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

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Executive Summary

Public Pulse Brief XIX is the first in a series of regular publications that will be published as part of the Public Pulse IV project. It is based on an opinion poll held with 1,306 respondents, conducted between 25 November and 8 December 2020. 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 December 2020 Public Pulse poll record a significant decrease in people's satisfaction with the work of the key executive and legislative institutions in Kosovo in comparison to April 2020. Satisfaction with the work of the executive is recorded at 21.3% which is a decrease of 39.43 percentage points from the April 2020 poll when it stood at 60.7%. Moreover, satisfaction level with the work of the Prime Minister is recorded at 23% while that of the Kosovo Assembly Speaker has gone down to 46.7% from 72.4% recorded in April 2020. The Democratization Index (DI) has decreased by 0.21 points, from 1.53 in April 2020 to 1.32 in December 2020. The ECI has decreased from April 2020 (0.98) by 0.14 points to 0.84 points as measured in December 2020. Both DI and ECI are measured on a scale from 0 points (minimum) to 3 points (maximum).

A slightly lower number of respondents are ready to protest for political reasons than in April 2020. A total of 30.6% of respondents would be ready to protest for political reasons, compared to 33.6% in April 2020.² Data disaggregated by ethnicity show readiness to protest among 31.2% Kosovo Albanians, 19.2% Kosovo Serbs, and 26.9% members of other Kosovo communities (Kosovo Ashkali, Kosovo Bosniaks, Kosovo Egyptians, Kosovo Gorani, Kosovo Roma, and Kosovo Turks). Whereas significant proportion of Kosovo Serbs (49%) are indifferent regarding political direction of Kosovo, 60.6% of Kosovo Albanians and 49% members of other Kosovo communities are dissatisfied or very dissatisfied with the political direction of Kosovo.

Findings from Public Pulse XIX opinion poll also show substantial decrease in the sense of safety among respondents, with 68.4% feeling safe when outside compared to 86.3% recorded in April 2020. Gender-disaggregated data show that the feeling of safety is the same for women (68.5%) and men (68.3%). The feeling of safety among Kosovo Serbs remains the same with 46.1% feeling safe in December 2020 as compared to 46.2% in April 2020. This represents consistent increase in the sense of safety for Kosovo Serbs from November 2018 (10.4%) and November 2019 (27.1%).

The Public Pulse poll also enquired about the most pressing problems Kosovo is currently facing. Findings show a difference from previous polls in the three major issues that impact social well-being; corruption dropping in exchange for urban space. Top three major issues reported during this survey were unemployment (30.9%), poverty (20.6%) and urban space problems (6.7%), whereas unemployment, poverty and corruption were the top three concerns in April 2020. Corruption has dropped in ranking from the second to the fifth (from 23.5% in April 2020 to 5.1% now). Kosovo Serbs consider interethnic relations (19.6%), unemployment (17.6%), public and personal security, poverty and urban space problems (9.8% each) as the most pressing issues in Kosovo. A total of 78.1% of respondents consider that employment in the



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

²While the opinion poll was conducted between 25 November and 8 December 2020, it will further be referred to as "December 2020 opinion poll."

public institutions of Kosovo is not based on merit, as opposed to April 2020 when 80.7% believed that to be the case. Despite dropping from second to the fifth position in major problems Kosovo is currently facing, on average, 28% of respondents claim they perceive large-scale corruption to be present in public and international institutions in Kosovo, an increase of 7.3 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, 8.2% of respondents said they know a lot about the topic, 27.4% claimed average knowledge, and 37% of respondents know a little about this topic. A total of 27.4% said they have no knowledge about their right to live in a clean and healthy environment, an increase of 20.6 percentage points from April 2020 (6.8%).

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 <https://unckt.org/public-pulse-visualiser/>³ 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 two socio-economic impact assessments of COVID-19 to help Kosovo and international institutions to respond to the challenges caused by the COVID-19 crisis.



³Data Visualization Platform: <https://unckt.org/public-pulse-visualiser/> ASKData is a platform of Kosovo Agency of Statistics

Public Pulse

Key Indicators

The findings of the December 2020 Public Pulse poll show a substantial decrease in satisfaction levels with the key Kosovo institutions as compared to the opinion poll conducted in April 2020, except for that of the President of Kosovo, which has increased from 18.7% in April 2020 to 33.9% in December 2020.

On average, 27.5% of respondents are satisfied with the work of key institutions of Kosovo which is a decrease of 15 percentage points from April 2020 (42.5%) when the highest satisfaction level since 2010 was recorded, but an increase of 9.9 percentage points compared to November 2019 (17.6%).⁴ Specifically, satisfaction with the work of the Assembly Speaker (46.7%) has decreased by 25.7 percentage points from April 2020 when it was recorded at 72.4%. However, the level of satisfaction with the Assembly Speaker remains the highest among the institutions. Satisfaction level with the Assembly has decreased from 33.4% in April 2020 to 22.6%, while that of the Prime Minister has gone down from 65.4% in April 2020 to 23% in December 2020. Similarly, the satisfaction level with the work of the executive decreased from 60.7% in April 2020 to 21.3% in December 2020.

Similar levels of satisfaction are recorded in most other institutions. For example, satisfaction with the courts has slightly decreased from 24.8% to 23%, while satisfaction level with the Office of the Prosecutor has slightly increased from 22.3% in April 2020 to 23% in December 2020. Both institutions show a steady increase in satisfaction compared to November 2019 (13.6% and 14.2% respectively) and May 2019 (18.7% and 16.4% respectively).

Table 1. 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	Trend
Satisfaction with the 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%	
	Prime minister	23.60%	14.60%	18.30%	19.70%	42.30%	33.20%	35.10%	36.50%	20.70%	65.40%	23.00%	
Satisfaction with legislative	Parliament	19.30%	19.90%	17.30%	18.90%	31.70%	32.90%	36.10%	19.60%	18.60%	33.40%	22.60%	
	Speaker of parliament	20.10%	19.80%	24.30%	24.90%	36.00%	31.50%	36.30%	23.60%	20.50%	72.40%	46.70%	
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%	
Satisfaction with judiciary	Court	17.20%	13.90%	18.40%	22.10%	36.90%	31.20%	37.80%	18.70%	13.60%	24.80%	23.00%	
	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%	

⁴After 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.

Political Direction of Kosovo

There is also a decrease in the level of dissatisfaction with the political direction of Kosovo. More than half of respondents (59.4%) are either dissatisfied or very dissatisfied with political direction of Kosovo. This level of dissatisfaction is lower by 10.2 percentage points than in April 2020 (69.6%). The level of satisfaction with the political direction of Kosovo is measured at 13.4%, an increase by 2.7 percentage points from April 2020 and 3.2 percentage points from November 2019. A total of 27.2% of respondents declared to have a neutral viewpoint on this issue which is an increase compared to April 2020 by 7.5 percentage points (19.7%).

Gender-disaggregated data show that women (60.5%) are more dissatisfied than men (57.2%) with the political direction of Kosovo. At the same time, the percentage of men who are satisfied with the political direction of Kosovo is slightly higher than that of women; whereas 14.9% of men are satisfied or very satisfied with the political direction of Kosovo, only 11.3% of women stated that they are satisfied or very satisfied with the political direction of Kosovo. Ethnically disaggregated data show that the highest level of dissatisfaction is found among Kosovo Albanians (59.8%), followed by members of other Kosovo communities (48%) and Kosovo Serbs (41.5%). The percentage of neutral respondents is the highest among Kosovo Serbs (49%), followed by members of other Kosovo communities (26.5%), and Kosovo Albanians (25.9%). A total of 13.3% of Kosovo Albanians are satisfied or very satisfied with the political direction of Kosovo while only 8.6% of Kosovo Serbs show the same level of satisfaction. A total of 25.5% of members of other Kosovo communities expressed satisfaction in this regard.

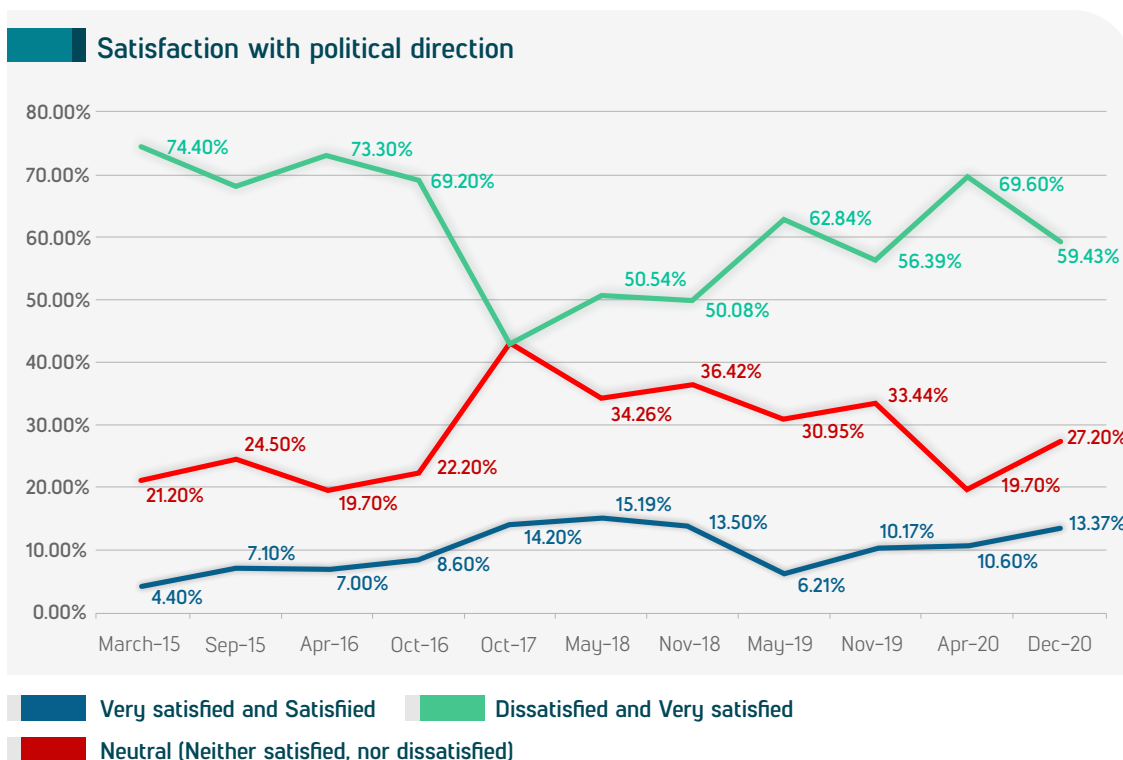


Figure 1. Respondents' satisfaction with the political direction of Kosovo

A total of 30.6% of respondents are ready to join political protest which is a slight decrease from April 2020 (33.6%) and from November 2019 (31.3%) and a substantial decrease 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, 31.3% of Kosovo Albanians are willing to protest as opposed to 19.5% of Kosovo Serbs and 26.5% members of other Kosovo communities. Compared to April 2020, readiness to protest for political reasons is lower for Kosovo Albanians (34.7%), but higher among Kosovo Serbs (17.6%) and members of other Kosovo communities (24.5%).

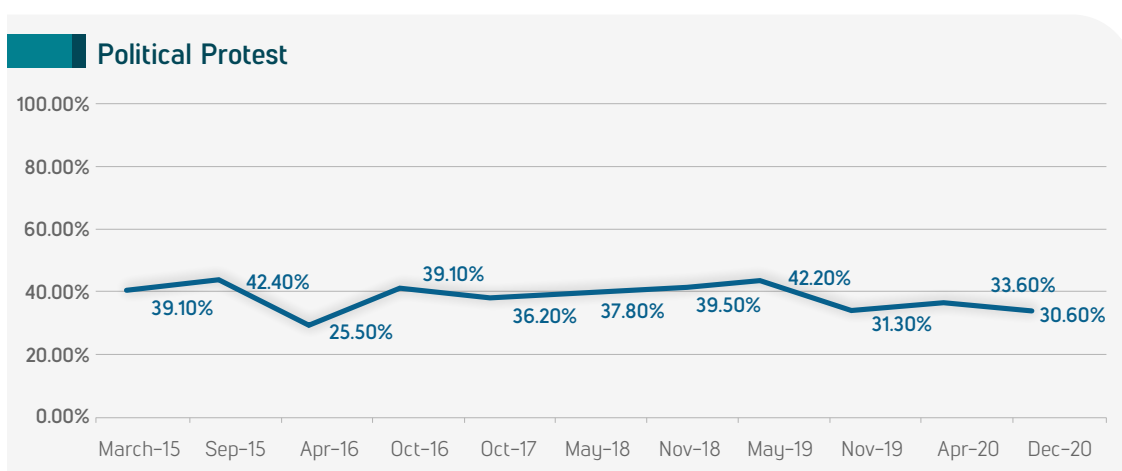


Figure 2. Percentage of respondents who would join political protests

Personal Safety

In order 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 a decline in the level of safety by 17.9 percentage points compared to April 2020 when the highest level of safety was recorded with 86.3% of respondents feeling safe in the streets of Kosovo. With the level of safety recorded at 68.4%, it marked the lowest level of safety recorded in the past two years.

Gender-disaggregated data show no difference in the perception of safety between men and women. A total of 68.3% of men and 68.5% of women declared to feel safe when out in the streets. This represents a substantial decrease in the sense of safety for both women and men compared to April 2020, when 85.4% of men and 87.2% of women felt safe when out in the street. Ethnically disaggregated data show greater differences where 68.9% of Kosovo Albanians and 66% of members of other Kosovo communities feel safe when out in the streets as opposed to 47% of Kosovo Serbs. Despite lower levels of safety reported by Kosovo Serbs, the data show a consistent increase in their sense of safety from May 2018 (4.8%), November 2018 (10.4%), May 2019 (16.2%), November 2019 (27.1%) and April 2020 (46.2%). On the contrary, a

decreased perception of safety is recorded both among Kosovo Albanians and members of other Kosovo communities.

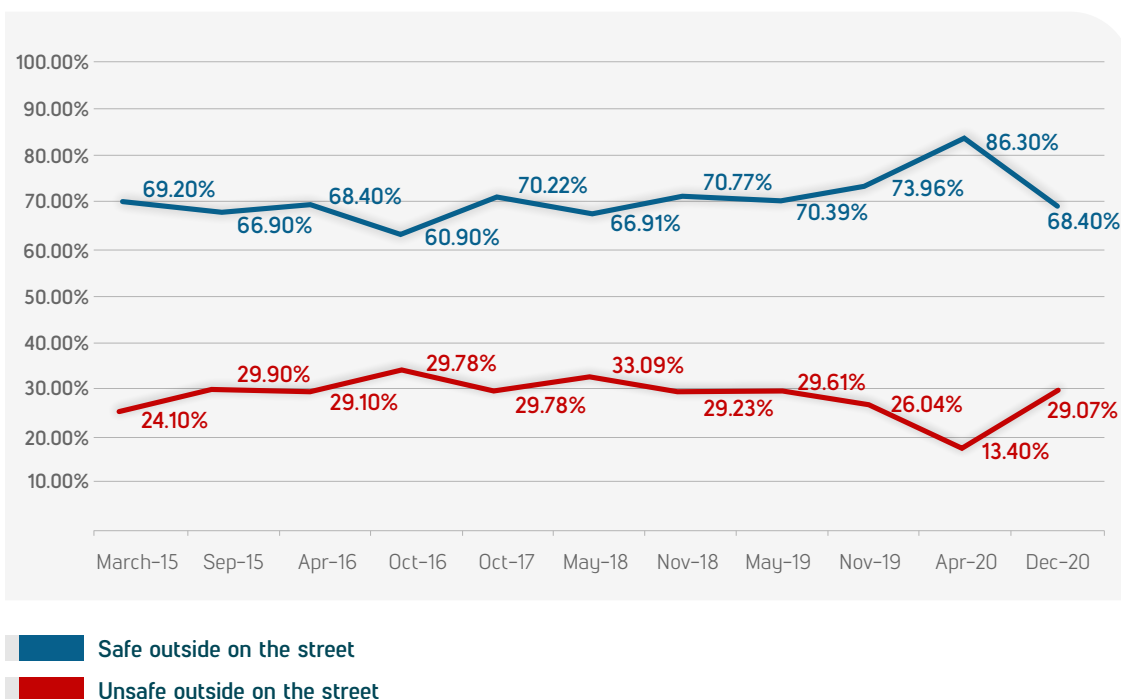


Figure 3. Respondents' perception of safety

Democratization and Economic Confidence Indices

In line with other downward trends, the December 2020 Public Pulse opinion poll recorded a decrease in Democratic Index (DI) and Economic Confidence Index (ECI).⁵ More specifically, the current DI stands at 1.32 which is lower by 0.21 points than in April 2020 (1.53), which was the highest level recorded by Public Pulse. This figure suggests that less than half of the people of Kosovo have a positive view of democratic processes in Kosovo.

Similar decline can be observed in the ECI, which has fallen from 0.98 in April 2020 to 0.84, suggesting that more than two thirds of people do not have a positive view of economic trends in Kosovo. The current ECI is the lowest registered since March 2015 (0.8).

⁵The DI and the ECI are continuous measures from 0 to 3, in which a score from 0 to 1.5 means that the majority of the population views democratization or economic trends negatively and the score from 1.5 to 3 means that the majority of the population views democratization or economic trends positively.

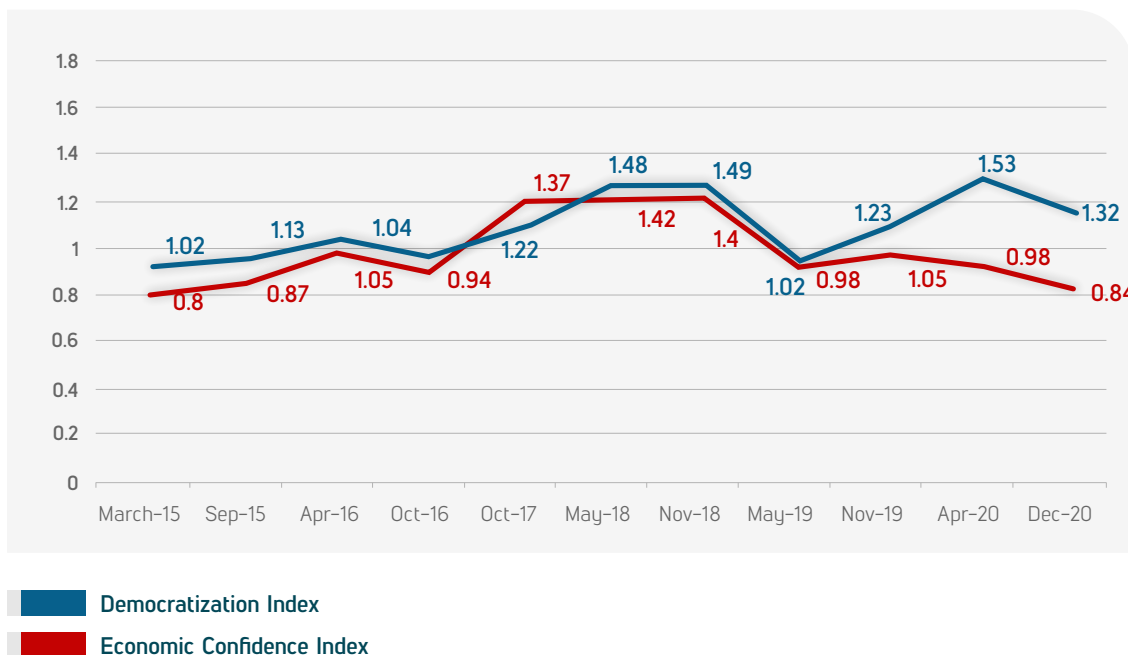


Figure 4. Democratization and Economic Confidence Indices

Both DI and ECI consist of a number of components, which are used to generate respective indices. DI consists of nine components shown in Table 2. The questions falling within the scope of this Index can be answered with either “Yes, fully,” “Yes, mainly,” “Not so much,” or “Not at all.” Table 2 shows the percentage of respondents who responded with either “Yes, mainly” or “Yes, fully” to the nine questions. To determine which indicators influenced the decrease of DI, the data from the December 2020 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 a decrease from April 2020.

A total of 45.9% of respondents believe that elections in Kosovo are democratic and follow international standards, compared to 66.3% in April 2020, 62.7% in November 2019 and 35.6% in May 2019. Nearly half of people (45.6%) consider that the Assembly monitors the performance of the executive, compared to 58% in April 2020 and 38.6% in November 2019. The judiciary component has seen a slight decline from 39.7% in April 2020 to 36.7%. A total of 57.9% of respondents consider that media enjoy freedom of expression, making this the most positively evaluated component of DI, but lower than in April 2020, when this figure stood at 69.1%. A decrease of 4.7 percentage points (45.8%) from April 2020 is observed in perceptions on the role of the civil society organizations as truthful monitors of the executive.

A decrease is recorded also in the perceptions about whether local and central institutions, respectively, work according to the priorities of the people of Kosovo, with 41.5% and 30.6% respectively, compared to April 2020 when these figures stood at 56.7% and 54.9%, respectively. Similar decrease is observed in answers to the question whether the Constitution and applicable laws are democratic and whether they comply with human rights standards,

with only 42.8% of positive response. This represents a decrease of 21.2 percentage points compared to April 2020. Finally, a decrease of 6.3 percentage points compared to April 2020 is observed in answers to the question whether democratic processes in Kosovo are instituted and are going in the right direction. The December 2020 Public Pulse opinion poll recorded 36.2% positive responses to these questions compared to 42.5% in April 2020. However, this is an increase compared to November 2019 (33%). Ethnically disaggregated data show that all three groups, namely Kosovo Albanians, Kosovo Serbs and members of other Kosovo communities responded negatively to the questions above with “not at all” and “not so much.” An exception is Kosovo Albanian respondents, majority of whom (57.7%) believe that media enjoy freedom of expression. For other questions, similar like Kosovo Serbs and members of other Kosovo communities, majority of Kosovo Albanians 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	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%	
Does the Parliament monitor the Government performance?	21.20%	21.80%	26.60%	30.80%	36.10%	46.70%	48.30%	38.10%	38.61%	58.00%	45.56%	
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%	
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%	
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%	
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%	
Is Kosovo government 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%	
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%	
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?	17.30%	15.40%	23.10%	23.80%	29.70%	46.90%	57.20%	22.40%	33.01%	42.50%	36.22%	

In order to determine which indicators influenced the decline of the ECI, the current positive responses of the ECI components were compared with those collected in previous opinion polls, as shown in Table 3. Questions pertaining to ECI could be answered with “Favorable”, “Unfavorable” and “Neutral.” Only 11.5% of respondents have favorable expectations regarding their family's total income within six months which is 2.7 percentage points decrease from April 2020 (14.2%) and 2.2 percentage points decrease from November 2019 (13.7%). Only 7.2% of respondents view conditions for doing business in Kosovo favorable – a decline from 8.2% in April 2020 and 9.1% in November 2019, but higher than May 2019 (5.5%). Similarly, only 5.6% of respondents view current employment conditions favorable which is a decrease from 6.6% in April 2020 and from 7.4% in November 2019 and from May 2019 (5.8%). Finally, 8.3% of all respondents view future employment conditions –six months from the December 2020 opinion poll– favorable, which is a decrease of 3.3 percentage points from April 2020 (11.65%). In sum, the ECI components suggest that over two-thirds of Kosovans have a rather pessimistic 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	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%	
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%	
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%	
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%	

Economic Direction

A decline in satisfaction with Kosovo's economic direction is observed compared to April 2020 (10.7%), with only 6.9% being satisfied with Kosovo's economic direction. Whereas 64.3% of respondents are very dissatisfied or dissatisfied with the economic direction of Kosovo, 28.8% are neither satisfied nor dissatisfied. Gender-disaggregated data show that satisfaction with the economic direction of Kosovo between women and men is approximately the same: 6.2% of women are satisfied or very satisfied and 7.3% of men are satisfied or very satisfied with the economic direction of Kosovo. Likewise, 64.8% of men are dissatisfied or very dissatisfied with the economic direction of Kosovo while 61.4% of women feel the same. Ethnically disaggregated data suggest that Kosovo Serbs are less dissatisfied (50.9%) than Kosovo Albanians (62.9%)

and members of other Kosovo communities (66%). At the same time, members from other Kosovo communities appear completely dissatisfied with Kosovo's economic direction with 0.5% being satisfied (7.8% in April 2020). Only 1.9% of Kosovo Serbs reported satisfaction with the economic direction of Kosovo, as compared with 7.3% of Kosovo Albanians.

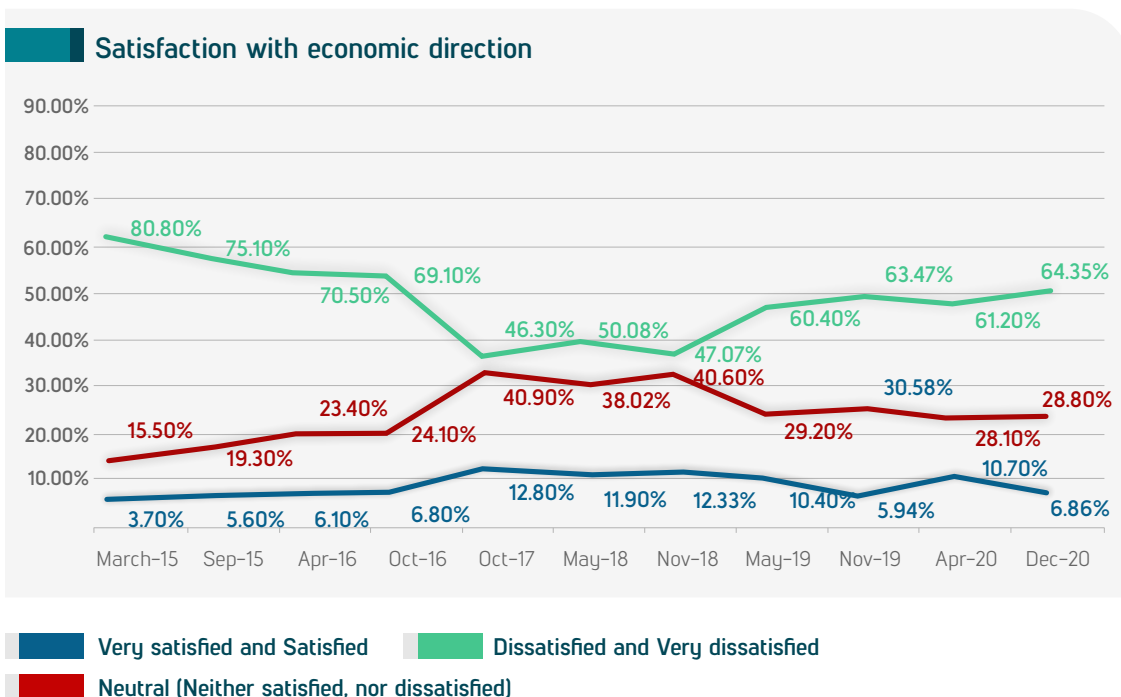


Figure 5. Satisfaction with the economic direction of Kosovo

Major Problems Currently Facing Kosovo

A large percentage of respondents continue to identify unemployment and poverty as the two major problems currently facing Kosovo. This is in contrast with previous polls, when one of the major problems was corruption. The last poll shows corruption sliding to the 5th major problem. The biggest problem for 30.9% of respondents is unemployment, followed by poverty (20.6%) and urban space problems (6.7%).⁶ In April 2020, unemployment (37.2%), corruption (23.5%) and poverty (15.3%) were three major problems facing Kosovo. As seen by these trends, there is an increase in the percentage of respondents who view poverty as a major problem, but a decrease in those who view unemployment and corruption as major problems. Not surprisingly for the period of COVID-19 pandemic, healthcare services are the fourth major problem (6.2%). Other findings show that social problems (4.2%), environmental pollution (3.5%) and prices of public service utilities (3.1%) are considered major problems in Kosovo. A total of 2.4% of respondents consider that education is the most pressing issue in Kosovo.

While the December 2020 opinion poll does not mark any gender differences between women and men's opinions on three major problems, gender-disaggregated data show that women are more concerned about poverty (23.1%) than men (18.2%). However, men (32%) are more concerned than women (28.8%) about unemployment. Finally, women (6.9%) are slightly more concerned about urban problems than men (6.4%).

Ethnically disaggregated data show differences between various ethnic communities in the ranking of major problems. Thus, for Kosovo Albanians, three most pressing issues are unemployment (30.2%), poverty (21.1%) and healthcare services (6.5%). Kosovo Serbs consider unemployment (18.1%), interethnic relations (18.1%), and public and personal security (10.5%) as the most pressing issues in Kosovo, whereas members of other Kosovo communities perceive unemployment (48%), urban problems (12.5%) and poverty (11%) as major problems in Kosovo. While a negligible number of Kosovo Serbs (1.9%) think corruption is a major problem in Kosovo, 7.5% of the members of other Kosovo communities and 5% of Kosovo Albanians think that to be the case.



⁶Urban space problems include illegal construction, garbage collection and traffic.

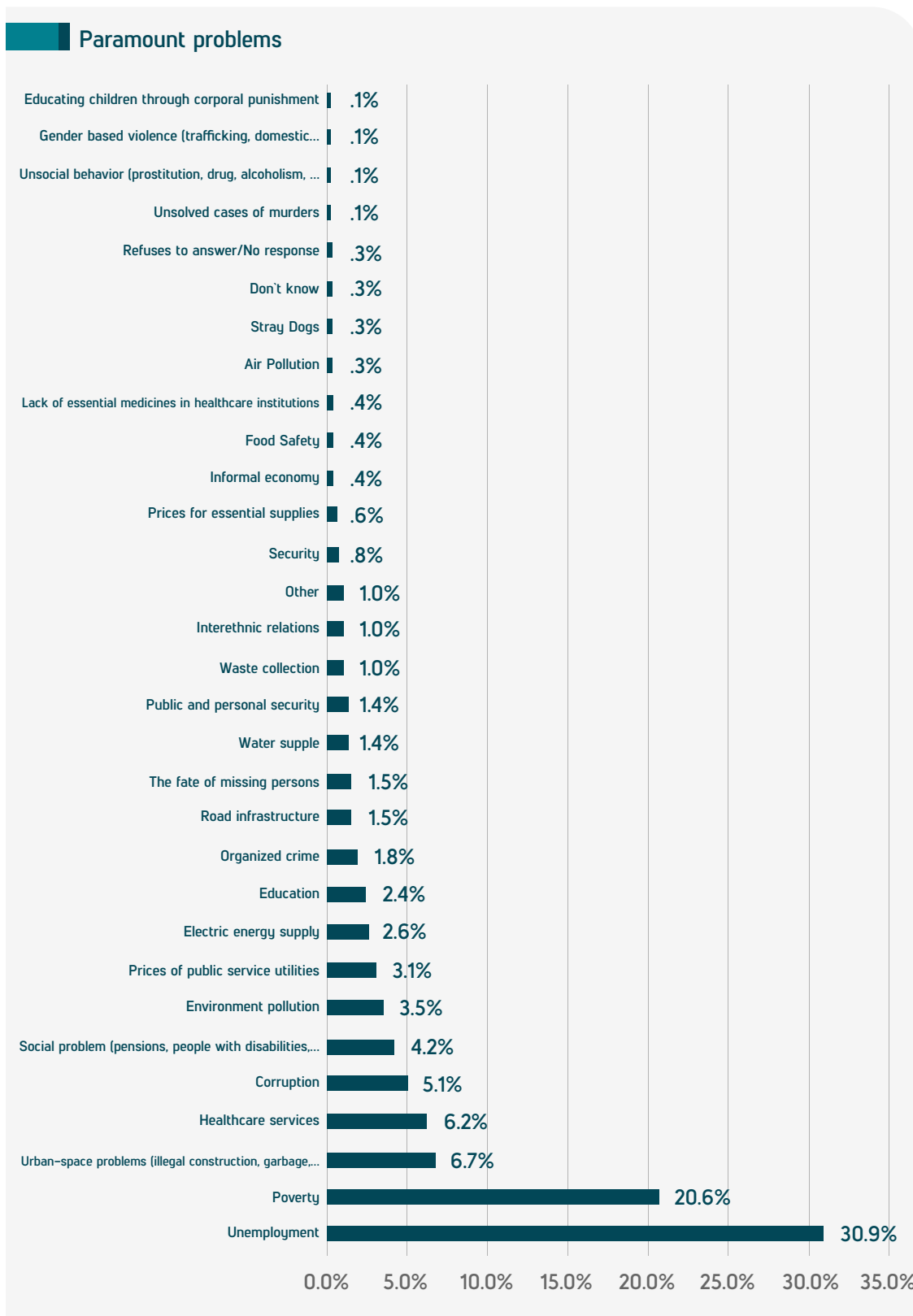


Figure 6. Perceptions on major problems currently facing Kosovo



Merit-based Recruitment in the Public and Private Sector

The December 2020 opinion poll shows that 21.9% of respondents consider that employment in the public sector is merit-based while 78.1% consider that employment in the public sector is not based on merit. The findings show minimal difference from the April 2020 poll where 19.5% of respondents thought employment was merit based and 80.7% thought that it was not merit based. The respondents consider the following main factors to gain employment in the public sector: party allegiance (23.3%), family connections (23.2%), bribe (20.3%), education (11.2%), friends (8.9%) and to a lesser extent vocational training (6.6%), professional experience (4.1%) and appearance (2.1%). A total of 21.9% of respondents believe that education, vocational training, and professional experience are important factors to gaining employment in the public sector.

Gender-disaggregated data show that a total of 48.9% of men believe employment in the public sector is merit-based, as opposed to 42.4% of women who think the same. For both men (24.9%) and women (29.9%), having family connections is the most helpful way in getting employment in the public sector. However, ethnically disaggregated data show differences in perceptions by different communities with less confidence among Kosovo Albanians and Kosovo Serbs and more confidence among members of other Kosovo communities. For example, while only 20.5% of Kosovo Albanians and 27.6% of Kosovo Serbs declared that professional experience, vocational training, and education are important factors to gaining employment, confidence in merit-based employment in the public sector is higher among member of other Kosovo communities, 44% of whom believe that to be the case.

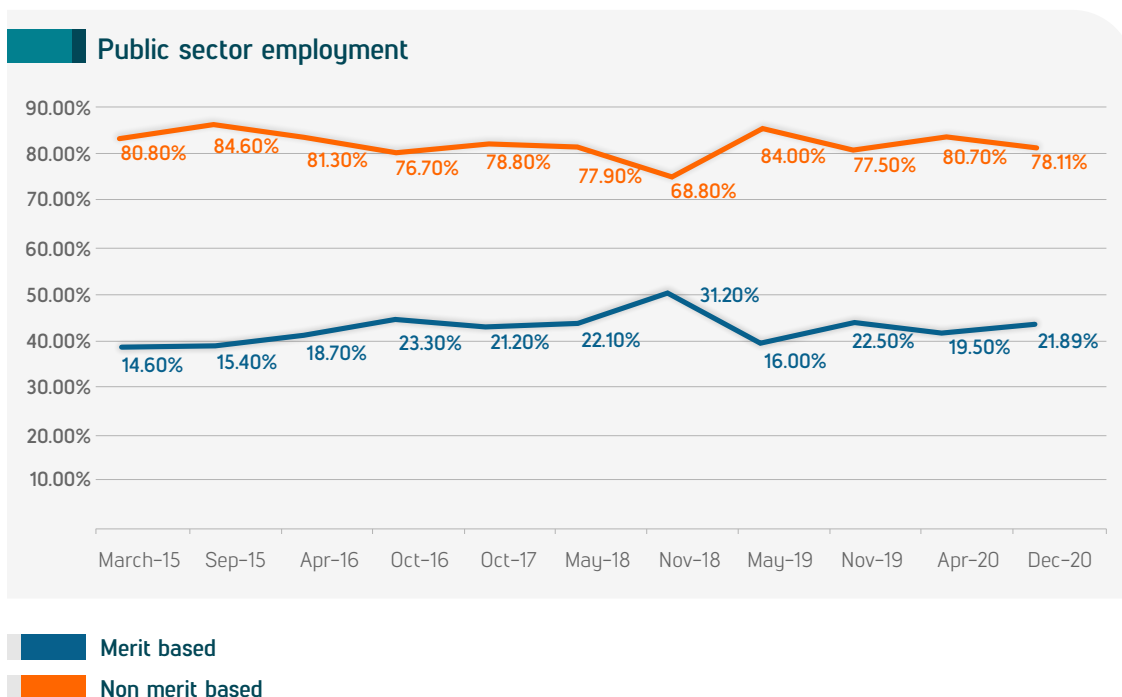


Figure 7. Perceptions of the role of meritocracy to gaining employment in the public sector

Contrary to the perceptions about gaining employment in the public sector, 47.7% of respondents believe that professional experience, education, and vocational training are important to gaining employment in the private sector. A total of 52.6% 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 (28.3%), friends (11.5%), bribe (6.7%), appearance (3.2%), party allegiance (2.3%), and to a lesser extent gender (0.3%).

Gender disaggregated data show men are more confident about merit-based employment in the private sector than women. For example, 48.9% of men and 42.4% of women believe that meritocracy is an important factor in gaining employment in the private sector. Ethnically disaggregated data also show differences in perceptions about meritocracy in the private sector. For example, 45.7% of Kosovo Albanians, 58.1% of Kosovo Serbs, and 53.5% of members of other 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.

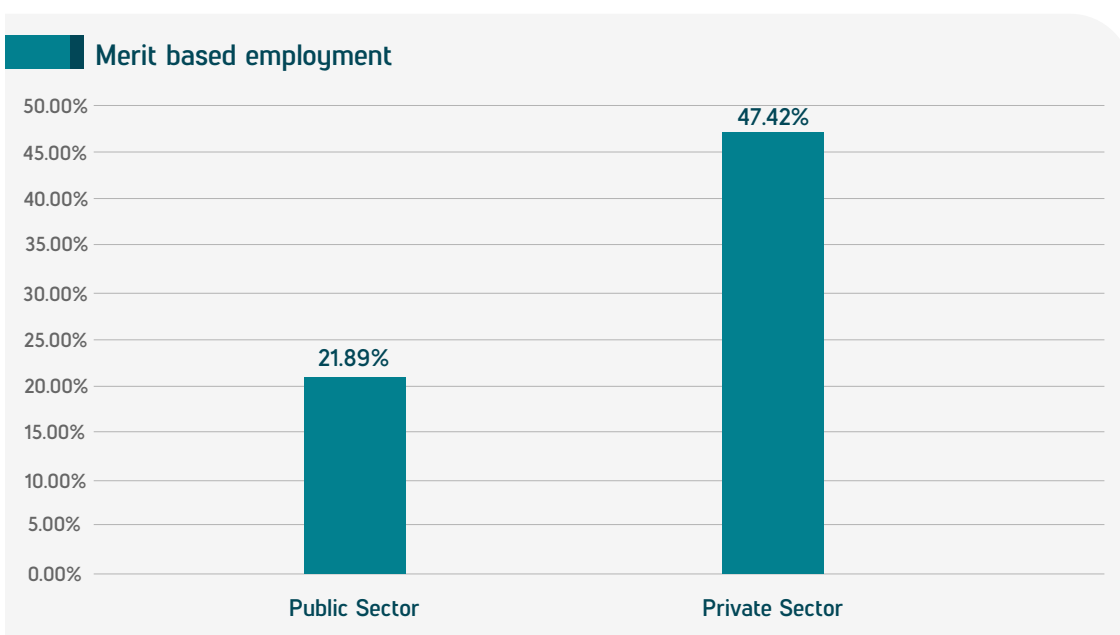


Figure 8. Perceptions of the role of meritocracy to gaining employment in the public versus private sector

Large-scale Corruption

On average, 28% of respondents claim they perceive large-scale corruption to be present in public and international institutions in Kosovo. This value represents an increase of 7.3 percentage points from that of the April 2020 opinion poll (20.7%). However, it is lower than November 2019 (34.4%) and from May 2019 (30.1%). The April 2020 perception on large scale corruption was the lowest value ever recorded by the Public Pulse.

Perceptions of large-scale corruption varied from a low of 15.2% claiming it is prevalent in Kosovo Police to a high of 39.2% responding it is prevalent in Kosovo Customs. The biggest changes in perceptions were observed in the following institutions: International Organizations (23.8% compared to 5.5% in April 2020), healthcare system (25% compared to 11% in April 2020), Kosovo Tax Administration (30.2% compared to 18.9% in April 2020), municipalities (24.7% compared to 13.3% in April 2020). The Customs (39.2%), Privatization Agency of Kosovo (39%) and Kosovo Post and Telecom (33.2%) are top three institutions with the highest level of perceived large-scale corruption. Institutions with the least perceived large-scale corruption are Kosovo Police (15.3%), education sector (19.5%) and International Organizations (23.8%).

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	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%	25%	
KEDS	44.70%	35.60%	31.10%	31.40%	20.50%	33.00%	31.30%	40.70%	38.90%	27.30%	28.70%	
KEK											27.50%	
Courts	42.90%	46.90%	42.30%	49.30%	24.90%	38.60%	29.10%	30.70%	42.00%	24.50%	31.60%	
Customs	38.70%	41.30%	32.30%	45.20%	22.70%	39.10%	31.40%	29.30%	41.40%	30.60%	39.20%	
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%	
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%	
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%	
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%	
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%	
PTK	25.90%	25.20%	18.40%	29.60%	17.00%	27.80%	25.60%	44.20%	40.80%	37.90%	32.20%	
Banks	24.30%	23.30%	23.10%	24.40%	13.10%	27.30%	26.10%	33.80%	34.10%	18.90%	28.10%	
International organizations	24.40%	22.90%	16.00%	28.00%	10.80%	24.50%	10.70%	19.50%	23.60%	5.50%	23.80%	
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%	

In order 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 (66%) have formed their opinions through print and electronic media, as illustrated in Figure 9. A total of 27.2% of respondents declared that conversations with relatives and friends shape the basis of their opinions regarding the extent of corruption, whereas 6.6% of respondents claimed personal experiences of which they were asked for money, gifts, or other favors in return for certain services influenced their opinions. It is noteworthy to observe that the latter figure has decreased by 6.5 percentage points compared to April 2020 opinion poll (13.1%).

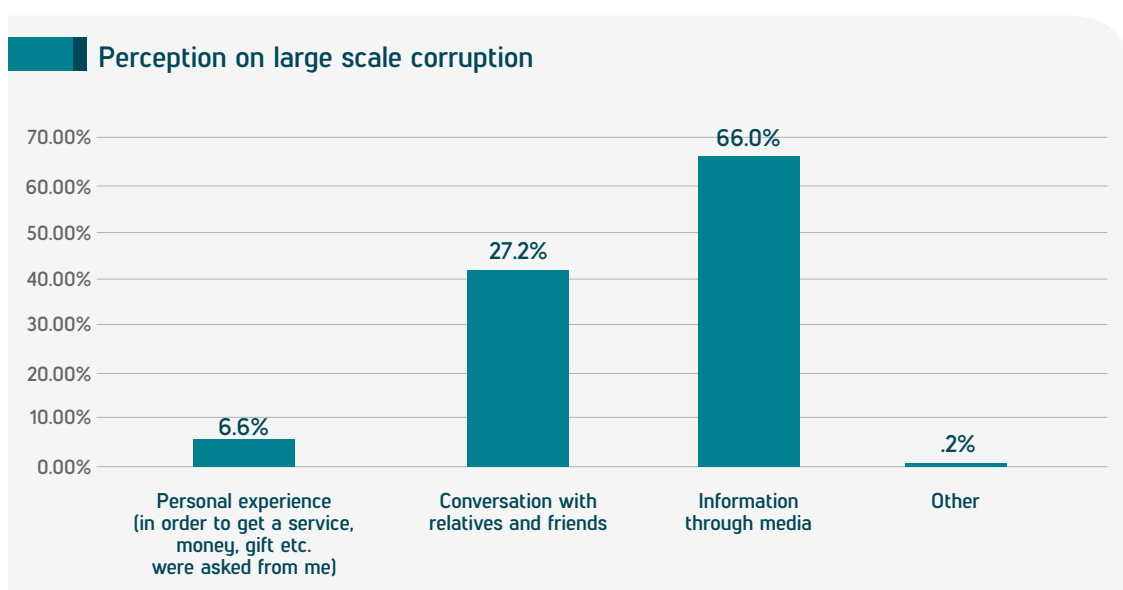


Figure 9. Respondents' reasons behind their evaluation of the extent of corruption in Kosovo

Attitude Towards Voting

Public Pulse opinion poll also enquired about the voting attitudes of the people of Kosovo. The attitudes toward voting have changed significantly, highlighting the feeling of disempowerment of the people vis-à-vis politics in Kosovo compared to April 2020. When asked whether their vote can change the situation in Kosovo, 34.1% of respondents declared that their vote can affect change, compared to 46.7% in April 2020 and 35.5% in November 2019. On the other hand, 27.4% consider that their vote cannot change the situation in Kosovo, as compared to 26.8% in April 2020, 29.2% in November 2019, 49% in May 2019, 46% in November 2018 and 43% in May 2018. A total of 32.3% consider their vote can change the situation to some extent, whereas only 6.2% do not know whether their vote can affect changes or refused to respond.

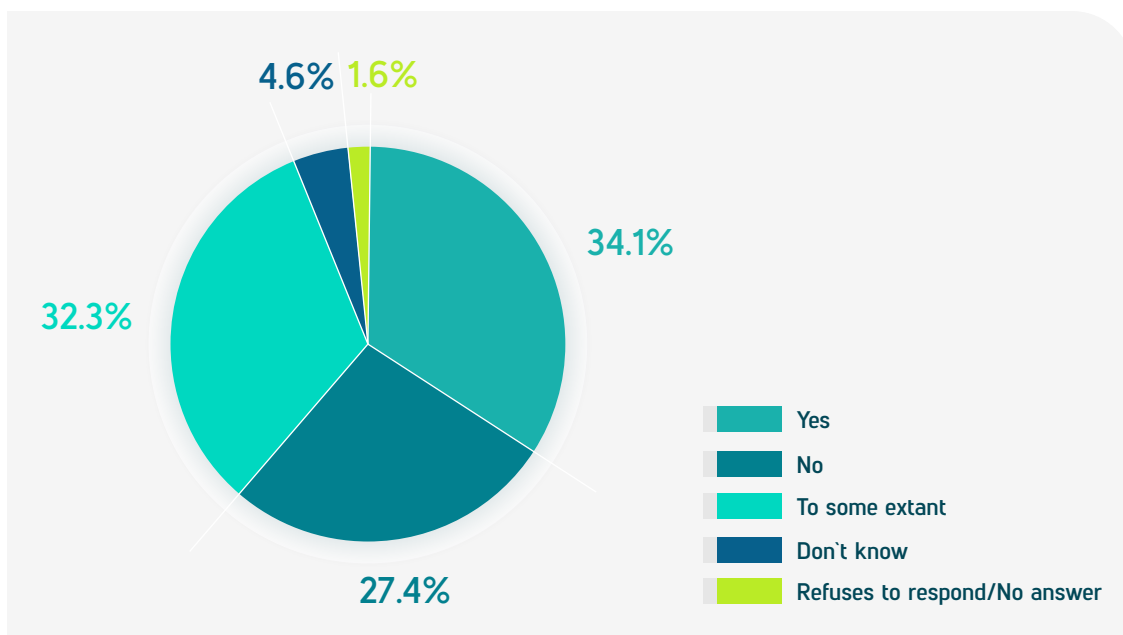


Figure 10. Respondents' perception on whether their vote can change the situation in Kosovo

Gender-disaggregated data show that women are more skeptical than men when it comes to the influence of their vote. While 40% of men consider that their vote can change the situation in Kosovo, only 28% of women think the same.

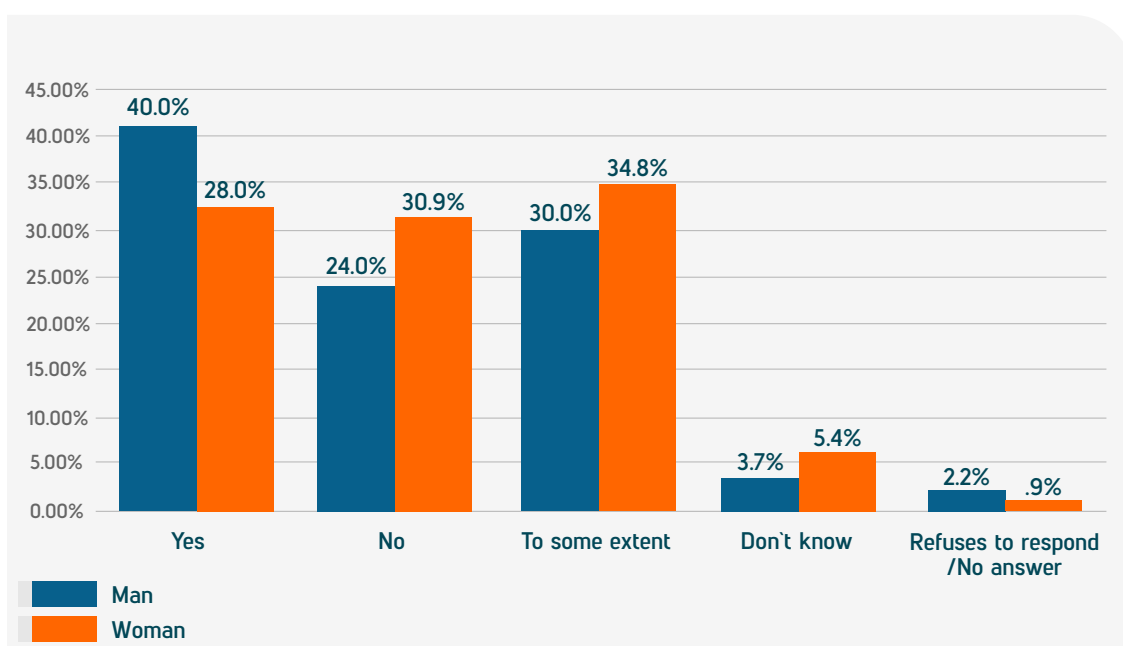


Figure 11. Perception of men and women on whether their vote can change the situation in Kosovo

Ethnically disaggregated data show considerable differences in confidence in elections as a mechanism to bring about changes in Kosovo. Only 8.1% of Kosovo Serbs (7.6% in April 2020) consider their vote can affect changes in Kosovo as opposed to 35.5% of Kosovo Albanians (48.4% in April 2020) and 26.5% of members of other Kosovo communities (35% in April 2020). While 42.4% of Kosovo Serbs do not believe their vote can affect changes, 25.8% of Kosovo Albanians and 37% of members of other Kosovo communities think the same.

The current percentage of Kosovo Serbs who do not believe their vote can affect changes is lower than April 2020 (61%) and November 2018 (61.5%). All ethnicities believe similarly about the possibility that their votes can affect changes to some extent, namely 32.9% of Kosovo Albanians and Kosovo Serbs and 26.5% of members of other Kosovo communities.

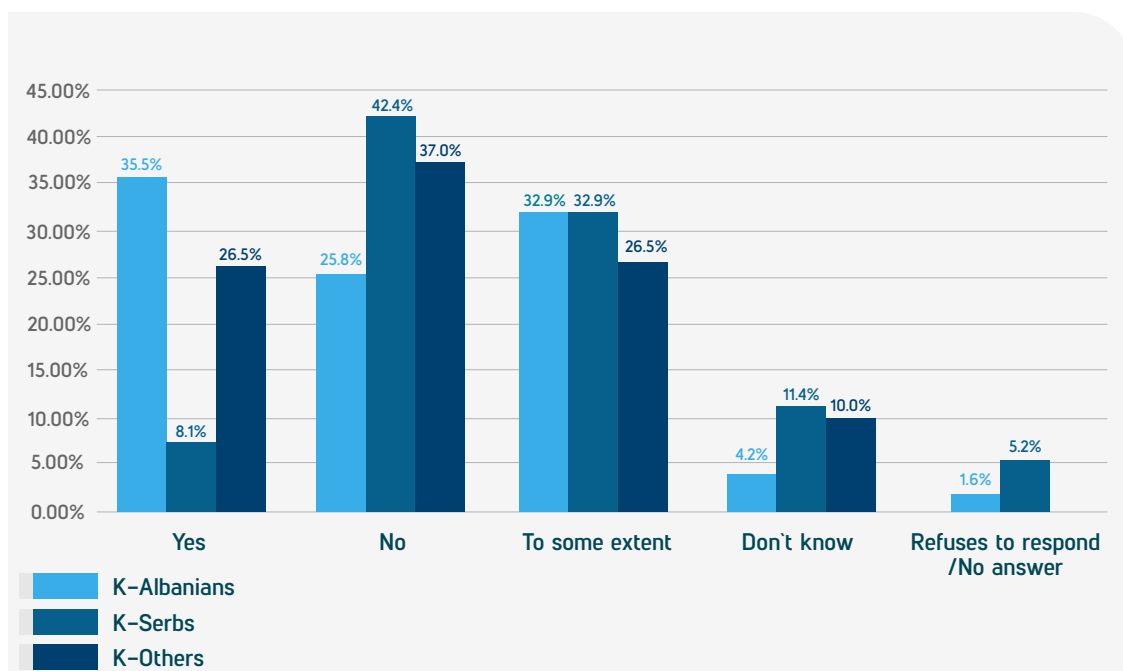


Figure 12. Perception of different communities on whether their vote can change the situation in Kosovo

The Public Pulse poll also enquired about the likelihood of respondents to vote and their voting preferences. Findings indicate that 80.9% of respondents (compared to 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 9.2% of respondents did not have any political preferences (compared to 13.9% in April 2020), 7% of respondents said they would not vote (7.4% in April 2020, 7.8% in November 2019 and 11.4% in May 2019), and 2.9% did not answer the question.

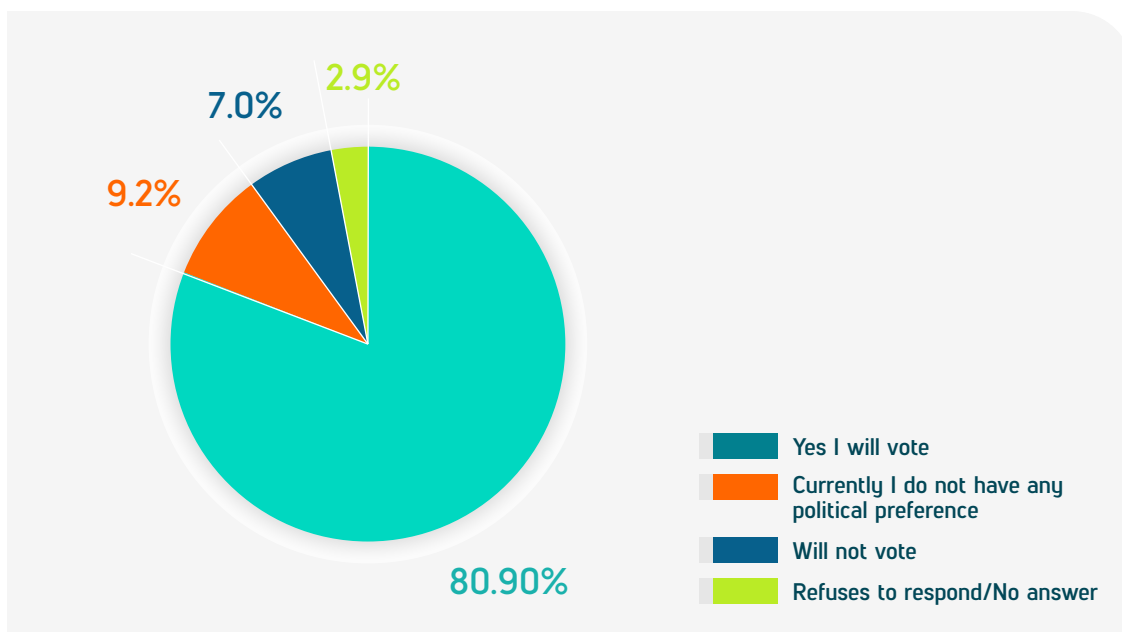


Figure 13. Respondents' likelihood to vote if central elections were to be held soon.

Gender-disaggregated data show that there is no significant difference between men and women in terms of their likelihood to vote if central elections were to be held soon (93.4% men and 92.2% women). However, ethnically disaggregated data show that less Kosovo Serbs would vote now than in April 2020, compared to more Kosovo Albanians and members of other Kosovo communities. Namely, 59.1% of Kosovo Serbs would vote now, compared to 68.1% in April 2020; this figure is higher than 40.4% in November 2019. A total of 84.4% of Kosovo Albanians, as compared to 69.8% in April 2020 would vote, and 89.4% of members of other Kosovo communities, in comparison to 71% in April 2020 would do the same. A total of 9.2% of Kosovo Albanians, 16.7% of Kosovo Serbs (12.4% in April 2020), and 5% of members of other Kosovo communities did not have any political preferences, whereas 6.4% Kosovo Albanians, 24.2% Kosovo Serbs (13.8% in April 2020), and 5.5% of members of other Kosovo communities declared they would not vote if elections were to be held soon. It is worth noting that contrary to the case of Kosovo Albanians and members of other Kosovo communities, the number of Kosovo Serbs who do not have any political preference as well as those who would not vote has increased substantially compared to the April 2020 opinion poll.

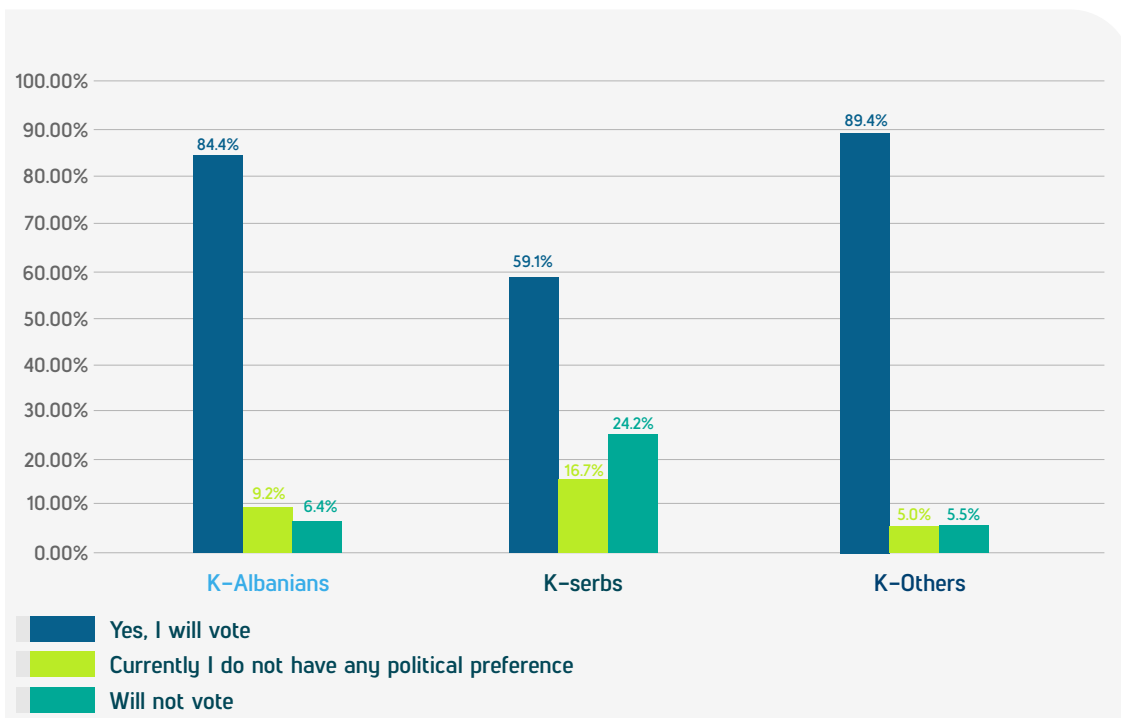


Figure 14. Respondents' likelihood to vote and voting preferences, ethnically disaggregated data



Environment

To measure public awareness about the right to live in a clean and healthy environment, respondents were asked about their knowledge on the right to live in a healthy and clean environment. A total of 8.2% said they know a lot about the topic, 27.4% claimed average knowledge, and 37% of respondents said they know a little about this topic. A total of 27.4% said they have no knowledge about their right to live in a clean and healthy environment. Looking at the trends, the results reveal that the percentage of people who claimed to know a lot about this topic (8.2%) has decreased substantially from 19.5% in April 2020 and 12.8% in November 2019. Similarly, the number of those who said they have no knowledge about this topic has increased from 6.8% in April 2020 to 27.4% in December 2020.

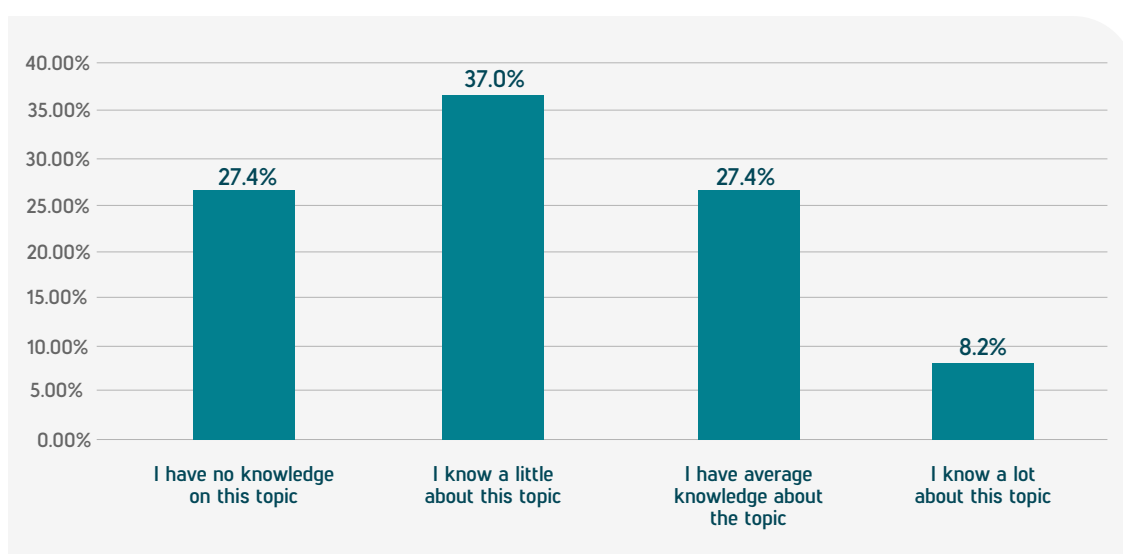


Figure 15. Respondents awareness about the right to live in a healthy and clean environment

Ethnically disaggregated data show substantial differences between various communities in Kosovo about their awareness about the right to live in a healthy and clean environment. A total of 27.1% of Kosovo Serbs, 26.6% of Kosovo Albanians and 25.5% of members of other Kosovo communities declared they have no knowledge about this issue, which is an increase across all three groups from April 2020 data (14.5%, 19% and 6%, respectively). The largest difference between April 2020 (6%) and December 2020 (26.6%) is the increase in the number of Kosovo Albanians who have no knowledge about the topic. Kosovo Serbs represent the largest share of respondents who declared to have no knowledge about the topic (27.1%) or who have average knowledge about the right to live in a clean and healthy environment (35.2%). Members of other Kosovo communities constitute the largest share of respondents (38.5%) who have little knowledge about the right to live in a clean and healthy environment. Kosovo Albanians lead in knowing a lot about this issue (8.7%), followed by members of Kosovo Serbs (4.3%) and members of other Kosovo communities (2.5%).

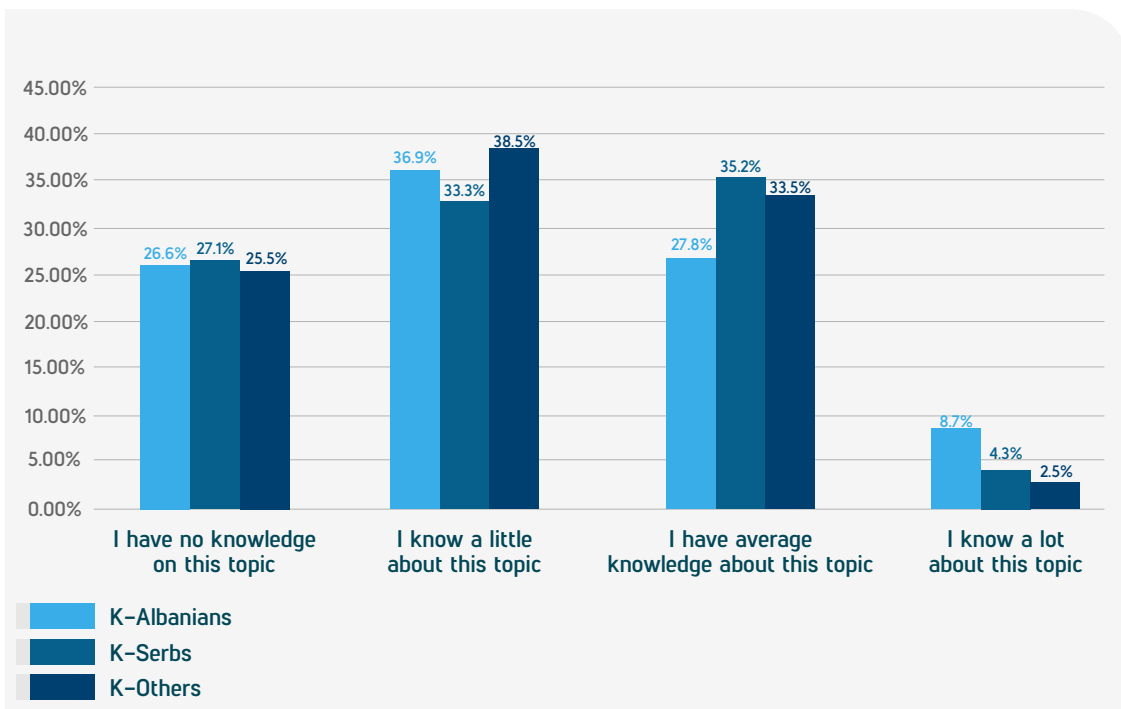


Figure 16. Respondents' awareness regarding their right to live in a healthy and clean environment, ethnically disaggregated data

The second question on the environment was about the awareness of respondents about the potential environmental threats to their own and their family's health. While 6.8% of respondents declared full awareness about these threats, 65.8% of respondents declared to have little to average knowledge about these threats, and 27.4% declared to have no knowledge of potential environmental threats to their own and their family's health. Gender-disaggregated data show no major differences between men and women on this issue.

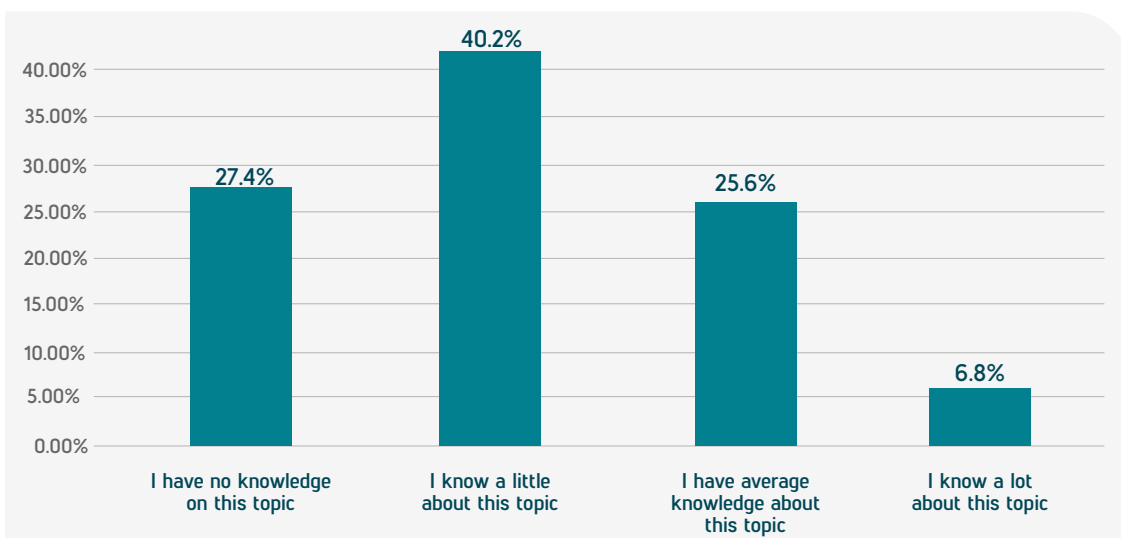


Figure 17. Respondents' awareness about potential environmental threats to own and family's health

As shown in Figure 18, ethnically disaggregated data highlight decline in knowledge as well as differences in the knowledge among ethnic groups regarding potential environmental threats to own and family health. A total of 30.5% of Kosovo Serbs, 26.7% of Kosovo Albanians and 25% of members of other Kosovo communities declared to have no knowledge about this issue. The biggest difference between April 2020 (9.4%) and December 2020 (26.7%) is the increase in the percentage of Kosovo Albanians who have no knowledge about the topic by 17.3 percentage points. Kosovo Serbs represent the largest share of respondents who declared to have no knowledge (30.5%) about the topic. Members of other Kosovo communities constitute the largest share of those who have little knowledge (45%) and average knowledge (27.5%) about the topic. Finally, Kosovo Albanians lead with a lot of knowledge about this issue (7.1% compared to 16% in April 2020), followed by Kosovo Serbs (6.2% compared to 7.6% in April 2020) and members of other Kosovo communities (2.5% compared to 8% in April 2020).

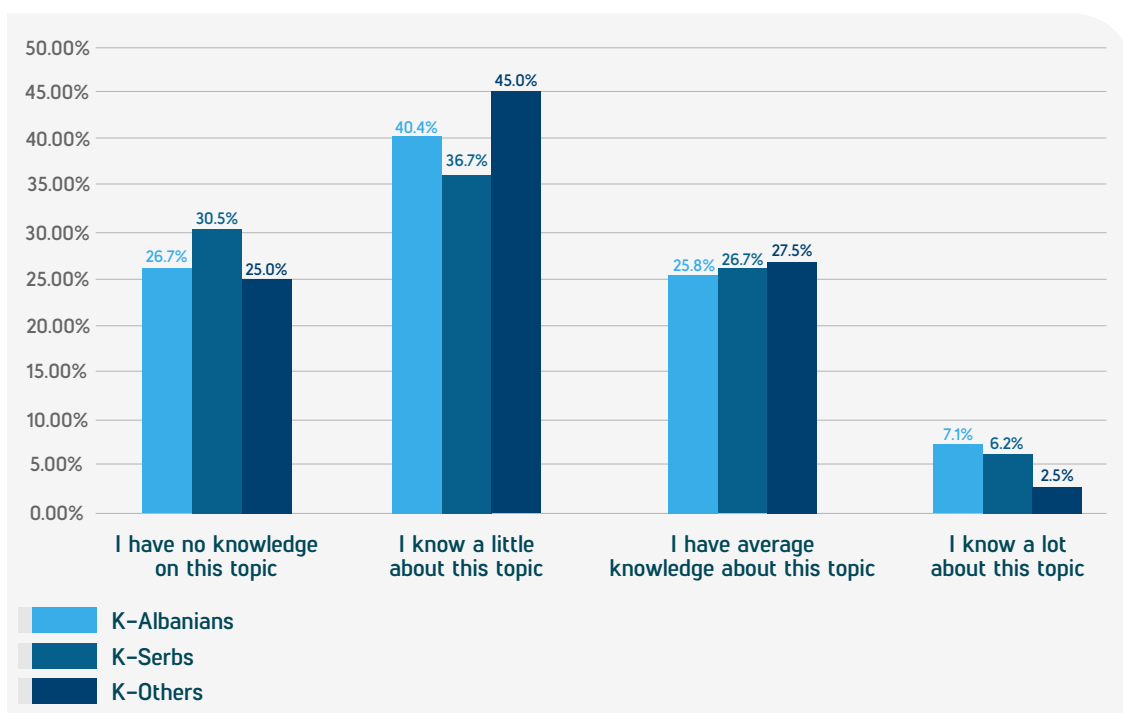


Figure 18. Respondents' awareness of potential environmental threats to own and family's health, ethnically disaggregated data

COVID 19

As in the previous Public Pulse edition, this 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 68.7% (65.9% in April 2020) of respondents declared that COVID-19 has had a negative impact on their economic wellbeing, 46.9% (40.7% in April 2020) declared it negatively affected their physical health, and 52.8% (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 (68.3%) and men (68.7%). The mental health of women (54%, as opposed to 60.9% in April 2020) was more affected than that of men (50.4%, as opposed to 57.2% in April 2020) whereas the level of impact on physical health is also higher for women (49.1% as opposed to 40.7% in April 2020) than men (44.5% as opposed to 40.6% in April 2020).

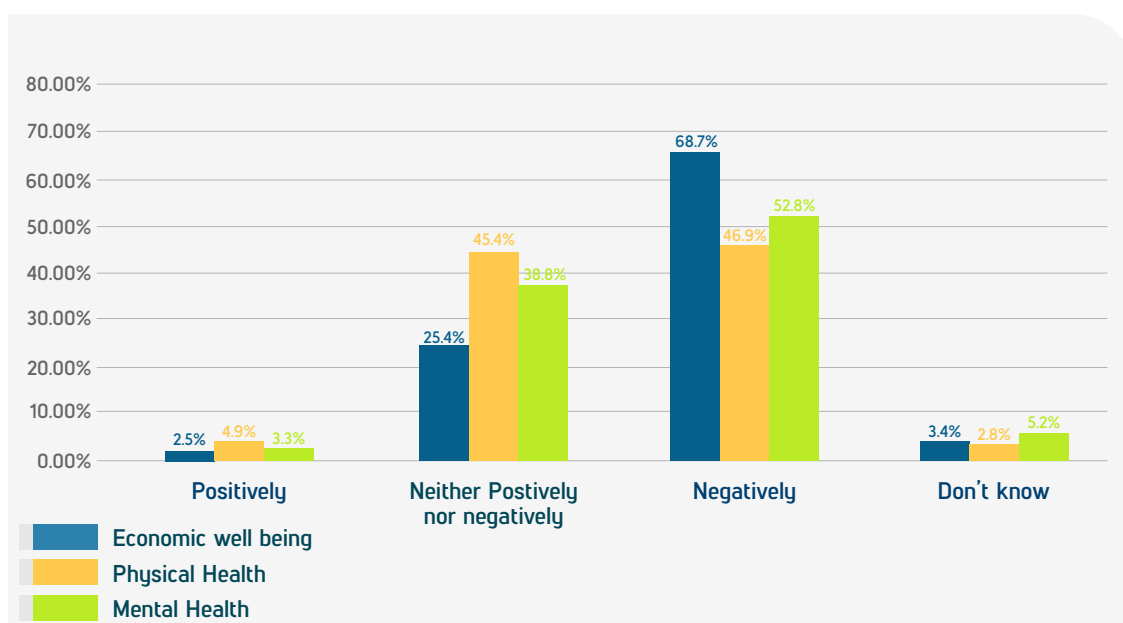


Figure 19. The impact of the situation created by COVID-19 on economic wellbeing and on physical and mental health

Ethnically disaggregated data show that the impact of COVID-19 on economic wellbeing has been substantial against respondents from all ethnic communities; 69.5% of Kosovo Albanians, 40.4% of Kosovo Serbs and 71.2% of members of other Kosovo communities reported negative impact of COVID-19 on their economic wellbeing. 24.8% of Kosovo Albanians, 42.3% of Kosovo Serbs, and 19.2% of members of other Kosovo communities responded that there was no effect on their economic wellbeing due to the COVID-19 outbreak. Whereas majority of Kosovo Albanians (47.4%) reported that COVID-19 has had impact on their physical health, most Kosovo Serbs (50.9%) and members of other Kosovo communities (47.1%) said that COVID-19 did not affect their physical health. Meanwhile, both Kosovo Albanians (52.5%) and members of other Kosovo communities (55.8%) reported a negative impact of COVID-19 on their mental health, as opposed to Kosovo Serbs, most of whom (45.1%) said there was no mental health impact caused by COVID-19.

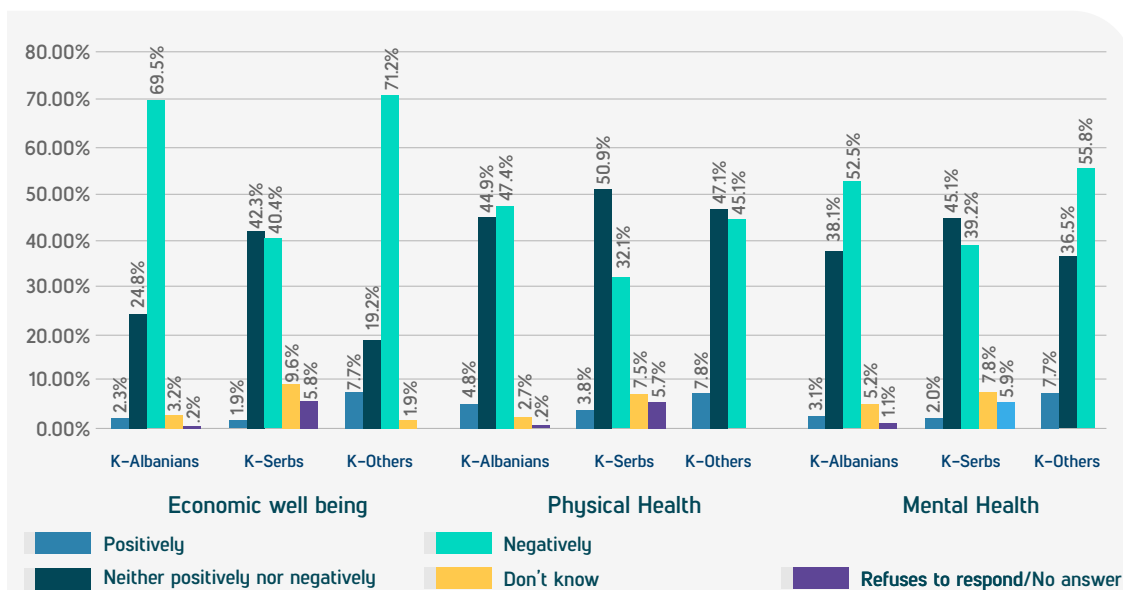


Figure 20. The impact of the situation created by COVID-19 on economic wellbeing, physical health and mental health, ethnically disaggregated data

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 reversal of perceptions compared to April 2020, with the majority of respondents (58%) being dissatisfied with the measures of Kosovo's executive cabinet and only 15.6% being satisfied. This is a huge decrease in satisfaction from April 2020 opinion poll 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 that women (58.9%) are slightly more dissatisfied than men (57%) with the response of Kosovo's executive to the crisis caused by the outbreak of COVID-19. It is worth noting that in the April 2020 opinion poll, majority of both women (81.5%) and men (76%) were highly satisfied with the response of Kosovo executive cabinet to the crisis caused by the outbreak of COVID-19.

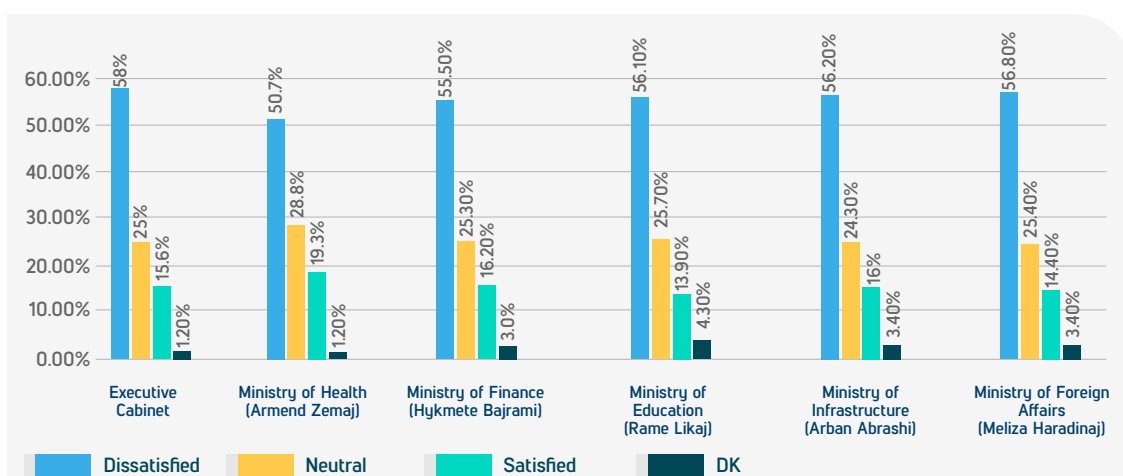


Figure 21. Satisfaction with the response of public institutions to the crisis caused by the outbreak of COVID-19

Ethnically disaggregated data also highlight a reversal in perception about the measures taken by the executive cabinet, from the majority of satisfaction in April 2020 to the majority of dissatisfaction in December 2020. Majority of Kosovo Albanians (58.6%), Kosovo Serbs (56.9%) and members of other Kosovo communities (46.2%) are dissatisfied with the measures taken by the Kosovo executive cabinet to prevent the spread of the pandemic. Only 15.4% of Kosovo Albanians, 13.8% of Kosovo Serbs and 21.1% of the members of other Kosovo communities are satisfied with these measures.

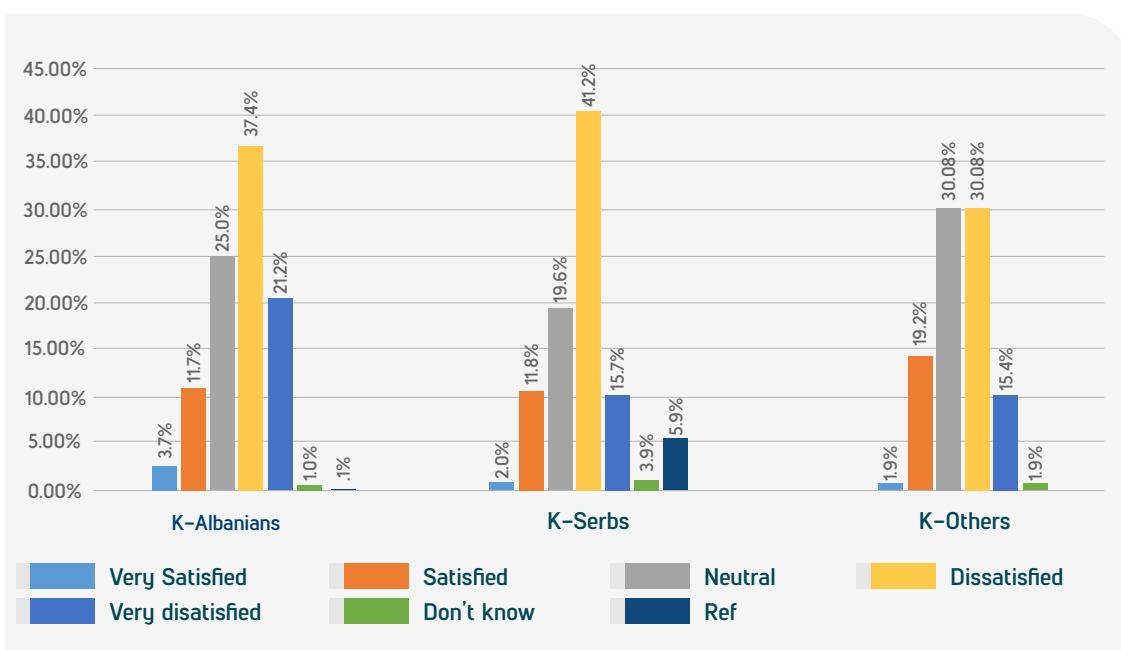


Figure 22. Satisfaction with the response of public institutions to the crisis caused by the outbreak of COVID-19, ethnically disaggregated data

Methodology

The findings presented in this brief are based on an opinion poll which surveyed 1,306 Kosovans over the age of 18. The sample included both men and women from all Kosovan municipalities and regions, covering both urban and rural areas. Specifically, the sample included 896 Kosovo Albanians, 210 Kosovo Serbs, and 200 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 from 25 November to 8 December 2020 through face-to-face interviews. The sample is representative of households in Kosovo.⁷

⁷In 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.

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

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 institutions work according to residents' 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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