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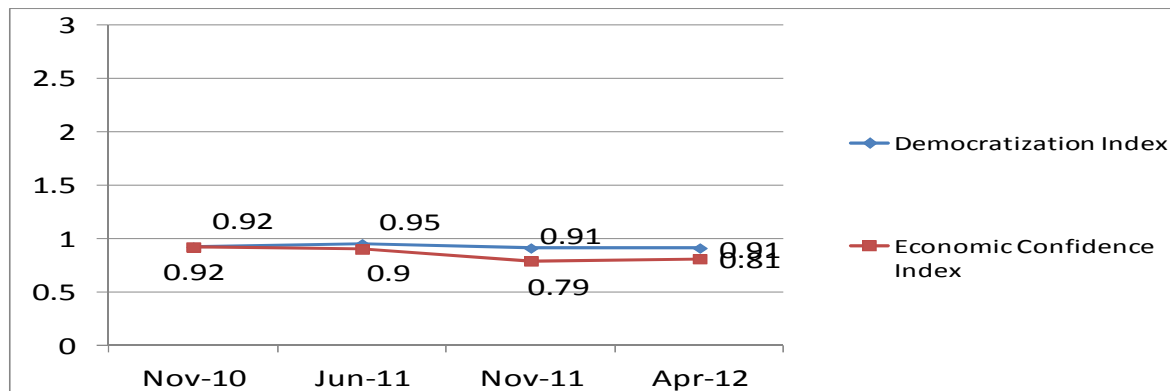
# Public Pulse Poll: Fast Facts IV

May, 2012

*Fast Facts provides a brief overview of key indicators and results of the Public Pulse Poll. A full report with analyses of these data will be available in July 2012.*

## Public Pulse Indicators

**Figure 1: Democratization and Economic Confidence Indexes**



**Table 1: Democratization and Economic Confidence Indexes, by gender**

	November 2010	June 2011	November 2011	April 2012
Democratization Index (Men)	0.94	0.99	0.90	0.91
Democratization Index (Women)	0.89	0.91	0.92	0.90
Economic Confidence Index (Men)	0.85	0.88	0.76	0.84
Economic Confidence Index (Women)	0.99	0.92	0.83	0.77

The Democratization and Economic Confidence Index have been calculated using a pool of data on democratic and economic processes taking place in Kosovo. The values of the indexes range between 0 minimum and 3 maximum. The current results show that there are no significant changes on Democratization Index compared to November 2011, but there is a slight decrease compared to June 2011 data. As may be observed on Table 1 above, the index has remained rather constant also when analyzed on gender basis.

The Economic Confidence Index on the other hand has experienced some changes over the same time period. This index increased from 0.79 in November 2011 to 0.81 in April 2012. The changes are also noted when the index is disaggregated by gender: the index increased from 0.76 to 0.84 for men whereas for women it decreased from 0.83 to 0.77.

Nevertheless, both indexes are below the arithmetic mean and this implies that many citizens do not have a favourable opinion neither on democratic processes and institutions in Kosovo nor the overall economic developments.

***Table 2: Level of satisfaction with the work of Kosovo’s key executive, legislative, and judicial institutions.***

		Mar-07	Oct-07	Dec-07	May-08	Oct-08	Apr-09	Jun-09	Sep-09	Jan-10	Apr-10	Nov-10	June-11	Nov-11	Apr-12
Satisfaction with executive government	Government	30.5%	28.1%		46.9%	55.7%	38.0%	53.1%	55.8%	36.7%	29.2%	25.1%	32.6%	30.2%	21.2%
	Prime minister	54.0%	61.0%		72.0%	63.1%	39.8%	53.8%	52.0%	41.5%	36.4%	30.7%	37.6%	30.3%	23.7%
Satisfaction with legislative	Parliament	31.0%	36.2%	36.8%	51.4%	49.0%	33.6%	53.2%	46.4%	33.3%	34.1%	32.1%	41.0%	40.5%	32.5%
	Speaker of the parliament	35.4%	37.1%	35.1%	56.5%	47.0%	32.8%	51.6%	49.5%	40.3%	36.0%	33.3%	60.9%	51.6%	47.5%
	President	52.0%	59.0%	61.0%	74.0%	69.9%	45.7%	61.7%	60.8%	56.6%	54.9%	30.8%	54.1%	61.1%	54.6%
Satisfaction with judiciary	Court	20.0%	18.0%	18.0%	21.0%	19.7%	20.0%	32.7%	25.6%	14.7%	27.2%	18.5%	26.9%	19.3%	17.8%
	Prosecutor's office	22.7%	17.7%	18.3%	22.7%	21.1%	20.5%	31.7%	25.7%	14.8%	26.9%	15.1%	20.0%	19.7%	15.7%

The April 2012 poll results show a general decrease in people’s satisfaction with the work of Kosovo’s key executive, legislative, and judicial institutions.

Satisfaction level with the work of the Government and Prime minister is the lowest since 2007. According to the survey, only 21% of the citizens are satisfied with the work of the Government and about 24% of them are satisfied with the work of the Prime minister. Similarly, compared to November 2011 data, citizens seem to be less satisfied also with the work of the Parliament, Speaker of the Parliament and the President. While the satisfaction level with the work of the Speaker of Parliament marked a significant decline only compared to June 2011 findings, the satisfaction level

with the work of the Parliament has declined by about 8 percentage points since November 2011. Increase in satisfaction level with the work of the President may be observed only when comparing figures of the current poll with the November's 2010. The satisfaction level with the judiciary shows no exception in the declining trend with other key institutions. While satisfaction level with the work of the Prosecutor's Office declined by 4 percentage points, no significant changes may be observed with citizens' satisfaction level with the work of Kosovan courts compared to November 2011.

***Table 3: Satisfaction with Kosovo's political and economic direction, by ethnicity***

		K-Albanian	K-Serb	Other	Total Weighted
Economic	Satisfied	3.6%	1.3%	6.49%	3.7%
	Dissatisfied	78.4%	84.3%	75.0%	78.6%
Political	Satisfied	5.5%	0.4%	9.1%	5.5%
	Dissatisfied	72.0%	81.3%	67.7%	72.3%

***Table 4: Satisfaction with Kosovo's political direction, by gender***

Political direction	Men	Women
Dissatisfied	22.9%	23.7%
Very dissatisfied	51.5%	46.5%

Kosovans' dissatisfaction with current political direction has seen an increase, as around 72% (compared to 59% in November 2011) of respondents are either dissatisfied or very dissatisfied with the political direction of Kosovo. When disaggregated by gender, the results show that 83% of men and 70% of women are either dissatisfied or very dissatisfied with Kosovo's political direction.

Public dissatisfaction with Kosovo's economic direction is even higher: 79% of all respondents are either dissatisfied or very dissatisfied with Kosovo's current economic direction while only about 3.7% are satisfied or very satisfied with it.

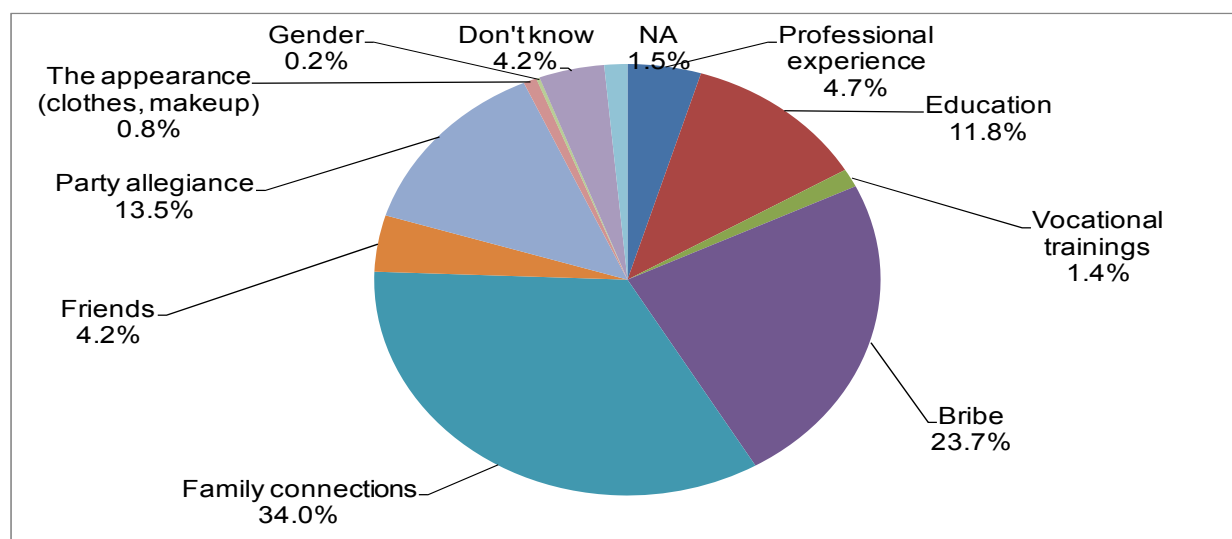
**Table 5: Responsibility for Kosovo's economic situation, by ethnicity**

	K-Albanian	K-Serb	Other	Total Weighted
EULEX	2.2%	6.5%	4.5%	2.6%
ICO	0.6%	0.9%		0.6%
UNMIK	1.0%	4.8%	1.8%	1.2%
Kosovo Government	82.7%	67.0%	64.1%	80.5%
Local governments	2.0%	2.6%	4.5%	2.2%
Business community	1.2%	1.7%	3.2%	1.3%
Other	3.1%	2.2%	2.3%	3.1%
Don't know	5.4%	10.0%	14.5%	6.2%
NA	1.8%	4.3%	5.0%	2.2%
Total	100.0%	100.0%	100.0%	100.0%

When asked to indicate who, in their opinion, is the most responsible for Kosovo's present economic situation, about 80.5% of Kosovans assigned this responsibility to the Government of Kosovo. The disaggregated figure by ethnicity showed that 83% of K-Albanians, 67% of K-Serbs and 64% of other communities share this opinion.

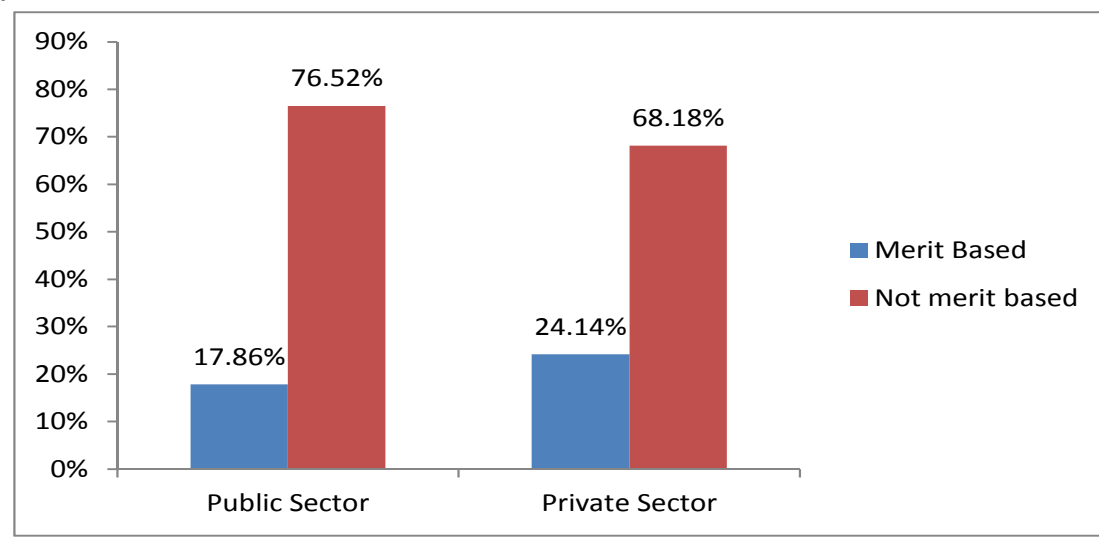
The share of respondents who think that the international community (EULEX, ICO and UNMIK, combined) is responsible for Kosovo's economic situation is significantly lower compared to previous polls, 4.4%.

**Figure 2: Perceptions on factors affecting chances of employment in the public sector**



Unemployment is perceived as one of the top problems that Kosovo faces. Similar to November 2011, the results of the current poll show that 34% of Kosovans believe that family connections are the most important factor in gaining employment in the public sector, whereas 24% believe that bribes are the most important factor. Only 16% of respondents believe that education, professional experience and vocational trainings combined are important when one seeks employment in the public sector, whereas 13.5% (as opposed to 9% in November 2011) on the other hand believe that party allegiance is the most important factor in gaining employment.

**Figure 3: Perceptions of merit and non-merit based employment in the public and private sector**



Even though the overwhelming majority of respondents remain pessimistic about merit-based employment opportunities, the findings show that more Kosovans tend to believe that chances to get employed on merit basis are higher on private sector (24%) rather than public sector (18%).

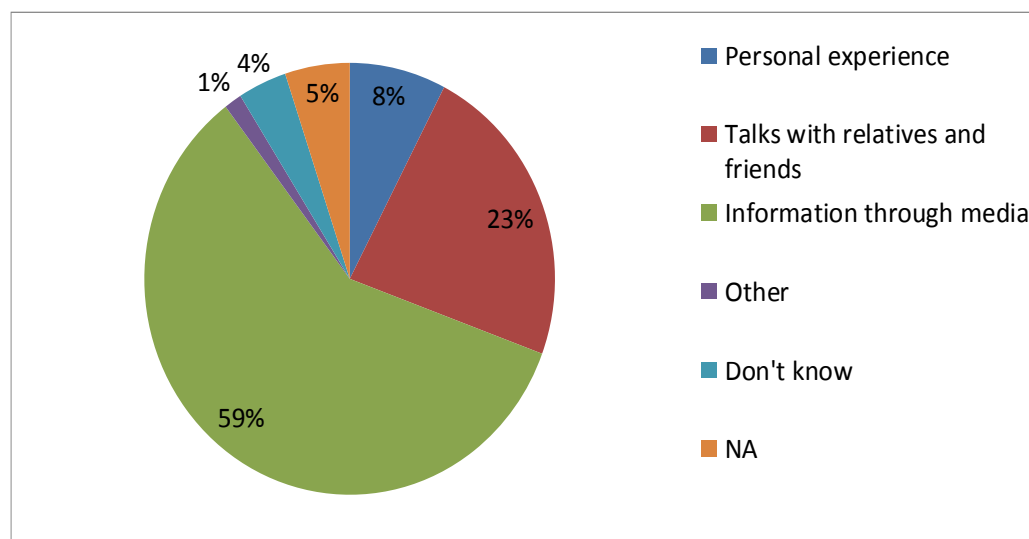
**Table 6: Perceptions of large scale corruption**

	Nov-10	Jun-11	11-Nov	12-Apr
PAK (Privatization Agency of Kosovo)	52.0%	40.5%	51.9%	49.4%
KEC	52.4%	47.9%	61.2%	47.8%
Courts	49.7%	41.6%	55.6%	44.5%
Healthcare (hospitals)	47.9%	40.7%	49.8%	43.3%
Customs	45.1%	42.3%	53.7%	43.2%
PTK	34.0%	32.4%	46.6%	41.8%
Central administration/government	47.5%	41.4%	43.3%	39.5%
TAK (Tax administration of Kosovo)		24.90%	36.5%	38.1%
Municipalities (local government)	32.9%	30.4%	31.9%	30.1%
EULEX police (CIVPOL)	22.9%	26.2%	27.1%	28.3%
Education (schools, University)	14.4%	13.1%	17.3%	26.2%
Banks	14.4%	14.9%	22.0%	20.5%
Local police (KPS)	15.2%	15.5%	19.5%	19.4%

International organizations	14.7%	12.3%	20.3%	19.3%
Non-governmental organizations	8.3%	7.8%	9.2%	14.2%

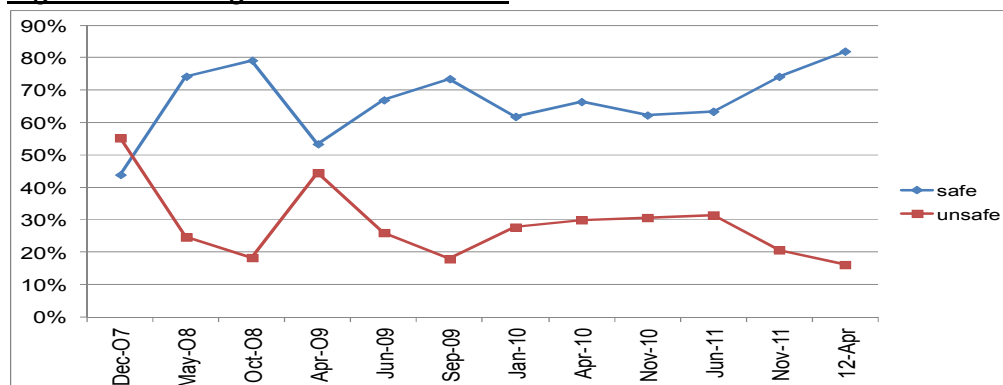
Corruption is also perceived as one of the key problems that Kosovo faces. When respondents were asked about their perceptions of corruption about different organizations, Privatization Agency of Kosovo (49% as opposed to 52% in November 2011), Kosovo Energy Corporation (47% as opposed to 61% in November 2011), courts (44% as opposed to 55% in November 2011) and hospitals (43%) were reported as top institutions with prevailing large scale corruption. The institutions with the lowest perceived level of corruption are NGOs (14%), international organizations and Kosovo Police Service (KPS).

**Figure 4: Sources of information on corruption**



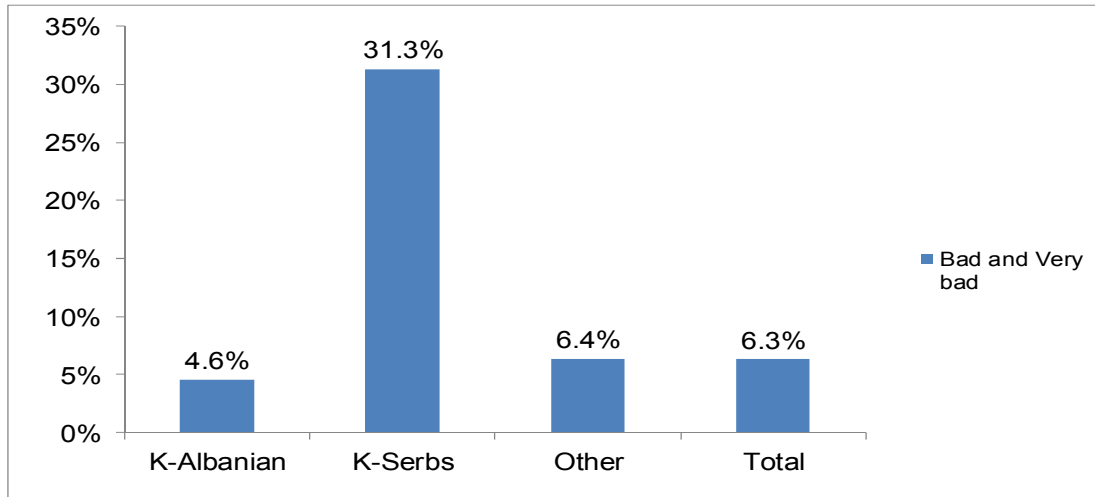
Even though a majority of citizens has an opinion on the presence of corruption, only 8% of them reported to have had a personal experience (asked for money, gift etc). Opinions of the majority of Kosovans, 59%, on corruption are based on media information and talks with relatives and friends, 23% of respondents.

**Figure 5: Feeling safe in the streets**



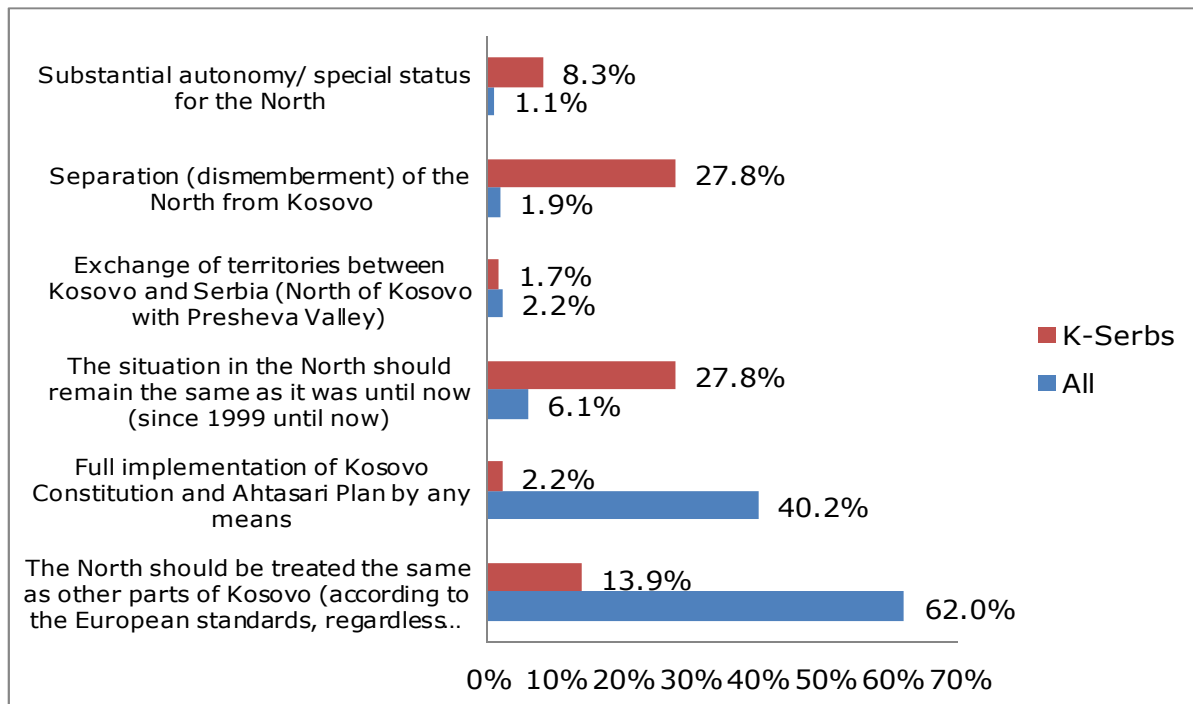
Respondents were also asked whether they feel safe or unsafe while out on the streets. There is a positive trend in this regard: 82% of Kosovans feels safe when outdoors (as opposed to 62% in June 2011), whereas 20% feel generally unsafe (as opposed to 31% in June 2011).

**Figure 6: Bad and very bad police-community relations, by ethnicity**



In terms of police-community relations, a significant majority of Kosovans consider them to be good or very good. Only about 6% of respondents believe that these relations are bad or very bad. The perceptions, however, are more negative among the K-Serbs, 31% (as opposed to 37% in November 2011) of whom perceive police-community relations as bad or very bad.

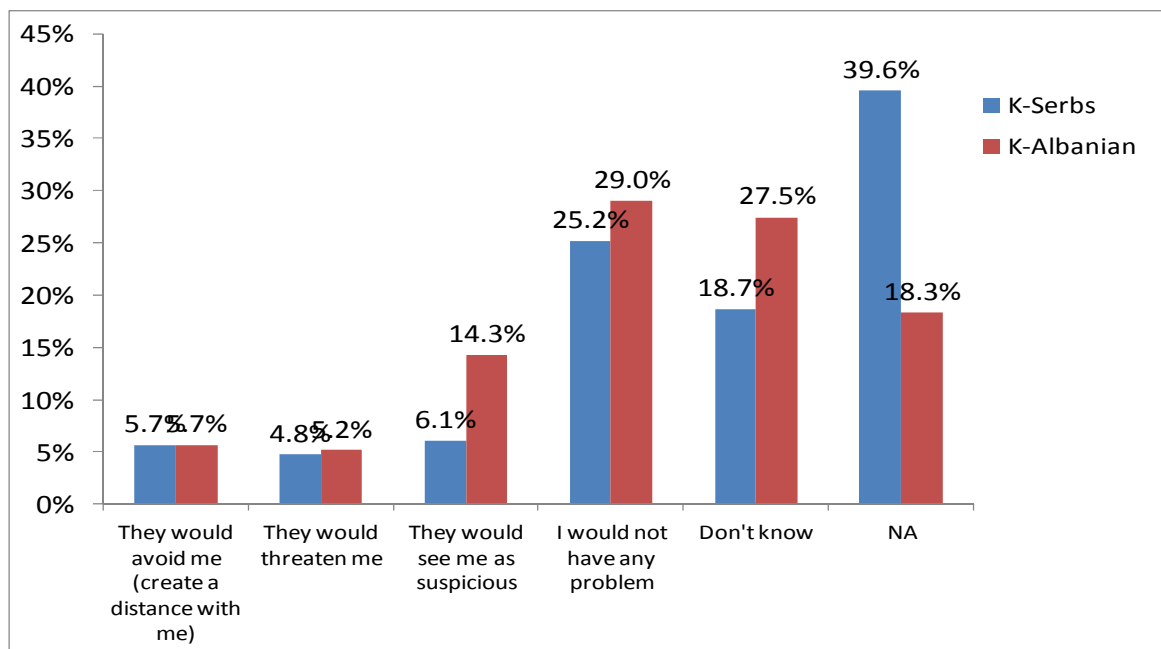
**Figure 7: Percentages of affirmative responses regarding different ideas on how to solve the issue of the North of Kosovo)**



The northern part of Kosovo continues to be one of the main topics of debate in Kosovo’s political life. Many options have been discussed over the past on how the resolution can be reached, some of those include the following: *substantial autonomy or special status for the North Mitrovicë/Mitrovica*; *separation of the North Mitrovicë/Mitrovica from Kosovo*; the situation should remain the same as it was since 1999; *exchange of territories between Kosovo and Serbia*; *full implementation of the Ahtisaari Plan and treatment of the North as other parts of Kosovo*. Therefore the present survey included a question whereby citizens could indicate their agreement or disagreement with these options. According to the survey, the majority of citizens (62%) agree that “North Mitrovicë/Mitrovica should be treated the same as other parts of Kosovo” whereas 40% support “full implementation of the Kosovo Constitution and Ahtisaari Plan for Northern Mitrovicë/Mitrovica”. About 6% of citizens agree that “the situation should remain the same as it was since 1999” and around 2% or less thought that there should be “exchange of territories”, “separation of North from Kosovo” and “special status should be given for the North Mitrovicë/Mitrovica” each.

When affirmative answers of K-Serbs were analyzed, results reveal that there was no majority preference for any of the options, however, the highest affirmative responses were noted for “situation should remain the same as it was since 1999” (28%) and “separation of North from Kosovo” (28%).

**Figure 8: If you would be employed by a Kosovo Institution/Organization that protects rights of Albanian/Serbs, how would you be perceived by your community**



When K-Albanians were asked, how they would be perceived by their community if employed in an organisation that protects K-Serbs’ rights, the majority of them (30%) responded that they would not have any problem, while about 25% of them think that that they would be seen as suspicious as well could be avoided and threatened by their community.

Similarly, K-Serbs were also asked how their community would perceive them, if they would be working in Kosovo Government/Institutions and results reveal that majority of them (60%) don’t



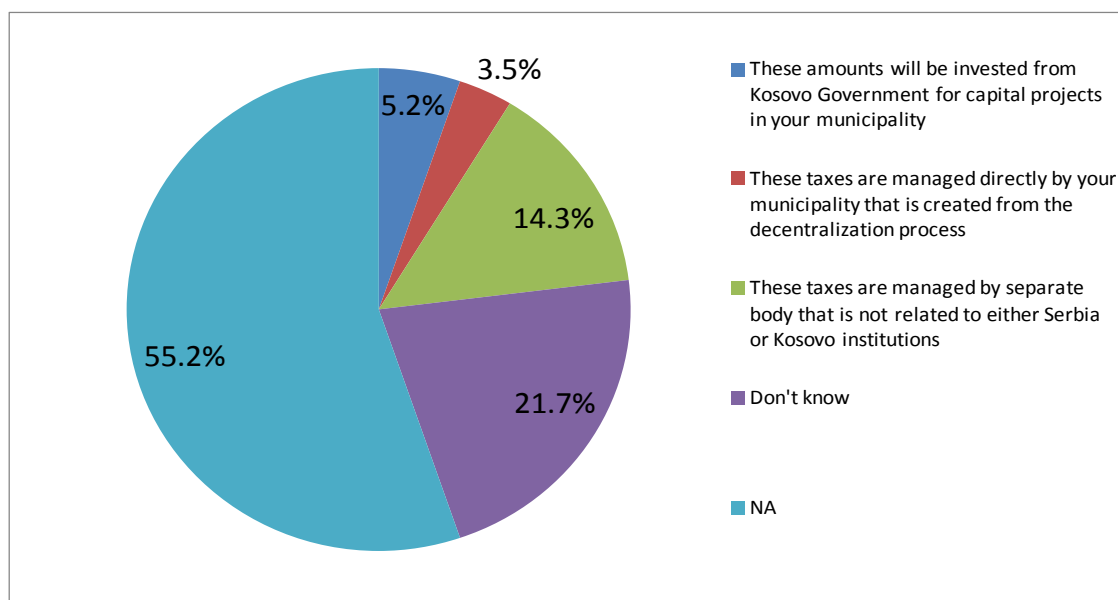
know what the reaction would be. On the other hand, 16% of them think that they would be seen as suspicious as well could be avoided and threatened by their community, whereas 26% of K-Serbs consider that they would not have any problem if employed in Kosovo Government/Institutions.

***Table 5: Opinion on what is an important attribute of a good Mayor***

	K-Albanian	K-Serb	Other	Total
Is of your ethnicity	41.6%	41.3%	10.0%	36.1%
Regardless of ethnicity has good education	15.3%	6.5%	40.9%	18.1%
Regardless of ethnicity has a proper working experience	7.3%	14.8%	21.8%	11.2%
Regardless of ethnicity has good reputation	5.7%	4.8%	6.8%	5.7%
Don't know	22.4%	16.1%	13.6%	19.8%
NA	7.7%	16.5%	6.8%	9.1%

For the majority of the K-Albanians and K-Serbs, to be suitable to govern with their Municipality, a Mayor should be someone from their own community. While, for K-Serbs and K-Albanians ethnical background seems to be the most important attribute, K-Others think that regardless of ethnicity, someone would be suitable to govern their Municipality if he/she has proper working experience and education.

**Figure 9: Would you pay taxes to Kosovo Institutions ? ( K- Serb respondents)**



When K-Serbs were asked whether they would pay taxes to Kosovo Institutions, majority of them (77%) didn't know or had no answer whereas 14% of them would do so if these taxes would be managed by a separate body that is not related to either Serbian or Kosovan Institutions. Only about 9% claimed they would pay taxes if these were invested by the Kosovan Government on capital projects in their Municipality or if these taxes were managed directly by their Municipality that has been established with the decentralization process.

## Methodology

These results are based on an opinion poll sample that surveyed 1280 citizens of Kosovo over 18 years of age, of both sexes and from all municipalities and regions of Kosovo, covering both rural and urban areas. The sample included 830 Kosovo Albanians, 230 Kosovo Serbs and 220 Kosovo non-Serb minorities (namely Turkish, Bosnian, Gorani, Roma, Ashkali, Egyptian). Multistage Random Sampling Method has been used to select the sample. The survey was conducted by ENCOMPASS (Prishtinë/Pristina) during April 2012.

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