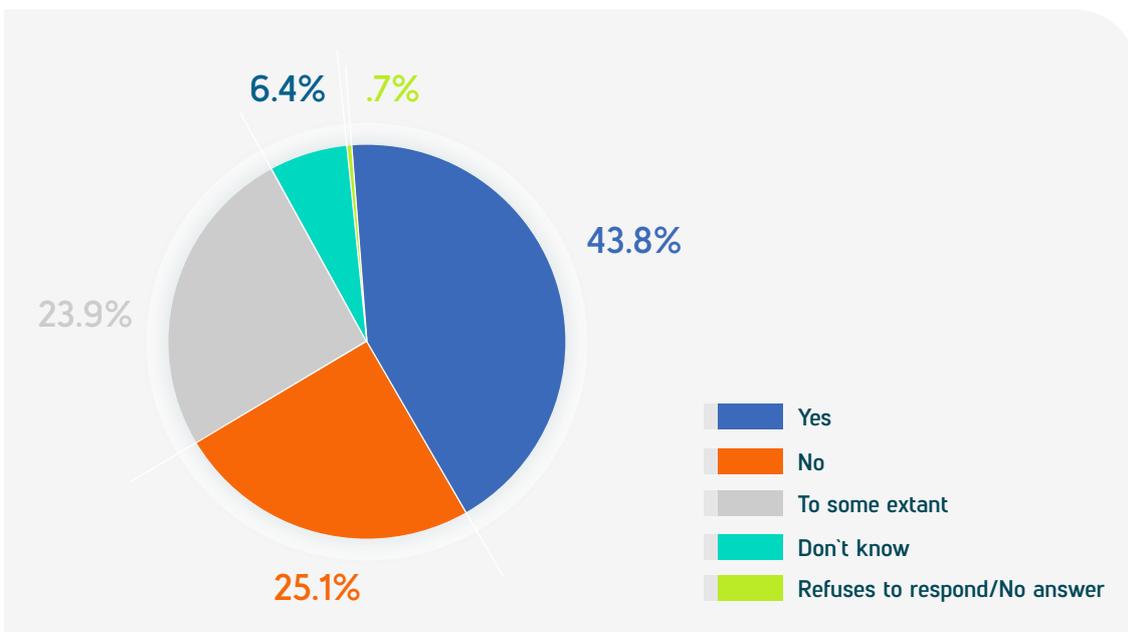


Figure 10. Respondents' perception on whether their vote can change the situation in Kosovo

Gender-disaggregated data show that women are more skeptical than men when it comes to the influence of their vote. While 47.2% of men consider that their vote can change the situation in Kosovo, only 40.6% of women think the same. It is worth noting however, that women's confidence in the power of their vote has increased substantially compared to December 2020, when it stood at a low of only 28%.

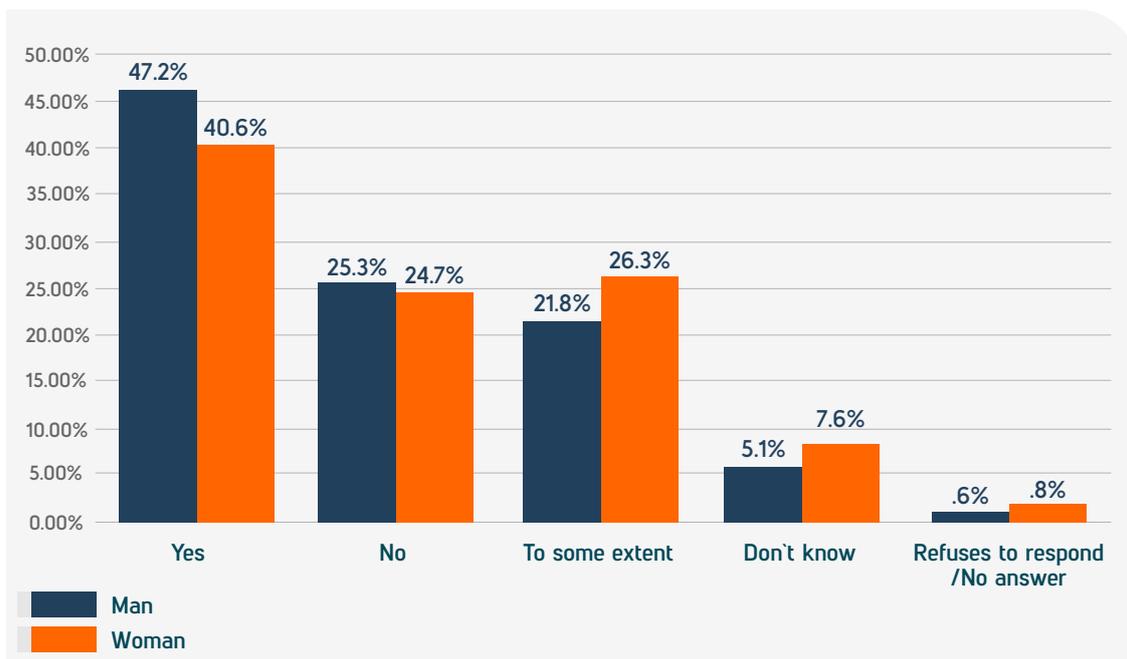


Figure 11. Perception of men and women on whether their vote can change the situation in Kosovo

Ethnically disaggregated data show considerable differences in the confidence in elections as a mechanism to bring about changes in Kosovo. Only 2.4% of Kosovo Serbs (8.1% in December 2020) consider their vote can affect changes in Kosovo as opposed to 16.9% of members of other Kosovo communities (26.5% in December 2020) and 48.2% of Kosovo Albanians (35.5% in December 2020). While a total of 47.3% of the members of other Kosovo communities do not believe their vote can affect changes (37% in December 2020), 34.8% of Kosovo Serbs (42.4% in December 2020) and 22.9% of Kosovo Albanians (25.8% in December 2020) think the same.

The current percentage of Kosovo Serbs who do not believe their vote can affect changes is lower than December 2020 (42.4%), April 2020 (61%) and November 2018 (61.5%). However, the number of Kosovo Serbs who believe their vote can affect changes to some extent is the highest (40.5%), followed by members of other Kosovo communities (24.9%) and Kosovo Albanians (23.1%).

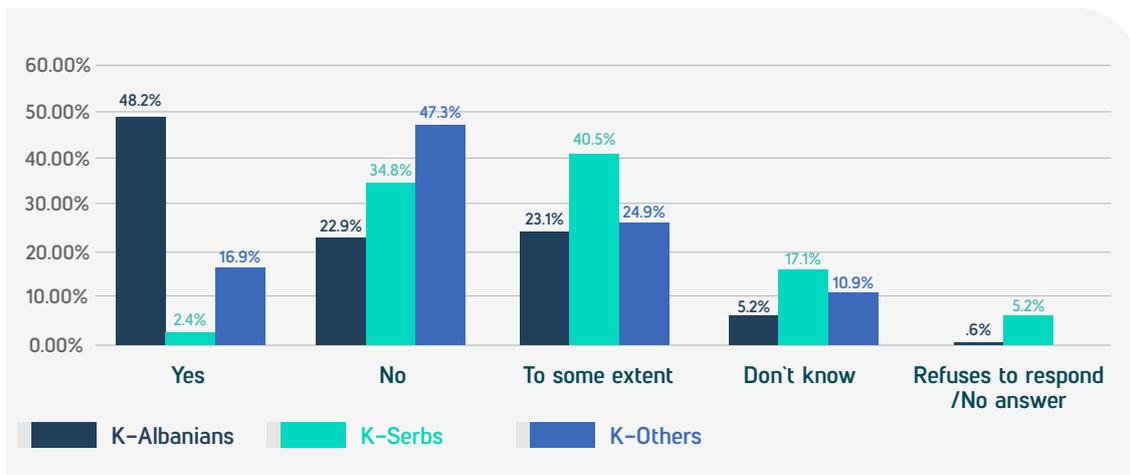


Figure 12. Perception of different communities on whether their vote can change the situation in Kosovo

The May 2021 Public Pulse poll also enquired about the likelihood of respondents to vote and their voting preferences. Findings indicate that 75.3% of respondents (compared to 80.9% in December 2020, 70.2% in April 2020, 62% in November 2019 and 73.5% in May 2019) would vote for a specific political party, or a coalition, if central elections were to take place in the near future. Whereas 7.4% of respondents did not have any political preferences (compared to 9.2% in December 2020 and 13.9% in April 2020), 10% of respondents said they would not vote (7% in December 2020, 7.4% in April 2020, 7.8% in November 2019 and 11.4% in May 2019), and 7.3% refused to respond.

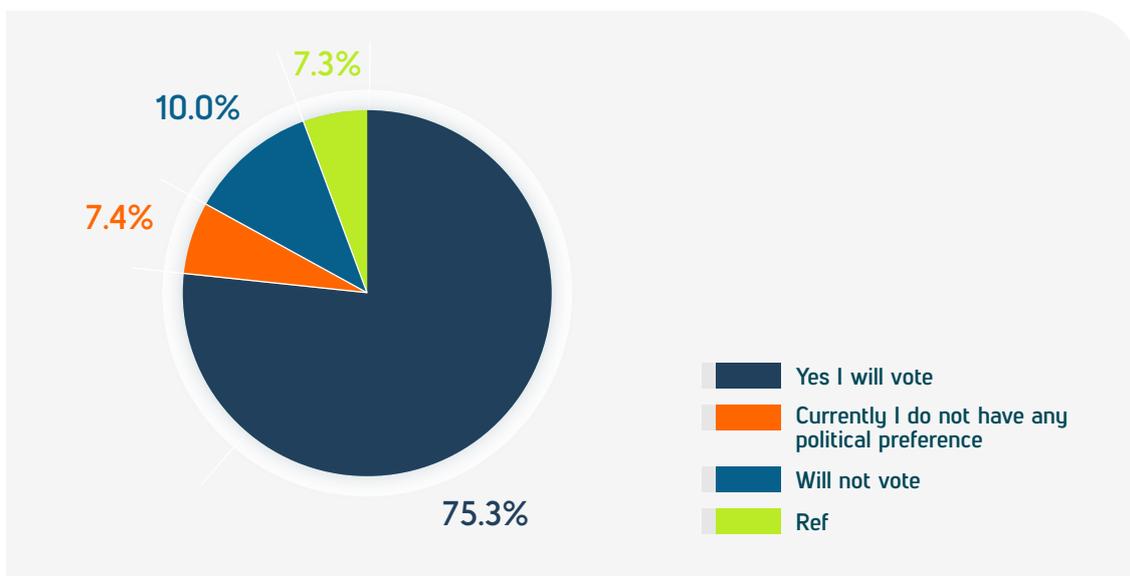


Figure 13. Respondents' likelihood to vote if central elections were to be held soon

Gender-disaggregated data show a decline in the likelihood to vote for both genders and also minor differences between men and women in terms of their likelihood to vote if central elections were to be held soon (83.7% men and 82.% women as compared to 93.4% men and 92.2% women in December 2020). Ethnically disaggregated data suggest decline in the likelihood to vote among all Kosovo groups, compared to December 2020 opinion poll. Namely, 42.9% of Kosovo Serbs would vote now, compared to 59.1% in December 2020 and 68.1% in April 2020. A total of 77.3% of Kosovo Albanians, as compared to 84.4% in December 2020 and 69.8% in April 2020 would vote, and 70.2% of members of other Kosovo communities, in comparison to 89.4% in December 2020 and 71% in April 2020 would do the same. A total of 5.8% of Kosovo Albanians (9.2% in December 2020), 14.8% of Kosovo Serbs (16.7% in December 2020), and 9.5% of members of other Kosovo communities (5% in December 2020) did not have any political preferences, whereas 9.6% Kosovo Albanians, 22.9% Kosovo Serbs, and 9.5% of members of other Kosovo communities declared they would not vote if elections were to be held soon.

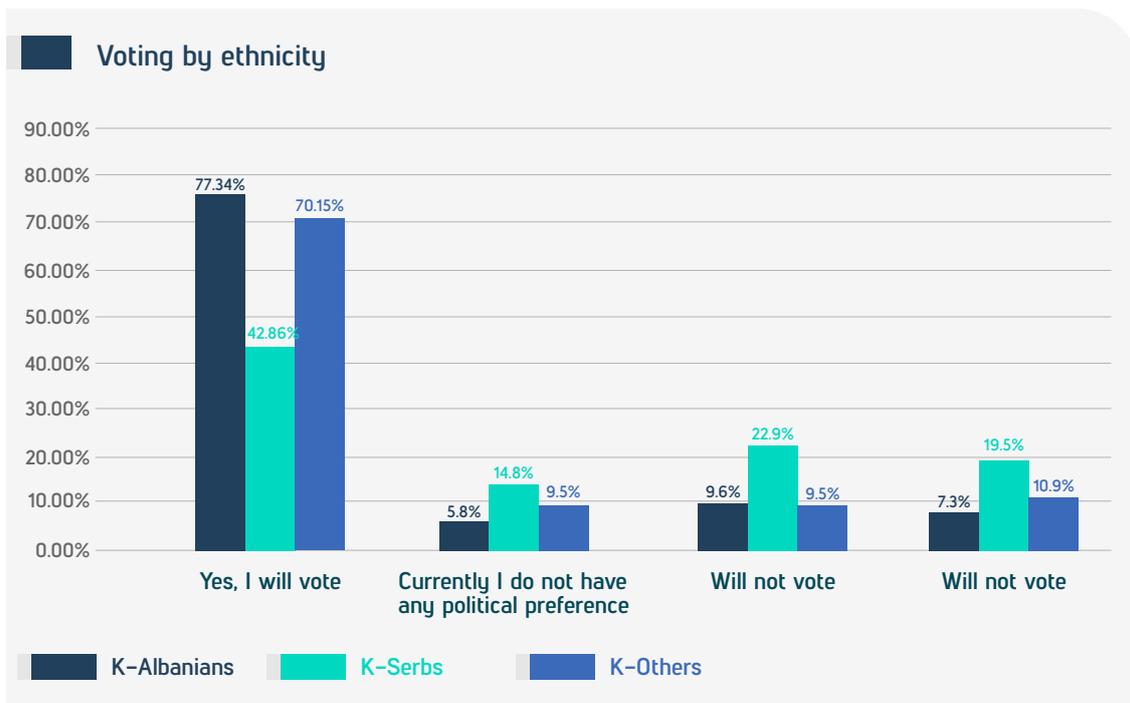


Figure 14. Respondents' likelihood to vote and voting preferences, ethnically disaggregated data

Environment

Respondents were asked about their knowledge on the right to live in a healthy and clean environment. The May 2021 Public Pulse poll highlights considerable differences compared to December 2020 with people claiming more knowledge about the right to live in a clean and healthy environment. A total of 16.1% (8.2% in December 2020) said they know a lot about the topic, 32.7% (27.4% in December 2020) claimed average knowledge, and 36% (37% in December 2020) of respondents said they know a little about this topic. A total of 15.2% (27.4% in December 2020) said they have no knowledge about their right to live in a clean and healthy environment.

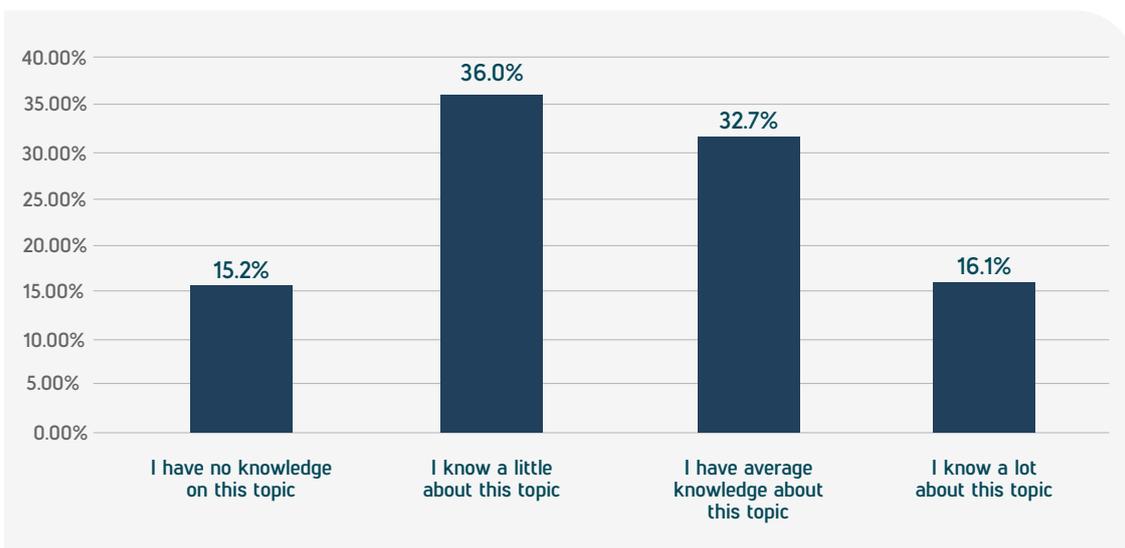


Figure 15. Respondents awareness about the right to live in a healthy and clean environment

Ethnically disaggregated data show substantial differences between various communities in Kosovo about their awareness on the right to live in a healthy and clean environment. A total of 35.8% of members of other Kosovo communities, 33.8% of Kosovo Serbs of Kosovo Serbs, and 12.4% of Kosovo Albanians declared they have no knowledge about this issue, which (except for Kosovo Albanians) is an increase across non-majority groups from December 2020 (27.1% Kosovo Serbs and 25.5% other Kosovo communities). Members of other Kosovo communities represent the largest share of respondents (35.8%) who declared to have no knowledge about the topic. Kosovo Albanians represent the largest share of respondents with little and average knowledge about the topic (37.9% and 33.3%, respectively). Kosovo Albanians also lead in knowing a lot about the topic, followed by members of other Kosovo communities (10.9%) and Kosovo Serbs (3.8%).

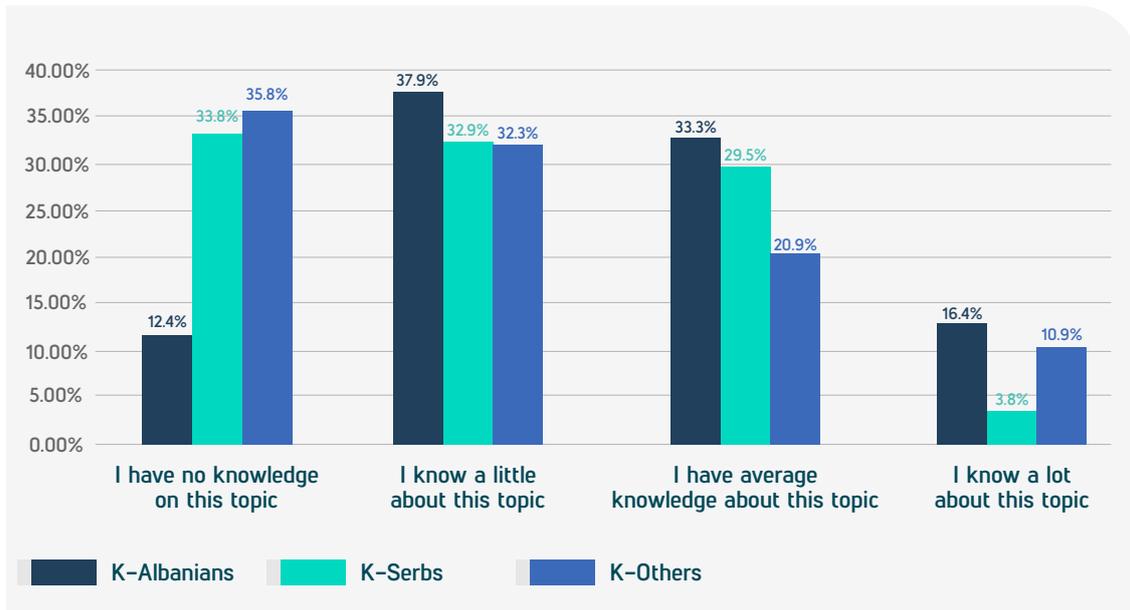


Figure 16. Respondents' awareness regarding their right to live in a healthy and clean environment, ethnically disaggregated data

Another question about the environment was about the awareness of respondents on the potential environmental threats to their own and their family's health. While 11.9% (6.8% in December 2020) of respondents declared full awareness about these threats, 70.7% (65.8% in December 2020) of respondents declared to have little to average knowledge about these threats, and 17.4% (27.4% in December 2020) of respondents declared to have no knowledge about potential environmental threats to their own and their family's health. Gender-disaggregated data show a 3 percentage points in favour of men in terms of having knowledge on this topic (13.5% men and 10.4% women) and also less men than women have no knowledge about this topic (15.8% men and 18.9% women). Other gender disaggregated data show no major differences between women and men.

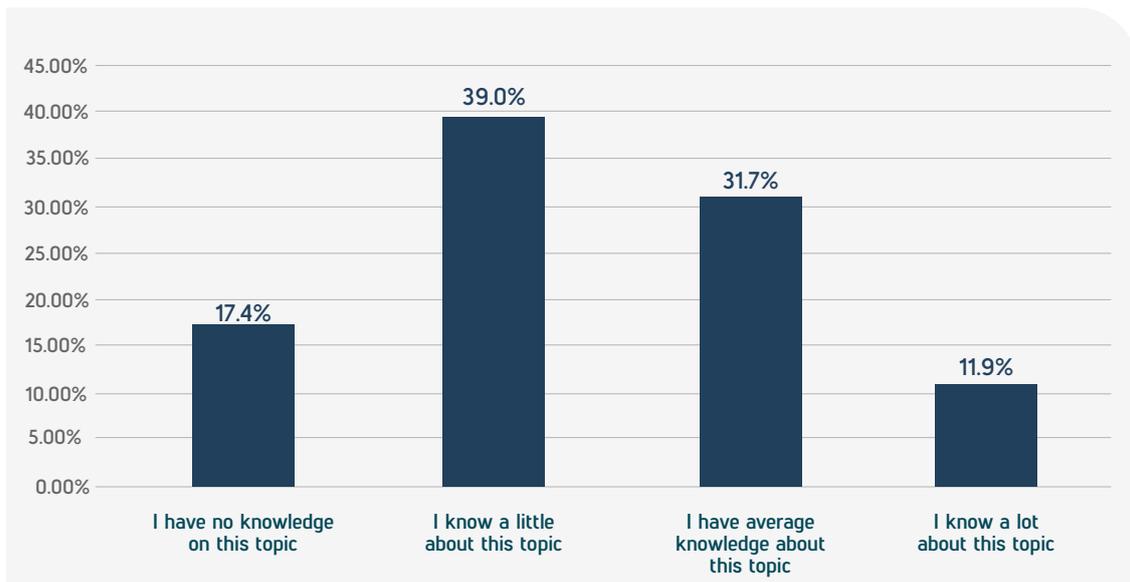


Figure 17. Respondents' awareness about potential environmental threats to own and family's health

As shown in Figure 18 below, ethnically disaggregated data highlight differences in knowledge among ethnic groups regarding potential environmental threats to own and family health. A total of 35.7% of Kosovo Serbs, 28.9% of members of other Kosovo communities and 11.2% of Kosovo Albanians have no knowledge about this topic. The biggest difference between December 2020 (26.7%) and May 2021 (11.2%) is the decline in the number of Kosovo Albanians who have no knowledge about this topic. Kosovo Serbs represent the largest share of respondents who declared to have no knowledge (35.7%) about the topic. Members of other Kosovo communities constitute the largest share of those who have little knowledge (36.8%) while Kosovo Albanians lead in having average knowledge (32.8%) about the topic. Kosovo Albanians also lead with a lot of knowledge about this issue (20.2% as opposed to 7.1% in December 2020), followed by members of other Kosovo communities (9% compared to 2.5% in December 2020) and Kosovo Serbs (3.8% compared to 6.2% in December 2020).

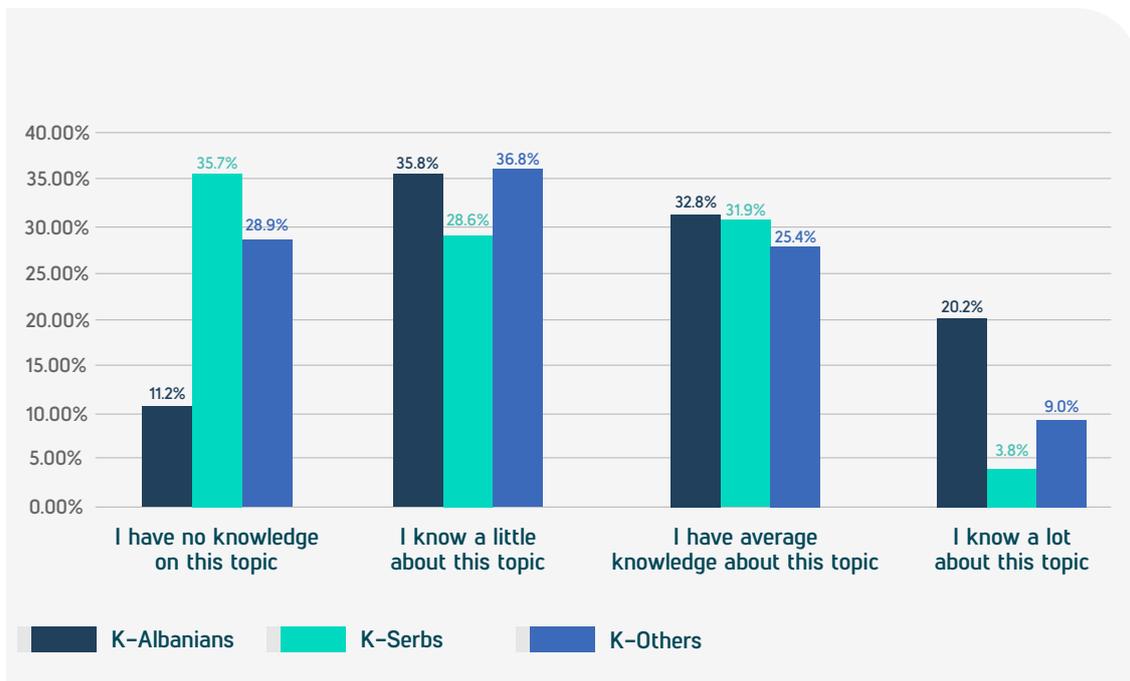


Figure 18. Respondents' awareness of potential environmental threats to own and family's health, ethnically disaggregated data

COVID-19

To compare trends from 2020, the May 2021 Public Pulse opinion poll also contained questions about the COVID-19 pandemic. Respondents were first asked about the COVID-19 impact on their economic wellbeing, physical health, and mental health. A total of 60.7% (68.7 in December 2020 and 65.9% in April 2020) of respondents declared that COVID-19 has had a negative impact on their economic wellbeing; 43.9% (46.9% in December 2020 and 40.7% in April 2020) declared it negatively affected their physical health; and 48.6% (52.8% in December 2020 and 59% in April 2020) indicated that it affected their mental health. Gender-disaggregated data show no major difference on the impact of the COVID-19 on economic wellbeing of women (59.8%) and men (60.8%). No major differences between women (47.2%) and men (48.5%) can be observed on the impact of COVID -19 on mental health, whereas the impact of COVID -19 on physical health is higher for men (45.2%) than for women (41.4%). Gender - disaggregated data also show a decline of negative effects of COVID -19 on both women and men in terms of economic wellbeing, mental health and physical health.

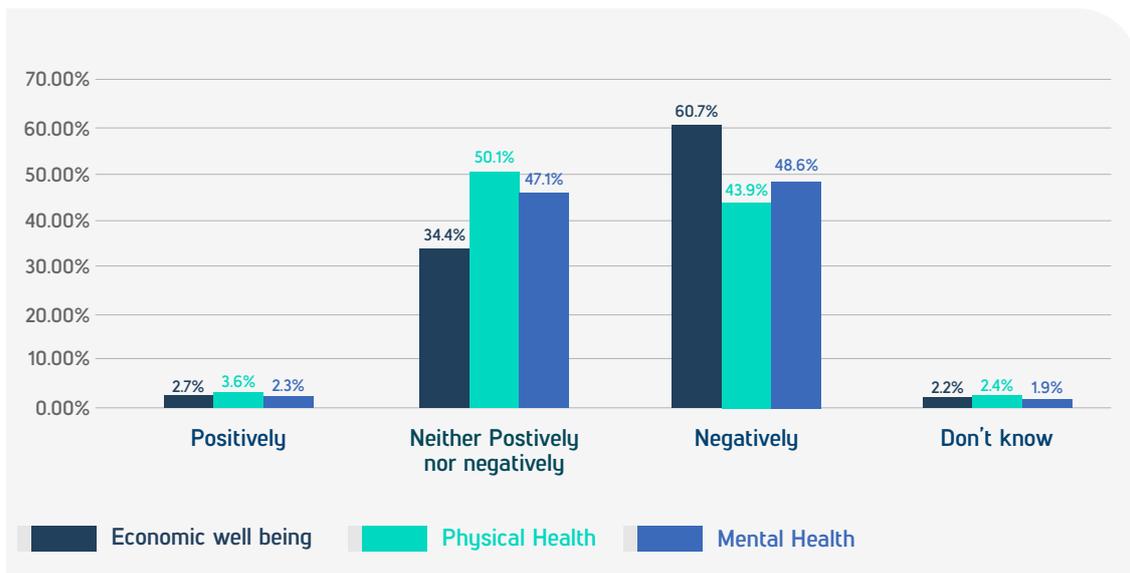


Figure 19. The impact of the situation created by COVID-19 on economic wellbeing and on physical and mental health

Ethnically disaggregated data show that the impact of COVID-19 on economic wellbeing has been substantial against respondents from all ethnic communities: a total of 61.3% of Kosovo Albanians, 48.1% of Kosovo Serbs and 58.2% of members of other Kosovo communities reported negative impact of COVID-19 on their economic wellbeing. A total of 34.4% of Kosovo Albanians, 18.6% of Kosovo Serbs, and 32.3% of members of other Kosovo communities responded that there was no effect on their economic wellbeing due to the COVID-19 outbreak. Whereas 42% of Kosovo Albanians reported that COVID-19 has had negative impact on their physical health, 43.8% of Kosovo Serbs and 37.8% of members of other Kosovo communities reported the same. In the same time, 47.3% of Kosovo Albanians, 47.1% of Kosovo Serbs and 43.8% of members of other Kosovo communities reported a negative impact of COVID-19 on their mental health. In sum, these figures suggest that the situation created by the outbreak of COVID -19 in Kosovo, has had major negative effects on economic wellbeing of respondents, followed by mental health and physical health.

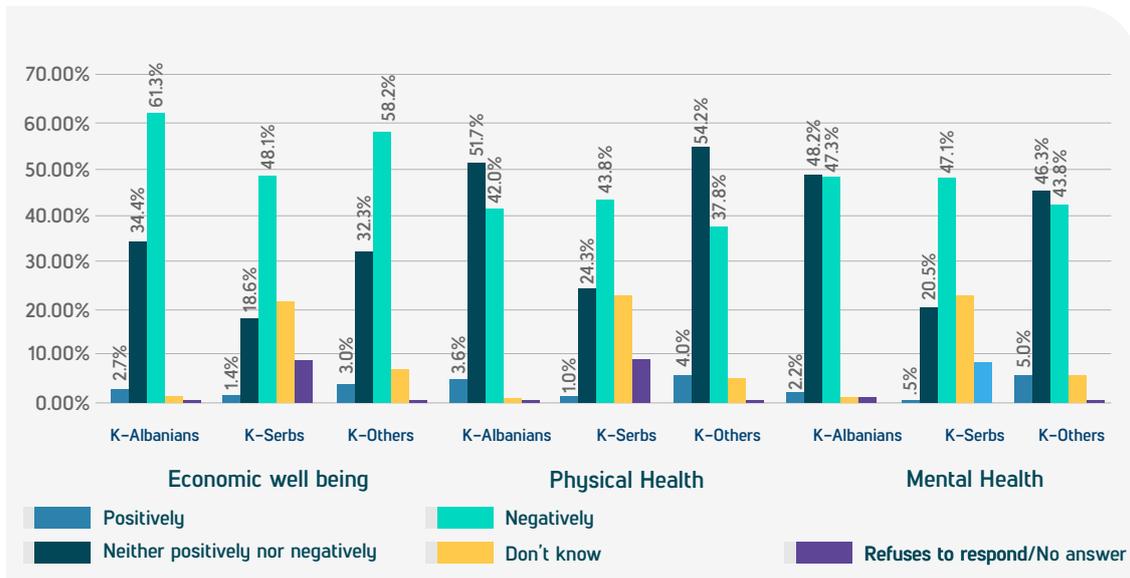


Figure 20. The impact of the situation created by COVID-19 on economic wellbeing, physical health and mental health, ethnically disaggregated data

Respondents were also asked whether they are satisfied with the measures taken by the public institutions in Kosovo to prevent the spread of COVID-19. Data suggests moderate satisfaction and reversal of perceptions compared to December 2020, with a higher number of respondents (43.6%) being satisfied with the measures taken by the Executive cabinet, as opposed to December 2020 when majority of respondents (58%) were dissatisfied with the measures of Kosovo's Executive cabinet and only 15.6% being satisfied. Despite this increase in satisfaction, the May 2021 satisfaction rate is lower than in April 2020, when 78.8% expressed satisfaction with the response of Kosovo's Executive cabinet to the crisis caused by the outbreak of COVID-19. Gender-disaggregated data show no major differences between women (43.6%) and men (43.2%) in terms of satisfaction with the measures taken by the Executive cabinet to prevent the spread of the pandemic. It is worth noting that in the April 2020 opinion poll, the satisfaction rate was much higher with the majority of both women (81.5%) and men (76%) being satisfied with the response of Kosovo Executive cabinet to the crisis caused by the outbreak of COVID-19.

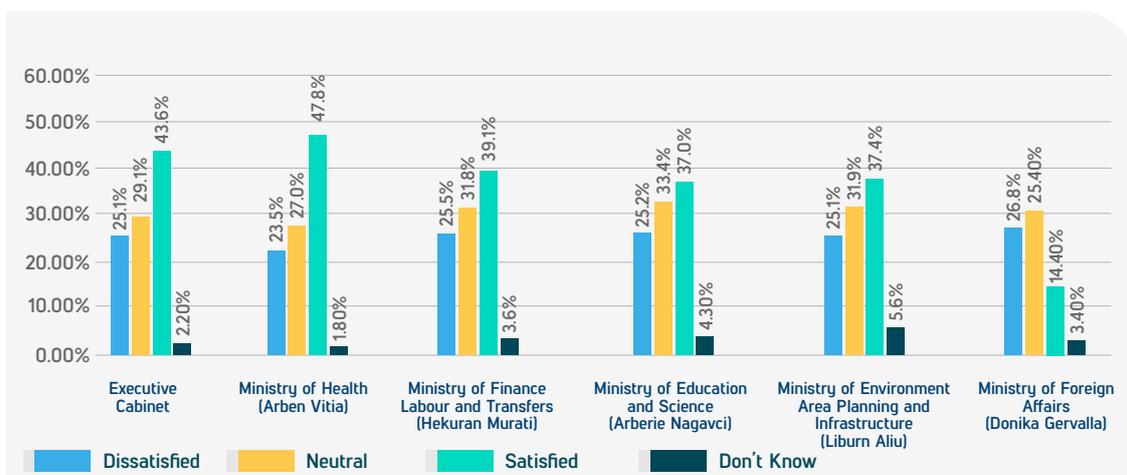


Figure 21. Satisfaction with the response of public institutions to the crisis caused by the outbreak of COVID-19

Ethnically disaggregated data also highlight moderate satisfaction with the measures taken by the Executive cabinet, in contrast to major fluctuations of satisfaction between April and December 2020. A total of 44.6% of Kosovo Albanians are satisfied by the measures of the Executive cabinet, followed by 40.8% of the members of other Kosovo communities, while only 5.7% of Kosovo Serbs have expressed their satisfaction with the measures taken by Kosovo Executive cabinet. A total of 25.1% of Kosovo Albanians are dissatisfied, followed by 39.1% of Kosovo Serbs and 28.4% of members of other Kosovo communities.

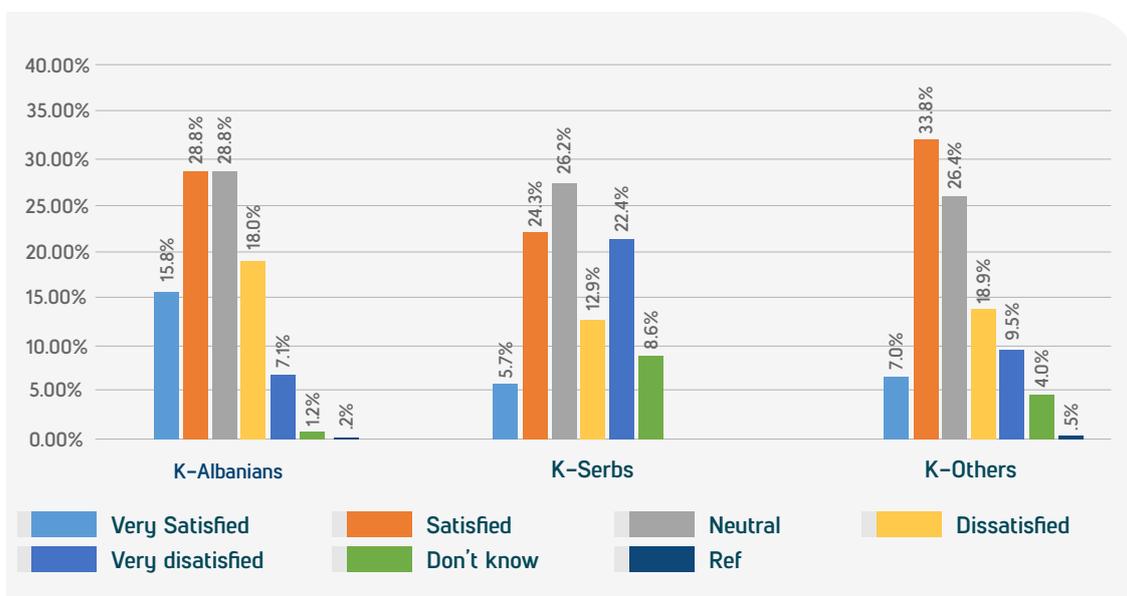


Figure 22. Satisfaction with the response of public institutions to the crisis caused by the outbreak of COVID-19, ethnically disaggregated data

Methodology

The findings presented in this brief are based on an opinion poll which surveyed 1,307 respondents in Kosovo over the age of 18, from 12 to 25 May 2021. The sample included same number of men and women from all Kosovan municipalities and regions, covering both urban and rural areas. In terms of ethnic representation, the sample included 896 Kosovo Albanians, 210 Kosovo Serbs, and 201 members of other Kosovo communities (Kosovo Ashkali, Kosovo Bosniaks, Kosovo Egyptians, Kosovo Gorani, Kosovo Roma, and Kosovo Turks). The survey was based on a multi-staged random probability sampling and was conducted through face-to-face interviews. The sample is representative of households in Kosovo.⁶

Weighting Population Totals

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

- **Kosovo Albanians: 88%;**
- **Kosovo Serbs: 6%;**
- **Members of other Kosovo communities: 6%.**

According to the 2011 population census and official data from the Kosovo Agency of Statistics, the current ethnic composition in Kosovo is the following:

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

⁶ In the report, terms percent and percentage point are used. A percentage point is the numerical difference between two percentages; whereas percent is the ratio expressed as fraction of 100. Percent refers to the rate of change, whereas percentage point measures the actual amount of change.

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

- **Kosovo Albanians: 93%;**
- **Kosovo Serbs: 2%;**
- **Members of other Kosovo communities: 5%.**

However, considering that Kosovo Serbs in the northern Kosovo had not participated in the 2011 Census, along with the general observation that the participation rate of Kosovo Serbs in the rest of Kosovo was lower, the need to add another 34,000 Kosovo Serbs was estimated, bringing the total number of Kosovo Serbs considered for the purposes of this study to 59,532. This also increased the total population of Kosovo to 1,773,825. When these changes were taken into consideration, the weighting in the Public Pulse polls was applied in the following manner:

- **Kosovo Albanians: 92%;**
- **Kosovo Serbs: 4%;**
- **Members of Other Kosovo Communities (Kosovo Ashkali, Kosovo Bosniaks, Kosovo Egyptians, Kosovo Gorani, Kosovo Roma, and Kosovo Turks): 4%.**

Calculation of Indices

The DI is a composite average based on respondents' level of agreement or disagreement with the following developments in Kosovo: extent of free and fair elections, Assembly monitoring, the performance of central institutions, independence of the judiciary system, freedom of expression and media, existence of a watchdog civil society, human rights-based Constitution and laws, and whether local and central government work according to citizens' priorities. The DI is a continuous measure which ranges from 0 to 3 where a score of 0 means that no respondents consider democratization to be on the right track and a score of 3 means that all respondents fully agree that democratization is on the right track.

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



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May 2021

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