KO SO VO PUB LI C OPIN I ON SURVEY

National Democratic Institute

March 2019
Research Methodology

- **DATA COLLECTION TIME PERIOD:** March 20 – April 1, 2019
- **QUANTITATIVE RESEARCH USING FACE-TO-FACE METHOD WITHIN HOUSEHOLD**
- **TOTAL NUMBER OF INTERVIEWS:** 1,700 respondents of age 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 HOUSEHOLD USING NEXT BIRTHDAY**
- **MARGIN OF ERROR FOR THE FULL SAMPLE IS +/- 2.37% AT A 95% CONFIDENCE LEVEL, WHILE FINDINGS THAT PERTAIN TO SUBGROUPS ARE SUBJECT TO A HIGHER MARGIN OF ERROR**
General Direction
More than half of citizens believe the country is heading in the wrong direction.

Generally speaking, do you think things in Kosovo are going in the right direction, or do you feel that things are moving in the wrong direction?
Kosovo’s ethnic communities share similar views on the country’s direction.

Generally speaking, do you think things in Kosovo are going in the right direction, or do you feel that things are moving in the wrong direction?
Dialogue and Interethnic Relations
Kosovars favor finalizing the dialogue with Serbia, but do not support changes in territory.

Which of the following statements do you agree with the most?

- Protection of minority rights should be maintained as part of any final Dialogue agreement with Serbia.
- The Dialogue with Serbia is urgent and should be completed as soon as possible to achieve a final agreement and allow the government to focus instead on domestic issues that affect daily life of citizens.
- 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 a mutual recognition.
- Kosovo’s territorial integrity should not be sacrificed in order to finalize a deal with Serbia.
Ethnic minorities want an agreement with Serbia to preserve their rights and allow for focus on other pressing issues.

Which of the following statements do you agree with the most?

- Kosovo’s territorial integrity should not be sacrificed in order to finalize a deal with Serbia.
- 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 a mutual recognition.
- The Dialogue with Serbia is urgent and should be completed as soon as possible to achieve a final agreement and allow the government to focus instead on domestic issues that affect daily life of citizens.
- Protection of minority rights should be maintained as part of any final Dialogue agreement with Serbia.
Kosovars want the EU/US to do more in the dialogue with Serbia.

To what extent do you agree with the following statements?

- US and EU should remain firm in maintaining the current territorial integrity and sovereignty of Kosovo.
- US and EU should play a greater role to facilitate Kosovo and Serbia to achieve a final agreement.
- US and EU should play less role and leave room for both Kosovo and Serbia to achieve a final agreement.
Citizens want more transparency over dialogue with Serbia.

To what extent do you agree with the following statements?

- Kosovo should consider giving up territory to Serbia if it means securing recognition and membership in the UN.
  - Sep-18: 21.7% Agree/Somewhat agree, 50.6% Neutral, 7.1% Disagree/Somewhat disagree, 10.5% DK/NA
  - Mar-19: 20.6% Agree/Somewhat agree, 68.0% Neutral, 11.4% Disagree/Somewhat disagree, 10.0% DK/NA

- Preserving Kosovo's territory is important to me, even if it means a longer road to the EU.
  - Sep-18: 54.0% Agree/Somewhat agree, 21.4% Neutral, 19.5% Disagree/Somewhat disagree, 5.1% DK/NA
  - Mar-19: 49.6% Agree/Somewhat agree, 21.4% Neutral, 19.5% Disagree/Somewhat disagree, 5.1% DK/NA

- Citizens need more information from their political leaders about what is being negotiated in Brussels.
  - Sep-18: 72.4% Agree/Somewhat agree, 18.4% Neutral, 6.1% Disagree/Somewhat disagree, 3.0% DK/NA
  - Mar-19: 72.4% Agree/Somewhat agree, 18.4% Neutral, 6.1% Disagree/Somewhat disagree, 3.0% DK/NA

- Exchanging territories would cause ethnic minorities to leave and hurt Kosovo’s multi-ethnic identity.
  - Sep-18: 72.8% Agree/Somewhat agree, 19.5% Neutral, 6.1% Disagree/Somewhat disagree, 3.5% DK/NA
  - Mar-19: 72.8% Agree/Somewhat agree, 19.5% Neutral, 6.1% Disagree/Somewhat disagree, 3.5% DK/NA
A majority believes that relations between ethnicities will improve or remain the same.

Looking ahead a few years, do you expect ethnic relations within Kosovo to improve, worsen or remain the same?
Citizens’ views about northern Kosovo remain consistent.

Looking ahead to the next five years, do you expect the situation in northern Kosovo to improve, worsen or remain the same?
Among ethnic communities, there are different assessments of Kosovo’s biggest problems. Kosovar Serbs rank the tariff on Serbian and Bosnian goods the highest, followed by unemployment.

Which of the following issues will be the biggest problem for Kosovo in the near future? Select two.
Top Issues of Public Concern
Unemployment and corruption remain the two biggest problems.

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

- Unemployment: 79%
- Corruption: 47%
- 100% Tariffs to Serbia and Bosnia goods: 9%
- Delay of visa liberalization: 26%
- Migration to Europe: 18%
- Dialogue with Serbia: 7%
- Indictments by the Special Court: 4%
- Inter-ethnic tensions: 3%
- Violent extremism: 3%
EU visa liberalization and healthcare stand out as top issues in voter decision-making.

Aside from unemployment and corruption, which two issues will be most important in deciding your vote in the next election?
Visa liberalization is most important to Kosovar Albanians and other communities. Kosovar Serbs rank neighborhood safety highest.

Aside from unemployment and corruption, which two issues will be most important in deciding your vote in the next election?
Citizens want government to attract investment and create jobs.

How important do you think each issue is as a priority for the government in the next 6 months?

- Create conditions to attract foreign investors: 3.8
- Stimulate job creation through government policies: 3.5
- Provide financial assistance to the poorer categories of population: 3.4
- Implement and enforce legislation on labor rights in the private sector: 3.2
- Introduce decisive and effective measures to fight corruption: 2.8
- Improve the quality of education: 2.7
- Introduce policies for economic empowerment of women: 2.7
- Ensure visa liberalization and work for EU integration: 2.6
- Improve access to Health care and service delivery: 3.1
- Improve infrastructure like roads, highways, water and electricity: 3.4
Citizens are divided by age on whether to stay in Kosovo or leave. Six out of 10 young people would leave.

If you had the opportunity, would you like to move permanently to another country, or would you prefer to continue living in this country?
Citizens identify as: 95% Muslim; 3.4% Orthodox; and 1.5% Catholic, and nearly all describe some level of religiosity. Rates are similar across age groups.

To what degree do you consider yourself to be religious?

- Not religious: 2.8%
- Slightly religious: 24.0%
- Moderately religious: 44.8%
- Very religious: 28.1%
- Don't know: 0.4%
Kosovars form their opinions on corruption through media rather than personal experience.

Which key factor informs your perception of the level of corruption in Kosovo?

<table>
<thead>
<tr>
<th>Factor</th>
<th>Mar-19</th>
<th>Sep-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don't know/No answer</td>
<td>25%</td>
<td>13%</td>
</tr>
<tr>
<td>I personally know a public official that became rich by misusing public funds</td>
<td>22%</td>
<td>18%</td>
</tr>
<tr>
<td>I personally know of a person obtaining a competitive appointment (position, university slot, etc.) based on connections instead of merit</td>
<td>35%</td>
<td>20%</td>
</tr>
<tr>
<td>Media reports high levels of corruption.</td>
<td>76%</td>
<td>58%</td>
</tr>
<tr>
<td>During the last six months, your friends or relatives had to pay a bribe.</td>
<td>13%</td>
<td>12%</td>
</tr>
<tr>
<td>During the last six months, you personally had to pay a bribe.</td>
<td>27%</td>
<td>23%</td>
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<tr>
<td>Other</td>
<td>1%</td>
<td>2%</td>
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</tbody>
</table>
More than half of citizens believe that politicians have no real will to fight corruption.

To what extent do you agree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree (%)</th>
<th>Somewhat agree (%)</th>
<th>Somewhat disagree (%)</th>
<th>Disagree (%)</th>
<th>DK/No answer (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I condone corruption by public officials if it doesn’t negatively impact me or my family</td>
<td>23.3</td>
<td>16.7</td>
<td>17.2</td>
<td>31.6</td>
<td>11.3</td>
</tr>
<tr>
<td>Ordinary citizens shouldn’t engage in corrupt behavior and have a responsibility to fight corruption.</td>
<td>54.9</td>
<td>24.8</td>
<td>11.0</td>
<td>5.4</td>
<td>5.4</td>
</tr>
<tr>
<td>There are politicians with integrity, but small group of corrupt politicians control the parties</td>
<td>45.8</td>
<td>33.4</td>
<td>9.9</td>
<td>5.4</td>
<td>5.6</td>
</tr>
<tr>
<td>All politicians are corrupt</td>
<td>34.8</td>
<td>26.1</td>
<td>24.5</td>
<td>10.9</td>
<td>3.3</td>
</tr>
<tr>
<td>Politicians have no real will to fight corruption as they may benefit from it.</td>
<td>55.7</td>
<td>23.4</td>
<td>9.9</td>
<td>7.8</td>
<td>6.2</td>
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</tbody>
</table>
Kosovars want to see corruption arrests and convictions and property/asset seizures of property and assets.

Choose the one action you think is most important for combating corruption.

<table>
<thead>
<tr>
<th>Action</th>
<th>Mar-19</th>
<th>Sep-18</th>
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<tbody>
<tr>
<td>DK/NA</td>
<td>3%</td>
<td>3%</td>
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<tr>
<td>Implement transparent procedures for public tenders and procurement.</td>
<td>5%</td>
<td>6%</td>
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<tr>
<td>Ensure fairness and transparent process of hiring public servants in public administration.</td>
<td>7%</td>
<td>7%</td>
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<tr>
<td>Parties refrain from nominating or appointing candidates involved in corruption and misuse of public funds.</td>
<td>8%</td>
<td>9%</td>
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<td>Parties increase transparency of party financing and ensure regular external auditing.</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>Ensure the independence of prosecution and judiciary.</td>
<td>14%</td>
<td>15%</td>
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<tr>
<td>Implement strong rules in fighting nepotism in public sector.</td>
<td>19%</td>
<td>20%</td>
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<tr>
<td>Seize unjustifiable acquired property and assets.</td>
<td>21%</td>
<td>24%</td>
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<tr>
<td>Arrests and convictions for corruption of public officials.</td>
<td></td>
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</table>
Political Institutions and Leadership
Trust in government institutions and political parties is declining.

How would you rate the trustworthiness of the following institutions in carrying out their public duties?
Local government enjoys trust levels nearly twice as high as national institutions. Trust in the security sector remains high.

How would you rate the trustworthiness of the following institutions in carrying out their public duties?

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<tbody>
<tr>
<td>Media</td>
<td>55%</td>
<td>55%</td>
<td>53%</td>
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<tr>
<td>KFOR</td>
<td>45%</td>
<td>45%</td>
<td>47%</td>
<td>34%</td>
<td>35%</td>
<td>24%</td>
<td>39%</td>
<td>39%</td>
<td>36%</td>
<td>57%</td>
<td>61%</td>
<td>59%</td>
<td>31%</td>
<td>35%</td>
<td>22%</td>
<td>60%</td>
<td>68%</td>
<td>70%</td>
<td></td>
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<tr>
<td>Kosovo Police</td>
<td>66%</td>
<td>65%</td>
<td>61%</td>
<td>76%</td>
<td>61%</td>
<td>64%</td>
<td>61%</td>
<td>61%</td>
<td>64%</td>
<td>43%</td>
<td>39%</td>
<td>41%</td>
<td>69%</td>
<td>65%</td>
<td>78%</td>
<td>40%</td>
<td>32%</td>
<td>30%</td>
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<tr>
<td>Local Government</td>
<td>55%</td>
<td>55%</td>
<td>53%</td>
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<td>Kosovo Security Force - KSF</td>
<td>45%</td>
<td>45%</td>
<td>47%</td>
<td>34%</td>
<td>35%</td>
<td>24%</td>
<td>39%</td>
<td>39%</td>
<td>36%</td>
<td>57%</td>
<td>61%</td>
<td>59%</td>
<td>31%</td>
<td>35%</td>
<td>22%</td>
<td>60%</td>
<td>68%</td>
<td>70%</td>
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<td></td>
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<tr>
<td>Constitutional Court</td>
<td>66%</td>
<td>65%</td>
<td>61%</td>
<td>76%</td>
<td>61%</td>
<td>64%</td>
<td>61%</td>
<td>61%</td>
<td>64%</td>
<td>43%</td>
<td>39%</td>
<td>41%</td>
<td>69%</td>
<td>65%</td>
<td>78%</td>
<td>40%</td>
<td>32%</td>
<td>30%</td>
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</tbody>
</table>
Kosovars assess political consensus building as a top priority for Kosovo Assembly.

*What should be the priority of members of the Kosovo Assembly? Select two.*
Citizens have poor opinions of Assembly language and behavior.

*How do you assess the language and behavior of members of parliament of Kosovo?*

- Up to a high standard and well behaved: 7%
- Not of the highest standard and not so well behaved: 15%
- Low level of communication and language and poor behavior: 34%
- Very low level of language in communication and very bad behavior: 40%
- No response/Ref.: 5%
Kosovars are aware of their democratic rights and responsibilities. They support and defend inclusion, except as concerns sexual orientation.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Description</th>
<th>More preferred</th>
<th>Less preferred</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
<td>If it were not imposed by the Western Countries, there would be no people with other sexual orientation rather than heterosexuals in our country</td>
<td>63.3%</td>
<td>36.7%</td>
</tr>
<tr>
<td>Statement 2</td>
<td>If different sexual orientation of people naturally occurs in all societies and is not imposed from abroad</td>
<td>36.7%</td>
<td>63.3%</td>
</tr>
<tr>
<td>Statement 3</td>
<td>Men should predominate as political and business leaders</td>
<td>84.1%</td>
<td>15.9%</td>
</tr>
<tr>
<td>Statement 4</td>
<td>Women should be as present in leadership positions in politics and business as men</td>
<td>82.1%</td>
<td>17.9%</td>
</tr>
</tbody>
</table>
Kosovars believe women are held back from political leadership because of discrimination, not because they lack qualifications.

Why aren’t there more women in top leadership positions?

- People are not ready to elect women:
  - Major reason: 7.8%
  - Minor reason: 23.9%
  - Not a reason: 30.0%
  - I don’t know: 38.3%

- Active women in politics are held back by men:
  - Major reason: 7.7%
  - Minor reason: 23.6%
  - Not a reason: 32.1%
  - I don’t know: 36.7%

- Women face discrimination in all areas:
  - Major reason: 8.7%
  - Minor reason: 23.6%
  - Not a reason: 30.8%
  - I don’t know: 36.7%

- Family responsibilities don’t leave time for women to lead in politics:
  - Major reason: 7.9%
  - Minor reason: 26.7%
  - Not a reason: 36.1%
  - I don’t know: 34.2%

- Fewer women have the experience for leadership positions:
  - Major reason: 8.0%
  - Minor reason: 39.4%
  - Not a reason: 34.2%
  - I don’t know: 18.4%

- Women do not make as good leaders as men:
  - Major reason: 8.3%
  - Minor reason: 45.4%
  - Not a reason: 31.0%
  - I don’t know: 15.3%

- Women aren’t tough enough for politics:
  - Major reason: 8.0%
  - Minor reason: 46.7%
  - Not a reason: 31.8%
  - I don’t know: 13.5%
Disinformation
Mainstream media (TV) remains the most trusted source of information for Kosovars, though nearly a quarter hold the most trust in social media.

Which of the following do you trust the most as a source of information?
For a majority of Kosovars, “fake news” represents factually incorrect stories.

*When you use the term fake news, does it only apply to stories where the facts are wrong or does it also apply to news making their own decisions about what they decide to report?*
A strong majority believes TV and newspapers report disinformation; 40 percent say it is intentional.

Do traditional major news sources like TV and newspapers ever report fake news stories?

- Yes, regularly: 48%
- Yes, Occasionally: 31%
- No, do not: 11%
- Don’t know: 10%

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 lack verification of information?

- On purpose in order to push an agenda: 40%
- By accident or because of lack verification of information: 34%
- Both equally: 14%
- Don’t know: 12%
Disinformation is seen in online news websites/portals.

Do online news websites/portals ever report fake news stories?

- Yes, regularly: 32%
- Yes, occasionally: 44%
- No, do not: 10%
- Don't know: 13%

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 lack verification of information?

- On purpose in order to push an agenda: 43%
- By accident or because of lack verification of information: 29%
- Both equally: 16%
- Don't know: 13%
A majority believes media is not doing enough to stop disinformation.

How much are social media (Facebook, YouTube, Viber etc.) users responsible for spreading fake news on social media?

- Mostly responsible: 31%
- Partly responsible but other media sources are more responsible: 44%
- Not at all responsible: 11%
- Do not know: 15%

Are media in Kosovo – TV, Radio, Newspapers, News Portals - currently doing enough or not doing enough to stop the spread of fake news on their sites?

- Doing enough: 16%
- Not doing enough: 68%
- Don't know: 17%
Citizens have highly favorable opinions of the United States, followed closely by NATO.

How would you evaluate your opinion about the following states and international institutions? 1 means that you have a very unfavorable opinion and 5 means that you have a very favorable opinion about them.

<table>
<thead>
<tr>
<th>Country/Institution</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States of America</td>
<td>4.69</td>
</tr>
<tr>
<td>NATO</td>
<td>4.65</td>
</tr>
<tr>
<td>European Union</td>
<td>4.22</td>
</tr>
<tr>
<td>Turkey</td>
<td>3.81</td>
</tr>
<tr>
<td>Arabic Countries</td>
<td>3.23</td>
</tr>
<tr>
<td>China</td>
<td>2.01</td>
</tr>
<tr>
<td>Russia</td>
<td>1.81</td>
</tr>
</tbody>
</table>
Opinions about other countries and the EU are influenced most by the media, family, and friends.

What influenced your opinion about the following states the most?
This public opinion research was made possible by the generous support of the American people through the United States Agency for International Development (USAID). The opinions expressed herein are those of the citizens and do not necessarily reflect the views of the National Democratic Institute (NDI), USAID, or the United States government.