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Public Pulse XVIII

Prepared by UNDP Kosovo -Public Pulse Project team

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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 XVIII is the last in a series of similar publications published within the Public Pulse III project. It provides an overview of a number of indicators measured through Public Pulse polls which explore perceptions of citizens regarding democratic processes, socio-economic conditions, and security in Kosovo.¹ 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 various ethnic and other groups. Below is a summary of some of the key findings of the Public Pulse XVIII poll conducted in April 2020.

The findings of the April 2020 Public Pulse poll record an increase in people's satisfaction with the work of the key executive and legislative institutions in Kosovo. The levels of satisfaction are the highest recorded by the Public Pulse polls since 2010. Satisfaction with the work of the executive is recorded at 60.7% which is an increase of 46.3% points from the November 2019 poll when it stood at 14.4%. Moreover, satisfaction level with the work of the Prime Minister is recorded at 65.4% and that with the work of the Kosovo Assembly Speaker has reached a record 72.4% in comparison to 20.7% and 20.5% recorded in November 2019 and May 2019, respectively. Finally, the Democratization Index (DI) and Economic Confidence Index (ECI) are measured on a scale from 0 points (minimum) to 3 points (maximum). The DI has increased by 0.30 percentage points from 1.23 in November 2019 reaching a positive value of 1.53. The ECI has decreased from November 2019 (1.05) by 0.07 points down to 0.98 points as measured in April 2020.

A total of 33.6% of respondents would be ready to protest for political reasons, including: 34.7% Kosovo Albanians, 17.6% Kosovo Serbs, and 24% members of other Kosovo communities. Whereas majority of Kosovo Serbs (56%) are indifferent regarding political direction of Kosovo, 72% of Kosovo Albanians and 43.1% members of other Kosovo communities are dissatisfied or very dissatisfied with the political direction of Kosovo.

Findings show the highest levels of safety ever recorded by Public Pulse with 86.3% of respondents feeling safe in the streets of Kosovo. Gender-disaggregated data show that women (87.2%) feel safer than men (85.4%). Despite lower levels of safety reported by Kosovo Serbs (46.2%), the data still show a consistent increase in the number of respondents who feel safe outside from November 2018 (10.4%) to November 2019 (27.1%). The Public Pulse poll also inquired about the most pressing problems Kosovo is currently facing. Findings show similar trend to previous polls inasmuch respondents reported unemployment (37.2%), corruption (23.5%), and poverty (15.3%) as the three paramount issues that impact their social wellbeing. Kosovo Serbs consider unemployment (38.5%), organized crime (13.5%), and interethnic relations (11.5%) as the most pressing issues in Kosovo. A total of 80.7% of respondents consider that employment in the public institutions of Kosovo is not based on merit as opposed to November 2019 when 77.5% believed that to be the case. On average, 20.7% of respondents claim they perceive large-scale corruption to be present in public and international institutions in Kosovo. This is the lowest value on the perception about large-scale corruption ever recorded by the Public Pulse.

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

As for the right to live in a healthy environment, a total of 19.5% of respondents said they know a lot about the topic, 36.8% claimed average knowledge, and 36.9% of respondents said they know a little about this topic. Only 6.8% said they have no knowledge about their right to live in a clean and healthy environment.

The present brief also provides data on Kosovans attitudes toward voting, and data on the impact of COVID-19 on respondents' economic wellbeing, and physical and mental health. UNDP is globally supporting the fight against the pandemic and specific interventions are being developed to address the needs of countries where the UNDP works. In Kosovo, the UNDP has taken a socio-economic impact assessment of COVID-19 to help Kosovo and international institutions to address problems caused by the COVID-19 crisis. Additional data obtained through this and previous polls will be made available in the [Public Pulse Data Visualization Platform](#).²

Public Pulse Key Indicators

The findings of the April 2020 Public Pulse poll show a dramatic increase in satisfaction levels with the key Kosovo institutions as compared to the opinion polls conducted in November and May 2019.

An average of 42.5% of respondents are satisfied with the work of key institutions of Kosovo which is an increase of 24.9% points from November 2019 poll (17.6%) and 20.7% points from May 2019 poll (21.8%). This satisfaction level is the highest ever recorded by the Public Pulse since 2010. Specifically, satisfaction with the work of the Assembly Speaker has increased by 51.9% points from November 2019 when it was recorded at 20.5% to 72.4% in November 2019. Satisfaction with the work of the Prime Minister has jumped from 20.7% to 65.4% and that with the work of the government from 14.4% in November 2019 to 60.7% in April 2020.

An increase in satisfaction levels is evidenced across most institutions. For example, albeit lower than measured in November 2018 (36.1%), satisfaction levels with the work of the Parliament have increased from 18.6% in November 2019 to 33.4% in April 2020. Satisfaction with the President has dropped by 2.5% points (18.7%) from November 2019 (21.2%). On the other hand, satisfaction with the courts and the prosecutor's office increased from November 2019 poll. Satisfaction with courts stands at 24.8% which is an increase of 11.2% points from November 2019 (13.6%). Satisfaction with prosecutor's office increased from 14.2% in November 2019 to 22.3% in April 2020.

² Data Visualization Platform: <http://unckt.org/public-pulse/>

Table 1. Citizen satisfaction with the key executive, legislative, and judicial institutions in Kosovo

Political Indicators		Mar-15	Sep-15	Apr-16	Oct-16	Oct-17	May-18	Nov-18	May-19	Nov-19	Apr-20	Trend
Satisfaction with executive government	Government	18.10%	17.30%	17.80%	20.20%	32.40%	30.00%	31.30%	17.70%	14.40%	60.70%	
	Prime minister	23.60%	14.60%	18.30%	19.70%	42.30%	33.20%	35.10%	36.50%	20.70%	65.40%	
Satisfaction with legislative	Parliament	19.30%	19.90%	17.30%	18.90%	31.70%	32.90%	36.10%	19.60%	18.60%	33.40%	
	Speaker of parliament	20.10%	19.80%	24.30%	24.90%	36.00%	31.50%	36.30%	23.60%	20.50%	72.40%	
Satisfaction with President	President	30.20%	30.40%	45.70%	25.50%	37.60%	39.10%	38.40%	20.40%	21.20%	18.70%	
Satisfaction with judiciary	Court	17.20%	13.90%	18.40%	22.10%	36.90%	31.20%	37.80%	18.70%	13.60%	24.80%	
	Prosecutor's office	17.00%	12.80%	16.90%	16.30%	33.10%	29.90%	35.30%	16.40%	14.20%	22.30%	

Political Direction of Kosovo

Contrary to the increase of satisfaction levels with key institutions, there is dissatisfaction with the political direction of Kosovo. More than half of respondents (62.8%) are either dissatisfied or very dissatisfied with political direction of Kosovo. This level of dissatisfaction is higher by 12.7% points than in November 2019. The level of satisfaction with the political direction of Kosovo is measured at only 10.6% which is similar to November 2019 (10.2%). A total of 19.7% of respondents declared to have a neutral viewpoint on this issue which is a decrease of 13.7% points from the November 2019 poll, as shown in Figure 1.

Gender-disaggregated data show that men (70.2%) are more dissatisfied than women (66.4%) 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 11.4% of men are satisfied or very satisfied with the political direction of Kosovo, only 9.7% of women stated that they are satisfied or very satisfied with the political direction of Kosovo which is a reversal from November and May 2019 polls when women were more satisfied with the political direction of Kosovo. Ethnically disaggregated data show that the highest level of dissatisfaction is found among Kosovo Albanians (72%), followed by other members of Kosovo communities (43.1%), and by Kosovo Serbs (42%). The percentage of neutral respondents is the highest among Kosovo Serbs (56%), followed by other members of Kosovo communities (25.5%), and Kosovo Albanians (17.9%). A total of 10.2% of Kosovo Albanians are satisfied or very satisfied with the political direction of Kosovo while only 2% of Kosovo Serbs show the same level of satisfaction. A total of 25.5% of other members of Kosovo communities declared they are satisfied with the current political direction of Kosovo.

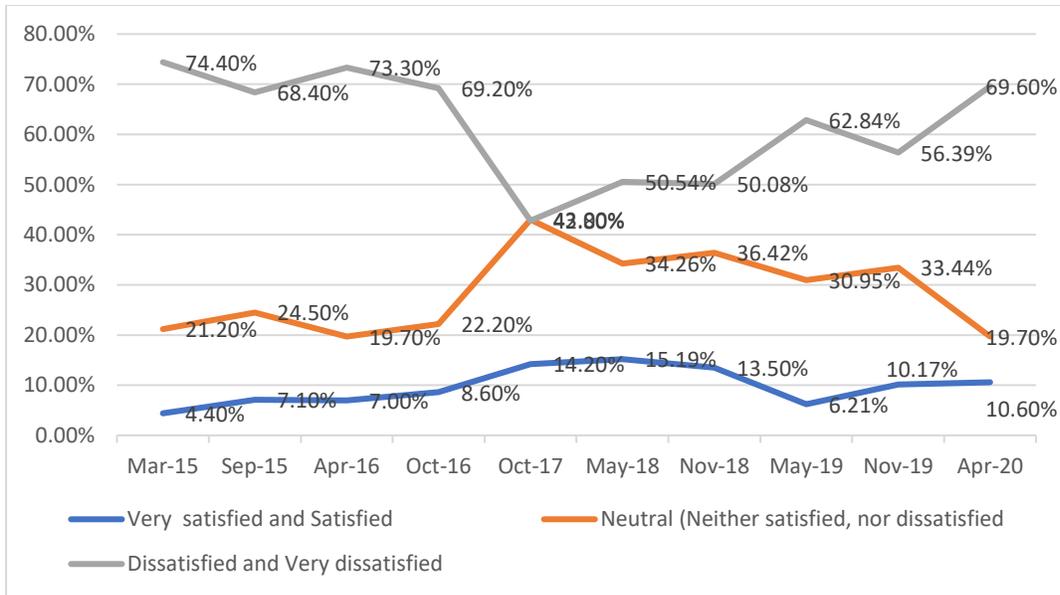


Figure 1. Respondents' satisfaction with the political direction of Kosovo

A total of 33.6% of Kosovans are ready to join political protest which is a slight increase 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, 34.7% Kosovo Albanians are willing to protest as opposed to 17.6% Kosovo Serbs and 24.5% members of other Kosovo communities. All Kosovo communities, except for the Kosovo Serbs, are less ready to join political protests than in May 2019 when general willingness to protest was rather high: 43.7% Kosovo Albanians, 13.3% Kosovo Serbs, and 35 % members of other Kosovo communities.

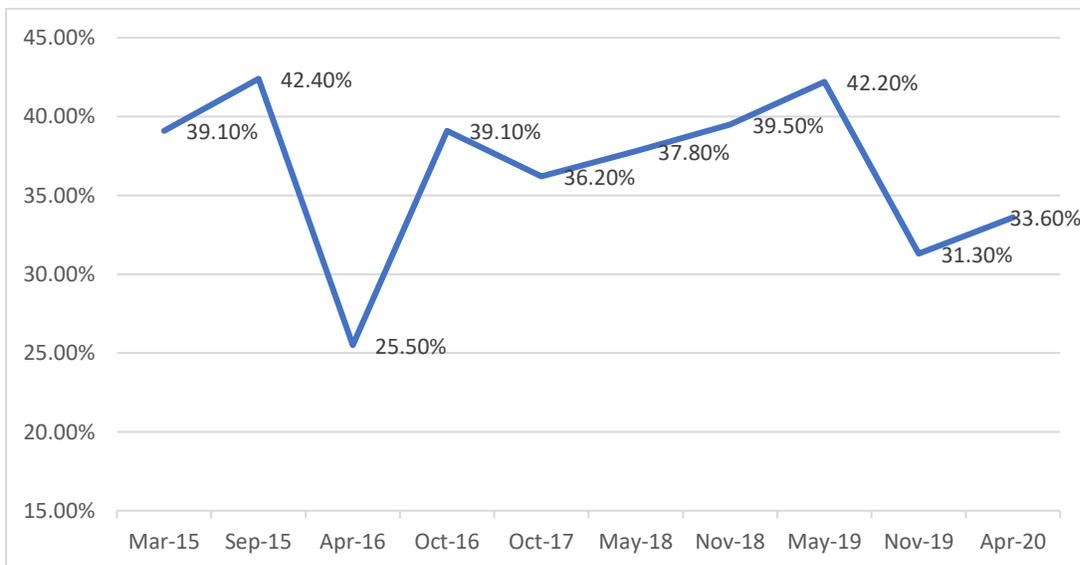


Figure 2. Percentage of respondents who would join political protests

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 show the highest levels of safety ever recorded by Public Pulse with 86.3% of respondents feeling safe in the streets of Kosovo. The second highest level of safety was recorded in October 2012 when 84.4% of respondents had declared to feel safe in the streets. This represents an increase in the feeling of safety by 12.3% points from November 2019 (73.9%) and by 15.9% points from May 2019.

Gender-disaggregated data show a slight difference in the perception of safety between men and women with the latter feeling safer than men. A total of 85.4% of men and 87.2% of women declared to feel safe when out in the streets. Similar trend of women feeling safer than men when out in the streets was recorded in May 2019 poll. Ethnically disaggregated data show greater differences where 88.2% of Kosovo Albanians and 81.2% of members of other Kosovo communities feel safe when out in the streets as opposed to 46.2% of Kosovo Serbs. Despite lower levels of safety reported by Kosovo Serbs, the data show a consistent increase from November 2019 (27.1%), May 2019 (16.2%), November 2018 (10.4%), and May 2018 (4.8%). Similar trend of increased percentage of respondents who feel safe in the street is recorded among Kosovo Albanians and members of other Kosovo communities.

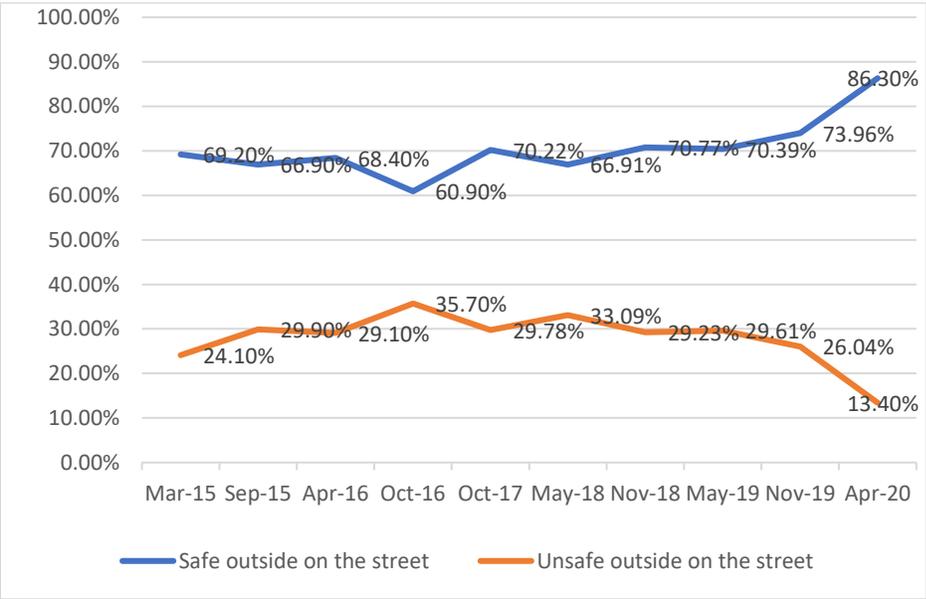


Figure 3. Respondents' perception of safety

Democratization and Economic Confidence Indices

In line with other upward trends recorded by the latest opinion poll, the April 2020 Public Pulse opinion poll recorded an increase in Democratic Index (DI) and a decrease in Economic

Confidence Index (ECI).³ More specifically, the current DI stands at 1.53, which is the highest level recorded by Public Pulse. This figure suggests that more than half of Kosovans have a positive view of democratic processes in Kosovo.

However, a decline can be observed in the ECI, which has fallen from 1.05 to 0.98, suggesting that more than two thirds of Kosovans do not have positive view of economic trends in Kosovo. The current ECI is similar to May 2019 (0.98) and the lowest registered since October 2016 (0.94).

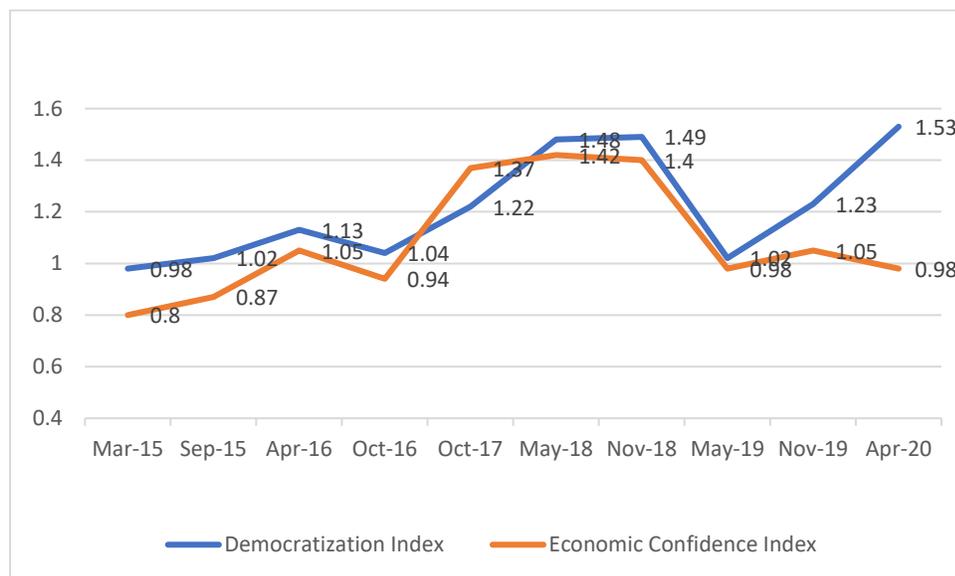


Figure 4. Democratization and Economic Confidence Indices

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 increase of DI, the data from the April 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 an increase from November 2019 and some of them are the highest ever recorded by the Public Pulse.

A total of 66.3% of respondents believe that elections in Kosovo are democratic and follow international standards, compared to 62.7% in November 2019 and 35.6% in May 2019. Majority of Kosovans (58%) consider that the Parliament monitors the government’s performance compared to 38.6% in November 2019. The judiciary component is the weakest of DI components with 39.7% respondents believing that judiciary is independent in its decisions, which is an increase of 8.3% points from November 2019 (31.4%). A total of 69.1% of respondents consider that media enjoy freedom of expression, making this the most positively evaluated component of DI and highest ever recorded by the Public Pulse with an increase of 22.4% points from November 2019. An increase of 16% points (50.7%) from November 2019 (34.8%) is observed in perceptions

³ 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.

on the role of the civil society organizations as truthful monitors of the government. However, this still represents a decrease of 6.8% points from November 2018 when this value stood at 57.5%.

A total of 56.7% and 54.9% of respondents – the highest ever recorded by Public Pulse – think that the local and central institutions, respectively, work according to the priorities of Kosovo citizens. The November 2019 poll recorded 29.6% and 24.2%, respectively. In addition, these values have increased by 26.9% points and 36.8% points respectively from the May 2019 poll (29.8% and 18.1%). An increase of 19.7% points in positive responses (64%) – highest ever recorded by Public Pulse – were recorded in answers to the question whether Constitution and applicable laws are democratic and whether they comply with human rights standards. Finally, a slight increase from November 2019 is observed in answers to the question whether democratic processes in Kosovo are instituted and are going in the right direction. The April 2020 Public Pulse opinion poll recorded 42.5% positive responses compared to 33% in November 2019. However, this is a decline of 14.7% points from November 2018 (57.2%). Ethnically disaggregated data show that the majority of Kosovo Serbs responded negatively to these questions with “not at all” and “not so much.”

Table 2. Trend analysis of DI components

Yes Mainly and Yes fully	15-Mar	15-Sep	16-Apr	16-Oct	17-Oct	18-May	18-Nov	19-May	19-Nov	20-Apr	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%	
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%	
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%	
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%	
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%	
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%	
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%	
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%	
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%	

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 14.2% of respondents have favorable expectations regarding their family’s total income within six months which is a 0.5% percentage point increase from November 2019 (13.7%). Only 8.2% of respondents view conditions for doing business in Kosovo favorably – a decline from 9.1% in November 2019, but higher than May 2019 (5.5%). Similarly, only 6.6% of respondents view current employment conditions favorably which is a decrease from 7.4% in November 2019 and an increase from May 2019 (5.8%). Finally, 11.6% of all respondents view future employment conditions favorably six months from the April 2020 opinion poll which is a decrease from November 2019 and an increase from the lowest level of confidence ever

recorded by the Public Pulse in May 2019 (4.6%). In contrast to the DI, 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	15-Mar	15-Sep	16-Apr	16-Oct	17-Oct	18-May	18-Nov	19-May	19-Nov	20-Apr	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%	
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%	
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%	
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%	

Economic Direction

Only 10.7% of respondents are very satisfied or satisfied with the economic direction of Kosovo which is an increase from 5.9% recorded in November 2019 and 10.4% recorded in May 2019, but a decrease from 12.3% recorded in November 2018.

Whereas 61.2% of respondents are very dissatisfied or dissatisfied with the economic direction of Kosovo, 28.1% are neither satisfied nor dissatisfied. Gender-disaggregated data show that satisfaction with the economic direction of Kosovo between women and men is approximately the same: 10.5% of women are satisfied or very satisfied and 10.7% of men are satisfied or very satisfied with the economic direction of Kosovo. Accordingly, 62.1% of men are dissatisfied or very dissatisfied with the economic direction of Kosovo while 59.4% of women feel the same. Whereas 26.6% of men and 29.2% of women are neutral on this issue, a negligible percentage of respondents do not know or have refused to respond to the question. Ethnically disaggregated data suggest that Kosovo Serbs are less dissatisfied (54.2%) than Kosovo Albanians (61.5%) and members of other Kosovo communities (58.9%). At the same time, only 2.1% of Kosovo Serbs reported satisfaction with the economic direction of Kosovo, as opposed to 11.2% of Kosovo Albanians and 7.8% of members from other Kosovo communities.

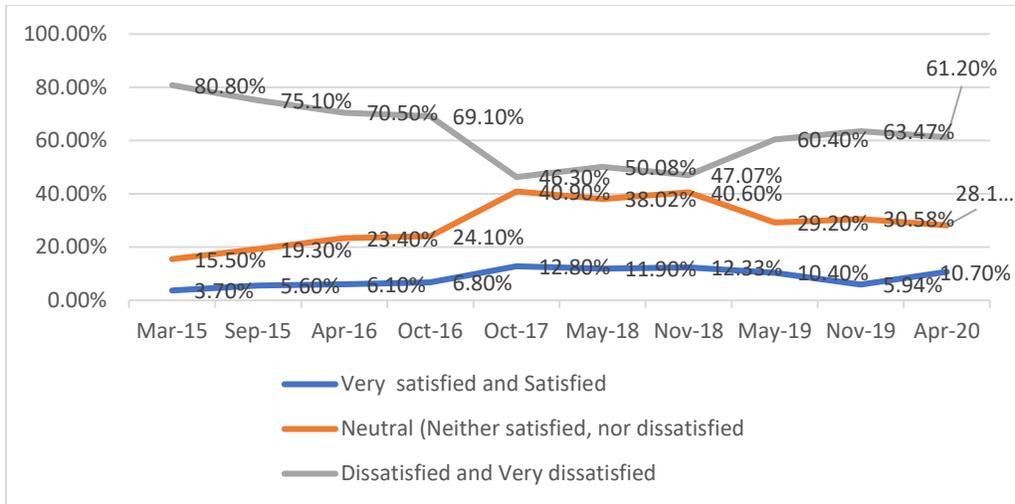


Figure 5. Satisfaction with the economic direction of Kosovo

Paramount Problems Currently Facing Kosovo

A large percentage of respondents continue to identify unemployment, corruption, and poverty as the three paramount problems currently facing Kosovo. The biggest problem for 37.2% of respondents is unemployment, followed by corruption (23.5%) and poverty (15.3%). Similar trends were observed in November 2019 when unemployment (31.2%), corruption (19.6%) and poverty (10.5%) were identified as the three paramount problems facing Kosovo. Except in 2017, unemployment, corruption, and poverty have consistently ranked as the top three paramount problems facing Kosovo. Other findings show that 2.4% of respondents consider prices of essential supplies to be a paramount problem, 2.1% consider organized crime, and 1.8% of respondents consider informal economy and social problems to be paramount problems. A total of 1.4% of respondents consider that healthcare is the most pressing issue in Kosovo.

While the April 2020 opinion poll does not mark any gender differences between women and men’s opinions on three paramount problems, gender-disaggregated data show that women are more concerned about unemployment (39.3%) than men (35.6%). However, men (27.2%) are more concerned than women (19.9%) about corruption. Finally, women are slightly more concerned about poverty (15.9%) than men (15%).

Ethnically disaggregated data show differences between Kosovo Albanian and members of other Kosovo communities in the ranking of paramount problems on the one side and Kosovo Serbs on the other. Kosovo Albanians and members of other Kosovo communities have ranked unemployment, corruption, and poverty as three paramount problems currently facing Kosovo. In contrast, Kosovo Serbs consider unemployment (38.5%), followed by organized crime (13.5%), and interethnic relations (11.5%) as the most pressing issues in Kosovo.

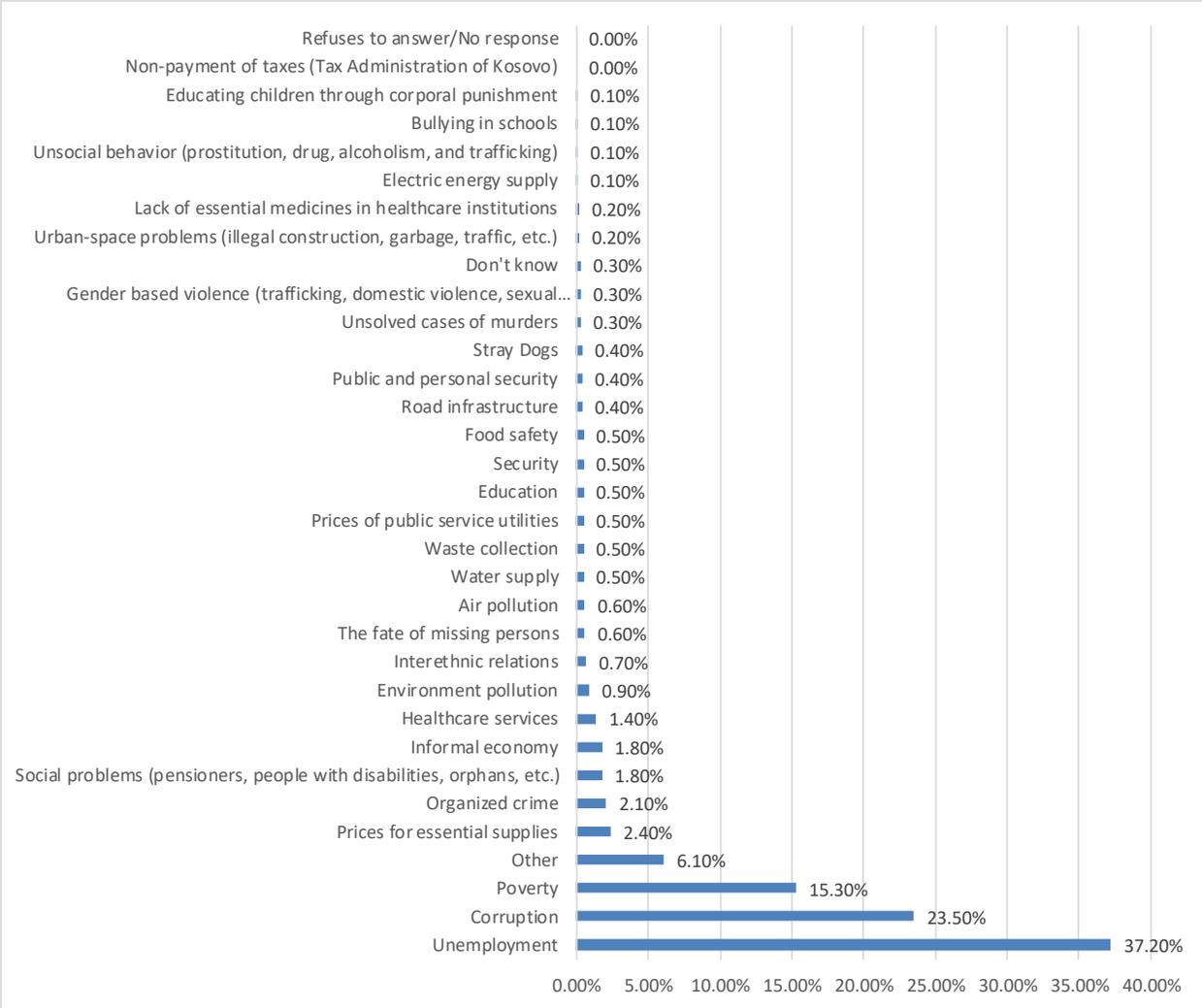


Figure 6. Perceptions on paramount problems currently facing Kosovo

Merit-based Recruitment in the Public and Private Sector

The April 2020 opinion poll shows that 19.5% of respondents consider that employment in the public sector is merit based and 80.7% consider that employment in the public sector is not based on merit. The findings show minimal difference from the November 2019 poll where 22.5% of the respondents thought employment was merit based and 77.5% thought that it was not merit-based. . The respondents consider the following main non-merit factors to gain employment in the public sector: family connections (30.8%), party allegiance (30.4%), bribe (13.8%), friends, and, to a lesser extent, the appearance. Only 19.5% believe that education, vocational training, and professional experience are important factors to gaining employment in the public sector. Gender-disaggregated data show little difference in the perceptions of men and women on gaining employment in the public sector. However, ethnically disaggregated data show differences in perceptions by different communities. For example, while only 18.1% of Kosovo Albanians and

31.4% members of other Kosovo communities declared that professional experience, vocational training, and education are important factors to gaining employment, 38% of Kosovo Serbs believe that to be the case.

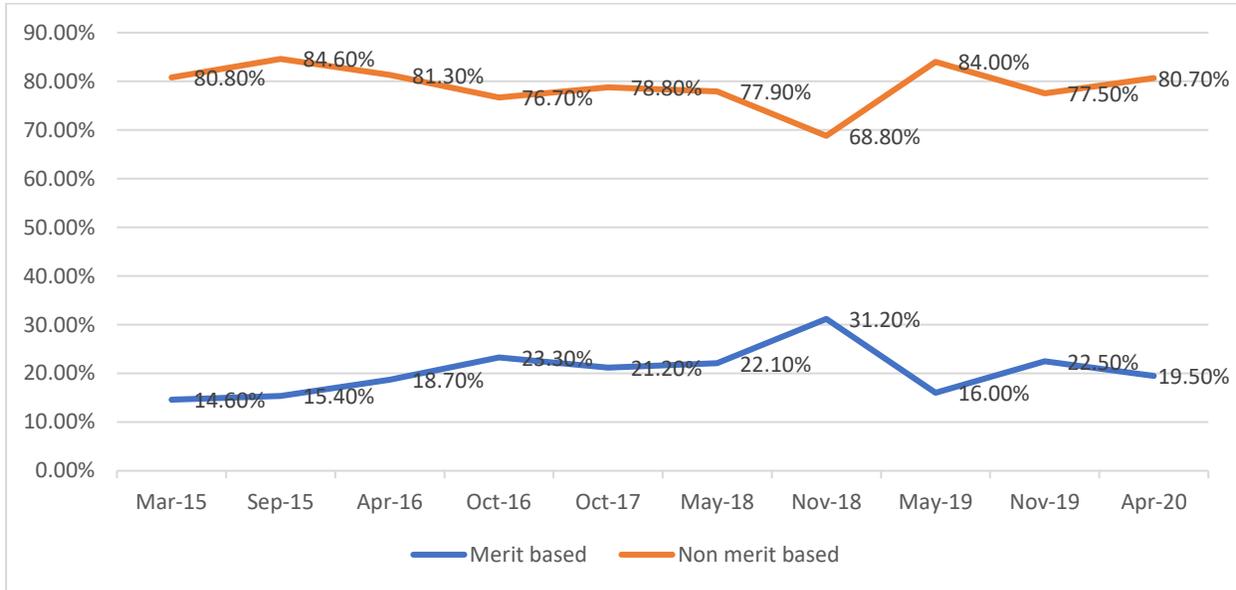


Figure 7. Perceptions of the role of meritocracy to gaining employment in the public sector

In contrast to perceptions about gaining employment in the public sector, 41.1% of respondents believe that professional experience, education, and vocational training are important to gaining employment in the private sector. A total of 55.9% 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 (30%), friends (14.9%), bribe (7.2%), party allegiance (2.8%), and to a lesser extent appearance (0.7%) and gender (0.3%).

Gender and ethnically disaggregated data show no major difference between men and women as well as between respondents of different ethnic communities regarding meritocracy in Kosovo’s private sector. For example, 42.1% of men and 40.1% of women believe that meritocracy is an important factor in gaining employment in the private sector. Ethnically disaggregated data show that 40.8% of Kosovo Albanians, 45.3% of Kosovo Serbs, and 43.3% of members of other communities in Kosovo believe that merit-based factors, such as professional experience, education, and vocational training are key to finding a job in private sector in Kosovo.

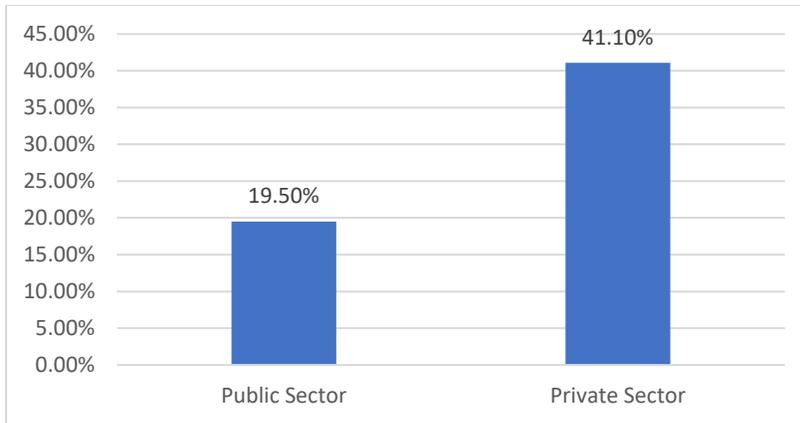


Figure 8. Perceptions of the role of meritocracy to gaining employment in the public versus private sector

Large-scale Corruption

On average, 20.7% of respondents claim they perceive large-scale corruption to be present in public and international institutions in Kosovo. This value represents a decrease of 13.7% points from November 2019 (34.4%) and 9.4% from May 2019 (30.1%), as shown in Table 4. At the same time, this is the lowest value on the perception about large-scale corruption ever recorded by the Public Pulse.

Perceptions of large-scale corruption varied from a low 5.5% of respondents claiming it is prevalent in international organizations to a high 37.9% of respondents claiming it is prevalent in Kosovo Post and Telecom (PTK). The biggest changes in perceptions were observed in the following institutions: Kosovo Tax Administration (18.9% compared to 42.2% in November 2019), courts (24.5% compared to 42% in November 2019), and healthcare system (11% compared to 33.4% in November 2019). The PTK (37.9%), Privatization Agency of Kosovo (36.6%), and Kosovo Electric power and supply (KEK-KEDS) (27.3%) remain top three institutions with the highest level of perceived large-scale corruption. Institutions with the least perceived large-scale corruption are international organizations (5.5%), Kosovo Police (9.8%), and healthcare (11%). It is worth noting that perception about corruption in several institutions has seen considerable changes over the years. For example, perception about the presence of corruption in healthcare has decreased considerably from November 2015 (56.2%) to April 2020 (11%). In addition, municipalities have also seen a steady decrease in perception on corruption: from 40.2% in October 2016 to 13.3% in April 2020. Finally, the central administration has also seen a decrease in perception on corruption from 49.2% in October 2016 to 36.7% in May 2019 and 20.8% in April 2020.

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	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%	
Electric power and supply (KEK-KEDS)	44.70%	35.60%	31.10%	31.40%	20.50%	33.00%	31.30%	40.70%	38.90%	27.30%	
Courts	42.90%	46.90%	42.30%	49.30%	24.90%	38.60%	29.10%	30.70%	42.00%	24.50%	
Customs	38.70%	41.30%	32.30%	45.20%	22.70%	39.10%	31.40%	29.30%	41.40%	30.60%	
Central administration/government	38.50%	36.00%	36.60%	49.20%	30.70%	34.70%	28.40%	36.70%	35.30%	20.80%	
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%	
Municipalities (local government)	33.80%	28.60%	30.00%	40.20%	25.50%	29.00%	26.40%	25.80%	29.80%	13.30%	
Education (schools, University)	29.30%	29.00%	17.50%	31.00%	16.30%	26.20%	19.90%	20.70%	26.10%	13.60%	
TAK (Tax administration of	28.10%	25.00%	18.20%	32.50%	17.40%	28.90%	25.40%	35.30%	42.20%	18.90%	
PTK	25.90%	25.20%	18.40%	29.60%	17.00%	27.80%	25.60%	44.20%	40.80%	37.90%	
Banks	24.30%	23.30%	23.10%	24.40%	13.10%	27.30%	26.10%	33.80%	34.10%	18.90%	
International organizations	20.40%	22.90%	16.00%	28.00%	10.80%	24.50%	10.70%	19.50%	23.60%	5.50%	
Kosovo Police (KP)	20.40%	19.00%	13.60%	21.10%	14.90%	25.70%	21.60%	17.00%	20.70%	9.80%	

In order to understand what shapes perceptions on the presence of large-scale corruption in public and international institutions in Kosovo, respondents were asked about the reasons behind their evaluation of the extent of corruption. Similarly to other polls in the past, findings reveal that the majority of respondents (52.7%) have formed their opinions through print and electronic media, as illustrated in Figure 9. A total of 33.5% of respondents declared that conversations with relatives and friends forms the basis of their opinions regarding the extent of corruption, whereas 13.1% of respondents claimed they formed their opinions based on personal experiences, namely they were asked for money, gifts, or other favors in return for certain services.

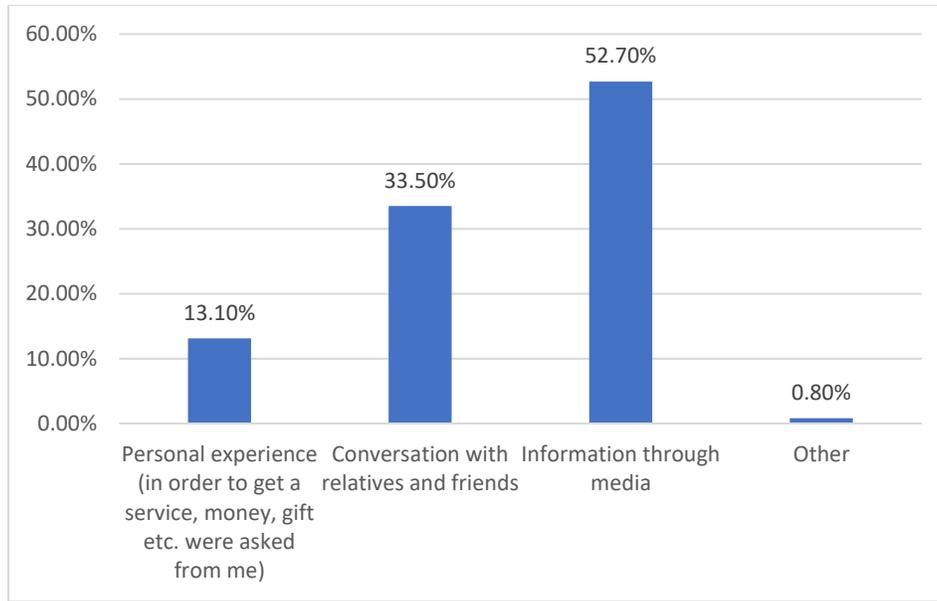


Figure 9. Respondents' reasons behind their evaluation of the extent of corruption in Kosovo

Attitude Towards Voting

Public Pulse opinion poll also enquired about the voting attitudes of Kosovo citizens. The attitudes towards voting have changed significantly, highlighting the feeling of empowerment of citizens vis-à-vis politics in Kosovo. When asked whether their vote can change the situation in Kosovo, a significantly high number of respondents (46.7%) declared that their vote can affect change compared to 35.5% in November 2019 and 16.8% in May 2019. On the other hand, 26.8% consider that their vote cannot change the situation in Kosovo, as opposed to 29.2% in November 2019, 49% in May 2019, 46% in November 2018 and 43% in May 2018. A total of 24% consider their vote can change the situation to some extent, whereas only 2.4% do not know whether their vote can affect changes.

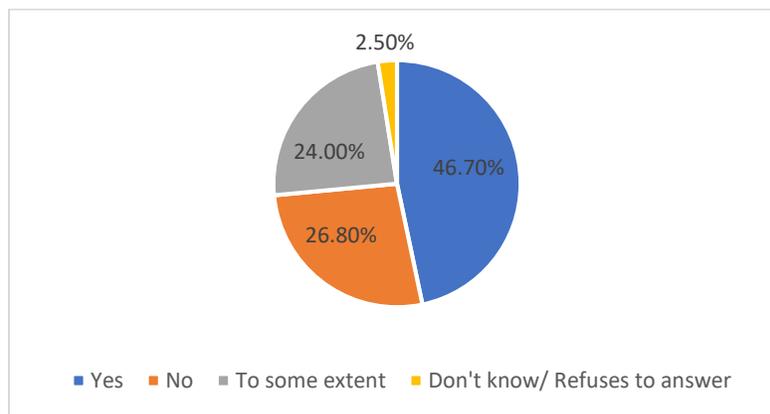


Figure 10. Respondents' perception on whether their vote can change the situation in Kosovo

Gender-disaggregated data show that women are more skeptical than men when it comes to the influence of their vote. While 49.2% of men consider that their vote can change the situation in Kosovo, 44.3% of women think the same.

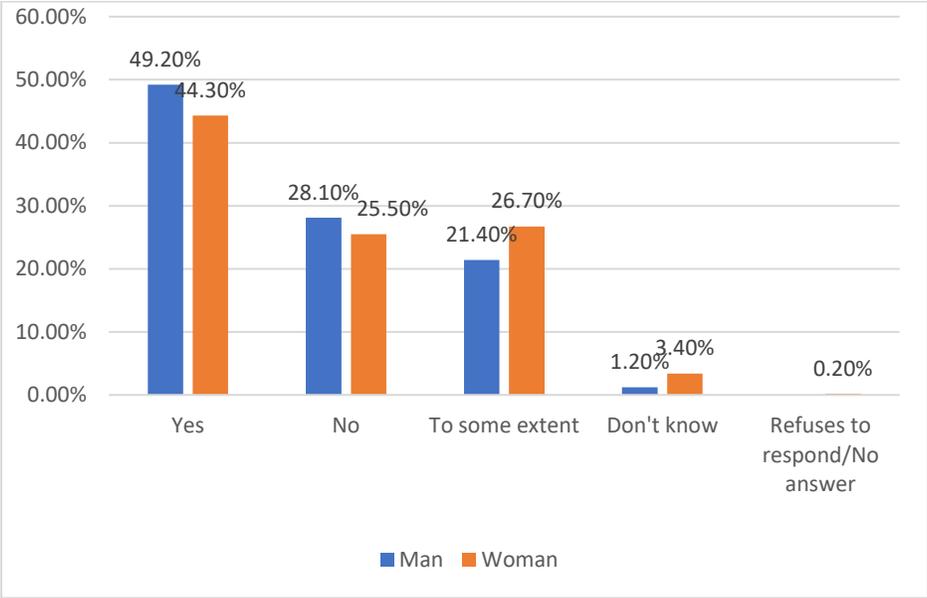


Figure 11. Perception of men and women on whether their vote can change the situation in Kosovo

Ethnically disaggregated data show considerable differences in confidence in elections as a mechanism to affect changes in Kosovo. Only 7.6% of Kosovo Serbs (3.8% in May 2019) consider their vote can affect changes in Kosovo as opposed to 48.4% of Kosovo Albanians and 35% of members of other Kosovo communities who believe their vote can affect changes in Kosovo. While 61% of Kosovo Serbs do not believe their vote can affect changes, 25.3% of Kosovo Albanians and 36.5% 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 similar to that from November 2018 (61.5%) and double of that recorded in May 2019 and November 2019 (31.9% and 34% respectively). All ethnicities believe similarly about the possibility that their votes can affect changes to some extent, namely 24.5% members of other Kosovo communities, 22.4% of Kosovo Serbs, and 24.2% of Kosovo Albanians.

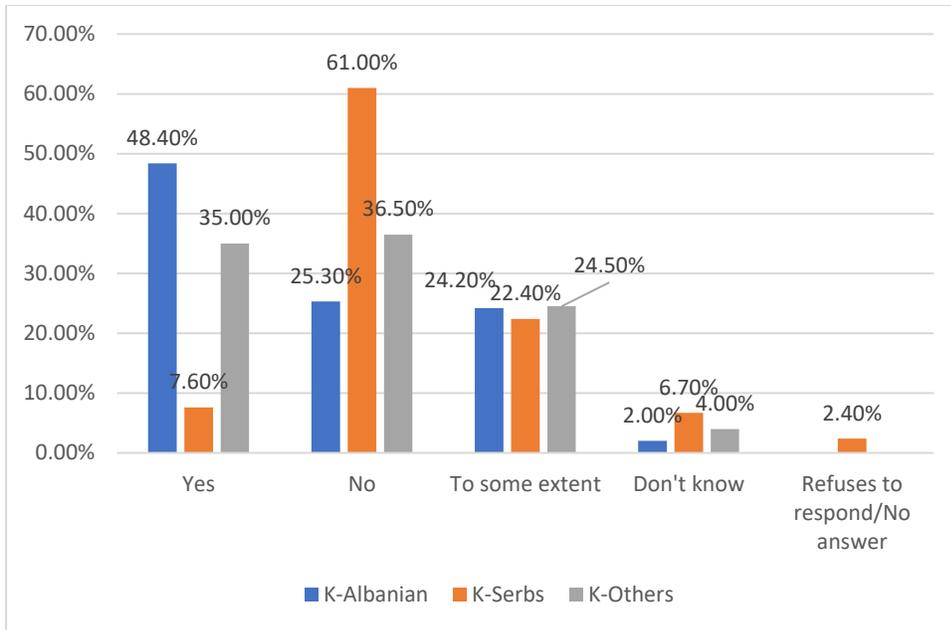


Figure 12. Perception of different communities on whether their vote can change the situation in Kosovo

The Public Pulse poll also inquired about the likelihood of respondents will vote and their voting preferences. Findings indicate that 70.2% of respondents (compared to 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 13.9% of respondents did not have any political preferences, 7.4% of respondents said they would not vote (7.8% in November 2019 and 11.4% in May 2019), and 8.7% did not answer the question.

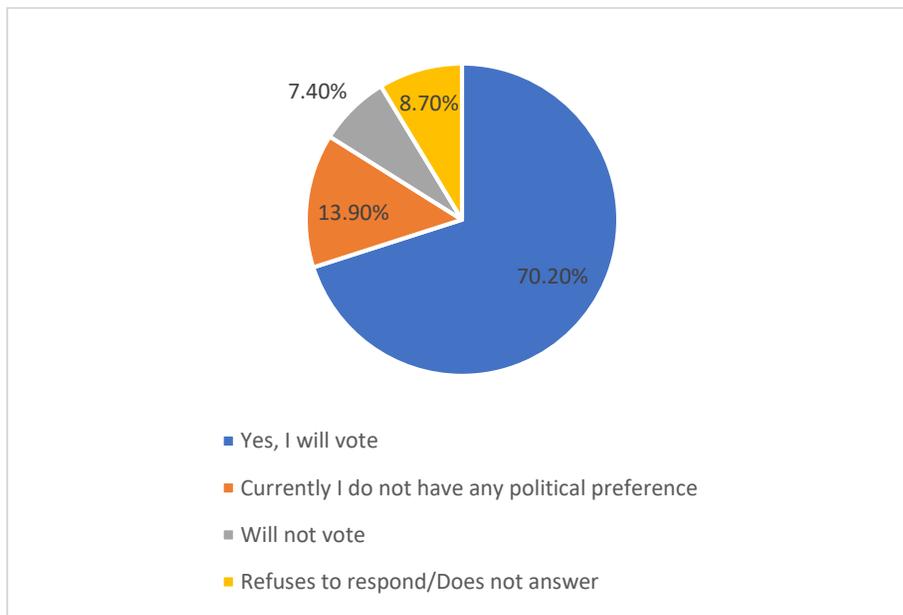


Figure 13. Respondents' likelihood to vote if central elections were to be held soon.

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 (84.4% men 84% women). However, ethnically disaggregated data show that more Serbs would vote now than six months ago: 68.1% of Kosovo Serbs would vote now, compared to 40.4% in November 2019 and 32.7% in May 2019. A total of 69.8% of Kosovo Albanians would vote as well as 71% of members of other Kosovo communities. A total of 14.2% of Kosovo Albanians, 12.4% of Kosovo Serbs, and 6.5% of members of other Kosovo communities did not have any political preferences, whereas 7.3% Kosovo Albanians, 13.8% Kosovo Serbs, and 5.5% of members of other Kosovo communities declared they would not vote if elections were to be held soon.

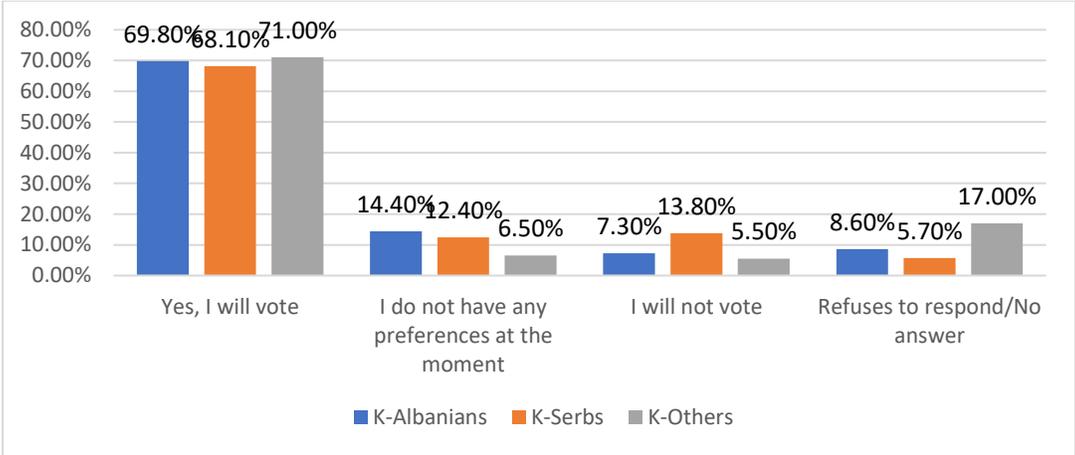


Figure 14. Respondents’ likelihood to vote and voting preferences, ethnically disaggregated data

Environment

Public awareness about the need to live in a clean and healthy environment is key for policies which foster 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 19.5% said they know a lot about the topic, 36.8% claimed average knowledge, and 36.9% of respondents said they know a little about this topic. Only 6.8% 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 (19.5%) has increased slightly from 12.8% in November 2019 and 10.6% in May 2019.

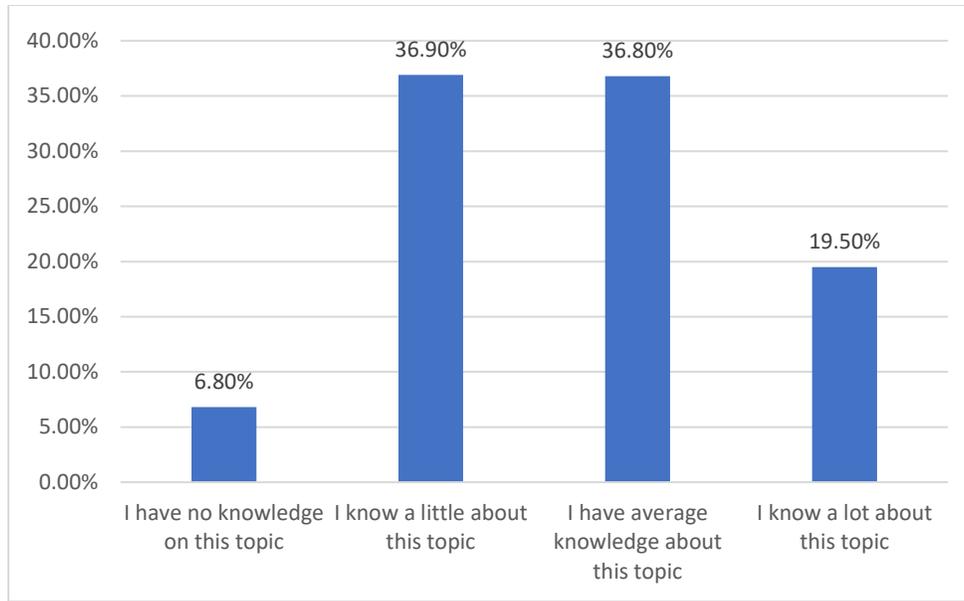


Figure 15. Respondents awareness about the right to live in a healthy and clean environment

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 14.5% of members of other Kosovo communities, 19% of Kosovo Serbs, and only 6% of Kosovo Albanians declared they have no knowledge about this issue which is a decrease across all three groups from November 2019 data (27.2%, 26.7%, and 21.5%, respectively). The largest difference between November 2019 (21.7%) and April 2020 (6%) is the decline 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 (19%) or who have little knowledge about the right to live in a clean and healthy environment (42.9%). Kosovo Albanians constitute the largest share of respondents (36.9%) who have average knowledge about the right to live in a clean and healthy environment. Kosovo Albanians also lead in knowing a lot about this issue (20.6%) in which they are followed by members of other Kosovo communities (12.5%) and Kosovo Serbs (10%).

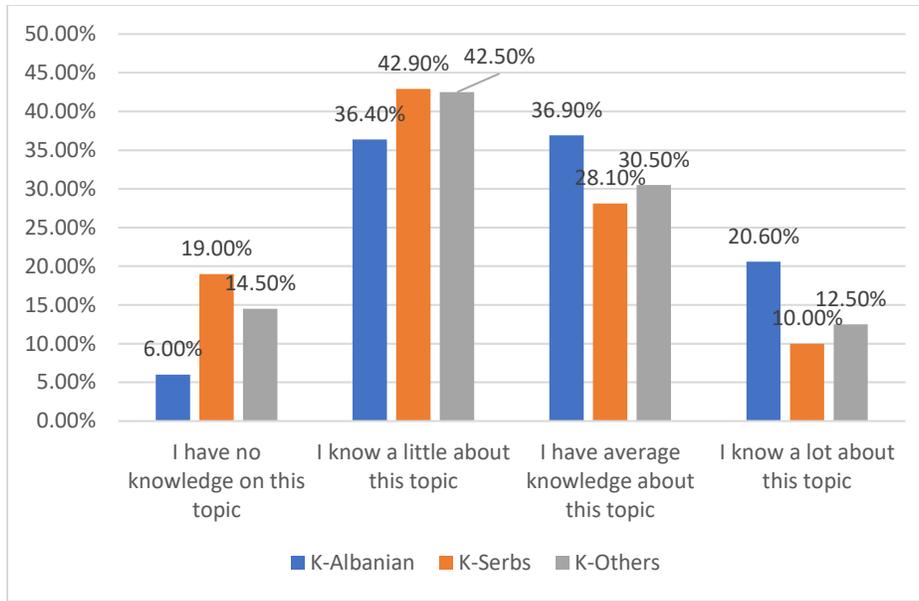


Figure 16. Respondents' awareness regarding their right to live in a healthy and clean environment, ethnically disaggregated data

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 15.3% of respondents declared to have been fully aware of these threats, 74.2% of respondents declared to have little to average knowledge about these threats, and 10.5% declared no knowledge of potential environmental threats to their own and their family's health. Gender-disaggregated data show that 11.1% of women and 9.9% of men have no knowledge about this issue and that women have less knowledge than men (2.4% points). Other indicators show no significant differences between men and women in their knowledge about potential environmental threats to their own and family's health.

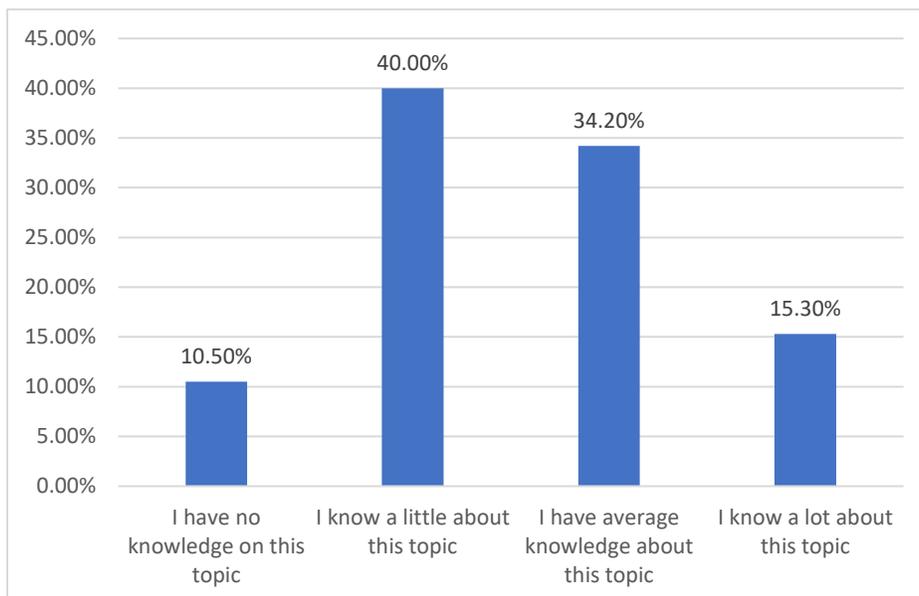


Figure 17. Respondents' awareness about potential environmental threats to own and family's health

As shown in Figure 18, ethnically disaggregated data highlight differences in ethnic groups regarding potential environmental threats to own and family health. A total of 23.3% of Kosovo Serbs, 21.5% of members of other Kosovo communities, and 9.4% of Kosovo Albanians declared to have no knowledge about this issue. The biggest difference between November 2019 (23.9%) and April 2020 (9.4%) is the decline in the percentage of Kosovo Albanians who have no knowledge about the topic by 14.5% points. Kosovo Serbs represent the largest share of respondents who declared to have no knowledge (23.3%) and little knowledge (48.1%) about the topic. Moreover, Kosovo Albanians constitute the largest share of respondents who have average knowledge about potential environmental threats to own and family's health (34.9%). Finally, Kosovo Albanians also lead with a lot of knowledge about this issue (16%), followed by members of other Kosovo communities (8%) and Kosovo Serbs (7.6%).

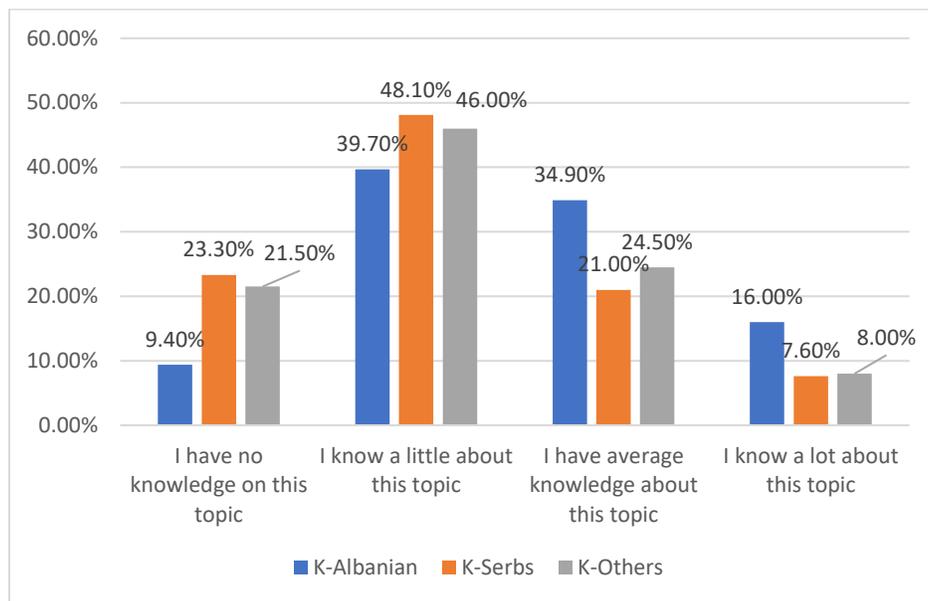


Figure 18. Respondents' awareness of potential environmental threats to own and family's health, ethnically disaggregated data

COVID 19

This edition of Public Pulse also contained questions about the COVID-19 pandemic. Respondents were first asked about their sources of information on COVID-19. A total of 39.8% of respondents declared their main source of information were TV and radio programs, followed by web-based news portals (24.9%), and social networking sites (23.1%); the rest used other sources of information. Gender disaggregated data show that the majority of men (90.6%) and women (88.6%) use TV and radio programs to stay informed on COVID-19.

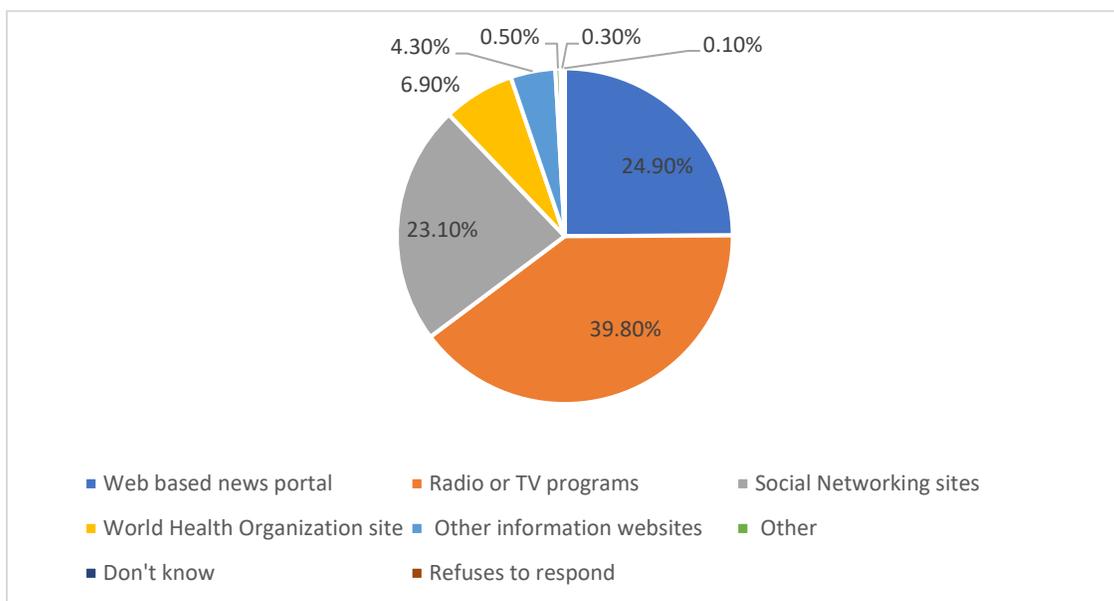


Figure 19. Source of information about the COVID-19

Ethnically disaggregated data show that radio and TV programs are the main source of information regarding COVID-19, followed by web-based news and social networks. A total of 50.1% of members of other Kosovo communities, 41.2% of Kosovo Serbs, and 39.3% of Kosovo Albanians stay informed about COVID-19 from radio and TV programs. Web-based news is used by 25.2% of Kosovo Albanians, 22.9% Kosovo Serbs, and 18.3% of members of other Kosovo communities. Unlike Kosovo Albanians (23.3%) and Kosovo Serbs (21.6%), the members of other Kosovo communities use social networks (21.2 %) more than web-based news.

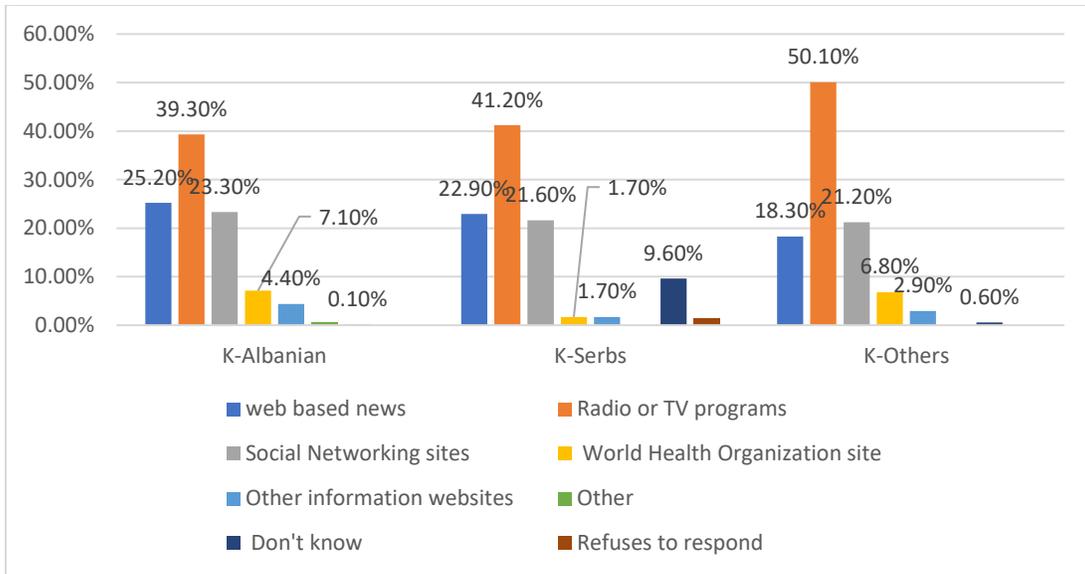


Figure 20. Source of information about the COVID-19, ethnically disaggregated data

As far as the strategies used to cope with the impact of COVID-19 on the family's income are concerned, 41% of respondents said they reduced consumption, whereas 15.3% borrowed money and 14.1% continued going to work to cope with this problem. Gender-disaggregated data show no major differences between men and women regarding strategies to cope with the impact of COVID-19 on family's income. Majority of both men (53.6%) and women (55.6%) have applied reduced consumption to cope with this problem.

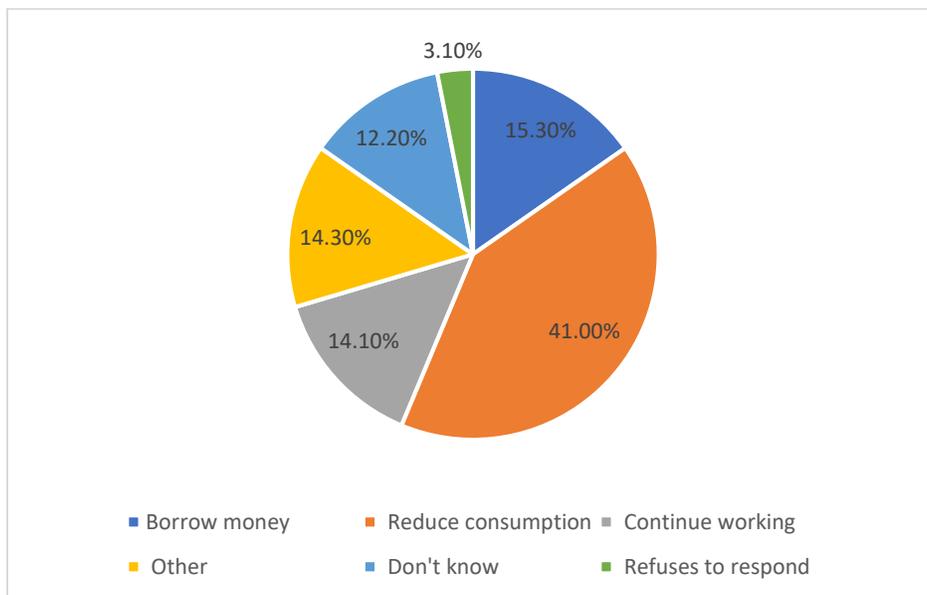


Figure 21. Strategies to cope with the impact of COVID-19 on the family's income

Ethnically disaggregated data show that reducing consumption is the main strategy for respondents of all ethnic communities to cope with the impact of COVID-19 on the family’s income. A total of 42.1% of members of other Kosovo communities, 41.5% of Kosovo Albanians, and 28.8% of Kosovo Serbs have resorted to this strategy. In contrast to Kosovo Albanians and members of other Kosovo communities, Kosovo Serb respondents represent the highest share of those who have continued to go to work during the crisis (24.8%). Only 15.5% of members of other Kosovo communities and 13.4% of Kosovo Albanians continued to work during this period.

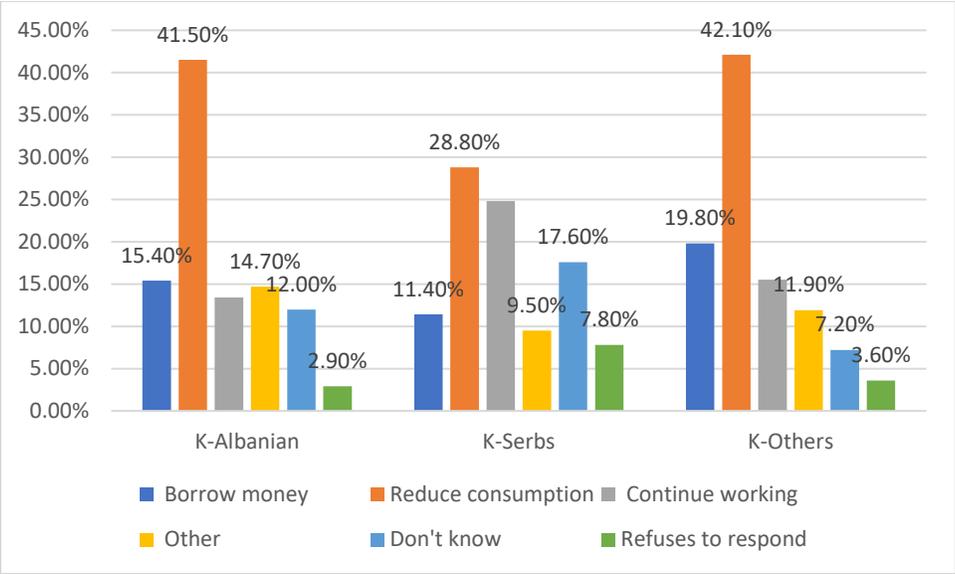


Figure 22. Strategies to cope with the impact of COVID-19 on the family’s income, ethnically disaggregated data

Respondents were also asked about the COVID-19 impact on their economic wellbeing, physical health, and mental health. A total of 65.9% of respondents declared that COVID-19 has had a negative impact on their economic wellbeing, 40.7% declared it negatively affected their physical health, and 59% declared that it has had a negative effect on their mental health. Gender-disaggregated data show that the economic wellbeing of women (68.4%) was affected more than that of men (63.6%). The mental health of women (60.9%) was also more affected than that of men (57.2%) whereas the level of impact of COVID-19 on physical health is the same for both women (40.7%) and men (40.6%).

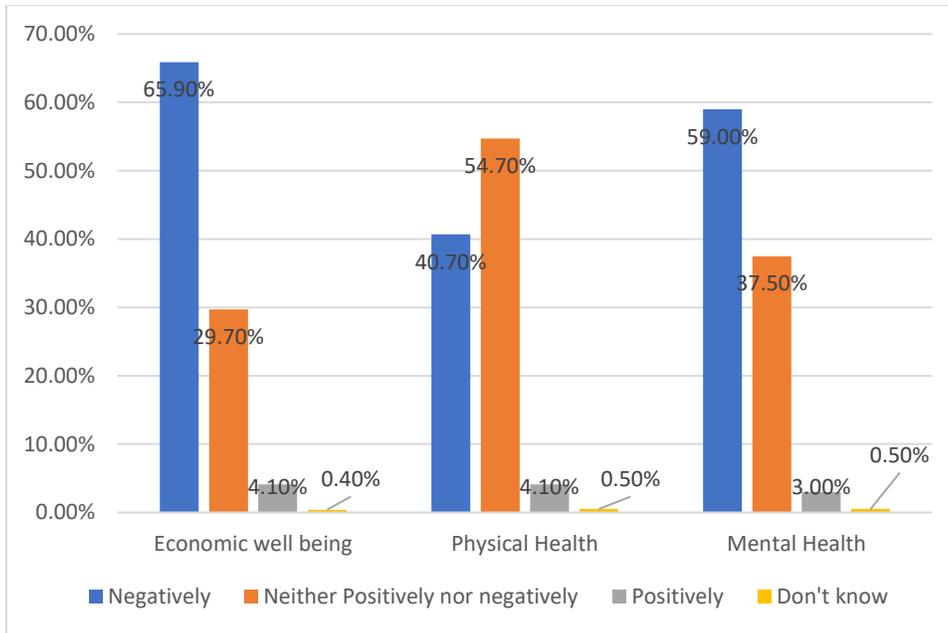


Figure 23. The impact of the situation created by COVID-19 on economic wellbeing and on physical and mental health

Ethnically disaggregated data show that the impact of COVID-19 on economic wellbeing has been substantial against respondents from all ethnic communities: 65.7% of Albanians and Serbs and 74.5% of members of other Kosovo communities reported negative impact of COVID-19 on their economic wellbeing. A total of 29.9% of Kosovo Albanians, 27.6% of Kosovo Serbs, and 22% of members of other Kosovo communities declared that there was no effect on their economic wellbeing due to the COVID-19 outbreak.

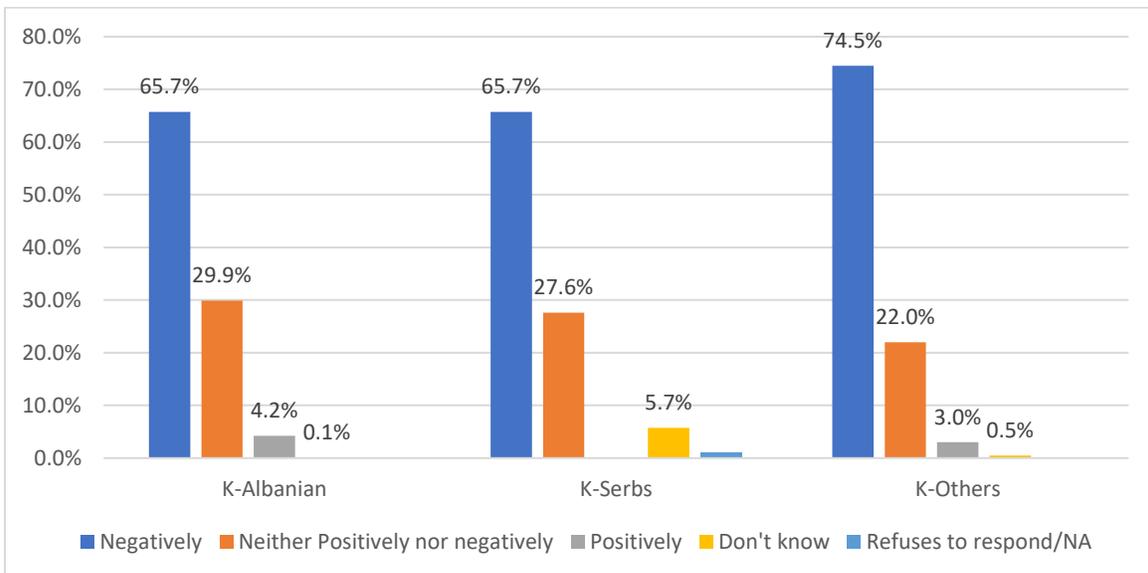


Figure 24. The impact of COVID-19 on economic wellbeing, ethnically disaggregated data

Whereas majority of Kosovo Serbs (69.5%) and members of other Kosovo communities (51.5%) reported COVID-19 impacted their physical health, majority of Kosovo Albanians (56.5%) reported that COVID-19 did not impact their physical health.

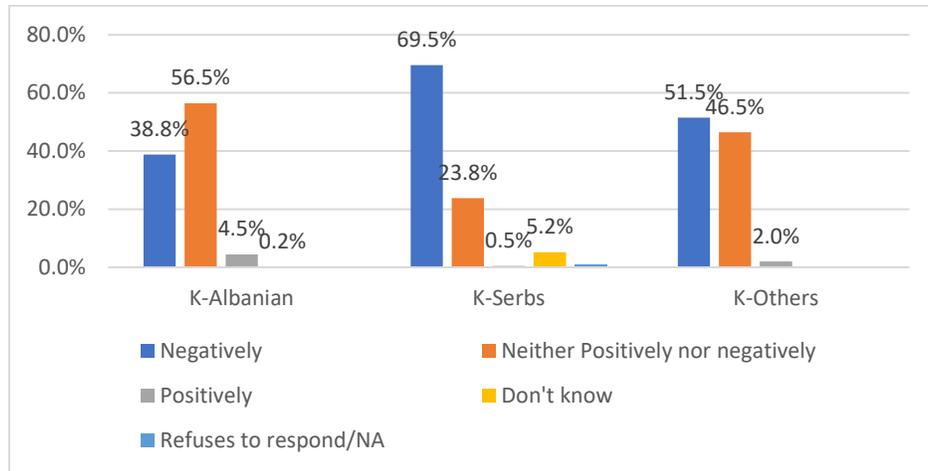


Figure 25. The impact of COVID-19 on physical health, ethnically disaggregated data

Majority of respondents from all ethnic communities reported negative impact of COVID-19 against their mental health: 65.2% of Kosovo Serbs, 64.5% of members of other Kosovo communities, and 59.2% of Kosovo Albanians.

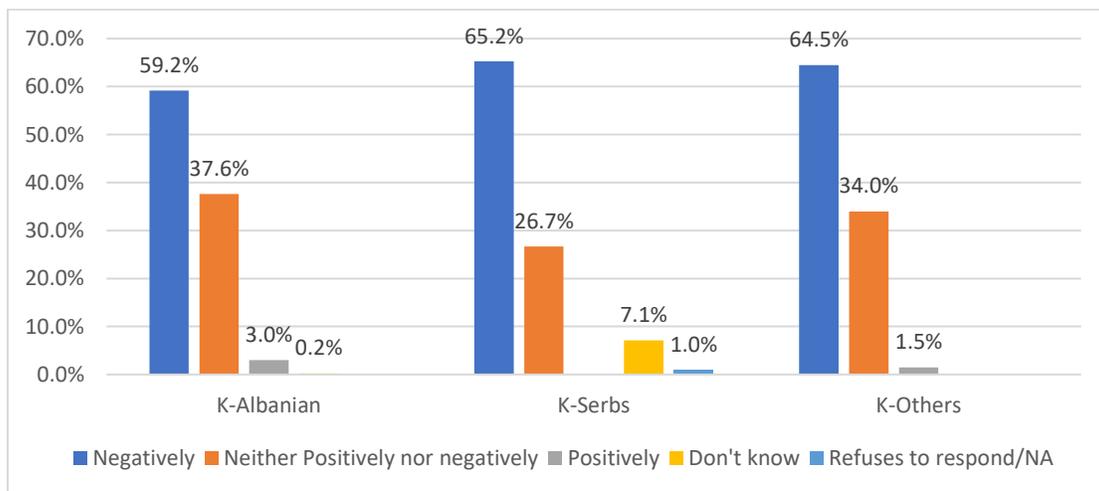


Figure 26. The impact of COVID-19 on mental health, ethnically disaggregated data

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. Majority of respondents (78.8%) declared they are satisfied with the response of public institutions to the crisis caused by the outbreak of COVID-19. Gender-disaggregated data show that women (81.5%) are more satisfied than men (76%) with the response of Kosovo public institutions to the crisis caused by the outbreak of COVID-19.

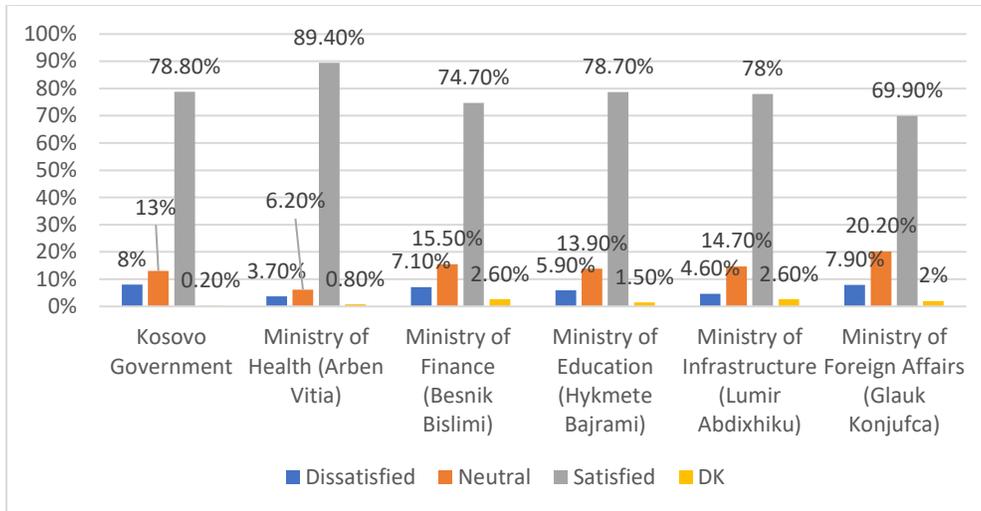


Figure 27. Satisfaction with the response of public institutions to the crisis caused by the outbreak of COVID-19

Ethnically disaggregated data show that whereas majority of Kosovo Albanians and members of other Kosovo communities are satisfied with the measures taken by the institutions of Kosovo to prevent the spread of COVID-19, majority of Kosovo Serbs have declared to be dissatisfied or very dissatisfied: 81.1% of Kosovo Albanians, 77% of members of other Kosovo communities, and only 26.2% of Kosovo Serbs are satisfied with the measures taken by the public institutions in Kosovo. A total of 53.4% of Kosovo Serbs, 6.2% of Kosovo Albanians, and 5.5% of members of other Kosovo communities are dissatisfied with the measures taken by the public institutions in Kosovo to prevent the spread of COVID-19.

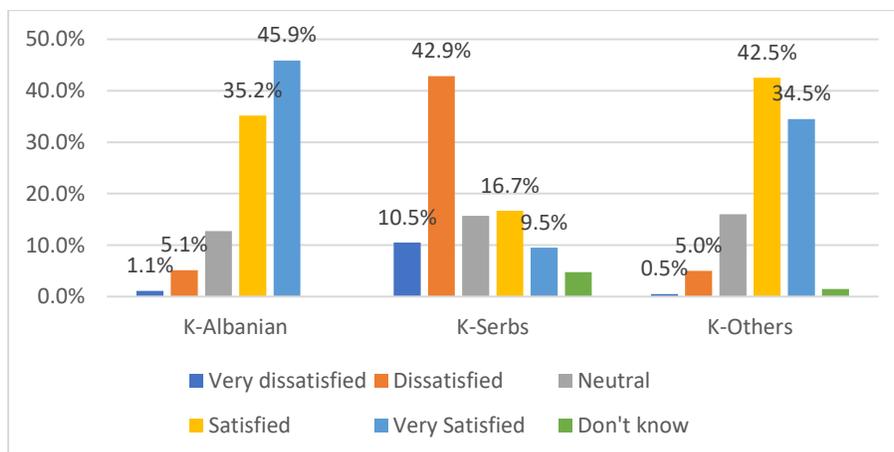


Figure 28. Satisfaction with the response of public institutions to the crisis caused by the outbreak of COVID-19, ethnically disaggregated data

Methodology

The findings presented in this brief are based on an opinion poll which surveyed 1,306 Kosovan citizens 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 in April 2020. The sample is representative of households in Kosovo.

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
Roma	8,824	0.51
Ashkali	15,436	0.89
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 Public Pulse polls, the 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, a 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 Public Pulse polls was applied in the following manner:

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

Calculation of Indices

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

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