Research Methodology

- Data Collection Time Period: 27 April – 06 May 2021
- Quantitative Research face-to-face method within household

- Total Number of Interviews: 1,714 Respondents Aged 18+ Throughout Kosovo
  - Stratified random sample (by region, settlement type, gender, and ethnicity)
  - Random walk technique, using every third house on the left side of the street
  - Random selection of respondent within HH using next birthday

- Margin of error for the full sample is +/- 2.27% at the 95% confidence level, while findings that pertain to subgroups are subject to a higher margin of error.

- Weights were implemented in order for the final results to reflect the structure of the population, in terms of ethnicity, gender and age-group
Sample Demographics

**Ethnicity**
- Albanian: 60%
- Serb: 35%
- Boshnian: 2%
- Goran: 1%
- Turkish: 1%
- Roma: 1%
- Ashkali: 1%
- Egyptian: 1%

**Age Group**
- 18 - 24: 23%
- 25 - 34: 25%
- 35 - 44: 19%
- 45 - 54: 16%
- 55 - 64: 11%
- 65+: 6%

**Gender**
- Male: 48%
- Female: 52%
Dialogue with Serbia/Geopolitics
International Relations

• One third see Dialogue with Serbia as urgent, 37 percent do not wish to sacrifice territorial integrity. Few (eight percent) believe it is not a priority.

• 74 percent of respondents want US and EU guarantees of Kosovo’s territorial integrity.

• Strong favorable views of the U.S., NATO, and EU are stable.

• China, Russia, see declining favorability as compared to 2019. On a scale from 1 (lowest) to 5, they fell from 2.0 and 1.8 to 1.5 and 1.4, respectively.

• In line with historic trends, the Serb community in Kosovo holds near opposite views on international actors as compared to the Albanian community—except on Israel, for which views are comparable, averaging 2.5 on a scale from 1 (lowest) to 5.
Kosovo’s territorial integrity should not be sacrificed in order to finalize a deal with Serbia (37%)

The Dialogue with Serbia is urgent and should be completed as soon as possible to achieve a final agreement and focus on domestic issues that affect daily life of citizens (32%)

The most important goal of the Dialogue is to normalize relations which will open the path to Kosovo’s membership in the UN and the EU, and mutual recognition (23%)

Dialogue is not a priority and the issue between two countries (Kosovo and Serbia) could remain open for many years in the future and Kosovo’s EU integration will be put on halt (8%)

To what extent you agree with the following statements?
38 percent believe it is okay if US and EU have different policies on terms of Dialogue

How much do you agree with the following statements?

### May 2020 to November 2020 to April 2021

<table>
<thead>
<tr>
<th>Statement</th>
<th>May 2020</th>
<th>November 2020</th>
<th>April 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>US and EU should guarantee Kosovo’s territorial integrity as part of getting to a deal with Serbia</td>
<td>83%</td>
<td>77%</td>
<td>74%</td>
</tr>
<tr>
<td>It is okay if the US and EU have different policies on Kosovo’s territorial integrity in terms of negotiations for an agreement between Kosovo and Serbia</td>
<td>6%</td>
<td>13%</td>
<td>13%</td>
</tr>
</tbody>
</table>

- **Absolutely/somewhat disagree**
- **Neutral**
- **Absolutely/somewhat agree**
- **Don't know/refuse**
Favorable views of US, NATO, EU are consistent; declining for China and Russia compared to 2019

Observed in general, how would you evaluate your opinion about the following states and international institutions, on a scale from 1 (lowest) to 5 (highest)?

March 2019 to May 2020 to November 2020 to April 2021

<table>
<thead>
<tr>
<th>Country</th>
<th>March 2019</th>
<th>May 2020</th>
<th>November 2020</th>
<th>April 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>USA</td>
<td>4.7</td>
<td>4.7</td>
<td>4.6</td>
<td>4.6</td>
</tr>
<tr>
<td>NATO</td>
<td>4.7</td>
<td>4.7</td>
<td>4.6</td>
<td>4.6</td>
</tr>
<tr>
<td>EU</td>
<td>4.2</td>
<td>4.0</td>
<td>4.0</td>
<td>4.0</td>
</tr>
<tr>
<td>Turkey</td>
<td>3.8</td>
<td>3.6</td>
<td>3.6</td>
<td>3.6</td>
</tr>
<tr>
<td>Arab Countries</td>
<td>2.5</td>
<td>2.9</td>
<td>3.2</td>
<td>3.2</td>
</tr>
<tr>
<td>China</td>
<td>1.4</td>
<td>1.5</td>
<td>2.0</td>
<td>2.0</td>
</tr>
<tr>
<td>Russia</td>
<td>1.3</td>
<td>1.4</td>
<td>1.8</td>
<td>1.8</td>
</tr>
<tr>
<td>Israel</td>
<td>2.6</td>
<td>2.6</td>
<td>2.6</td>
<td>2.6</td>
</tr>
</tbody>
</table>
Higher opinion of US/NATO/EU among Albanian community; China/Russia among Serb community

Observed in general, how would you evaluate your opinion about the following states and international institutions, on a scale from 1 (lowest) to 5 (highest)?

By ethnicity

<table>
<thead>
<tr>
<th>State</th>
<th>Albanian</th>
<th>Serb</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States of America</td>
<td>4.8</td>
<td>1.8</td>
</tr>
<tr>
<td>NATO</td>
<td>4.8</td>
<td>1.6</td>
</tr>
<tr>
<td>European Union</td>
<td>4.0</td>
<td>2.6</td>
</tr>
<tr>
<td>Turkey</td>
<td>3.7</td>
<td>2.1</td>
</tr>
<tr>
<td>Arab Countries</td>
<td>2.9</td>
<td>2.2</td>
</tr>
<tr>
<td>Israel</td>
<td>2.6</td>
<td>2.3</td>
</tr>
<tr>
<td>China</td>
<td>3.4</td>
<td>1.4</td>
</tr>
<tr>
<td>Russia</td>
<td>3.6</td>
<td>1.3</td>
</tr>
</tbody>
</table>
Top Issues
Top Issues

• An overall rebound in optimism about Kosovo’s direction and trust in institutions is apparent, returning to levels comparable to May 2020 after a dip in November 2020.

• One-third believes that Kosovo is going in the right direction, a significant jump from 7 percent in November 2020.

• Vaccination and economic recovery from Covid-19 are among respondents’ top issues, along with healthcare (quality of primary care and insurance).

• Corruption as a priority issue gained prominence since May 2020, while visa liberalization with the EU has fallen.

• Serb community respondents cite Dialogue with Serbia as the biggest challenge—more than unemployment, inter-ethnic tension, or Covid-19 related concerns.

• Transparency, countering nepotism, and seizing assets are seen as key to fighting corruption.
One-third believe that Kosovo is going in the right direction; more than in 2020

Generally speaking, do you think Kosovo is going in the right or wrong direction?

**May 2020 to November 2020 to April 2021**

- **Right Direction**
  - May 2020: 24%
  - November 2020: 35%
  - April 2021: 40%

- **Neither in the right direction nor the wrong direction**
  - May 2020: 7%
  - November 2020: 33%
  - April 2021: 23%

- **Wrong Direction**
  - May 2020: 1%
  - November 2020: 3%
  - April 2021: 2%

- **I do not know**
  - May 2020: 0.4%
  - November 2020: 1%
  - April 2021: 0.4%

**By gender, April 2021**

- **Right direction**
  - Male: 33%
  - Female: 36%

- **Neither in the right direction nor the wrong direction**
  - Male: 37%
  - Female: 43%

- **Wrong Direction**
  - Male: 23%
  - Female: 24%

- **Don’t know**
  - Male: 3%
  - Female: 2%

- **No response/Ref**
  - Male: 1%
  - Female: 0.2%
Older and younger respondents register positive outlook on Kosovo’s general direction

*Generally speaking, do you think Kosovo is going in the right or wrong direction?*

### By age

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Right Direction</th>
<th>Neither in the right direction nor the wrong direction</th>
<th>Wrong Direction</th>
<th>Don’t know</th>
<th>No response/Ref</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 - 24</td>
<td>38%</td>
<td>34%</td>
<td>23%</td>
<td>5%</td>
<td>0.4%</td>
</tr>
<tr>
<td>25 - 34</td>
<td>37%</td>
<td>41%</td>
<td>18%</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>35 - 44</td>
<td>30%</td>
<td>41%</td>
<td>28%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>45 - 54</td>
<td>27%</td>
<td>42%</td>
<td>27%</td>
<td>13%</td>
<td></td>
</tr>
<tr>
<td>55 - 64</td>
<td>30%</td>
<td>42%</td>
<td>26%</td>
<td>13%</td>
<td></td>
</tr>
<tr>
<td>65+</td>
<td>44%</td>
<td>38%</td>
<td>23%</td>
<td>18%</td>
<td></td>
</tr>
</tbody>
</table>

### By ethnicity

- **Right direction**
  - Albanian: 6%
  - Serb: 25%
  - Other: 36%
  - Total: 36%

- **Neither in the right direction nor the wrong direction**
  - Albanian: 39%
  - Serb: 50%
  - Other: 54%
  - Total: 54%

- **Wrong Direction**
  - Albanian: 23%
  - Serb: 22%
  - Other: 36%
  - Total: 36%

- **Don’t know/NA/Ref**
  - Albanian: 3%
  - Serb: 4%
  - Other: 3%
  - Total: 3%
Vaccination and economic recovery from Covid-19 among top issues; corruption increasingly prioritized

Which of the following issues will be the biggest problem for Kosovo in the near future?

May 2020 to November 2020 to April 2021

- Unemployment: 84% May, 79% Nov, 74% Apr
- Corruption: 8% May, 39% Nov, 36% Apr
- Economic recovery from Covid-19: 25% May, 35% Nov, 36% Apr
- Vaccination against Covid-19: 22% May, 15% Nov, 20% Apr
- Delay of visa liberalization: 48% May, 22% Nov, 20% Apr
- Dialogue with Serbia: 0.2% May, 3% Nov, 5% Apr
- Inter-ethnic tensions: 21% May, 3% Nov, 3% Apr
- Other: 1% May, 0.1% Nov, 0.5% Apr
- I don’t know: 0.1% May, 0.2% Nov, 1% Apr
- No answer/Refuse to answer: 1% May, 0.1% Nov, 0.1% Apr
Covid-19 vaccines and job creation top immediate priorities for government action.

Looking at the list of issues below, please rank them according to your priority, for the government in the next 6 months.

April 2021

Top issues ranked as highest priority:

1. Introduce effective measures to procure and distribute vaccines to fight Covid-19 - 34%
2. Stimulate job creation through government policies - 30%
3. Provide financial assistance to poorer categories of population - 18%
4. Introduce decisive and effective measures to fight corruption - 6%
Serb community cites Dialogue with Serbia as Kosovo’s biggest upcoming challenge

Which of the following issues will be the biggest problem for Kosovo in the near future?

By ethnicity, April 2021

- Unemployment: 76% (Serb)
- Corruption: 40% (Serb)
- Economic recovery from Covid-19: 36% (Serb)
- Vaccination against Covid-19: 31% (Serb)
- Delay of visa liberalization: 20% (Serb)
- Dialogue with Serbia: 44% (Serb)
- Inter-ethnic tensions: 32% (Serb)
Neighborhood safety and water supply are also top concerns for Serb community

Which of these is the most important issue, aside from corruption and unemployment, in deciding your vote in the next election?

By ethnicity

- **Quality service in primary health care**
  - Albanian: 19%
  - Serb: 37%

- **Health insurance**
  - Albanian: 13%
  - Serb: 51%

- **Protection of labor nights in the private sector**
  - Albanian: 22%
  - Serb: 16%

- **Supporting youth**
  - Albanian: 11%
  - Serb: 16%

- **Quality in education**
  - Albanian: 7%
  - Serb: 16%

- **Pensions**
  - Albanian: 9%
  - Serb: 13%

- **Managing the Covid-19 pandemic**
  - Albanian: 7%
  - Serb: 19%

- **Street lights**
  - Albanian: 10%
  - Serb: 10%

- **Prices of good and services**
  - Albanian: 6%
  - Serb: 6%

- **Water supply**
  - Albanian: 19%
  - Serb: 6%

- **Availability of kindergarden**
  - Albanian: 7%
  - Serb: 4%

- **Development of sports and culture**
  - Albanian: 5%
  - Serb: 3%

- **Neighborhood safety - thefts**
  - Albanian: 22%
  - Serb: 3%

- **Reliable energy supply**
  - Albanian: 11%
  - Serb: 2%

- **Air quality**
  - Albanian: 1%
  - Serb: 2%
### Kosovar National Assembly

- **May 2020:** 71% Poor/Fair, 29% Good/Excellent
- **November 2020:** 86% Poor/Fair, 14% Good/Excellent
- **April 2021:** 67% Poor/Fair, 33% Good/Excellent

### Kosovo Government/Executive

- **May 2020:** 46% Poor/Fair, 54% Good/Excellent
- **November 2020:** 87% Poor/Fair, 13% Good/Excellent
- **April 2021:** 63% Poor/Fair, 37% Good/Excellent

### Political Parties in Kosovo

- **May 2020:** 82% Poor/Fair, 18% Good/Excellent
- **November 2020:** 87% Poor/Fair, 13% Good/Excellent
- **April 2021:** 76% Poor/Fair, 24% Good/Excellent

### NGOs/CSOs

- **May 2020:** 54% Poor/Fair, 46% Good/Excellent
- **November 2020:** 70% Poor/Fair, 30% Good/Excellent
- **April 2021:** 69% Poor/Fair, 31% Good/Excellent

### Office of the President

- **May 2020:** 79% Poor/Fair, 21% Good/Excellent
- **November 2020:** 81% Poor/Fair, 19% Good/Excellent
- **April 2021:** 54% Poor/Fair, 46% Good/Excellent

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Increased trust in most public institutions compared to 2020

**Please tell us the trustworthiness in the following institutions in Kosovo in their public duties, in your opinion?**

- **May 2020 to November 2020 to April 2021**
### Trust in media declines; trust in healthcare falls compared to beginning of Covid-19 pandemic

Please tell us the trustworthiness in the following institutions in Kosovo in their public duties, in your opinion?

<table>
<thead>
<tr>
<th>Institution</th>
<th>May 2020</th>
<th>November 2020</th>
<th>April 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Healthcare Institutions</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May 2020</td>
<td>32%</td>
<td></td>
<td>68%</td>
</tr>
<tr>
<td>November 2020</td>
<td>59%</td>
<td></td>
<td>41%</td>
</tr>
<tr>
<td>April 2021</td>
<td>61%</td>
<td></td>
<td>39%</td>
</tr>
<tr>
<td><strong>Judiciary (including prosecution)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May 2020</td>
<td>71%</td>
<td></td>
<td>29%</td>
</tr>
<tr>
<td>November 2020</td>
<td>85%</td>
<td></td>
<td>15%</td>
</tr>
<tr>
<td>April 2021</td>
<td>79%</td>
<td></td>
<td>21%</td>
</tr>
<tr>
<td><strong>Media</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May 2020</td>
<td>51%</td>
<td></td>
<td>49%</td>
</tr>
<tr>
<td>November 2020</td>
<td>60%</td>
<td></td>
<td>40%</td>
</tr>
<tr>
<td>April 2021</td>
<td>71%</td>
<td></td>
<td>29%</td>
</tr>
<tr>
<td><strong>KFOR</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May 2020</td>
<td>20%</td>
<td></td>
<td>80%</td>
</tr>
<tr>
<td>November 2020</td>
<td>25%</td>
<td></td>
<td>75%</td>
</tr>
<tr>
<td>April 2021</td>
<td>33%</td>
<td></td>
<td>67%</td>
</tr>
<tr>
<td>Institution</td>
<td>May 2020</td>
<td>November 2020</td>
<td>April 2021</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>----------</td>
<td>---------------</td>
<td>------------</td>
</tr>
<tr>
<td>Kosovo Police</td>
<td>21%</td>
<td>42%</td>
<td>45%</td>
</tr>
<tr>
<td>Local Government</td>
<td>46%</td>
<td>69%</td>
<td>64%</td>
</tr>
<tr>
<td>Kosovo Security Force - KSF</td>
<td>16%</td>
<td>23%</td>
<td>33%</td>
</tr>
<tr>
<td>Constitutional court</td>
<td>58%</td>
<td>80%</td>
<td>73%</td>
</tr>
</tbody>
</table>

Trust in police declines; trust in local government and constitutional court rises from November 2020.

Please tell us the trustworthiness in the following institutions in Kosovo in their public duties, in your opinion?
One-half cite fighting corruption as top legislative priority

What should be the priority of the Kosovo Assembly?

April 2021

- To approve laws needed to fight corruption and organized crime, such as confiscation of assets: 49%
- To oversee the executive’s implementation of laws and oversee spending of public funds: 21%
- To take a leading role in monitoring government related to Kosovo’s EU Integration: 11%
- To oversee implementation of economic support measures in response to Covid-19: 10%
- To oversee the work of the independent institutions, boards and agencies: 5%
- Don’t know/I have no opinion: 3%
- Refuse to answer: 1%
## Transparency, countering nepotism, and seizing assets seen as key to fighting corruption

I am going to read you a series of priorities that are associated with fighting corruption. Please choose the ONE that you think is MOST important for combating corruption.

**April 2021**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implement strong rules in fighting nepotism in the public sector</td>
<td>22%</td>
</tr>
<tr>
<td>Seize illegally acquired property and assets</td>
<td>20%</td>
</tr>
<tr>
<td>Ensure transparent process of hiring public servants in public administration</td>
<td>17%</td>
</tr>
<tr>
<td>Ensure the independence of prosecution and judiciary</td>
<td>11%</td>
</tr>
<tr>
<td>Implement transparent procedures for public tenders and procurement</td>
<td>9%</td>
</tr>
<tr>
<td>Revise the process of privatizing publicly owned companies</td>
<td>9%</td>
</tr>
<tr>
<td>Regulate the financing of political parties</td>
<td>4%</td>
</tr>
</tbody>
</table>
Local Government Elections 2021
Local Government

• Local elections are scheduled for October 17

• Two-thirds of respondents are satisfied with work of their mayor, although there is less than average satisfaction among the Serb community

• 40 percent note educational achievement as top attribute for mayoral candidates

• 62 percent plan to vote for same party in municipal assembly elections as in the last local election, and 65 percent plan to vote for same party in municipal assembly and for mayor (not splitting their vote)
Healthcare a top issue for October 17 local elections

Which of these is the most important issue, aside from corruption and unemployment, in deciding your vote in the next election?

April 2021

- Quality service in primary health care: 51%
- Health insurance: 37%
- Protection of labor rights in the private sector: 18%
- Supporting youth: 16%
- Quality in education: 16%
- Pensions: 13%
- Managing the Covid-19 pandemic: 12%
- Street lights: 10%
- Water supply: 6%
- Prices of goods and services: 5%
- Availability of kindergarten: 4%
- Neighborhood safety - thefts: 3%
- Development of sports and culture: 3%
- Reliable energy supply: 3%
- Air quality: 1%
Two-thirds satisfied with work of municipal mayor; less satisfaction in Serb community

Are you satisfied with the work of the Mayor of your municipality in the last year?

April 2021

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>21%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>44%</td>
</tr>
<tr>
<td>Somewhat Dissatisfied</td>
<td>19%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>13%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>2%</td>
</tr>
<tr>
<td>No Response/ Refusal</td>
<td>1%</td>
</tr>
</tbody>
</table>

By ethnicity

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Very Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Somewhat Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don’t know/NA/Refuse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albanian</td>
<td>4%</td>
<td>12%</td>
<td>45%</td>
<td>33%</td>
<td>4%</td>
</tr>
<tr>
<td>Serb</td>
<td>22%</td>
<td>43%</td>
<td>40%</td>
<td>29%</td>
<td>9%</td>
</tr>
<tr>
<td>Other</td>
<td>13%</td>
<td>13%</td>
<td>13%</td>
<td>13%</td>
<td>3%</td>
</tr>
</tbody>
</table>

Two-thirds satisfied with work of municipal mayor; less satisfaction in Serb community.
Satisfaction with specific local services predominantly neutral

How satisfied or dissatisfied are you with the public services in your municipality?

April 2021

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Neural</th>
<th>Not satisfied</th>
<th>DK</th>
<th>Refuse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Garbage collection</td>
<td>38%</td>
<td>33%</td>
<td>23%</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>Efficient civil registry services</td>
<td>33%</td>
<td>40%</td>
<td>21%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>Safety and access to primary education schools</td>
<td>32%</td>
<td>40%</td>
<td>22%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>Cleaning the roads from snow and salting</td>
<td>29%</td>
<td>39%</td>
<td>23%</td>
<td>4%</td>
<td>3%</td>
</tr>
<tr>
<td>Safety and access to secondary education schools</td>
<td>29%</td>
<td>41%</td>
<td>23%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>Road maintenance</td>
<td>28%</td>
<td>39%</td>
<td>28%</td>
<td>4%</td>
<td>3%</td>
</tr>
<tr>
<td>Access and service of primary healthcare (ambulances)</td>
<td>26%</td>
<td>40%</td>
<td>27%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>Access and location of kindergarten</td>
<td>26%</td>
<td>38%</td>
<td>30%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>Quality &amp; availability of playgrounds/parks in your neighborhood</td>
<td>23%</td>
<td>43%</td>
<td>30%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Availability of Parking places in your neighborhood</td>
<td>22%</td>
<td>36%</td>
<td>34%</td>
<td>7%</td>
<td>1%</td>
</tr>
<tr>
<td>Mayor was responsive to the citizens requests</td>
<td>21%</td>
<td>41%</td>
<td>28%</td>
<td>8%</td>
<td>2%</td>
</tr>
<tr>
<td>Transparency and access to information</td>
<td>20%</td>
<td>40%</td>
<td>24%</td>
<td>10%</td>
<td>6%</td>
</tr>
<tr>
<td>Cadastral and property services and registration</td>
<td>19%</td>
<td>41%</td>
<td>23%</td>
<td>11%</td>
<td>6%</td>
</tr>
<tr>
<td>Issuing construction permits</td>
<td>18%</td>
<td>41%</td>
<td>24%</td>
<td>11%</td>
<td>5%</td>
</tr>
<tr>
<td>Support to businesses</td>
<td>18%</td>
<td>42%</td>
<td>27%</td>
<td>11%</td>
<td>3%</td>
</tr>
<tr>
<td>Budget management of the Municipality</td>
<td>17%</td>
<td>42%</td>
<td>31%</td>
<td>8%</td>
<td>2%</td>
</tr>
</tbody>
</table>
40 percent note educational achievement as top deciding attribute for mayors

How important is each of the following attributes for mayoral candidates? Please rank them according to how important they are in deciding your vote in the upcoming local elections

April 2021

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candidates who have greater educational achievements</td>
<td>40%</td>
</tr>
<tr>
<td>Candidates who have the most business experience</td>
<td>19%</td>
</tr>
<tr>
<td>Candidates who have a proven loyalty to the country</td>
<td>16%</td>
</tr>
<tr>
<td>Candidates who have a demonstrated track record as a good manager</td>
<td>14%</td>
</tr>
<tr>
<td>Candidates who have a demonstrated track record in supporting women and gender equality</td>
<td>3%</td>
</tr>
<tr>
<td>Candidates who demonstrate integrity and renounce corruption</td>
<td>3%</td>
</tr>
</tbody>
</table>
62 percent plan to vote for same party in municipal assembly elections as in the last local election

Will you be voting for the same political entity (municipal assembly) compared to the last local election?

April 2021
65 percent plan to vote for same party in municipal assembly and mayoral (not splitting their vote)

Will you vote for the same political party for mayor and for municipal assembly, or will you split your vote?

April 2021

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will vote for the same party</td>
<td>65%</td>
</tr>
<tr>
<td>Will split my vote</td>
<td>14%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>13%</td>
</tr>
<tr>
<td>No response/REF</td>
<td>8%</td>
</tr>
</tbody>
</table>
Information Integrity
Information Integrity

- TV stations are the most-trusted source of information in Albanian and Serb communities, although the communities trust different specific stations.

- Trust in relatives and friends as a source of information, consistently stronger among the Serb community, has grown in the Albanian community.

- More than 70 percent believe false stories are published online – whether through online news sites or social media.

- 38 percent believe false stories are published online due to financial interests or potential financial gains.

- Around one-third believes false Covid-19 related narratives.
TV stations most-trusted source of information; increased trust in relatives and friends

Which of the following sources of information do you trust the most?

May 2019 to March 2020 to November 2020 to April 2021

- Kosovo TV stations: 66% (May 2019), 56% (March 2020), 67% (November 2020), 56% (April 2021)
- Serbia TV stations: 50% (May 2019), 2% (March 2020), 0.3% (November 2020), 0.3% (April 2021)
- Radio: 3% (May 2019), 2% (March 2020), 0.5% (November 2020), 0.5% (April 2021)
- News Portals: 7% (May 2019), 8% (March 2020), 3% (November 2020), 5% (April 2021)
- Social media (Facebook, Instagram, YouTube etc): 24% (May 2019), 15% (March 2020), 14% (November 2020), 15% (April 2021)
- Local media: 3% (May 2019), 3% (March 2020), 3% (November 2020), 1% (April 2021)
- Relatives and friends: 9% (May 2019), 5% (March 2020), 4% (November 2020), 11% (April 2021)
- Hard to say, I don’t know: 1% (May 2019), 3% (March 2020), 3% (November 2020), 8% (April 2021)
Higher trust in friends/relatives among Serb community compared to Albanian community

Which of the following sources of information do you trust the most?

By ethnicity
74 percent think online news sites sometimes or regularly report false information

Do you think some online news websites/portals ever report false information stories, or not?

May 2019 to March 2020 to November 2020 to April 2021

- Yes, regularly: 43% in May 2019, 43% in November 2020, 32% in April 2021
- Yes, occasionally: 44% in March 2019, 38% in May 2020, 36% in November 2020, 42% in April 2021
- No, they do not do it: 10% in March 2019, 7% in May 2020, 6% in November 2020, 6% in April 2021
- I don't know/NA/Refuse: 13% in March 2019, 12% in May 2020, 14% in November 2020, 20% in April 2021
Plurality believe false stories published for financial reasons

Do you think these sources report these stories on purpose in order to push an agenda? Or do they tend to report them more by accident, or because of poor fact checking?

April 2021

Financial interest/gains: 38%
On purpose in order to push an agenda: 17%
By accident or because of poor fact checking: 15%
All of the above: 11%
Don't know: 19%
71 percent believe false information is being spread on social media in Kosovo

Do you think false information is being spread through social media in Kosovo?

April 2021

- Yes, regularly: 29%
- Yes, occasionally: 42%
- No, it’s not: 6%
- Don’t know: 20%
- Refuse to answer: 3%
Plurality turn to family/friends to verify or discuss information

*Where do you turn if you see an interesting / unusual piece of information?*

April 2021

- Family and friends: 48%
- Check other media: 22%
- Check social media: 15%
- Check the source of information: 14%
- Other: 1%
Around one third believe false Covid-19 narratives

Do you believe the following statements are true or false? Covid-19 related statements

April 2021

<table>
<thead>
<tr>
<th>Statement</th>
<th>True (%)</th>
<th>False (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coronavirus was developed by Chinese scientists</td>
<td>39%</td>
<td>61%</td>
</tr>
<tr>
<td>Coronavirus was created to cause deaths and reduce the global population</td>
<td>35%</td>
<td>65%</td>
</tr>
<tr>
<td>The number of coronavirus cases is exaggerated so the Government can attract foreign donations/money</td>
<td>28%</td>
<td>72%</td>
</tr>
<tr>
<td>The numbers of coronavirus deaths are incorrect since the Government is paying families to claim that their loved ones died from coronavirus</td>
<td>25%</td>
<td>75%</td>
</tr>
<tr>
<td>Coronavirus is not a virus but it is just a regular flu</td>
<td>20%</td>
<td>80%</td>
</tr>
<tr>
<td>People that get vaccinated will not be able to have children</td>
<td>19%</td>
<td>81%</td>
</tr>
<tr>
<td>Bill Gates is responsible for spreading the coronavirus and benefiting from it</td>
<td>19%</td>
<td>81%</td>
</tr>
<tr>
<td>5G technology spreads coronavirus and will infect all of us rapidly</td>
<td>18%</td>
<td>82%</td>
</tr>
<tr>
<td>Coronavirus was developed by US scientists</td>
<td>18%</td>
<td>82%</td>
</tr>
</tbody>
</table>
Gender
Gender

• The February 2021 parliamentary elections saw the most-ever women elected to the Assembly of Kosovo. The resulting government has a record number of women in leadership positions.

• Optimism about the impact of common obstacles to women’s leadership rises. Twenty percent described active women in politics being held back as a major reason for low numbers of women in leadership, a 20-point drop.

• Similarly, fewer than in November 2020 see widespread problems in portrayal, harassment, or violence against women in politics.

• Misogynistic views, such as women not being “tough enough” for politics, are not identified as major obstacles for women’s leadership.
Obstacles to women’s leadership perceived to be less impactful than in November 2020

Can you please tell us, why aren’t there more women in the top leadership positions?

November 2020 to April 2021

<table>
<thead>
<tr>
<th></th>
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<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>People are not ready to elect women</td>
<td>31%</td>
<td>46%</td>
<td>35%</td>
<td>34%</td>
<td>34%</td>
<td>40%</td>
<td>40%</td>
<td>33%</td>
<td>32%</td>
<td>41%</td>
<td>44%</td>
</tr>
<tr>
<td>Active women in politics are held back from men</td>
<td>20%</td>
<td>25%</td>
<td>25%</td>
<td>20%</td>
<td>20%</td>
<td>21%</td>
<td>20%</td>
<td>30%</td>
<td>34%</td>
<td>36%</td>
<td>36%</td>
</tr>
<tr>
<td>Women face discrimination in all areas</td>
<td>33%</td>
<td>35%</td>
<td>34%</td>
<td>32%</td>
<td>34%</td>
<td>41%</td>
<td>44%</td>
<td>44%</td>
<td>55%</td>
<td>52%</td>
<td>61%</td>
</tr>
<tr>
<td>Women’s family responsibilities don’t leave time for politics</td>
<td>25%</td>
<td>32%</td>
<td>40%</td>
<td>32%</td>
<td>41%</td>
<td>44%</td>
<td>44%</td>
<td>30%</td>
<td>34%</td>
<td>31%</td>
<td>31%</td>
</tr>
<tr>
<td>Fewer women have the experience for leadership position</td>
<td>15%</td>
<td>14%</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
<td>13%</td>
<td>13%</td>
<td>13%</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Women do not make as good leaders as men</td>
<td>28%</td>
<td>28%</td>
<td>31%</td>
<td>31%</td>
<td>32%</td>
<td>32%</td>
<td>30%</td>
<td>30%</td>
<td>28%</td>
<td>28%</td>
<td>28%</td>
</tr>
<tr>
<td>Women aren’t tough enough for politics</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
</tbody>
</table>

Major reason | Minor reason | Not a reason
Violence against women in politics is defined as encompassing all forms of aggression, coercion, and intimidation against women as political actors simply because they are women. Can you tell us how much you agree with the following statements?

November 2020 to April 2021

Fewer see widespread problems in portrayal, harassment, or violence against women in politics

The negative portrayal of women in the media poses an added obstacle for women’s electoral success

Online harassment targets women politicians more and discourages women’s political participation

Violence against women in politics is widespread in Kosovo

<table>
<thead>
<tr>
<th>November 2020</th>
<th>April 2021</th>
<th>November 2020</th>
<th>April 2021</th>
<th>November 2020</th>
<th>April 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>The negative portrayal of women in the media poses an added obstacle for women’s electoral success</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Absolutely/somewhat disagree</td>
<td>Neutral</td>
<td>Absolutely/somewhat agree</td>
<td>Don’t know/refuse</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8%</td>
<td>49%</td>
<td>7%</td>
<td>38%</td>
<td>7%</td>
<td>45%</td>
</tr>
<tr>
<td>49%</td>
<td>8%</td>
<td>38%</td>
<td>7%</td>
<td>45%</td>
<td>7%</td>
</tr>
<tr>
<td>22%</td>
<td>21%</td>
<td>22%</td>
<td>25%</td>
<td>23%</td>
<td>29%</td>
</tr>
<tr>
<td>25%</td>
<td>23%</td>
<td>30%</td>
<td>25%</td>
<td>31%</td>
<td>32%</td>
</tr>
<tr>
<td>30%</td>
<td>25%</td>
<td>31%</td>
<td>22%</td>
<td>32%</td>
<td>24%</td>
</tr>
<tr>
<td>32%</td>
<td>22%</td>
<td>32%</td>
<td>24%</td>
<td>32%</td>
<td>24%</td>
</tr>
</tbody>
</table>
Covid-19
Covid-19

• There is increased optimism about the direction of Kosovo’s Covid-19 situation compared to November 2020: one-third believes Kosovo is heading in the right direction, up from five percent

• 68 percent are skeptical that restrictions on movement prevent the spread of Covid-19

• Health institutions retain high trust for information on Covid-19; 76 percent also trust friends/relatives

• 56 percent are willing to get the Covid-19 vaccine; 39 percent of those aged 18-24 say they will not. The Serb community is also more reluctant than the national average to get the vaccine.

• 48 percent have concerns about Covid-19 vaccine safety and side effects
Increased optimism about the Covid-19 situation compared to November 2020

Do you think the Coronavirus situation in Kosovo is generally headed in the right direction, or the wrong direction?

November 2020 to April 2021

- Right direction: 34% (Nov 2020) vs. 5% (April 21)
- Neither right nor wrong direction: 43% (Nov 2020) vs. 22% (April 21)
- Wrong direction: 45% (Nov 2020) vs. 37% (April 21)
- I don't know/Refuse: 7% (Nov 2020) vs. 6% (April 21)

Increased optimism from 5% to 22% for neither right nor wrong direction.
68 percent skeptical that restrictions on movement prevent the spread of Covid-19…

How much do you agree with the following statement:
Restrictions on travel and self-isolation will not prevent the spread of Coronavirus?

April 2021
How much do you agree with the following statement: Restrictions on travel and self-isolation will not prevent the spread of Coronavirus?

By gender

- Male: 66% Strongly/somewhat agree, 30% Strongly/somewhat disagree, 3% I don’t know/Refuse
- Female: 70% Strongly/somewhat agree, 24% Strongly/somewhat disagree, 6% I don’t know/Refuse

By ethnicity

- Albanian: 70% Strongly/somewhat agree, 45% Strongly/somewhat disagree, 14% I don’t know/Refuse
- Serb: 41% Strongly/somewhat agree, 26% Strongly/somewhat disagree, 4% I don’t know/Refuse

…this increases to 70 percent among women and the Albanian community; falls to 45 percent among Serb community
76 percent trust friends/relatives for information on Covid-19; health institutions remain most trusted

Do you trust the following institutions in terms of providing accurate information on Coronavirus and what to do during this period?

<table>
<thead>
<tr>
<th>Institution</th>
<th>May-20</th>
<th>Nov-20</th>
<th>Apr-21</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Institute of Public Health</td>
<td>96%</td>
<td>77%</td>
<td>85%</td>
</tr>
<tr>
<td>Medical/Health Professionals, Experts</td>
<td>95%</td>
<td>83%</td>
<td>85%</td>
</tr>
<tr>
<td>Minister of Health</td>
<td>92%</td>
<td>50%</td>
<td>78%</td>
</tr>
<tr>
<td>People I know, Friends/relatives</td>
<td>43%</td>
<td>76%</td>
<td>38%</td>
</tr>
<tr>
<td>Prime Minister</td>
<td>81%</td>
<td>68%</td>
<td>67%</td>
</tr>
<tr>
<td>Mayor</td>
<td>86%</td>
<td>56%</td>
<td>66%</td>
</tr>
<tr>
<td>Traditional Media (TV, Radio, Newspaper)</td>
<td>85%</td>
<td>66%</td>
<td>64%</td>
</tr>
<tr>
<td>Social media, online sources</td>
<td>68%</td>
<td>67%</td>
<td>57%</td>
</tr>
<tr>
<td>Politicians</td>
<td>25%</td>
<td>39%</td>
<td></td>
</tr>
</tbody>
</table>
56 percent willing to get the Covid-19 vaccine; 39 percent of those aged 18-24 say they will not

Do you plan to get a Covid-19 vaccine when one becomes available?
Serb community more reluctant about Covid-19 vaccine than average

Do you plan to get a Covid-19 vaccine when one becomes available?

By ethnicity

- Albanian: Yes = 57%, No = 31%, Not sure = 16%
- Serb: Yes = 27%, No = 40%, Not sure = 29%
48 percent have concerns about Covid-19 vaccine safety and side effects

What concerns do you have, if any, about receiving a Covid-19 vaccine?

April 2021

- I don’t have any concerns about getting the COVID-19 vaccine: 34%
- I’m worried that the COVID-19 vaccine isn’t safe: 25%
- I’m worried the COVID-19 vaccine may be harmful or have side effects: 23%
- I’m worried the COVID-19 vaccine won’t be distributed fairly: 6%
- I have already had COVID-19 so I don’t believe a vaccine is necessary: 5%
- I would rather take the risk of getting sick with COVID-19: 4%
- I’m concerned that I won’t have time to get the COVID-19 vaccine: 2%