



USAID

NGA POPULLI AMERIKAN
OD AMERIČKOG NARODA



PUBLIC PULSE BRIEF XXI



November 2021

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.

CONTENTS

- 7** Executive Summary
- 9** Public Pulse Key Indicators
- 10** Political Direction
- 12** Personal Safety
- 13** Democratization and Economic Confidence Indices
- 15** Economic Direction
- 16** Major Problems Currently Facing Kosovo
- 18** Merit-based Recruitment in the Public and Private Sector
- 19** Perceptions on Large-scale Corruption
- 21** Attitudes Towards Voting
- 25** Environment
- 29** COVID -19
- 32** Methodology
 - 32** - Weighting Population Totals
 - 33** - Calculation of Indices

LIST OF TABLES

- 9 Table 1 Respondents' satisfaction with the key executive, legislative, and judicial institutions in Kosovo
- 14 Table 2 Trend analysis of DI components
- 15 Table 3 Trend analysis of ECI components
- 20 Table 4 Perceptions of the prevalence of large-scale corruption in public and international institutions in Kosovo

LIST OF FIGURES

- 10 Figure 1 Respondents' satisfaction with Kosovo's political direction
- 11 Figure 2 Percentage of respondents that would join political protests
- 12 Figure 3 Respondents' perception of safety
- 13 Figure 4 Democratization and Economic Confidence Indices
- 16 Figure 5 Satisfaction with the economic direction of Kosovo
- 17 Figure 6 Perceptions on major problems currently facing Kosovo
- 18 Figure 7 Perceptions of the role of meritocracy to gaining employment in the public sector
- 19 Figure 8 Perceptions of the role of meritocracy to gaining employment in the public versus private sector
- 21 Figure 9 Respondents' reasons behind their evaluation of the extent of corruption in Kosovo
- 21 Figure 10 Respondents' perception on whether their vote can change the situation in Kosovo
- 22 Figure 11 Perception of men and women on whether their vote can change the situation in Kosovo
- 23 Figure 12 Perception of different communities on whether their vote can change the situation in Kosovo
- 23 Figure 13 Respondents' likelihood to vote if central elections were to be held soon
- 24 Figure 14 Respondents' likelihood to vote and voting preferences, ethnically disaggregated data
- 25 Figure 15 Respondents' awareness about the right to live in a healthy and clean environment
- 26 Figure 16 Respondents' awareness regarding their right to live in a healthy and clean environment, ethnically disaggregated data
- 27 Figure 17 Respondents' awareness about potential environmental threats to own and family's health
- 28 Figure 18 Respondents' awareness of potential environmental threats to own and family's health, ethnically disaggregated data
- 28 Figure 19 Respondents' awareness of the impact of climate changes in Kosovo
- 29 Figure 20 Respondents' awareness of the impact of climate changes in Kosovo, ethnically disaggregated data

- 29** Figure 21 The impact of the situation created by COVID-19 on economic wellbeing and on physical and mental health
- 30** Figure 22 The impact of the situation created by COVID-19 on economic wellbeing, physical health and mental health, ethnically disaggregated data
- 31** Figure 23 Satisfaction with the response of public institutions to the crisis caused by the outbreak of COVID-19
- 31** Figure 24 Satisfaction with the response of public institutions to the crisis caused by the outbreak of COVID-19, ethnically disaggregated data

Executive Summary

Public Pulse Brief provides a snapshot of ten key indicators derived from opinion polls, conducted biannually, with respondents in Kosovo.¹ The Public Pulse Brief XXI is based on an opinion poll conducted from 20 October to 4 November 2021, with 1,306 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 on development problems faced by the people of Kosovo.

The level of satisfaction with the performance of the Executive was recorded at 47.6%, a decrease of 11.5 percentage points from the May 2021 poll when it stood at 59.1%. Satisfaction level with the work of the Prime Minister was recorded at 53.2% (59.5% in May 2021), while that of the Kosovo Assembly Speaker stood at 55.4% (59.2% in May 2021). The level of satisfaction with the President was recorded at 55.2% as compared to 63.7% satisfaction rate recorded in May 2021. There was an increase in the satisfaction rate of the Office of the Chief Prosecutor, with 34% satisfaction rate (30.8% in May 2021).

The Democratization Index (DI) increased by 0.01 points (1.59) from May 2021, when it stood at 1.58 points. The Economic Confidence Index (ECI) has also increased from May 2021 (1.49) and stood at 1.52 points, marking for the first time a positive rating for ECI. 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 a positive outlook of the majority of the people regarding democratization and economic index.

A slightly lower number of respondents are ready to protest for political reasons in October-November 2021 (35.6%) than in May 2021 (36.7%). Data disaggregated by ethnicity also show a decrease in readiness to protest. The rating among Kosovo Albanians stood at 37.1% as compared to 39.5% in May 2021, and at 7.1% among Kosovo Serbs as compared to 23.3% in May 2021, and 30.8% among members of other Kosovo communities (32.3% in May 2021).² Whereas the largest share of those dissatisfied with political direction in Kosovo was highest among Kosovo Serbs (47.6%), 32.6% of Kosovo Albanians were dissatisfied with current political direction. The ethnic community that had the largest share of the members that were neither satisfied nor dissatisfied with the political direction were among other Kosovo communities (40.5%).

Findings from Public Pulse XXI opinion poll show a slight decrease in the sense of safety among respondents, with 73.6% feeling safe when outside, compared to 76.4% in May 2021. Gender-disaggregated data show that the feeling of safety is lower among women (71.5%) than men (75.4%). The feeling of safety among Kosovo Serbs has increased by 16.1 percentage points, with 50.9% feeling safe in October-November 2021 as compared to 34.8% in May 2021. Similar to the previous poll, the highest sense of safety was recorded among members of other Kosovo communities, with 85% (85% in May 2021) feeling safe when out in the streets. A total of 73.6% of Kosovo Albanians felt safe when outside.

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

² For the purpose of this opinion poll, the term "other Kosovo communities" include Kosovo Ashkali, Kosovo Bosnians, Kosovo Egyptians, Kosovo Gorani, Kosovo Roma, and Kosovo Turks.

The October-November 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: environmental problems taking over from corruption as the third most pressing issue. Top three major issues reported during this survey were unemployment (26.7%), poverty (24.3%) and environment (10.1%). Compared to May 2021, corruption (9.3%) has dropped by 4.5 percentage points. Urban space problems and prices of essential supplies are among 5 top issues facing people of Kosovo. Kosovo Serbs consider urban space problems (20%), unemployment (13.8%) and public and personal security (11%) as three most pressing issues, whereas for other Kosovo communities the biggest problem is unemployment (58.5%), followed by urban space problems (14%) and environment (5.5%). For Kosovo Albanians, poverty (26.5%), unemployment (25.1%) and environment (10.4%) are three major problems in Kosovo. A total of 72.8% of respondents consider that employment in the public institutions of Kosovo is not based on merit, as opposed to May 2021 when 76% believed that to be the case. On average, 23.4% of respondents claim they perceive large-scale corruption to be present in public and international institutions in Kosovo, a decrease of 1.6 percentage points from May 2021 (25%).

As for the right to live in a healthy environment, 7.9% of respondents said they know a lot about the topic, 24.9% claimed average knowledge, and 39.7% of respondents know a little about this topic. A total of 27.5% said they have no knowledge about their right to live in a clean and healthy environment, an increase by 12.3 percentage points from May 2021 (15.2%).

A total of 29.4% of respondents believed that their vote can affect change as opposed to 37.1% who do not believe their vote can affect changes in Kosovo. A total of 77.6% of respondents would vote for a specific political party, or a coalition, if central elections were to take place in the near future. A total of 51% of respondents declared that COVID-19 has had a negative impact on their economic wellbeing. A total of 43.9% declared it negatively affected their physical health, and 50.7% indicated that it affected their mental health. A decline is observed in people's satisfaction with the measures taken by the Executive cabinet to prevent the spreading of COVID-19, with 32.3% of respondents being satisfied with those measures, as opposed to 43.6% in May 2021.

Additional data obtained through this and previous polls will be made available in the Public Pulse Data Visualization Platform and ASKData.³

³ Data Visualization Platform: <https://app.powerbi.com/view?r=eyJrIjoiNTUzMjMzZjAtNmZlMC00N-mQ2LTg3YjAtNmZmOWY2MTNiMTBlliwidCI6ImIzZTVkYjVlTlI5NDQtdNDgzNy05OWY1LTc0ODhhY2U1ND-MxOSlslmMiOjh9>
ASKData is a platform of Kosovo Agency of Statistics: <https://askdata.rks-gov.net/PXWeb/pxweb/sq/ask-data/>.

Public Pulse Key Indicators

The findings of the autumn 2021 Public Pulse poll show a slight decrease in satisfaction levels across all Kosovo institutions as compared to the opinion poll conducted in May 2021, except for that of the Office of the Prosecutor. On average, 47% of respondents are satisfied with the work of Kosovo central institutions compared to 51.4% in May 2021, 27.5% in December 2020, and 42.5% in April 2020.

Satisfaction with the work of the President of Kosovo stood at 55.2% as compared to 63.7% in May 2021. Satisfaction with the work of the Prime Minister was recorded at 53.2% (59.5% in May 2021). Satisfaction with the Executive cabinet stood at 47.6% as compared to May 2021 when it stood at 59.1%. The level of satisfaction with the Assembly Speaker was at 55.4% (59.2% in May 2021), while satisfaction with the work of the Kosovo Assembly was at 50.3% (52.9% in May 2021).

A slight decrease was observed in the satisfaction with the performance of courts (33.9%) as compared to May 2021 (34.6%). A total of 34% of the respondents had a positive view on the performance of the Office of the Prosecutor, as compared to 30.8% in May 2021. In recent years, the highest level of satisfaction with the work of the Office of the Prosecutor was recorded in November 2018 (35.3%). Overall, people's satisfaction with the judiciary shows a steady increase compared to November 2019 (13.6% and 14.2% respectively) and May 2019 (18.7% and 16.4% respectively) as well as throughout 2020, as shown in the table below.

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

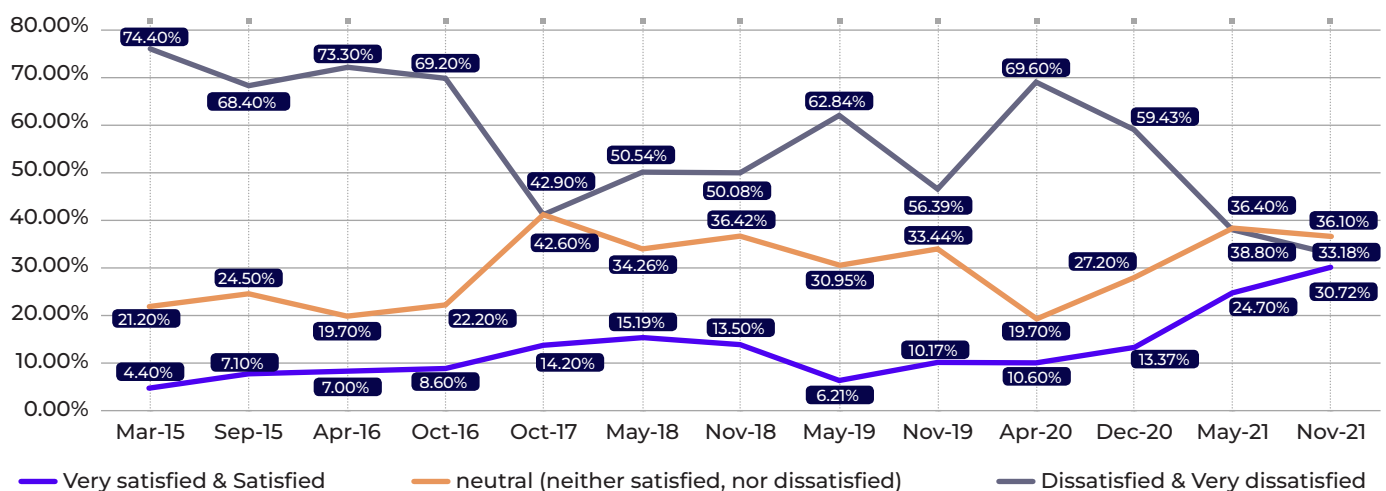
| Political Indicators | | Apr - 16 | Oct - 16 | Oct - 17 | May - 18 | Nov - 18 | May - 19 | Nov - 19 | Apr - 20 | Dec - 20 | May - 21 | Nov - 21 | Trend |
|-------------------------------------|-----------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-------|
| Satisfaction with executive cabinet | Executive cabinet | 17.80% | 20.20% | 32.40% | 30.00% | 31.30% | 17.70% | 14.40% | 60.70% | 21.30% | 59.10% | 47.60% | |
| | Prime minister | 18.30% | 19.70% | 42.30% | 33.20% | 35.10% | 36.50% | 20.70% | 65.40% | 23.00% | 59.50% | 53.20% | |
| Satisfaction with legislative | Parliament | 17.30% | 18.90% | 31.70% | 32.90% | 36.10% | 19.60% | 18.60% | 33.40% | 22.60% | 52.90% | 50.30% | |
| | Speaker of parliament | 24.30% | 24.90% | 36.00% | 31.50% | 36.30% | 23.60% | 20.50% | 72.40% | 46.70% | 59.20% | 55.40% | |
| Satisfaction with President | President | 45.70% | 25.50% | 37.60% | 39.10% | 38.40% | 20.40% | 21.20% | 18.70% | 33.90% | 63.70% | 55.20% | |
| Satisfaction with judiciary | Court | 18.40% | 22.10% | 36.90% | 31.20% | 37.80% | 18.70% | 13.60% | 24.80% | 23.00% | 34.60% | 33.90% | |
| | Prosecutor's office | 16.90% | 16.30% | 33.10% | 29.90% | 35.30% | 16.40% | 14.20% | 22.30% | 23.00% | 30.80% | 34.00% | |

Political Direction

The share of respondents who are very satisfied and satisfied with the political direction of Kosovo has increased by 6 percentage points (30.7%) as compared to May 2021 opinion poll (24.7%) and represents the highest level of satisfaction ever recorded by Public Pulse opinion polls. This represents a significant increase compared 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, showing the lowest level of dissatisfaction ever recorded by Public Pulse opinion polls, with 33.2% being dissatisfied as opposed to 36.4% in May 2021, 59.4% in December 2020 and 69.6% in April 2020. The number of those who are neutral has also decreased compared to May 2021, with 36.1% versus 38.8% in May 2021. However, this number has increased compared to December 2020 (27.2%) and April 2020 (19.7%).

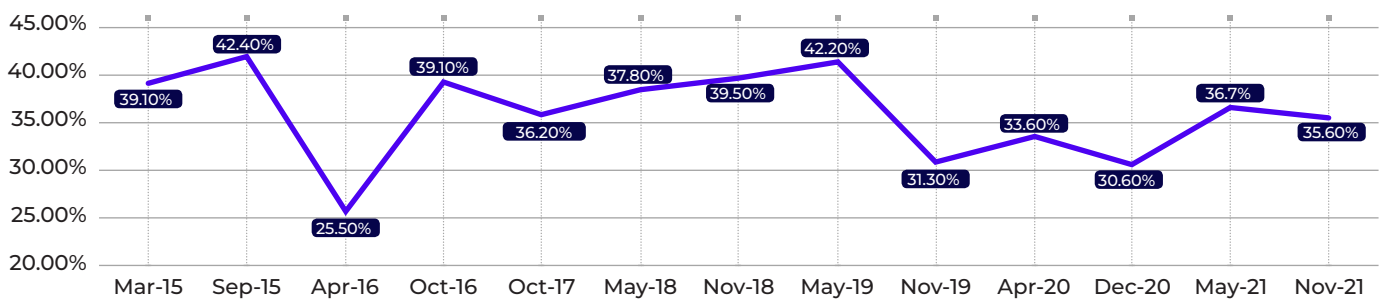
Gender-disaggregated data show that a larger proportion of women are very satisfied and satisfied (32.6%) with the political direction of Kosovo than men (28.6%). At the same time, the percentage of men who are very dissatisfied and dissatisfied (36.2%) with the political direction of Kosovo is higher than that of women (29.8%). Ethnically disaggregated data show similarity in the level of satisfaction with the political direction of Kosovo between Kosovo Albanians (31.7%) and other Kosovo communities (30.5%). The level of satisfaction among Kosovo Serbs remains similar to the previous poll (9.1%), with 9% being very satisfied and satisfied with Kosovo's political direction. Accordingly, the highest level of dissatisfaction is found among Kosovo Serbs (47.6%), followed by Kosovo Albanians (32.6%) and members of other Kosovo communities (29%). The percentage of those that are neutral in their assessment of Kosovo's political direction is quite high, with 41.9% of Kosovo Serbs, 40.5% of other Kosovo communities and 35.4% of Kosovo Albanians.

Figure 1 Respondents' satisfaction with Kosovo's political direction



The number of those ready to join political protest has decreased by 1.1 percentage points since May 2021. A total of 35.6% of respondents are ready to join political protest as opposed to 36.7% in May 2021. However, this number is higher than in December 2020 (30.6%), April 2020 (33.6%) and 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, 37.1% of Kosovo Albanians are willing to protest as opposed to 7.1% of Kosovo Serbs and 31% members of other Kosovo communities. Compared to May 2021, the readiness of Kosovo Serbs to protest for political reasons has dropped drastically from 23.3% to 7.5%. The number of Kosovo Albanians and other Kosovo communities who are ready to protest for political reasons has also decreased from May 2021, by 2.4 and 1.5 percentage points, respectively.

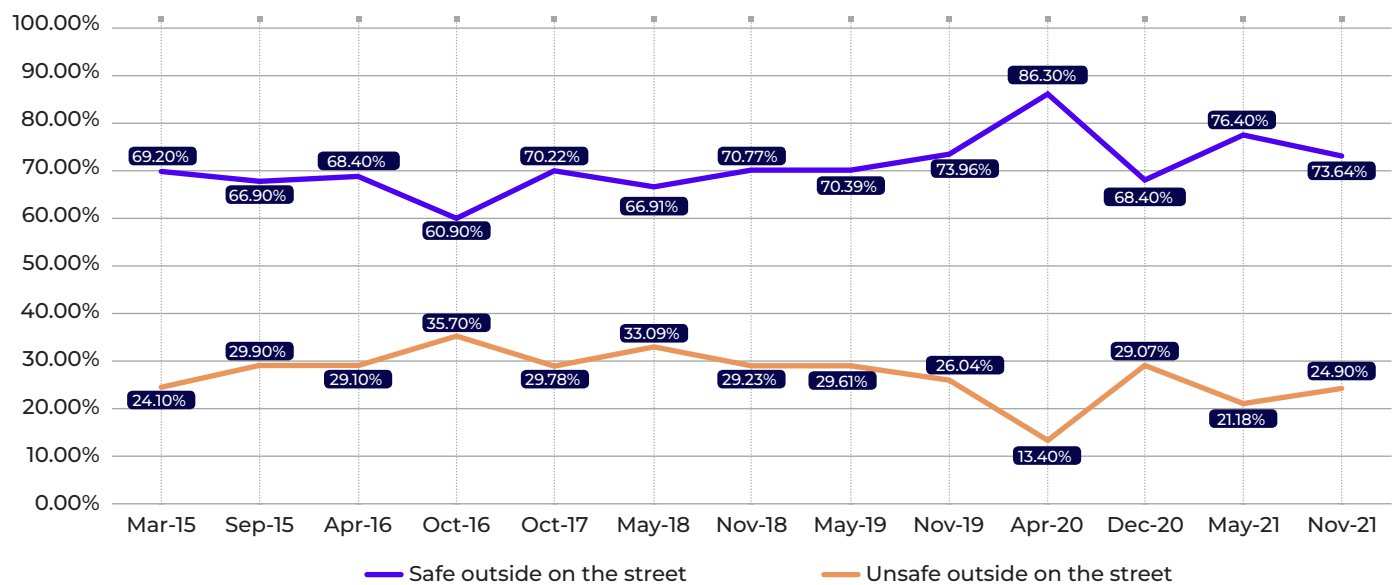
Figure 2 Percentage of respondents that would join political protests



Personal Safety

To measure the perception of public safety, respondents were asked whether they feel safe or unsafe while out in the streets, in terms of potential violence and crime. Findings indicate a slight decrease in the perception of safety by 2.8 percentage points (73.6%) compared to May 2021 (76.4%). The highest level of safety was recorded in April 2020, when 86.3% of respondents reported to feel safe in terms of potential violence and crime.

Figure 3 Respondents' perception of safety



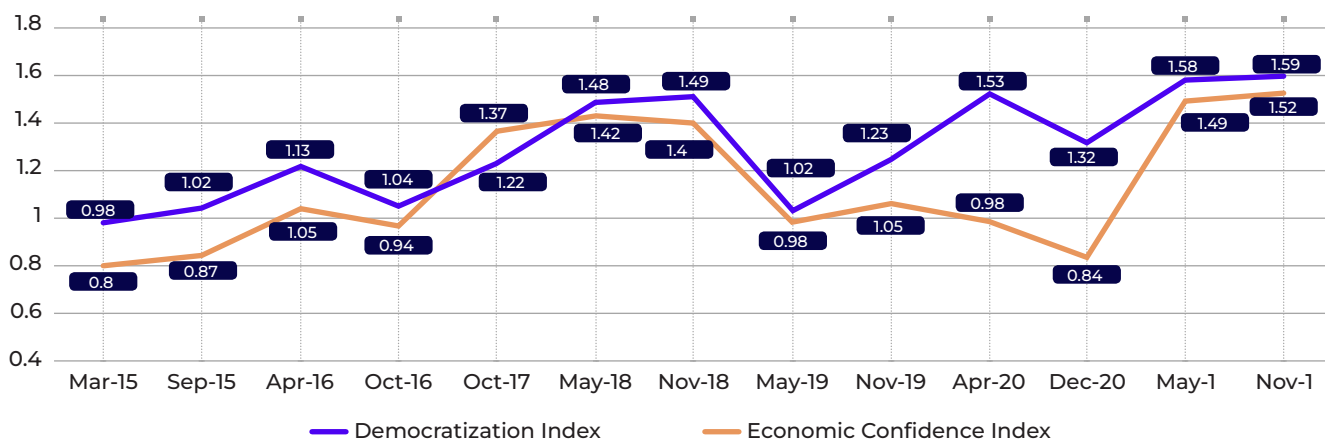
Gender-disaggregated data show that the feeling of safety is lower among women (71.5%) than men (75.4%). The perception of safety among women decreased by 5.2 percentage points compared to May 2021 (76.7%), while that of men remained almost the same (76%). Ethnically disaggregated data show substantial increase in the perception of safety among Kosovo Serbs, with majority feeling safe when outside. The perception of safety among Kosovo Serbs increased by 16.1 percentage points, with 50.9% feeling safe in autumn 2021 as compared to 34.8% in May 2021. It is worth noting that the perception of safety among Kosovo Serbs is higher than in April 2020 (46.2%) and December 2020 (46.2%), when records of safety were reported. Similar to the previous poll, the highest perception of safety is recorded among members of other Kosovo communities, with 85% (85% in May 2021) feeling safe when out in the street. A total of 73.6% of Kosovo Albanians feel safe when outside.

Democratization and Economic Confidence Indices

The autumn 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 1.59, which is higher by 0.01 points than in May 2021 (1.58) and by 0.27 points than December 2020 (1.32). 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 1.49 in May 2021 to 1.52 in autumn 2021. This is the first time that the ECI records a positive trend, suggesting that more than half of the people of Kosovo have a positive view of Kosovo's economic

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 below. The questions for 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, fully” or “Yes, mainly” to the nine questions. To determine which indicators influenced the increase of DI, the data from the autumn 2021 opinion poll were compared with those generated in previous opinion polls. Findings reveal that not all components of the DI listed in Table 2 have seen an increase compared to May 2021. A total of 70.9% of respondents believe that elections in Kosovo are democratic and follow international standards, compared to 70.4% in May 2021, 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.

⁴ The 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.

A total of 63% consider that the Assembly monitors the performance of the Executive, compared to 60.1% in May 2021, 45.6% in December 2020, 58% in April 2020 and 38.6% in November 2019. Although with the lowest evaluation compared to other DI components (44.9%), the judiciary component has the highest increase compared to May 2021 (37.5%), with 7.4 percentage points increase. A total of 60.7% of respondents consider that media enjoy freedom of expression - this is an 8.5 percentage points decrease compared to May 2021 (69.2%) but remains higher than December 2020 (57.9%). A decrease is also observed in perceptions on the role of the civil society organizations as truthful monitors of the executive, with 55.6% believing that to be the case as compared to 56.6% in May 2021, 45.8% in December 2020 and 50.7 in April 2020.

Respondents seem to be more satisfied with the performance of local government than with central Executive. Whereas the former has an increase from 52.6% in May 2021 to 54.9% in autumn 2021, the latter has a decrease from 54.4% in May 2021, to 49.3% in autumn 2021. A slight increase in positive responses is observed to the question whether the Constitution and applicable laws are democratic and whether they comply with human rights standards, with 59.5% of positive response, compared to 58.1% in May 2021. Finally, a decrease of 3 percentage points compared to May 2021 (58.6%) is also noted in responses to the question whether democratic processes in Kosovo are instituted and are going in the right direction (55.6%). Similar to the previous opinion poll, the autumn 2021 ethnically disaggregated data show that while the majority of Kosovo Albanians and 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.





Table 2 Trend analysis of DI components

| Yes Mainly and Yes fully | Mar - 15 | Sep - 15 | Apr - 16 | Oct - 16 | Oct - 17 | May-18 | Nov-18 | May-19 | Nov - 19 | Apr-20 | Dec-20 | May - 21 | Nov - 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% | 70.88% | |
| 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% | 62.95% | |
| 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% | 44.88% | |
| 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% | 60.70% | |
| 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% | 55.62% | |
| 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% | 54.88% | |
| Is Kosovo Executive cabinet working according to priorities of Kosovo people? | 11.80% | 15.50% | 18.90% | 17.90% | 24.70% | 39.90% | 37.50% | 18.10% | 24.23% | 54.90% | 30.61% | 54.39% | 49.28% | |
| 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% | 59.49% | |
| 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% | 58.65% | 55.65% | |

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

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 next six months which is similar to May 2021 and a 4.4 percentage points increase from December 2020 (11.5%). An increase in positive view is observed in how respondents view conditions for doing business in Kosovo with 12.8% considering they are favourable – an increase from 4.7% in May 2021 and 7.2% from December 2020. Similar increase compared to May 2021 (7%), December 2020 (5.6%) and April 2020 (6.6%) is observed in how respondents view current employment conditions, with 10.8% viewing them as favourable. Finally, a decrease is observed in how respondents view future employment conditions - six months from the autumn 2021 opinion poll - a total of 15.9% view them favourable, as opposed to 18.8% in May 2021. This figure is still higher than in December 2020 (8.3%) and April 2020 (7.3%). In sum, the ECI components suggest that more than half of the people of Kosovo (1.52) have an optimistic view of the economy.

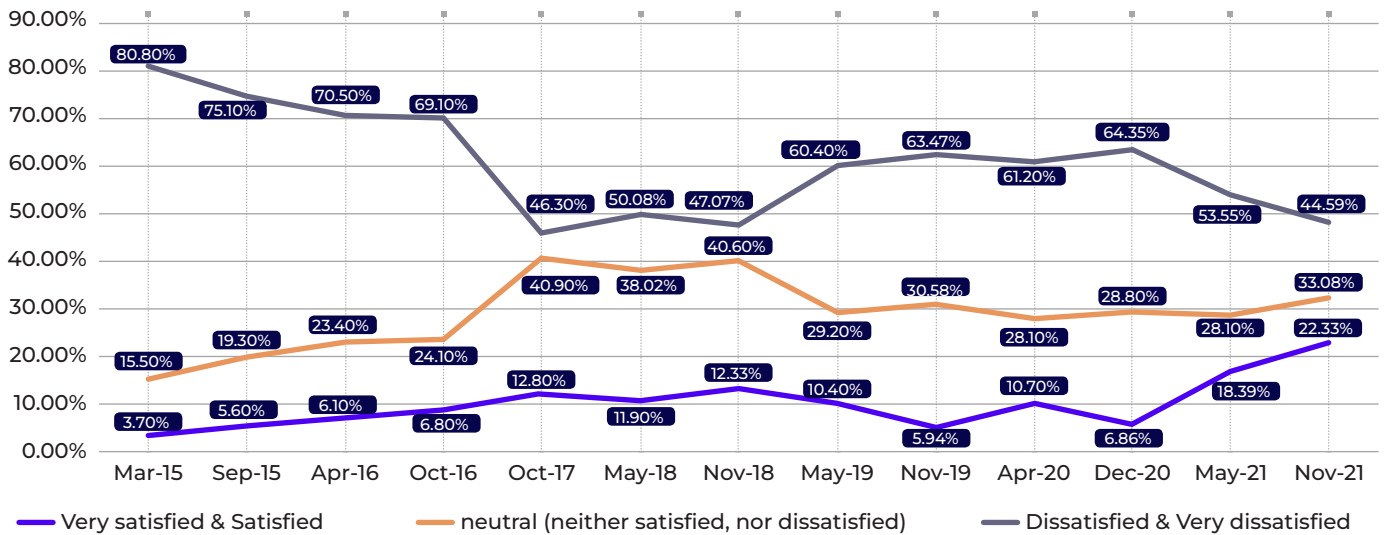
Table 3 Trend analysis of ECI components

| Favourable | Mar - 15 | Sep - 15 | Apr - 16 | Oct - 16 | Oct - 17 | May-18 | Nov-18 | May-19 | Nov - 19 | Apr-20 | Dec-20 | May - 21 | Nov - 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% | 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% | 12.80% |  |
| 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% | 10.80% |  |
| 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% | 15.90% |  |

Economic Direction

An increase in positive perceptions, compared to May 2021, can be observed also in the satisfaction of respondents with the economic direction of Kosovo. During autumn 2021, 22.3% of respondents were satisfied with Kosovo’s economic direction as opposed to 18.4% in May 2021, 6.9% in December 2020 and 10.7% in April 2020. Accordingly, the number of those dissatisfied has decreased from 53.5% in May 2021, to 44.6% in autumn 2021. A total of 33.1% are neither satisfied nor dissatisfied. In contrast to May 2021 when men were more satisfied with economic direction than women, in autumn 2021, women appear to be more satisfied than men. Whereas 23.1% of women are satisfied with Kosovo’s economic direction, 20.8% of men feel the same. Accordingly, 45.7% of men are dissatisfied or very dissatisfied with the economic direction of Kosovo as opposed to 42.9% of women who feel the same. Ethnically disaggregated data suggest dissatisfaction level among Kosovo Albanians to be at 43.5%, and Kosovo Serbs at 59.6%. Members of other Kosovo communities’ level of dissatisfaction is at 56%. Accordingly, the most satisfied group with Kosovo’s economic direction are Kosovo Albanians (23.2%), followed by respondents of other Kosovo communities (17%), and Kosovo Serbs (5.4%).

Figure 5 Satisfaction with the economic direction of Kosovo



Major Problems Currently Facing Kosovo

The autumn 2021 Public Pulse poll also enquired about the most pressing problems Kosovo is currently facing. Findings show a change from the previous poll in three major issues that impact social well-being with environmental problems taking over from corruption as the third most pressing issue. Top three major issues reported during this survey were unemployment (26.7%), poverty (24.3%), and environment (10.1%), whereas unemployment, poverty and corruption were the top three concerns in May 2021. Compared to May 2021, corruption (9.3%) has dropped by 4.5 percentage points. Urban space problems and prices of essential supplies are among 5 top issues facing people of Kosovo.

Ethnically disaggregated data show that Kosovo Serbs consider urban space problems (20%), unemployment (13.8%) and public and personal security (11%) as three most pressing issues, whereas for other Kosovo communities the biggest problem is unemployment (58.5%), followed by urban space problems (14%) and environment (5.5%). For Kosovo Albanians, poverty (26.5%), unemployment (25.1%) and environment (10.4%) are three major problems in Kosovo.

Gender disaggregated data show that both men and women are mostly concerned about unemployment, poverty, and environment. Both women (24.1%) and men (24.4%) seem to be equally concerned about poverty. However, women are more concerned about unemployment and environment (28.4% and 10.5% respectively) than men (25% and 9.8% respectively).

Figure 6 Perceptions on major problems currently facing Kosovo



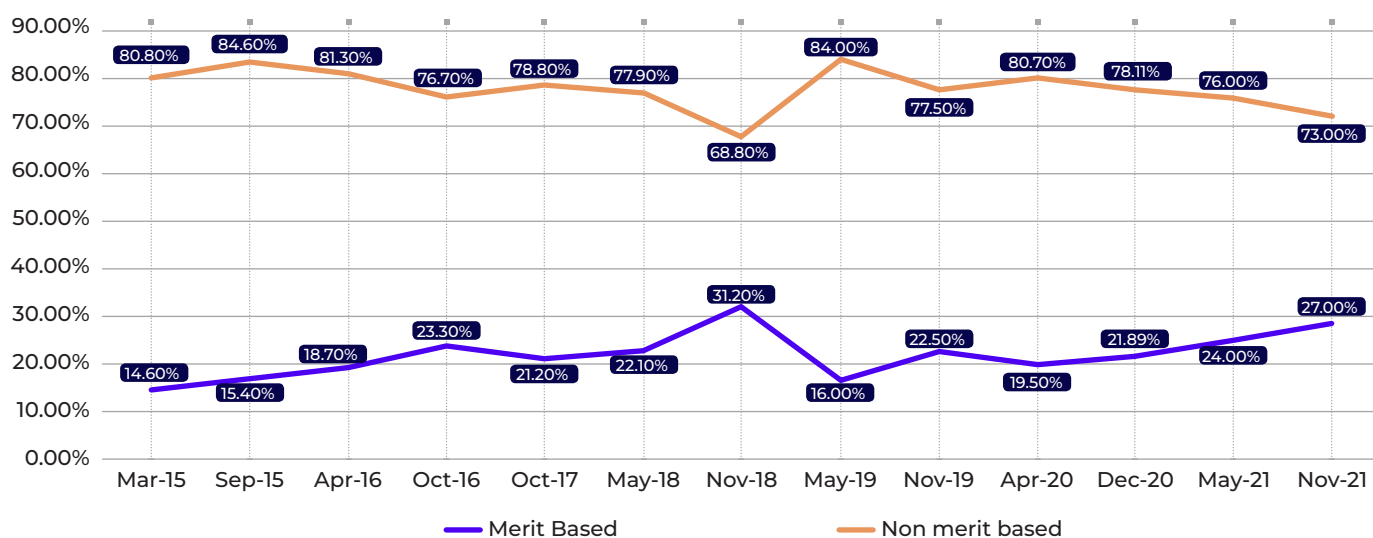
Merit-based Recruitment in the Public and Private Sector

The autumn 2021 opinion poll shows that 27% of respondents consider that employment in the public sector is merit-based while 73% consider that employment in the public sector is not based on merit. The findings show small difference from the May 2021 poll when 24% of respondents thought employment was merit based and 76% thought that it was not merit-based. The respondents consider the following as main factors to gain employment in the public sector: party allegiance (25.5%), family connections (25.2%), bribe (14.8%), education (14.6%), vocational training (7.5%) and, to a lesser extent, friends (6.2%) and professional experience (5.1%). A total of 27% of respondents believe that education, vocational training, and professional experience are important factors to gaining employment in the public sector. In May 2021, 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 25.8% of men believe employment in the public sector is merit-based, as opposed to 28.3% of women who think the same. For men (28.2%), having family connections is the most helpful way to get employment in the public sector, whereas for women (25.7%) party allegiance enables easier employment in the public sector.

Ethnically disaggregated data show that party allegiance appears to be the key factor in gaining employment for Kosovo Albanians (25.8%) and Kosovo Serbs (28.7%), while for other Kosovo communities, it is education that enables employment in the public sector (31.7%). Similar to the polls in December 2020 and May 2021, the least confidence in merit-based employment is found among Kosovo Serbs (23.4%), followed by Kosovo Albanians (26.7%) and members of other Kosovo communities (45.2%). The latter's confidence in merit-based employment with education, professional experience and vocational training being decisive factors in gaining employment in the public sector is the highest.

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



In comparison to May 2021 poll, confidence about merit-based employment in the private sector has decreased from 54.4% to 48.8%. Majority of respondents (51.2%) 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 (23.7%), friends (13.8%), bribe (7.3%), party allegiance (3.6%), appearance (2.2%), and to a lesser extent, gender (0.6%).

Gender disaggregated data show that men (48.5%) and women (47.8%) are similarly confident in the merit-based employment in the private sector. Ethnically disaggregated data show significant differences in perceptions about meritocracy in the private sector. Most confident in meritocracy as a criterion for employment in the private sector are members of other Kosovo communities with 60% being confident, followed by Kosovo Serbs with 49.6% and Kosovo Albanians, who have the least confidence in meritocracy as the criterion. Their confidence in merit-based employment in the private sector has dropped from 55.6% in May 2021 to 48.4% in autumn 2021.

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



Perceptions on Large-scale Corruption

On average, 23.4% of respondents claim they perceive large-scale corruption to be present in public and international institutions in Kosovo. This value represents a decrease of 1.6 percentage points from May 2021 (25%), 4.6 percentage points from December 2020 (28%), and an increase by 2.7 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 previous years as shown in Table 4.

The education sector is perceived to be least corrupt with 16.8% believing there is large-scale corruption in schools and universities, followed by international organizations (17.6%), the healthcare system (18.8%), local government (19.1%) and central institutions/administration of Kosovo (19.5%). Contrary to the previous two polls when Kosovo Police was perceived the least corrupt organization (14% in May 2021 and 15.3% in December 2020), in autumn 2021, 20.5% of respondents believe that there is large-scale corruption

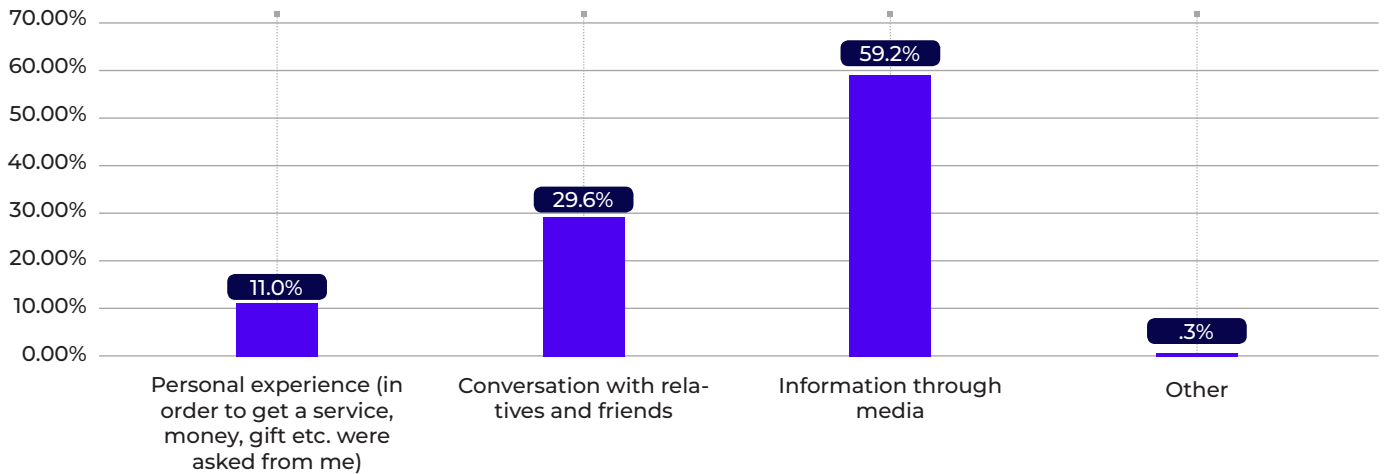
The most corrupt organizations are perceived to be Customs (32.3%), followed by the Privatization Agency of Kosovo (PAK) (29.4%), and Tax Administration of Kosovo (TAK) (28.85). The PAK was perceived the most corrupt organization in May 2021 (39.3). The biggest changes in perceptions on large-scale corruption were observed in the following institutions: PAK (29.4% compared to 39.3% in May 2021), Post and Telecomm of Kosovo (23.7% compared to 31.6% in May 2021), Kosovo Police (20.5% compared to 14% in May 2021), Courts (27.7% compared to 32.5% in May 2021), healthcare (18.8% compared to 22.9% in May 2021) and central institutions/administration (19.5% compared to 23.1% in May 2021). As shown in the table below, most sectors and organizations are perceived to be less corrupt than in May 2021, except for Kosovo Police, TAK, international organizations and the education sector, where perception on the presence of large-scale corruption has increased. Gender disaggregated data show no difference between men and women with regard to their perceptions on the presence of large-scale corruption in Kosovo

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

| | Mar - 15 | Sep - 15 | Apr - 16 | Oct - 16 | Oct - 17 | May-18 | Nov-18 | May-19 | Nov - 19 | Apr-20 | Dec-20 | May - 21 | Nov - 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% | 25% | 22.90% | 18.80% | |
| KEDS | 44.70% | 35.60% | 31.10% | 31.40% | 20.50% | 33.00% | 31.30% | 40.70% | 38.90% | 27.30% | 27.30% | 26.10% | 25.80% | |
| KEK | | | | | | | | | | | 27.50% | 25.30% | 25.80% | |
| 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% | 27.70% | |
| Customs | 38.70% | 41.30% | 32.30% | 45.20% | 22.70% | 39.10% | 31.40% | 29.30% | 41.40% | 30.60% | 39.20% | 34.30% | 32.30% | |
| 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% | 19.50% | |
| 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% | 39.30% | 29.40% | |
| 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% | 19.10% | |
| Education (schools, University) | 29.30% | 29.00% | 17.50% | 31.00% | 16.30% | 26.20% | 19.90% | 20.70% | 26.10% | 18.90% | 24.70% | 15.10% | 16.80% | |
| TAK (Tax administration of Kosovo) | 28.10% | 25.00% | 18.20% | 32.50% | 17.40% | 28.90% | 25.40% | 35.30% | 42.20% | 13.60% | 30.20% | 27.40% | 28.80% | |
| 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% | 23.70% | |
| 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% | 22.20% | |
| 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% | 17.60% | |
| 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% | 20.50% | |

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 for their opinion on the extent of corruption. Similar to other polls in the past, findings reveal that the majority of respondents (59.2%) have formed their opinions through print and electronic media, as illustrated in Figure 9 below. A total of 29.6% of respondents declared that conversations with relatives and friends shape the basis of their opinions regarding the extent of corruption, whereas 11% of respondents claimed personal experiences where they were asked for money, gifts, or other favors in return for certain services influenced their opinions. The latter has increased by 3.9 percentage points compared to May 2021 opinion poll (7.1%).

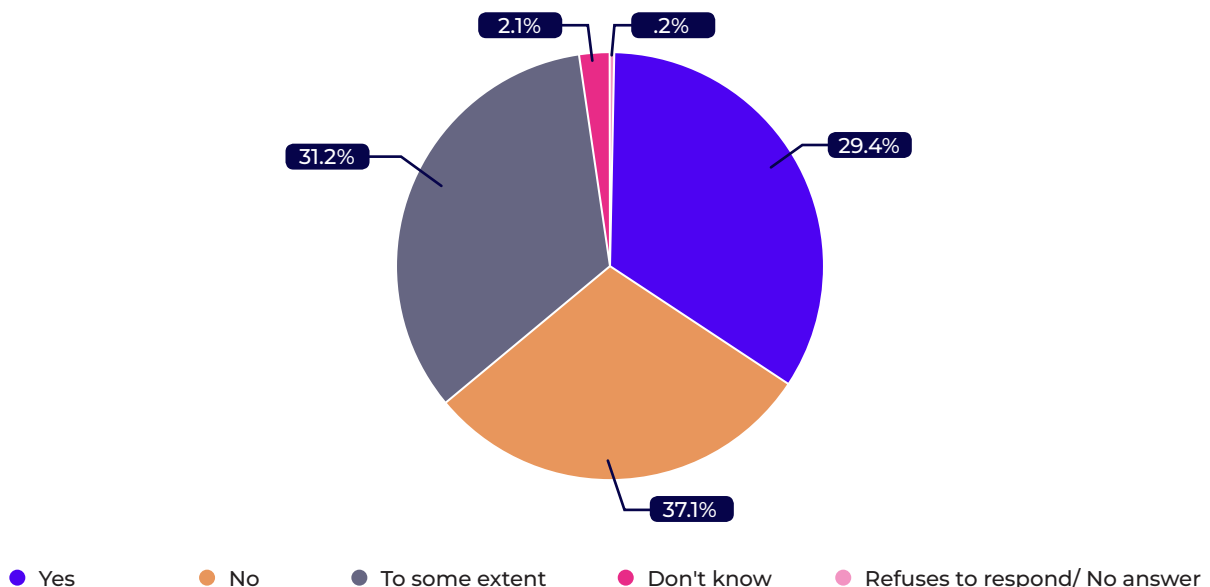
Figure 9 Respondents' reasons behind their evaluation of the extent of corruption in Kosovo



Attitudes Towards Voting

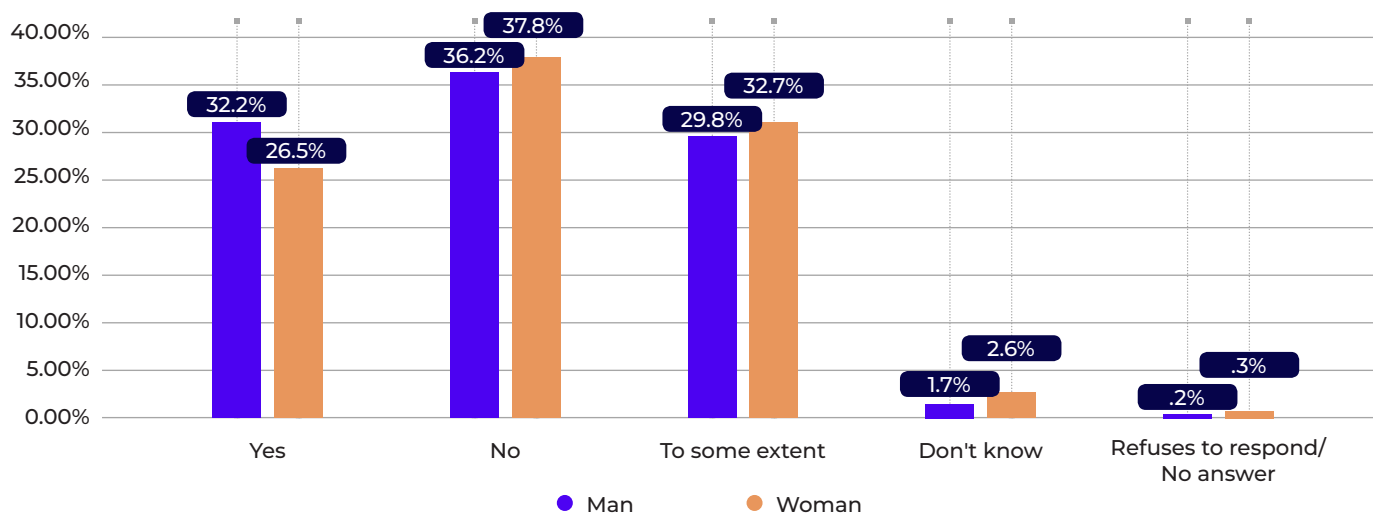
The autumn 2021 Public Pulse opinion poll also enquired about the voting attitudes of the people of Kosovo. The attitudes toward voting have changed compared to May 2021 opinion poll, showing a decreased confidence in the effect of popular vote to trigger political changes. When asked whether their vote can change the situation in Kosovo, 29.4% of respondents declared that their vote can affect change, compared to 43.8% in May 2021, 34.1% in December 2020 and 46.7% in April 2020. On the other hand, 37.1% consider that their vote cannot change the situation in Kosovo, as compared to 25.1% in May 2021, 27.4% in December 2020 and 26.8% in April 2020 showing a negative trend compared to the previous three polls. In autumn 2021, 31.2% consider their vote can change the situation to some extent, compared to 23.9% in May 2021, whereas only 2.1% 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



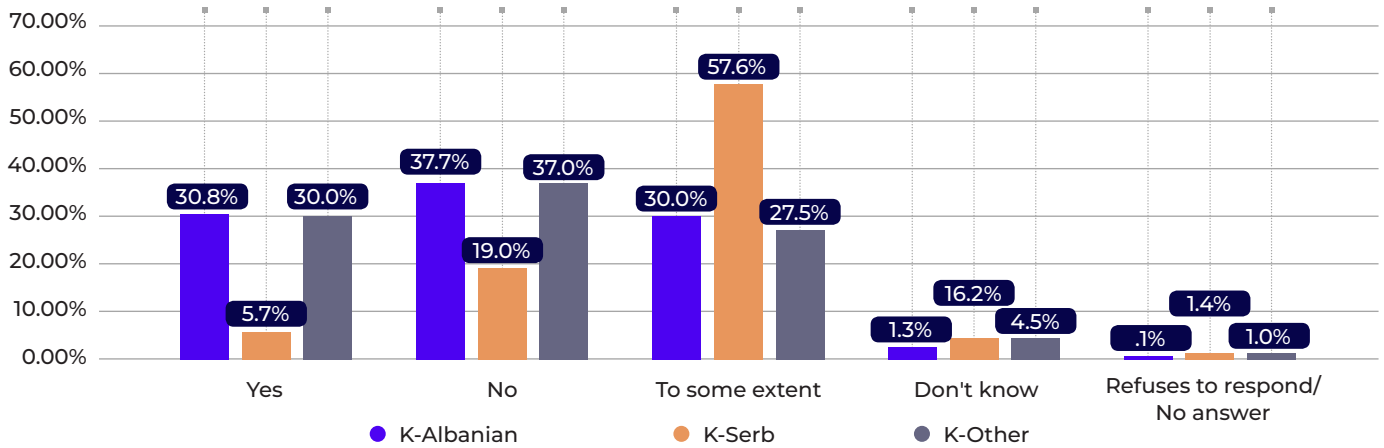
Gender-disaggregated data show that women are more skeptical than men when it comes to the influence of their vote. While 32.2% (47.2% in May 2021) of men consider that their vote can change the situation in Kosovo, only 26.5% (40.6% in May 2021) of women think the same. A total of 36.2% of men and 37.8% of women believe their vote cannot affect changes, whereas 29.8% of men and 32.7% of women feel their vote can affect changes to some extent. 1.7% of men and 2.6% of women don't know, and 2% of men and 3% of women refuse to respond or have no answer.

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



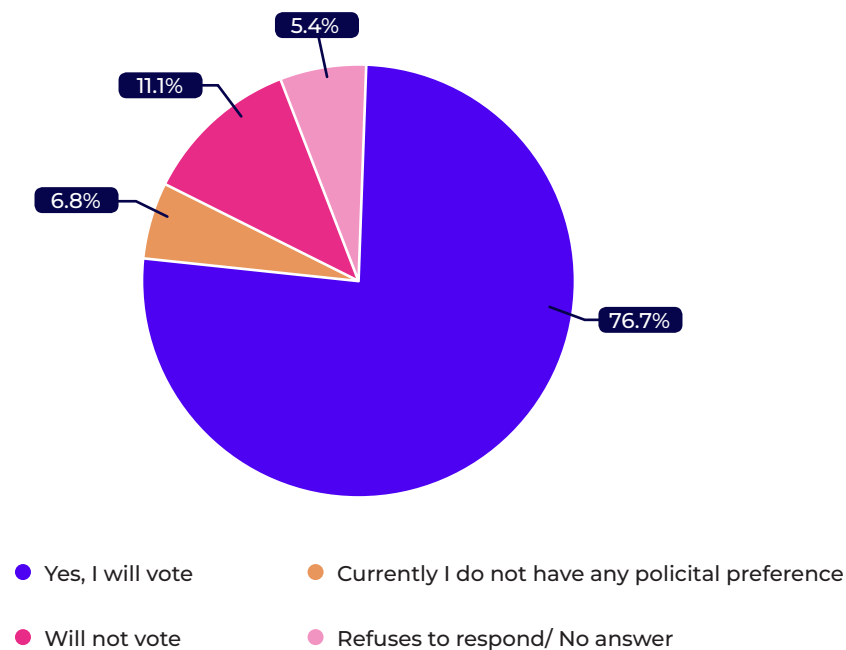
Ethnically disaggregated data show considerable differences in the confidence in elections as a mechanism to bring about changes in Kosovo. Overall, an increase in confidence of their vote as a mechanism for change is observed among Kosovo Serbs and members of other Kosovo communities, while a decrease is obvious among Kosovo Albanians. A total of 5.7% of Kosovo Serbs (2.4% in May 2021 and 8.1% in December 2020) consider their vote can affect changes in Kosovo as opposed to 30% of members of other Kosovo communities (16.9% in May 2021 and 26.5% in December 2020) and 30.8% of Kosovo Albanians (48.2% in May 2021 and 35.5% in December 2020). While a total of 37% of members of other Kosovo communities do not believe their vote can affect changes (47.3% in May 2021 and 37% in December 2020), 19% of Kosovo Serbs (34.8% in May 2021 and 42.4% in December 2020) and 37.7% of Kosovo Albanians (22.9% in May 2021 and 25.8% in December 2020) think the same. Just as in May 2021 poll, the number of Kosovo Serbs who believe their vote can affect changes to some extent is the highest (57.6%), followed by Kosovo Albanians (30%) and members of other Kosovo communities (27.5%).

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



The autumn 2021 Public Pulse poll also enquired about the likelihood of respondents to vote if central elections were to be held soon, and their voting preferences. Findings indicate that 77.6% of respondents (compared to 75.3% in May 2021, 80.9% in December 2020 and 70.2% in April 2020) would vote for a specific political party, or a coalition, if central elections were to take place in the near future. Whereas 6.8% of respondents did not have any political preferences (compared to 7.4% in May 2021, 9.2% in December 2020 and 13.9% in April 2020), 11.1% of respondents said they would not vote (compared to 10% in May 2021, 7% in December 2020, 7.4% in April 2020) and 5.4% refused to respond.

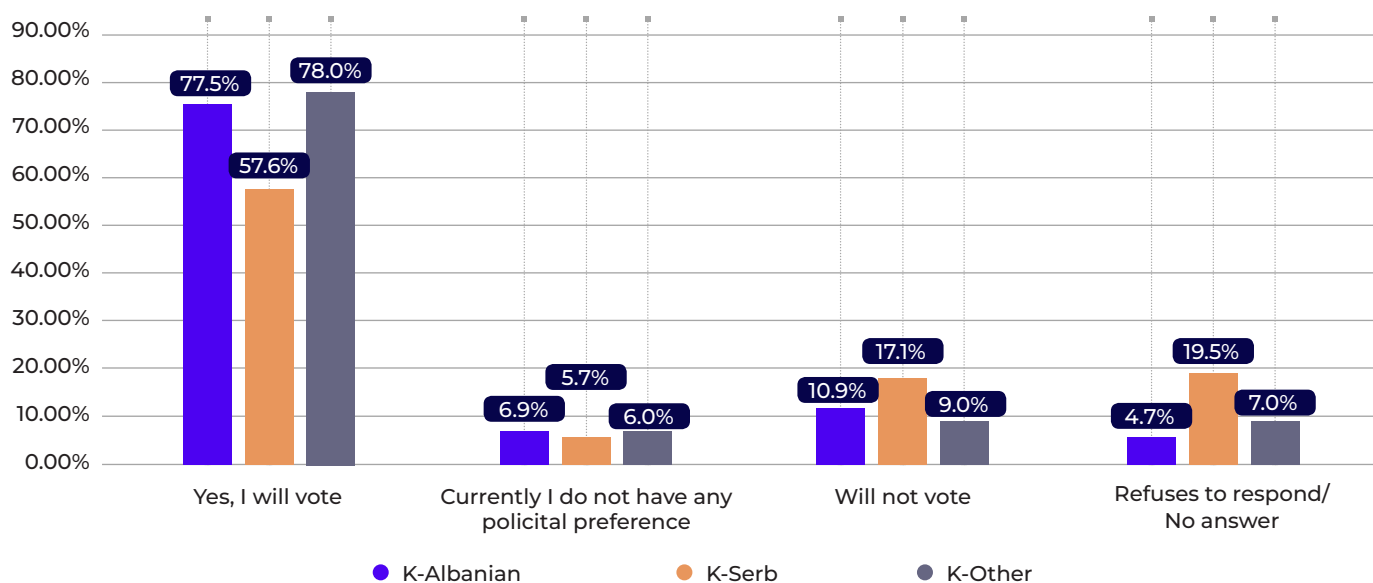
Figure 13 Respondents' likelihood to vote if central elections were to be held soon



Gender-disaggregated data show a downward trend in the likelihood to vote for both genders with minor difference between men and women in terms of their likelihood to vote if central elections were to be held soon (78.3% men and 75.2% women as compared to 83.7% of men and 82% women in May 2021, and 93.4% men and 92.2% women in December 2020). Ethnically disaggregated data suggest an increase in the likelihood to vote among Kosovo Serbs (57.6%), compared to May 2021 (42.9%). A total of 59.1% of Kosovo Serbs were likely to vote in December 2020 and 68.1% in April 2020. Kosovo Albanians display no change compared to May 2021 in their likelihood to vote (77.5% in autumn 2021 vs. 77.3% in May 2021). However, these figures suggest a decline compared to 84.4% in December 2020. More members of other Kosovo communities would vote in autumn 2021 (78%) than in May 2021 (70.2%), but less so than in December 2020 (89.4%).

Only 6.9% of Kosovo Albanians (5.8% in May 2021 and 9.2% in December 2020), 5.7% of Kosovo Serbs (14.8% in May 2021 and 16.7% in December 2020), and 6% of members of other Kosovo communities (9.5% in May 2021 and 5% in December 2020) did not have any political preferences, whereas 10.9% (9.6% in May 2021) of Kosovo Albanians, 17.1% (22.9% in May 2021) of Kosovo Serbs, and 9% (9.5% in May 2021) of members of other Kosovo communities declared they would not vote if elections were to be held soon. A total of 19.5% of Kosovo Serbs, followed by 7% of members of other Kosovo communities and 4.7% of Kosovo Albanians refused to answer this question.

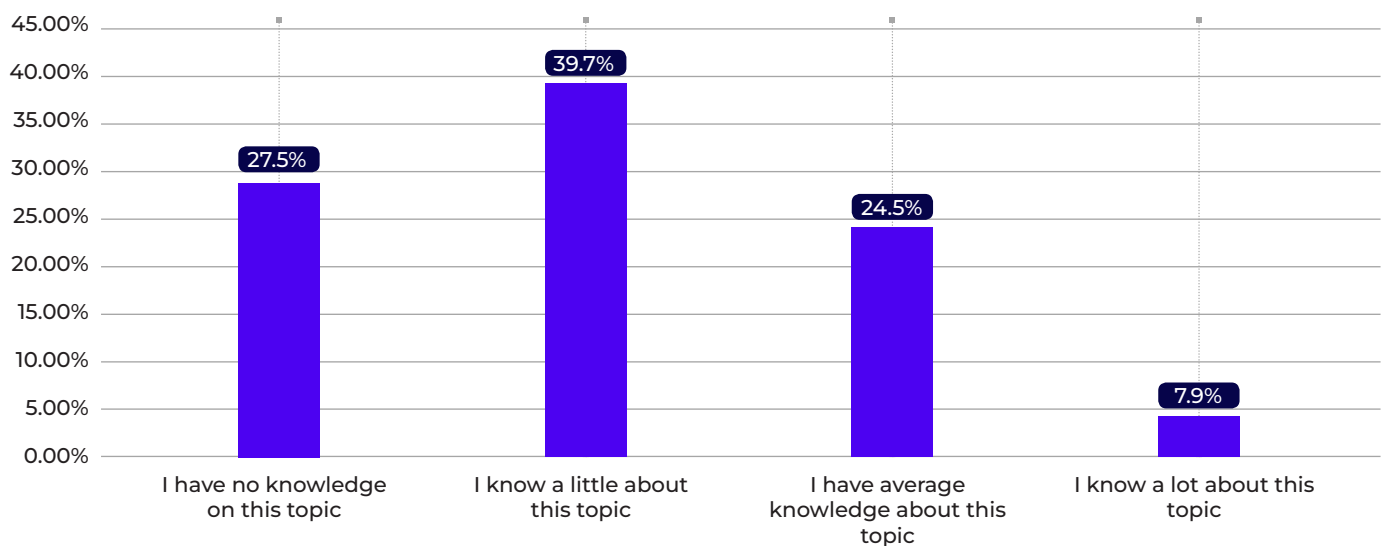
Figure 14 Respondents' likelihood to vote and voting preferences, ethnically disaggregated data



Environment

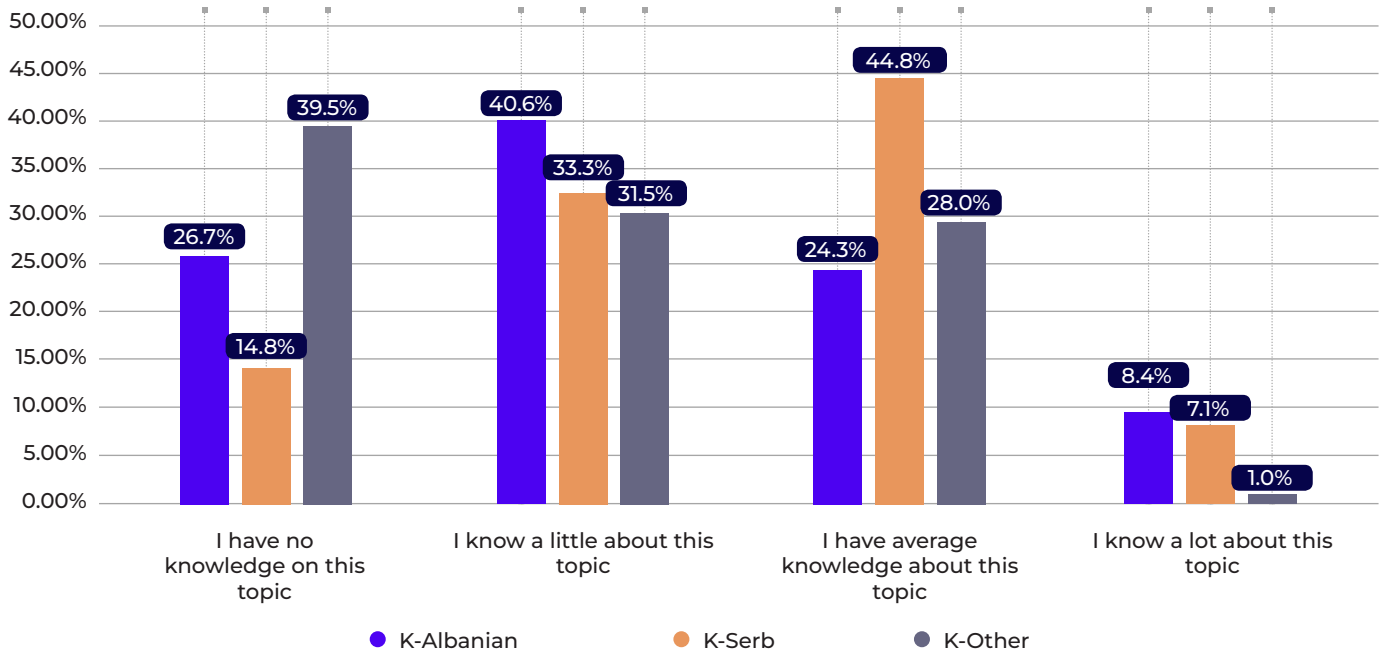
Respondents were asked about their knowledge on the right to live in a healthy and clean environment. The autumn 2021 Public Pulse opinion poll highlights considerable differences compared to May 2021 poll with people claiming less knowledge about the right to live in a clean and healthy environment. A total of 7.9% (16.1% in May 2021 and 8.2% in December 2020) said they know a lot about the topic, 24.9% (32.7% in May 2021 and 27.4% in December 2020) claimed average knowledge, and 39.7% (36% in May 2021 and 37% in December 2020) of respondents said they know a little about this topic. A total of 27.5% (15.2% in May 2021 and 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



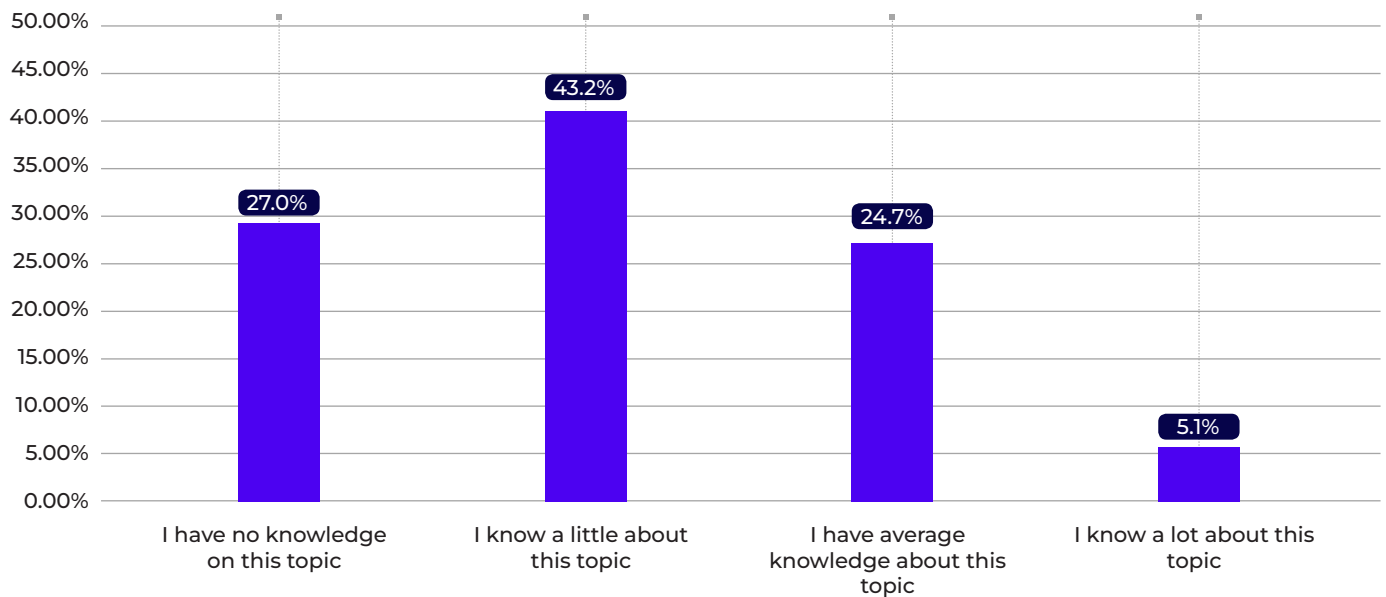
Ethnically disaggregated data shows substantial differences between various communities in Kosovo about their awareness on the right to live in a healthy and clean environment. A total of 39.5% of members of other Kosovo communities, 14.8% of Kosovo Serbs, and 26.7% of Kosovo Albanians declared they have no knowledge about this issue, which (except for Kosovo Serbs and other Kosovo communities) is an increase in the lack of knowledge from May 2021 (33.8% Kosovo Serbs, 35.8% other Kosovo communities and 12.4% Kosovo Albanians). Members of other Kosovo communities represent the largest share of respondents (39.5%) who declared to have no knowledge about the topic. Kosovo Serbs represent the largest share of respondents with little and average knowledge about the topic (33.3% and 44.8% respectively). Kosovo Albanians lead in knowing a lot about the topic (8.4%), followed by Kosovo Serbs (7.1%) and members of other Kosovo communities (1%).

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



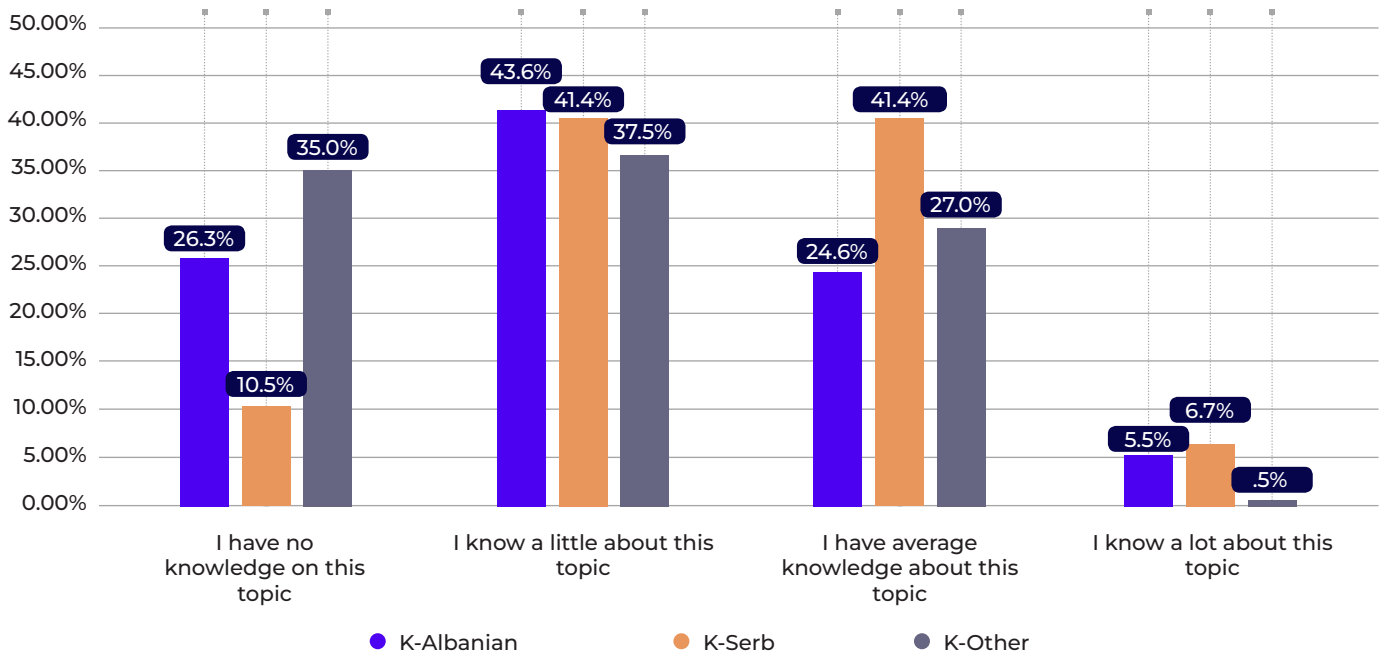
Another question on environment was about the awareness of respondents on the potential environmental threats to their own and their family's health. While 5.1% (11.9% in May 2021 and 6.8% in December 2020) of respondents declared full awareness about these threats, 67.9% (70.7% in May 2021 and 65.8% in December 2020) of respondents declared to have little to average knowledge about these threats. A total of 27% (17.4% in May 2021 and 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 that men (5.3%) and women (4.9%) have similar knowledge on this topic. Women (26.2%) claim to have more average knowledge than men (23.3%), but slightly less women (42.5%) than men (43.8%) claim to have little knowledge about this topic. More men (27.5%) claim to have no knowledge about this topic than women (26.3%).

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



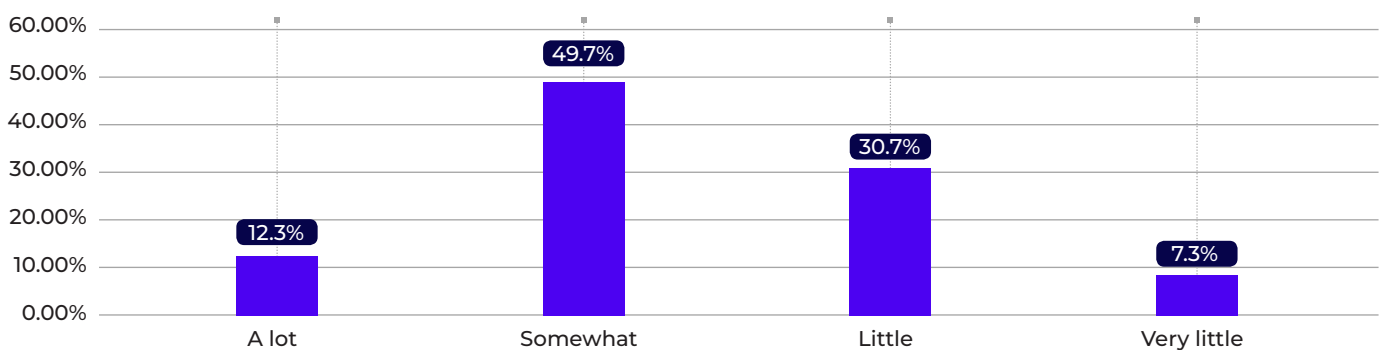
As shown in Figure 18 below, ethnically disaggregated data highlight differences in knowledge among ethnic groups regarding potential environmental threats to own and family health. A total of 35% of other Kosovo communities, 26.3% of Kosovo Albanians and 10.5% of Kosovo Serbs have no knowledge about this topic. The biggest difference compared to May 2021 opinion poll is the decline in the number of Kosovo Serbs (35.7%) who have no knowledge about this topic and increase of the number of Kosovo Albanians (11.2%) who have no knowledge about this topic. Other Kosovo communities represent the largest share of respondents who declared to have no knowledge (35%) about the topic. Kosovo Albanians constitute the largest share of those who have little knowledge (43.6%) while Kosovo Serbs lead in having average knowledge (41.4%) about the topic. Kosovo Serbs also lead with a lot of knowledge about this issue (6.7% as opposed to 3.8% in May 2021), followed by Kosovo Albanians (5.5% as opposed to 20.2% in May 2021) and members of other Kosovo communities (0.5% as opposed to 9% in May 2021).

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



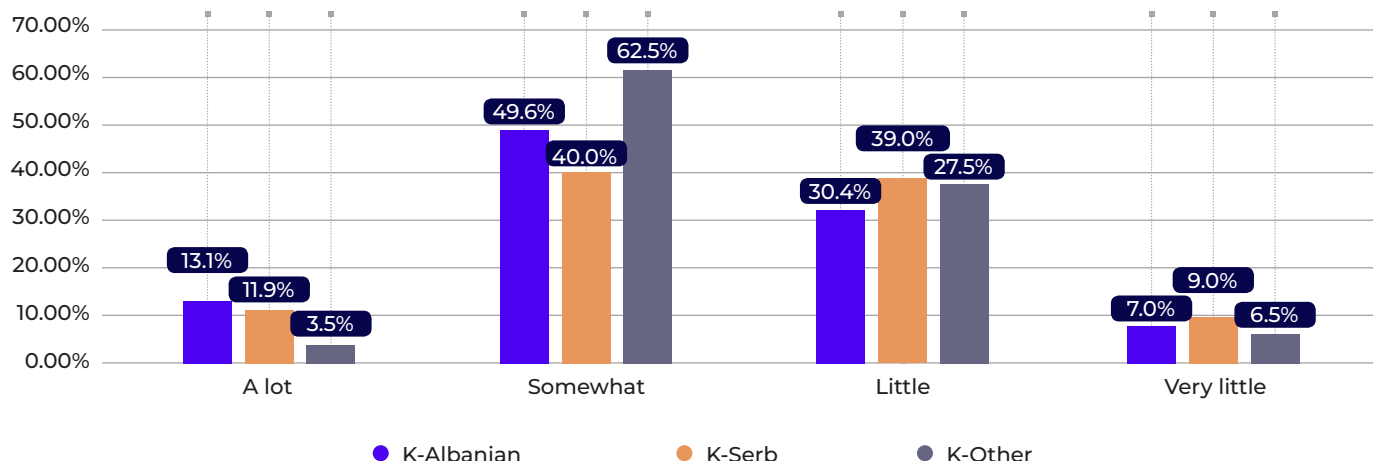
The Public Pulse XXI opinion poll also enquired on awareness about climate change. A total of 12.3% believe that Kosovo is impacted by climate change and 49.7% believe it is somewhat impacted by climate change. A total of 30.7% believe climate change has had little impact, while 7.3% has had very little impact on Kosovo. Gender-disaggregated data show no major differences between the opinion of men and women about the impact of climate change in Kosovo: a total of 61.6% of men and 62.6% of women believe that Kosovo is impacted a lot or somewhat by climate change, whereas 38.3% of men and 37.4% of women believe Kosovo is impacted little or very little by climate change.

Figure 19 Respondents' awareness of the impact of climate changes in Kosovo



Ethnically disaggregated data show that 66% of members of other Kosovo communities believe that Kosovo is impacted a lot or somewhat by climate changes, followed by 62.7% Kosovo Albanians and 51.9% Kosovo Serbs. The latter lead in believing that Kosovo is impacted little or very little by climate changes (48%), followed by Kosovo Albanians (37.4%) and members of other Kosovo communities (34%).

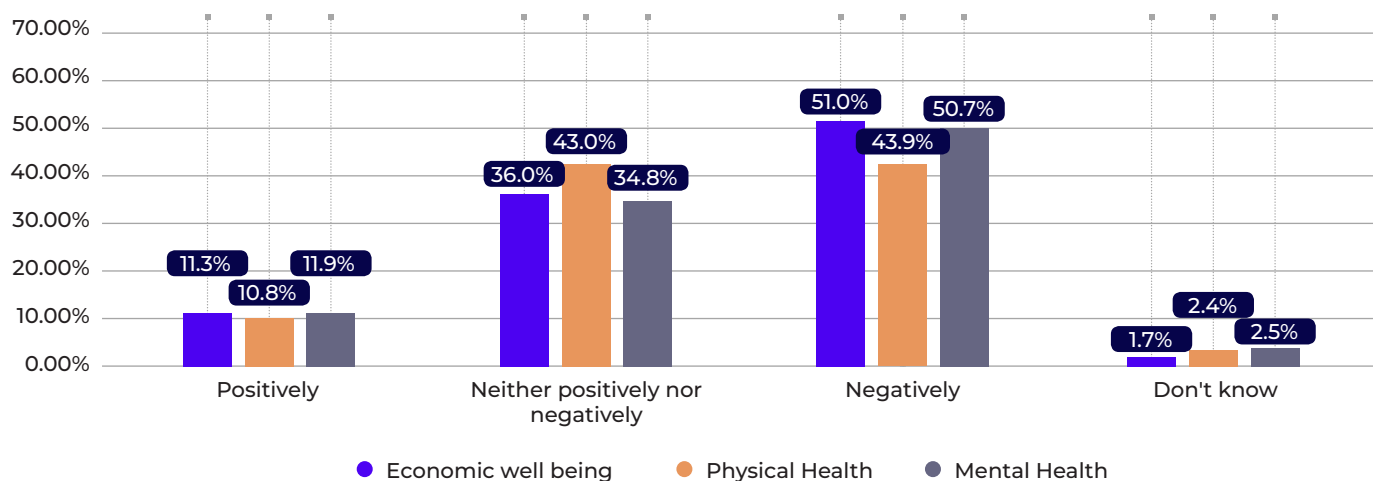
Figure 20 Respondents' awareness of the impact of climate changes in Kosovo, ethnically disaggregated data



COVID-19

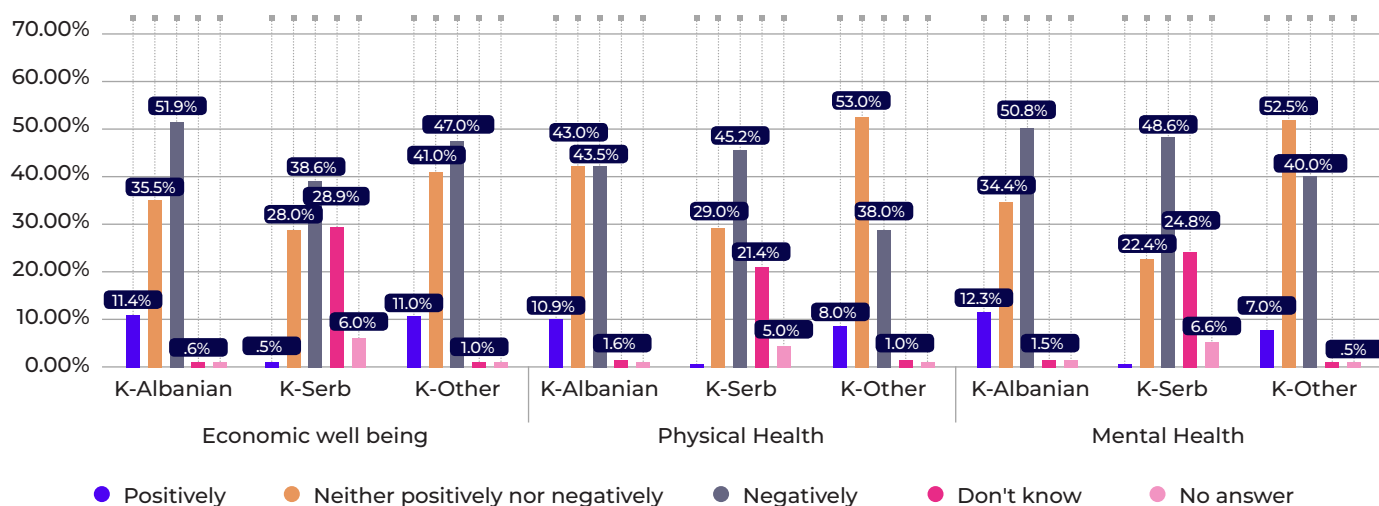
The autumn 2021 opinion poll contained questions about the COVID-19 pandemic. Respondents were first asked about the COVID-19 impact on their economic wellbeing, physical health, and mental health. A total of 51% (60.7% in May 2021, 68.7 in December 2020, and 65.9% in April 2020) of respondents declared that COVID-19 has had a negative impact on their economic wellbeing. Similar to May 2021, 43.9% (46.9% in December 2020 and 40.7% in April 2020) declared it negatively affected their physical health. A total of 50.7% (48.6% in May 2021, 52.8% in December 2020 and 59% in April 2020) indicated that it affected their mental health. Gender-disaggregated data show that women's (52%) economic wellbeing has been affected more than that of men (49.3%). Women's physical health (44.5%) was also affected more than that of men (42.2%). It is worth noting that while the impact on economic wellbeing is lower than in previous polls, the impact on physical and mental health is higher than in May 2021. The impact of COVID-19 on mental health of women (50.5%) and men (49.6%) is approximately the same.

Figure 21 The impact of the situation created by COVID-19 on economic wellbeing and on physical and mental health



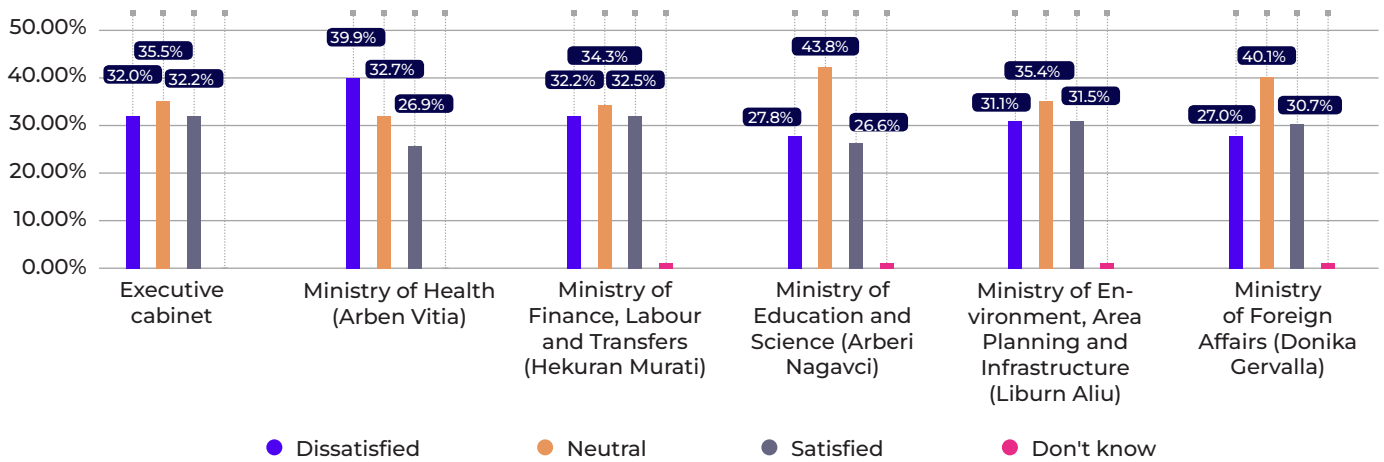
Ethnically disaggregated data show that the negative impact of COVID-19 on economic wellbeing has decreased substantially among respondents from all ethnic communities: a total of 51.9% (61.3% in May 2021) of Kosovo Albanians, 38.6% (48.1% in May 2021) of Kosovo Serbs and 47% (58.2% in May 2021) of members of other Kosovo communities reported a negative impact by COVID-19 on their economic wellbeing. A total of 35.5% of Kosovo Albanians, 28.1% of Kosovo Serbs, and 41% of members of other Kosovo communities responded that there was no effect on their economic wellbeing due to the COVID-19 outbreak. Whereas 43.5% of Kosovo Albanians reported that COVID-19 has had a negative impact on their physical health, 45.2% of Kosovo Serbs and 38% of members of other Kosovo communities reported the same. At the same time, 50.8% of Kosovo Albanians, 48.6% of Kosovo Serbs and 40% of members of other Kosovo communities reported a negative impact of COVID-19 on their mental health. As in the previous poll, these figures suggest that the situation created by the outbreak of COVID-19 in Kosovo, has had a major negative effect on economic wellbeing of respondents, followed by mental health and physical health.

Figure 22 The impact of the situation created by COVID-19 on economic wellbeing, physical health and mental health, ethnically disaggregated data



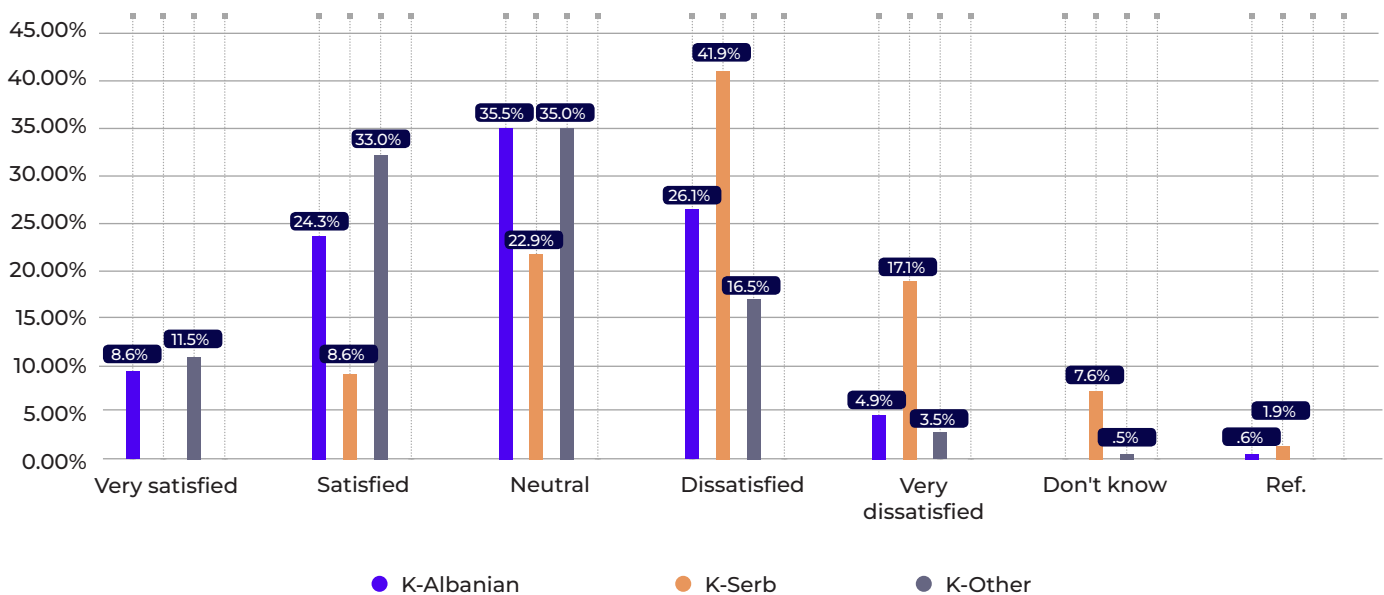
Respondents were also asked whether they are satisfied with the measures taken by the central institutions of Kosovo to prevent the spread of COVID-19. Data suggests a decline in the level of satisfaction compared to the May 2021 opinion poll which recorded moderate levels of satisfaction. More specifically, 32.3% of respondents are satisfied with the measures of the Executive cabinet as opposed to 43.6% in May 2021 and 78.8% in April 2020. The level of satisfaction in December 2020 was the lowest when only 15% of respondents were satisfied. Gender-disaggregated data show that women (34.6%) are more satisfied with the measures taken by the Executive cabinet in response to the outbreak of the pandemic than men (29.7%). The level of dissatisfaction is also higher among women (32.8%) than among men (30.6%). However, the number of dissatisfied men is higher than the number of those who are satisfied.

Figure 23 Satisfaction with the response of public institutions to the crisis caused by the outbreak of COVID-19



Ethnically disaggregated data also show a decline in satisfaction among Kosovo Albanians, but an increase in satisfaction among other Kosovo communities and Kosovo Serbs in comparison to May 2021 opinion poll. A total of 32.9% (44.6% in May 2021) of Kosovo Albanians are satisfied by the measures of the Executive cabinet, followed by 44.5% (40.8% in May 2021) of the members of other Kosovo communities, while only 8.6% (5.7% in May 2021) of Kosovo Serbs have expressed their satisfaction with the measures taken by Kosovo Executive cabinet to prevent the spread of COVID-19 pandemic. There is an increase in dissatisfaction among Kosovo Albanians and Kosovo Serbs, but a decline in dissatisfaction among members of other Kosovo communities compared to May 2021 opinion poll. A total of 31% (25.1% in May 2021) of Kosovo Albanians are dissatisfied, followed by 59% (39.1% in May 2021) of Kosovo Serbs and 20% (28.4% in May 2021) of members of other Kosovo communities.

Figure 24 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 respondents in Kosovo over the age of 18, from 20 October to 4 November 2021. The sample included the same number of men and women from all Kosovo municipalities and regions, covering both urban and rural areas. In terms of ethnic representation, 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 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 Executive work according to people's priorities. The DI is a continuous measure which ranges from 0 to 3 where a score from 0 to 1.5 means that majority of respondents consider democratization not to be on the right track and a score from 1.5 to 3 means that majority of respondents 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.

