



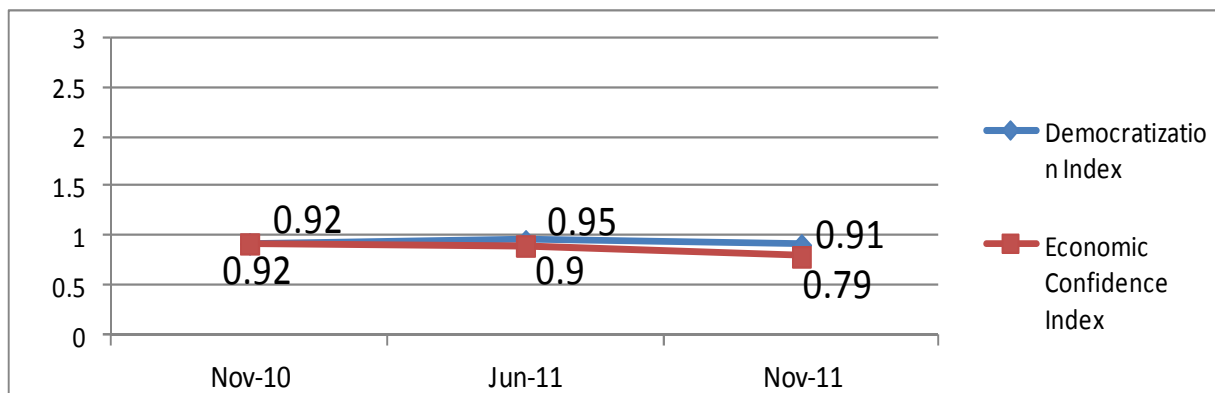
# Public Pulse Poll: Fast Facts III

December, 2011

*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 March 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
Democratization Index (Male)	0.94	0.99	0.90
Democratization Index (Female)	0.89	0.91	0.92
Economic Confidence Index (Male)	0.85	0.88	0.76
Economic Confidence Index (Female)	0.99	0.92	0.83

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 and 3. The current poll results show that Kosovo's Democratization Index has seen a slight decrease from 0.95 in June 2011 to 0.91 in November 2011. As may be observed on Table 1 above, the index has decreased more drastically for men, from 0.99 in June to 0.90 in November, while for women it has remained rather constant.

The Economic Confidence Index on the other hand has experienced more significant changes over the same time period. This index decreased from 0.90 in June 2011 to 0.79 in November 2011. The decline is also noted when the index is disaggregated by gender: for men, the index has decreased from 0.90 in June to 0.76 in November 2011, whereas for women it has decreased from 0.92 to 0.83 over the same time period.

The decrease in both indexes implies a negative trend in both citizens' trust in democratic processes and institutions in Kosovo and their confidence in the developments of Kosovo's economy.

*Table 2. Political Indicators*

		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
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%
	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%
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%
	Speaker of 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%
	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%
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%
	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%

Except for the satisfaction level with the President, the current poll results show a decline in people's satisfaction with Kosovo's key executive, legislative and judicial institutions compared to June 2011. Between June and November 2011, the satisfaction level with the work of the Prime Minister of Kosovo has decreased by about 7 percentage points. A slight increase in satisfaction level with the work of the government may be observed only when comparing figures of the current poll with the last year's (November 2010).

The satisfaction levels with the Parliament didn't mark significant change since June 2011, whereas that with Speaker of the Parliament has declined by about 9 percentage points. The

satisfaction level with judiciary is no exception in the declining trend with other key institutions. The satisfaction level with the work of Kosovo courts has decreased by approximately 7 percentage points since June 2011. Satisfaction with the Prosecutor’s Office work didn’t mark any significant change.

*Table 3. Satisfaction with Public Services*

	Nov-10	Jun-11	Nov-11
Healthcare	19.7%	22.0%	16.0%
Education	38.8%	43.8%	36.8%
Public TV (RTK)	47.3%	45.9%	40.0%
Post and Telecommunication services	60.4%	45.7%	36.4%
Electric power supply (KEC)	21.9%	15.6%	13.6%
Water supply	43.3%	34.1%	31.9%
Sanitation	31.2%	26.8%	21.5%
Public administration services (personal documents, passports, birth certificates, etc.)	52.5%	46.5%	36.6%
Local roads' infrastructure	44.2%	39.9%	33.3%
TAK (Tax Administration of Kosovo)		23.2%	16.5%

November 2011 poll shows that of all listed public services the citizens are mostly satisfied with the public TV (RTK) 40%, followed by education 37%, public administration services (provision of personal documents, passports, birth certificates, etc.) 36.5% and post telecommunication services 36%. On the other hand, the smallest number of respondents, only 14%, reported they were satisfied with electric power supply. It must be noted that satisfaction level for all the public services has decreased drastically compared to the poll results of the last year and June 2011.

*Table 4: Satisfaction with Kosovo's political and economic direction, by ethnicity*

		K-Albanian	K-Serb	Other	Total Weighted
Economic	Satisfied	5.3%	.9%	9.4%	5.3%
	Dissatisfied	69.9%	95.7%	75.1%	71.8%
Political	Satisfied	8.8%	.9%	13.1%	8.5%
	Dissatisfied	56.8%	94.3%	61.5%	59.4%

*Table 5: Satisfaction with Kosovo's political direction, by gender*

Political direction	Male	Female
Dissatisfied	22.6%	24.2%
Very dissatisfied	40.2%	31.6%

According to the November 2011 Public Pulse Poll, over half of Kosovo's population report to be rather concerned with Kosovo's political and economic direction. Around 59% of all respondents are either dissatisfied or very dissatisfied with the political direction of Kosovo. When disaggregated by gender, the results show that 62% of male and 56% of females are either dissatisfied or very dissatisfied with Kosovo's political direction. Only around 9% of the respondents seem to be satisfied or very satisfied with Kosovo's current political direction.

Public dissatisfaction with Kosovo's economic direction is even higher: 72% of all respondents are either dissatisfied or very dissatisfied with Kosovo's current economic direction, while only about 5% are satisfied with it.

*Table 6. Responsibility for Kosovo's economic situation, by ethnicity*

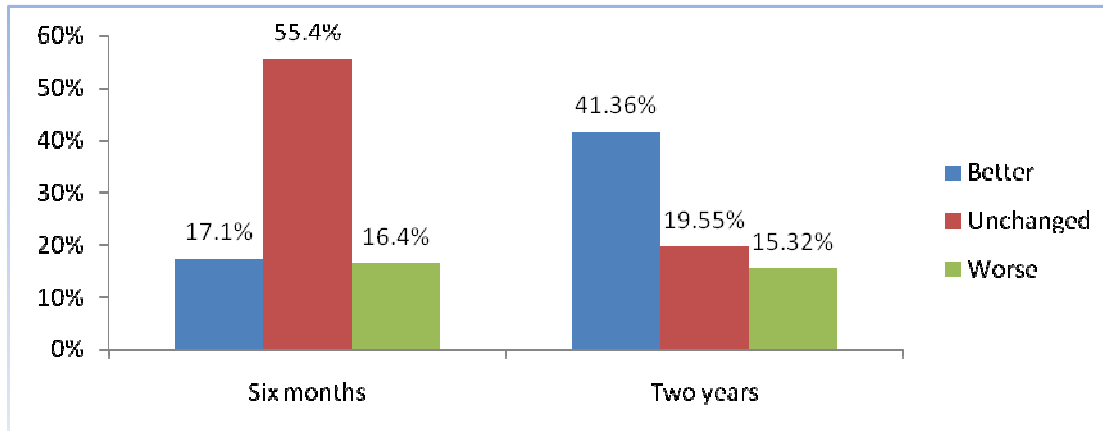
	K-Albanian	K-Serb	Other	Total Weighted
EULEX	2.4%	10.0%	5.2%	3.1%
ICO	.8%		.9%	0.8%
UNMIK	1.4%	10.0%	1.4%	2.0%
Kosovo Government	76.0%	70.0%	64.8%	75.0%
Local governments	3.5%	2.2%	4.2%	3.4%
Business community	1.9%	.4%	8.5%	2.2%
Other	4.0%	1.3%		3.5%
Don't know	8.3%	4.8%	9.4%	8.1%
NA	1.7%	1.3%	5.6%	1.9%
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 75% of all Kosovans place this responsibility on the Government of Kosovo. The disaggregated figure by ethnicity showed that Ethnic basis 76% of K-Albanians, 70% of K-Serbs and 65% 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, 5%.

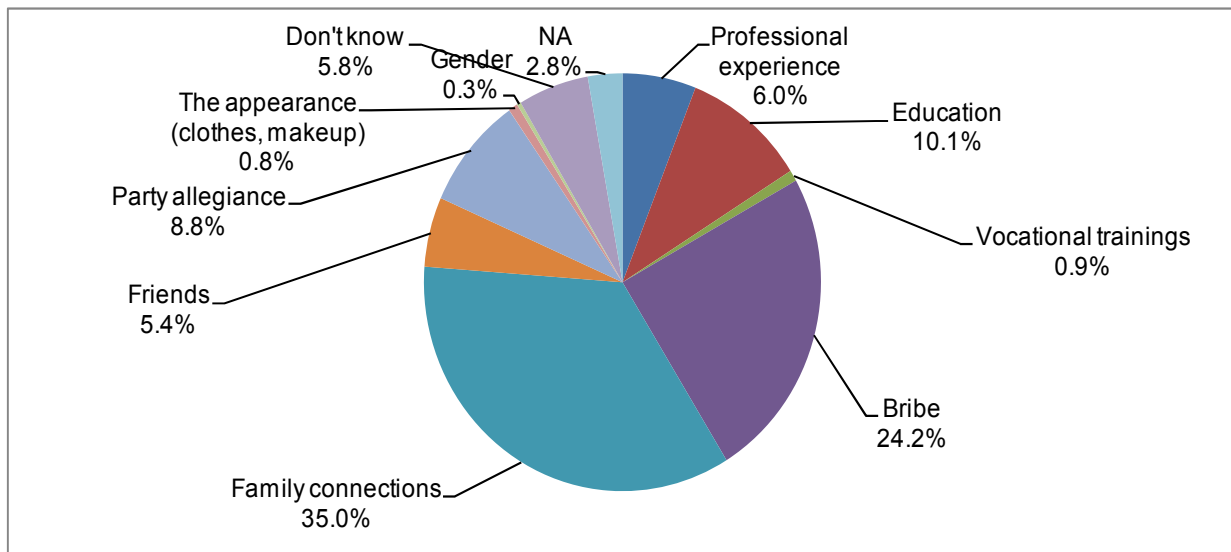
Similarly, only 3.4% consider the local government to be the primary holder of responsibility in this regard.

*Figure 2. Expectations about the future economic situation, over the next six months/two years*



Kosovans continue to remain somewhat optimistic regarding the economic direction in the medium term, next two years. About 41% (as opposed to 58% in June 2011) of them expect the economic situation to improve over the next two years, whereas 17% think that the situation might improve in the next six months. Around 19.5% (as opposed to 24% in June 2011), however, believe the situation will remain unchanged over next two years, while another 15% (as opposed to 16% in June 2011) believe the situation will only get worse over the next two years.

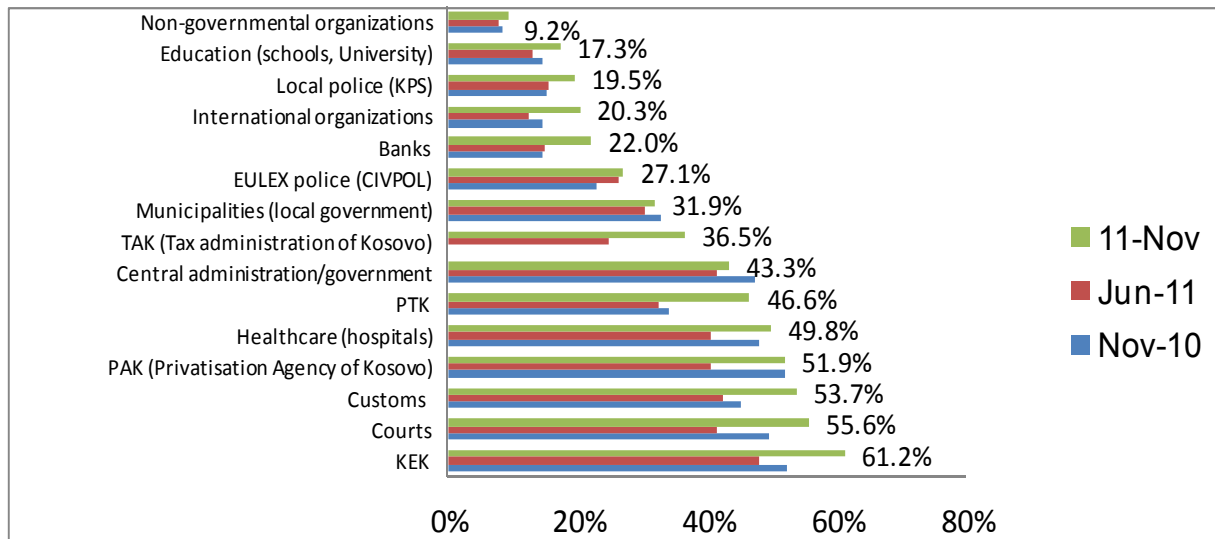
*Figure 3. Perceptions on factors affecting chances of employment in the public sector*



Unemployment is perceived as one of the top paramount problems that Kosovo faces. However, the respondents still remain pessimistic about merit-based employment in the public sector. Similar to June 2011, the results of the current poll show that 35% of Kosovans believe that family connections are the most important factor in gaining employment in the public sector,

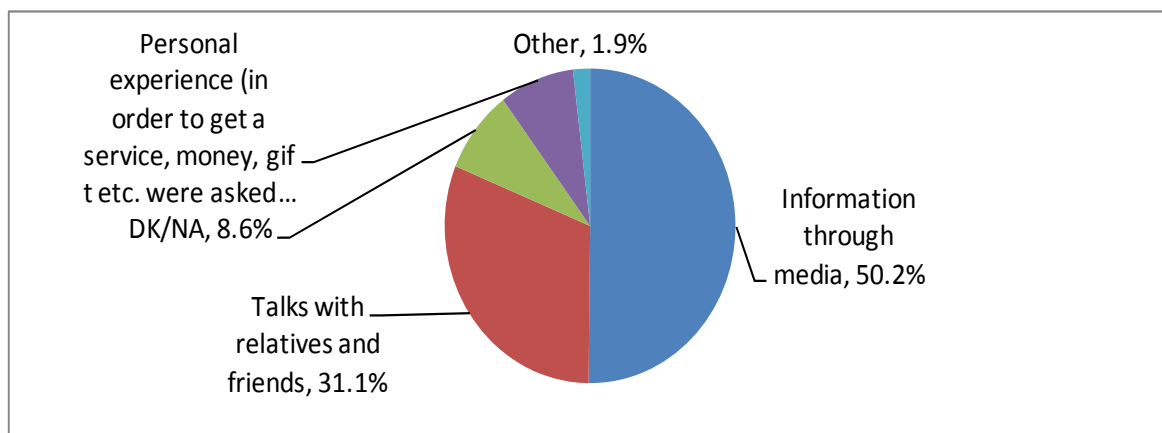
whereas 24% (as opposed to 19% in June 2011) believe that bribes are the most important factor. Only 17% (as opposed to 24% in June 2011) of respondents believe that all education, professional experience and vocational trainings combined are important when one seeks employment in the public sector. 9% on the other hand who believe that party allegiance is the most important factor in gaining employment.

*Figure 4. Perceptions of large scale corruption*



Corruption also continues to be ranked as one of the key problems that Kosovo faces. KEK, courts and customs are perceived as top three institutions with prevailing large scale corruption. The institutions with the lowest perceived level of corruption are NGOs, educational institutions and Kosovo Police Service (KPS).

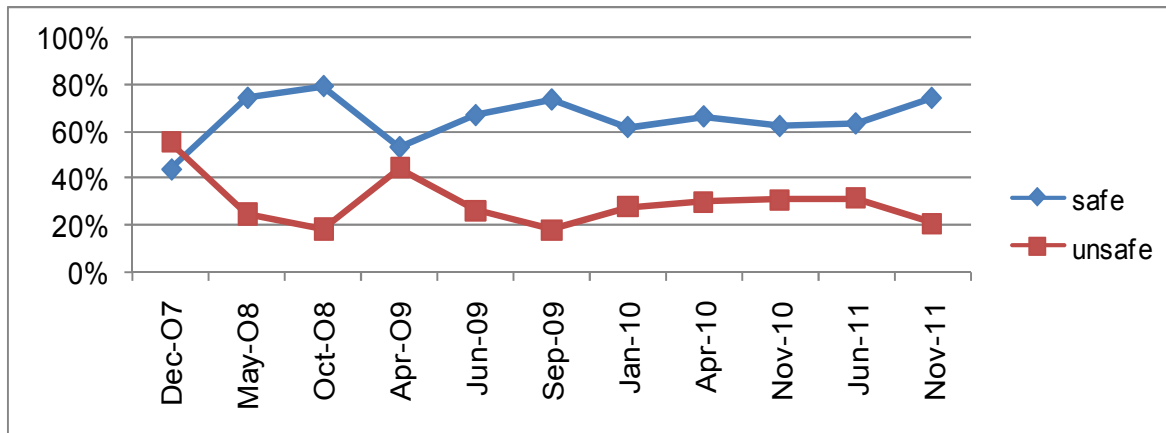
*Figure 5. Sources of information on corruption*



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

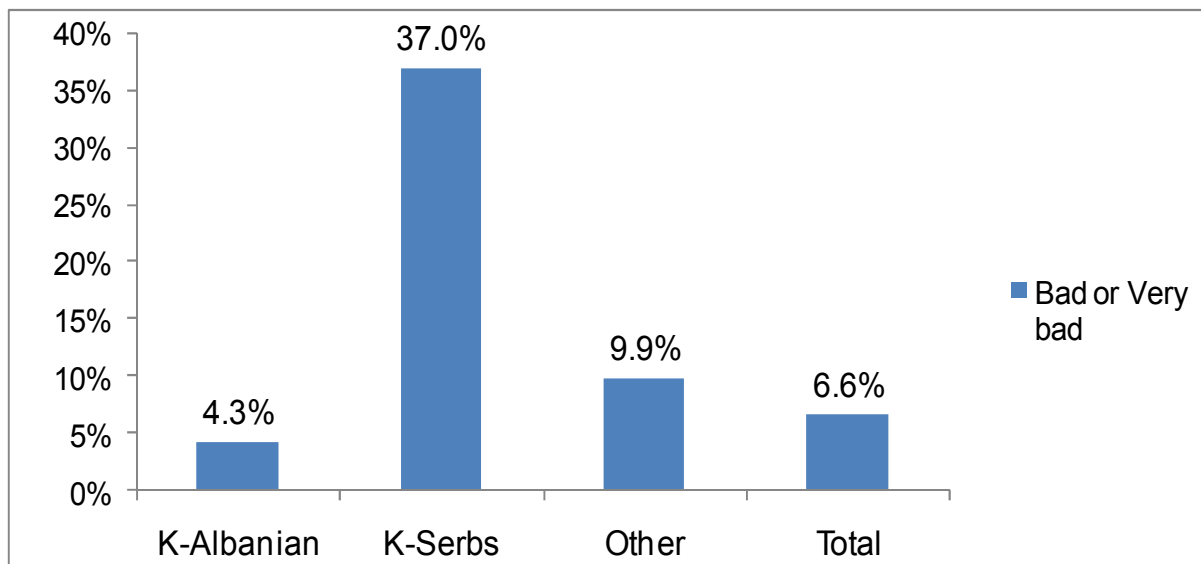
majority of Kosovans, 50%, on corruption are based on media information and talks with relatives-friends (31% of respondents).

*Figure 6. Feeling safe in the streets*



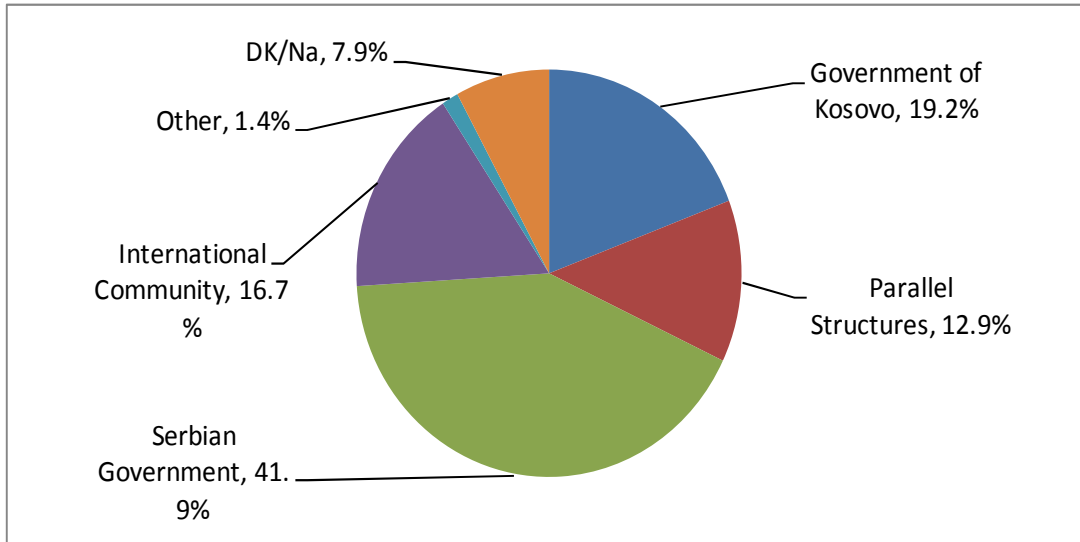
Respondents were also asked whether they feel safe or unsafe when out on the streets. There is a positive trend in this regard, about 75% of Kosovans feel safe when outdoors as opposed to 62% in June 2011, whereas 20% feel generally unsafe as opposed to 31% in June 2011.

*Figure 7. Bad and very bad police-community relations, by ethnicity*



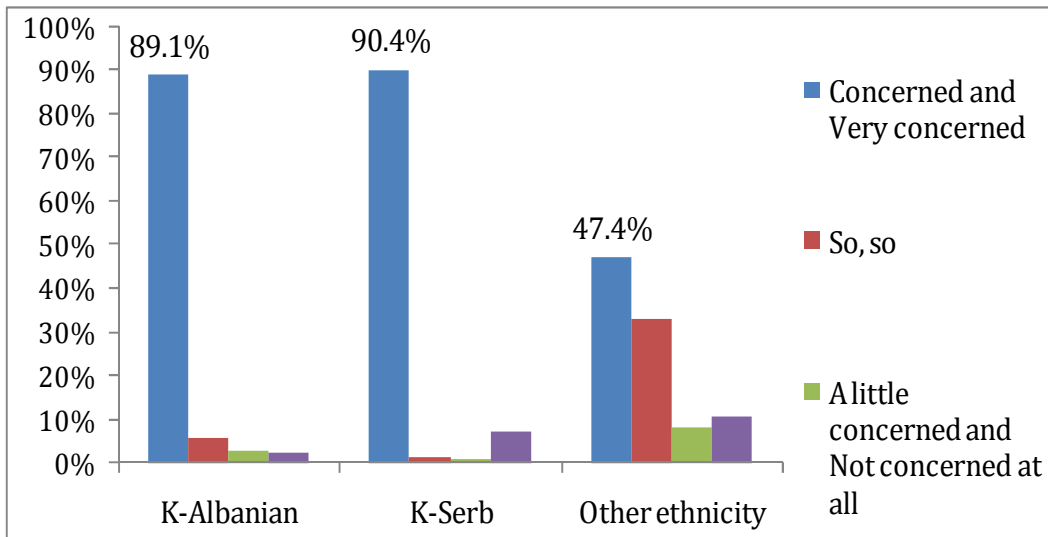
In terms of police-community relations, a significant majority of Kosovans consider them to be good or very good. Only about 7% of respondents believe that these relations are bad or very bad. The perceptions, however, are more negative among the K-Serbs, 37% of whom perceive police-community relations as bad or very bad.

*Figure 8. Responsible institutions for the current political situation in the North of Kosovo*



The northern part of Kosovo is one of the most crucial political struggles Kosovo has been facing. When asked about who is responsible for the current political situation in the northern part of Kosovo, the majority of citizens attributed this responsibility to the Serbian government (42%), followed by the government of Kosovo 19% of the respondents. Differences in opinion on the issue across ethnicities may be observed, for instance, while 64% of K-Serbs and 27% of other communities that live in Kosovo attribute this responsibility to the government of Kosovo, only 16% the K-Albanians shares the same opinion. The majority of K-Albanians attribute this responsibility to the Serbian government (46%), international community (16.5%), and parallel structures (13%). None of the K-Serb respondents attributes this responsibility to the Serbian government.

*Figure 9. Concern with the current political situation in the north of Kosovo, by ethnicity*



The findings show that the majority, 86% of Kosovans are concerned or very concerned with the current situation in the north. The level of concern is almost the same for both K-Albanians and K-Serbs whereas among other ethnicities, only 47.4% of the respondents believe that the situation is a major concern for them.

*Table 7. Perceptions regarding the ongoing dialogue between Kosovo and Serbia, by ethnicity*

	K-Albanian	K-Serb	Other	Total Weighted
Very beneficial	6.0%	2.2%	5.2%	5.7%
Beneficial	18.0%	3.5%	19.7%	17.2%
So-so	24.7%	3.5%	38.0%	24.3%
Harmful	24.1%	7.8%	6.6%	22.1%
Very harmful	11.5%	15.2%	4.2%	11.3%
Don't know	12.9%	18.7%	16.9%	13.5%
NA	2.8%	49.1%	9.4%	5.9%

The respondents were also asked about the dialogue between Prishtina and Belgrade (taking place in Brussels under the auspices of the EU), whether they see it as beneficial or harmful for Kosovo. The results show that 23% of all respondents view this dialogue as beneficial or very beneficial for Kosovo (as opposed to 29% in June 2011), whereas 33.5% believe the dialogue is harmful or very harmful for Kosovo (as opposed to 29% in June 2011). About a quarter of respondents view the Prishtina-Belgrade dialogue as neither beneficial nor harmful for Kosovo.

## *Methodology*

These results are based on an opinion poll sample that surveyed 1283 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 843 Kosovo Albanians, 230 Kosovo Serbs and 219 Kosovo non-Serb minorities (namely Turkish, Bosniac, Gorani, Roma, Ashkali, Egyptian). Multistage Random Sampling Method has been used to select the sample. The survey was conducted by ENCOMPASS (Prishtinë/Prishtina) during Oct-Nov 2011.

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