



# **NORTH MACEDONIA: CITIZENS' PERCEPTIONS OF THE GENERAL OUTLOOK, ECONOMIC POLICIES AND CONSUMER PROTECTION**

June 2023

CONDUCTED BY  
THE NATIONAL DEMOCRATIC INSTITUTE



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# RESEARCH METHODOLOGY

## QUANTITATIVE RESEARCH: FACE TO FACE CAPI SURVEY



### Population

Citizens of the Republic of North Macedonia, aged 18 years and older



### Time Frame

13 - 24 April 2023



### Sample Design

Nationally representative, multistage stratified sample of 1003 respondents aged 18+.

Households are distributed proportionally in urban and rural areas and by ethnicity in all eight regions of the country



### Research Team

Interviewer network of 44 interviewers and 10 regional supervisors



### Sample Size

1003 respondents  
Estimated Margin of Error of  $\pm 3.09$  percentage points at the 95% Level of Confidence



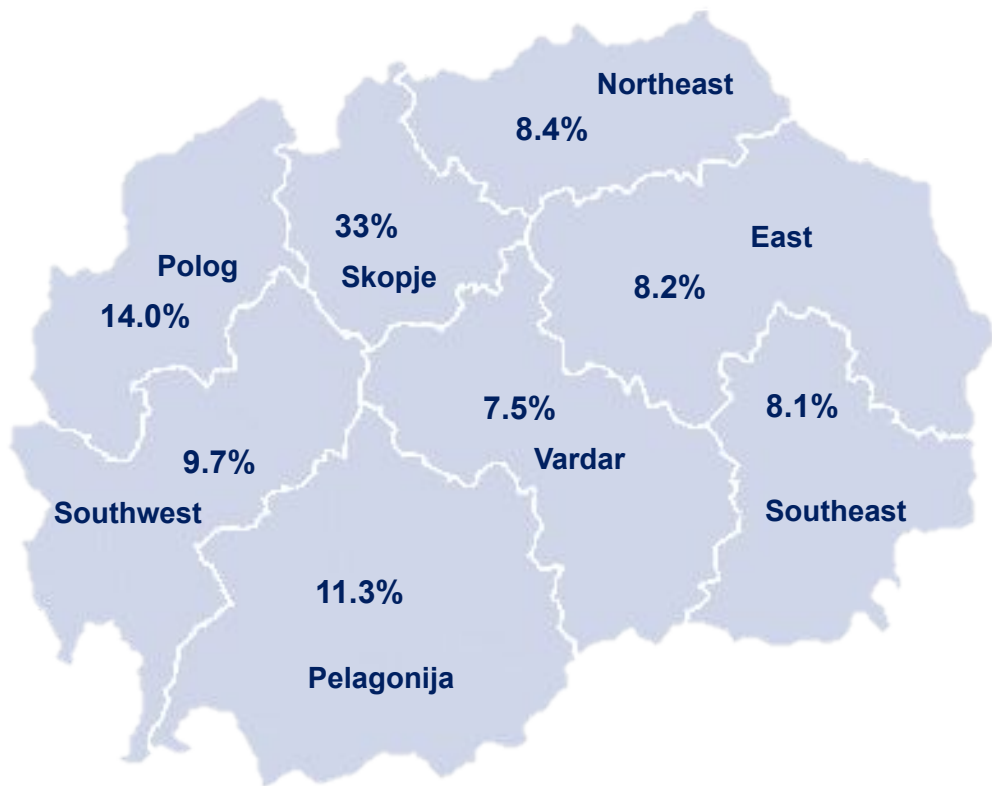
### Average Length of Interview

24 minutes

- ✓ The **estimated margin of sampling error** for the survey is  $\pm 3.09$  percentage points at the 95% confidence interval.
  - Meaning: If the same survey is conducted **100 times**, we expect that in **95** of those surveys the responses would **fall somewhere within our margin of sampling error**.
  - **The margin of error will be larger among subgroups of respondents**, such as among ethnic Macedonians and ethnic Albanians.
- ✓ The research provides **opinions in a point in time** and changes over time.
- ✓ All sample surveys and polls may be subject to **multiple sources of error**, including, but not limited to sampling error, coverage error, and measurement error.
- ✓ Due to the **rounding of numbers**, the sum of the percentages may not always be 100.

# DEMOGRAPHICS OF THE RESPONDENTS

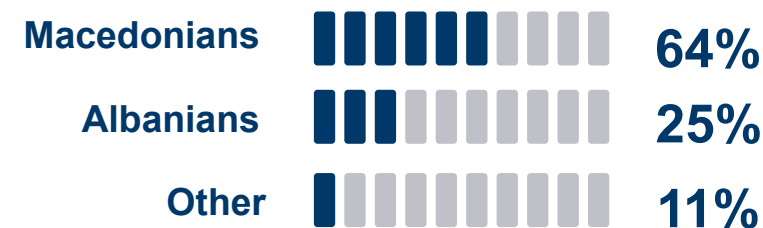
## Survey Distribution by Statistical Regions



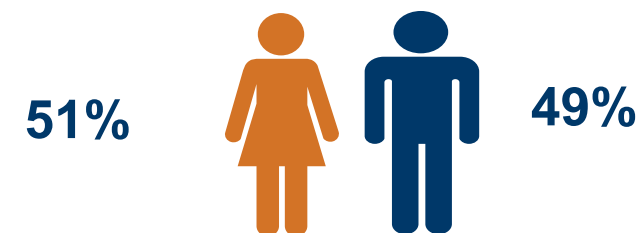
## Survey Distribution by Settlement



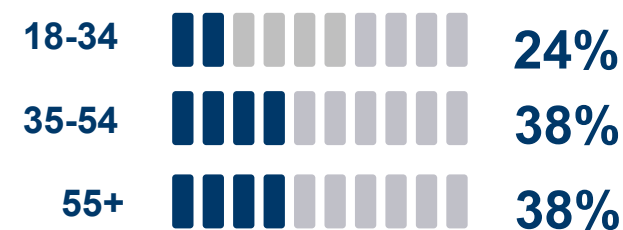
## Survey Distribution by Ethnicity



## Survey Distribution by Gender

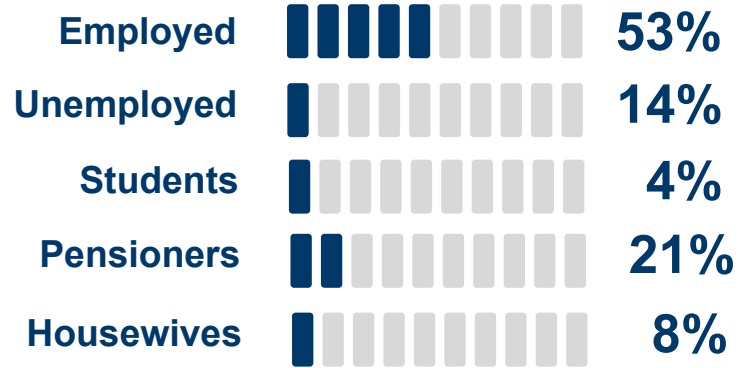


## Survey Distribution by Age Groups

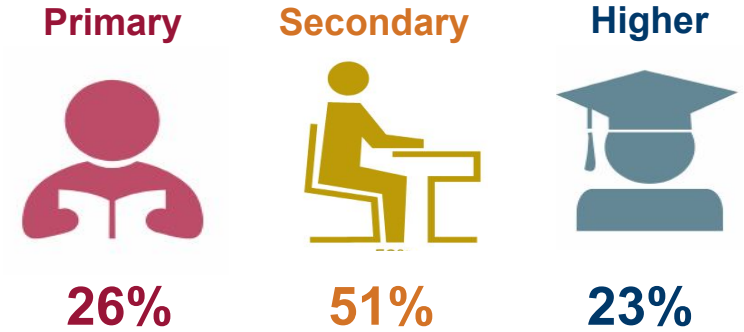


# DEMOGRAPHICS OF THE RESPONDENTS

## Survey Distribution by Working status



## Survey Distribution by Education



## Survey Distribution by recipients of social welfare

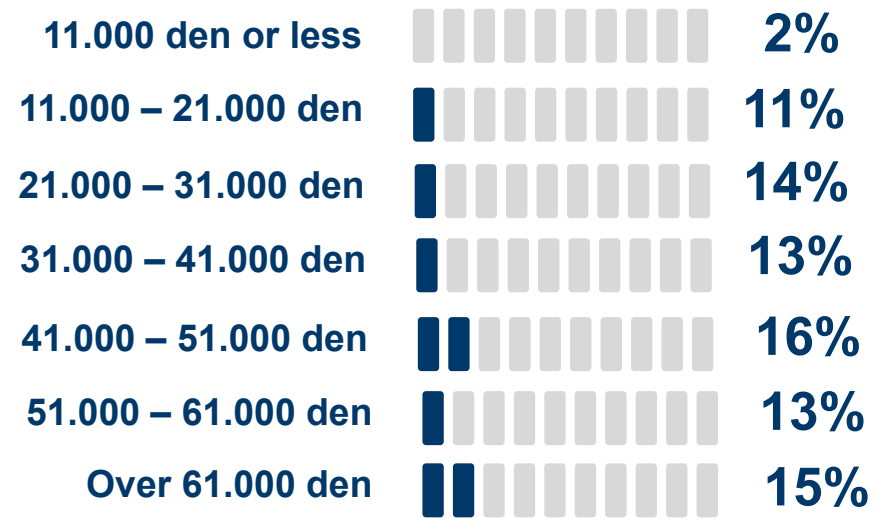


**5%** receive social welfare

**94%** do not receive social welfare

1% refuse to answer

## Survey Distribution by Family monthly income



16% refuse to answer / Do not know

# KEY FINDINGS

# KEY FINDINGS

## **Economic issues are becoming increasingly important for citizens as a result of inflation and rising energy costs.**

- Economic issues are among the top five issues of concern that require immediate attention.
- More than half of citizens (58%) surveyed are highly concerned about diminished living standards, low salaries, and low pensions.
- Seven out of ten (71%) citizens surveyed favor parties that have a defined plan to improve the economic situation.

## **The Government could do more to introduce effective and impactful anti-crisis measures to improve the living standard of citizens.**

- A majority of survey respondents believe that the government's performance is unsatisfactory in addressing the main economic challenges, e.g. living standards, salaries, and employment, drawing criticism of the effects of the recent anti-crisis measures.

## **Social categories with lower income are more affected by the crisis harming their purchasing power for basic supplies.**

- Almost half of the population (44%) are spending the biggest portion of the family budget (more than 60%) on food.
- Almost half of respondents (48%) say they frequently or occasionally have difficulty paying their bills at the end of the month, with low social categories (89%) and those in rural areas (53%) having more difficulty covering the cost of living.



# KEY FINDINGS

## **The survey indicates there is a tendency of a shift in people's buying behavior towards reducing spending which is contrary to the main principle of market economy**

- Almost one-third of citizens (28.7%) believe that reducing consumption is a solution to overcome the current economic crisis.

## **For more sustainable economic growth, the government should implement a mix of short-term and long-term measures.**

- The perception of respondents is that the future is not so bright with almost 40% believing that the economic situation, standard of living and amount of salaries and pensions will become worse in the next 12 months.
- A vast majority of citizens (91%) consider that price increases are the biggest threat to their financial situation, and are suggesting the government to prioritize “price stability”.
- Citizens praise the government's decisions to raise the minimum net salary (72%), freeze prices (83%) and limit profit margins on basic food products (68%).
- The majority of citizens (67%) believe the government should continue subsidies for food products and electricity bills (48%) as an effective measure to mitigate the negative effects of the crisis.
- In the short term, the majority of citizens believe that the reduction of prices of certain products has more effects on further price increases, however, that needs to be complemented with long-term measures such as further increases in salaries and pensions.

# KEY FINDINGS

**The recent anti-crisis campaign had limited reach as a significant portion of citizens (39%) are not informed about most of the measures.**

- More than 50% of the ethnic Albanians and other ethnic minorities, residents in rural areas (49.5%), persons with low education (57.7%) and low socio-economic status are not sufficiently aware with the recent government measures.

**The perception of the effects of anti-crisis measures is influenced by respondents' ideology and voting preferences.**

- Citizens with voting preferences for the opposition parties believe the government has not managed the crisis effectively, whereas voters with a preference for the ruling parties believe the opposite.

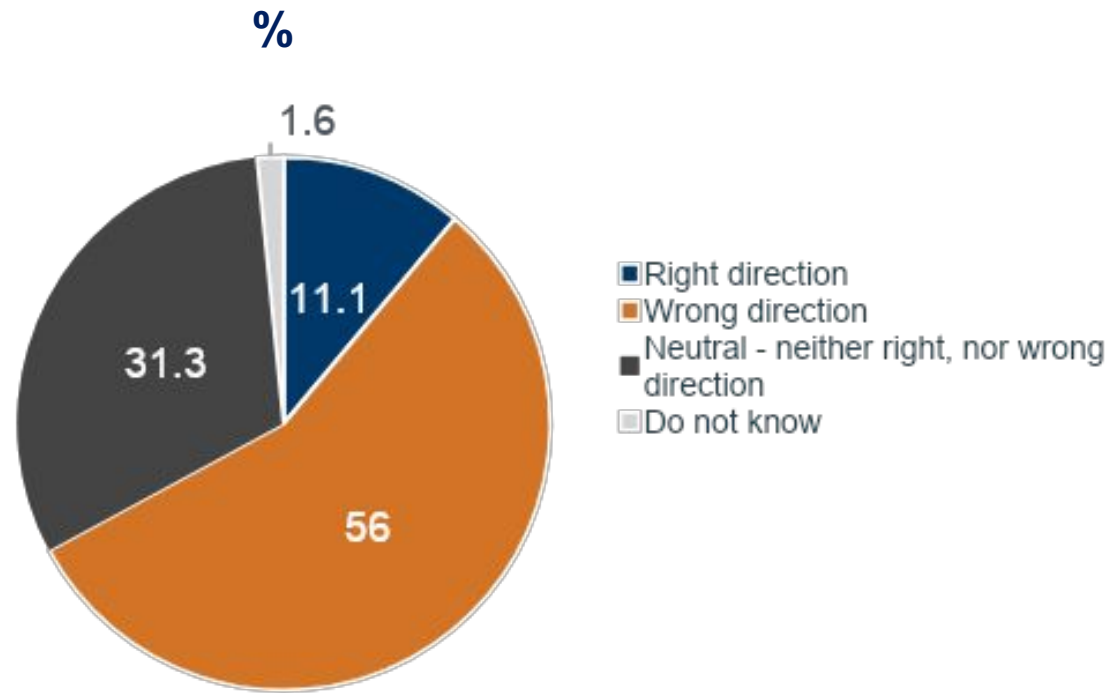
**A large proportion of citizens neither have heard about the consumer protection program nor trust the judiciary/institutions in case of disputes with companies over a purchased product**

- More than one-third of consumers (38.7%) are not familiar with their rights as consumers, with 56% unaware that consumer protection program exists.
- Even more concerning, almost more than half of consumers (54%) do not trust the service providers nor the judiciary (71%) in case of dispute over transaction with a company.

# GENERAL OUTLOOK

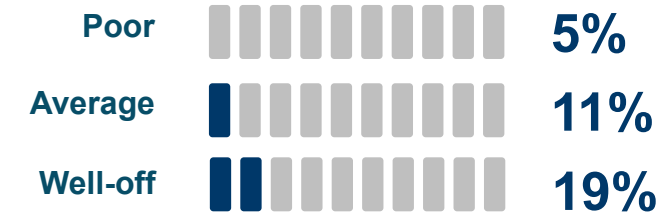
# GENERAL OUTLOOK

Overall, is the country moving in the right or wrong direction?

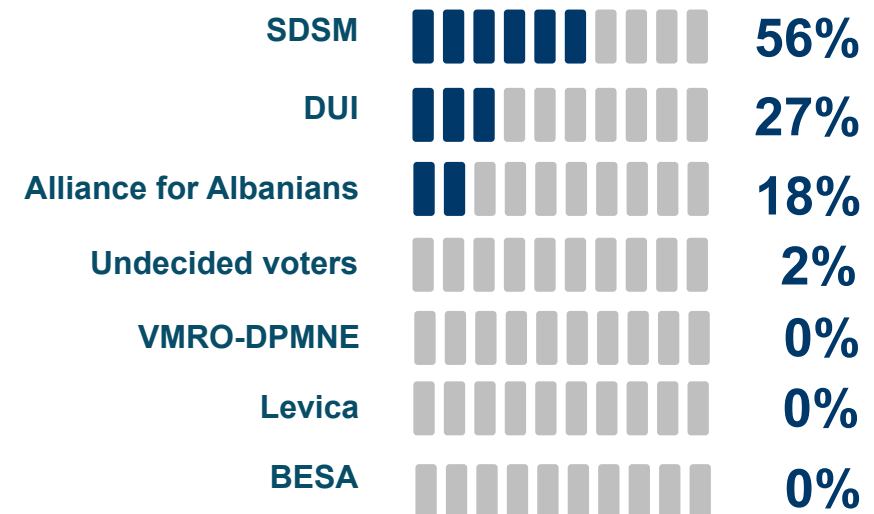


Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

Percentage of respondents reporting the country is moving in the right direction by self assessment of the household



Percentage of respondents reporting the country is moving in the right direction by voting preferences

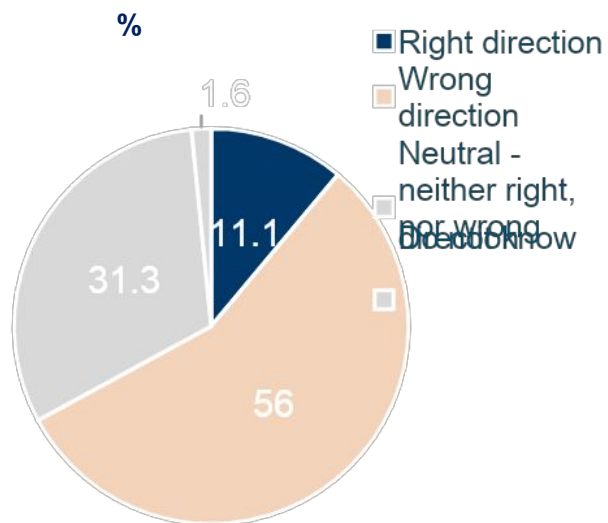


# GENERAL OUTLOOK

What do you think is the main reason our country is moving in the right direction?

## % OF THOSE WHO BELIEVE THE COUNTRY IS MOVING IN THE RIGHT DIRECTION

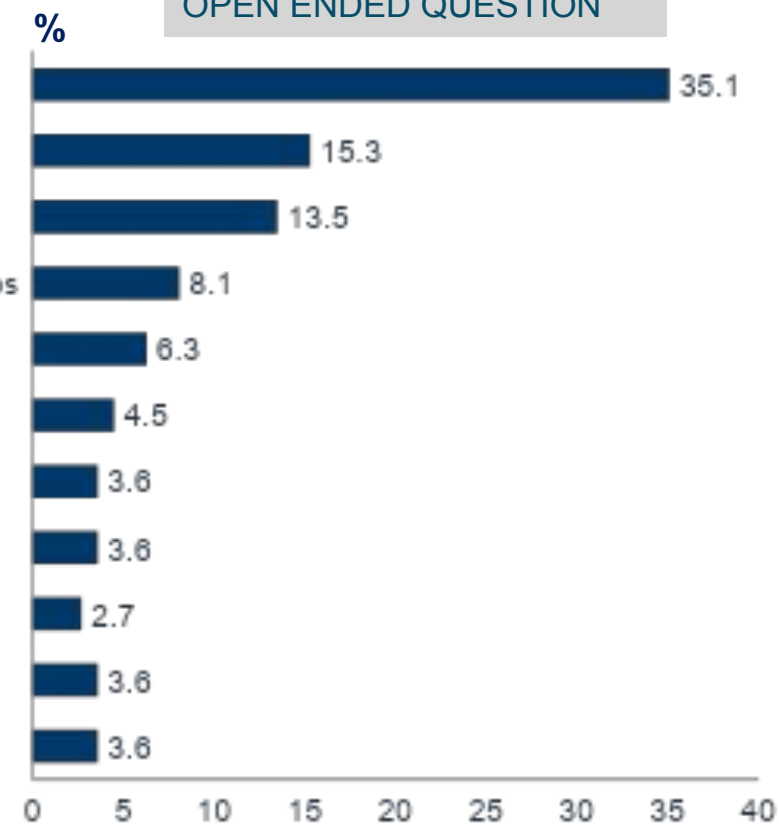
Base: 111 respondents



Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

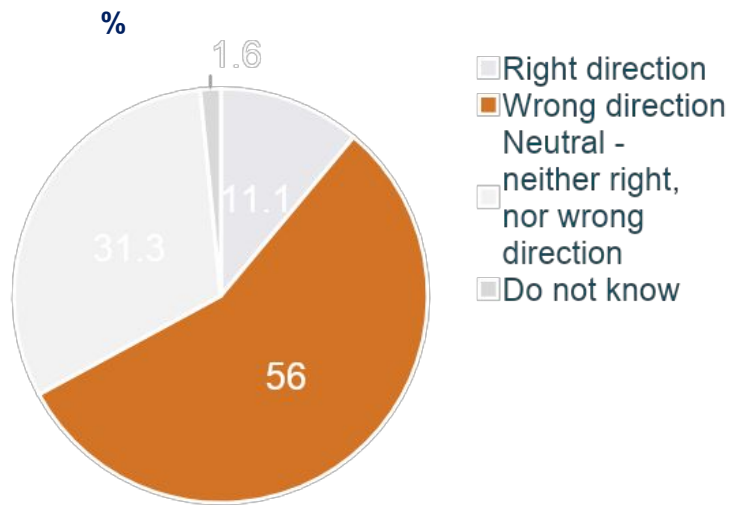
- EU integration, EU perspective
- Increase of the salaries and pensions
- Good work of the Government
- Successful dealing with the crisis, measures for vulnerable groups
- Employment, new investments
- Democracy, peace, stability
- There is a progress in the country
- Fighting crime and corruption
- Reforms in the judicial system
- Other
- Do not know

## OPEN ENDED QUESTION



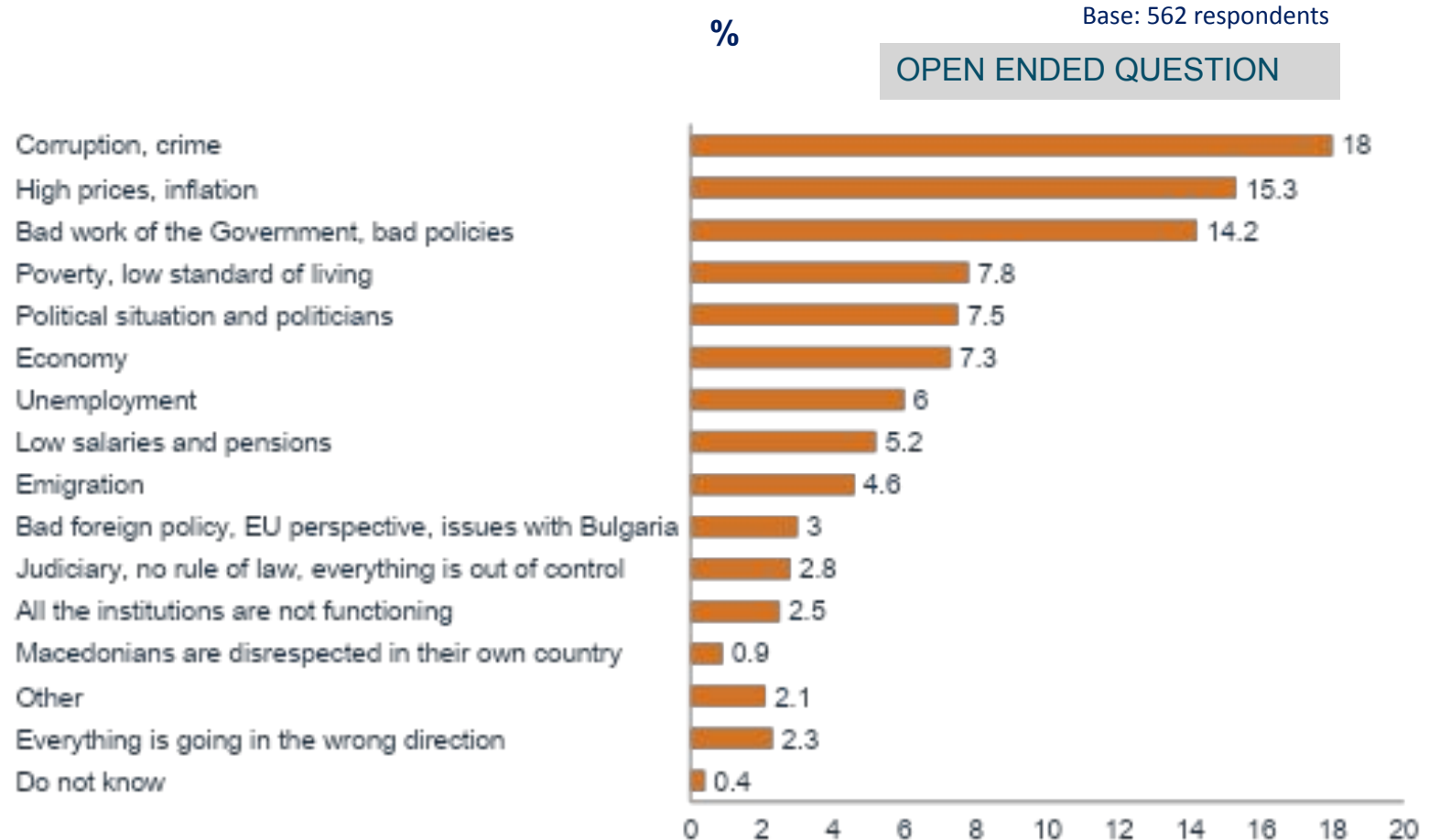
# GENERAL OUTLOOK

What do you think is the main reason our country is moving in the wrong direction?



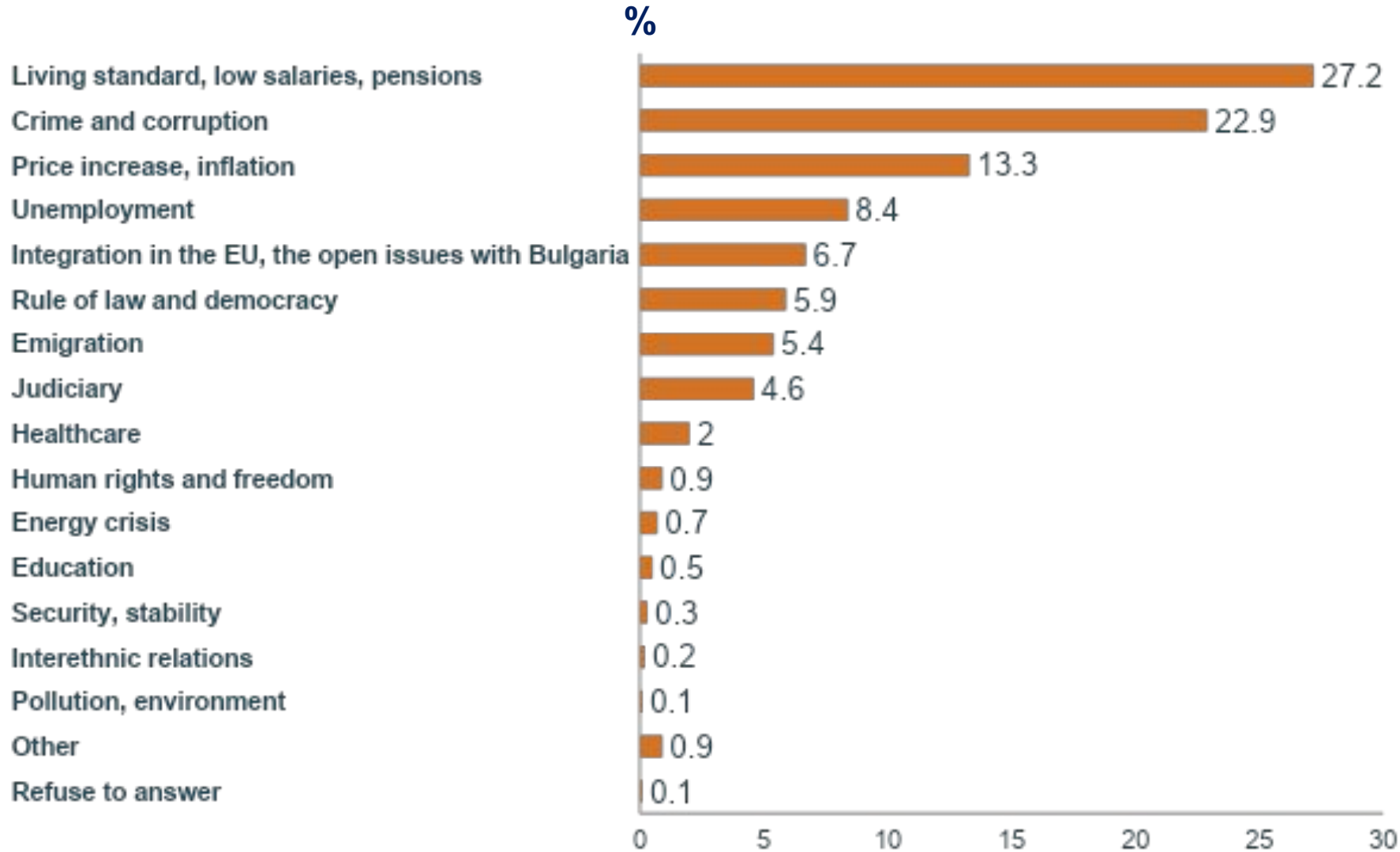
Base: 1003 (all respondents)  
Margin of Error ± 3,09

## % OF THOSE WHO BELIEVE THE COUNTRY IS MOVING IN THE WRONG DIRECTION



# TOP ISSUES

What is the FIRST most important problem our country is facing today?



## NOTE

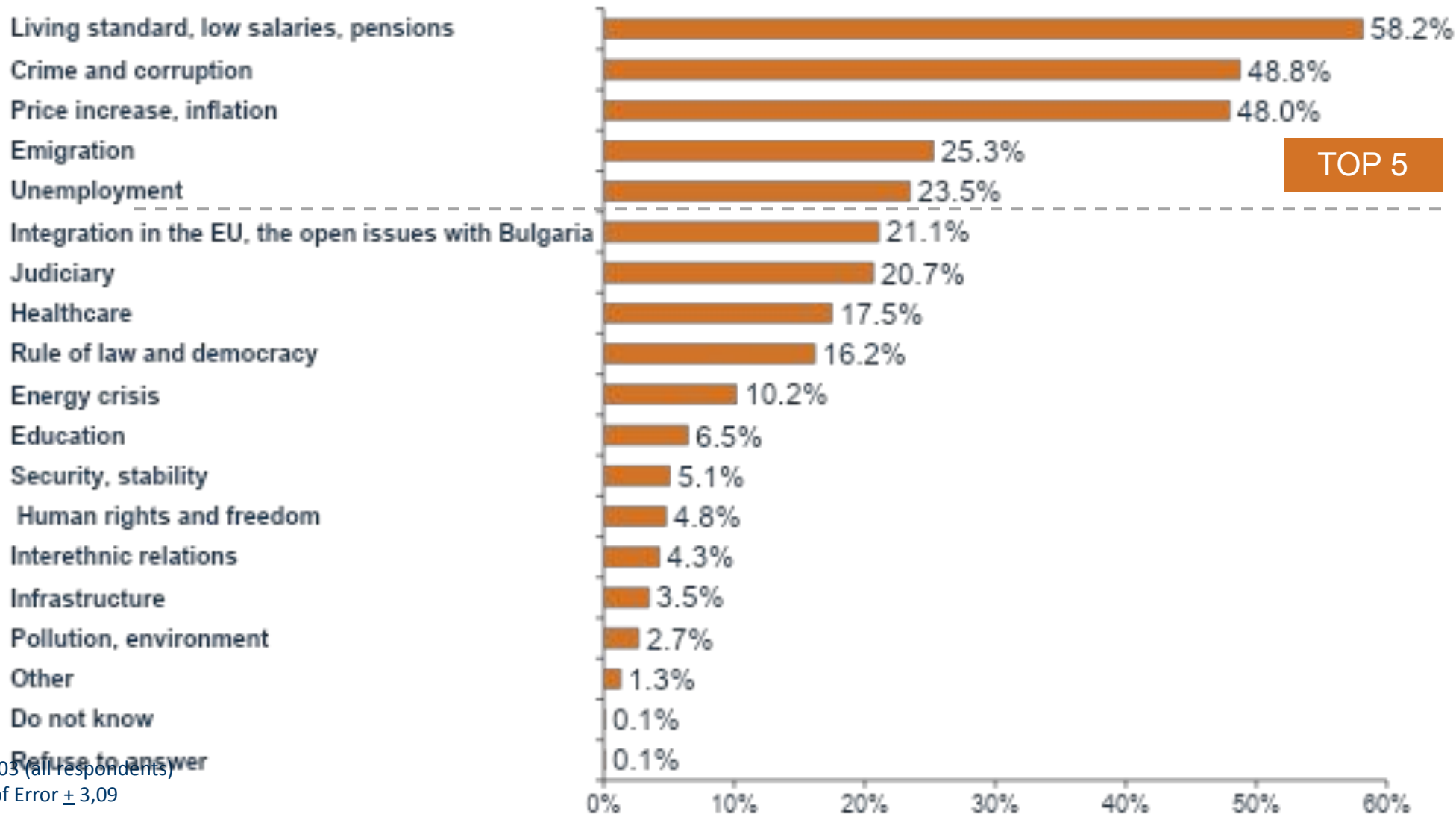
- **Standard of living** is more frequently mentioned by respondents aged 35-54 and people with lower family income
- **Crime and corruption** is more frequently reported by respondents aged 55+ and respondents with higher family monthly income
- **Unemployment and emigration** are bigger problems for younger respondents (aged 18-34)

Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

# TOP ISSUES

What are the most important problems our country is facing today?

**MULTIPLE ANSWERS  
THE SUM OF % EXCEEDS 100**



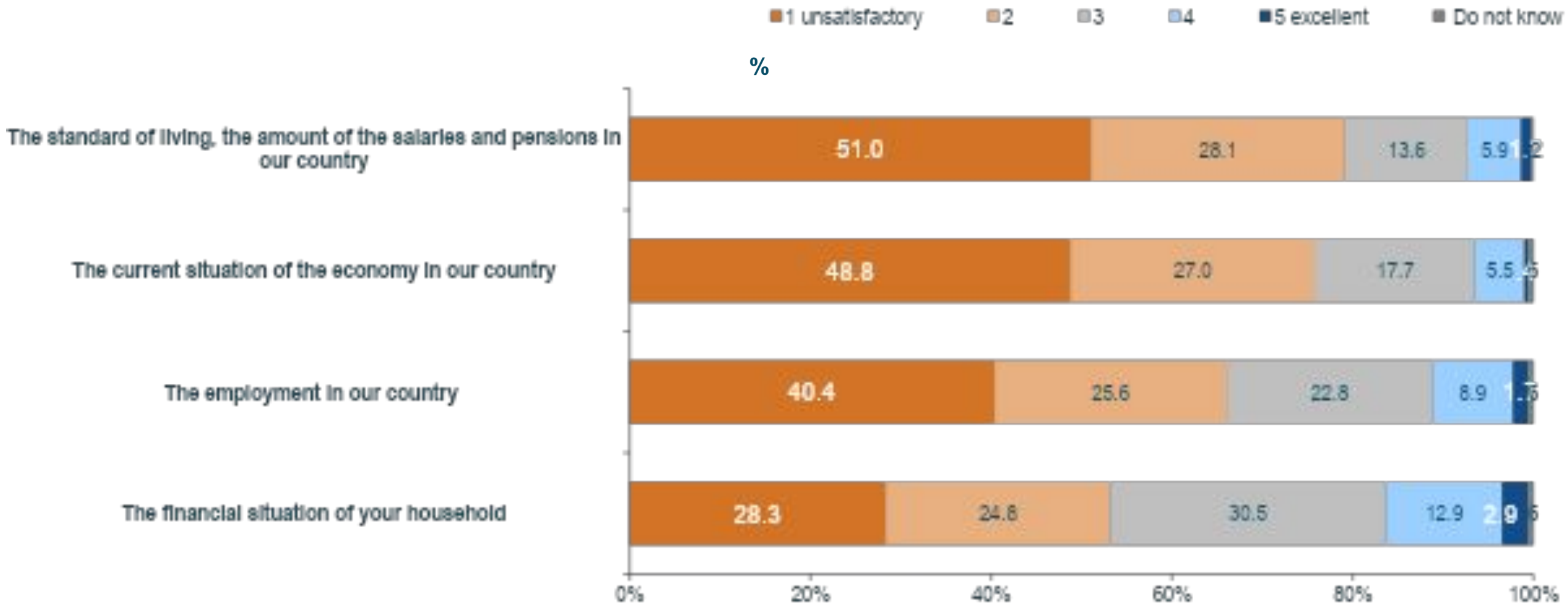
Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09



# **ASSESSMENT OF THE ECONOMIC SITUATION IN THE COUNTRY AND IN THE HOUSEHOLD**

# ASSESSMENT OF THE ECONOMIC SITUATION

On a scale of 1 to 5, where 1 = unsatisfactory and 5 = excellent, how would you assess...?



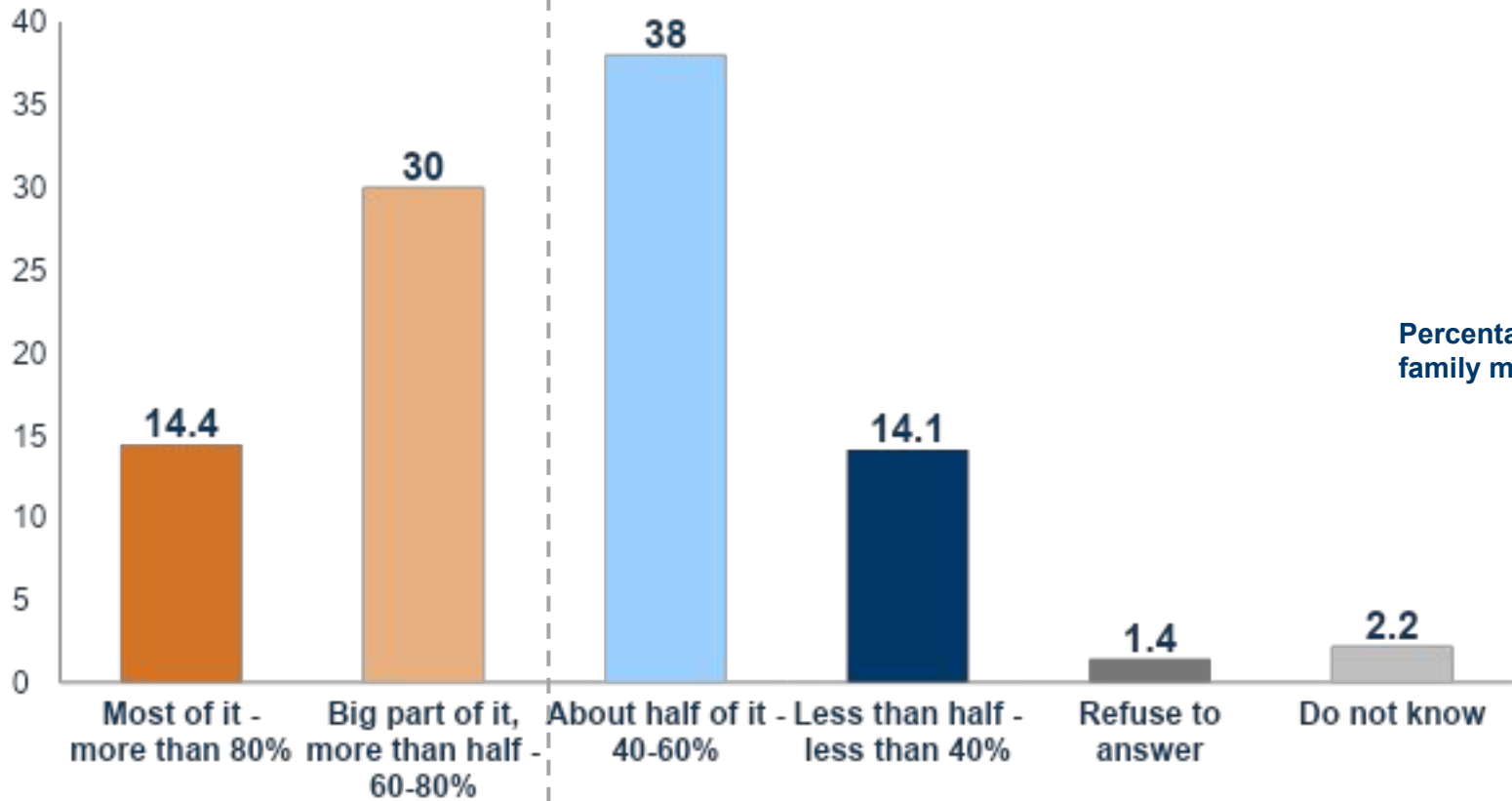
Base: 1003 (all respondents)

Margin of Error  $\pm$  3,09

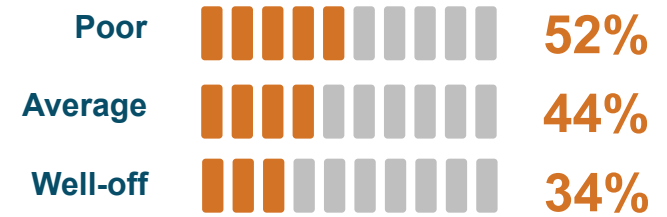
# ECONOMIC SITUATION IN THE HOUSEHOLD

What percentage of your family income monthly do you spend on food?

**44% ARE SPENDING MORE THAN 60% OF THE FAMILY INCOME ON FOOD**



Percentage of respondents reporting they spend more than 60% of the family monthly income on food by self assessment of the household



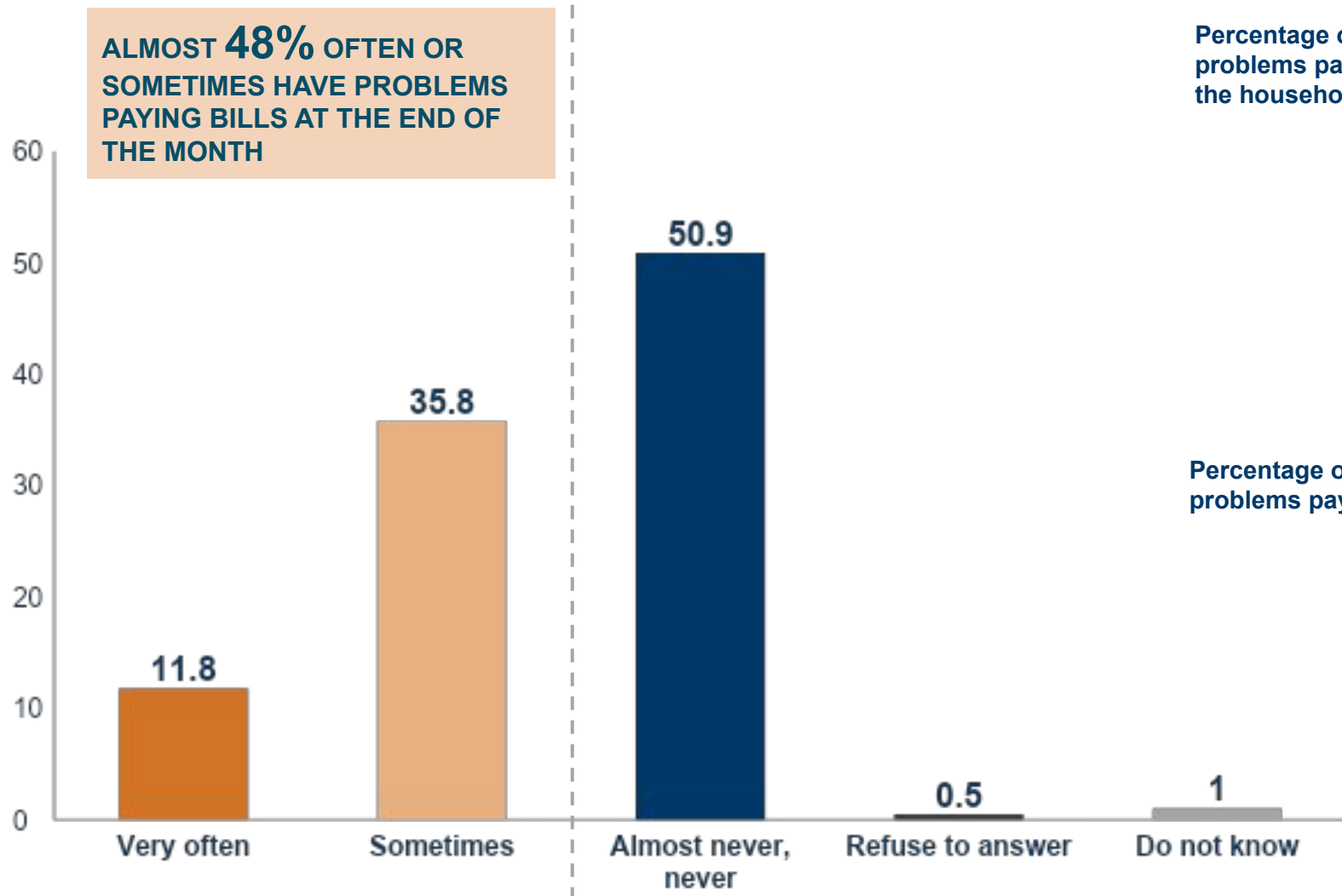
Percentage of respondents reporting they spend more than 60% of the family monthly income on food by settlement



Base: 1003 (all respondents)

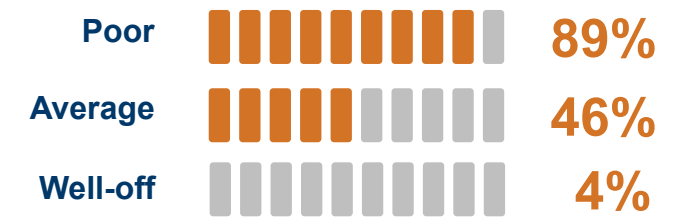
# ECONOMIC SITUATION IN THE HOUSEHOLD

During the past twelve months, would you say you had problems paying your bills at the end of the month?



ALMOST **48%** OFTEN OR SOMETIMES HAVE PROBLEMS PAYING BILLS AT THE END OF THE MONTH

Percentage of respondents reporting they often or sometimes have problems paying bills at the end of the month by self assessment of the household



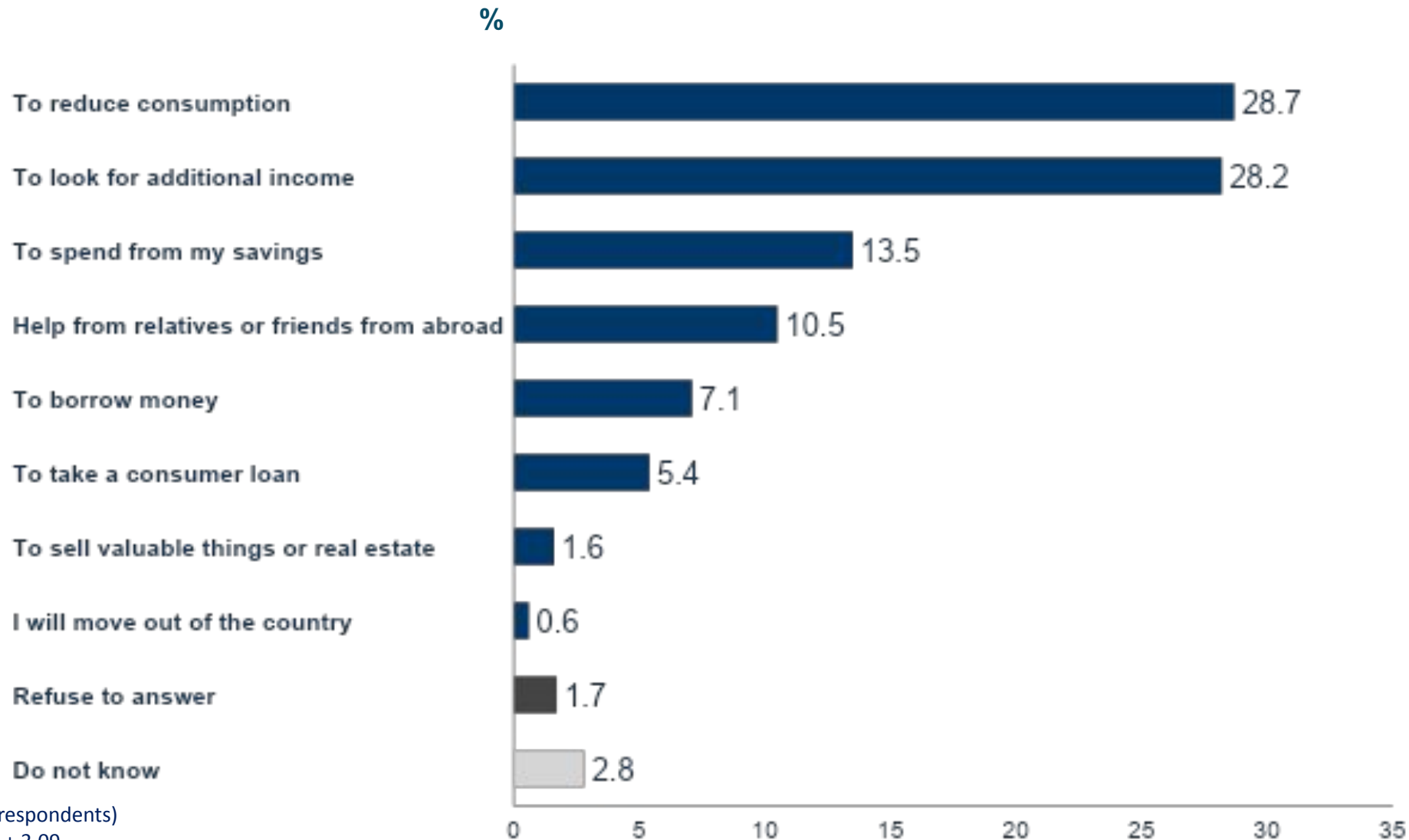
Percentage of respondents reporting they often or sometimes have problems paying bills at the end of the month by settlement



Base: 1003 (all respondents)

# ASSESSMENT OF THE ECONOMIC SITUATION

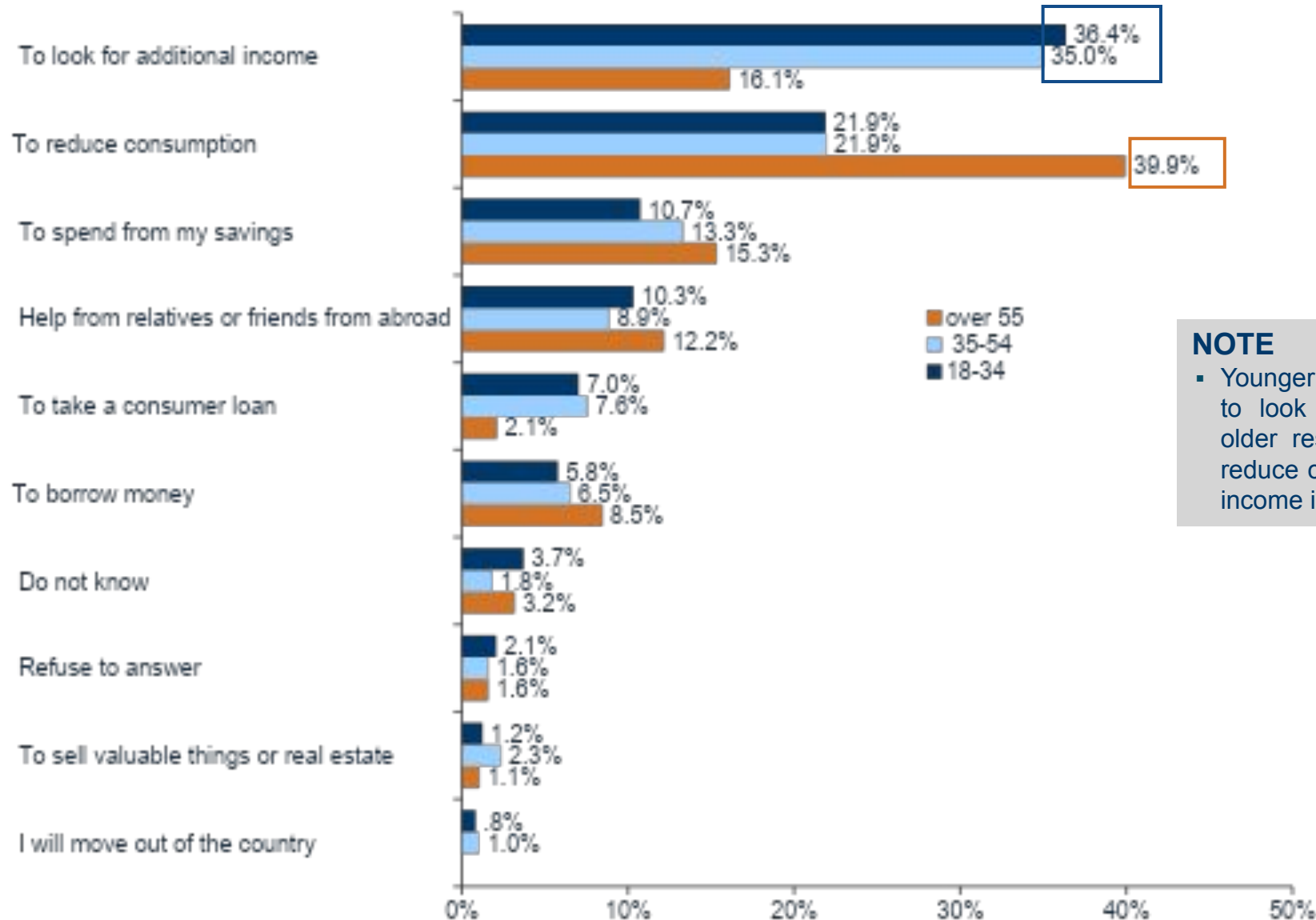
The basic thing to do, if your family income is not enough, for you is:...?



Base: 1003 (all respondents)  
Margin of Error  $\pm 3,09$

# ASSESSMENT OF THE ECONOMIC SITUATION

The basic thing to do, if your family income is not enough, for you is:...? Distribution by age groups

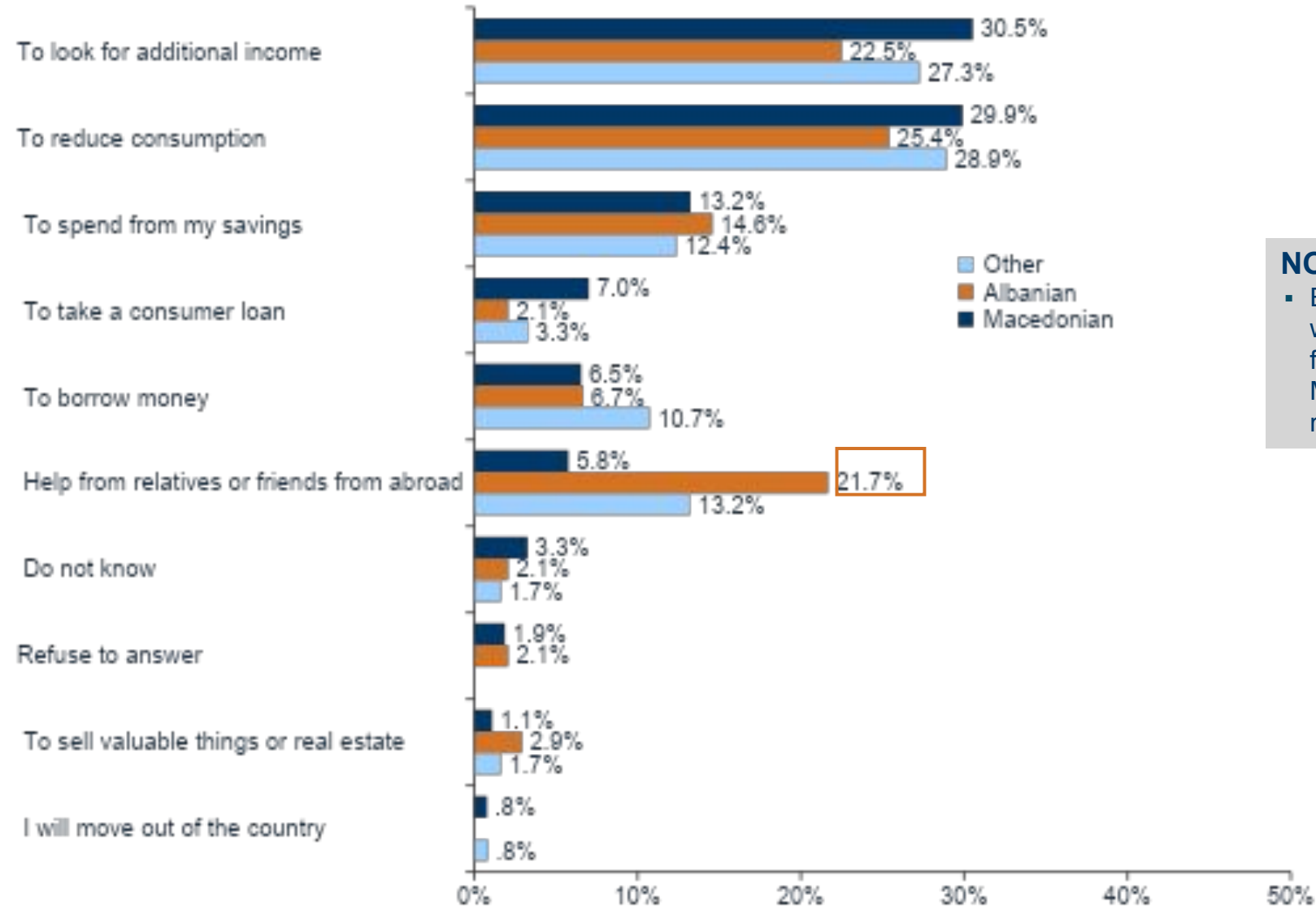


**NOTE**

- Younger respondents are more likely to look for additional income, while older respondents are more likely to reduce consumption in case the family income is not enough

# ASSESSMENT OF THE ECONOMIC SITUATION

The basic thing to do, if your family income is not enough, for you is:...? Distribution by ethnicity

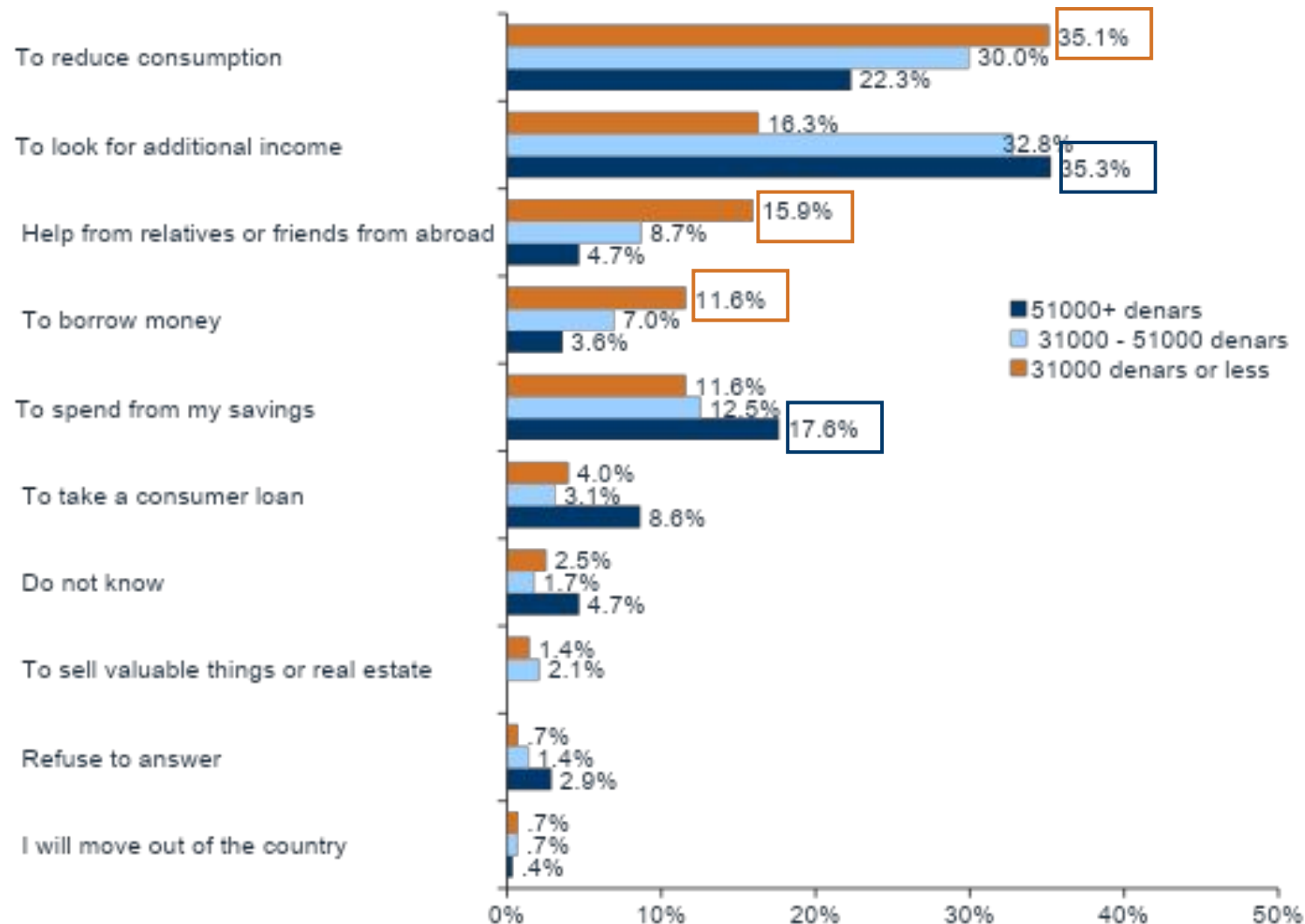


## NOTE

- Ethnic Albanians in higher percent would rely on help from relatives or friend from abroad compared to ethnic Macedonians and other ethnic minorities

# ASSESSMENT OF THE ECONOMIC SITUATION

The basic thing to do, if your family income is not enough, for you is:...? Distribution by family monthly income



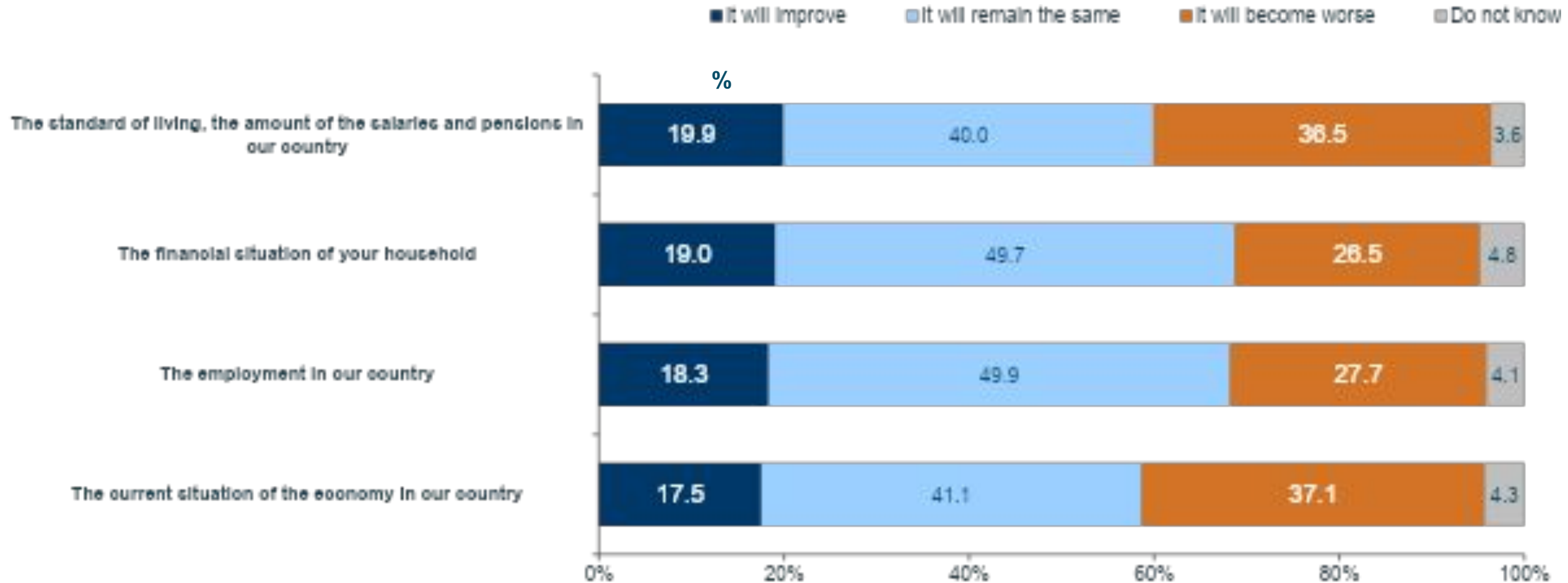
## NOTE

- If the family income is not enough, respondents with **lower family income** are more likely to reduce consumption, ask for help from relatives or friends from abroad and borrow money compared to respondents with higher family income
- Respondents with **higher family income** are more likely to look for additional income and spend from savings compared to respondents with lower family income



# ASSESSMENT OF THE ECONOMIC SITUATION

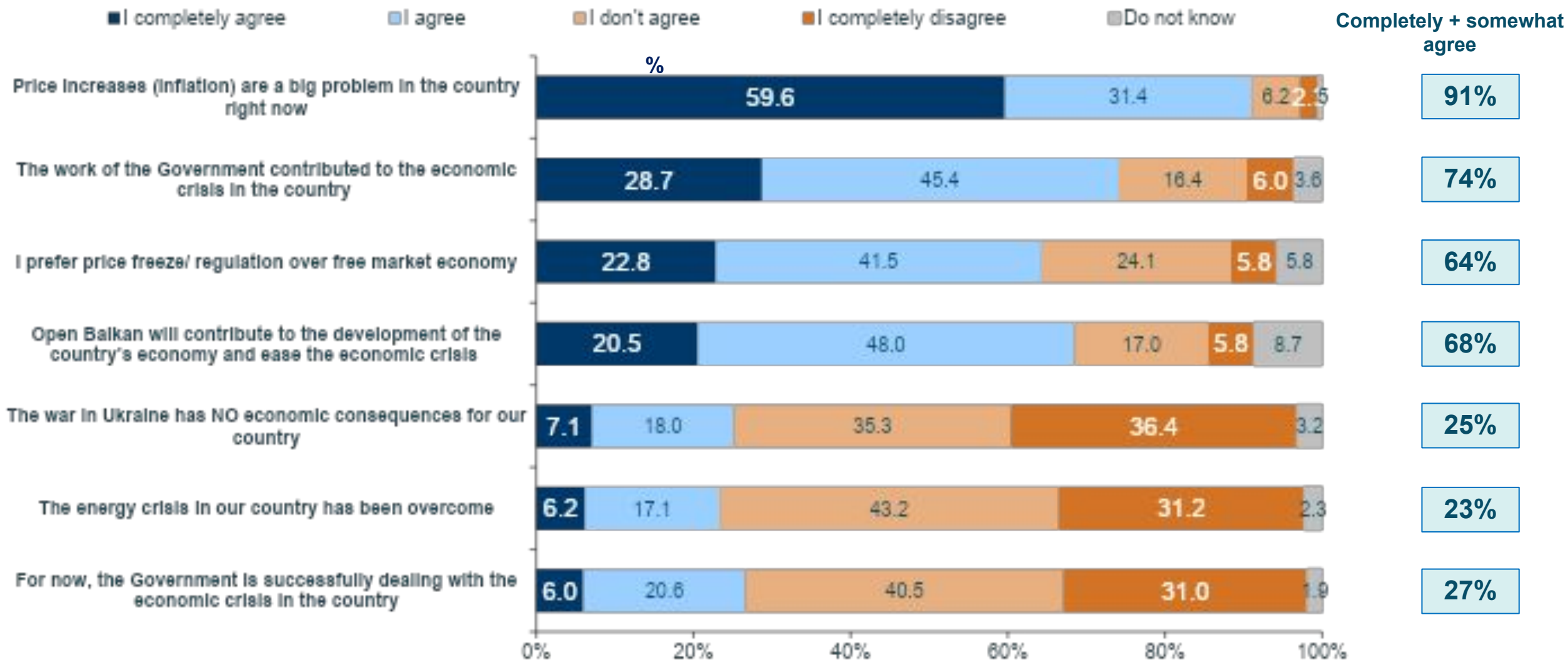
Do you think that in the next 12 months the situation will improve, remain the same or worsen in terms of....?



Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

# ASSESSMENT OF THE ECONOMIC SITUATION

Please tell me whether you agree or disagree with each statement?

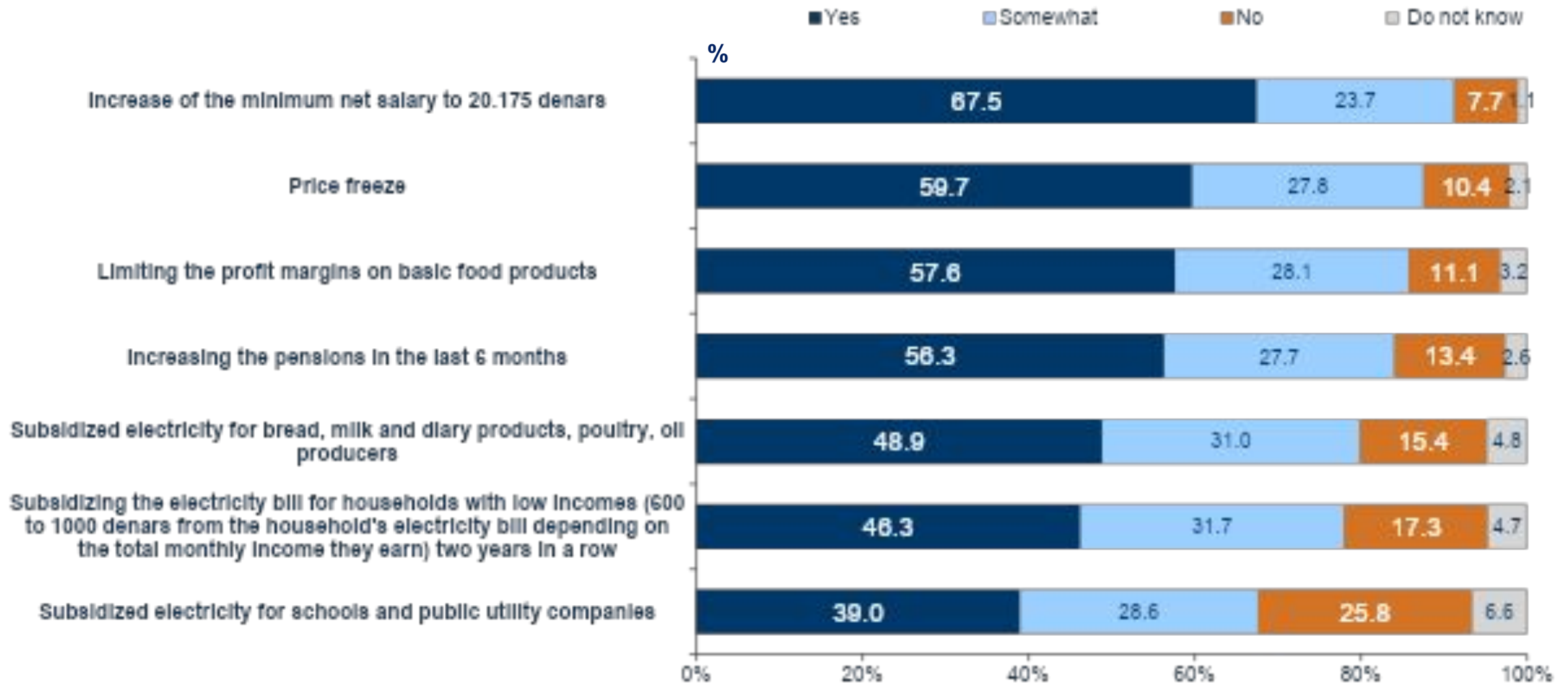


Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

# **AWARENESS AND ASSESSMENT OF GOVERNMENT'S MEASURES**

# AWARENESS OF GOVERNMENT'S MEASURES

Are you familiar with each of the following Government's measures?



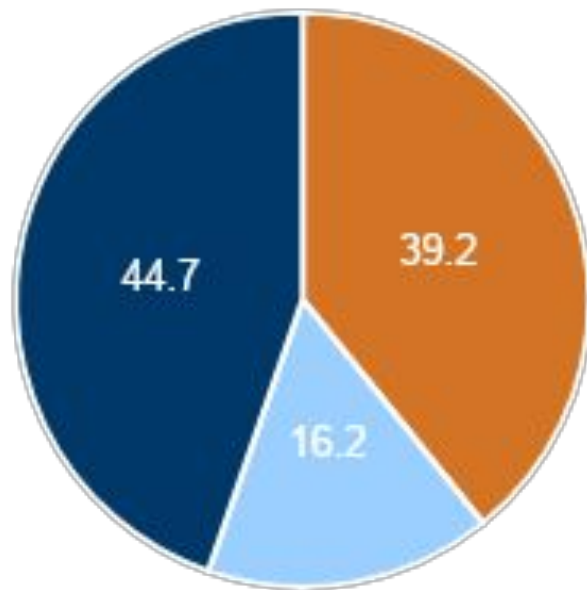
Base: 1003 (all respondents)  
Margin of Error  $\pm 3,09$

# AWARENESS OF GOVERNMENT'S MEASURES

## PROFILE OF THE RESPONDENTS

- Not familiar with the Government's measures
- Neither familiar, nor unfamiliar with the Government's measures
- Familiar with the Government's measures

%



**NOTE:** 21% of the respondents are not familiar with any Government's measure, 31% are familiar with all 7 Government's measures

### LEGEND:

**Familiar with the Government's measures** = knows more than 5 measures  
**Neither familiar, nor unfamiliar** = knows 3 or 4 measures  
**Not familiar with the Government's measures** = knows less than 3 measures

### Familiar with the Government's measures are more likely to be:

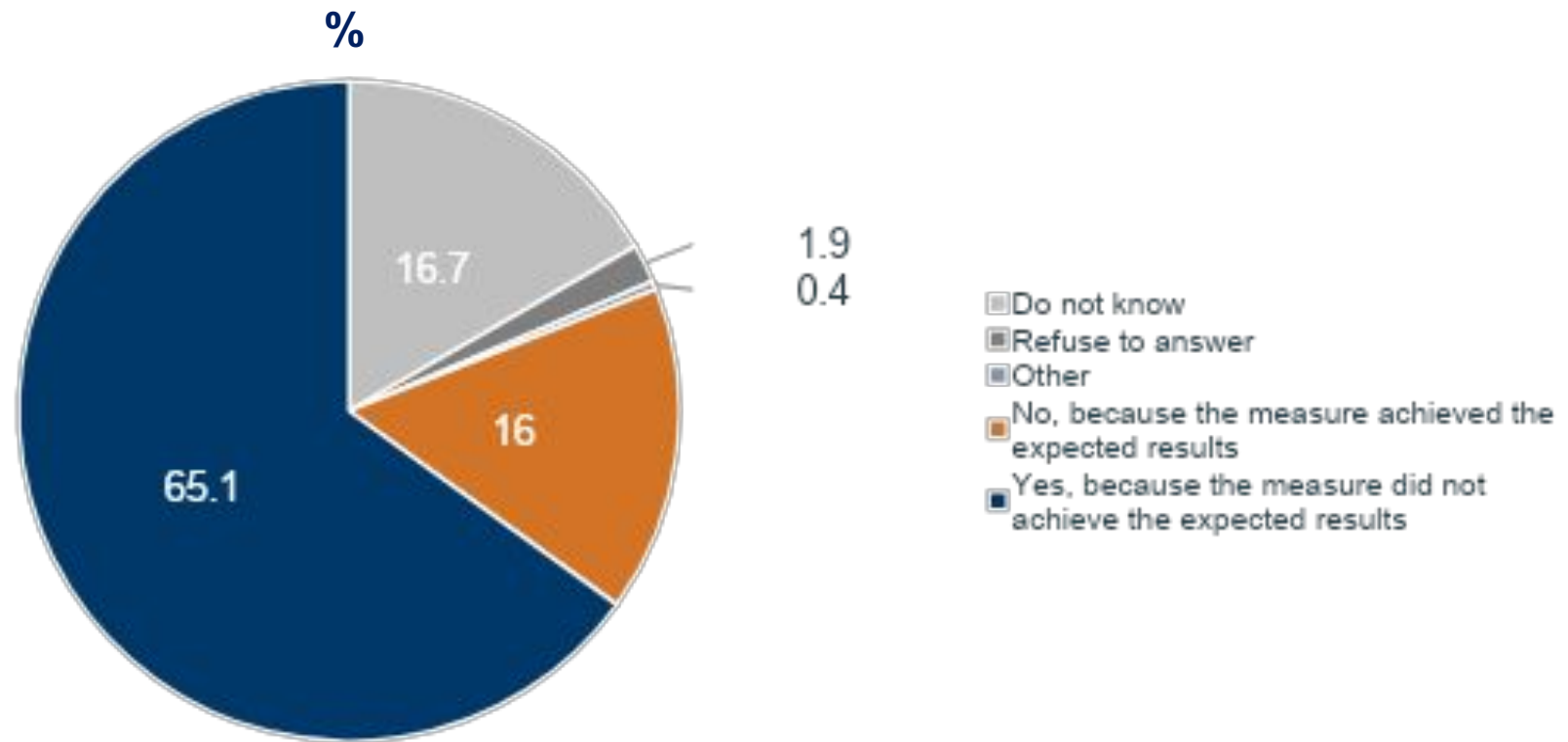
- Macedonians
- Older, 55+
- Residents in urban settlements
- Higher education
- Higher family income (51.000+ denars)
- Assess their household as well-off

### Unfamiliar with the Government's measures are more likely to be:

- Albanians and other ethnic minorities
- Younger, up to 34
- Residents in rural settlements
- Primary education
- Lower family income (less than 31.000 denars)
- Assess their household as poor

# ASSESSMENT OF GOVERNMENT'S MEASURES

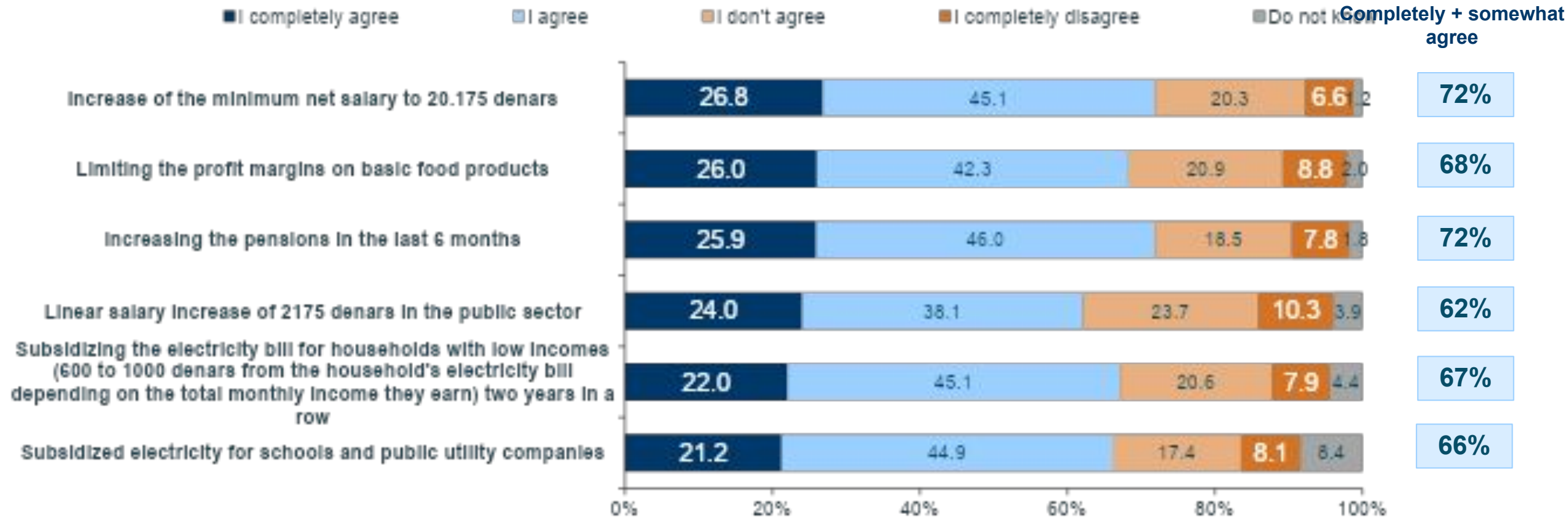
Do you support the Government's measure to end subsidizing electricity for bread, milk and dairy products, poultry meat, oil producers?



Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

# ASSESSMENT OF GOVERNMENT'S MEASURES

Do you agree or disagree that each of the following measures of the Government helps the economy and citizens in alleviating price increases?

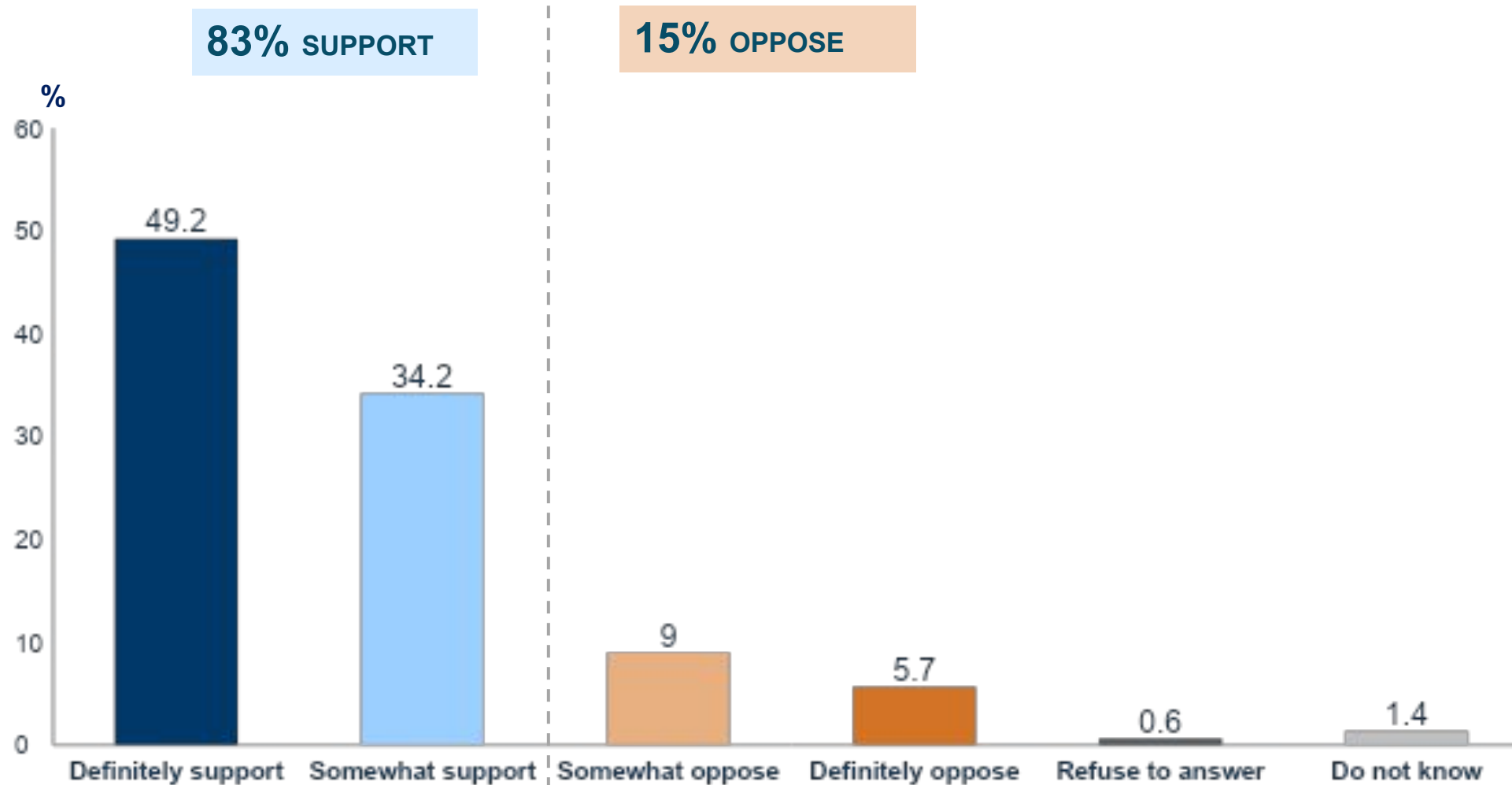


**NOTE:** 26% of the respondents agree with less than 3 measures, 46% agree that all 6 mentioned Government's' measures help the economy and citizens in alleviating price increases

Base: 1003 (all respondents)  
Margin of Error ± 3,09

# ASSESSMENT OF GOVERNMENT'S MEASURES

Do you support or oppose Government's measures to reduce the price of certain types of goods?



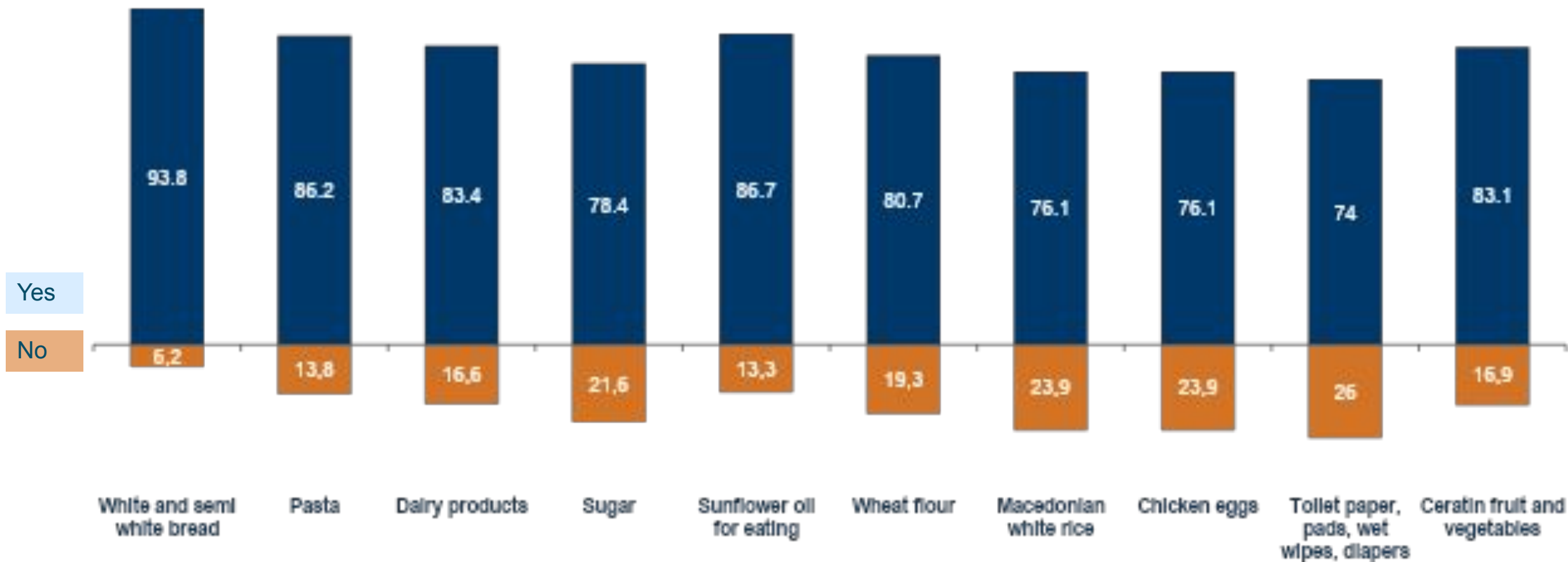
Base: 1003 (all respondents)  
Margin of Error  $\pm 3.09$



# AWARENESS OF PRICE REDUCING

Have you heard about the Government's measures to reduce/ freeze the price of certain types of goods from March 16, 2023 to May 31, 2023?

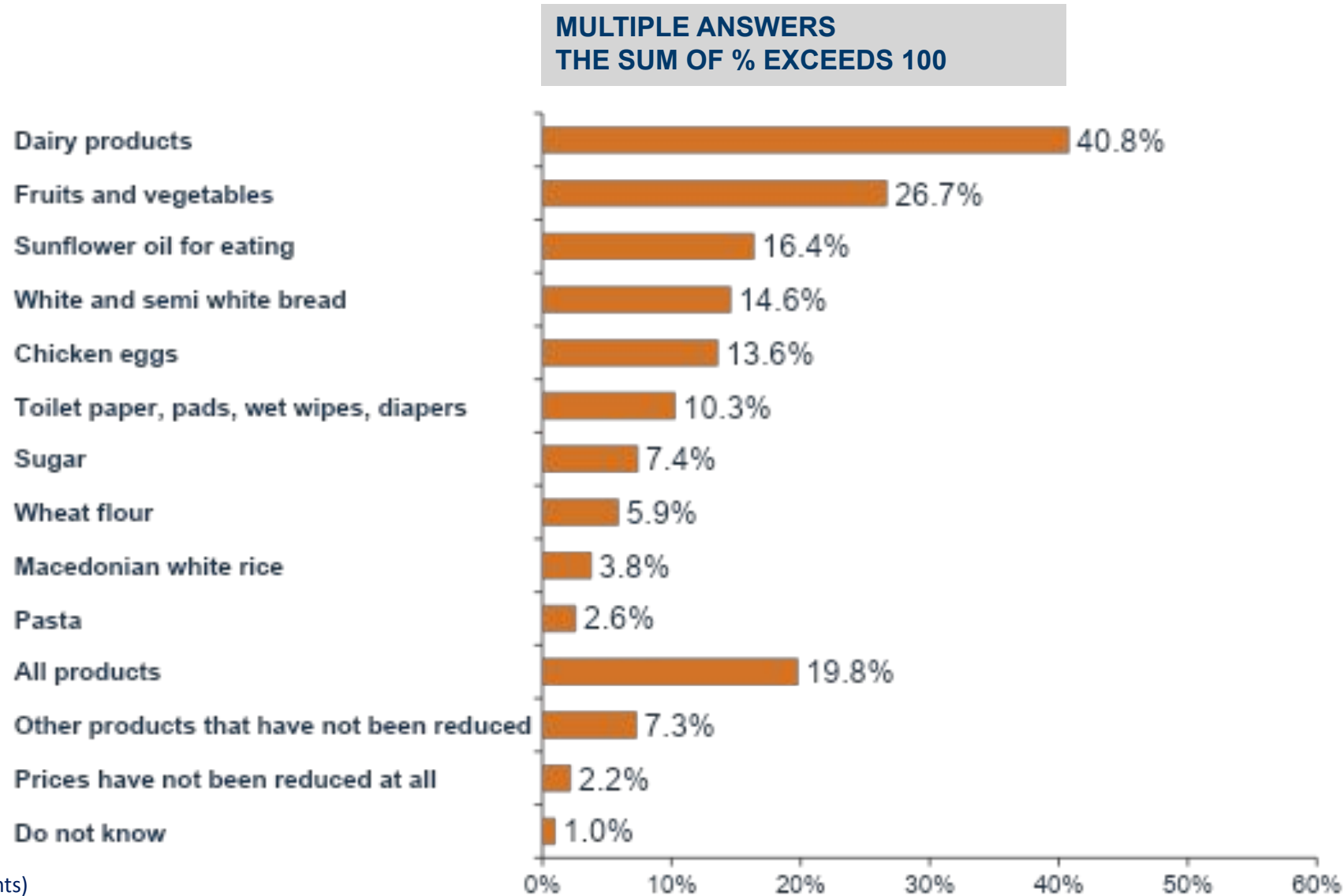
%



Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

# FURTHER REDUCING THE PRICES

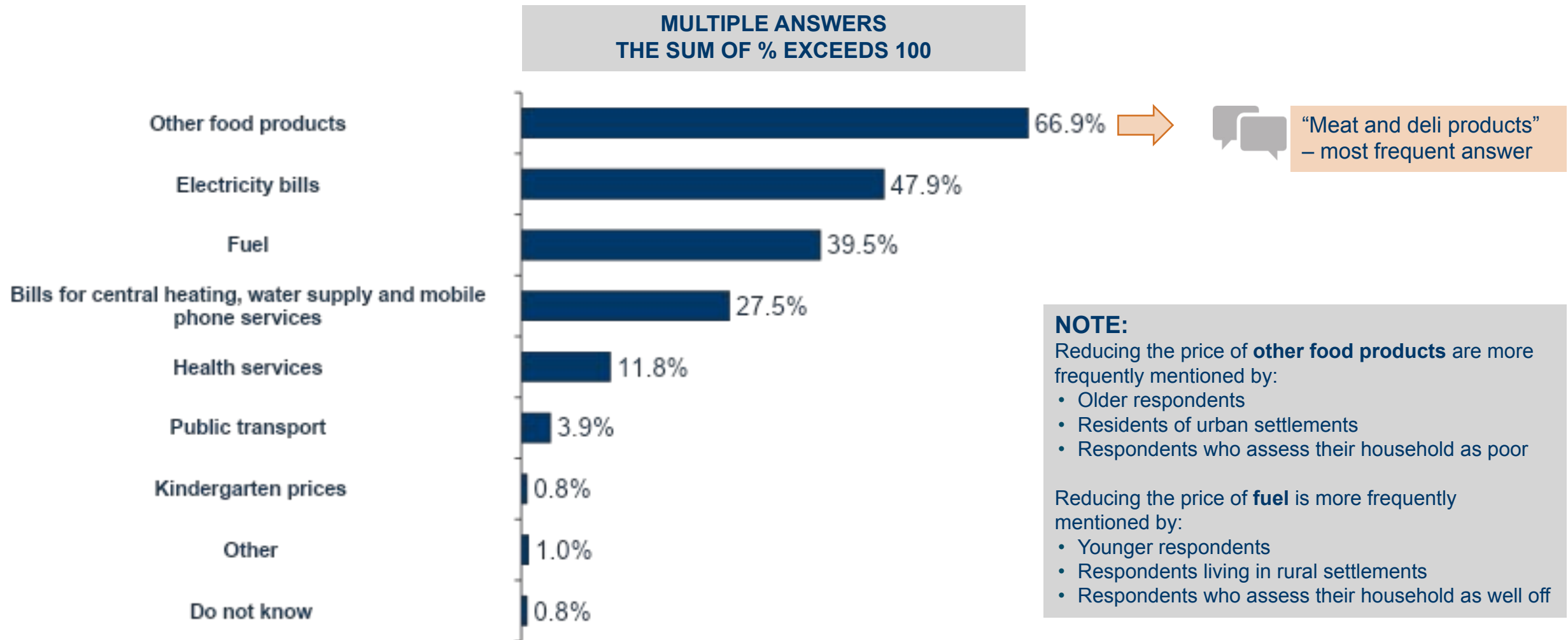
Which products whose prices have already been reduced do you think are still expensive and should be reduced further?



Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

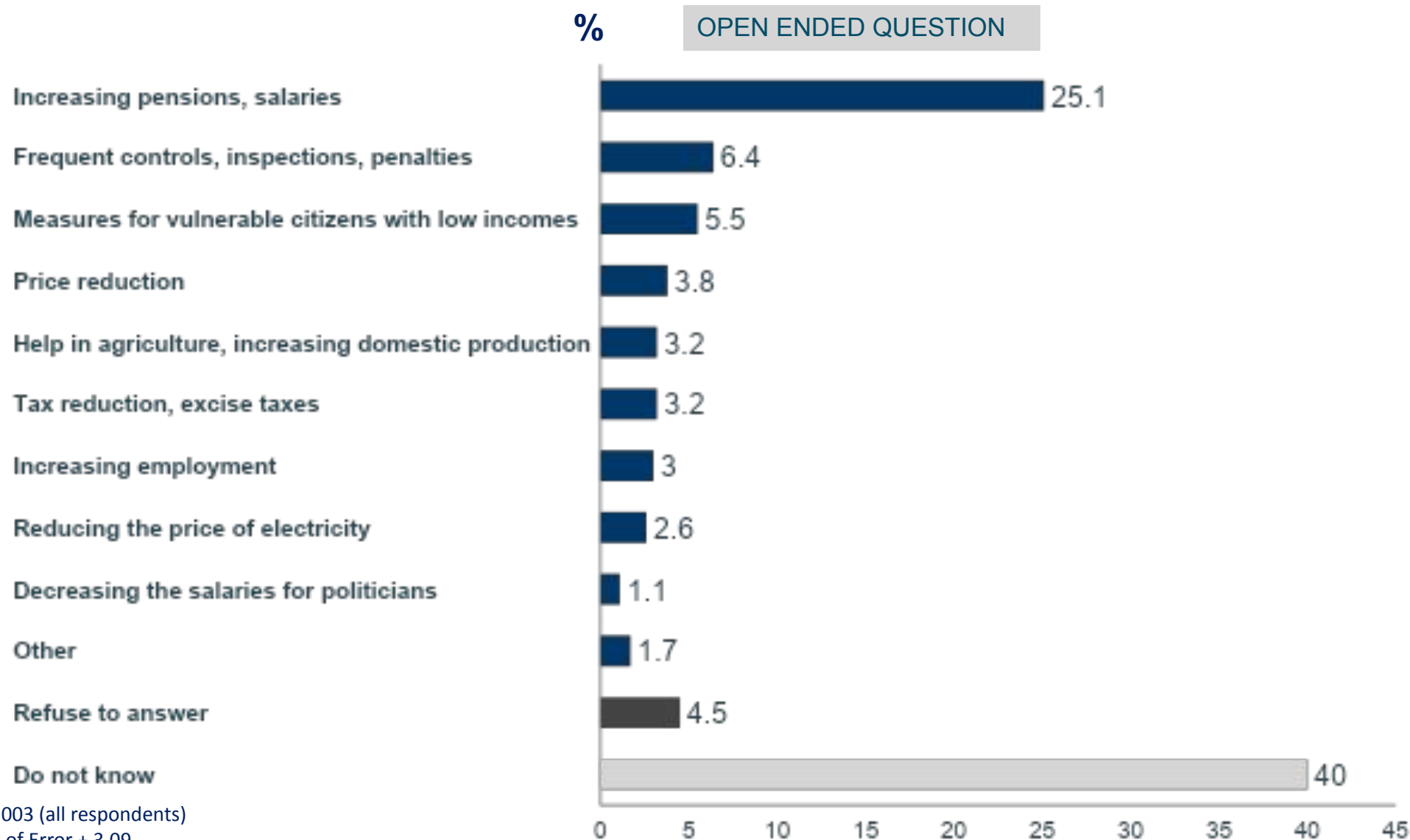
# FURTHER REDUCING THE PRICES

What else do you think should be subject to price reduction measures?



# ASSESSMENT OF THE GOVERNMENT'S MEASURES

Apart from price reduction, what other measure do you think could have an effect in successfully mitigating the consequences of price increases?

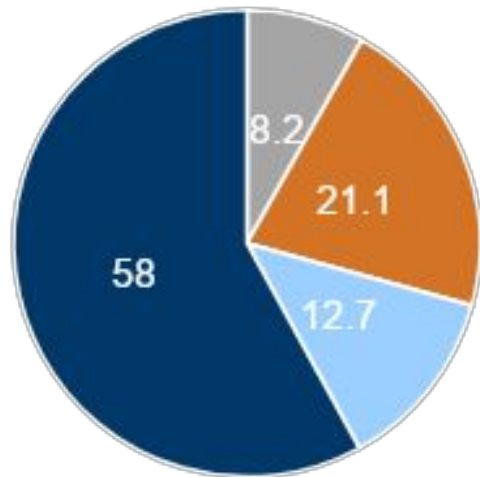


Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

# ASSESSMENT OF THE GOVERNMENT'S MEASURES

If you believe a certain party is seriously committed to improving the country's economy and successfully managing the economic crisis, would it make you...?

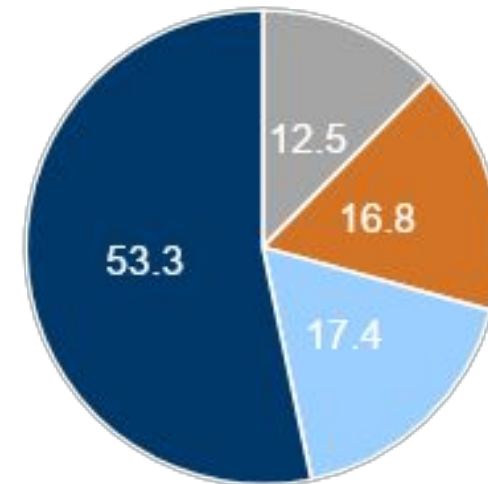
**% OF ALL RESPONDENTS**



- Do not know
- No difference to the way you vote
- Slightly more likely to vote for them
- Much more likely to vote for them

**71% MORE LIKELY TO VOTE**

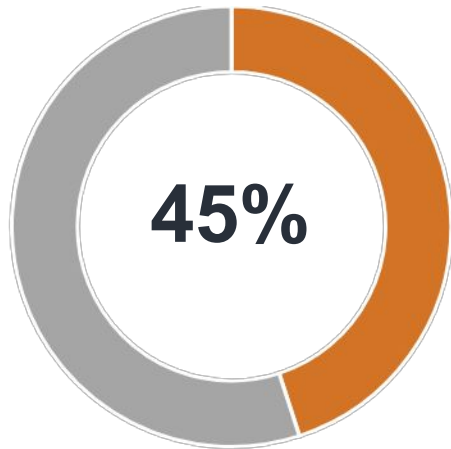
**% OF UNDECIDED VOTERS**



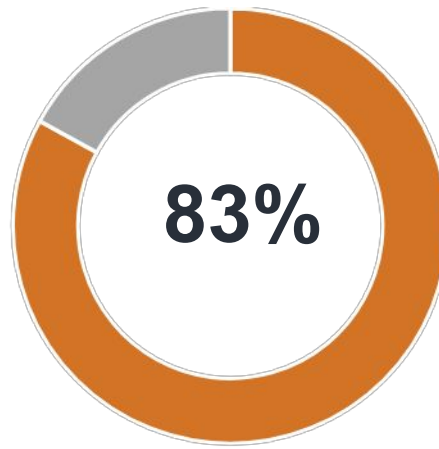
- Do not know
- No difference to the way you vote
- Slightly more likely to vote for them
- Much more likely to vote for them

**71% MORE LIKELY TO VOTE**

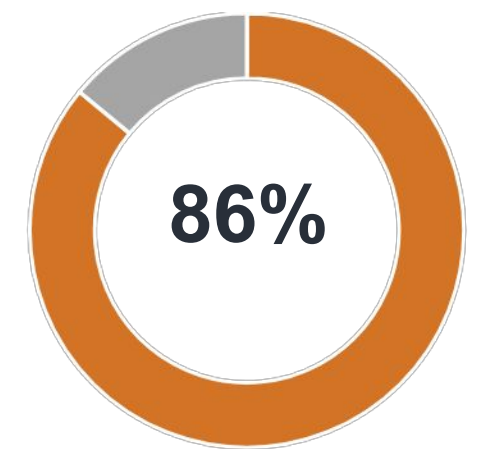
# ASSESSMENT OF THE GOVERNMENT'S MEASURES



**AGREE** the State Market Inspectorate acts in the field to control companies that do not respect the Government's provisions for reducing the prices of certain food products (48% disagree; 7% do not know)



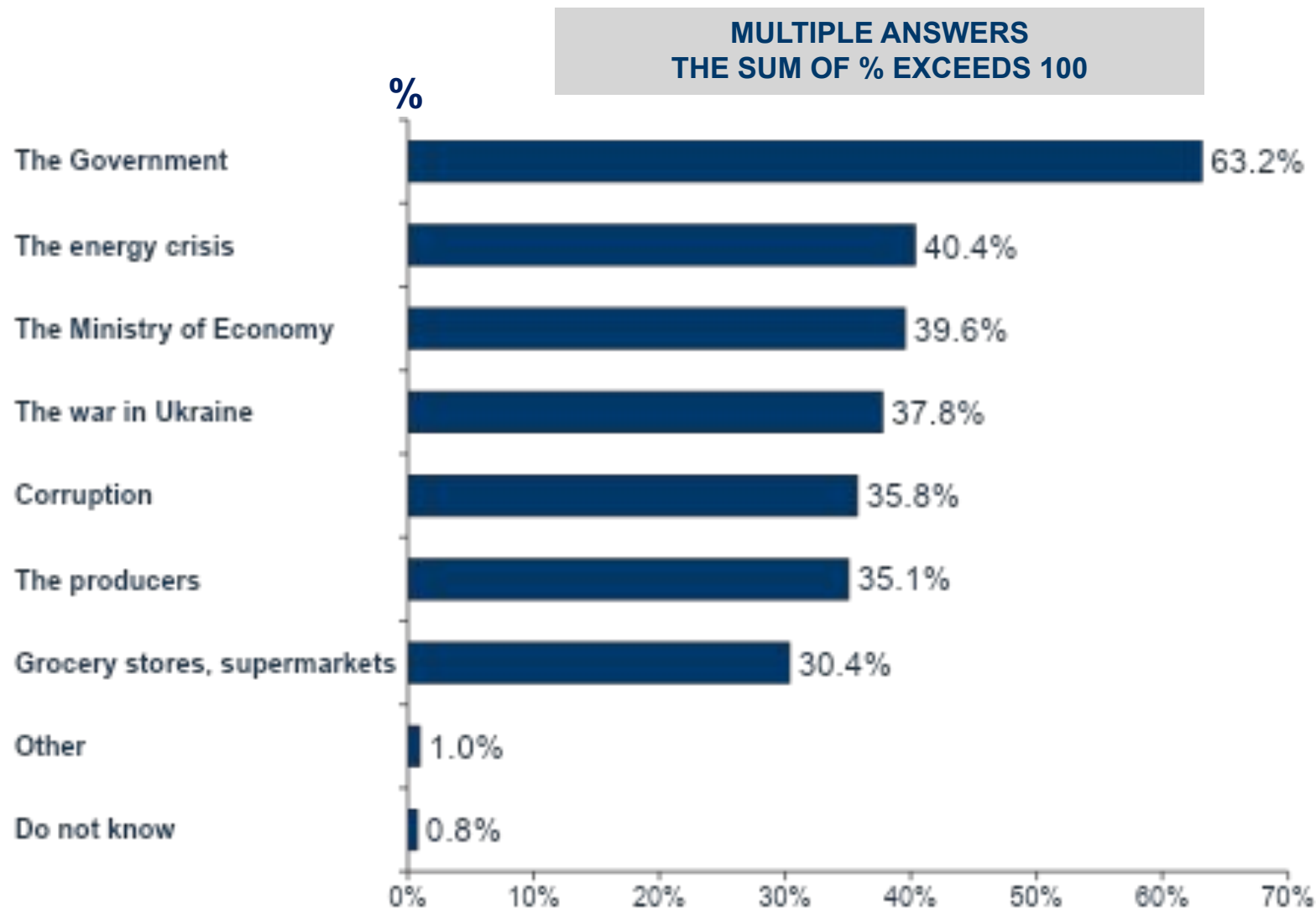
**AGREE** that companies which do not respect Government's measures and decisions should be sanctioned (13% disagree; 4% do not know)



**AGREE** the companies should show social responsibility and reduce the prices of the products themselves, due to the decrease in the prices of raw materials on world markets (11% disagree; 3% do not know)

# ASSESSMENT OF THE GOVERNMENT'S MEASURES

Who do you think is most responsible for the inflation and the increase in prices in our country?

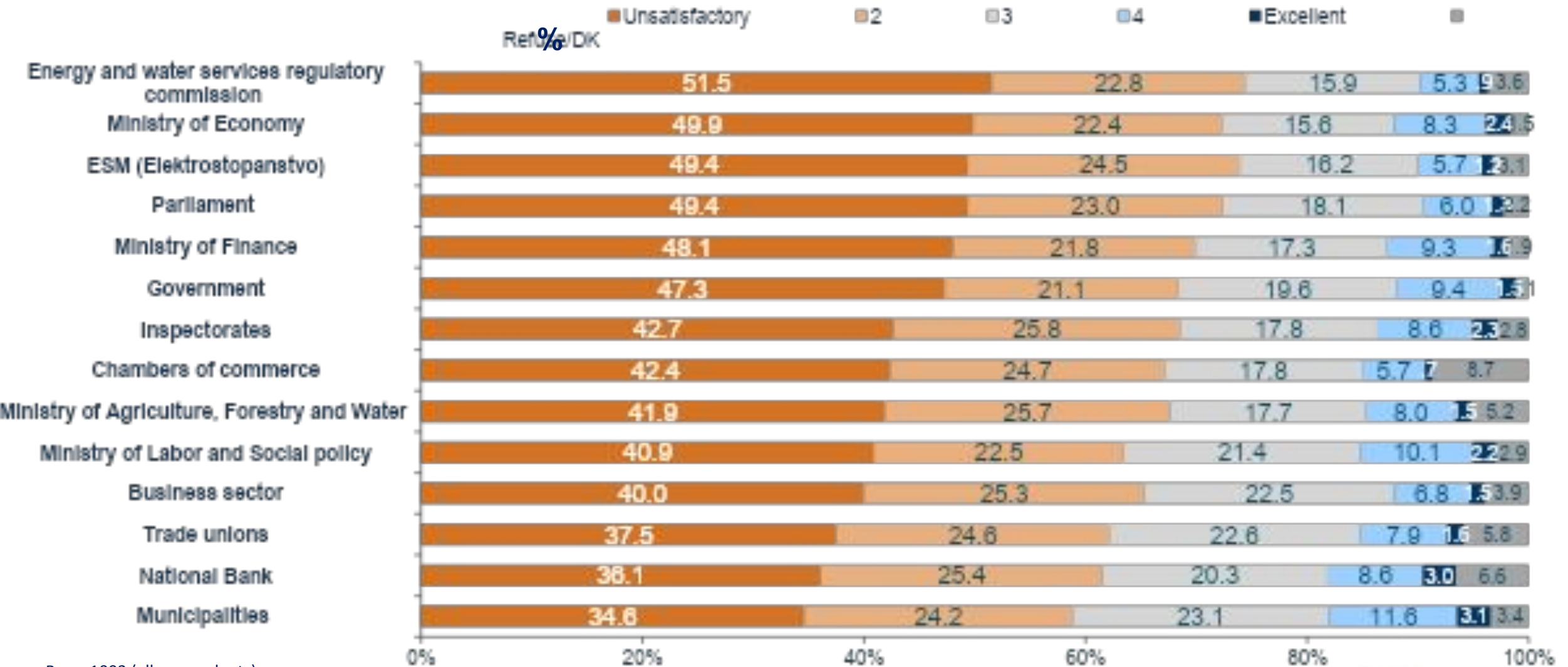


**NOTE:**

- 89% of the answers by VMRO-DPMNE voters refer to the Government compared to only 17% by SDSM voters
- 33% of the answers by VMRO-DPMNE voters refer to the energy crisis compared to 70% by SDSM voters

# ASSESSMENT OF THE GOVERNMENT'S MEASURES

For all listed below, please rate on a scale from 1 to 5 (1 being unsatisfactory, 5 being excellent) how effective they have been in dealing with the economic crisis, price increases and the energy crisis?



Base: 1003 (all respondents)

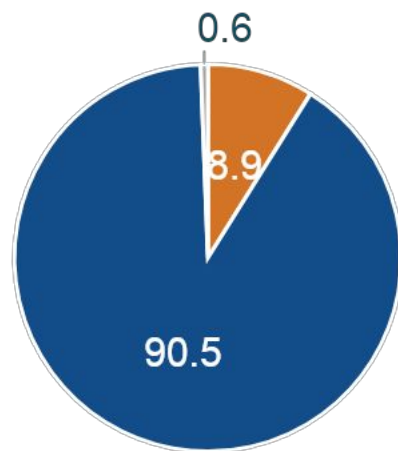
Margin of Error  $\pm$  3,09



# ASSESSMENT OF THE GOVERNMENT'S MEASURES

In the past year, have you used any type of financial support/or social welfare from the Government of the Republic of North Macedonia?

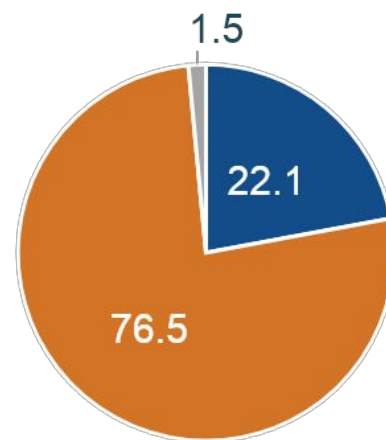
## ▪ Have you used any type of financial support?



■ Yes ■ No ■ Refuse to answer

## ▪ Was it enough?

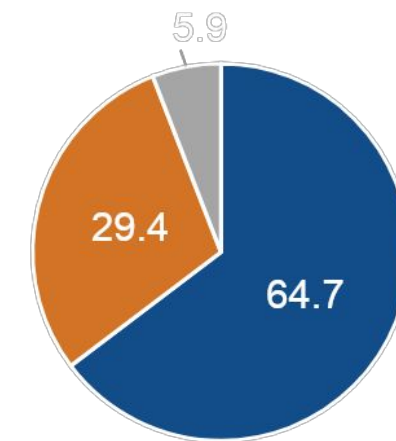
% OF THOSE WHO USE FINANCIAL MEASURES



■ Yes ■ No ■ Do not know

## ▪ Was it easily accessible?

% OF THOSE WHO USE FINANCIAL MEASURES

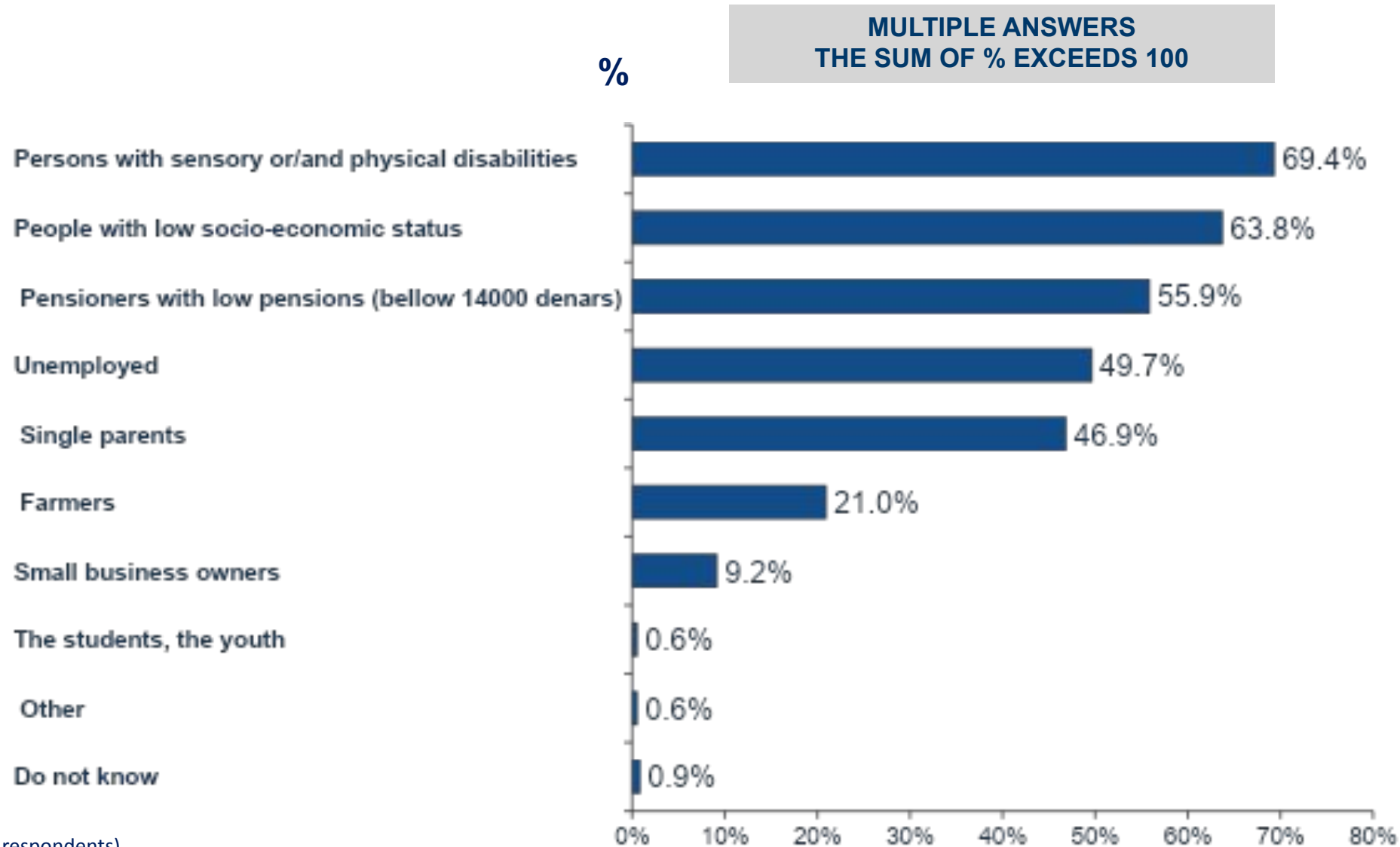


■ Yes ■ No ■ Do not know

Base: 1003 (all respondents)  
Margin of Error  $\pm 3,09$

# ASSESSMENT OF THE GOVERNMENT'S MEASURES

Which categories of citizens do you think should receive financial support from the Government for overcoming the economic crisis?

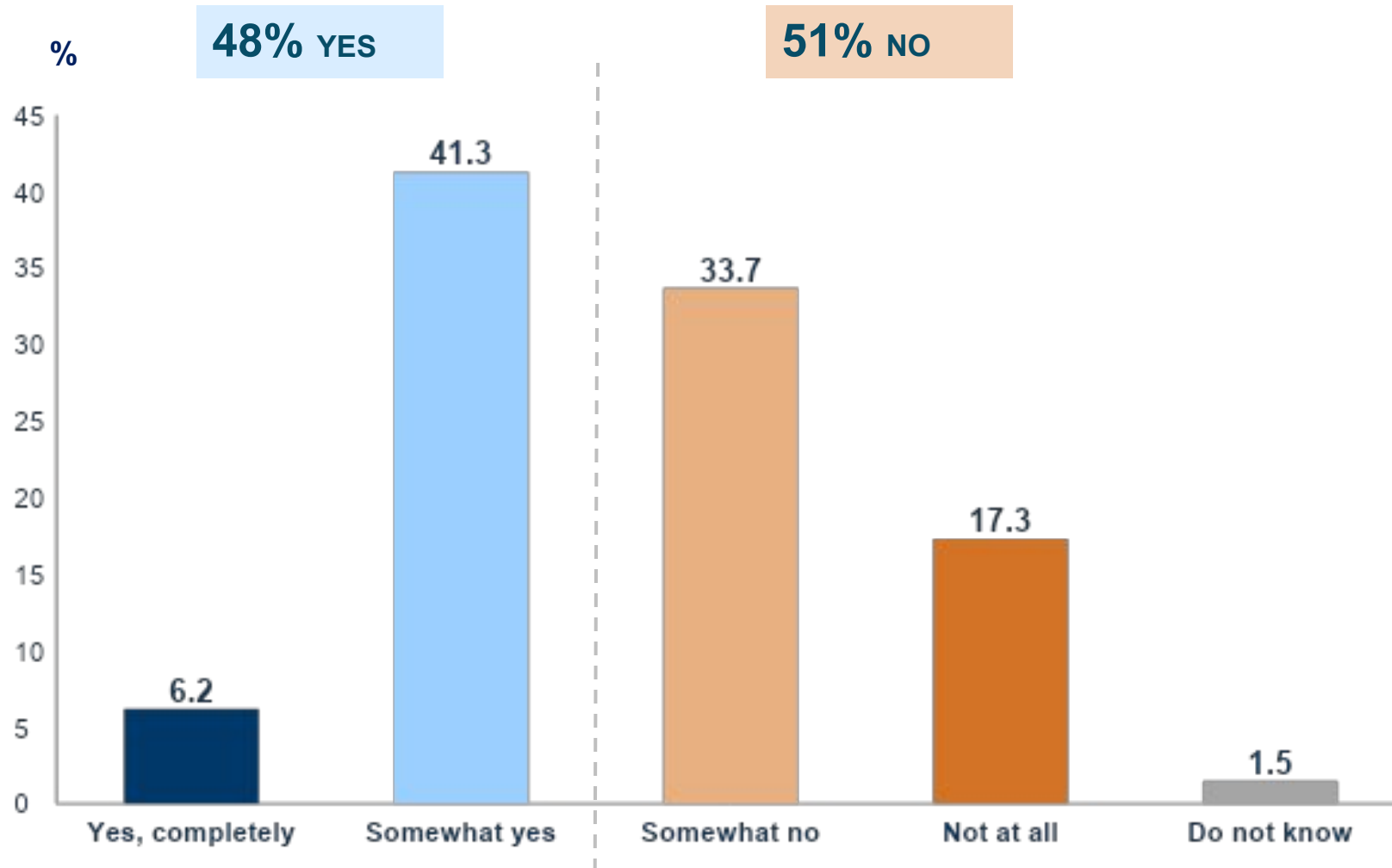


Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

# **CONSUMERS' EXPERIENCE AND CONSUMER PROTECTION**

# CONSUMERS' EXPERIENCE

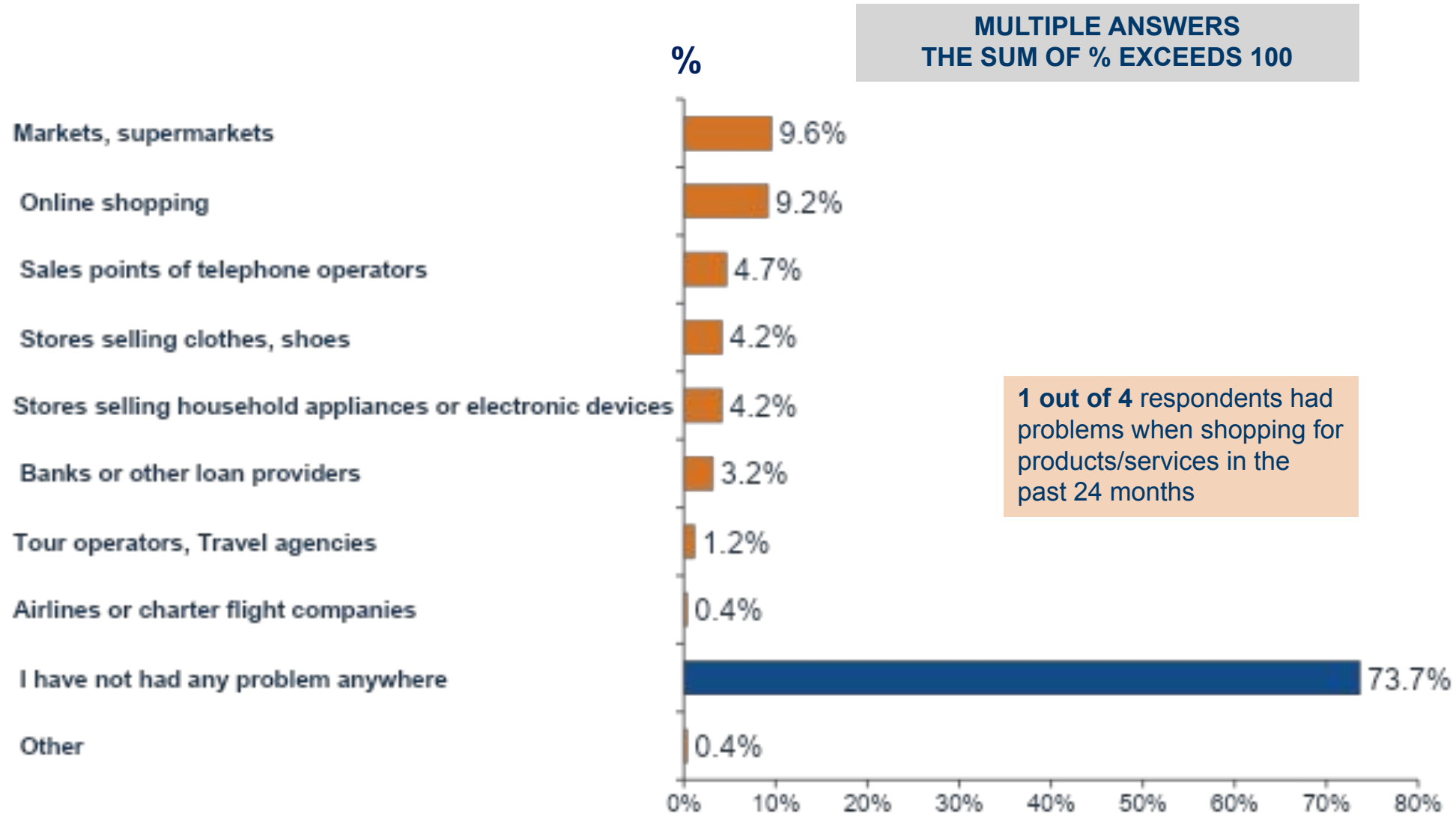
Do you think that in our country you get adequate quality of the products/services for the price that is paid?



Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

# CONSUMERS' EXPERIENCE

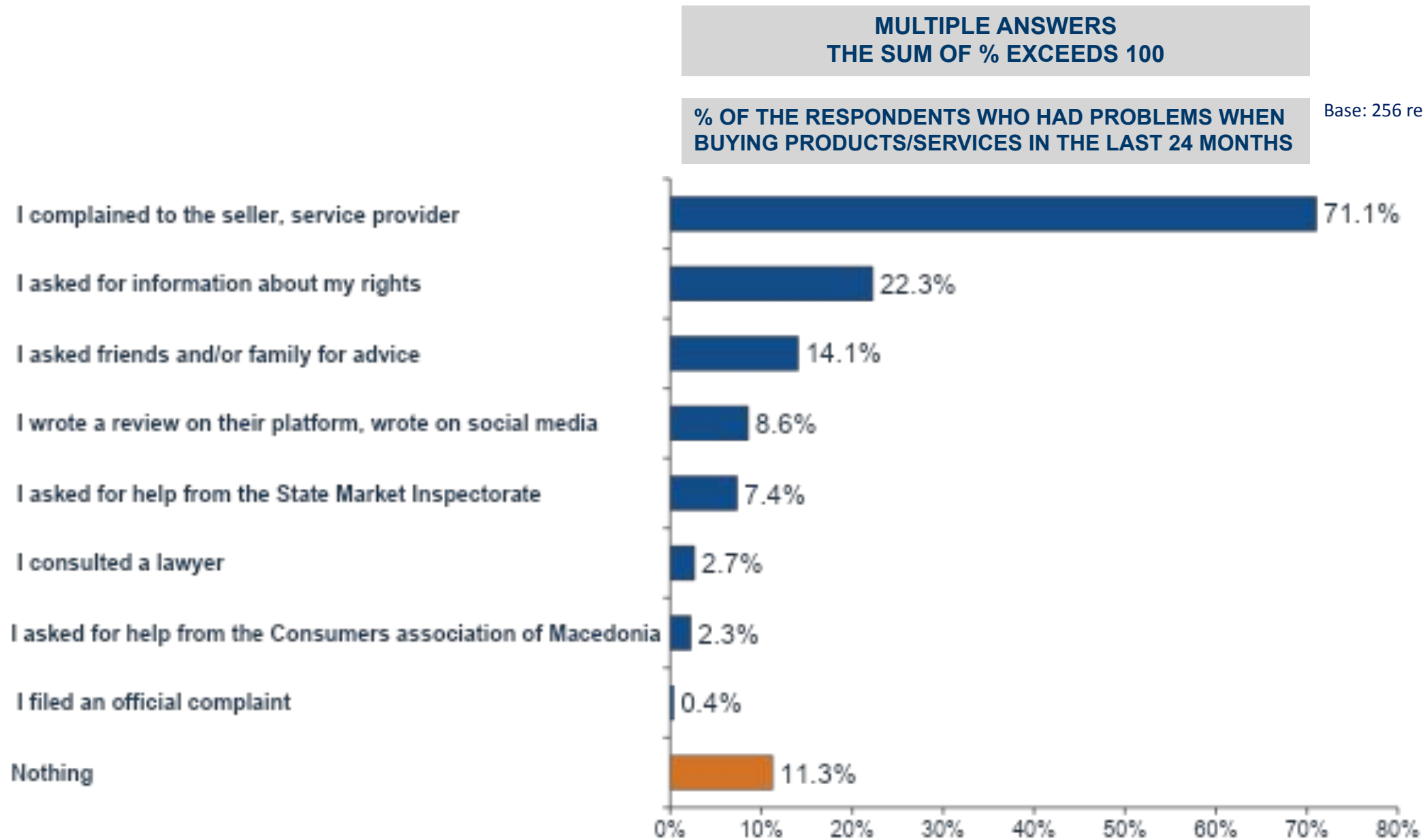
In the past 24 months, have you had any problems when shopping for products/services in:



Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

# CONSUMERS' EXPERIENCE

What did you do when you had problems buying products/services?



# CONSUMERS' EXPERIENCE

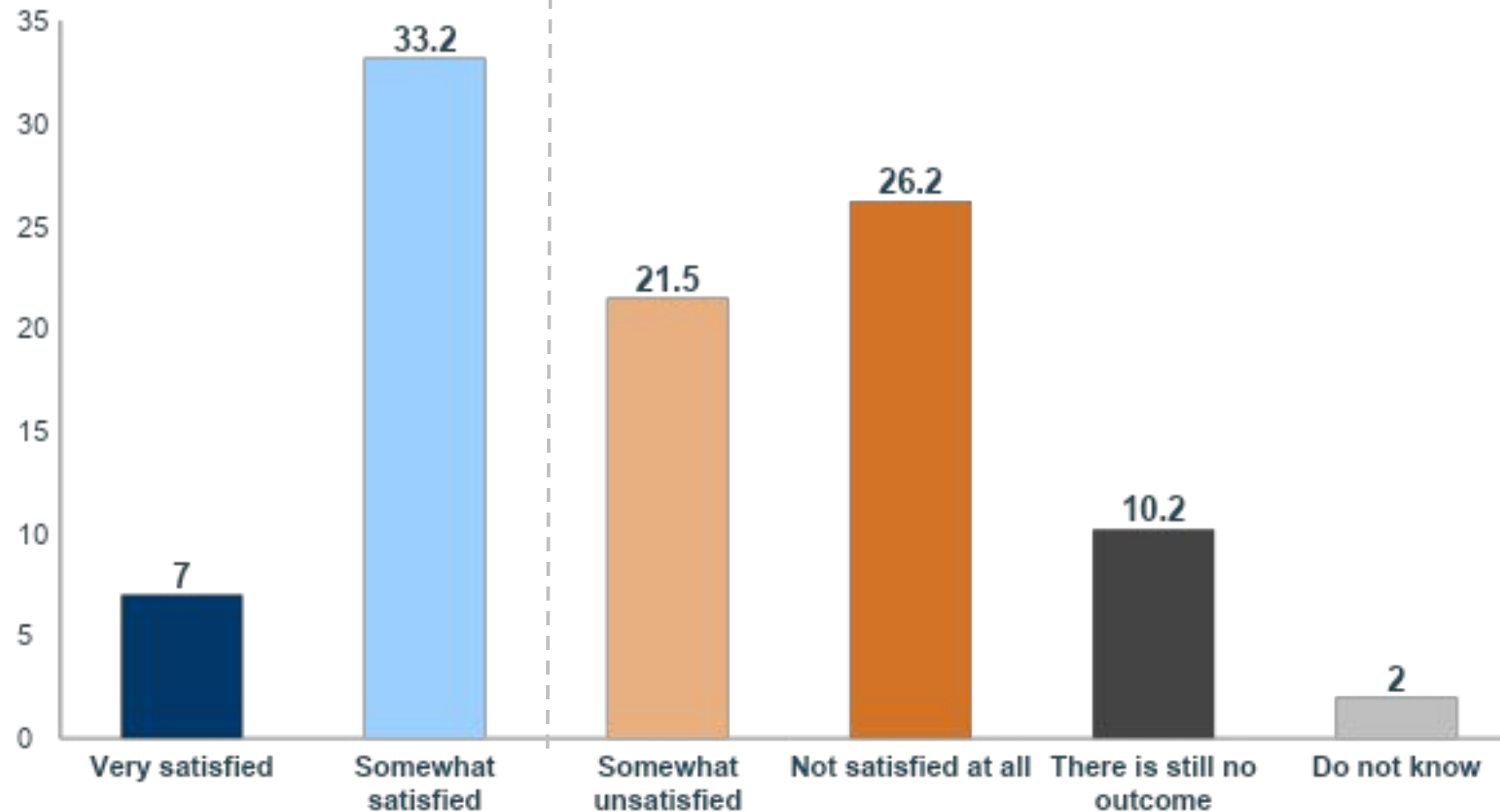
Were you satisfied with the outcome?

% OF THE RESPONDENTS WHO HAD PROBLEMS  
WHEN SHOPPING IN THE LAST 24 MONTHS

Base: 256 respondents

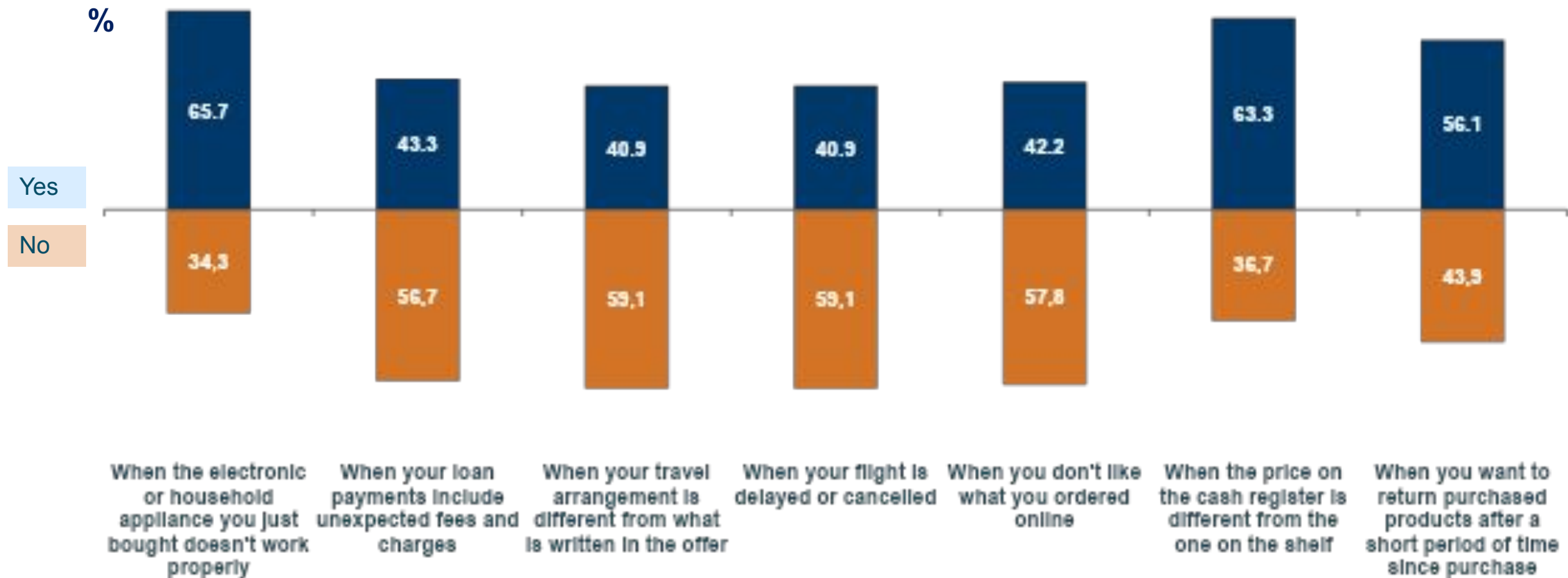
40% satisfied

48% unsatisfied



# CONSUMERS' EXPERIENCE

For each of the following situations, please tell me if you know your rights as a consumer?

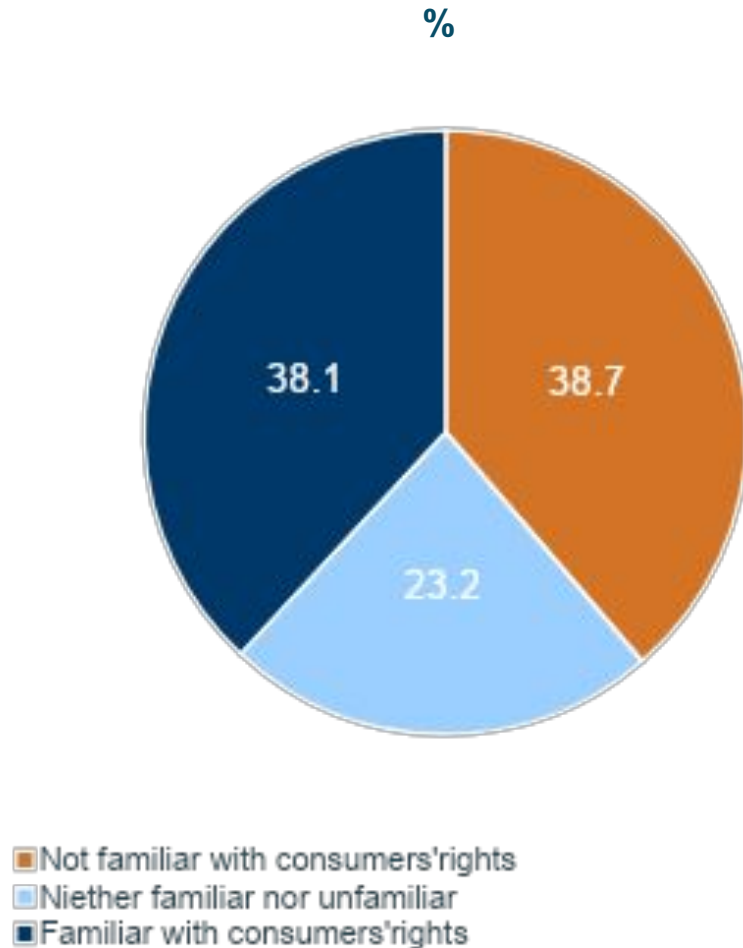


Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09



# CONSUMERS' EXPERIENCE

For each of the following situations, please tell me if you know your rights as a consumer?



## LEGEND:

**Familiar** with the consumers' rights = knows more than 5 rights

**Neither familiar, nor unfamiliar** = knows 3 or 4 rights

**Not familiar** with the consumers' rights = knows less than 3 rights

### More likely to be familiar with consumers rights are:

- Younger (18-34)
- Higher education
- Higher family income (51.000+ denars)
- Assess their household as well-off

### More likely to be unfamiliar with consumers rights are:

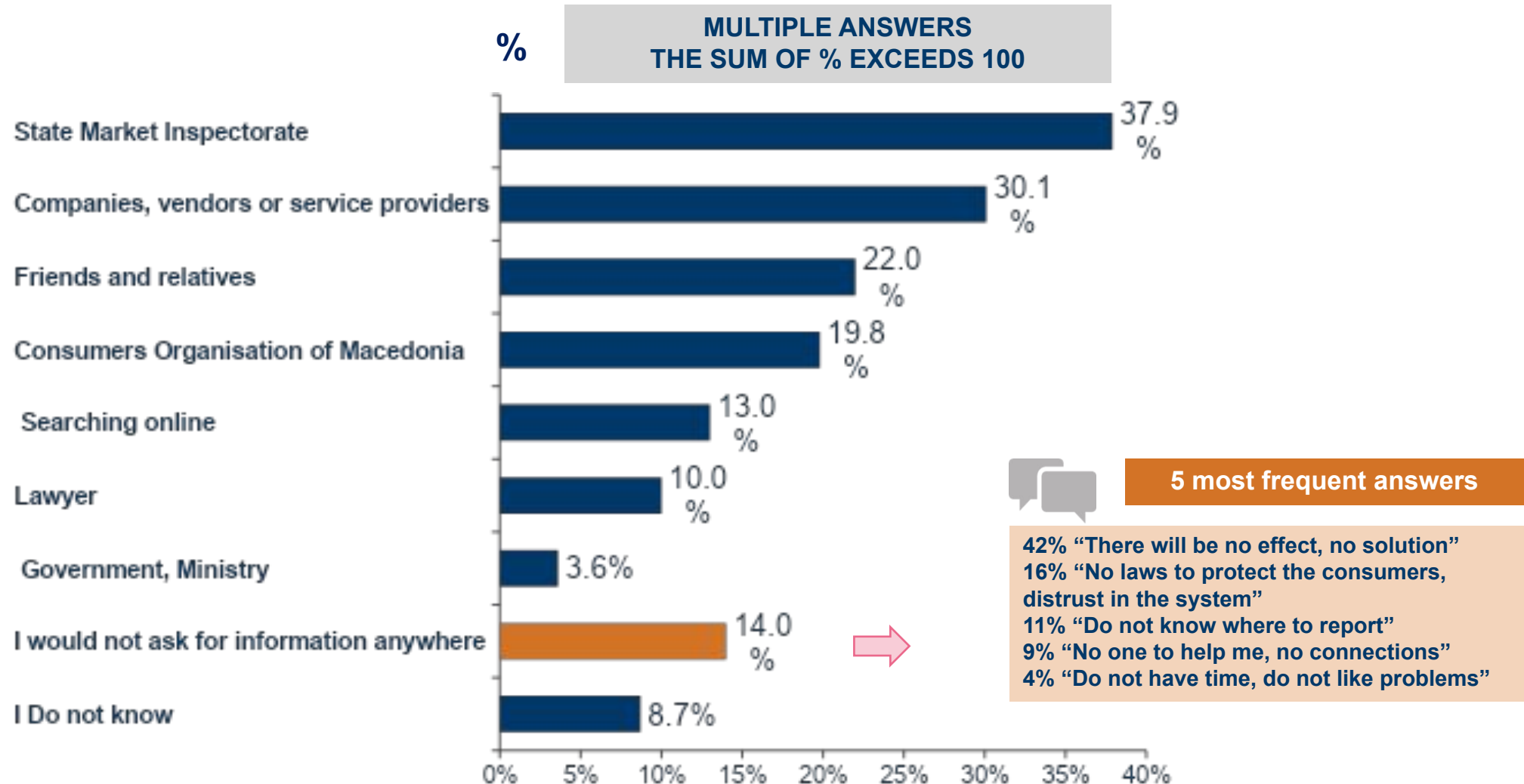
- Older (55+)
- Primary education
- Lower family income (less than 31.000 denars)
- Assess their household as poor

Base: 1003 (all respondents)

Margin of Error  $\pm$  3,09

# CONSUMERS' EXPERIENCE

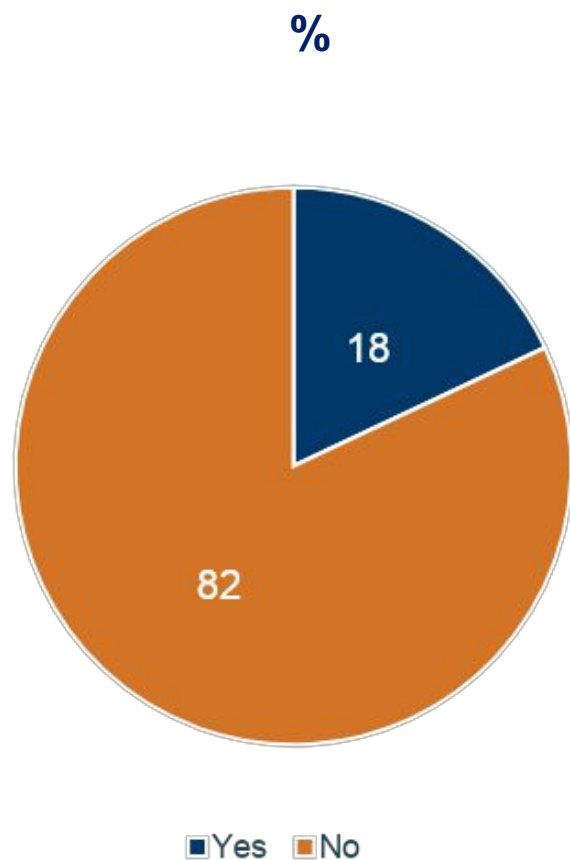
Where would you ask for information or advice about your rights as a consumer if you have a problem with a product, service or seller?



Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

# CONSUMERS' EXPERIENCE

Have you noticed any information regarding consumer rights in the last 2 years?

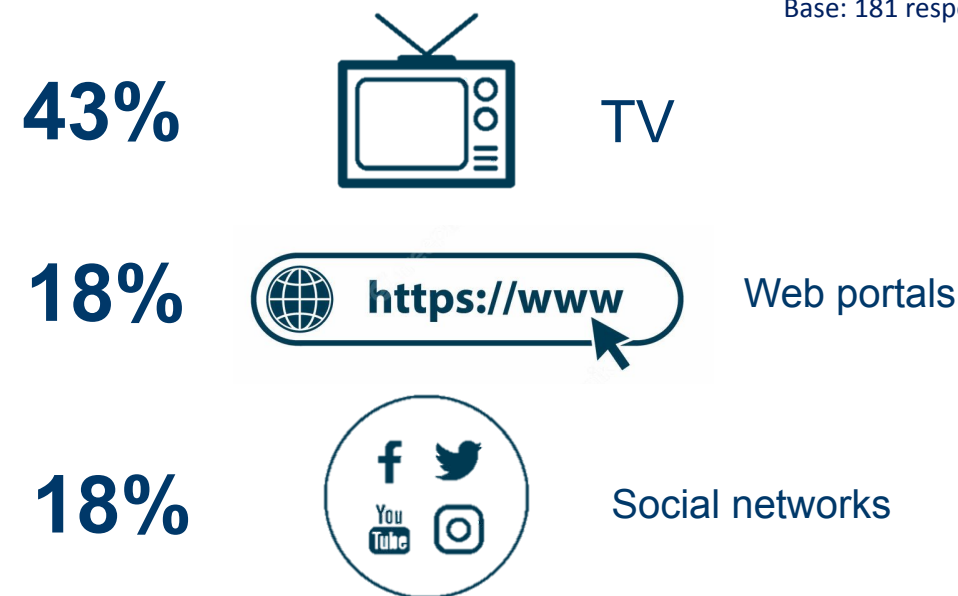


Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

- Where have you noticed information regarding consumer rights?

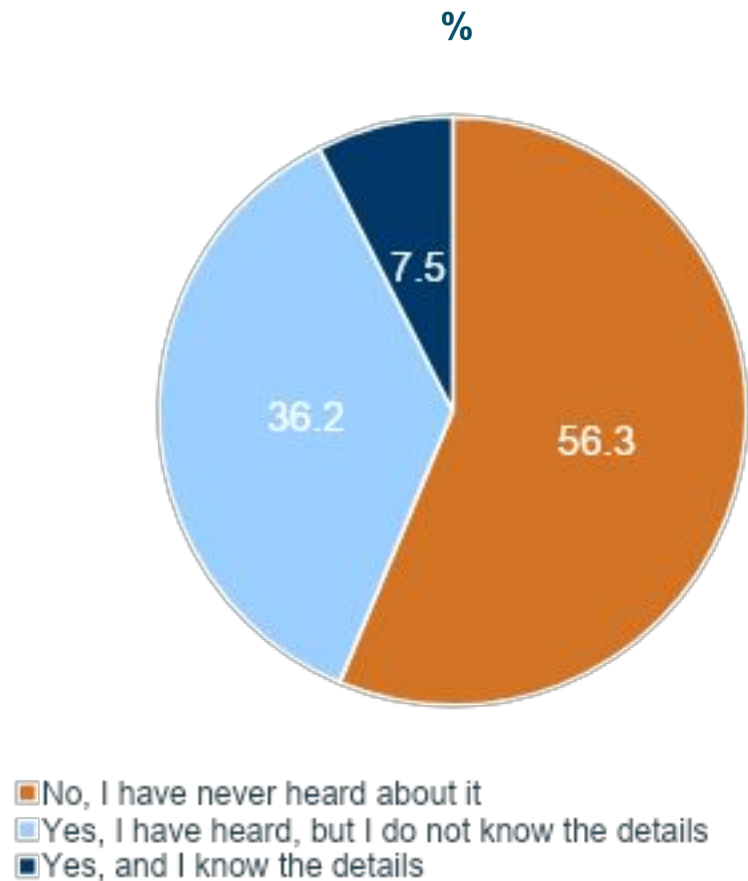
## % OF THOSE WHO HAVE NOTICED INFORMATION REGARDING CONSUMER RIGHTS (TOP 3 ANSWERS)

Base: 181 respondents



# CONSUMERS' EXPERIENCE

Have you heard about the Consumer Protection Program (including but not limited to general product safety, health protection, dishonest market behavior, advertising of products and services etc.), adopted by the Government of the Republic of North Macedonia? PROFILE OF THE RESPONDENTS



## More likely to be familiar with the CONSUMERS PROTECTION PROGRAM are:

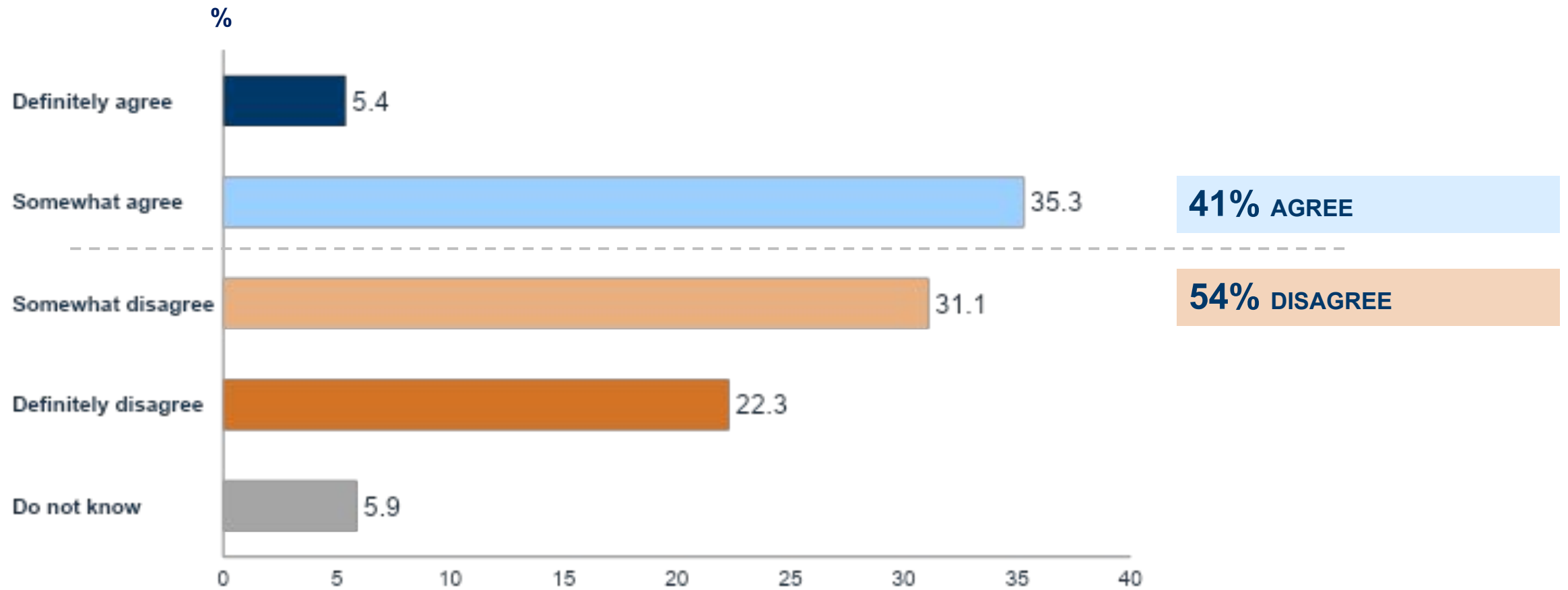
- Male
- Macedonian
- Living in urban settlements
- Higher education
- Higher family income (51.000+ denars)
- Assess their household as well-off

## More likely to be unfamiliar with THE CONSUMERS PROTECTION PROGRAM are:

- Women
- Albanian
- Rural
- Primary education
- Lower family income (less than 31.000 denars)
- Assess their household as poor

# CONSUMERS' EXPERIENCE

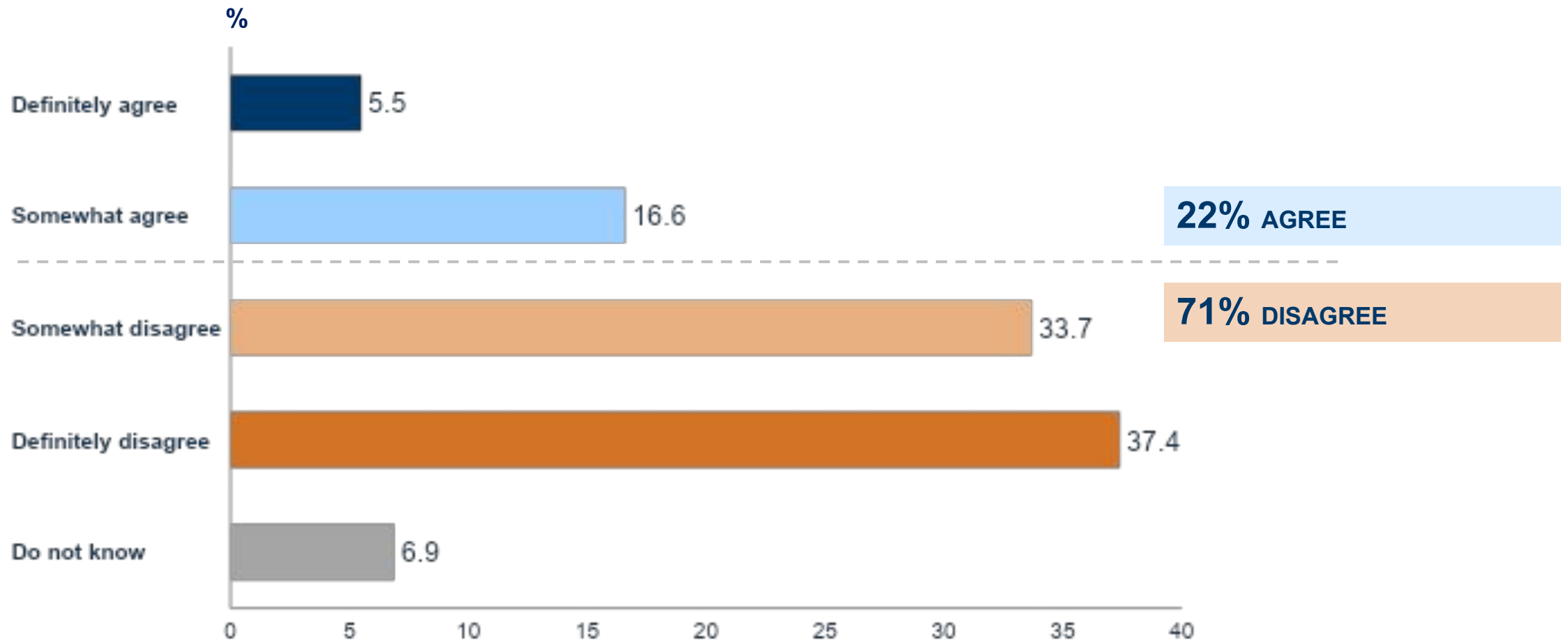
Some people say that sellers and service providers in our country respect consumer rights and protection rules?  
To what extent do you agree with this statement?



Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

# CONSUMERS' EXPERIENCE

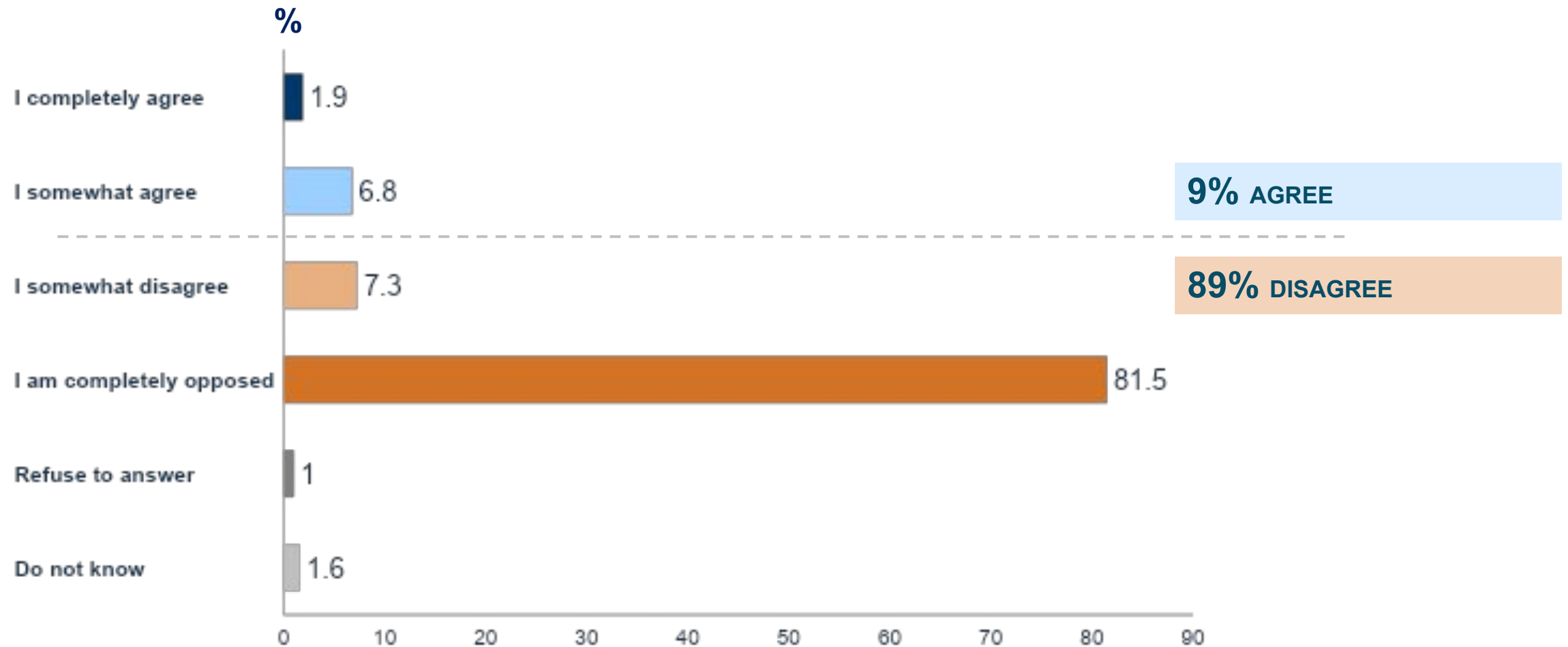
Some people say that our justice system is efficient in imposing sanctions to sellers and service providers in our country who do not respect consumer rights and protection rules. To what extent do you agree with this statement?



Base: 1003 (all respondents)  
Margin of Error  $\pm 3,09$

# CONSUMERS' EXPERIENCE

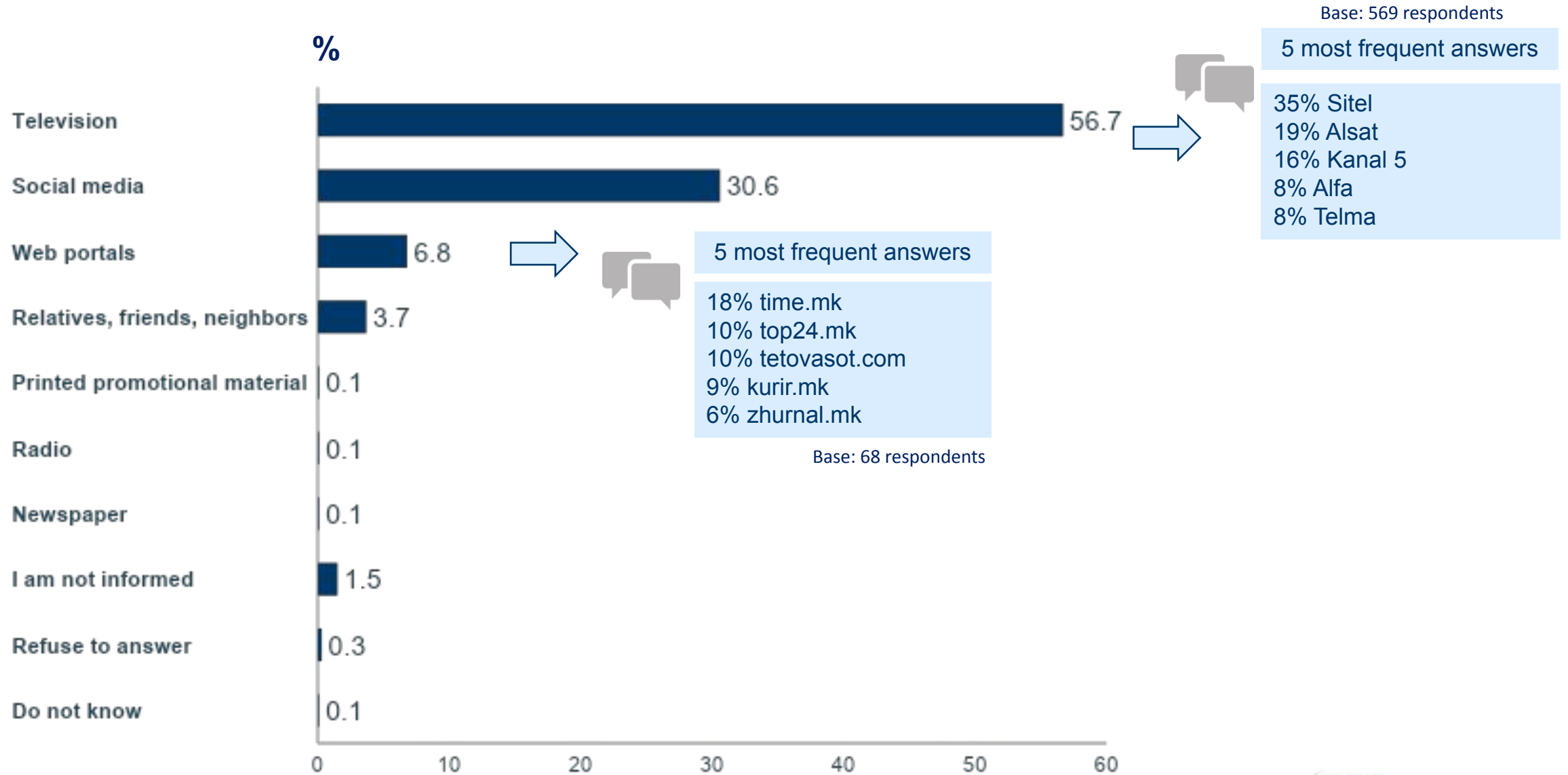
Do you agree with the Decision of the Constitutional Court to abolish a measure enabling the salaries of appointed state officials to be raised (that is, ministers and their deputies, directors and their deputies, the Prime Minister, the President, judges) by 78%?



Base: 1003 (all respondents)  
Margin of Error  $\pm 3,09$

# MEDIA HABITS

Where do you usually get information from?



Base: 1003 (all respondents)  
Margin of Error  $\pm 3,09$





### More likely to get information from social networks are:

- Younger (aged 18-34)
- Higher education
- Students
- Higher family income (51.000+ denars)
- Assess their household as well-off

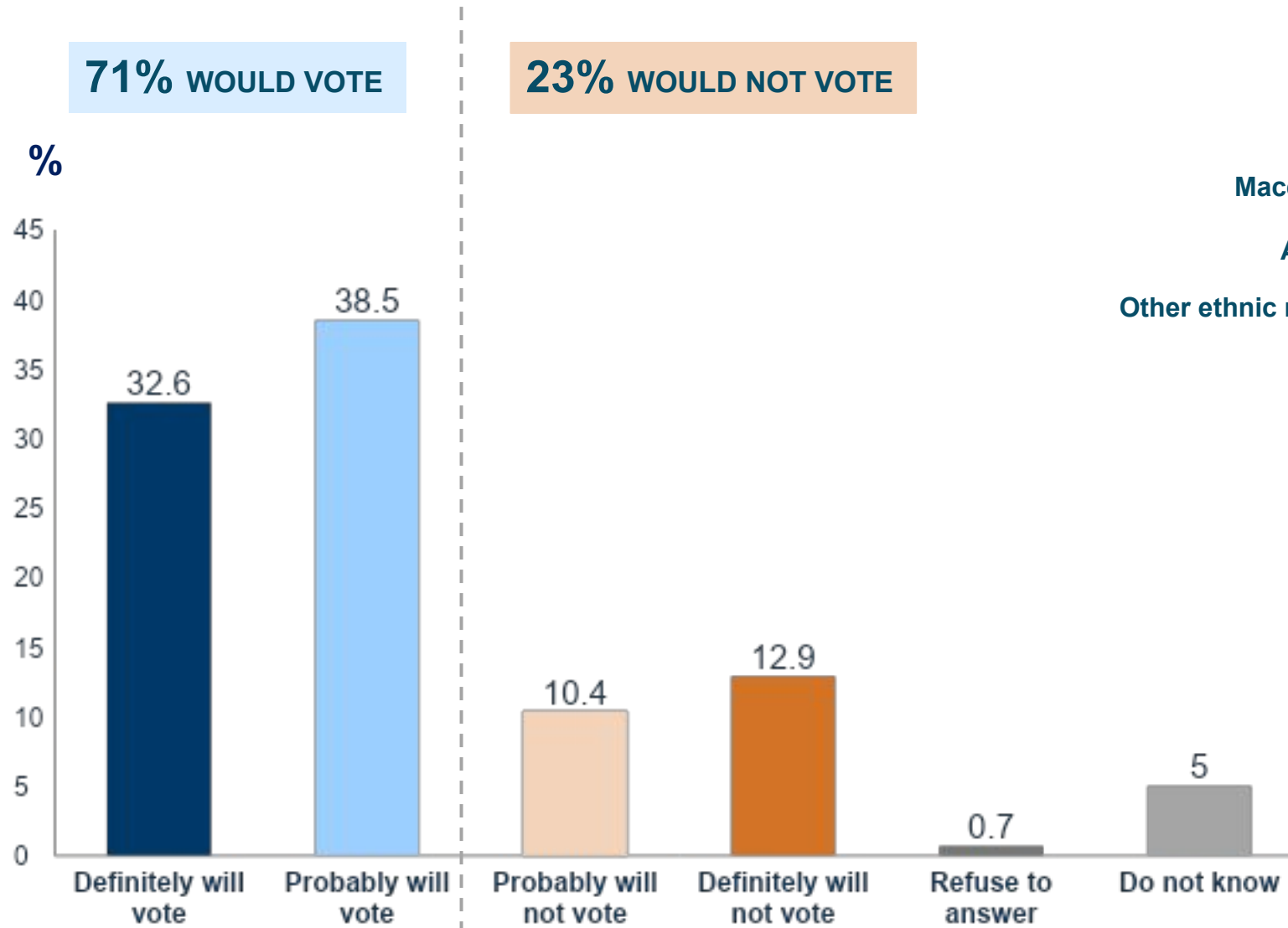
### More likely to get information from TV are:

- Older (aged 55+)
- Primary education
- Housewives or pensioners
- Lower family income (less than 31.000 denars)
- Assess their household as poor

**VOTING PREFERENCES**

# VOTING PREFERENCES

How likely are you to vote if parliamentary elections were held today?



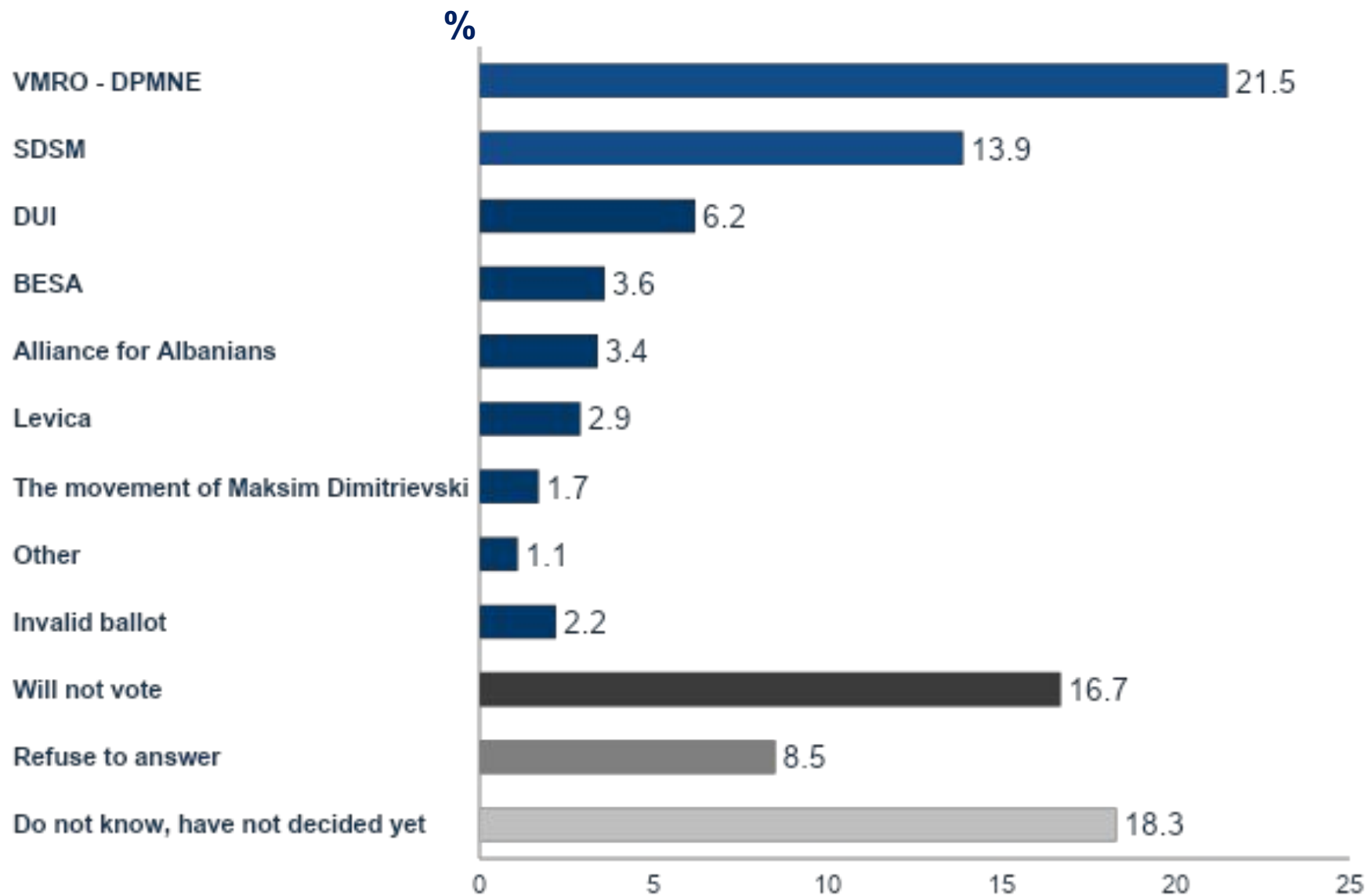
Percentage of respondents reporting they would definitely or probably vote by ethnicity



Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09




# VOTING PREFERENCES

If parliamentary elections were held today, who would you vote for?



Base: 1003 (all respondents)  
Margin of Error  $\pm$  3,09

# PROFILE BY VOTING PREFERENCES

<b>VMRO-DPMNE</b> 	<b>SDSM</b> 	<b>DUI</b> 	<b>UNDECIDED VOTERS</b>
<b>85%</b> believe the country is moving in the wrong direction	6% believe the country is moving in the wrong direction	39% believe the country is moving in the wrong direction	51% believe the country is moving in the wrong direction
<b>39%</b> believe crime and corruption are the biggest problems	14% believe crime and corruption are the biggest problems	5% believe crime and corruption are the biggest problems	20% believe crime and corruption are the biggest problems
5% believe EU integration is the biggest problem	<b>17%</b> believe EU integration is the biggest problem	8% believe EU integration is the biggest problem	6% believe EU integration is the biggest problem
<b>74%</b> are unsatisfied with the current economic situation	7% are unsatisfied with the current economic situation	34% are unsatisfied with the current economic situation	39% are unsatisfied with the current economic situation
5% believe the situation with the economy will improve	<b>57%</b> believe the situation with the economy will improve	24% believe the situation with the economy will improve	13% believe the situation with the economy will improve
3% assess the Government as successful in dealing with the crisis	<b>77%</b> assess the Government as successful in dealing with the crisis	51% assess the Government as successful in dealing with the crisis	25% assess the Government as successful in dealing with the crisis
65% state they are much more likely to vote if a party is successful in improving the economy	<b>82%</b> state they are much more likely to vote if a party is successful in improving the economy	64% state they are much more likely to vote if a party is successful in improving the economy	53% state they are much more likely to vote if a party is successful in improving the economy
<b>89%</b> state the Government is most responsible for the economic crisis	17% state the Government is most responsible for the economic crisis	42% state the Government is most responsible for the economic crisis	61% state the Government is most responsible for the economic crisis
33% state the energy crisis is most responsible for the economic crisis	<b>70%</b> state the energy crisis is most responsible for the economic crisis	13% state the energy crisis is most responsible for the economic crisis	42% state the energy crisis is most responsible for the economic crisis
<b>68%</b> report TV is their most frequent source of information	54% report TV is their most frequent source of information	55% report TV is their most frequent source of information	48% report TV is their most frequent source of information
<u>Top 3 TV stations:</u> 55% TV Sitel 20% TV Alfa 16% TV Kanal 5	<u>Top 3 TV stations:</u> 28% TV Kanal 5 27% TV Sitel 20% TV 24	<u>Top 3 TV stations:</u> 63% TV Alsat 13% TV 21 10% TV Sitel	<u>Top 3 TV stations:</u> 28% TV Alsat 27% TV Sitel 8% TV Alfa

# RECOMMENDATIONS FROM THE RESEARCH

- “Price stability”, salary increases, and control over the profit margins are priority measures for the Government to focus in the near future.
- Subsidies remain the most popular economic measure and they should continue to be provided for basic necessities (food and electricity bills).
- However, if subsidies continue for an extended period of time then:
  - that will have budgetary repercussions;
  - long term, it impacts the balance of payments;
  - it is not very good for the democratic processes of the country (the Government could use this measure to control the voting preferences of citizens);
  - it increases the state-based economy over the private sector influence;
  - it creates market distortions in the economy as it favours one/few sector(s) over other sectors in the economy.
- The Government should initiate a more effective outreach strategy with a broader reach to inform targeted communities about the anti-crisis measures.
- The Government should launch an educational and informative platform for the broader audience about consumer protection with the aim to have better informed citizens about their rights as consumers.
- A more transparent and efficient mediation mechanism should be developed to resolve disputes between consumers and companies in order to improve the confidence in institutions.



To support policy-making processes concerning public socio-economic priorities and to support transparency and accountability mechanisms that enable monitoring of implementation of policies and laws, the National Democratic Institute (NDI) implements a regional program, *Reinforcing Democratic Resilience Through Responsive Governance*. This quantitative research study, fielded by Tim Institute and funded by the National Endowment for Democracy (NED), is an activity of the program. The research findings do not necessarily reflect the views of the NDI or the NED.