



NATIONAL
DEMOCRATIC
INSTITUTE

KOSOVO PUBLIC OPINION SURVEY

National Democratic Institute

March 2019

Research Methodology

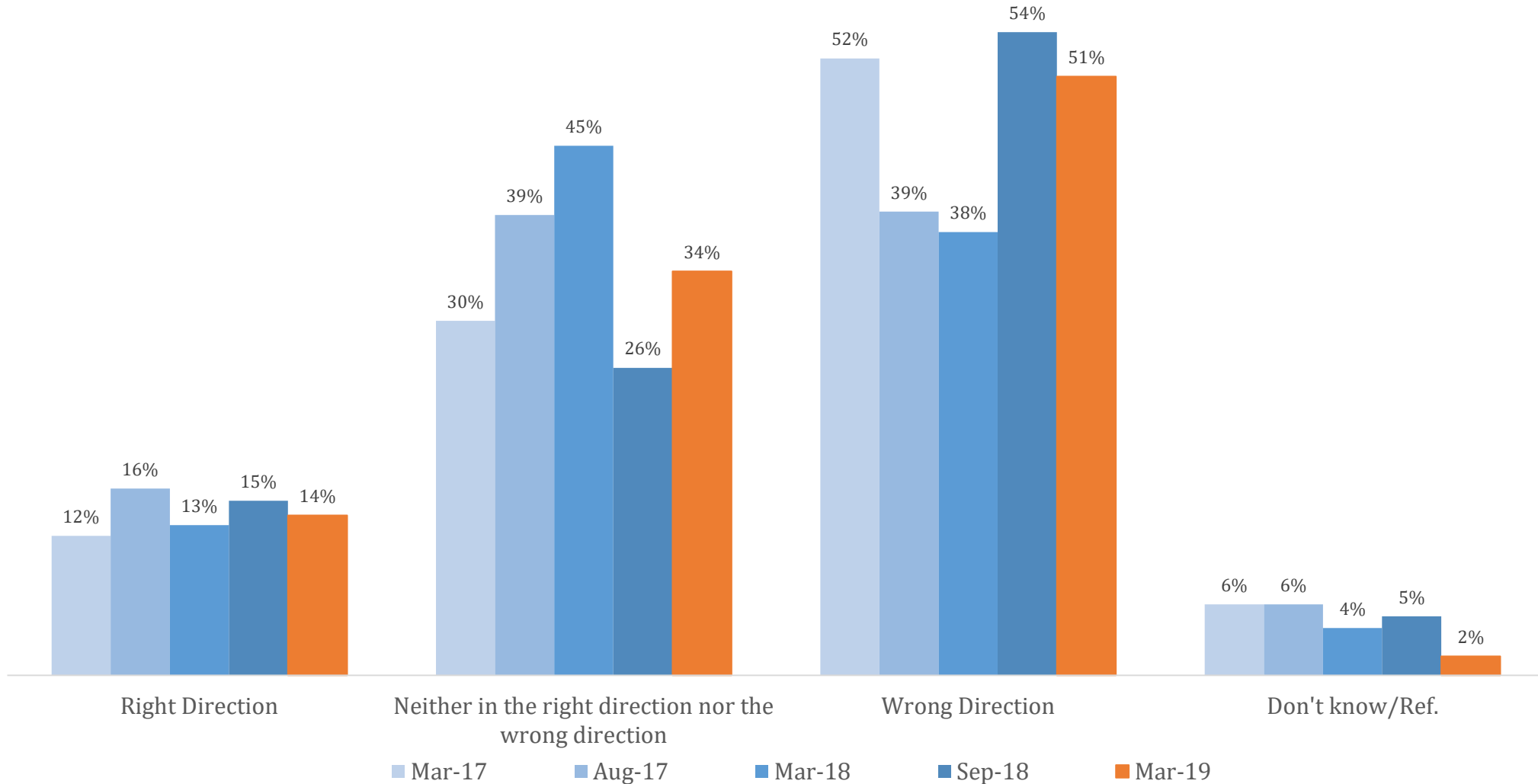
- DATA COLLECTION TIME PERIOD: MARCH 20 – APRIL 1, 2019
- QUANTITATIVE RESEARCH USING FACE-TO-FACE METHOD WITHIN HOUSEHOLD
- TOTAL NUMBER OF INTERVIEWS: 1,700 RESPONDENTS OF AGE 18+ THROUGHOUT KOSOVO
 - STRATIFIED RANDOM SAMPLE (BY REGION, SETTLEMENT TYPE, GENDER AND ETHNICITY)
 - RANDOM WALK TECHNIQUE, 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

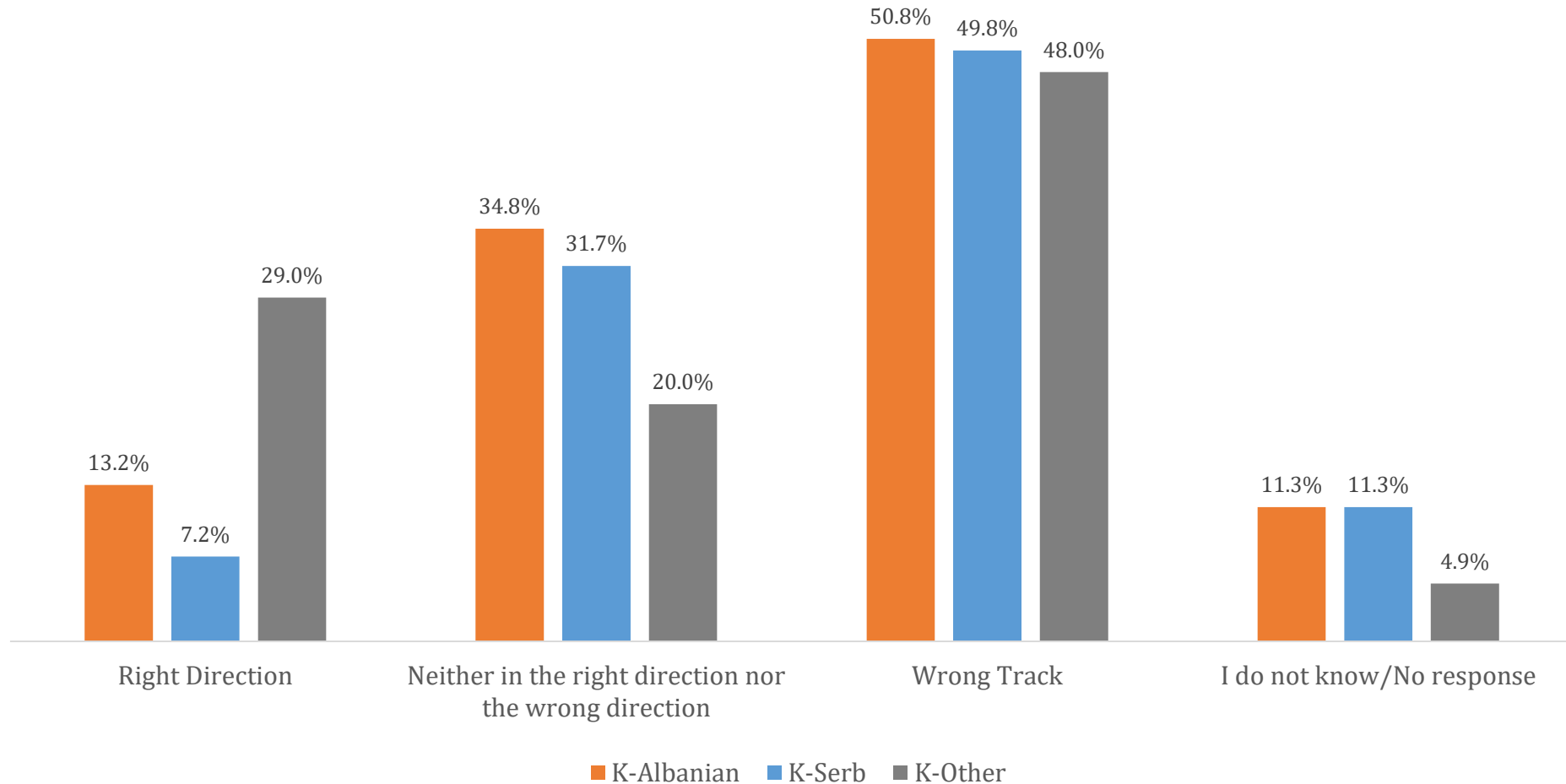
More than half of citizens believe the country is heading in the wrong direction.

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?

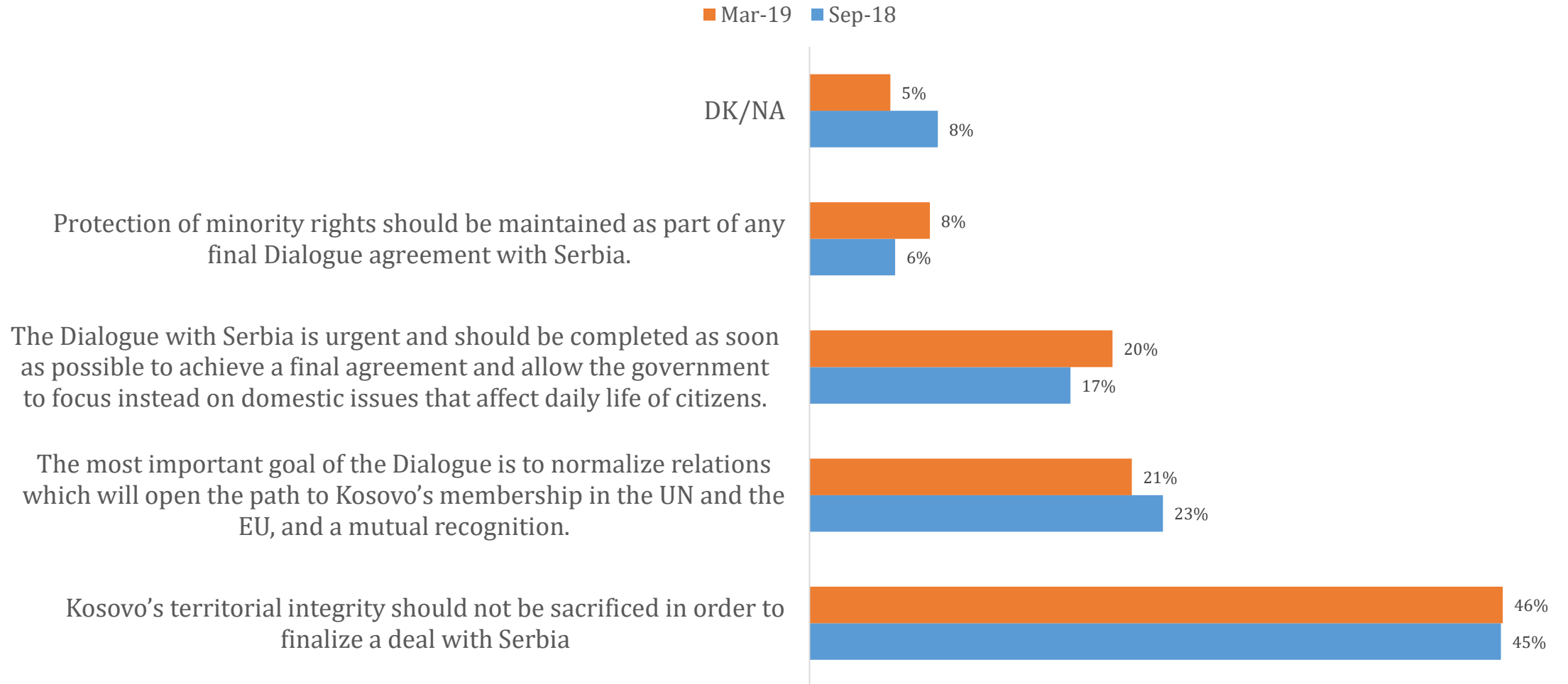




Dialogue and Interethnic Relations

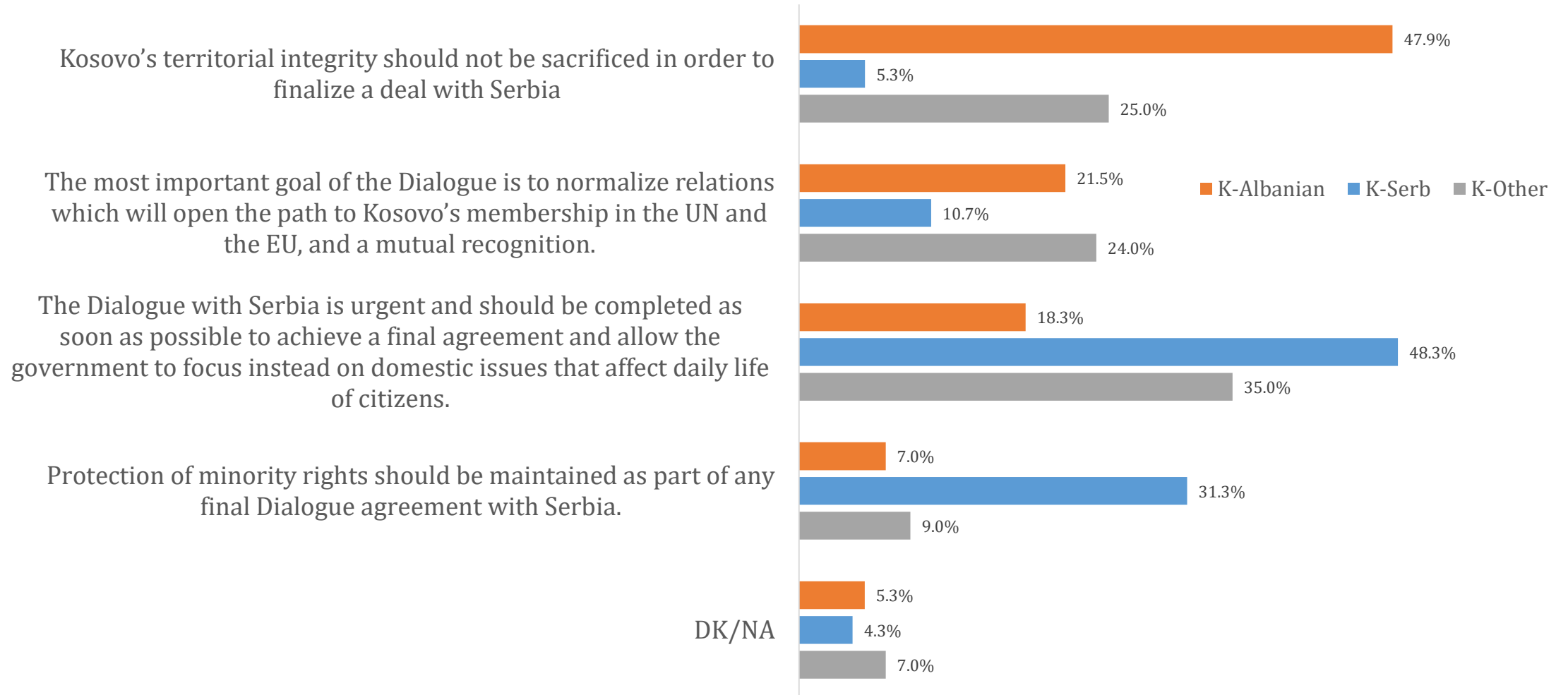
Kosovars favor finalizing the dialogue with Serbia, but do not support changes in territory.

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



Ethnic minorities want an agreement with Serbia to preserve their rights and allow for focus on other pressing issues.

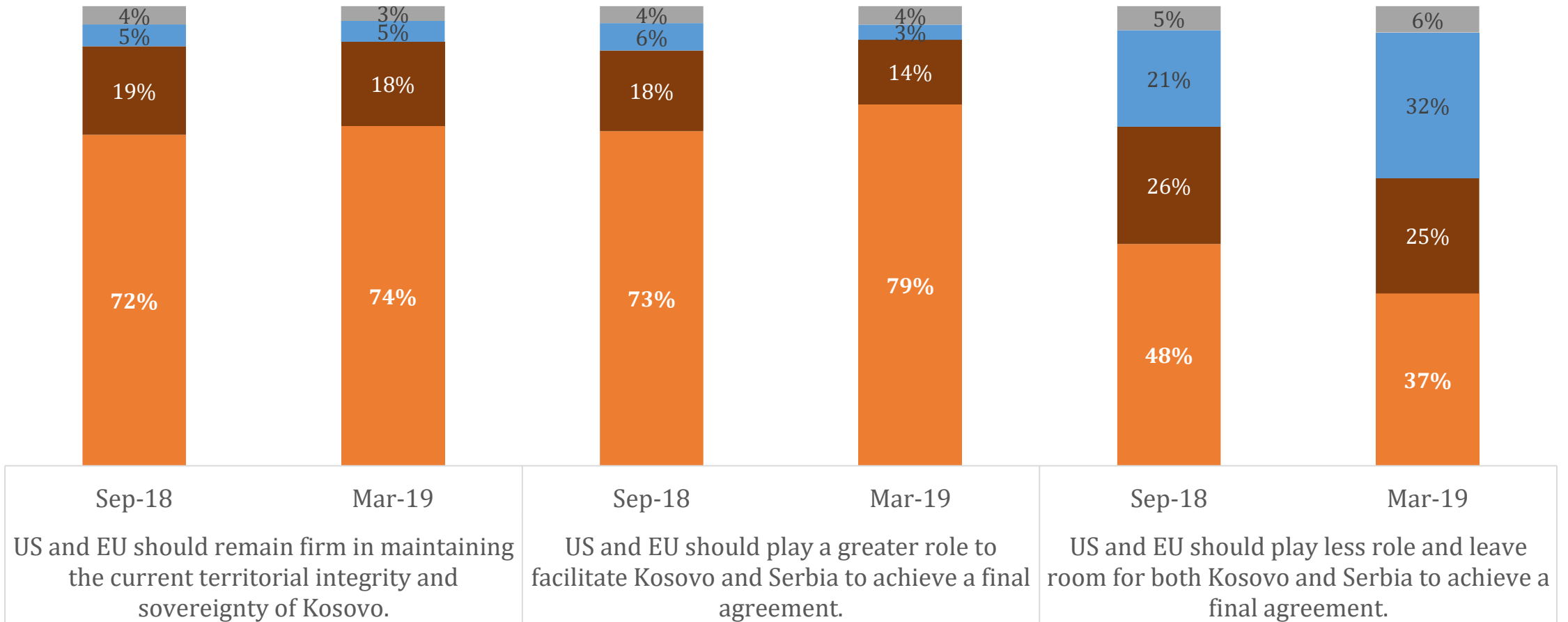
Which of the following statements do you agree with the most?



Kosovars want the EU/US to do more in the dialogue with Serbia.

To what extent do you agree with the following statements?

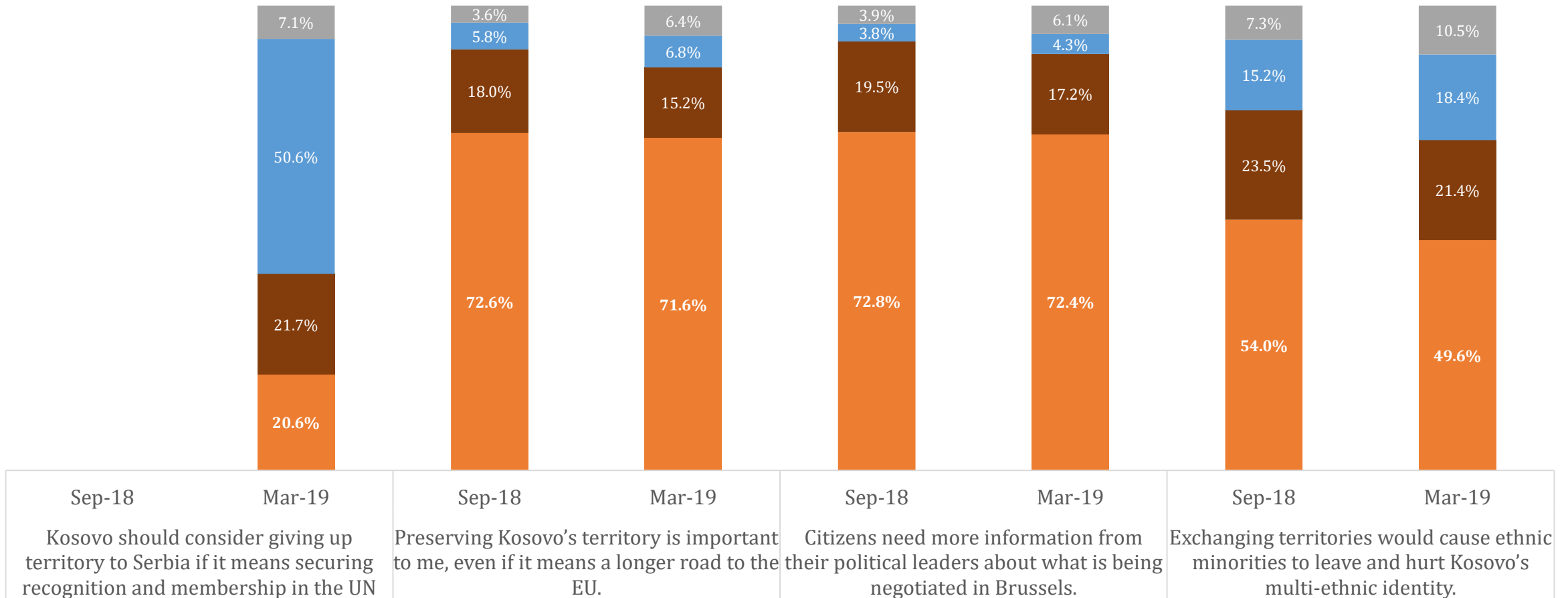
■ Agree/Somewhat agree
 ■ Neutral
 ■ Disagree/Somewhat disagree
 ■ DK/NA



Citizens want more transparency over dialogue with Serbia.

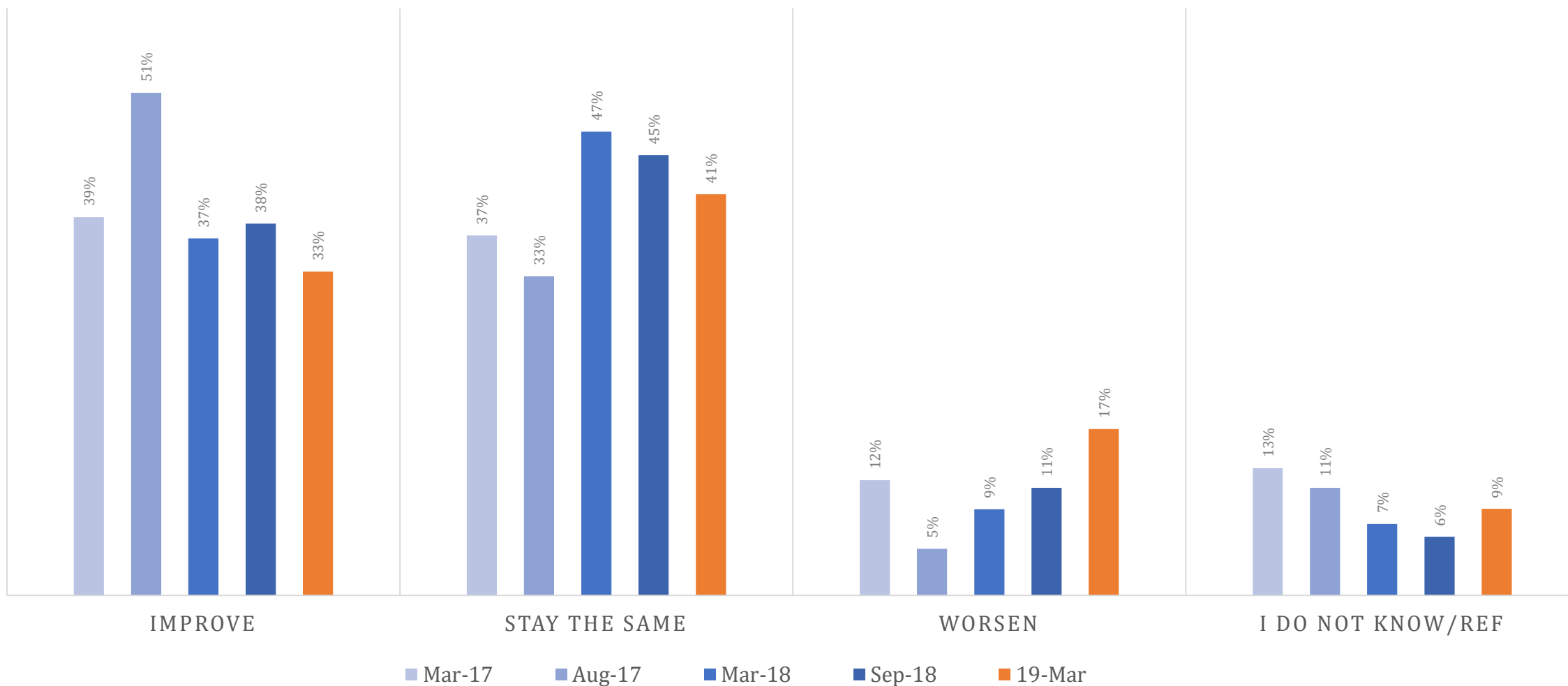
To what extent do you agree with the following statements?

■ Agree/Somewhat agree
 ■ Neutral
 ■ Disagree/Somewhat disagree
 ■ DK/NA



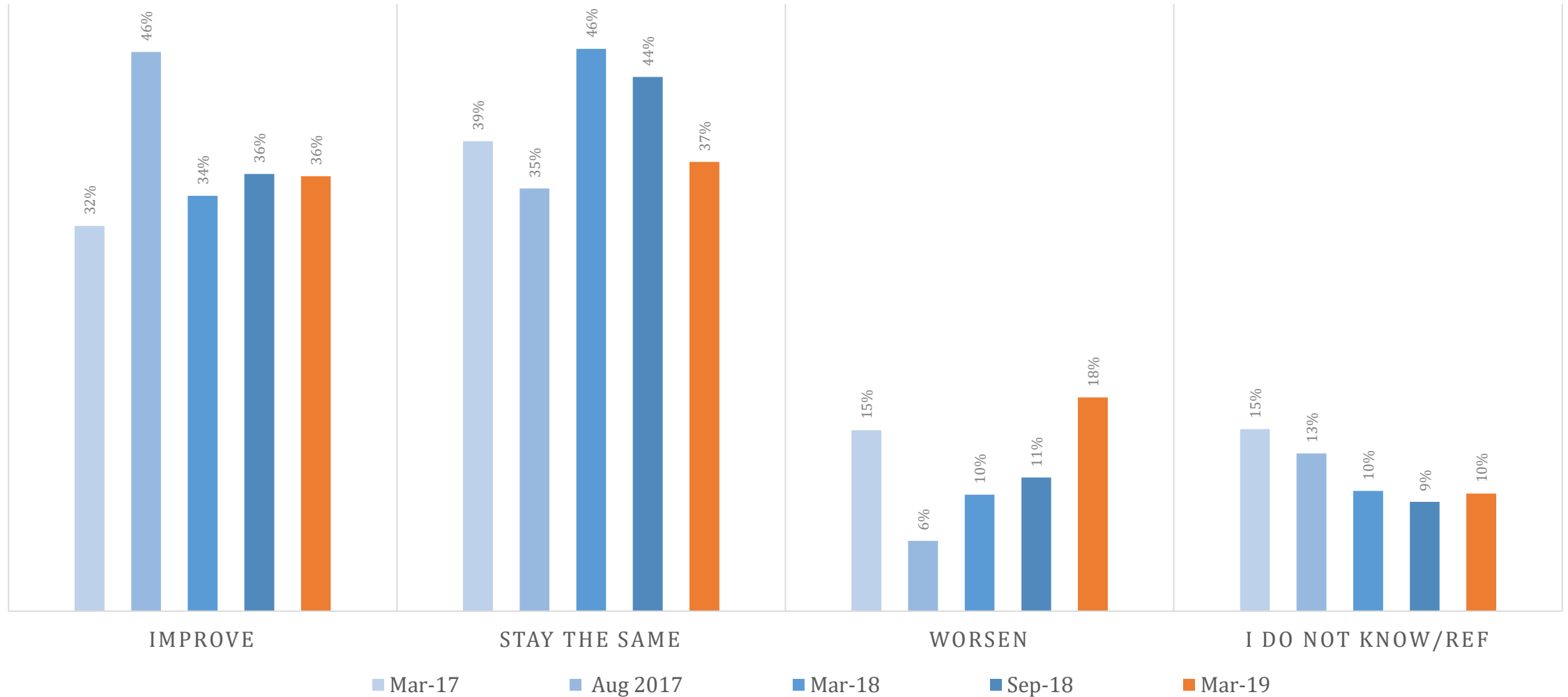
A majority believes that relations between ethnicities will improve or remain the same.

Looking ahead a few years, do you expect ethnic relations within Kosovo to improve, worsen or remain the same?



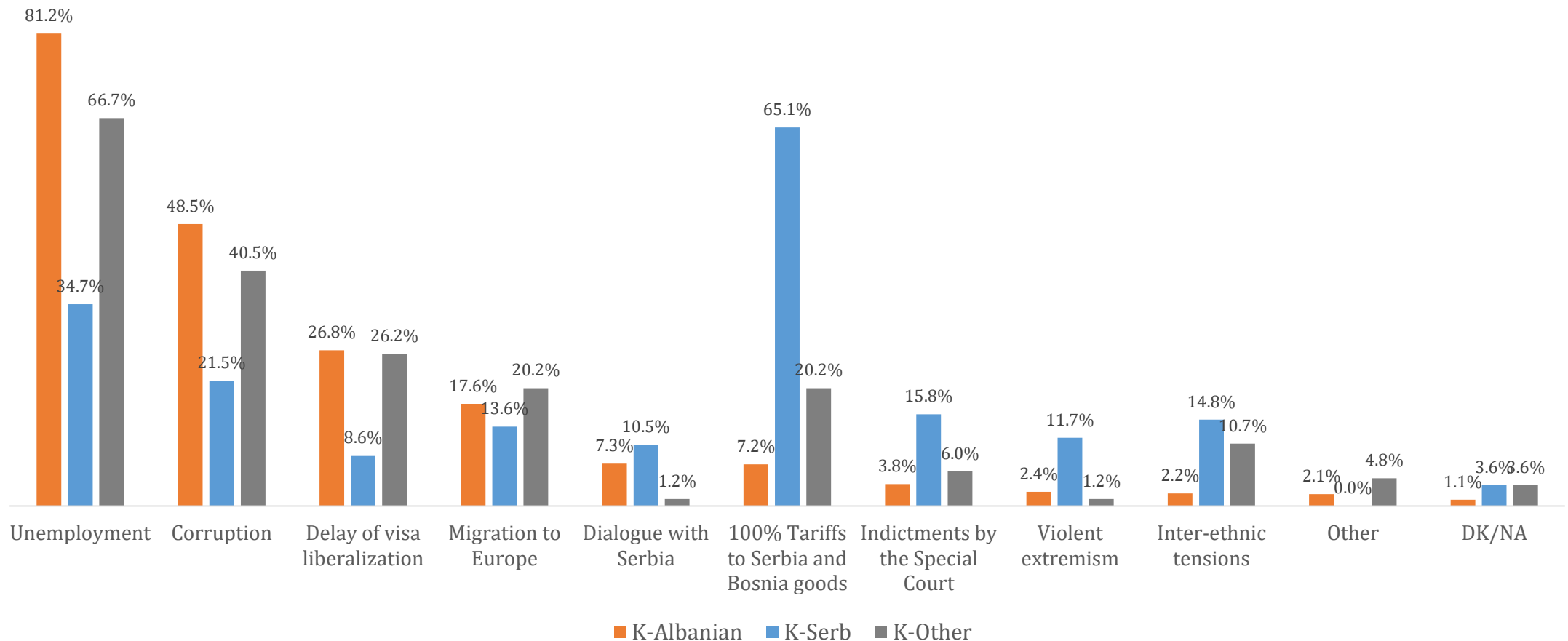
Citizens' views about northern Kosovo remain consistent.

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.

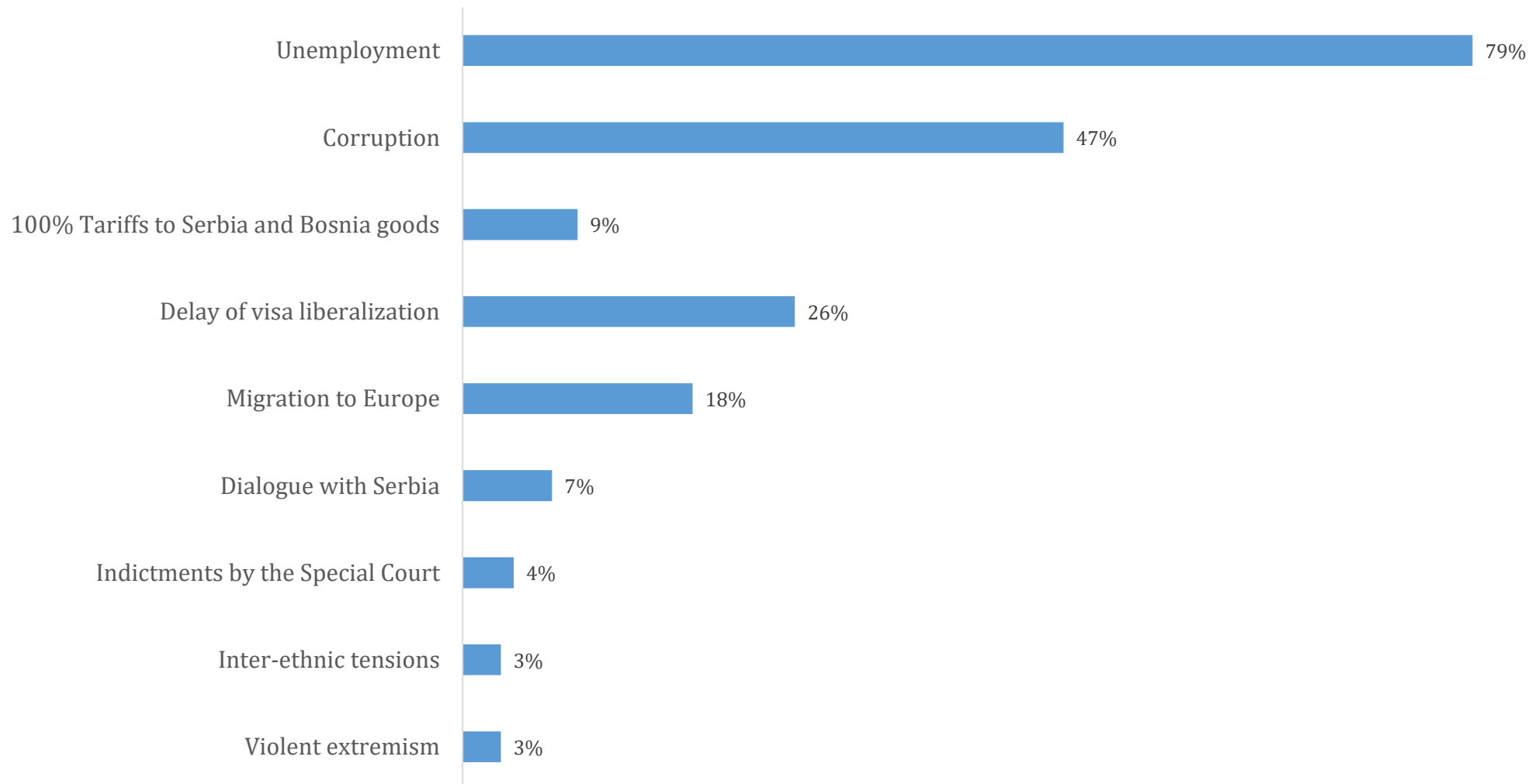




Top Issues of Public Concern

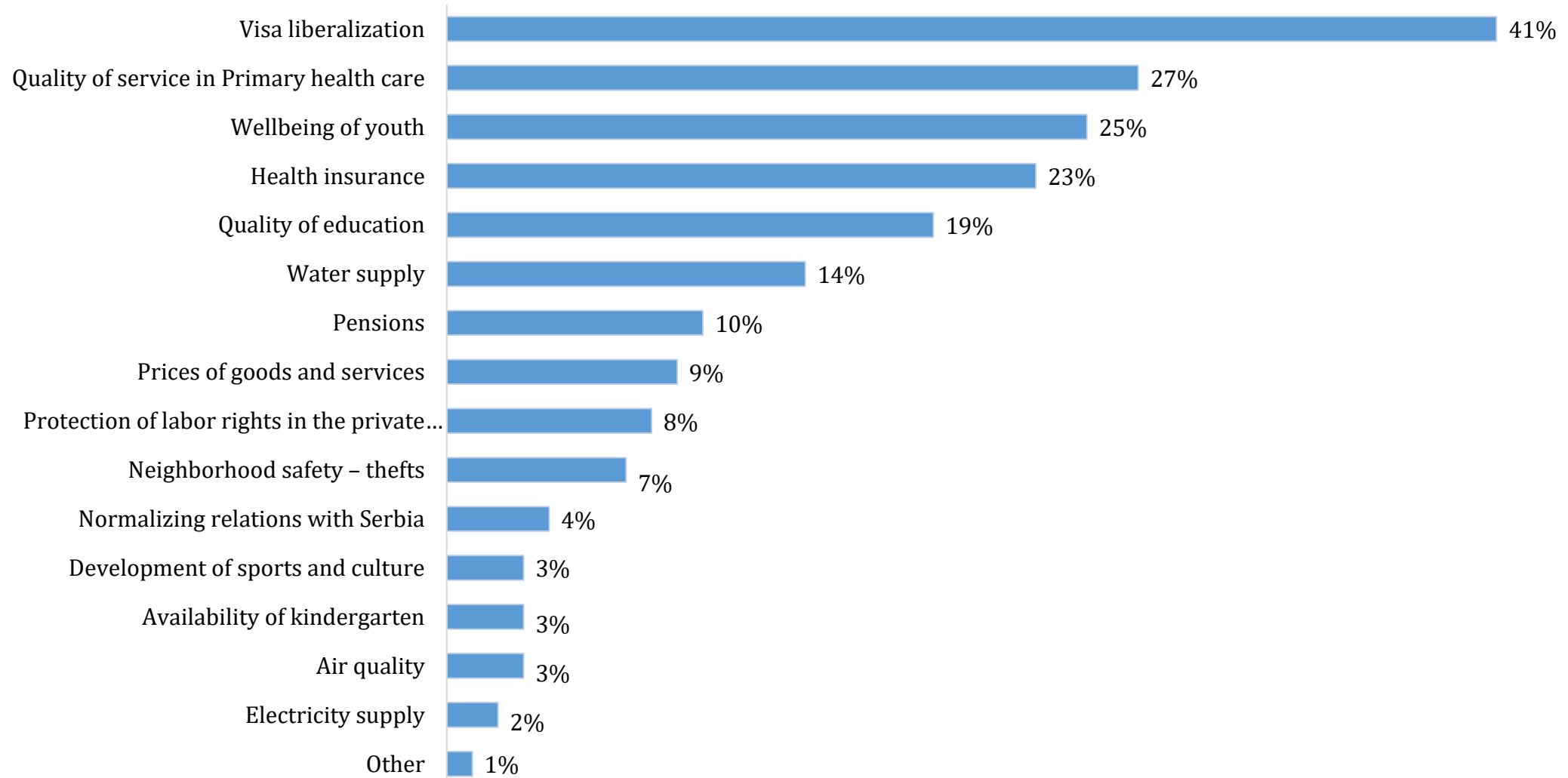
Unemployment and corruption remain the two biggest problems.

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



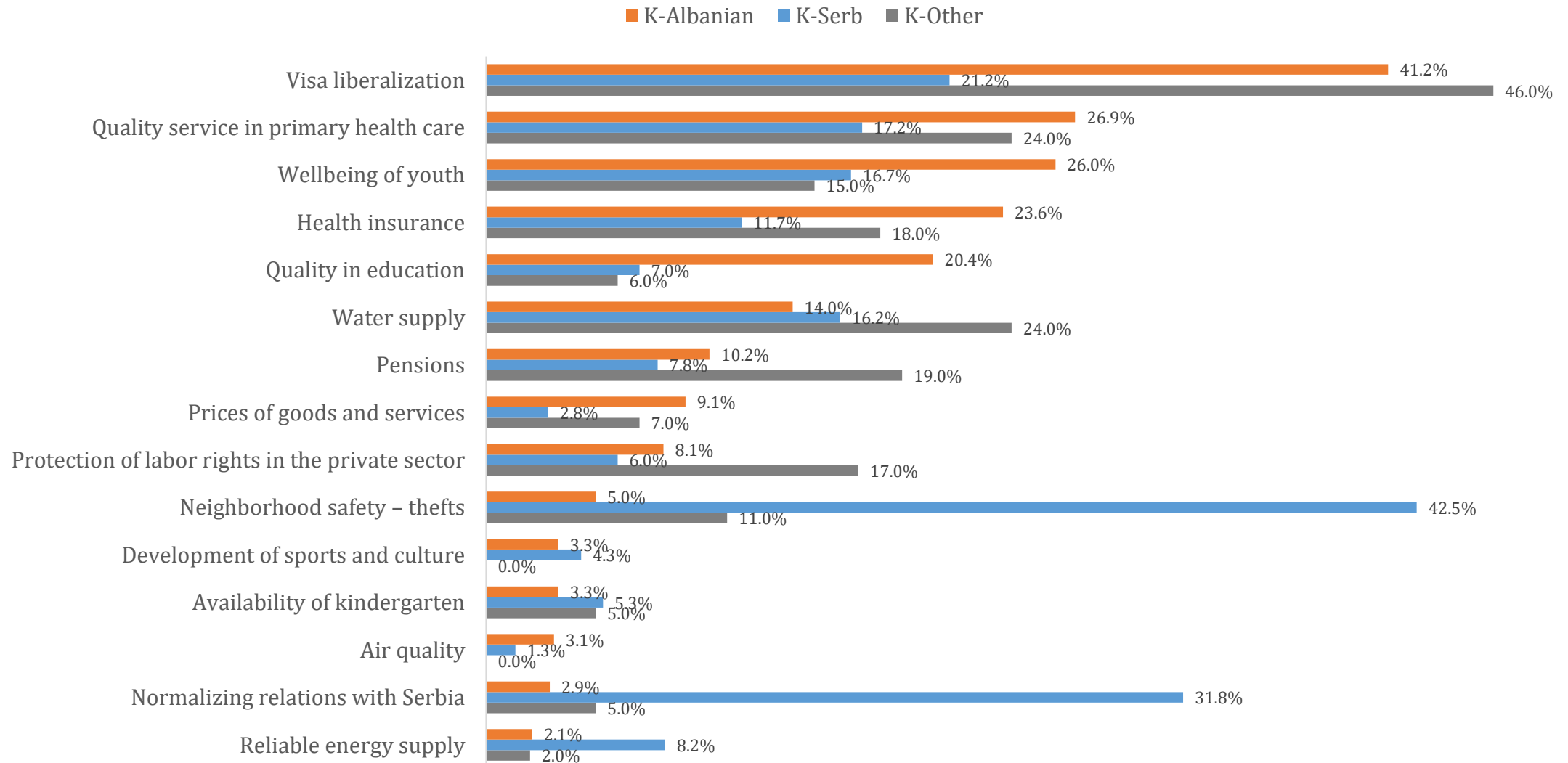
EU visa liberalization and healthcare stand out as top issues in voter decision-making.

Aside from unemployment and corruption, which two issues will be most important in deciding your vote in the next election?



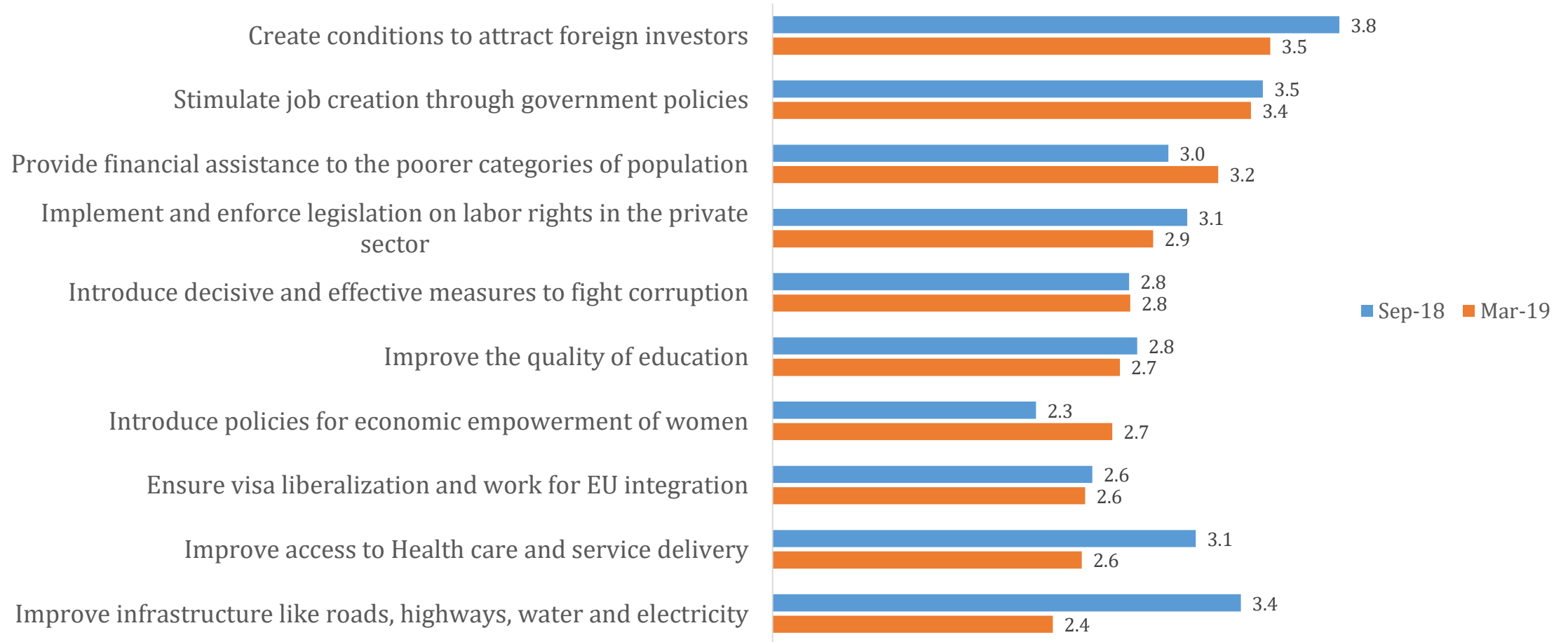
Visa liberalization is most important to Kosovar Albanians and other communities. Kosovar Serbs rank neighborhood safety highest.

Aside from unemployment and corruption, which two issues will be most important in deciding your vote in the next election?



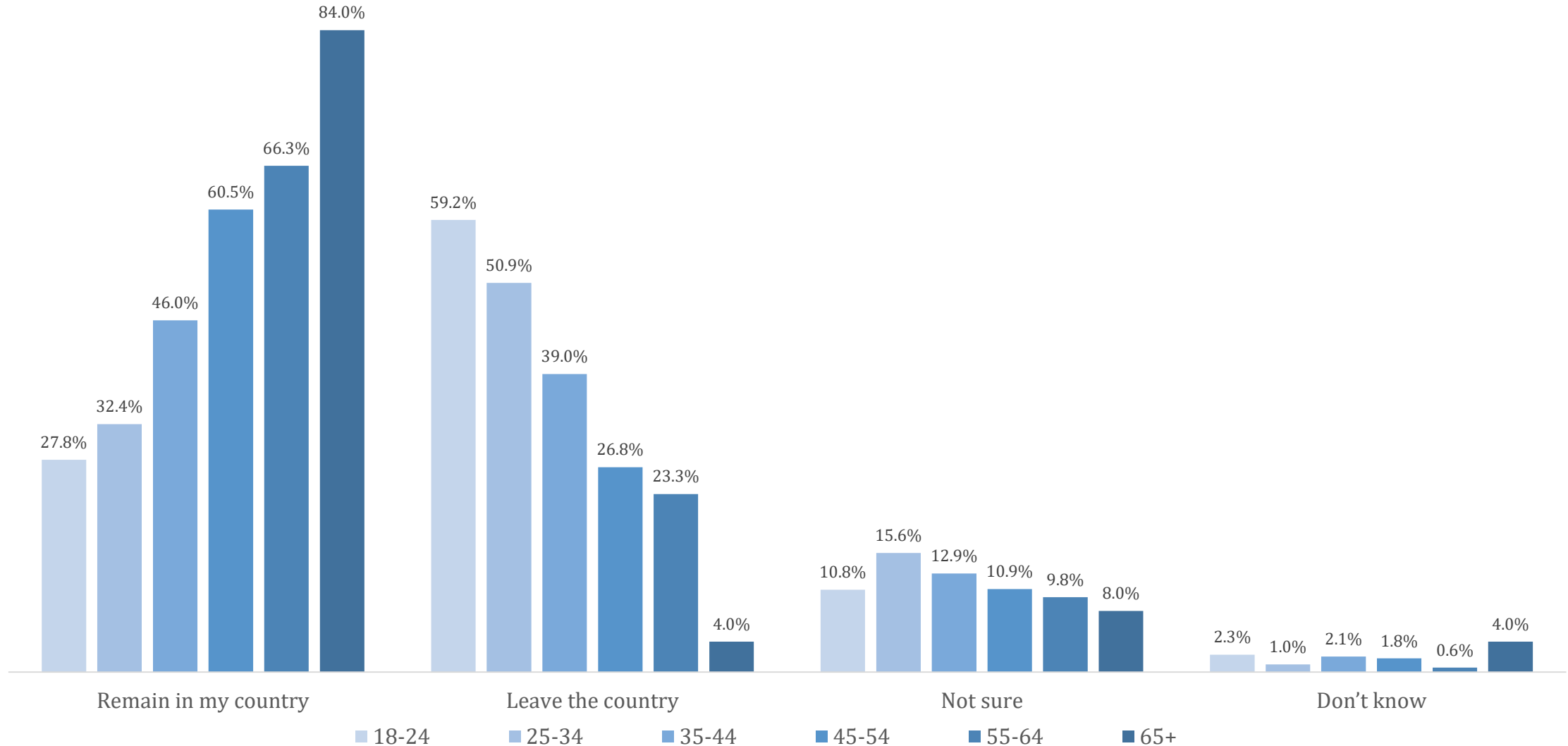
Citizens want government to attract investment and create jobs.

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



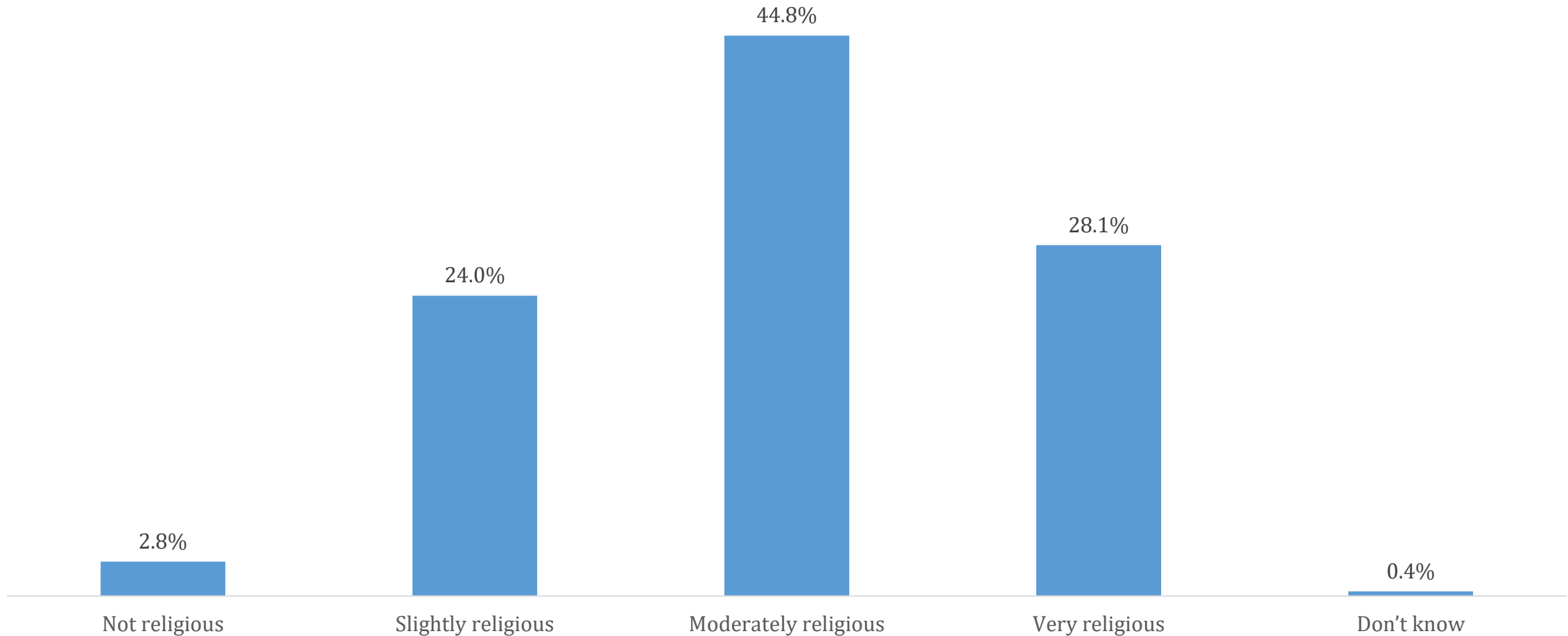
Citizens are divided by age on whether to stay in Kosovo or leave. Six out of 10 young people would leave.

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?

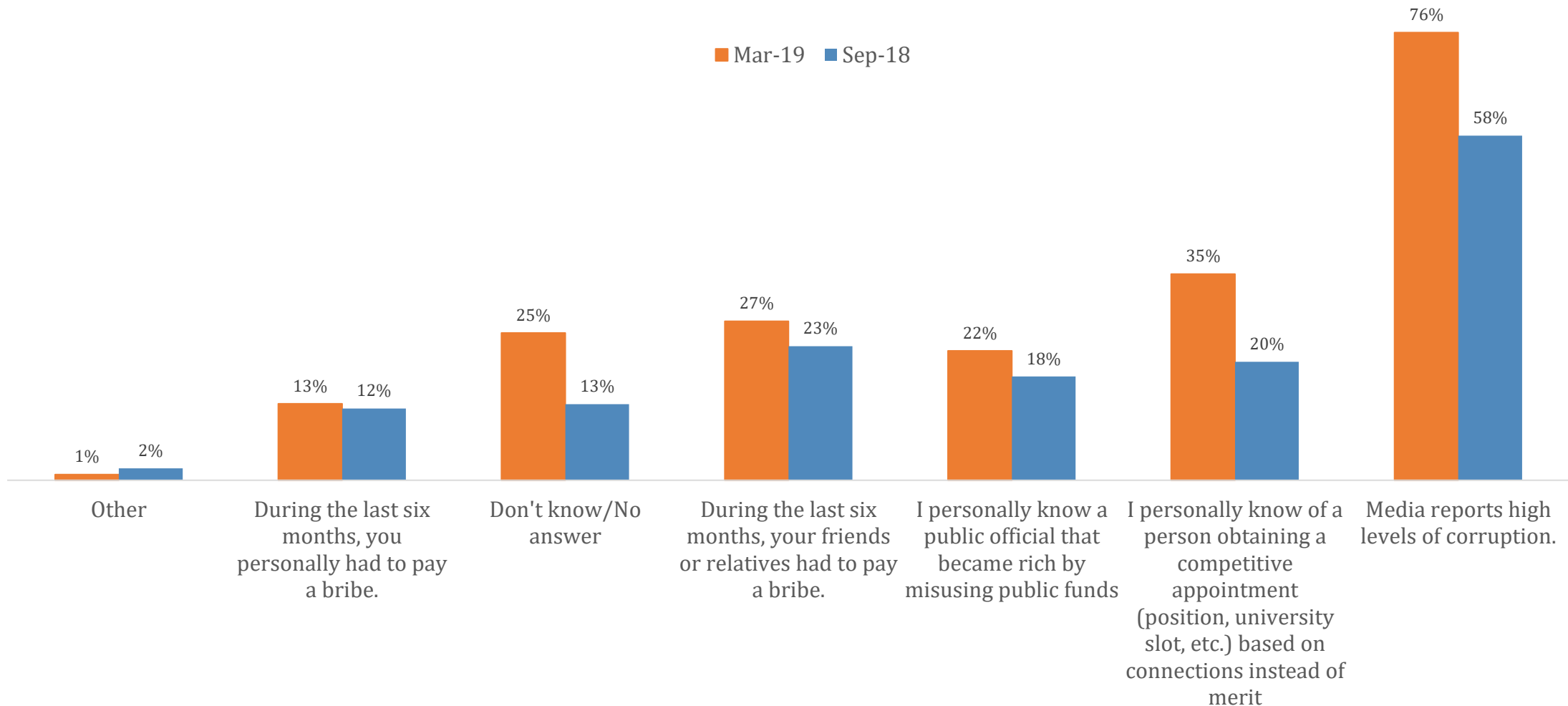




Corruption

Kosovars form their opinions on corruption through media rather than personal experience.

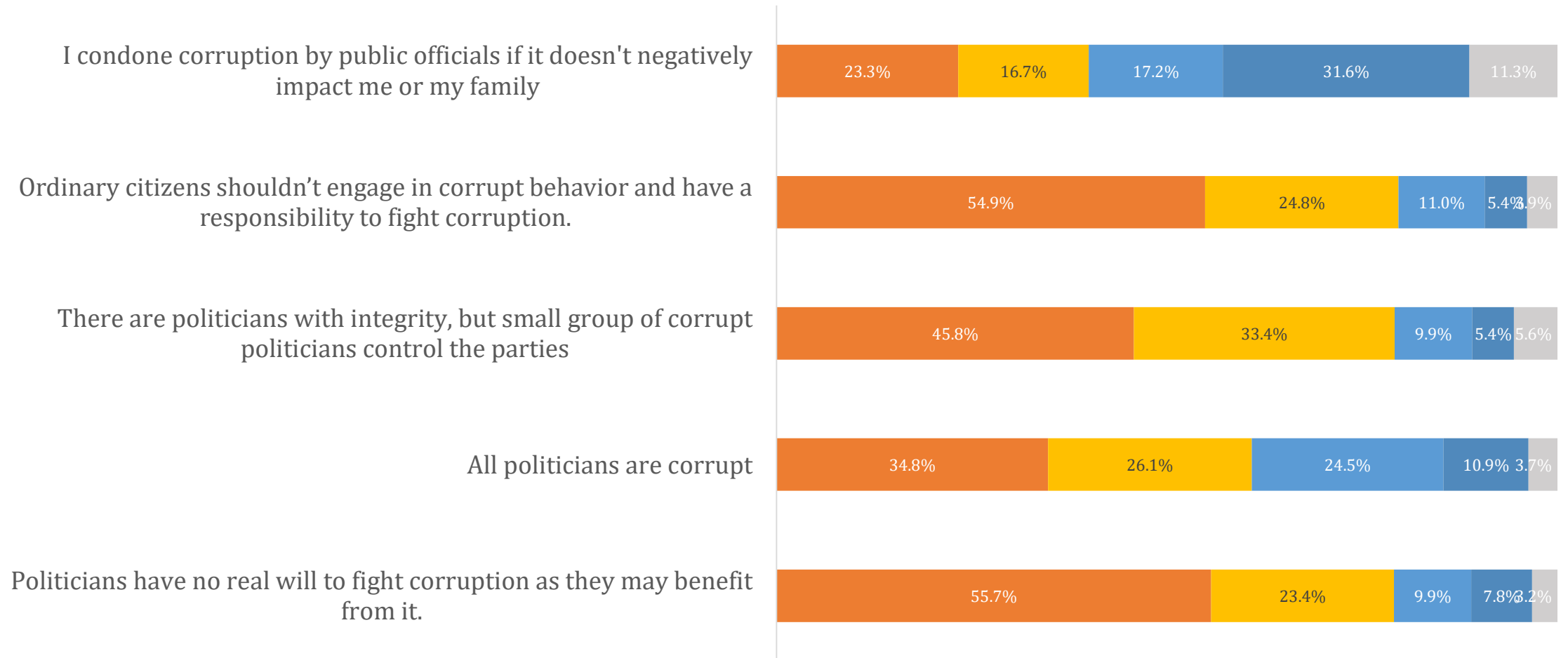
Which key factor informs your perception of the level of corruption in Kosovo?



More than half of citizens believe that politicians have no real will to fight corruption.

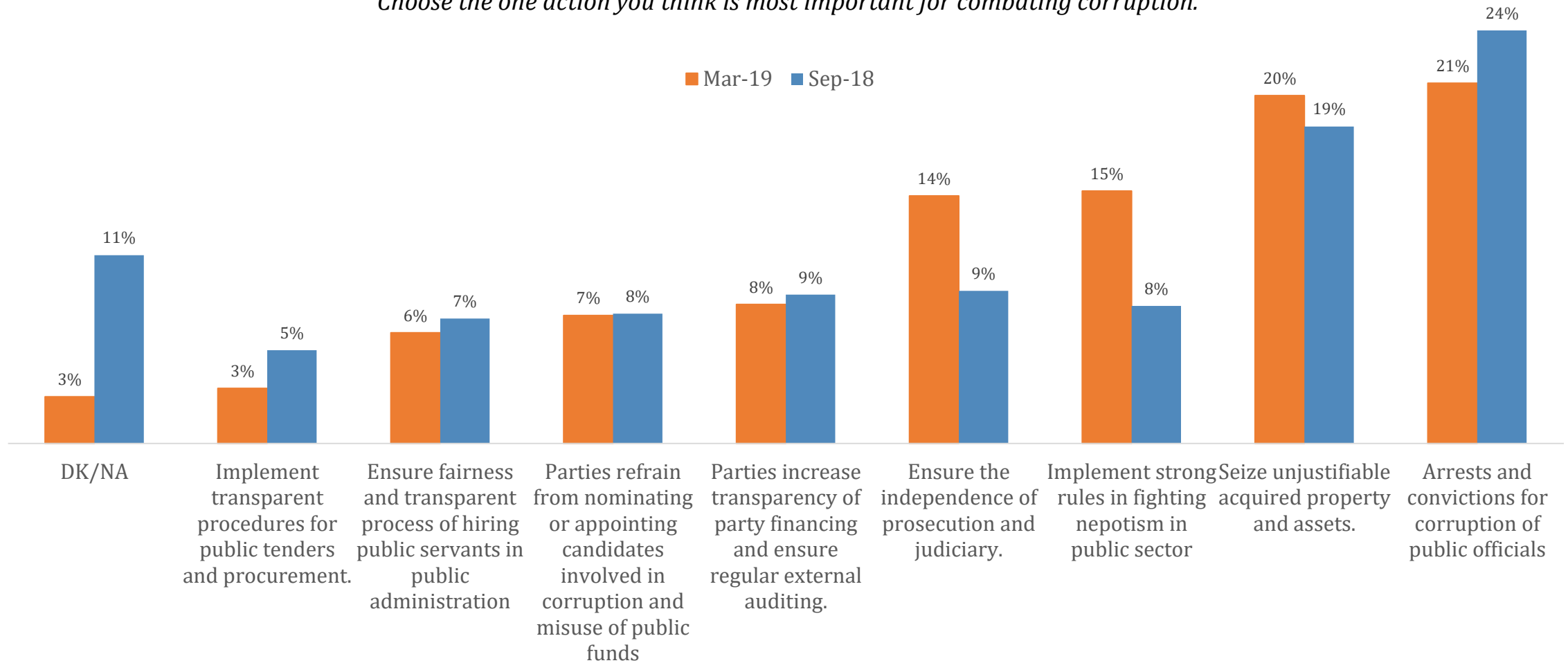
To what extent do you agree with the following statements?

■ Agree
 ■ Somewhat agree
 ■ Somewhat disagree
 ■ Disagree
 ■ DK/No answer



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.



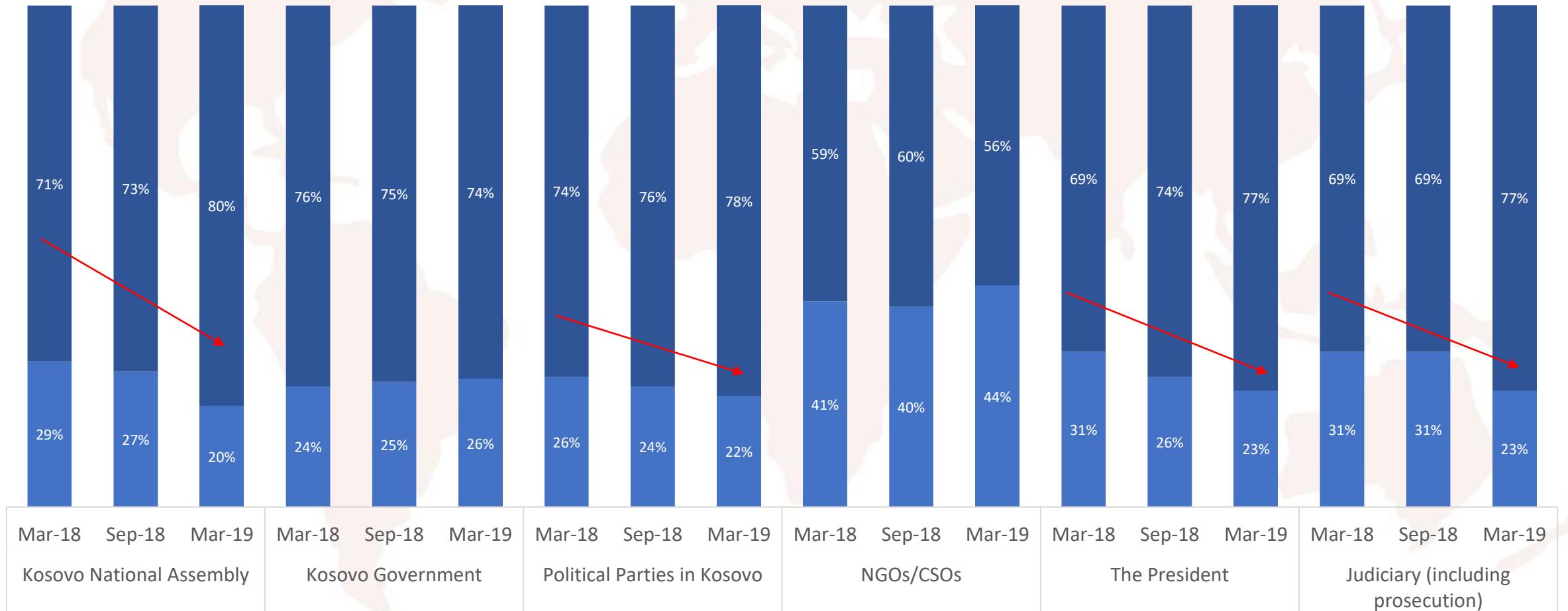


Political Institutions and Leadership

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?

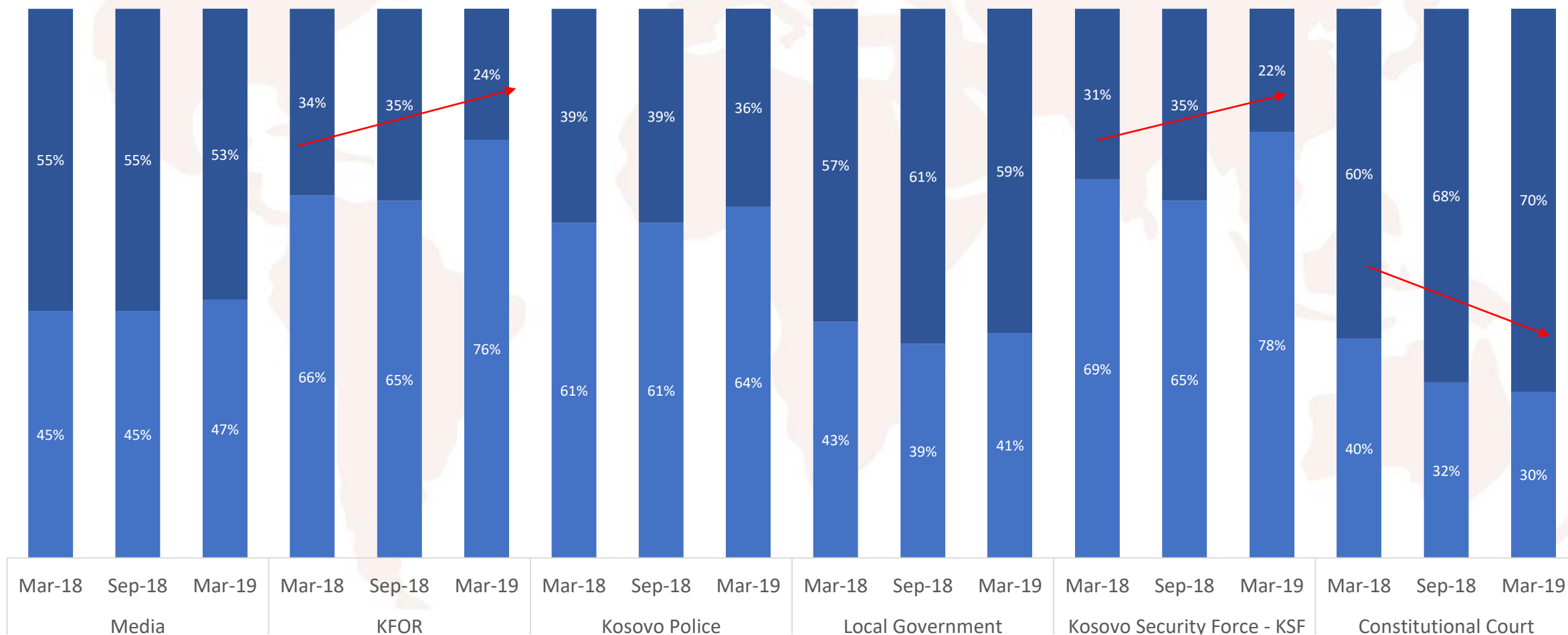
Trusted Not trusted



Local government enjoys trust levels nearly twice as high as national institutions. Trust in the security sector remains high.

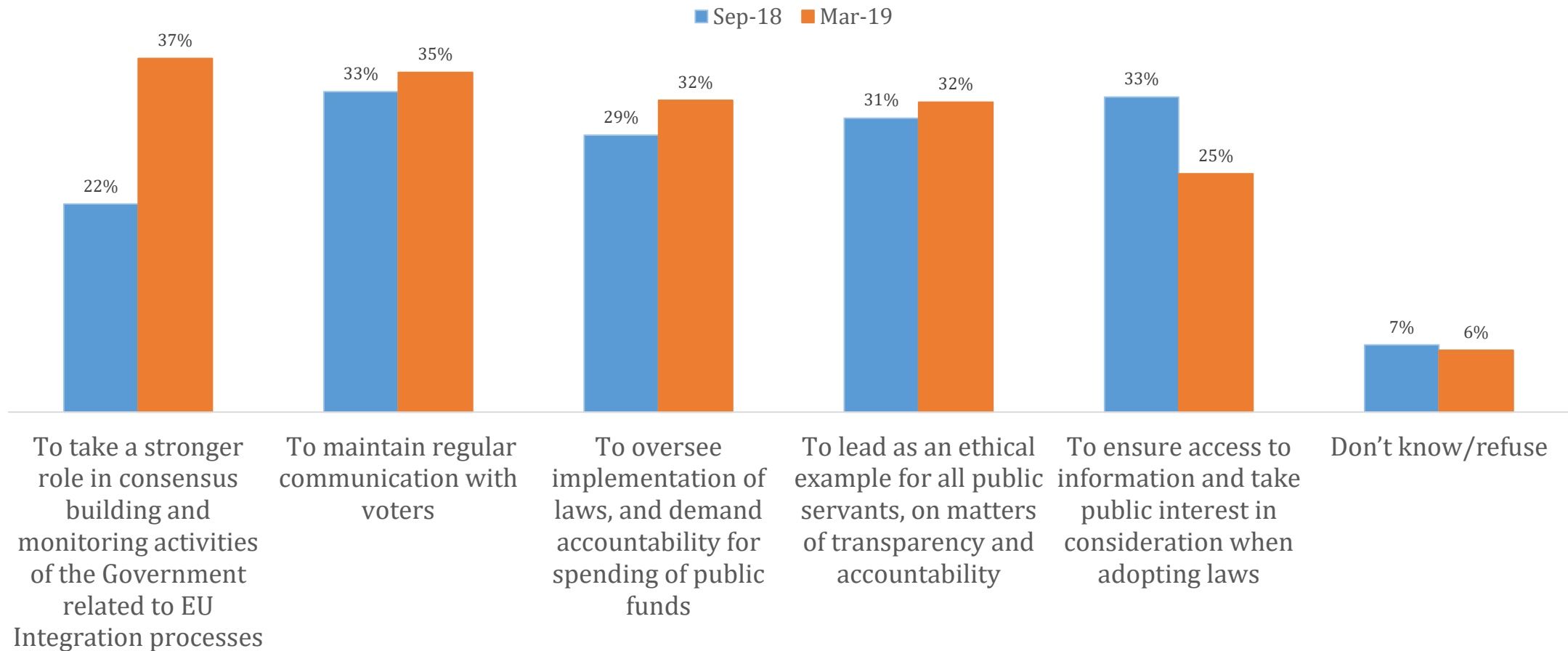
How would you rate the trustworthiness of the following institutions in carrying out their public duties?

Trusted Not trusted



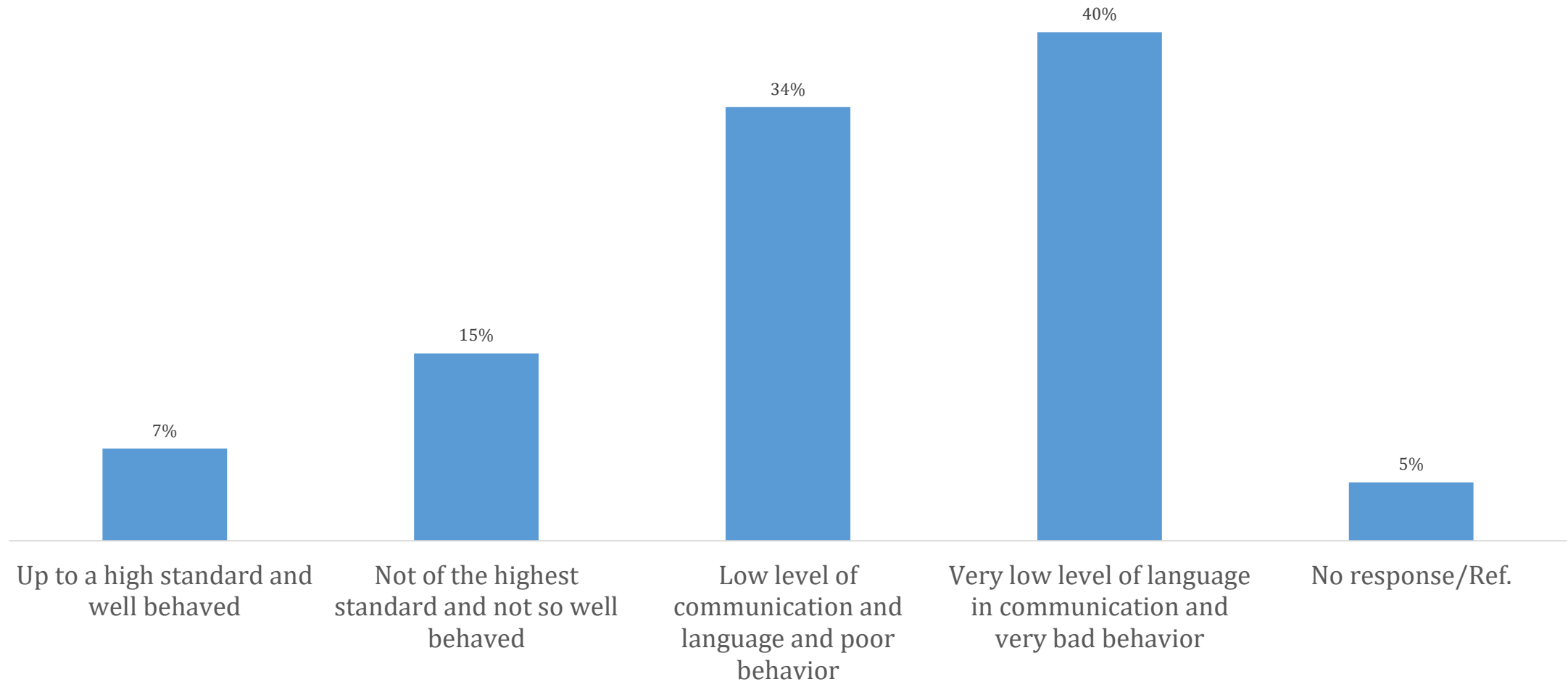
Kosovars assess political consensus building as a top priority for Kosovo Assembly.

What should be the priority of members of the Kosovo Assembly? Select two.



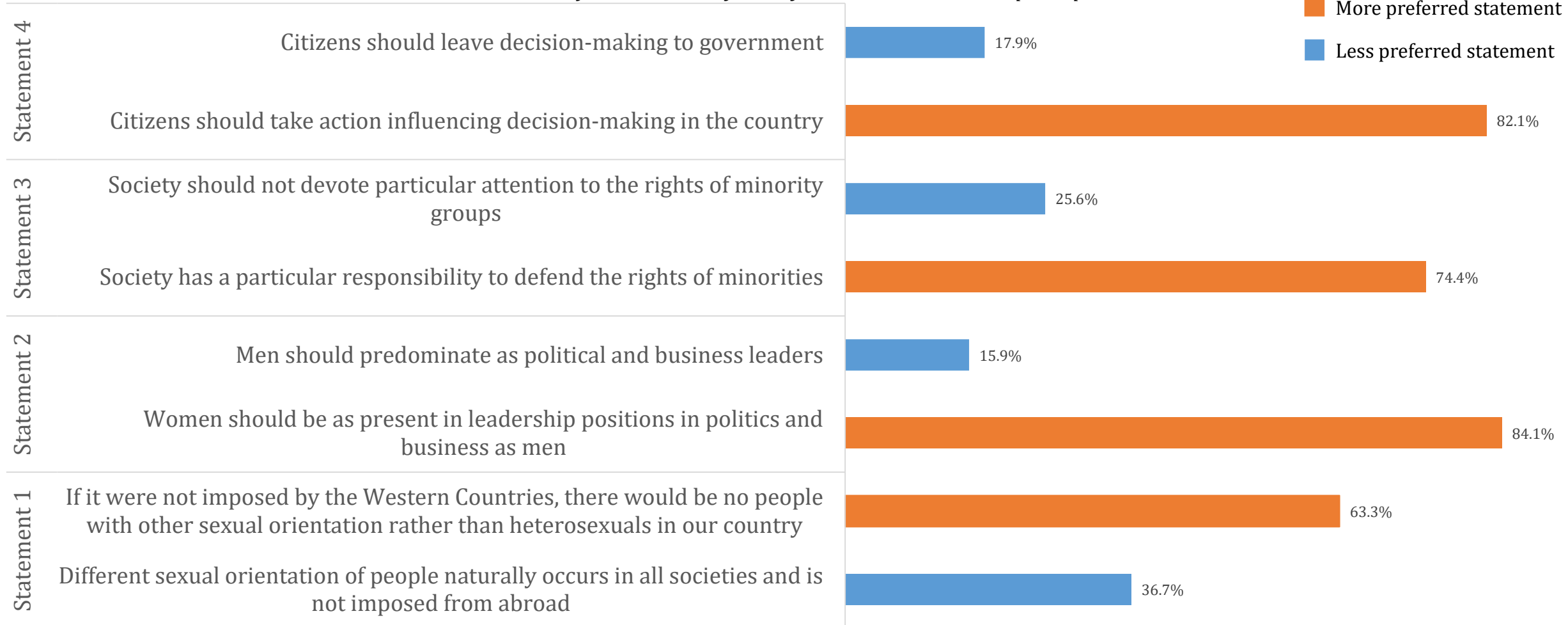
Citizens have poor opinions of Assembly language and behavior.

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



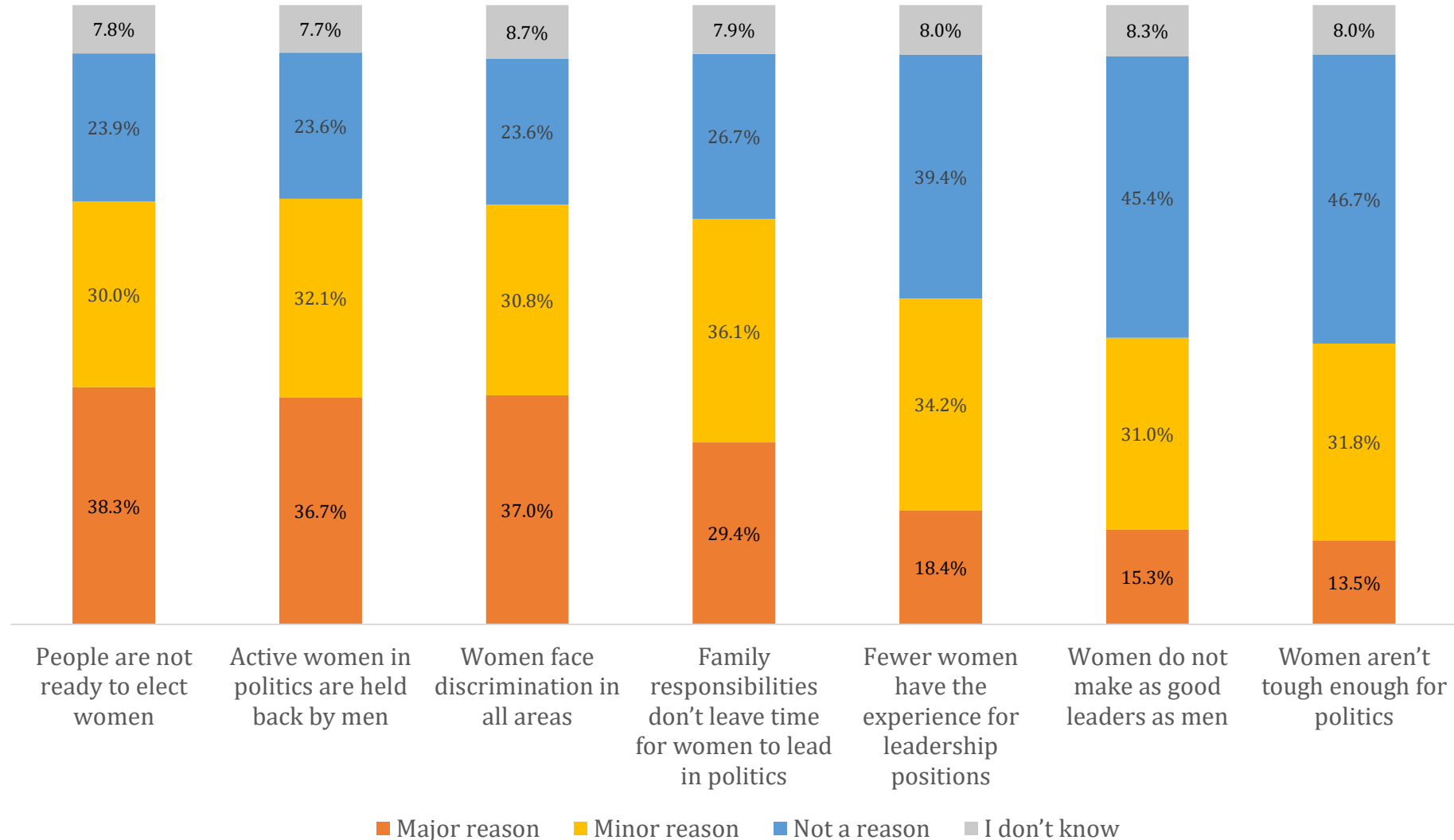
Kosovars are aware of their democratic rights and responsibilities. They support and defend inclusion, except as concerns sexual orientation.

Which statement fits more closely with your view? Mark one option per each set.



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?

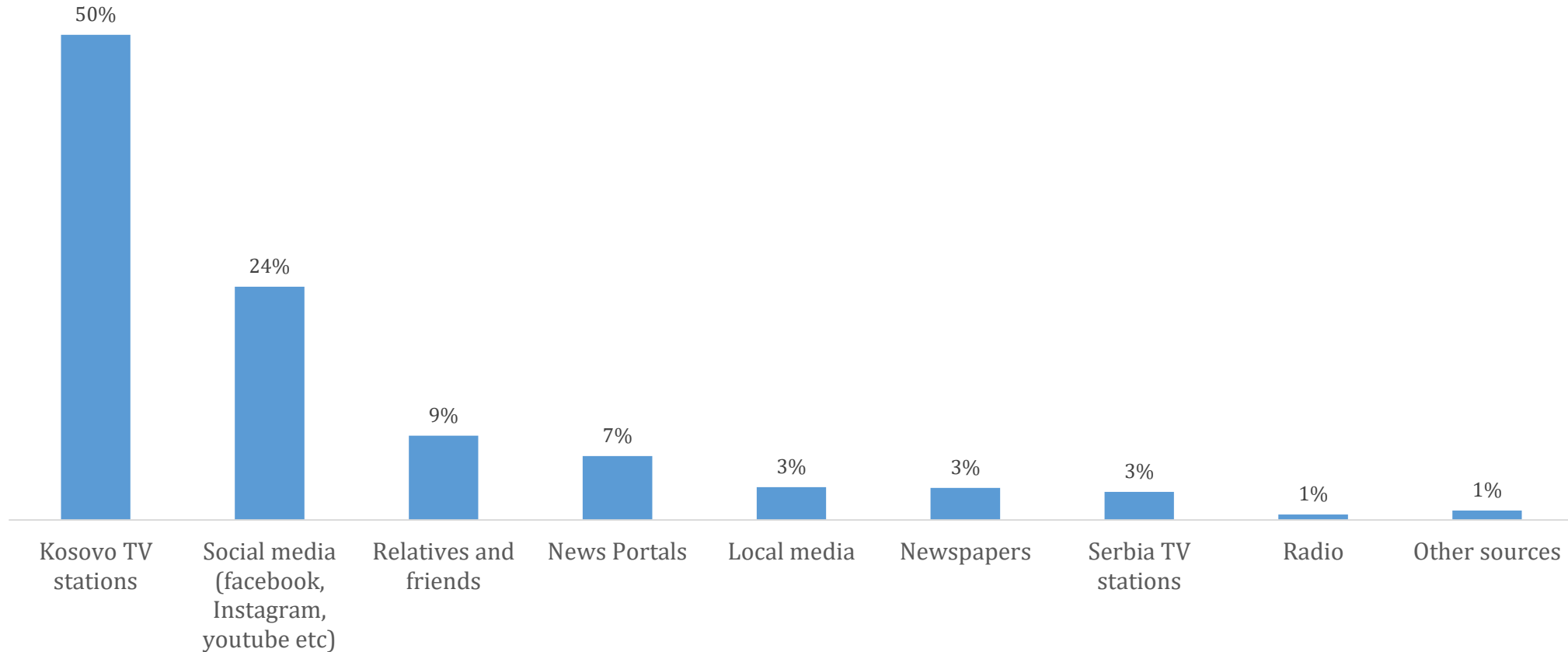




Disinformation

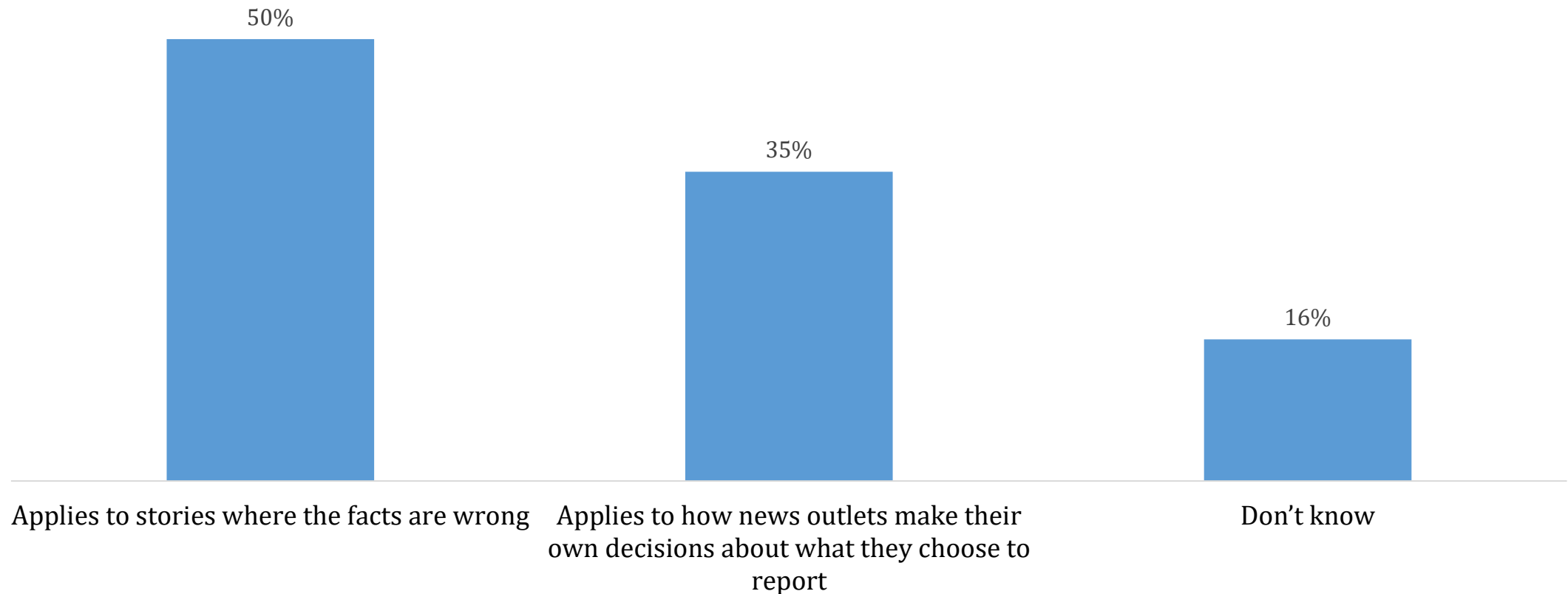
Mainstream media (TV) remains the most trusted source of information for Kosovars, though nearly a quarter hold the most trust in social media.

Which of the following do you trust the most as a source of information?



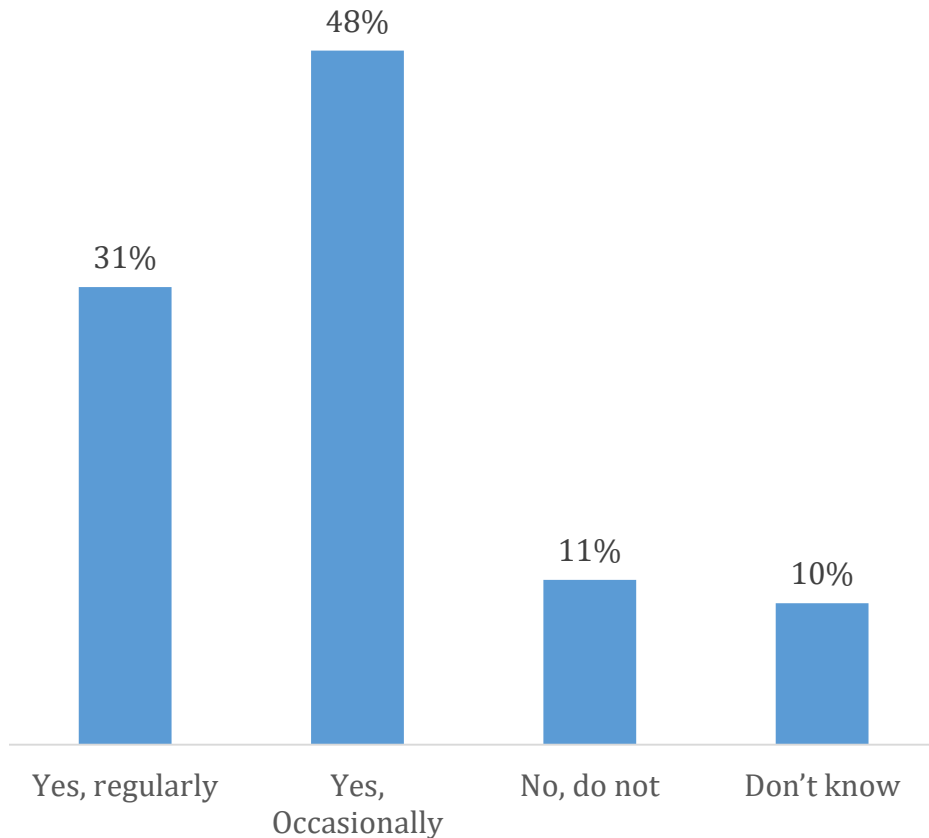
For a majority of Kosovars, “fake news” represents factually incorrect stories.

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?

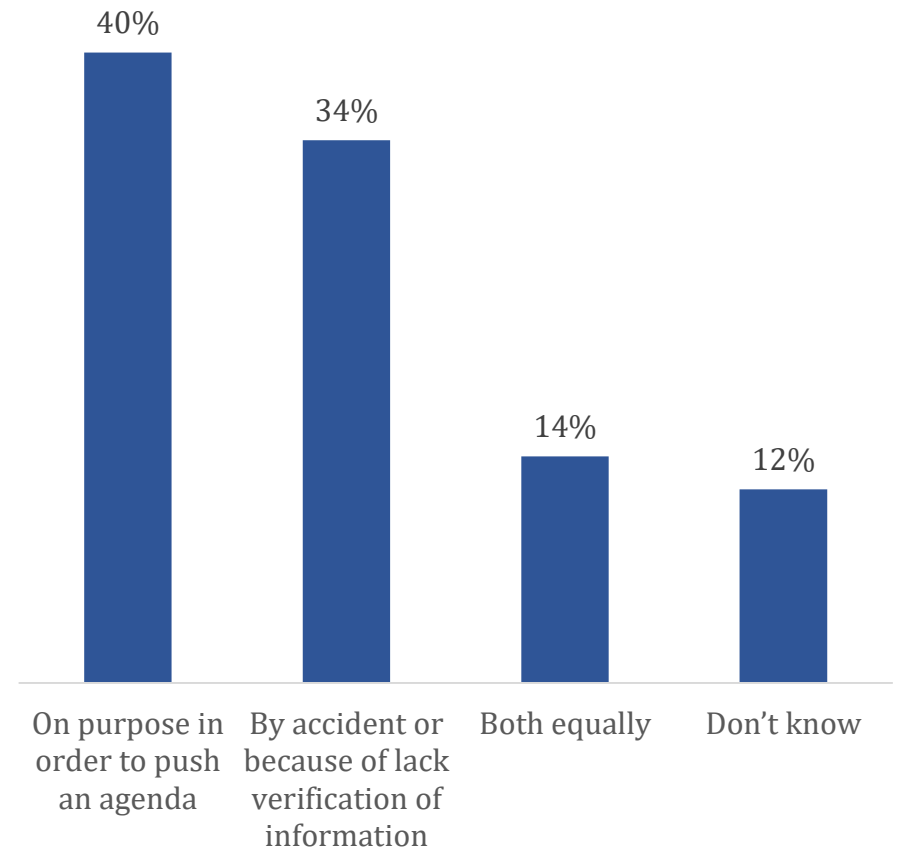


A strong majority believes TV and newspapers report disinformation; 40 percent say it is intentional.

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

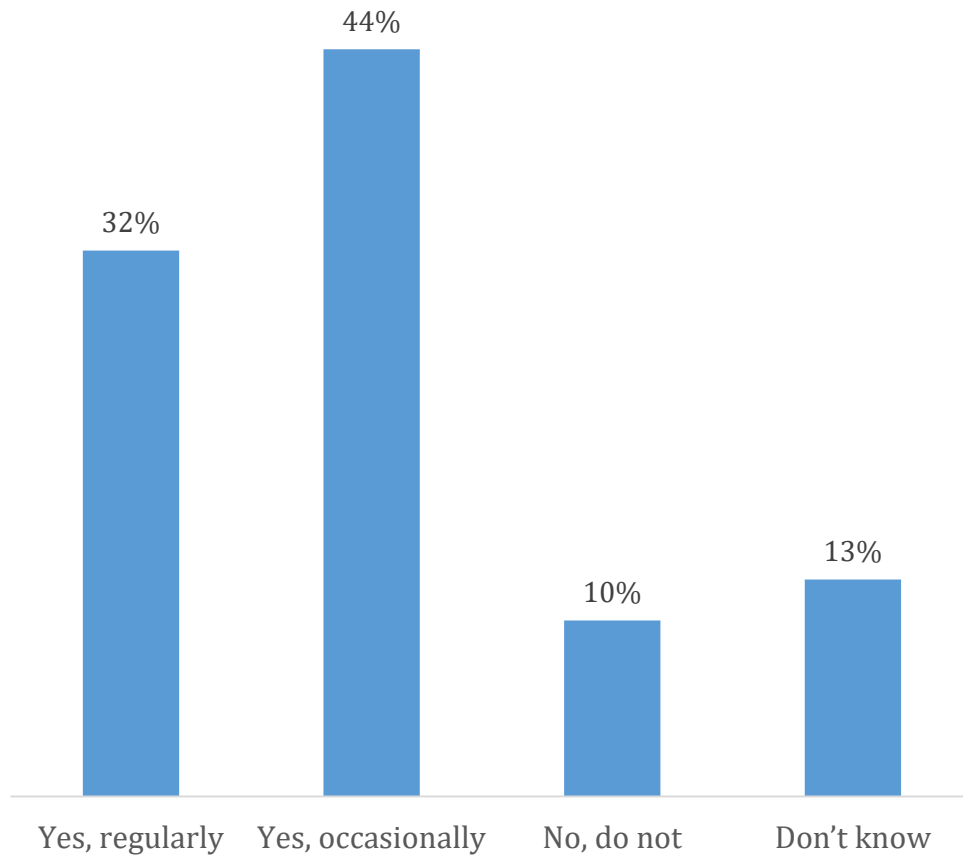


Do you think these sources report these stories on purpose in order to push an agenda or do they tend to report them more by accident or because of lack verification of information?

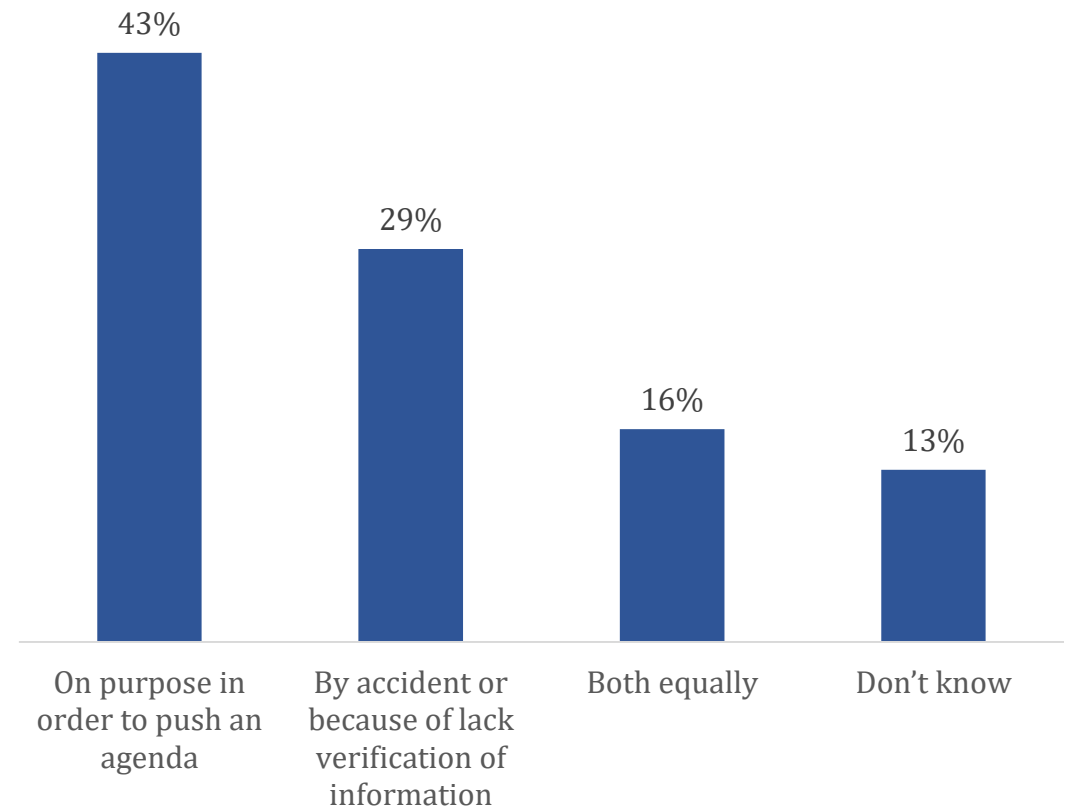


Disinformation is seen in online news websites/portals.

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

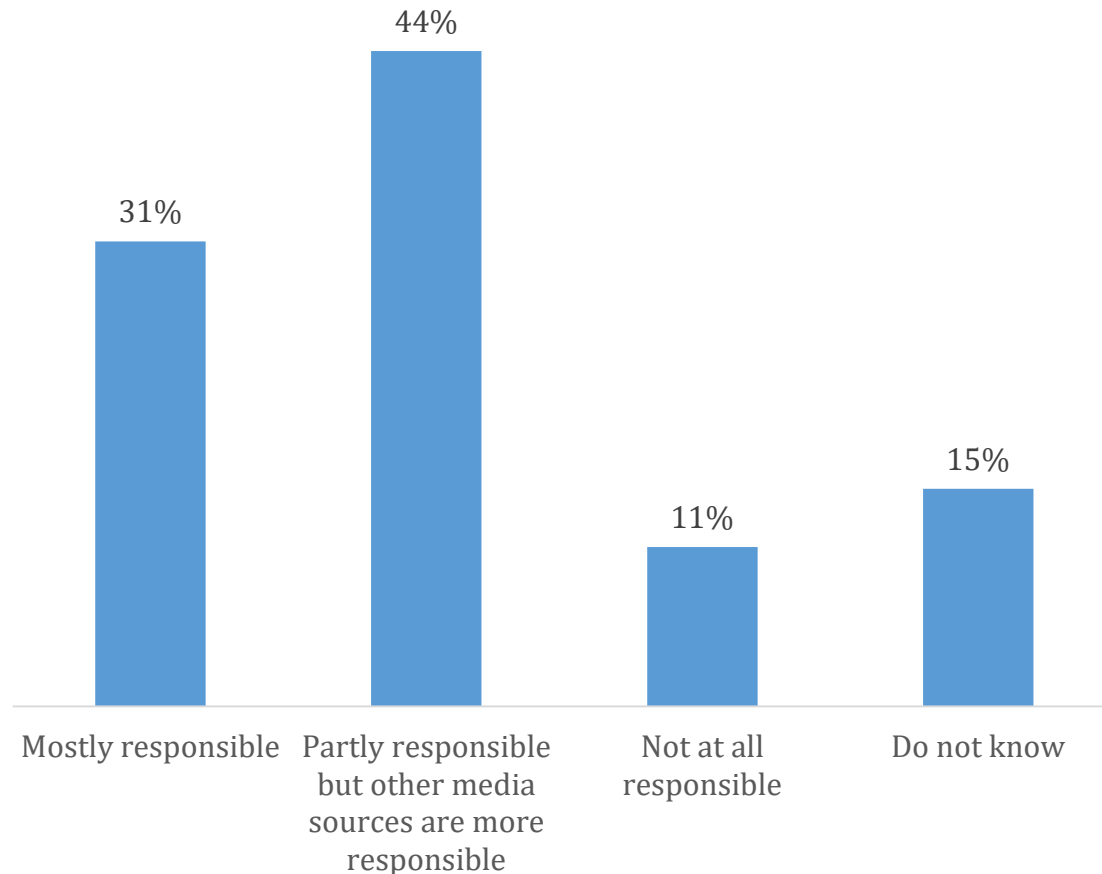


Do you think these sources report these stories on purpose in order to push an agenda or do they tend to report them more by accident or because of lack verification of information?

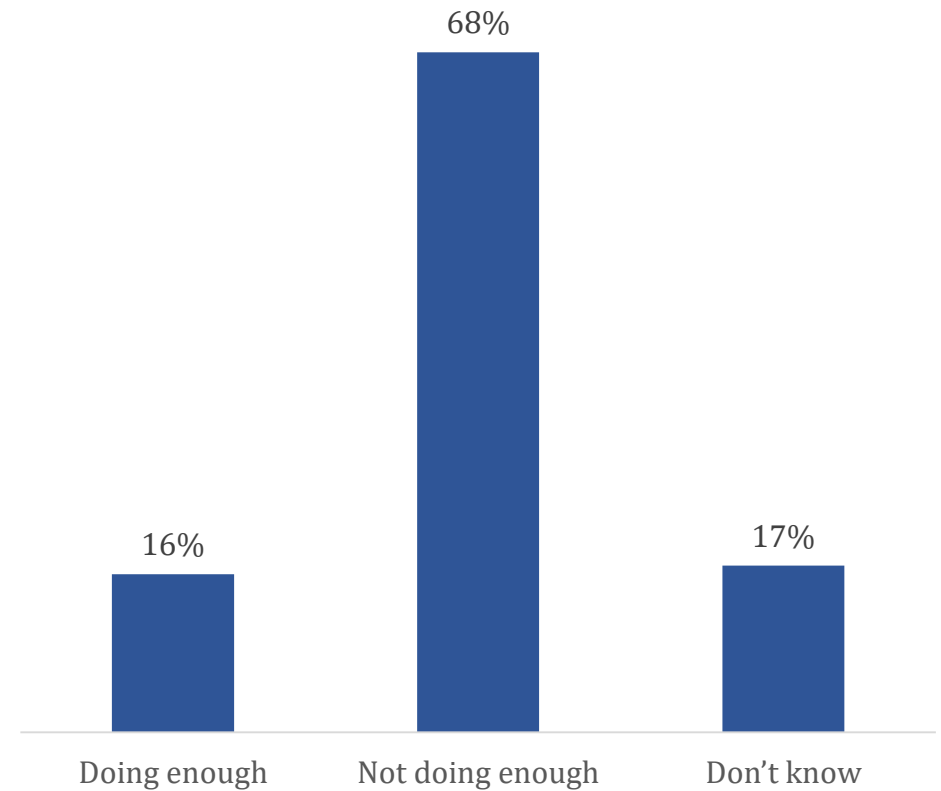


A majority believes media is not doing enough to stop disinformation.

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

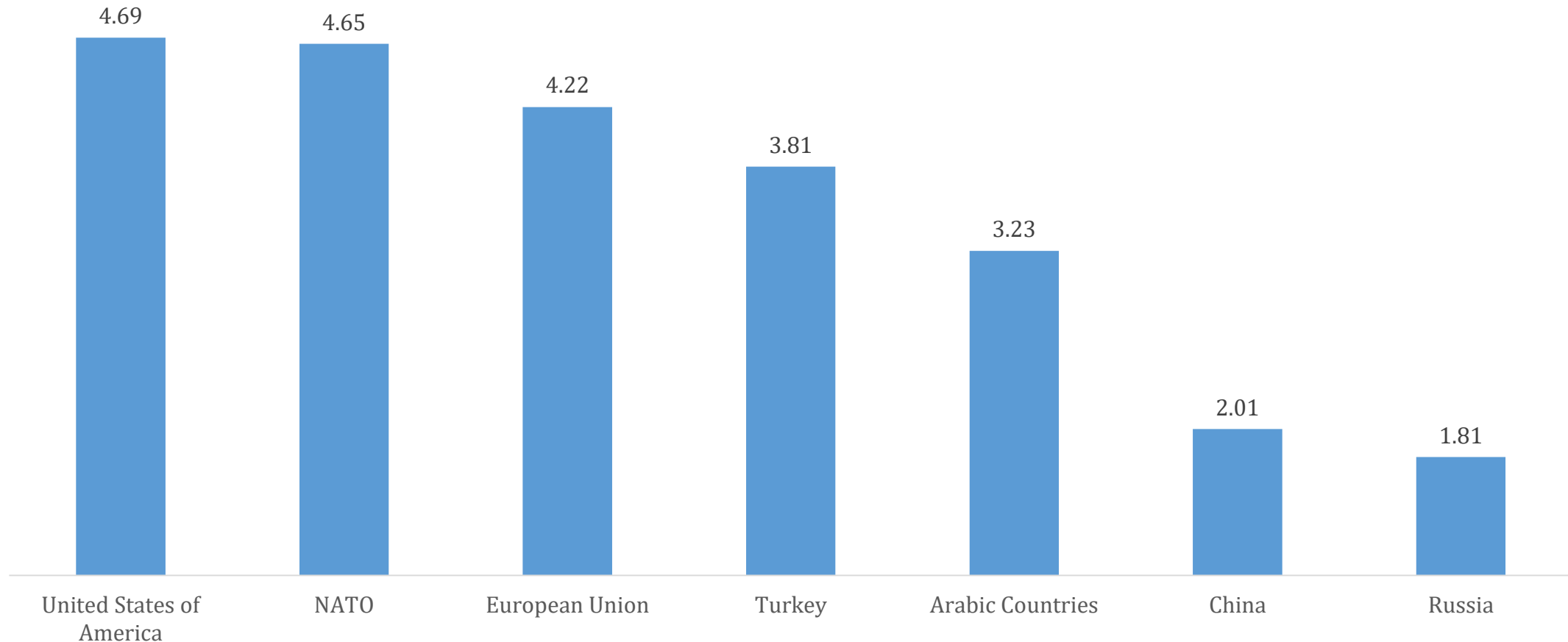


Are media in Kosovo – TV, Radio, Newspapers, News Portals - currently doing enough or not doing enough to stop the spread of fake news on their sites?



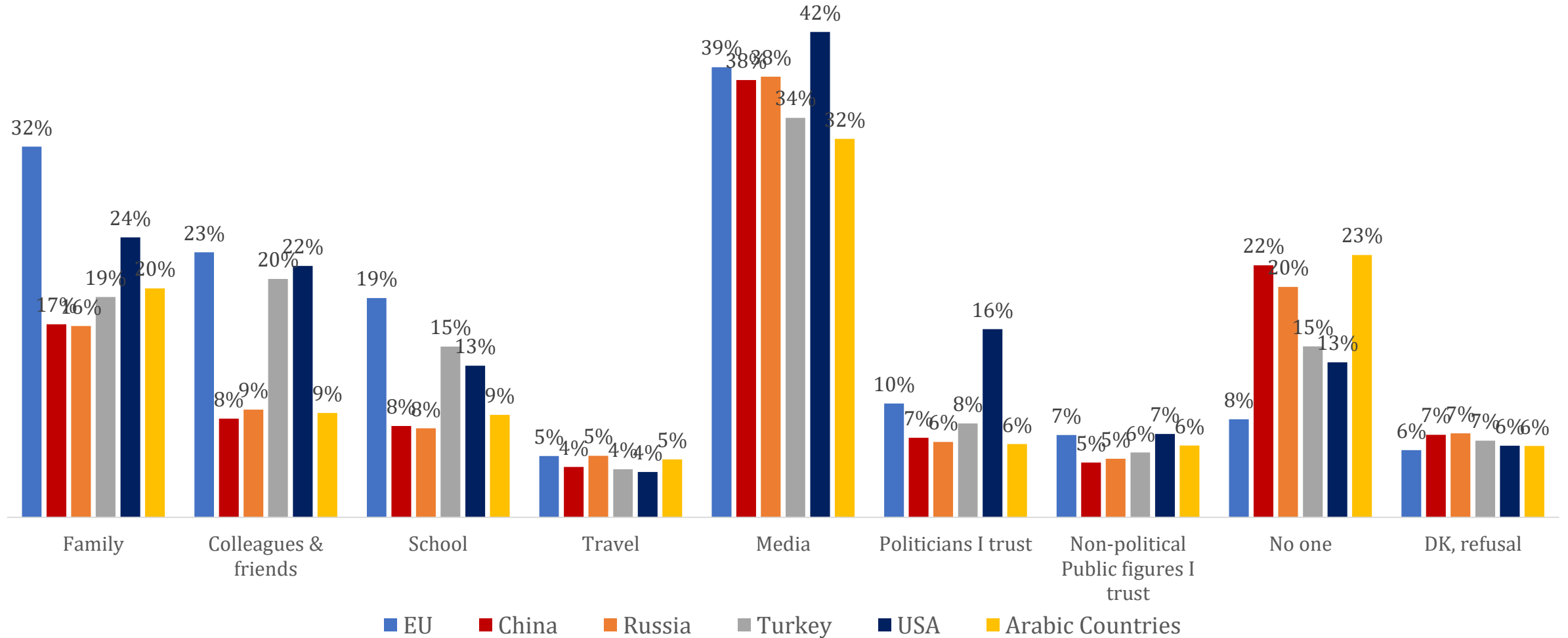
Citizens have highly favorable opinions of the United States, followed closely by NATO.

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.



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.



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