



KOSOVO SECURITY BAROMETER SPECIAL EDITION ON PUBLIC SAFETY

JULY 2019





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SPECIAL EDITION ON PUBLIC SAFETY

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Prishtina, July 2019 ©

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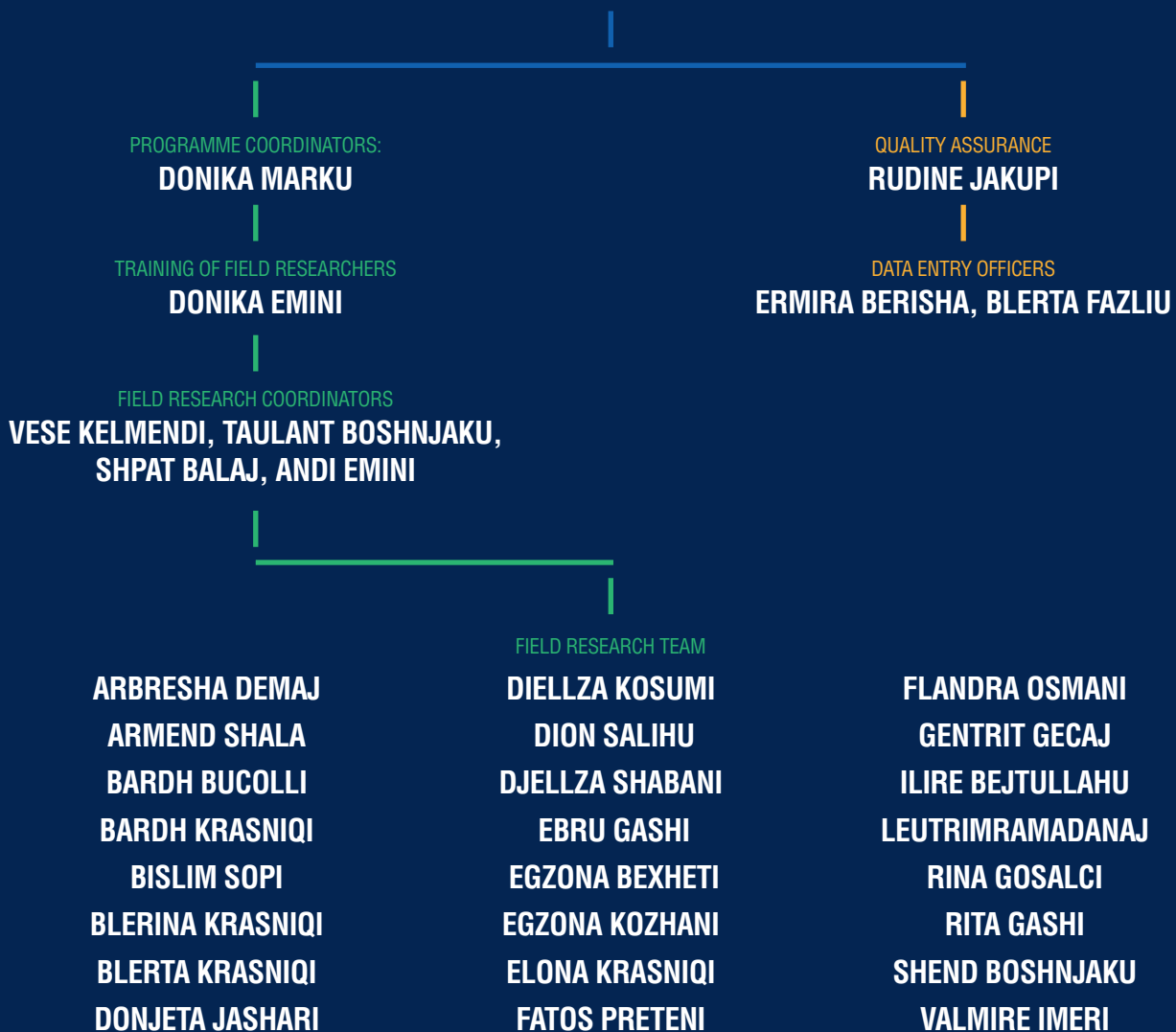
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ACKNOWLEDGEMENTS

The KCSS would like to express special acknowledgement to team members for a remarkable contribution in the field research. The 2017 KSB team was composed of:

KOSOVO SECURITY BAROMETER



KEY FINDINGS

Main Community Risks and Threats in Kosovo

- There is an increase of respondents who perceive homicides as a key public safety threat;
- Respondents living in urban zones perceive homicides as a higher risk than citizens living in rural zones;
- Respondents feel more threatened by robberies now than during the two previous years;
- Respondents in urban zones feel more threatened by robberies than citizens in rural zones;
- Usury is rapidly increasing as a perceived threat;
- Less than half of the respondents see the increase of school violence as a public safety threat;
- More than half of the respondents perceive traffic accidents as a high threat;
- There is a linear increase of perception of domestic violence as a great threat;
- There is a clear increase in the perception of domestic violence as a threat by both genders, and young respondents are more concerned about domestic violence;
- The majority of citizens do not perceive sexual harassment as a public safety risk;
- More than half of the respondents see stray animals as a public safety threat.

Security Perimeter Trends

- 4 in 5 respondents reported that they feel very safe in their homes/ apartments.
- From 2016, 87 percent of respondents reported feeling safe at home, maintaining a stable trend;
- Young respondents reported feeling safer at home;
- Female respondents expressed slightly higher levels of safety in their houses/apartments, neighbourhoods and cities compared to men.
- A higher feeling of uncertainty and unsafety is evident when respondents are asked if they feel safe in Kosovo;
- Respondents over 30 reported feeling safer in Kosovo than younger respondents;
- Albanian and non-Serbian minority respondents feel safer in Kosovo than Serbian citizens.

INTRODUCTION

Security is a key fundamental human right. Feeling safe or unsafe strongly affects the physical and mental health and wellbeing of citizens¹, and may lead to greater trust/distrust, which affects citizens' socialization and sense of community.² As a result, KCSS has paid particular attention to citizens' perceptions regarding public safety and personal security since 2012 when the Kosovo Security Barometer was first launched.

This special edition of the KSB provides a summary of citizens' perceptions of public safety in Kosovo over the past three years. More concretely, it highlights the perception trends on public safety focusing on the Kosovo Security Barometer (KSB) data collected during the period from 2016 to 2018. Data collected during this period focused on the main public safety concerns and issues of respondents as well as measured steps to be taken to improve public safety in Kosovo.

Various elements affect citizens' perceptions regarding public safety. Indisputably, such attitudes are shaped by personal experiences. However, the importance of media and social networks in shaping citizens' opinions cannot be ignored. Perceptions might be correlated with personal characteristics such as age, sex, ethnicity, education and economic status. Therefore, beyond general data analyses, this edition also includes cross-analyses of various public security threats with personal characteristics.

1 Stafford, M., Chandola, T., and Marmot, M., 2007, 'Association between fear of crime and mental health and physical functioning', *The American Journal of Public Health*, 97(11), pp.2076-2081

2 Healey, J. (2012) *Risk Taking and Personal Safety*. Thirroul, N.S.W.: Spinney Press (Issues in Society). Available at: <http://search.ebscohost.com/login.aspx?direct=true&AuthType=ip,url,cookie&db=nlebk&AN=473049&site=ehost-live> (Accessed: 19 April 2019).

CITIZENS PERCEPTIONS TOWARDS MAIN PUBLIC SAFETY THREATS

Every year, KSB reports on various public and personal safety risks. This report consists of findings regarding homicides, robberies, usury, domestic violence, sexual harassments, school violence, traffic accidents and stray dogs.

HOMICIDES

In 2016, almost 33 percent of respondents perceived homicide as a key threat. This declined to 28 percent during 2017. However, in 2018, this figure jumped to 35 percent. This increase appears to be correlated with the number of homicides for 2018.

According to the KP Police Annual Report for 2018, in 2018, the number of homicides rose by 18 percent, compared to 2016 and 2017 where there was a slight increase of 4 percent for each year.¹

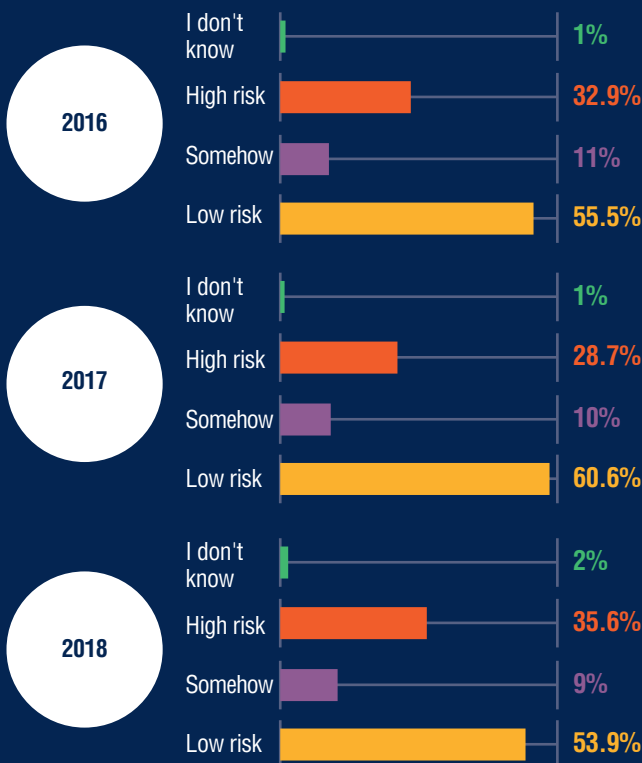


Figure 1. Trends in Public Perceptions of Homicides as a Key Threat

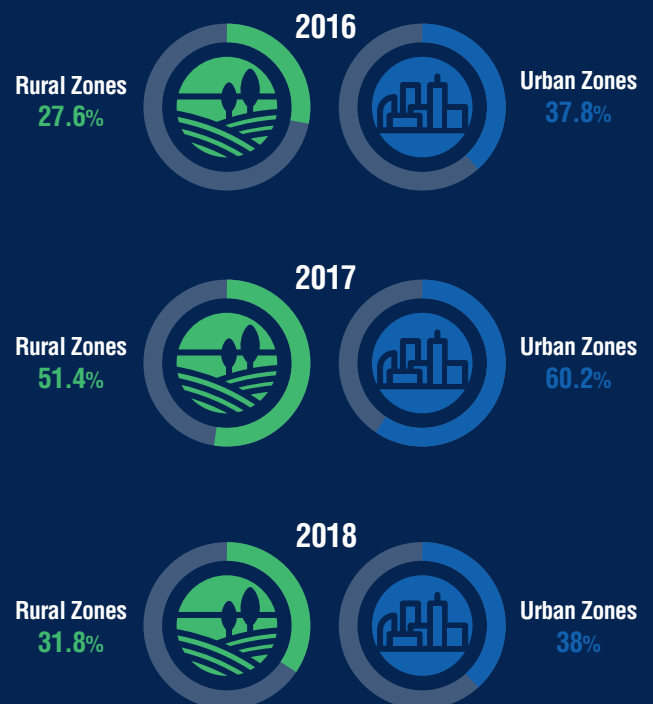


Figure 2. Trends in Public Perception of Homicide as a High Threat By Area

¹ Kosovo Police (2019) *Annual Report 2018* [Online] Available at http://www.kosovopolice.com/repository/docs/RAPORTI_VJETOR_SHQIP.pdf (Accessed 30 May 2019).

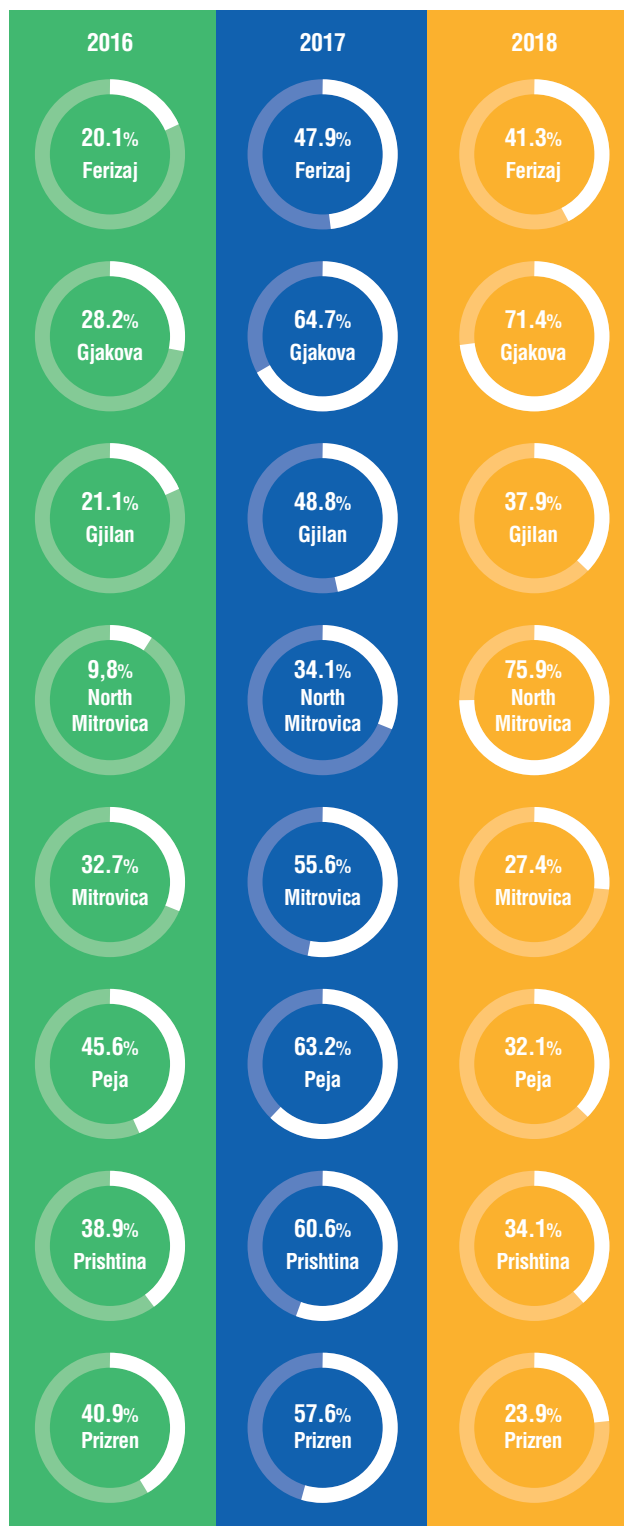


Figure 3. Trends in Public Perception of Homicide as a High Threat By District

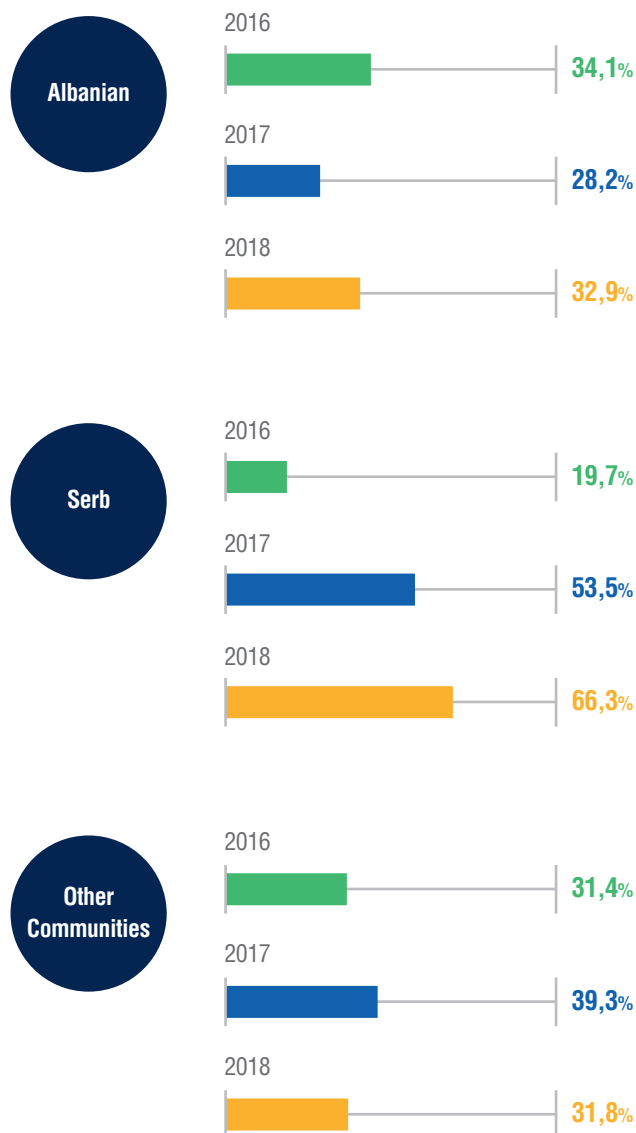


Figure 4. Trends in Public Perception of Homicides as a High Threat By Ethnicity

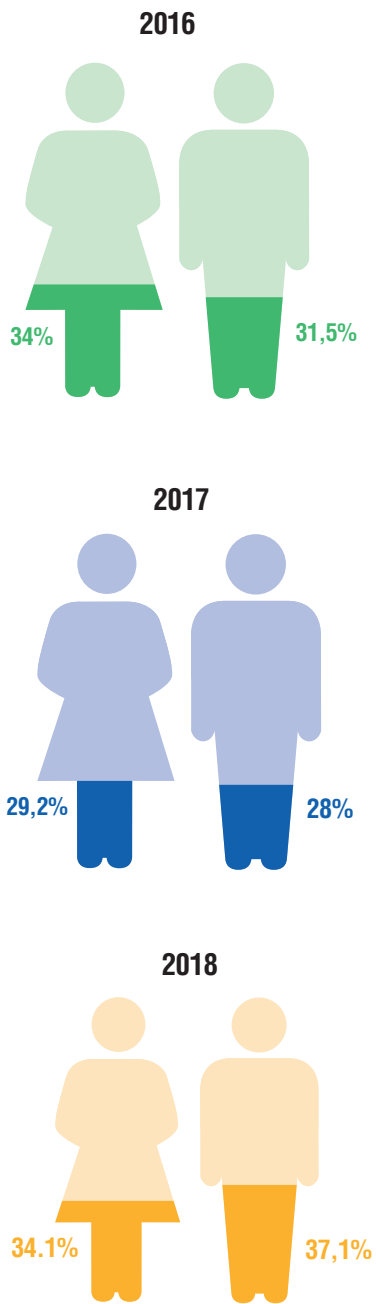


Figure 5. Trends in Public Perception of Homicides as a High Threat By Gender

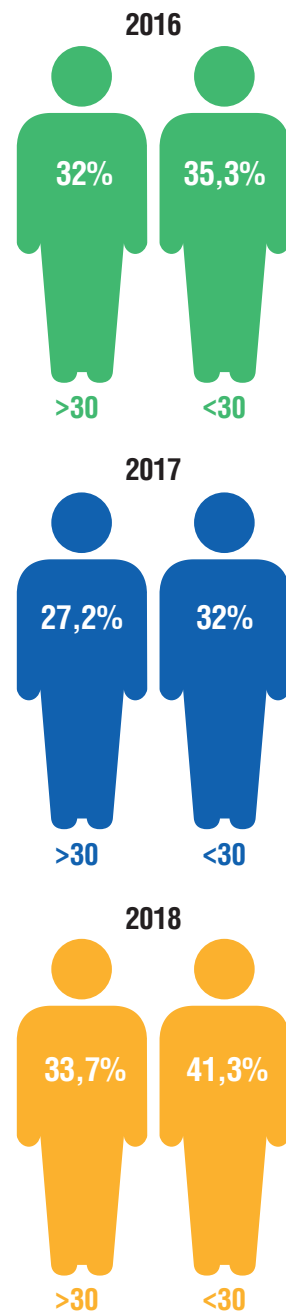


Figure 6. Trends in Public Perception of Homicides as a High Threat by Age

ROBBERIES

The dominant trend shows citizens perceive robberies as a high threat. The graph clearly shows a marked growth in insecurity of citizens regarding this matter. In 2016, 44 percent of citizens reported that they perceive robberies as a threat; in 2018, more than half of the respondents (53 percent) reported that they see this phenomenon as a significant threat.

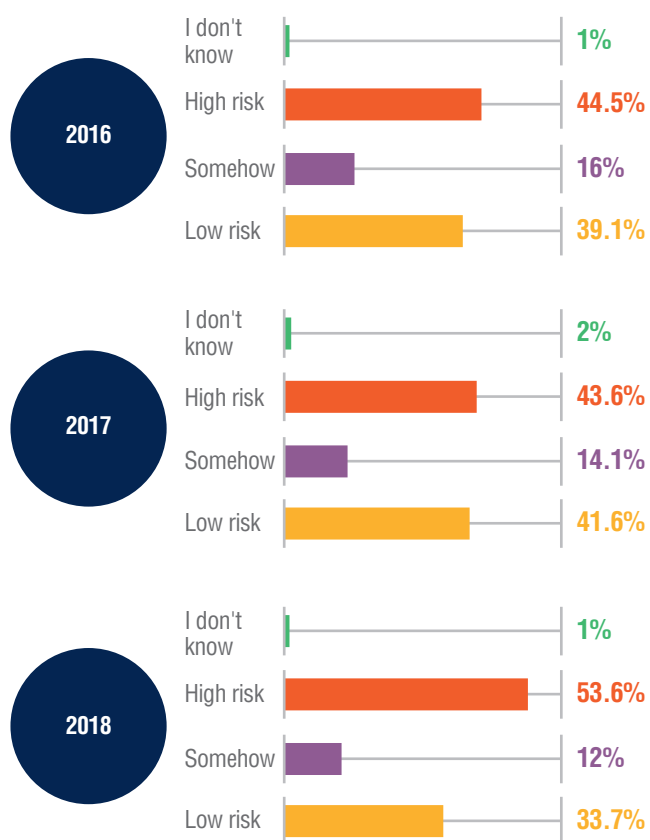


Figure 7. Trends in Public Perception of Robberies of Houses/Apartments as a High Threat

In line with this, there appears to be a correlation between this increase in insecurity and the increase of number of thefts and robberies from 2017 to 2018.² 2018 was marked by various cases of robberies of businesses, banks and residential homes. Additionally, various cases of armed robberies may have affected citizens' perceptions regarding personal and public safety.

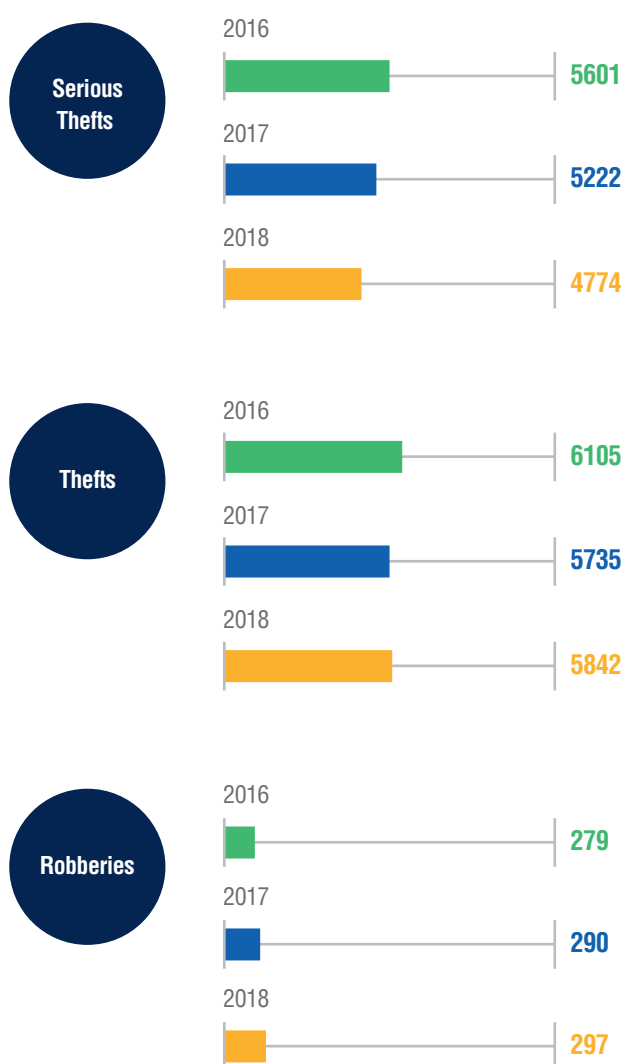


Figure 8. Number of reported cases of robberies during 2016, 2017 and 2018.

² Kosovo Police (2019) *Annual Report 2018* [Online] Available at http://www.kosovopolice.com/repository/docs/Raporti_vjetor_i_pun%C3%ABs_s%C3%AB_Policis%C3%AB_s%C3%AB_Kosov%C3%ABs_2016_-_SHQIP.pdf (Accessed 30 May 2019).

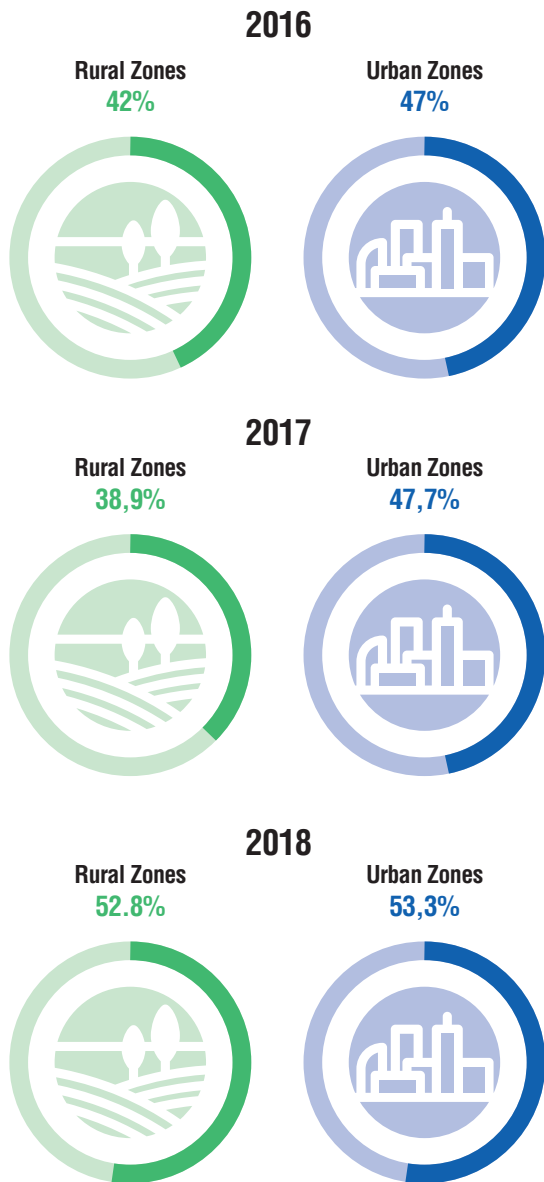


Figure 9. Trends in Public Perception of Robberies of Houses/Apartments as a High Threat By Zone

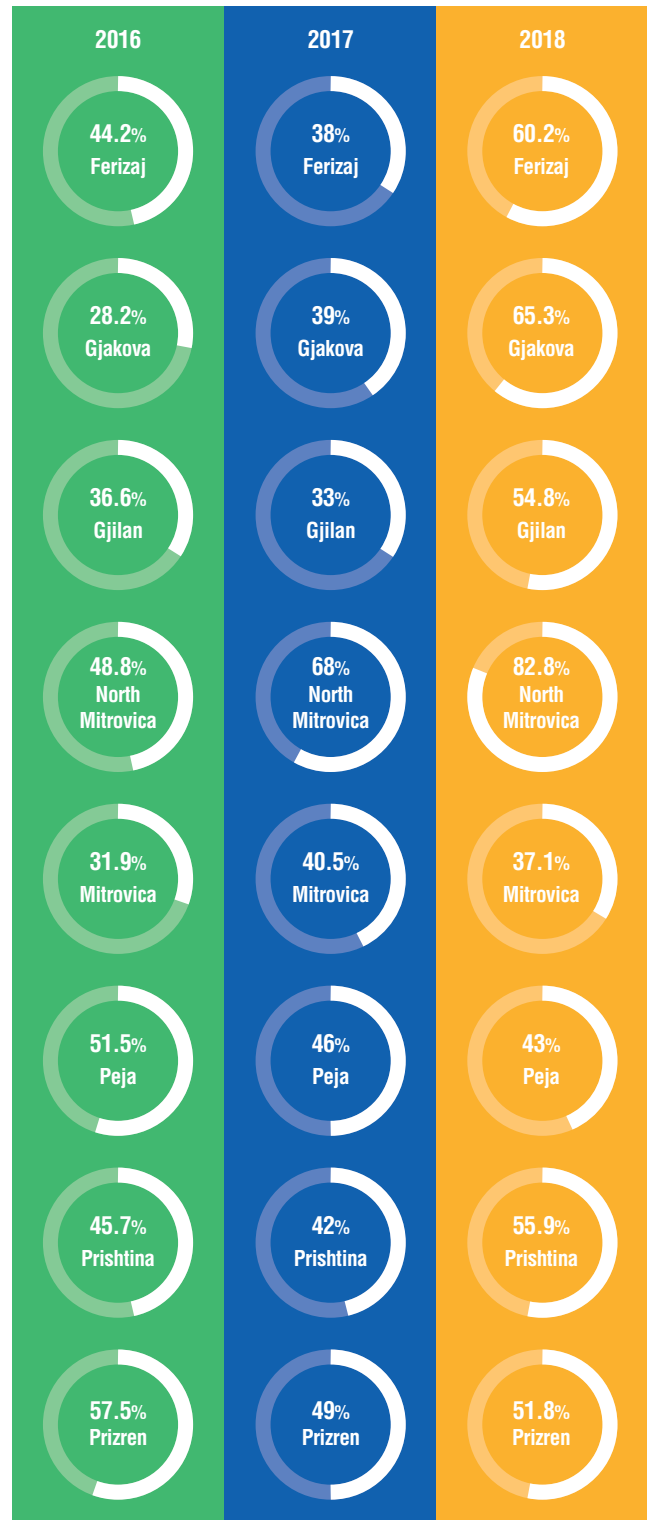


Figure 10. Trends in Public Perception of Robberies of Houses/Apartments as a High Threat By Zone

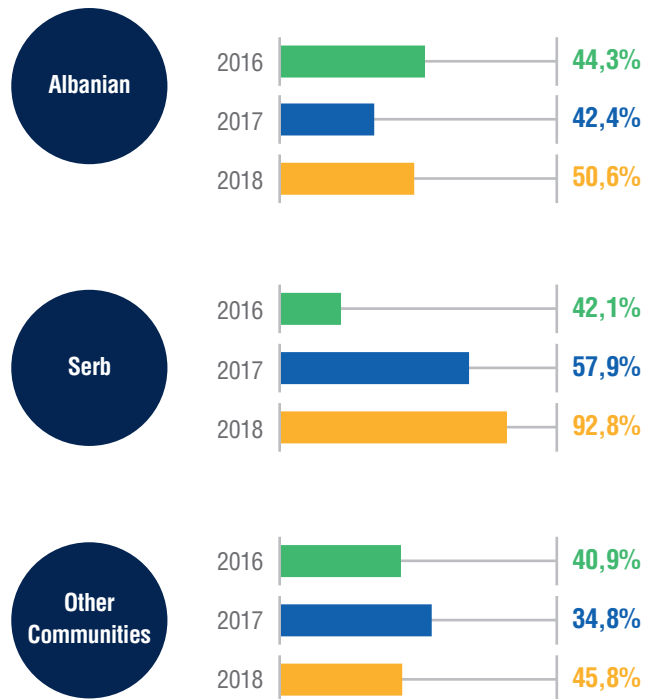


Figure 11. Trends in Public Perception of Robberies of Houses/Apartments as a High Threat By Ethnicity

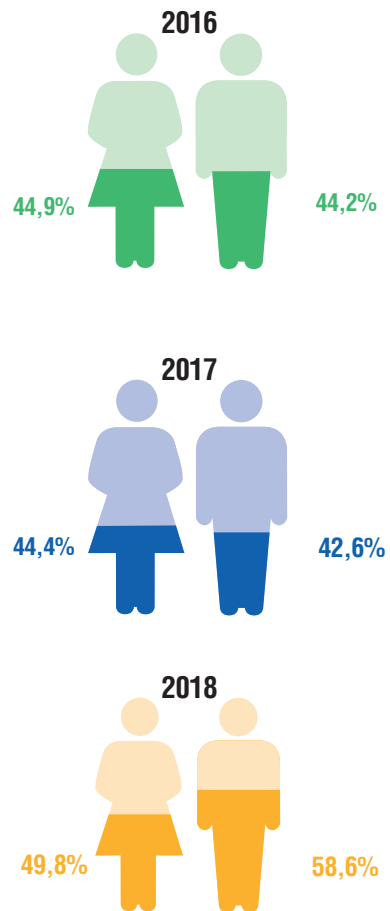


Figure 12. Trends in Public Perception of Robberies of Houses/ Apartments as a High Threat By Gender

During the last two years, citizens under 30 feel more threatened from robberies than citizens over 30.

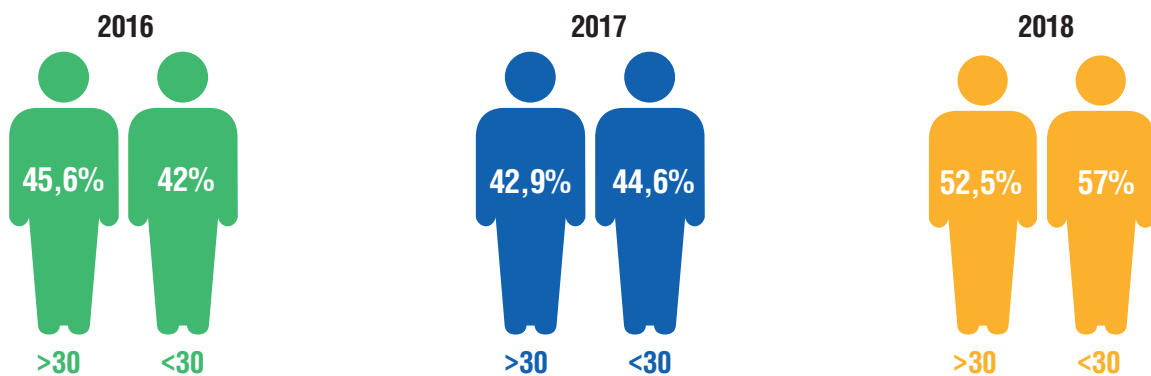


Figure 13. Trends in Public Perception of Robberies of Houses/ Apartments as a High Threat By Age

USURY

The graph below shows a rapid increase in the perception of usury as a threat. While in 2016, 35% of the respondents stated that they perceive usury as a threat,

in 2018, 42 percent of the respondents reported they perceive usury as a key threat.³

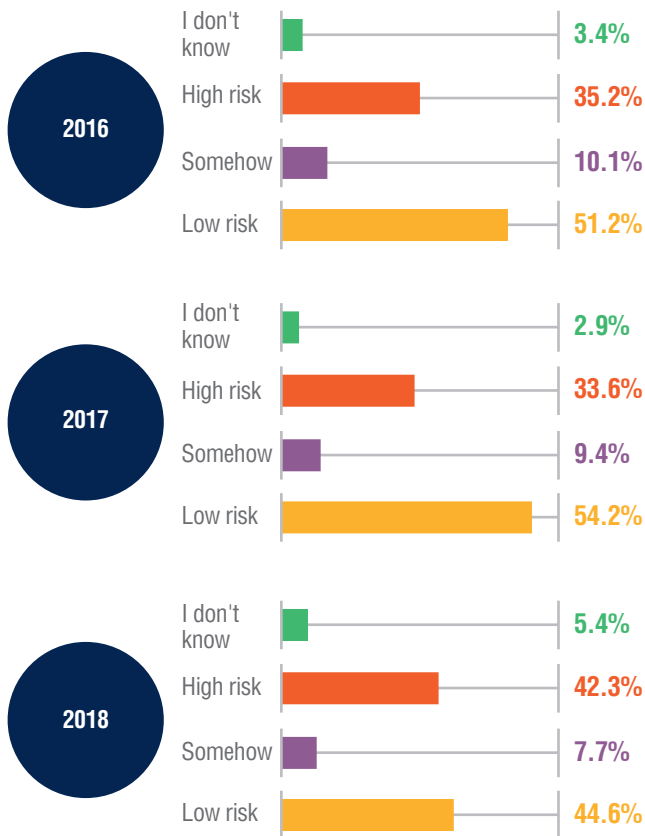


Figure 14. Trends in Public Perception of Usuries as a High Threat

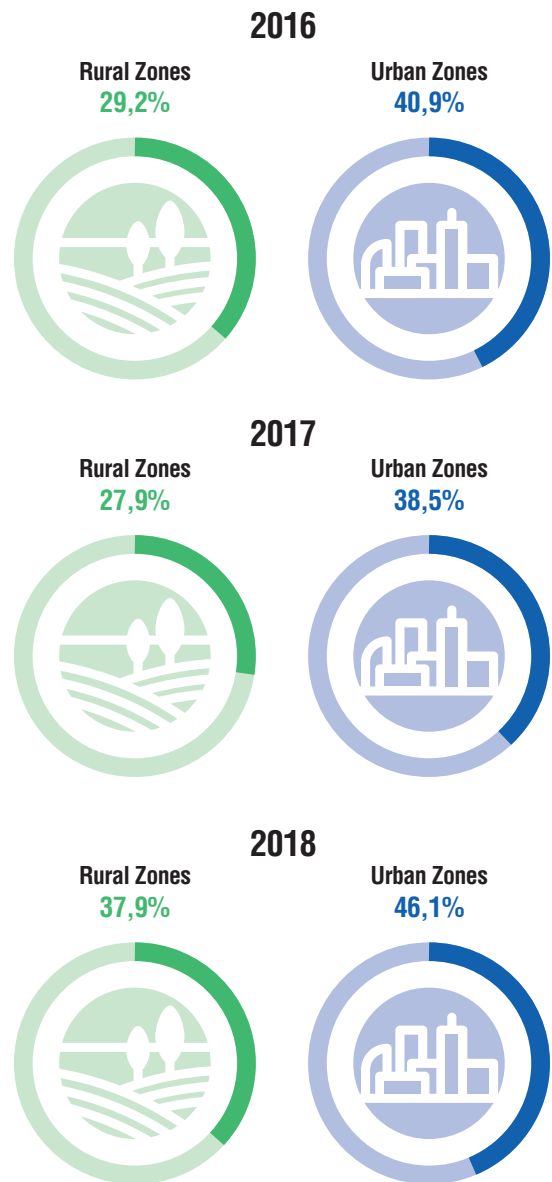


Figure 15. Trends in Public Perception of Usuries as a High Threat By Zone

³ Note that the field research took place before the latest usury scandals reported in media

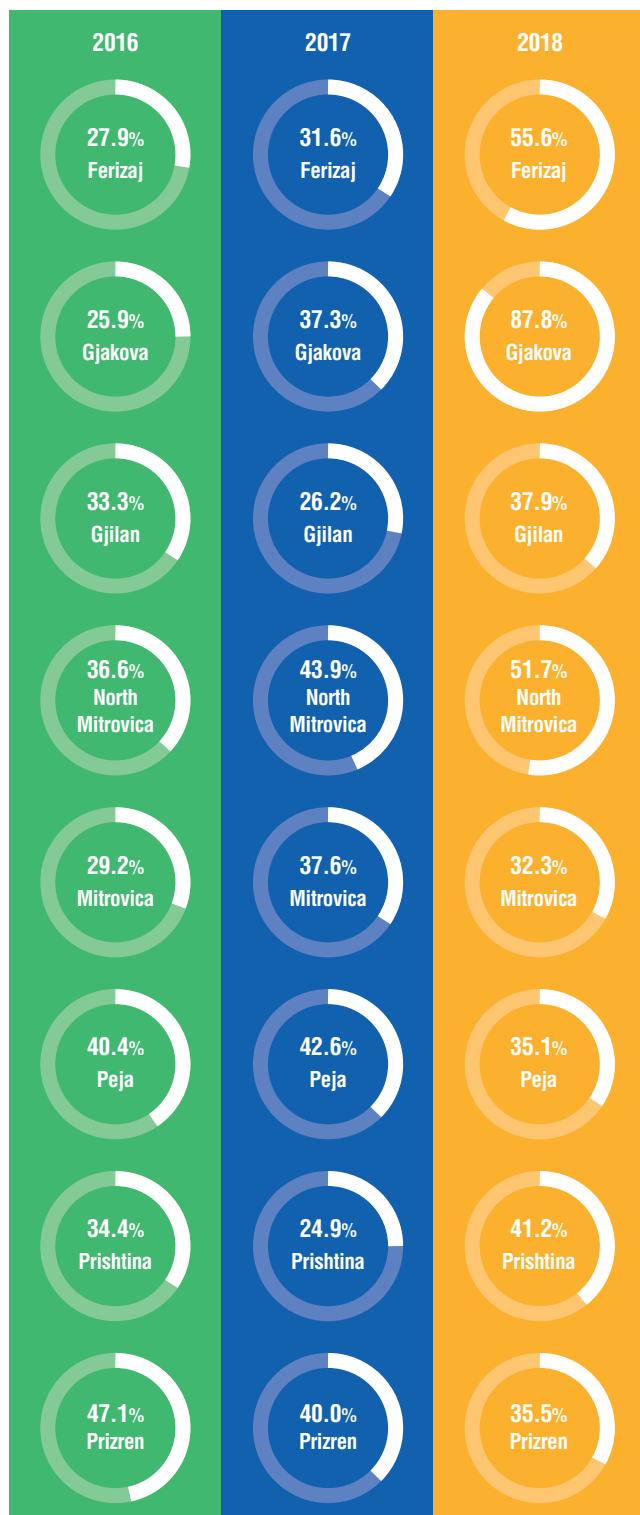


Figure 16. Trends in Public Perception of Usuries as a High Threat By District

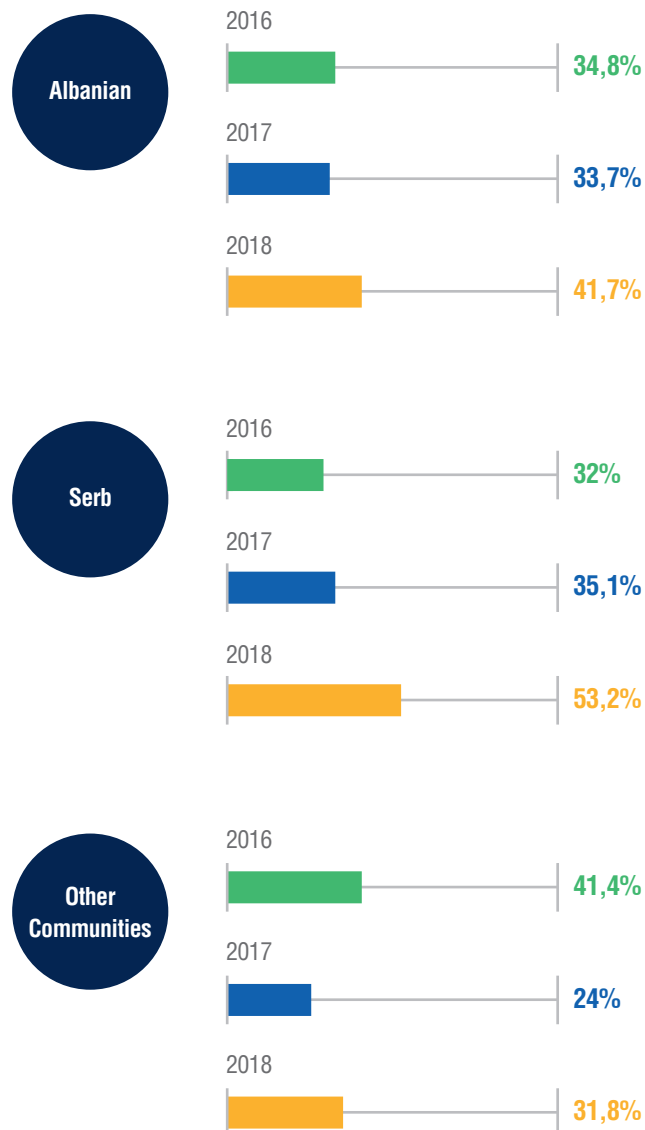


Figure 17. Trends in Public Perception of Usuries as a High Threat By Ethnicity

DOMESTIC VIOLENCE

There is a linear increase in perceptions of domestic violence as a threat. While in 2016 and 2017 only 19 percent perceived this phenomenon as a threat, in 2018, 34 percent of the respondents reported that they see domestic violence as a key threat. This increase may be related to the increased media coverage of cases of domestic violence.⁴

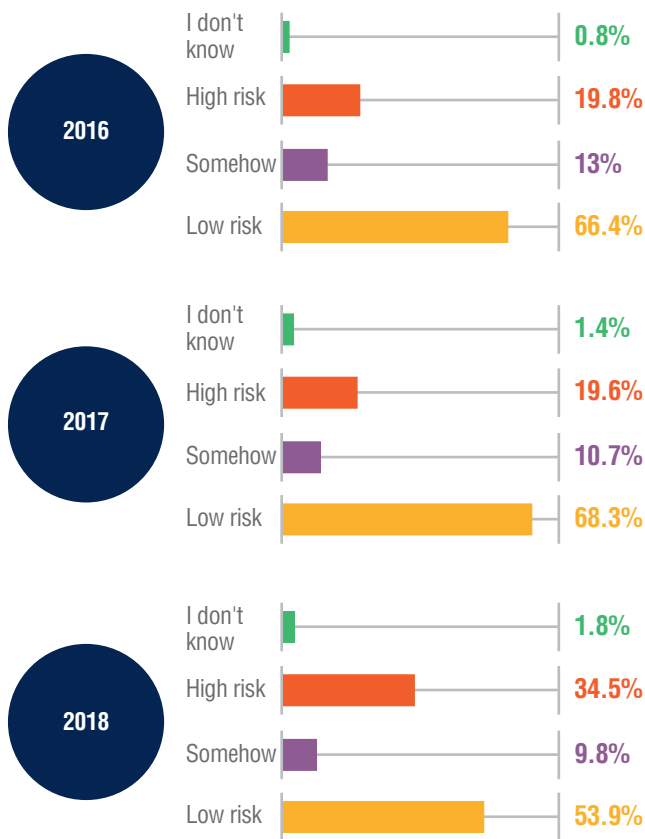


Figure 18. Trends in Public Perception of Domestic Violence

Likewise, in 2018, there was a decrease of nearly 12 percentage points in respondents who reported that they see domestic violence as low risk. However, more than half of the respondents stated that they do not perceive domestic violence as a safety threat.

There is a significant increase in perception of domestic violence as a threat in both urban and rural zones.

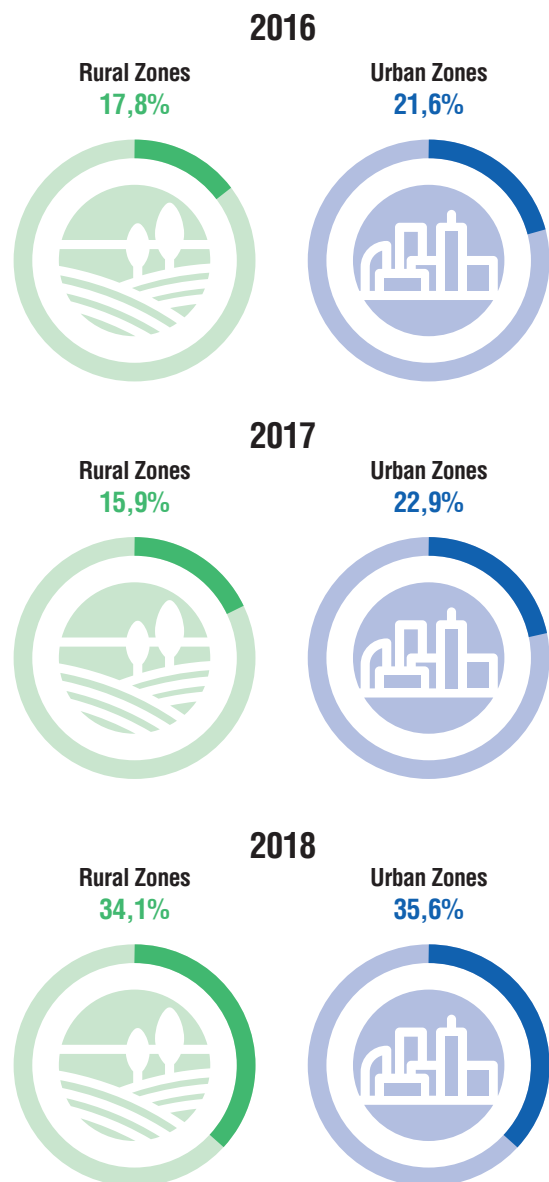


Figure 19. Trends in Public Perception of Domestic Violence as a High Threat By Zone

⁴ Marku, D., Emini, D. (2018) "Dhuna në familje dhe (mos) besueshmëria në Policinë e Kosovës" [Online] Available at [http://www.qkss.org/repository/docs/KSB_Dhuna-ne-FamiljePDF_\(1\)_613475.pdf](http://www.qkss.org/repository/docs/KSB_Dhuna-ne-FamiljePDF_(1)_613475.pdf) (Accessed 16 April 2019).

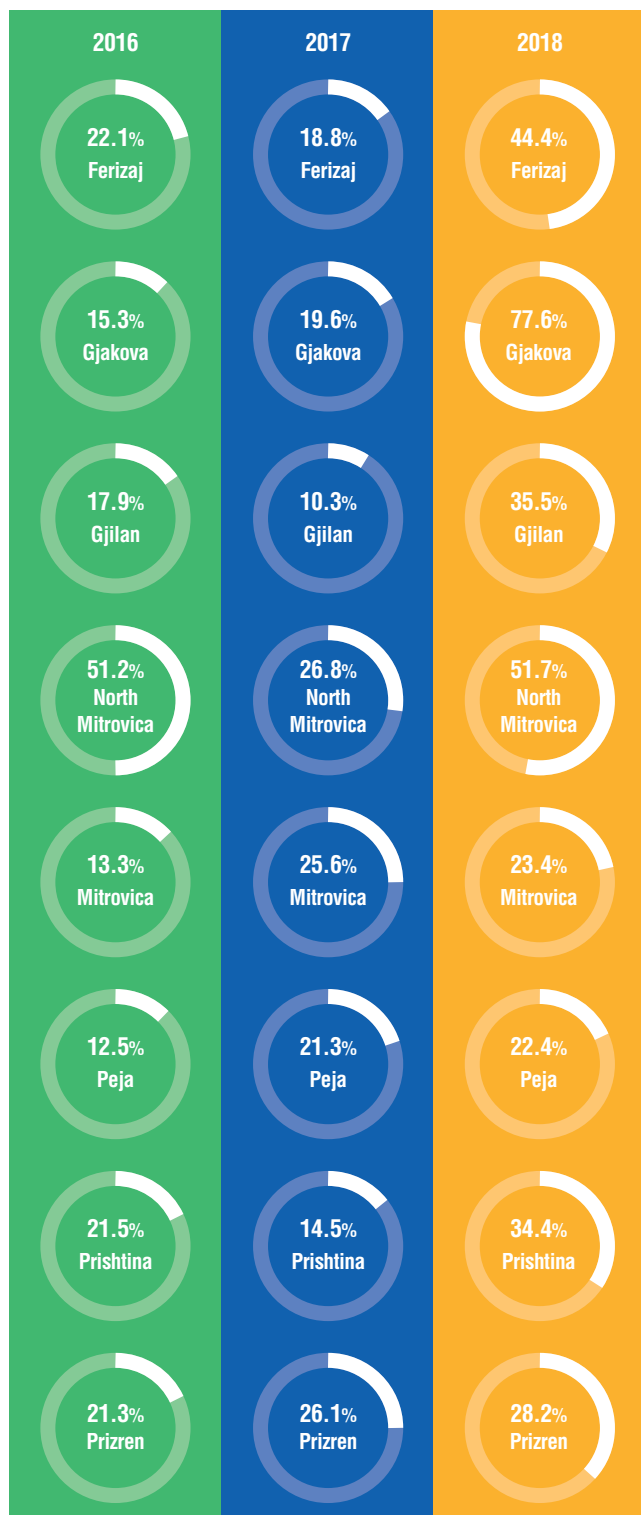


Figure 20. Trends in Public Perception of Domestic Violence as a High Threat By District

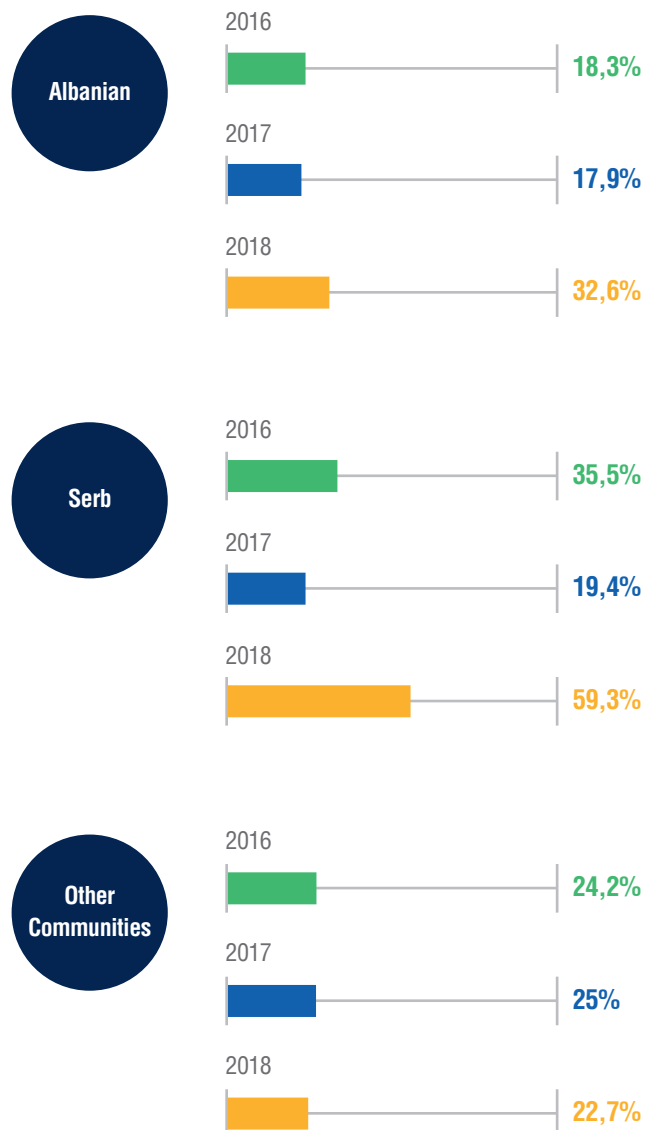


Figure 21. Trends in Public Perception of Domestic Violence as a High Threat By Ethnicity

There is a notable linear increase in perceptions of this phenomenon as a threat by both genders. While in 2016 around 17 percent of men perceived domestic violence as a threat, in 2018, around 31 percent of men deemed it as a high threat. This increase has been even more evident among women. In 2018, more than 37 percent of women respondents stated that domestic violence represents a serious threat for them, which represents a more than 17 percentage point increase compared to one year earlier. Likewise, there is a decline in the percentage of people who do not perceive it as a threat.

This upward trend in perceptions of domestic violence as a risk are highly significant. However, while there is a decline in the percentage of people who do not perceive

domestic violence as a threat, the majority of respondents still see it as a low risk. Likewise, the lack of correlation between police data on cases of domestic violence with respondents' answers resonates traditional acceptance of domestic violence and reluctance of speaking on these kinds of social issues. This acceptance and reluctance lead to lack of institutional support, which results in underreporting of domestic violence cases.

There is an apparent increase in the perception of domestic violence as a threat for both citizens under and over 30 years old. However, findings show that citizens under 30 years old are more concerned about domestic violence than citizens over 30.

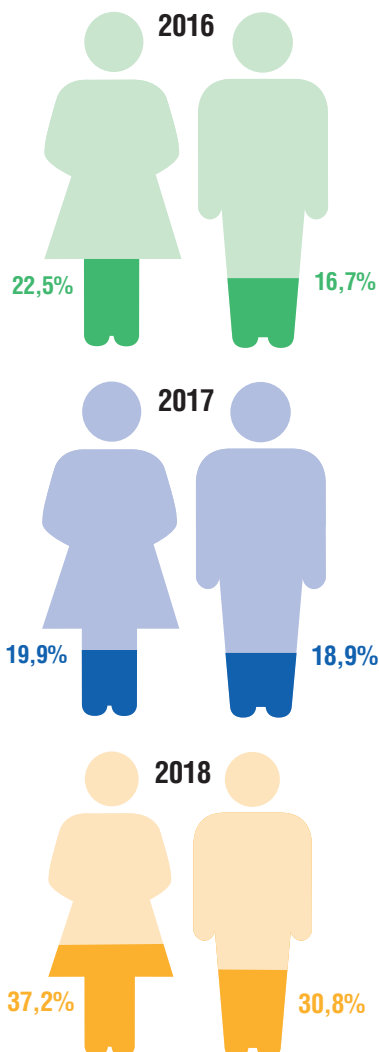


Figure 22. Trends in Public Perception of Domestic Violence as a High Threat By Gender

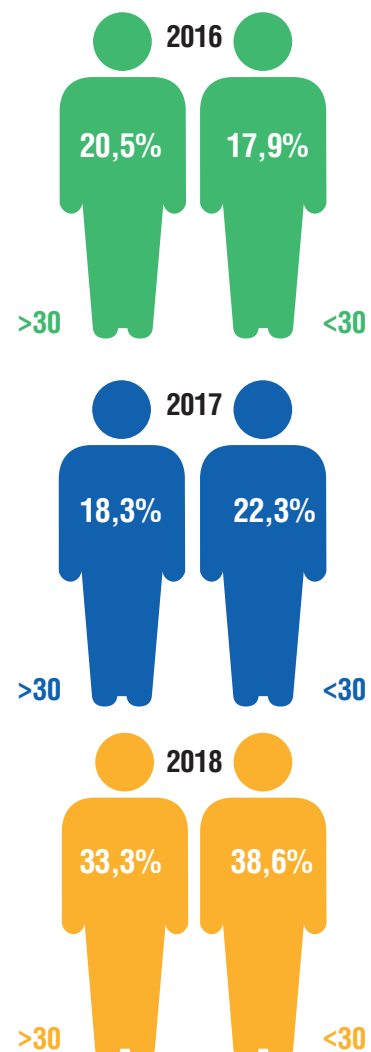


Figure 23. Trends in Public Perception of Domestic Violence as a High Threat By Age

SEXUAL HARASSMENT

The trend shows an increase in the perception of sexual harassment as a serious problem in Kosovo. In 2016, 28 percent of respondents stated that they perceive sexual harassment as a key threat to their personal safety. There was a decrease in the perception of sexual harassment as a key threat to personal safety in 2017; however, in 2018,

33 percent of respondents stated that they perceive sexual harassment as a threat. While there is an increase of five percentage points in citizens who perceive sexual harassments as a threat, the majority of citizens do not perceive sexual harassment as a risk to their personal or public safety.

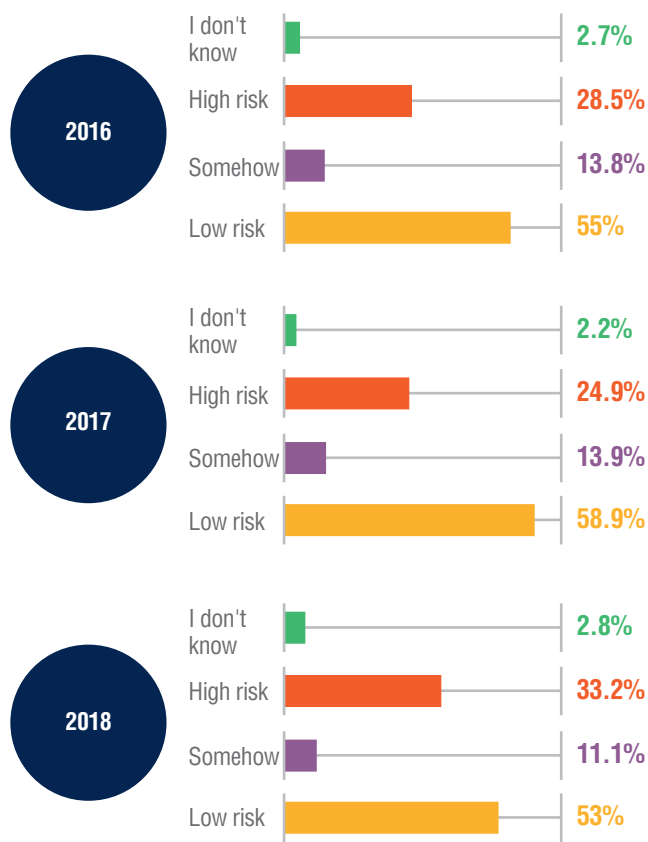


Figure 24. Trends in Public Perception of Sexual Harassment as a High Threat

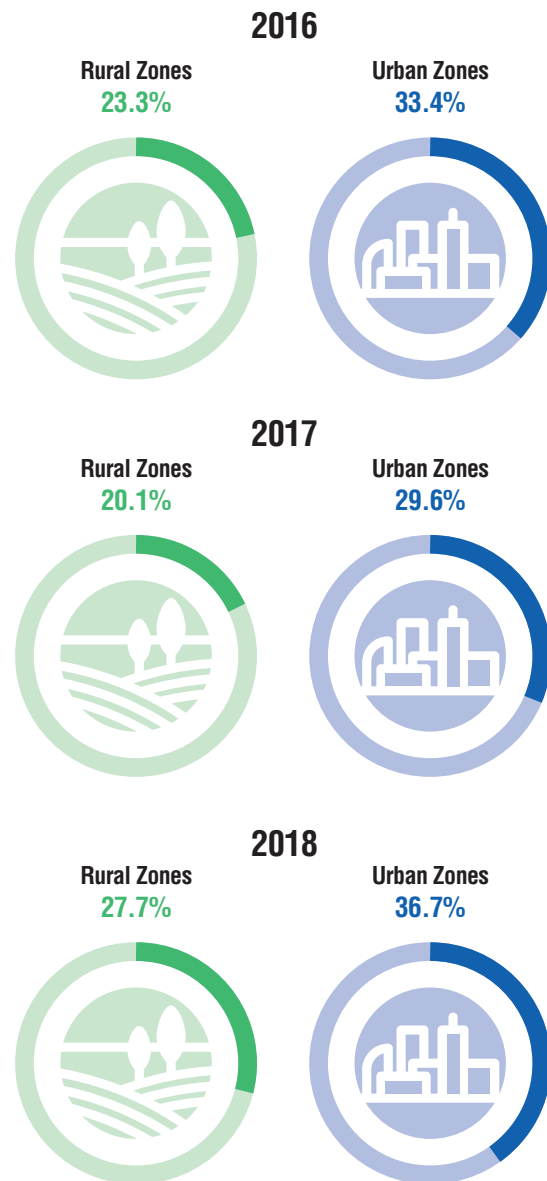


Figure 25. Trends in Public Perception of Sexual Harassment as a High Threat By Zone

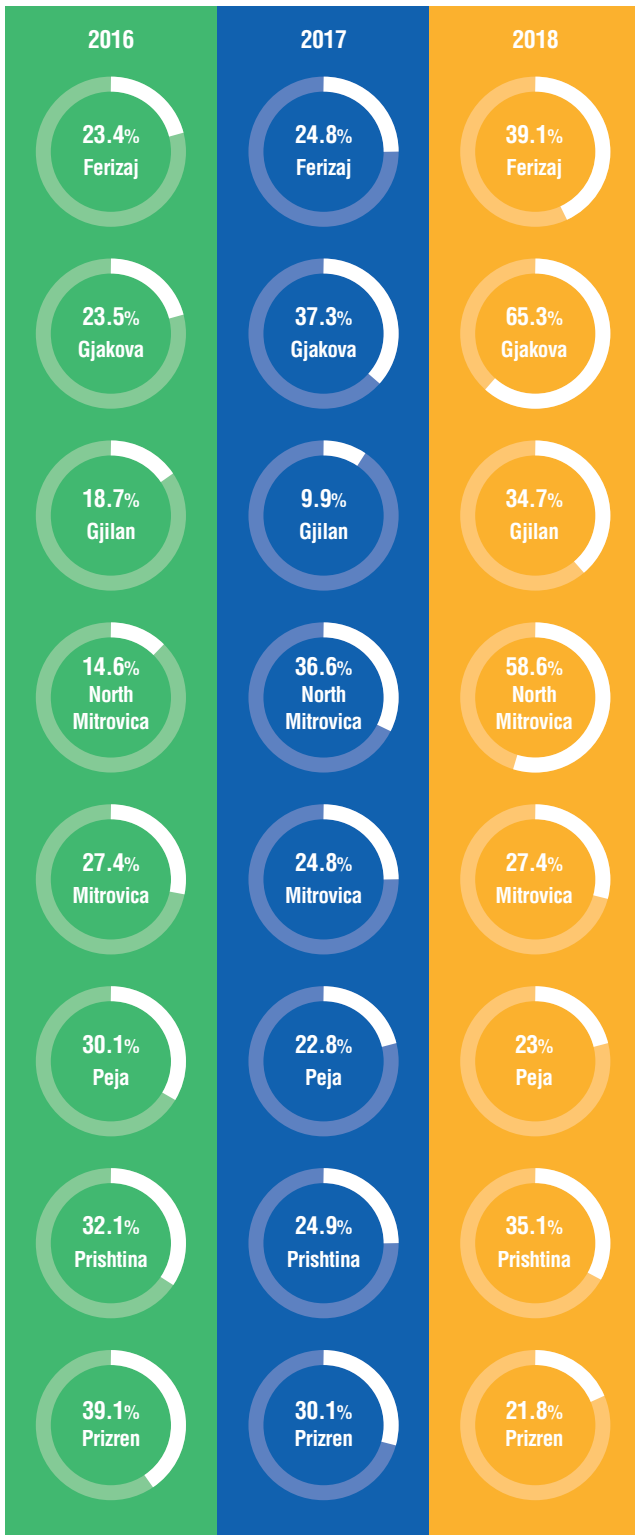


Figure 26. Trends in Public Perception of Sexual Harassment as a High Threat By District

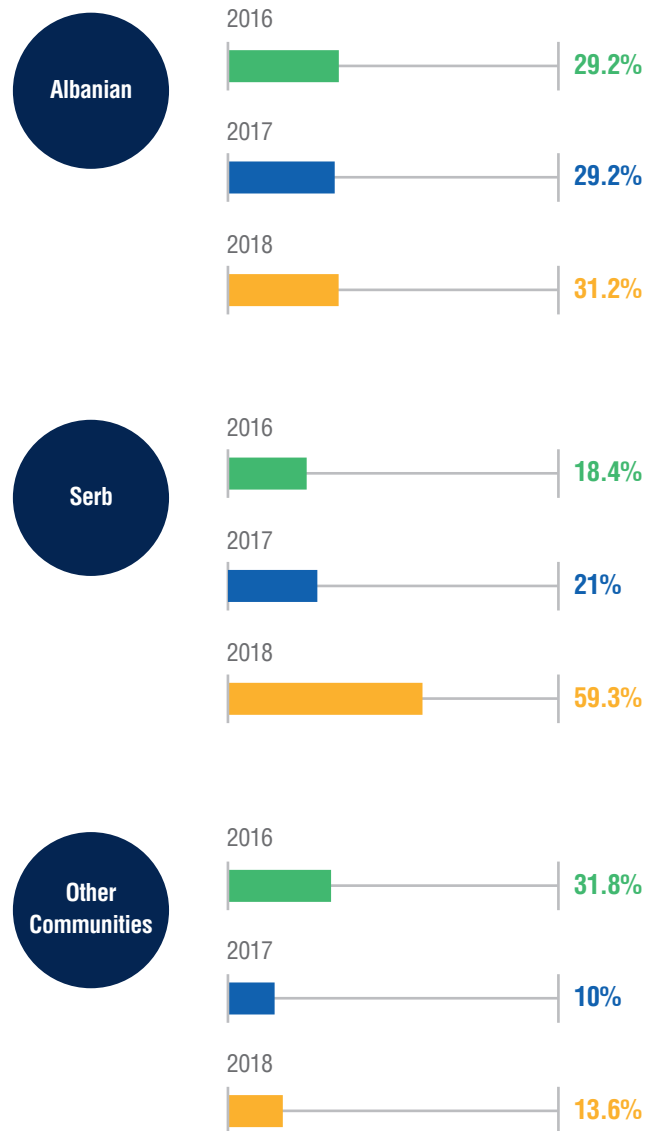


Figure 27. Trends in Public Perception of Sexual Harassment as a High Threat By Ethnicity

A cross tabulation analysis of these three years shows that men and women hold similar opinions regarding sexual harassment, and from 2017 to 2018 there was an in-

crease of 7 percentage points of women and 10 percentage points of men who perceive this phenomenon as a key threat.

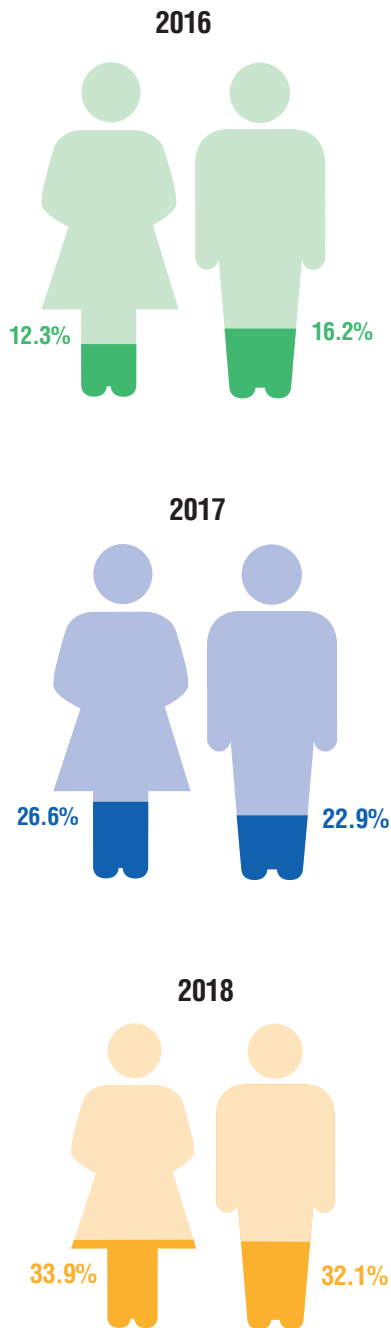


Figure 28. Trends in Public Perception of Sexual Harassment as a High Threat By Gender

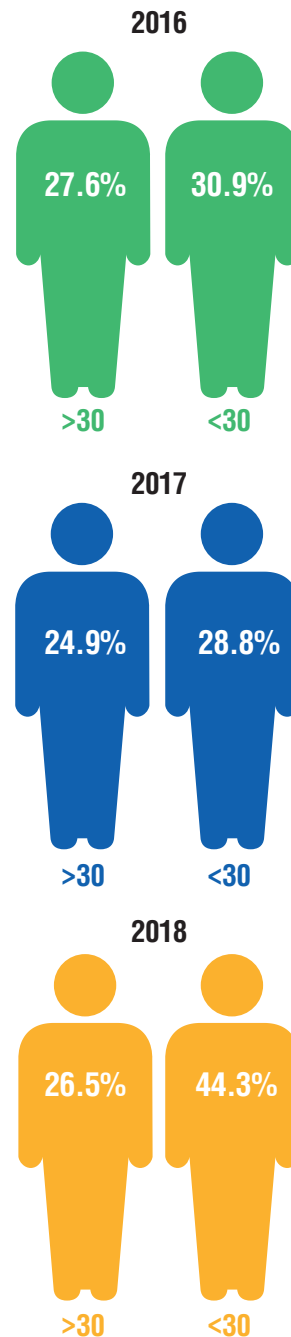


Figure 29. Trends in Public Perception of Sexual Harassment as a High Threat By Age

SCHOOL VIOLENCE

Throughout 2016-2017, there have been various cases of violence in schools. During this same time, there has been an upward trend in perceiving school violence as a threat.⁵ The graph shows a gradual increase in the percentage of respondents who see violence in schools as a threat; while in 2016, 28 percent of respondents reported that they see violence in schools as a danger, in 2017,

this percentage rose to 31 percent, and, in 2018, this percentage increased to 34.5. Accordingly, the percentage of citizens who do not perceive domestic violence as a threat dropped greatly during 2018. Bearing in mind the importance of children’s safety, the Kosovo Police have enlarged the number of preventive police patrols to increase security in schools.⁶

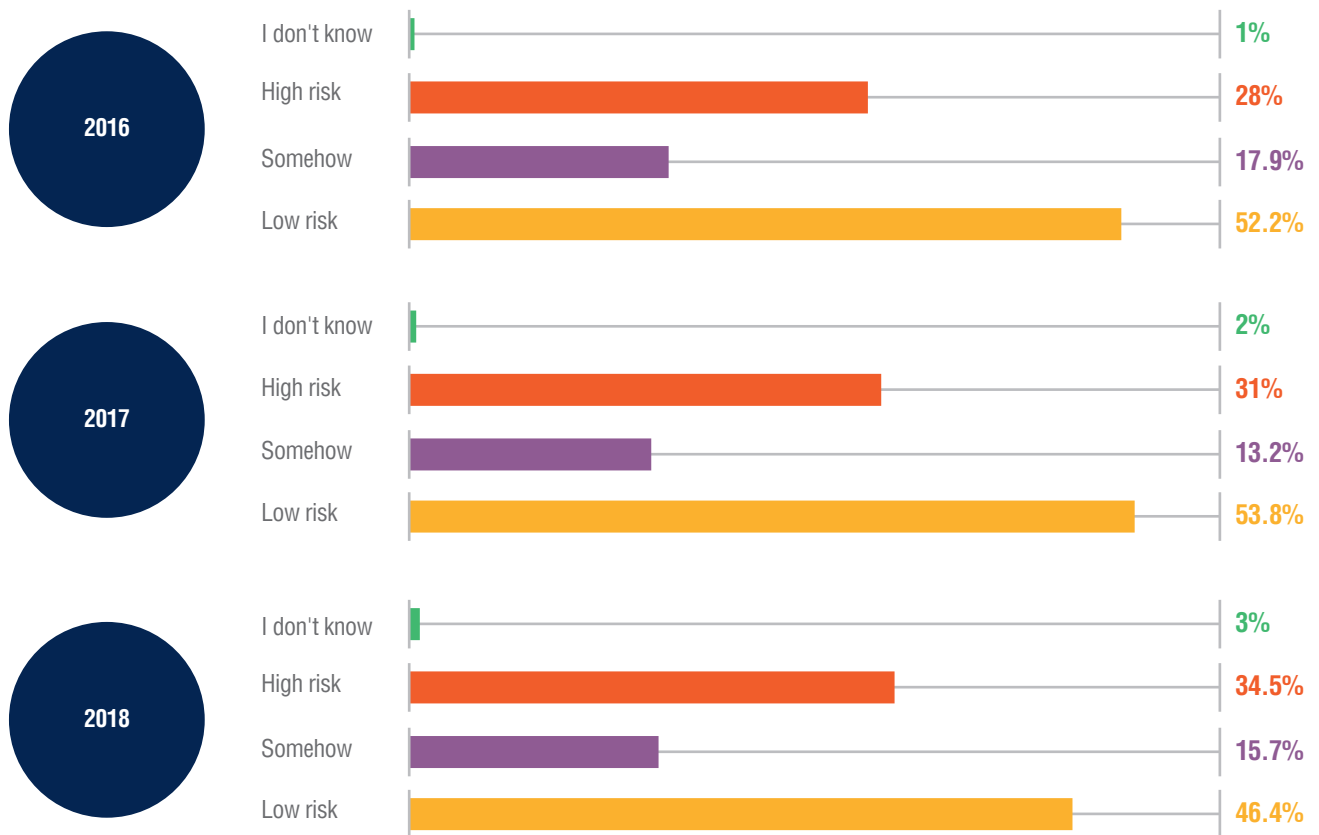


Figure 30. Trends in Public Perception of Increase of School Violence as a High Threat

⁵ The field research took place before the 2019's cases of school violence

⁶ To increase security in schools, the KP conducted 18045 preventive police patrols in 2016. This number decreased to 14400 in 2017. However, in 2018, the number of preventive police patrols increased to 35463. For more information, consult the KP annual reports for [2016](#), [2017](#) and [2018](#).

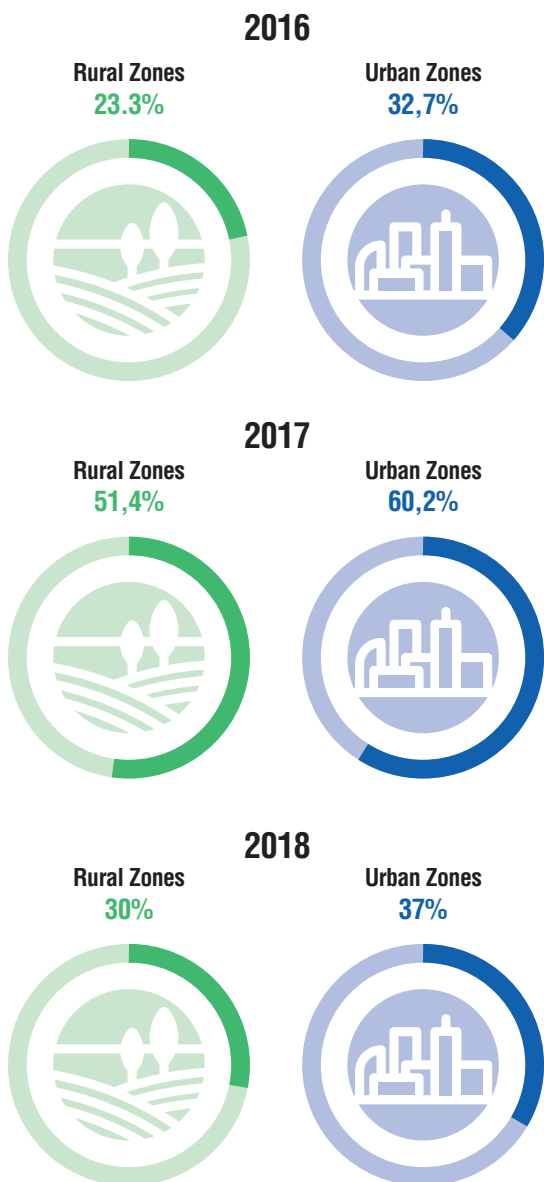


Figure 31. Trends in Public Perception of Increase of School Violence as a high threat By Zone

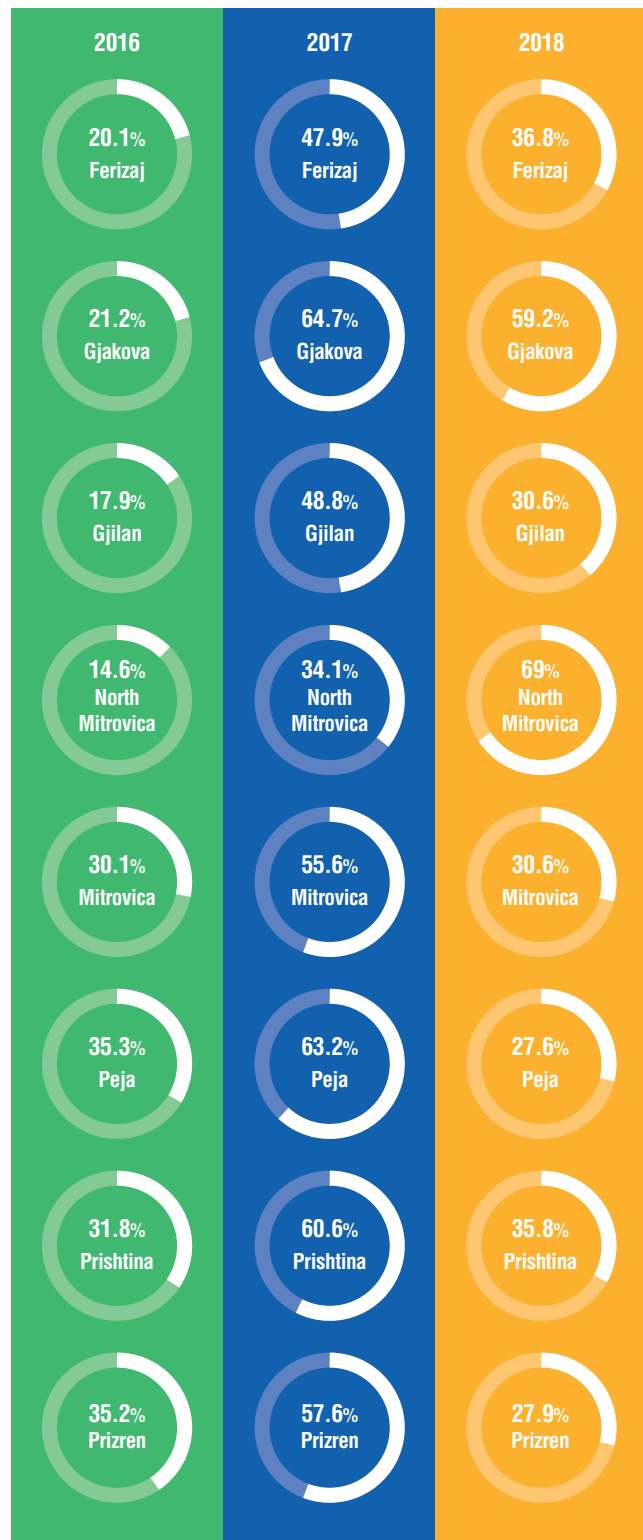


Figure 32. Trends in Public Perception of Increase of School Violence as a High Threat By District

TRAFFIC ACCIDENTS

There is a linear increase in percentage points of citizens who perceive traffic accidents as a key threat. In 2016, more than half of respondents (53 percent) reported that they see traffic accidents as a risk; in 2018, 59 percent of respondents reported traffic accidents as a risk.

There does not appear to be a correlation between the yearly number of accidents and citizens' perception; while the trend shows an increase in perception of this phenomenon as a key threat, the number of reported traffic accidents has decreased linearly from 2016 to 2018.⁷

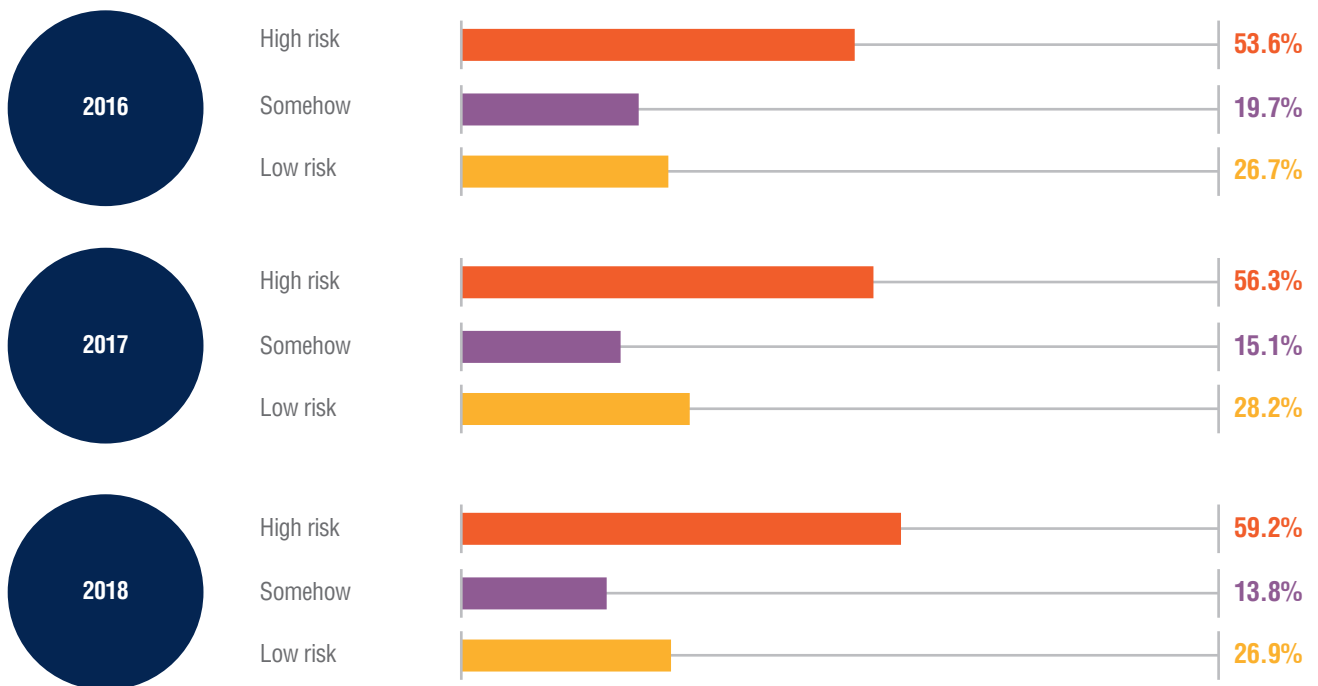


Figure 33. Trends in Public Perception of Traffic Accidents as a High Threat

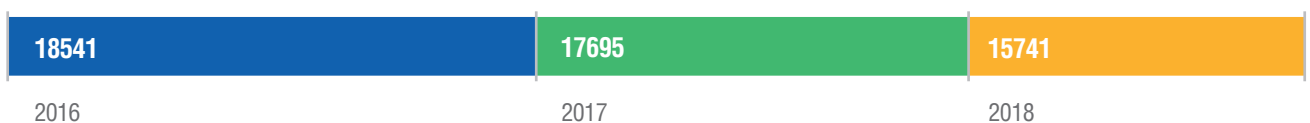


Figure 34. Number of Traffic Accidents according to the Kosovo Police

⁷ For more information regarding the Kosovo Police statistics on Traffic accidents please consult the three annual reports for [2016](#), [2017](#) and [2018](#).

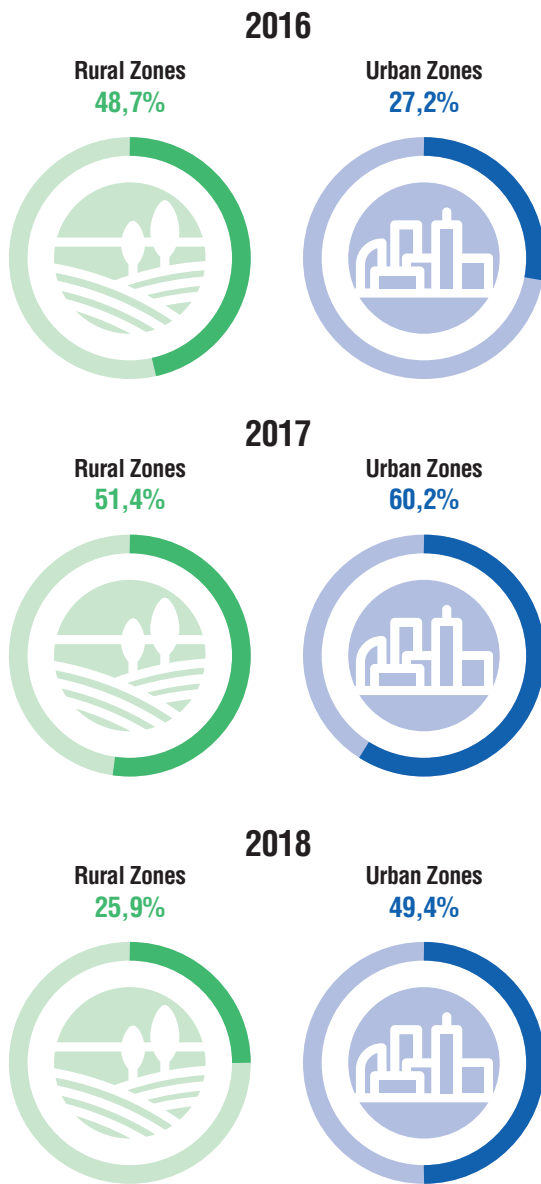


Figure 35. Trends in Public Perception of Traffic Accidents as a High Threat By Zone

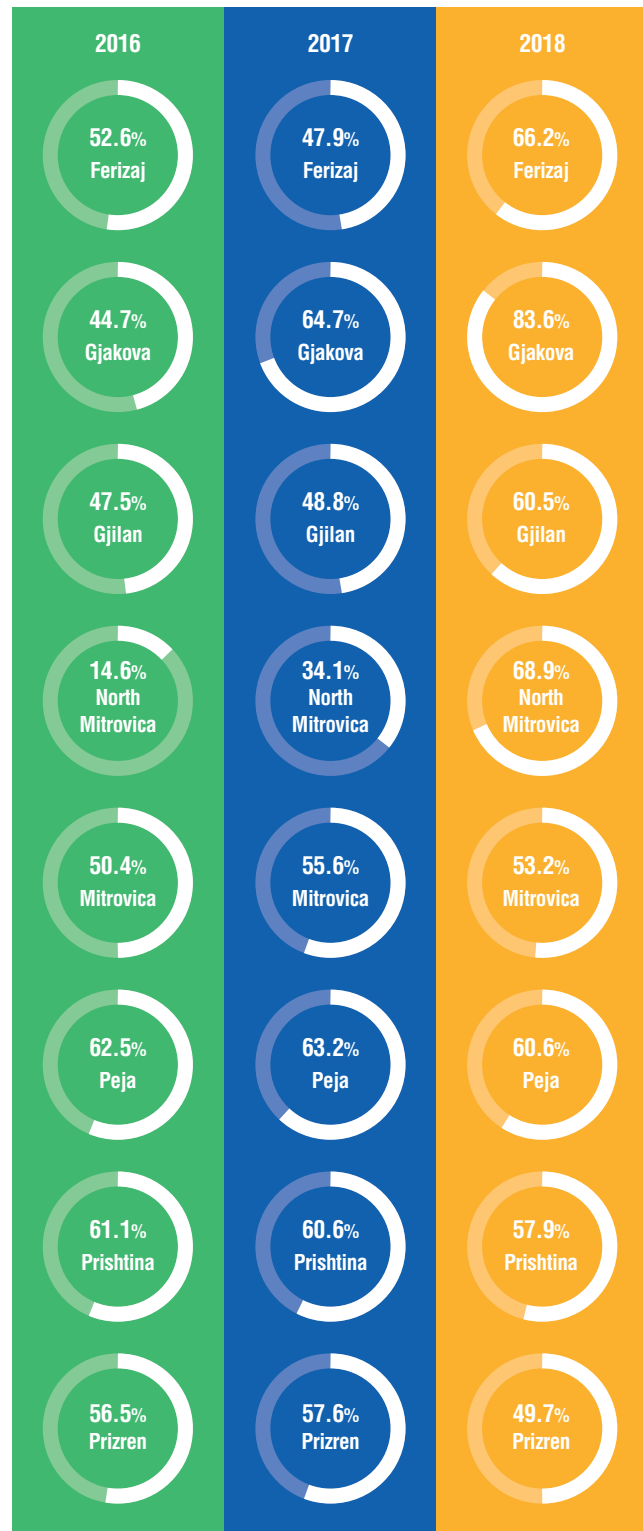


Figure 36. Trends in Public Perception of Traffic Accidents as a High Threat By District

STRAY DOGS

The number of stray dogs continues to be a key unsolved problem in the Republic of Kosovo. During the last three years, more than half of the citizens perceived stray dogs as a public safety threat. In 2016, 55 of citizens perceived stray dogs as a threat to their personal safety, while in 2017, the number increased to 63%. However, in 2018, the percentage decreased to 59%. In 2018, the project “Management and control of stray dogs” was launched, where the catch-neuter-vaccinate-return(CNVR) method was applied, as a means to control the number of stray dogs, but it, ended in December of 2018. Therefore, this drop of four percentage points in perception of stray dogs as a threat might be related to this project. This could indicate that projects like CNVR, combined with raising awareness, are important to control the number of stray dogs and public perceptions of dogs as a threat.

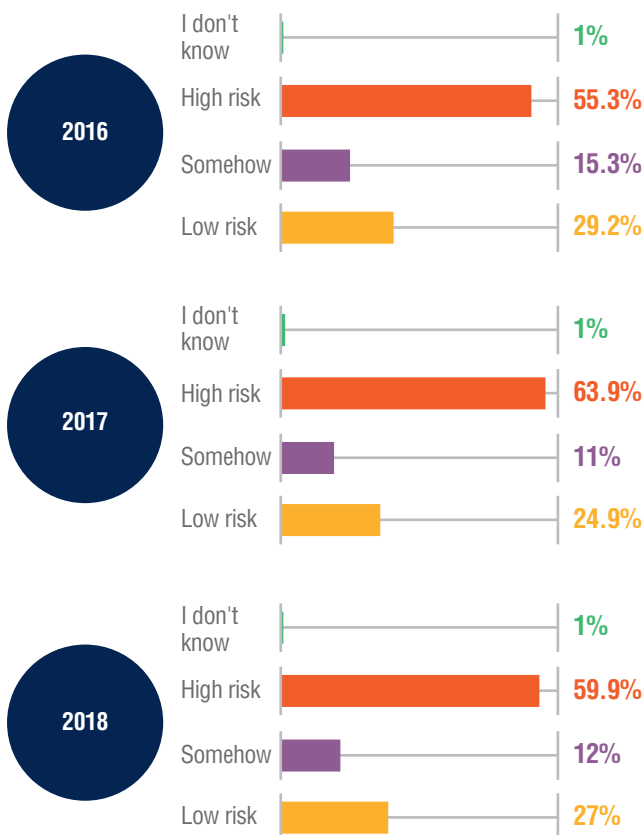


Figure 37. Trends in Public Perception of Towards Stray Dogs as a High Threat

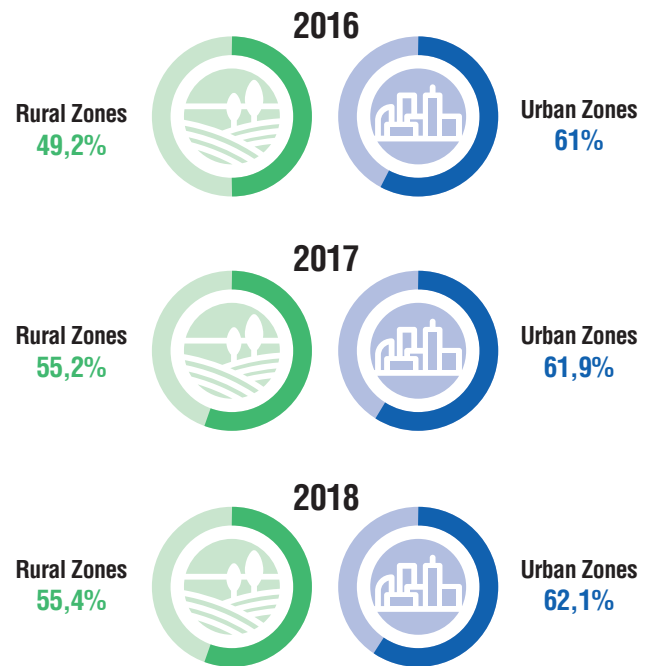


Figure 38. Trends in Public Perception of Stray Dogs as a High Threat By Zone

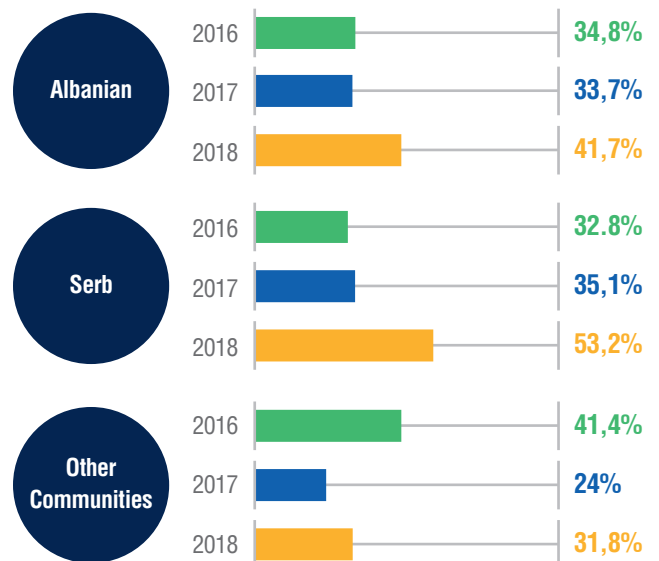


Figure 39. Trends in Public Perception of Stray Dogs as a High Threat By Ethnicity

SECURITY PERIMETER

The security perimeter is one of the most important indicators measured by KSB’s public safety special editions. Each year, respondents have been asked how safe they feel in their homes, neighbourhoods, villages/cities and in Kosovo in general. KCSS uses this tool as a means to map the virtual security perimeter and to identify micro and macro levels where citizens feel unsafe, safe and safest.⁸

Findings from the last three editions of the KSB show that Kosovar citizens feel the safest in their homes/apartments. A steady trend measured over the last three years showed that more than 85 percent of respondents feel very safe in their home environments. A similar stable trend follows for neighbourhoods, but with an increase of nearly three percentage points from 2017 to 2018.

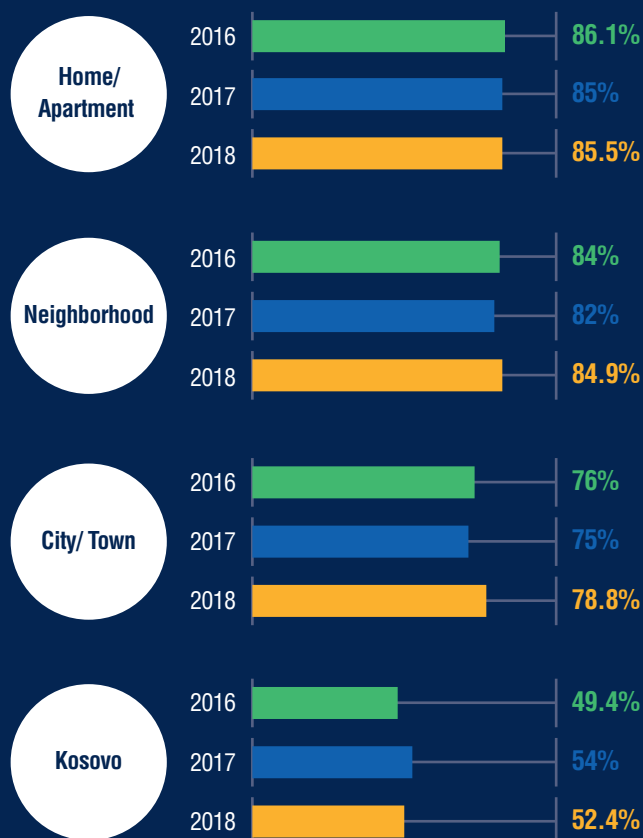


Figure 40. How safe do respondents feel in their house, neighbourhood, city/ village and Kosovo in General

It appears that citizens are more concerned for their safety when exposed to macro-level environments, such as villages, cities and Kosovo in general. Citizens reported feeling less safe in their villages or cities compared to their homes or neighbourhoods. However, the percentage of respondents who reported feeling safe in their cities/villages is gradually increasing. While in 2017, around 75 percent of respondents reported feeling safe, in 2018, nearly 79 percent of respondents reported feeling safe in their cities or villages.

Feelings of uncertainty and unsafety become evident when respondents are asked whether they feel safe or unsafe in Kosovo in general. There is a drop of two percentage points of citizens who reported feeling safe in Kosovo during 2018. However, the trend shows that from 2017 more than half of respondents have reported feeling safe in Kosovo compared to 2016, where less than half of citizens reported feeling safe.

A cross analysis of data is important in understanding differences in perceptions of citizens based on different ethnicity, gender, district and urban/rural area. The following section examines each of these.

⁸ The visual representation of data focuses on percentage of safe rather than unsafe.

HOME

KSB findings of the last three years show that citizens living in urban areas have a tendency to feel safer at home than citizens living in rural areas. In 2016, 87 percent of urban respondents reported feeling safe at home, maintaining a stable trend. Rural citizens had slightly lower percentages of citizens reporting feeling safe, with 84 percent reporting feeling safe at home. This percentage increased to 86 percent in 2017, but returned to 84 percent in 2018.

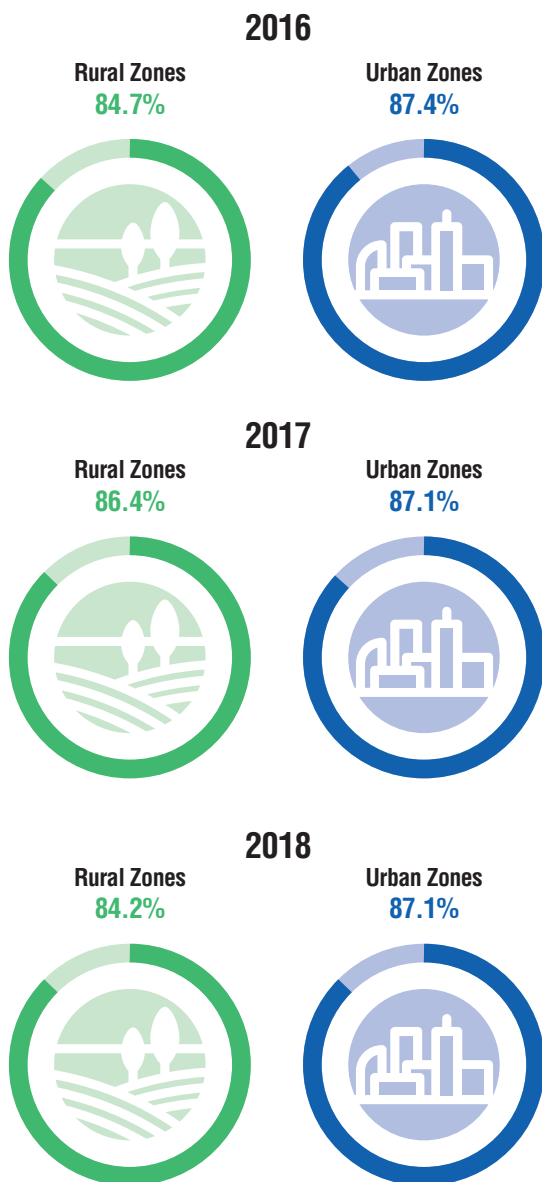


Figure 41. How Safe Respondents Feel in Their House/ Apartment By Zone



Figure 42. How Safe Respondents Feel in Their House/ Apartment By District

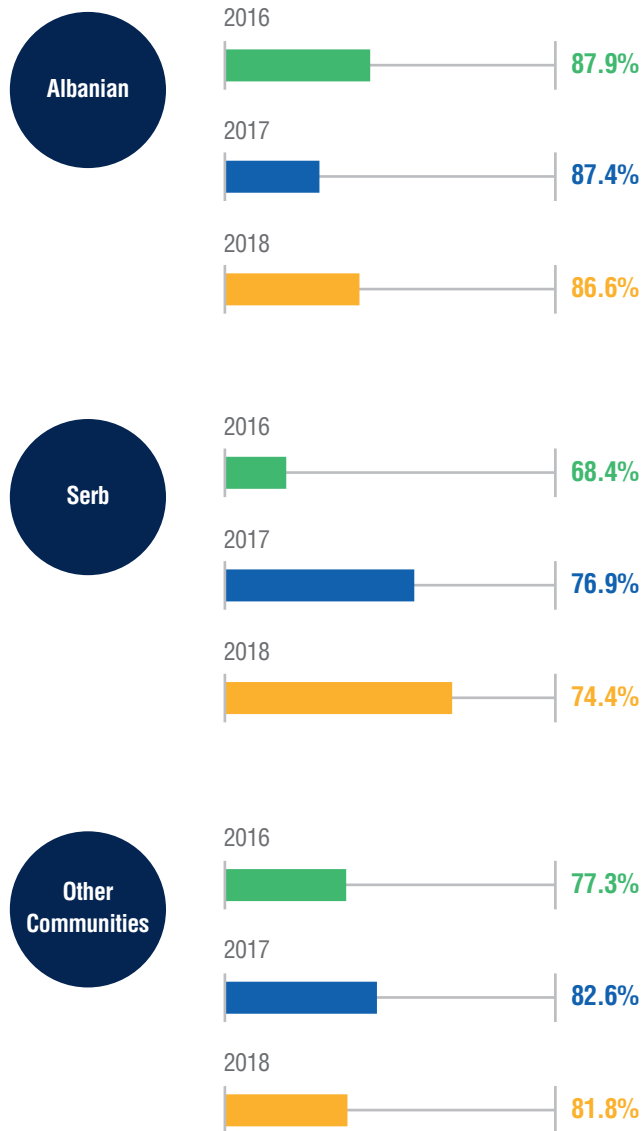


Figure 43. How Safe Respondents Feel in Their House/ Apartment By Ethnicity

Looking at the last three years, women tend to feel slightly safer at home than men. While the trend for women reporting feeling safe at home remained stable at around 86 percent, men reporting feeling safe at home declined by five percent during 2018.

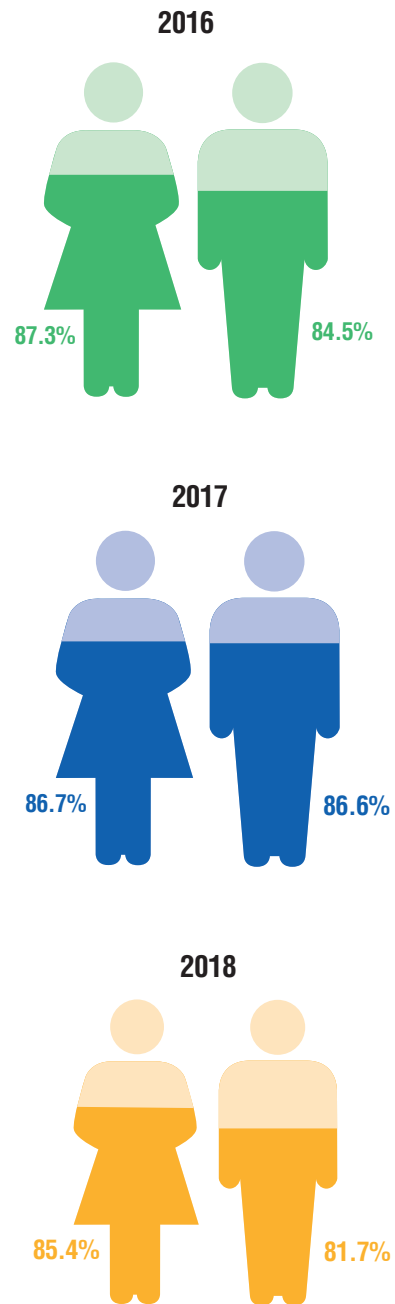


Figure 44. How Safe Respondents Feel in Their House/ Apartment By Gender

It appears that there is a correlation between age and feeling safe/unsafe at home. The vast majority of respondents under 30 feel safer at home than respondents over 30. However, respondents over 30 reported feeling safer in Kosovo than respondents of a younger age. This could be an indication of younger citizens' disbelief in a stable and secure Kosovo and prosperous future for themselves.

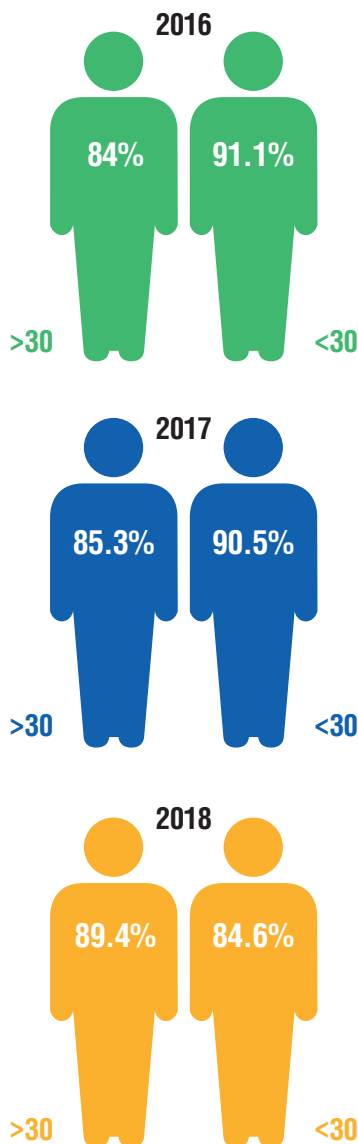


Figure 45. How Safe Respondents Feel in Their House/ Apartment By Age

We examined whether monthly income affects citizens' perceptions regarding their personal and public safety. In 2017 there was a moderate increase of feeling of safety in their homes for all respondents, except those earning 120-250/ month. However, in 2018 this percentage dropped significantly. This decrease is most visible in citizens that reported earning 500-800 per month (8 percentage points) and more than 800 per month (10 percentage points). This finding might be correlated with the aforementioned increased number of robberies and armed robberies which have unquestionably affected citizen's feelings of safety.

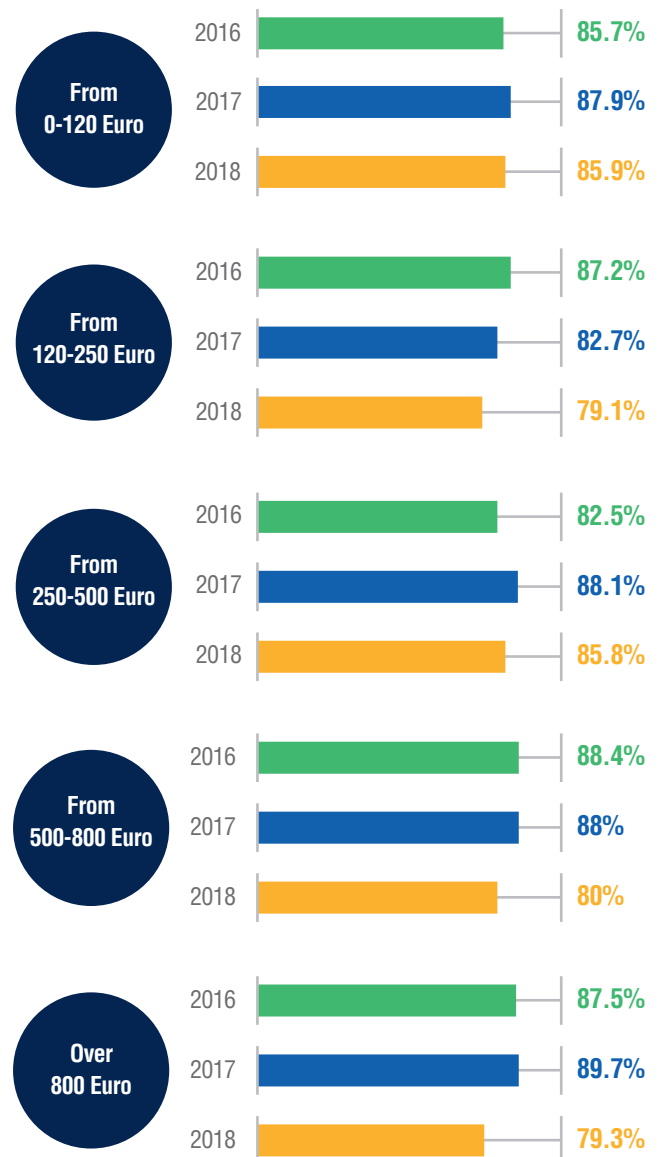


Figure 46. How Safe Respondents Feel in Their House/ Apartment By Monthly Income

NEIGHBOURHOOD

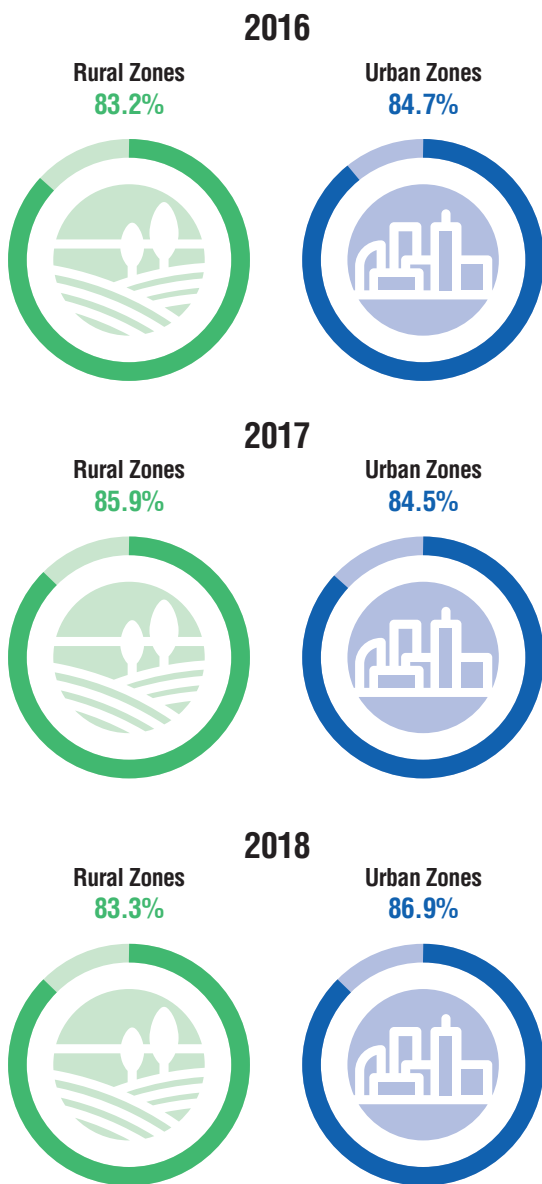


Figure 47. How Safe Respondents Feel in Their Neighbourhood By Zone

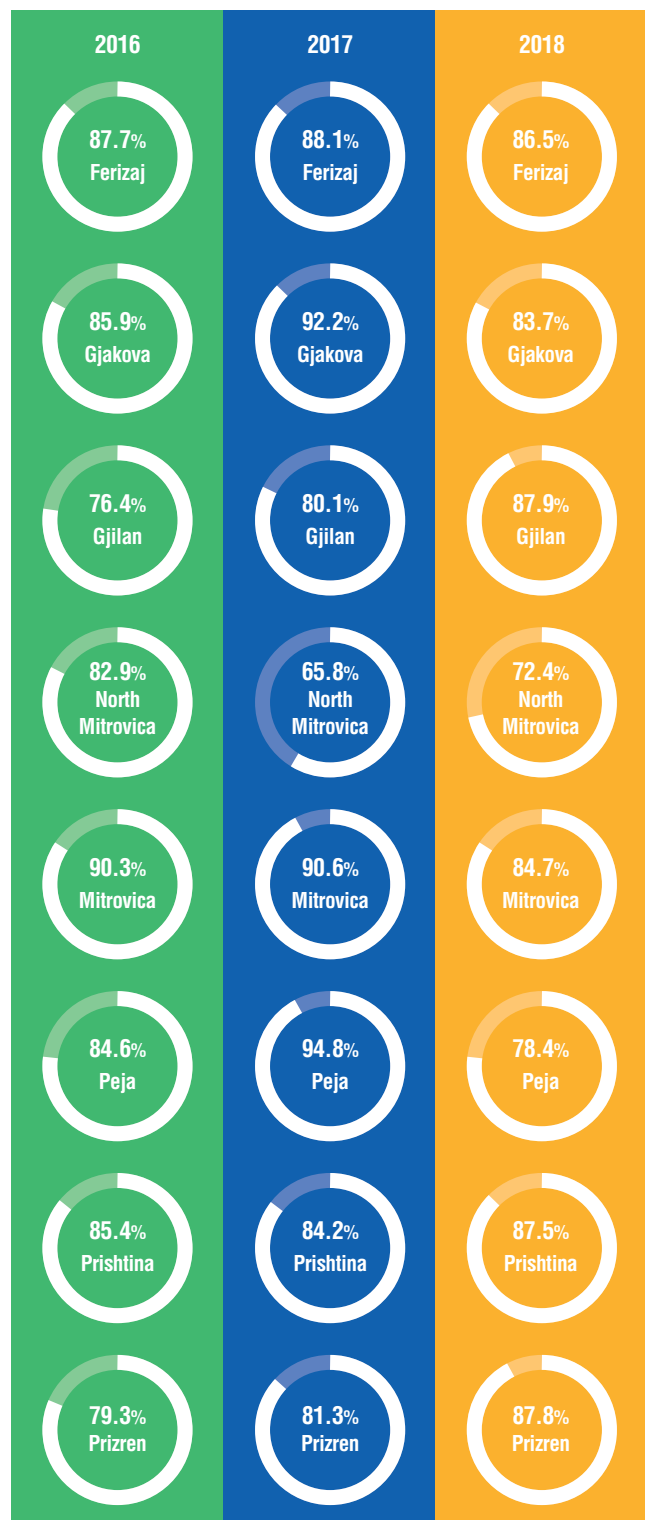


Figure 48. How Safe Respondents Feel in Their Neighbourhood By District

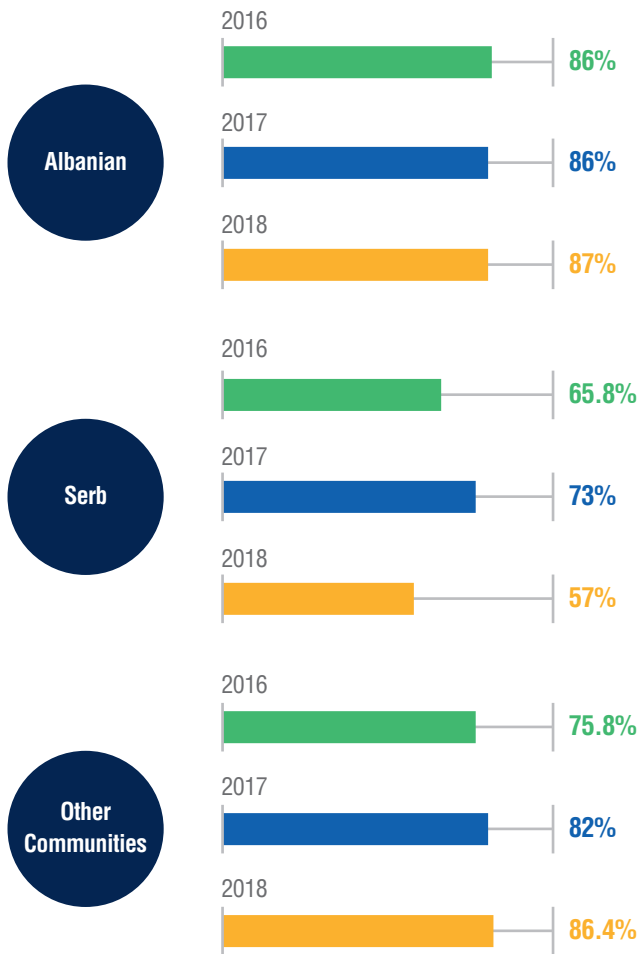


Figure 49. How Safe Respondents Feel in Their Neighbourhood By Ethnicity

The trend shows that women tend to feel safer in their neighbourhood than men. Furthermore, there is a decrease of four percentage points of men who reported feeling safe in their neighborhood.

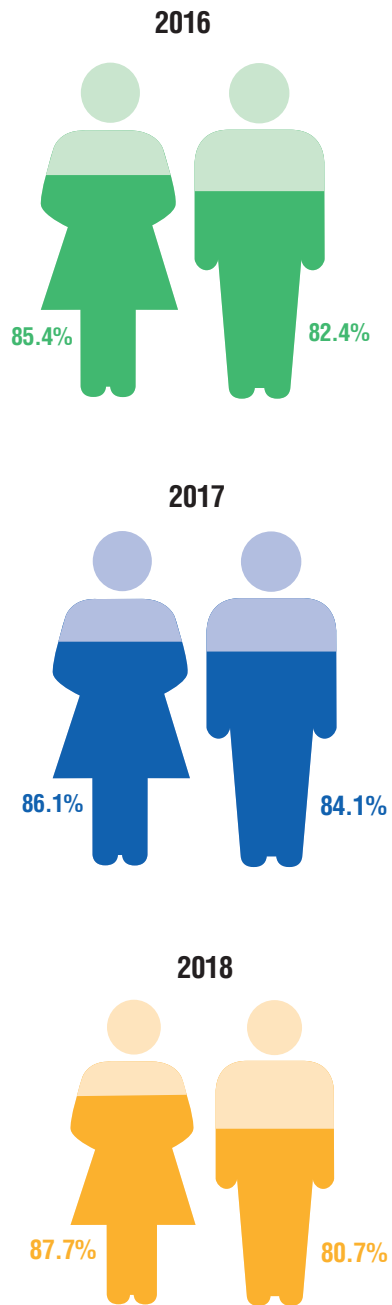


Figure 50. How Safe Respondents Feel in Their Neighbourhood By Gender

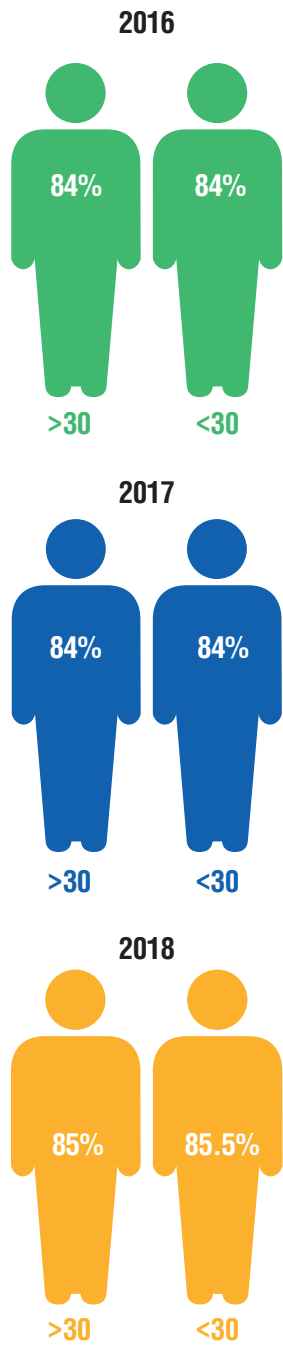


Figure 51. How Safe Respondents Feel in Their Neighbourhood By Age

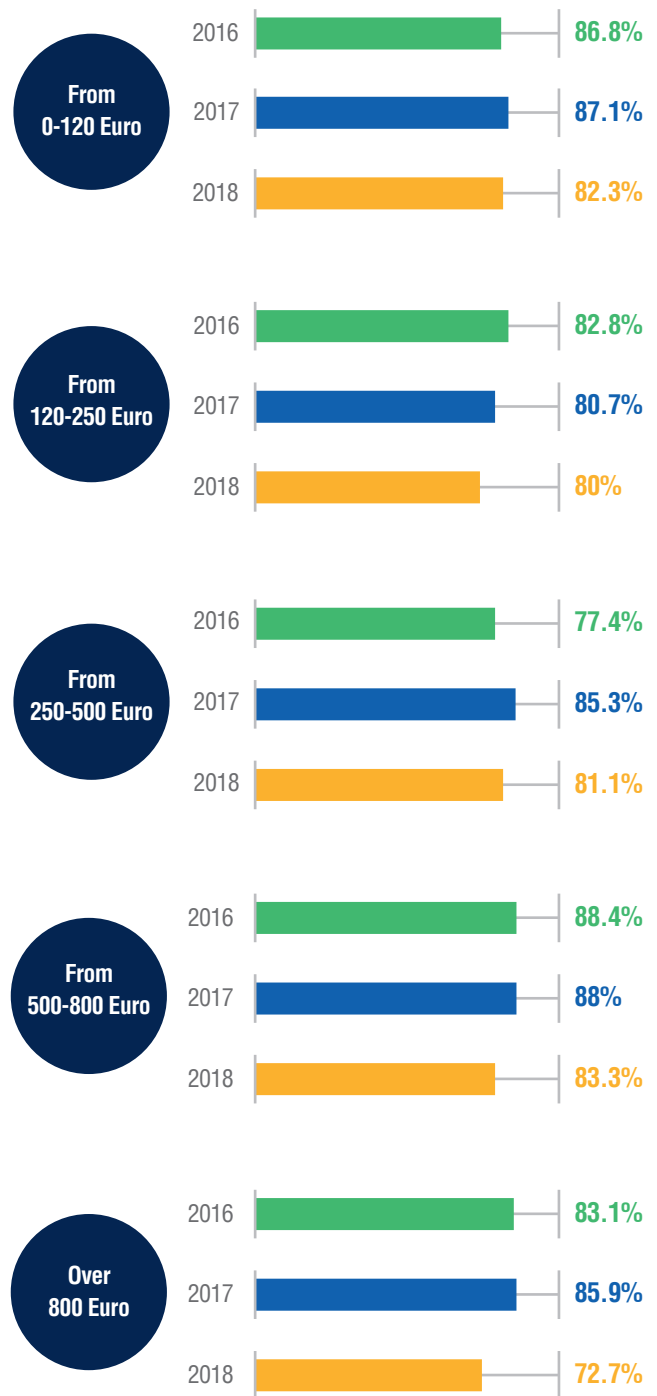


Figure 52. How Safe Respondents Feel in Their Neighbourhood By Monthly Income

CITY/ VILLAGE

In contrast to findings from 2016 and 2017, in 2018 respondents living in urban zones reported feeling safer in their cities/villages than citizens living in rural zones.

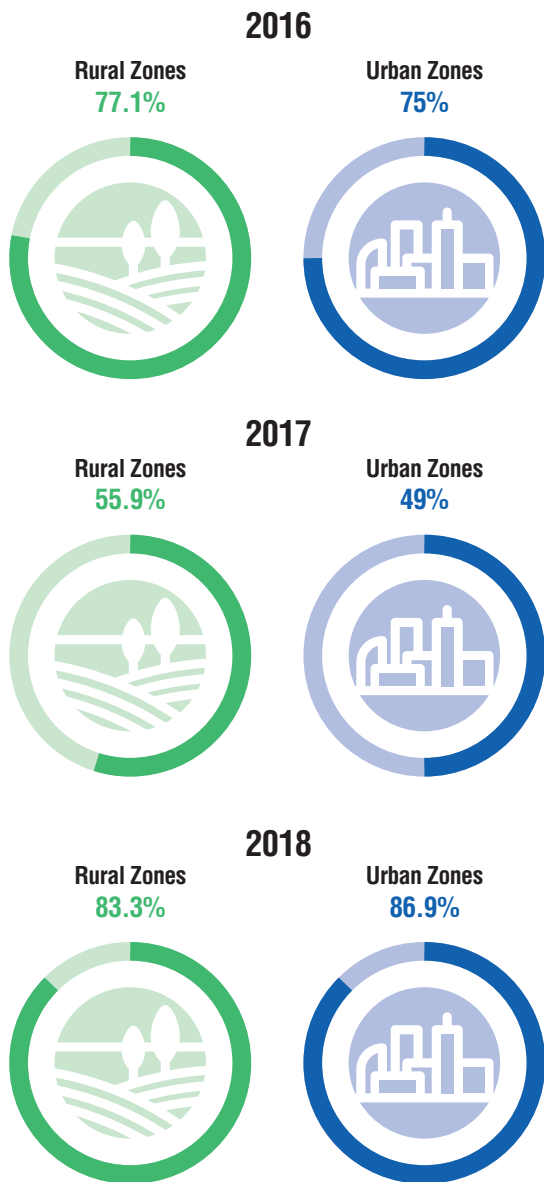


Figure 53. How Safe Respondents Feel in Their City/Village By Zone

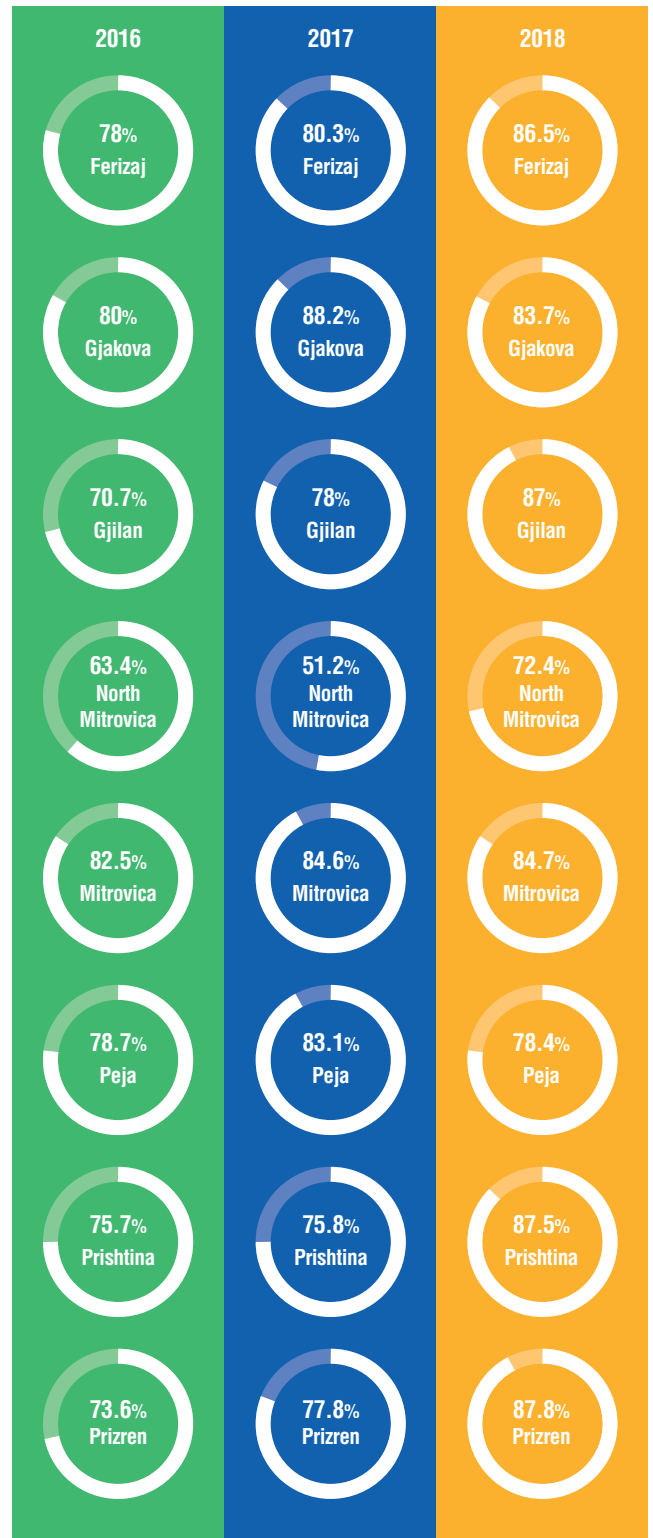


Figure 54. How Safe Respondents Feel in Their City/Village By District

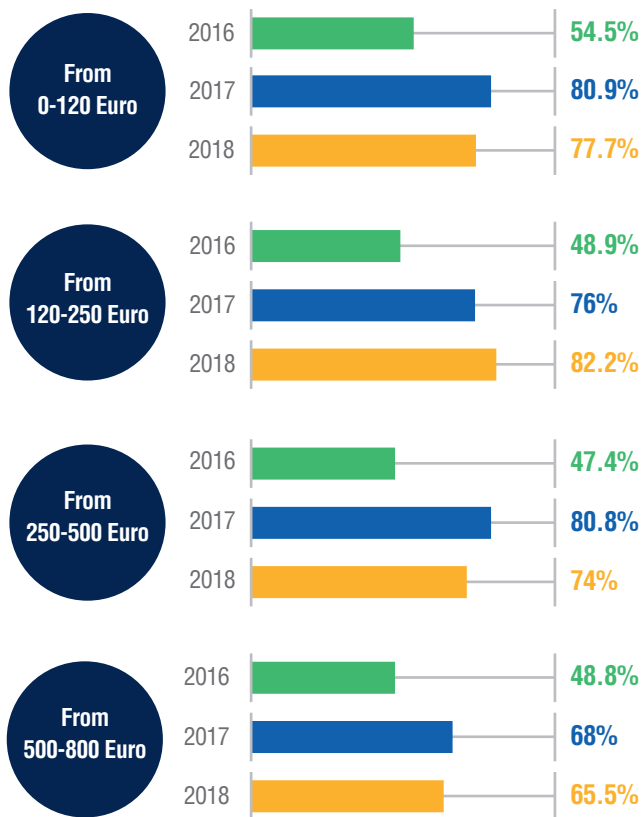


Figure 55. How Safe Respondents Feel in Their City/Village By Monthly Income

During 2017 and 2018, there was no reported significant percentage change between women and men who reported feeling safe or unsafe in their cities/ towns. However, in 2018, there was a difference of eight percentage point , with women reporting feeling safer in their cities/villages than men.

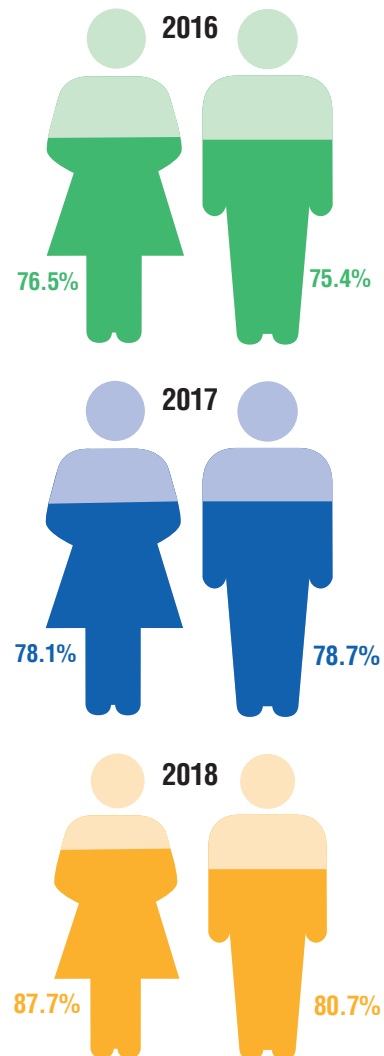


Figure 56. How Safe Respondents Feel in Their City/ Village By Gender

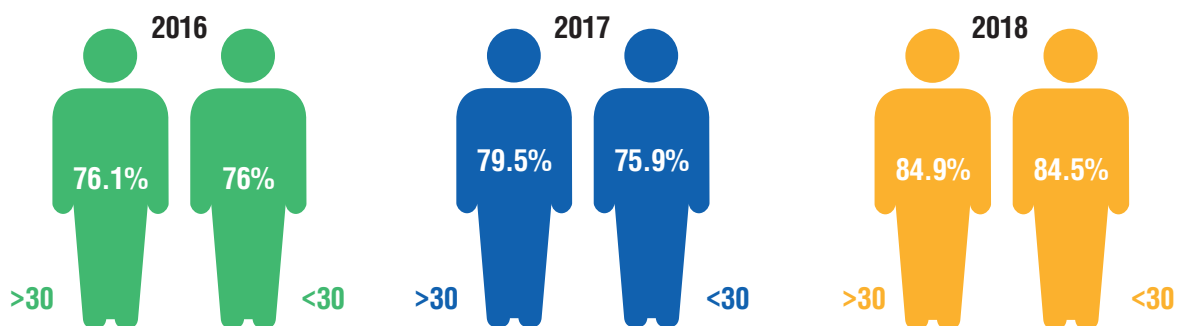


Figure 57. How Safe Respondents Feel in Their Neighbourhood By Age

KOSOVO

What can be clearly seen is that compared to 2016, there is an increase in the percentage of citizens who report feeling safe in Kosovo both in rural and urban zones. However, in urban zones there was a decline of two percentage points. Meanwhile in rural zones, in both 2017 and 2018 there was a five percentage point increase from 2016.

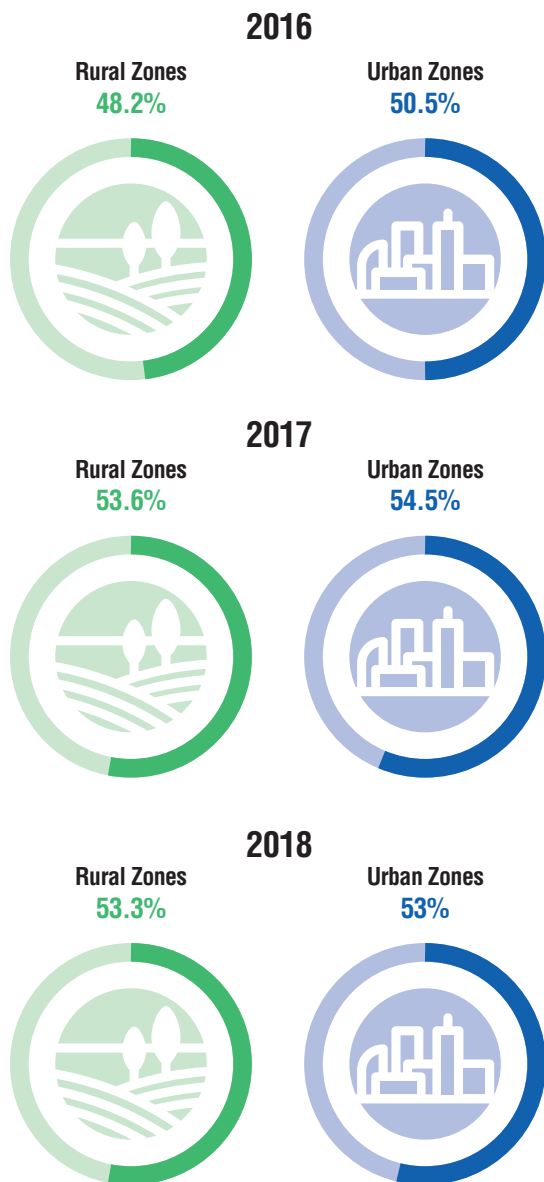


Figure 58. How Safe Respondents Feel in Kosovo (National level) By Zone

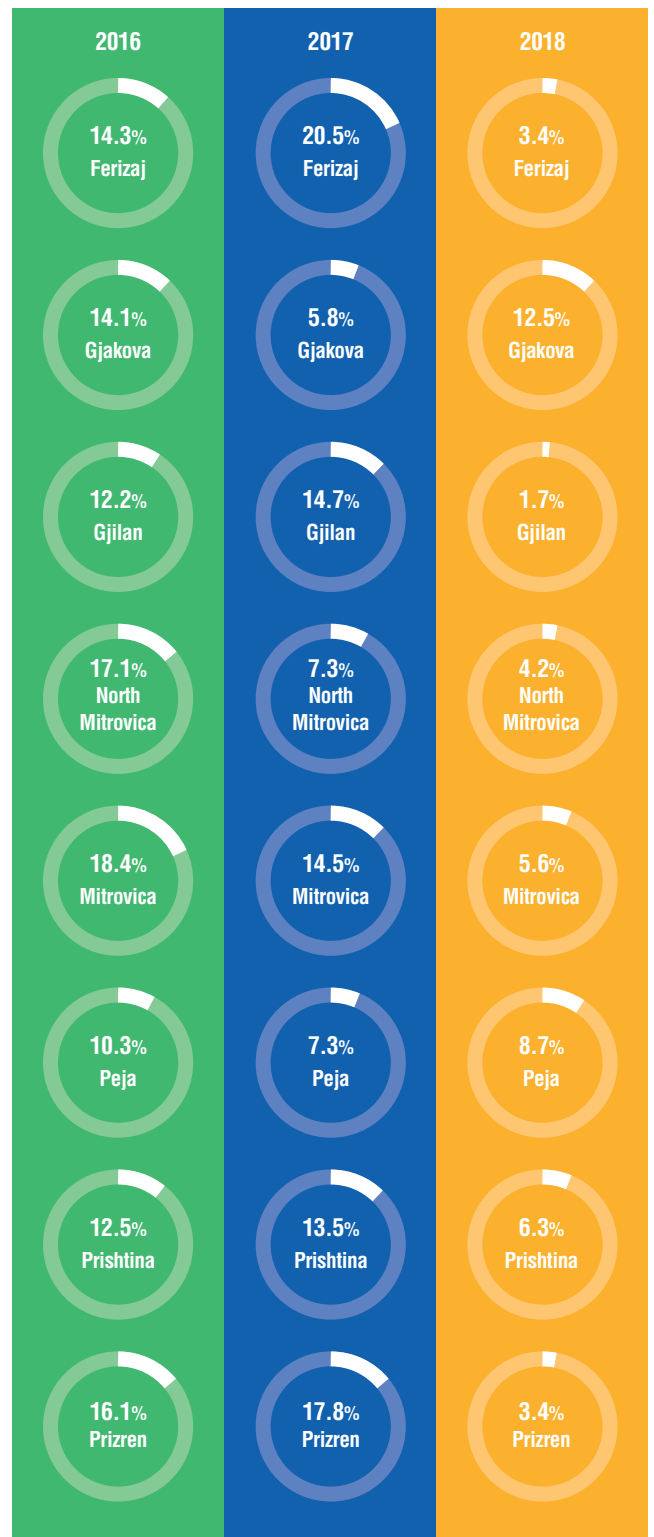


Figure 59. How Safe Respondents Feel in Kosovo (National level) By District

In general, throughout 2016-2018 Albanian and non-Serbian minorities reported feeling safer in Kosovo than Serbian citizens. There has been a considerable increase of trust of K-Albanian respondents from 50 percent in 2016 to 56 percent in 2017 and 2018. Correspondingly, there is a linear increase of feeling safe within non K- Serb minorities. In contrast, there was a steep decline of feeling safe in Kosovo within the K-Serbian community. While in 2016 34 percent of the respondents reported feeling safe, this percentage dropped sharply in 2017 and 2018, with only 14 percent of K-Serb respondents stating that they feel safe in Kosovo.

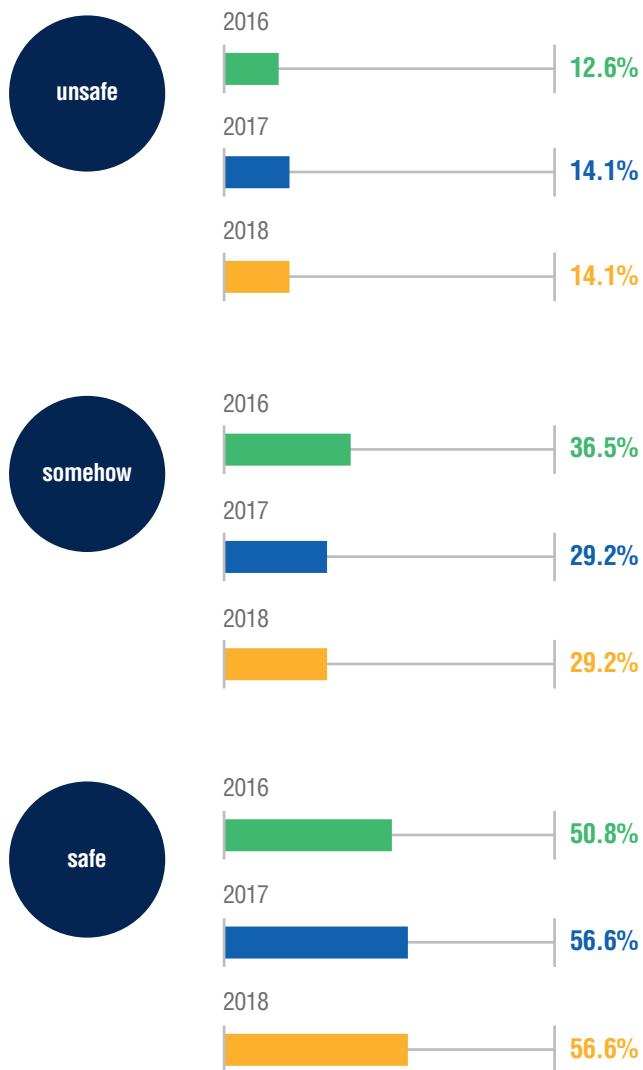


Figure 60. How Safe Do K- Albanian Respondents Feel in Kosovo (National level)

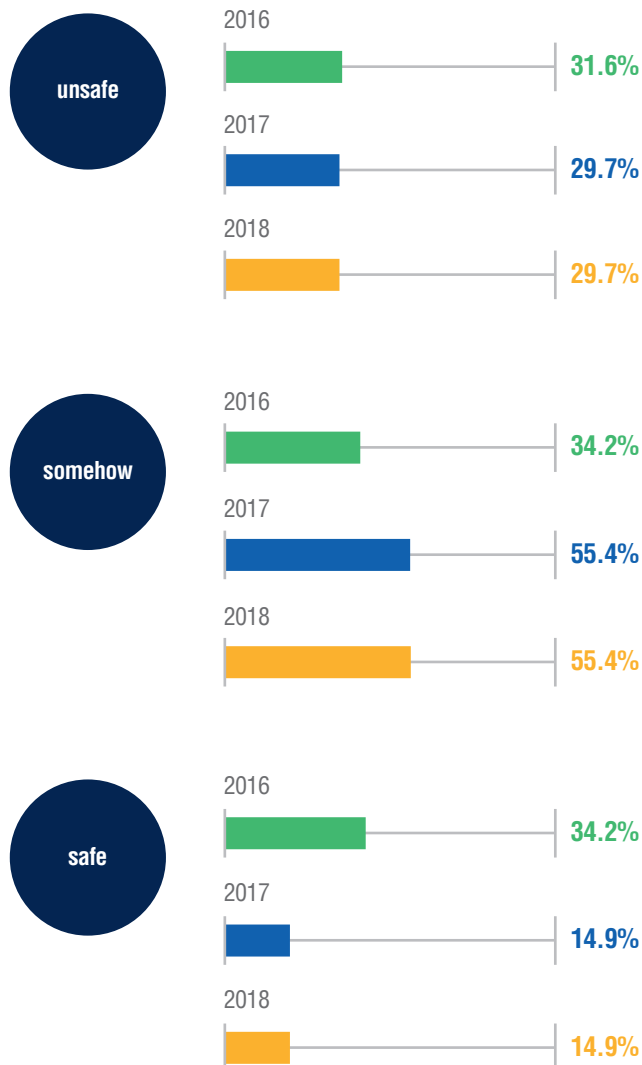
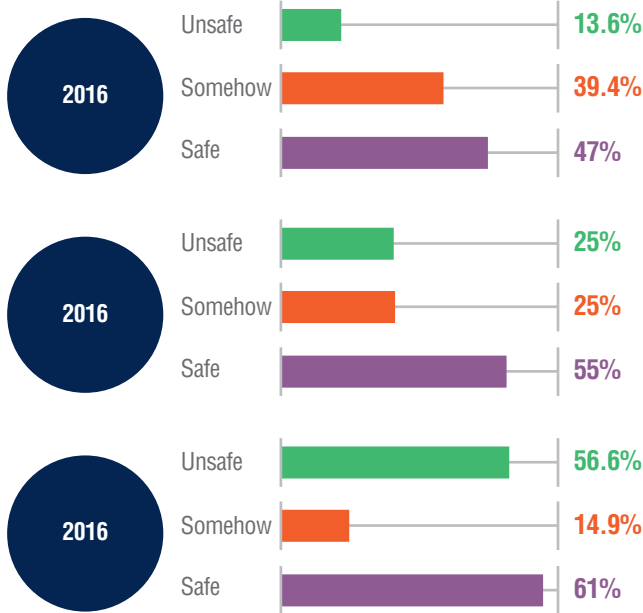


Figure 61. How Safe Do K- Serb Respondents Feel in Kosovo (National level)



How Safe Do Non-K-Serb Minorities feel in Kosovo (National level)

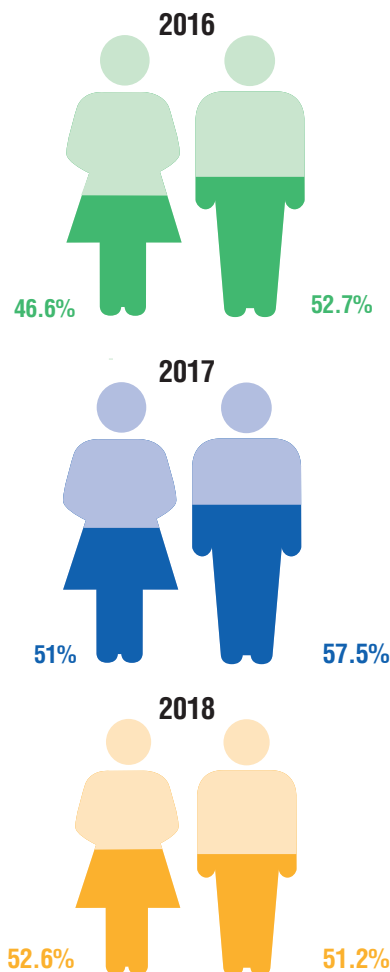


Figure 63. How Safe Respondents Feel in Kosovo (National Level) By Gender

The graph shows that during 2016 and 2017 men tended to feel safer in Kosovo than women. However, women reported feeling slightly safer in Kosovo than men in 2018. Likewise, the percentage of men who responded they feel safe in Kosovo dropped from 57 to 51 percent.

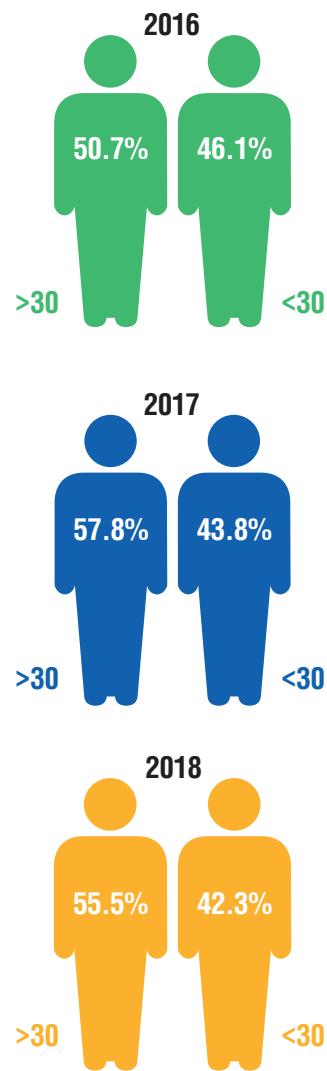


Figure 64. How Safe Respondents Feel in Kosovo (National Level) By Age

METHODOLOGY

WHAT IS KOSOVO SECURITY BAROMETER?

The Kosovo Security Barometer (KSB) is a special program of the Kosovar Centre for Security Studies (KCSS) which was established in September 2012. Its primary focus is to measure public's trust toward security, justice and central institutions in Kosovo as well as to measure citizens' perception of the internal and external security threats posed to Kosovo.

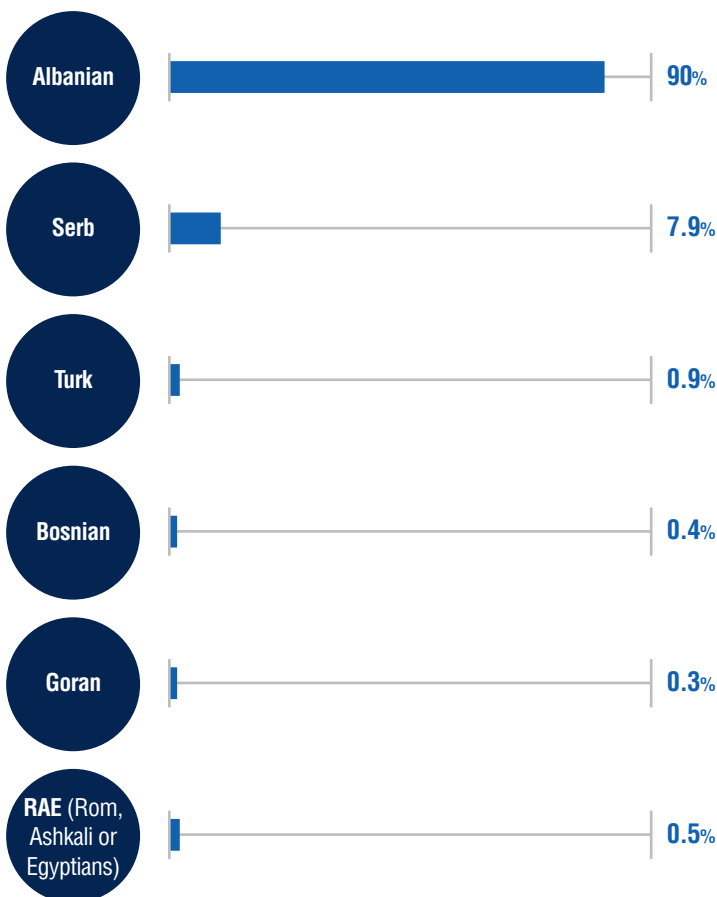
The KSB is the first and the largest undertaking of this kind designed, implemented, and communicated by a local think tank in Kosovo. The KSB's uniqueness in Kosovo is its political neutrality. As an independent think-tank, KCSS has no political constraints in communicating any of the findings and messages of the survey.

The KSB is a combination of quantitative and qualitative methods that provides objective and credible results. Its data are collected through face-to-face interviews with randomly selected respondents conducted by KCSS field researchers throughout the entire Kosovo. The KSB questionnaire mostly consisted of closed-ended questions in the form of five-point Likert Scale, followed by several open-ended questions that allow respondents to provide their thoughts without predefined options.

KCSS teams of 28 field researchers conducted the sampling, piloting, and the interviews. The national sample from which the research was drawn featured 1085 households, following a representative sample of the population above 18 years old in Kosovo.

The ethnic background of respondents was 90% Kosovar Albanian, 8 % Kosovar Serbs, and 2% others (Turks, Bosnians, Roma, Ashkali, Egyptians, Gorans, Croats, and Montenegrins) mirroring Kosovo’s ethnic make-up.

The sample frame was based upon telephone code areas, and as such included the following 8 districts: Ferizaj, Gjakova, Gjilan, Mitrovica South, Mitrovica North, Peja, Prishtina and Prizren.



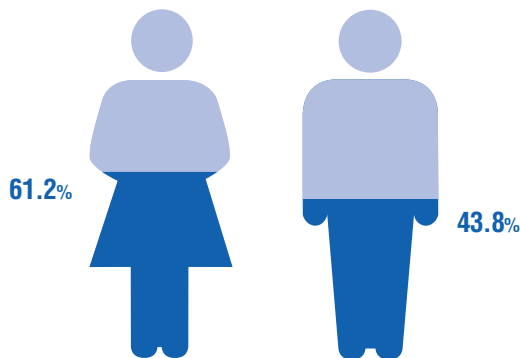
The first stage of geographical clustering was based on the 2012 Kosovo Census Report. The second stage involved clustering samples by municipal area with a stratified rural/urban sample as per the number of households. The last stage followed a random sampling method using the nearest 'birthday method.'

Random sampling ensures that each resident in Kosovo has an equal probability of being chosen for an interview. With the sample used for this study, the results of the survey mirror trends in attitudes and perceptions amongst the entire adult population of Kosovo in general. The margin of error is 3 % with a confidence interval of 95 %.

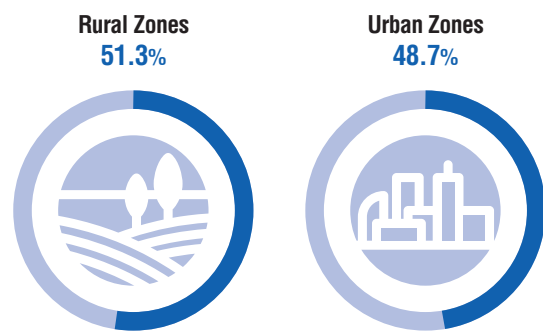
A pilot interview was conducted in mid-September 2018 to test the feasibility of the questionnaire prior to the commencement of fieldwork. The research team subsequently reported that the pilot interview was successful, and no problems were encountered with the pilot instrument. All interviews were conducted from 29th to fifth of October 2018. Furthermore, data processing and analysis has been completed using the SPSS software.

Perceptions presented in this report are a summary of information gathered from respondents and it demonstrates how people perceive the Kosovo institutions.

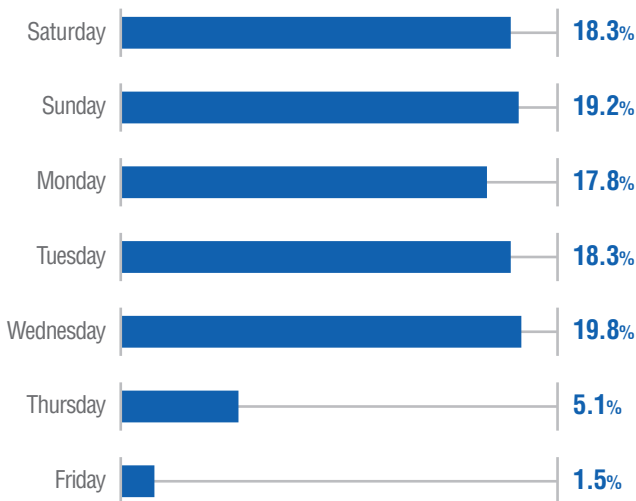
Respondents by gender



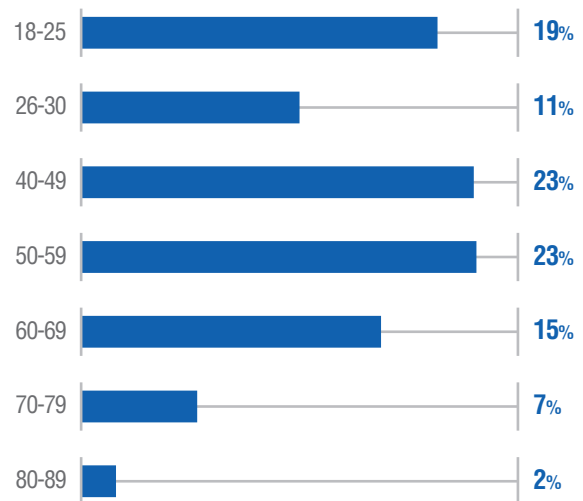
Respondents by zones



Field Research Days



Age



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Biblioteka Kombëtare e Kosovës "Pjetër Bogdani"

351.746.1(496.51)(048)

Marku, Donika

Kosovo Security Barometer : special edition on public safety / Donika Marku. –
Prishtinë : Kosovar Center for Security Studies, 2019. - 48 f. : ilsutr. me ngjyra ; 21 cm.

ISBN 978-9951-679-93-0

www.qkss.org

ISBN 978-9951-679-93-0



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