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# KOSOVO SECURITY BAROMETER

NINTH EDITION

DECEMBER 2019







**KCSS**  
Kosovar Centre for Security Studies

# KOSOVO SECURITY **BAROMETER**

NINTH EDITION

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Perceptions presented in this report are a summary of information gathered from respondents and it only demonstrates how people percept institutions. It is in no way a conclusive assessment of the quality of the work of institutions subject to this study. It shall serve as an instrument to them for addressing potential shortcomings but also an indicator of the effectiveness of their communication with the people. The views presented in this report are perceptions of the respondents and do not necessarily represent the views of the Kosovar Centre for Security Studies.

Opinions expressed in this report do not necessarily represent the views of the National Endowment for Democracy (NED)

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# ACKNOWLEDGMENT

The Kosovar Center for Security Studies would like to express their special acknowledgment to the team members for their remarkable contribution in the field research.

The 2019 Kosovo Security Barometer Team was composed of:



# LIST OF ACRONYMS

<b>AoK</b>	Assembly of Kosovo
<b>EU</b>	European Union
<b>GoK</b>	Government of Kosovo
<b>KC</b>	Kosovo Customs
<b>KCS</b>	Kosovo Correctional Service
<b>KCSS</b>	Kosovar Centre for Security Studies
<b>KIA</b>	Kosovo Intelligence Agency
<b>KP</b>	Kosovo Police
<b>KSB</b>	Kosovo Security Barometer
<b>KSF</b>	Kosovo Security Force
<b>NED</b>	National Endowment for Democracy

# EXECUTIVE SUMMARY

The Kosovo Security Barometer (KSB) is a distinctive tool through which the Kosovo Center for Security Studies (KCSS) measures public perceptions in Kosovo. The ninth edition of the Kosovo Security Barometer consists of two chapters. While the first chapter measures citizens' perceptions of trust in security, justice, central and local institutions,<sup>1</sup> the second chapter presents citizens' perceptions of corruption in these institutions.

Perceptions of trust in state institutions and corruption may vary by ethnicity<sup>2</sup>, gender, area and district. In addition, the report also contains a combined analysis of the data beyond the general interpretation, which enables the public to have a clearer and more meaningful view of citizens' trust in institutions. In this regard, analyzing the trust results by rural/urban areas, geographical regions, ethnicity and gender, as well as other supplementary data related to the respondents, will enable the audience to assess and analyze the opinions of Kosovo citizens on issues related to security and justice in Kosovo during 2019.

In addition to the results of the 2019 Kosovo Security Barometer, the key findings regarding institutional sectors follow:

- Security institutions continue to be more trusted than the justice and central one also in this edition of the Kosovo Security Barometer;
- Justice institutions (courts and prosecution) continue to enjoy lower trust than security ones. Furthermore, the 2019 results show that compared to the previous year, there is a decrease in public trust in the rule of law institutions;
- The Assembly and Government continue to remain the least trusted institutions in the eyes of citizens;
- The Government of Kosovo is the least trusted of all the institutions measured in this edition of the Barometer. In addition, the Barometer has recorded that respondents with lower monthly income have higher trust in the Government than those with higher income;
- Municipal institutions continue to enjoy higher credibility than central ones.

1 The graphical representation of the analysis consists of clusters of answers such as: I don't know, no trust, to some extent and high trust. The description 'to some extent' includes respondents who answered that they have little and some trust, thus clustering respondents who expressed unsatisfactory trust. The description 'high trust' includes the percentage of respondents who said they have trust and high trust - thus grouping respondents who expressed satisfactory trust towards institutions.

2 The graphical representation of the combined analyses refers to non-K-Albanian and K-Serb ethnic communities as "others", since the KSB does not have a specific sample for these ethnic communities.



In addition to the general findings on trust in sectors, the results provide an interesting insight into specific institutions, where:

- The Kosovo Security Force continues to be the most trusted of all the institutions measured in this edition of the Barometer;
- Similar to previous year, men reported higher trust towards the Kosovo Security Force than women;
- Although with a two percent decrease, 59 percent of respondents expressed their trust in Kosovo Police;
- Women respondents trust the Kosovo Police and justice institutions more than men, thus potentially mirroring a women's sense of insecurity in the society;
- The novelty of this edition of the KSB is the measuring of citizens' trust in the Kosovo Correctional Service and Customs of Kosovo. The results show low trust in the Correctional Service (30 percent), while trust in the Customs was not satisfactory either (35 percent).

#### **MAIN FINDINGS RELATED TO CORRUPTION:**

- More than half of the respondents stated they see Courts and Prosecutors as corrupt. For respondents, Courts amount to the most corrupt institution in Kosovo;
- There is an increase in percentage of respondents who deem Kosovo local municipalities as corrupt;
- The Kosovo Security Force is perceived as the least corrupt institution;
- Kosovo Security Barometer 2019 results show that the level of perception of police corruption has decreased by four percentage points compared to 2018;

# TRUST TOWARDS KOSOVO INSTITUTIONS

The ninth edition of the Kosovo Security Barometer (KSB) measures the trust of Kosovo citizens in the country's security, justice, central and local institutions. The KSB is a specialized program of the Kosovo Center for Security Studies (KCSS) on measuring and assessing the performance of institutions based on citizens' perceptions. As such, the KSB gives the opportunity to policymakers and officials of these institutions to reflect on their work and take action to improve the current situation towards better performance, with the aim of increasing the trust of citizens in these institutions. In addition, the trust reflects the level of satisfaction of citizens with their elected representatives at central and local level, as well as with the political elite in Kosovo.

Different elements influence citizens' perceptions. No doubt, such attitudes are shaped by personal experience. However, it should be noted that the level of trust or distrust towards some institutions or sectors is not always based on the quality of performance or lack thereof. Respondents' perceptions are rather elastic or relative, and do not always reflect the real situation of an institution, since in many cases, not always, perceptions are based on passive, not active observation, since citizens perceive institutions mainly from the contact they have with them, having little information on how institutions function internally. Also, the importance of the media and transparency/non-transparency of institutions in shaping citizens' perceptions cannot be ignored.

Perceptions may be related to respondents' personal characteristics such as the area they live in urban/rural, ethnicity, district, gender and their monthly income. Therefore, beyond the general data analysis, this edition also includes cross tabulated analyses of trust in public institutions with personal characteristics.

This edition of the KSB survey measured citizens' trust in ten key security, justice, central and local level institutions. The report categorizes these institutions into the three following groups:

- Security Institutions (Kosovo Security Force (KSF), Kosovo Police (KP), Kosovo Intelligence Agency (KIA), Kosovo Customs (KC) and Kosovo Correctional Service (KCS);
- Justice Institutions (Prosecution and Courts);
- Central and Local Level Institutions (Assembly of Kosovo (AoK), Government of Kosovo (GoK) and Municipalities).

# 1.1. TRUST TOWARDS SECURITY INSTITUTIONS

Over the years, the KSB has consistently measured trust in security institutions, such as the KSF, KP and KIA. Furthermore, the Barometer has recorded trust towards these institutions this year also, for the ninth consecutive time. However, the novelty of the 2019 edition of the KSB lies in the fact that trust in both the KC and KCS has also been measured, despite the fact that KC operate within the Ministry of Finance<sup>3</sup> and that the KCS operates within the Ministry of Justice of the Government of Kosovo.<sup>4</sup> The reason for the integration of these two state mechanisms within security institutions relates to their contribution to security, as well as to the fact that they serve as uniformed security staff. In addition, these state mechanisms have close cooperation with the KP<sup>5</sup> and staff of both of these

institutions are trained by the Kosovo Academy of Public Safety (KAPS).<sup>6</sup>

Traditional security institutions<sup>7</sup> continue to be highly trusted by citizens even in this edition of the KSB. Similar to the previous edition, the KSF continues to be the most trusted security institution in Kosovo. Moreover, the KSF is the most trusted of all state institutions measured by the KSB in 2019. This year, the KSB results show that trust in the KSF has increased by four percent from last year, with 81 percent of respondents stating they trust the KSF. Undoubtedly, such an increase is directly related to the process of transformation of the KSF into an army that happened during 2018 with the approval of the package of laws on the KSF and the Ministry of Defense of the Republic of Kosovo by lawmakers of the Assembly of Kosovo, as well as the continued support of citizens for the KSF during this process. In Peja was recorded highest trust towards the KSF with about 90 percent, while the lowest trust is recorded in Mitrovica North with about 12 percent. Cross-reference analyses show that men have higher trust in the KSF than women.

According to the KSB results for 2019, in the eyes of the citizens, KP continues to be one of the most trusted state institutions. Despite a slight decline of two percent from the 2018 KSB, more than half of the respondents (59 percent) stated they trust the KP. Whereas, 30 percent of the respondents stated that they somehow trusted the KP. On the other hand, 10 percent of respondents stated that they have no trust at all in this institution. Along with the KSB findings, respondents in rural areas have higher trust in the KP, while in terms of districts, the most satisfactory trust in the KP is recorded in the Mitrovica region and the lowest in Mitrovica North. When it comes to gender, it is observed that women trust the KP more than men.

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- 3 Kosovo Customs contribute to Kosovo's security by combating illegal activities and enhancing security with border presence. Learn more about the KC mission at <https://dogana.rks-gov.net/per-doganen/misioni/> and in the KOSOVO CUSTOMS AND EXCISE CODE No. 03/L-109 <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2600>.
- 4 Under Law No.04/L-149 On the Execution of Criminal Sanctions, the KCS is "the central body of state administration, professional, independent, uniformed with ranks and partly armed, within the Ministry of Justice". In 2018, the Kosovo Correctional Service Union has requested that the correctional service officers be treated the same as the Kosovo Police in the new Law on Salaries, i.e. as a civil servants and uniformed prison security staff. Read more at <https://telegrafi.com/sherbimi-korrektues-kosoves-kerkon-paga-te-njejta-policine/>
- 5 KC work closely with the border police on a daily basis at border crossings but also with other police sectors to exchange different information. Also, according to Article 8 of the KOSOVO CUSTOMS AND EXCISE CODE No. 03/L-109 "If this is required by an officer, then KP officers have a duty to assist in the implementation of the law in customs matters and other matters assigned to the Customs by the Government of the Republic of Kosovo." The KCS has close cooperation with the KP in exchange of information, cooperation in the escorting of prisoners in the pre-trial detention process, on bail, and in emergency situations. Read more in Law No.04/L-149 On the Execution of Criminal Sanctions.

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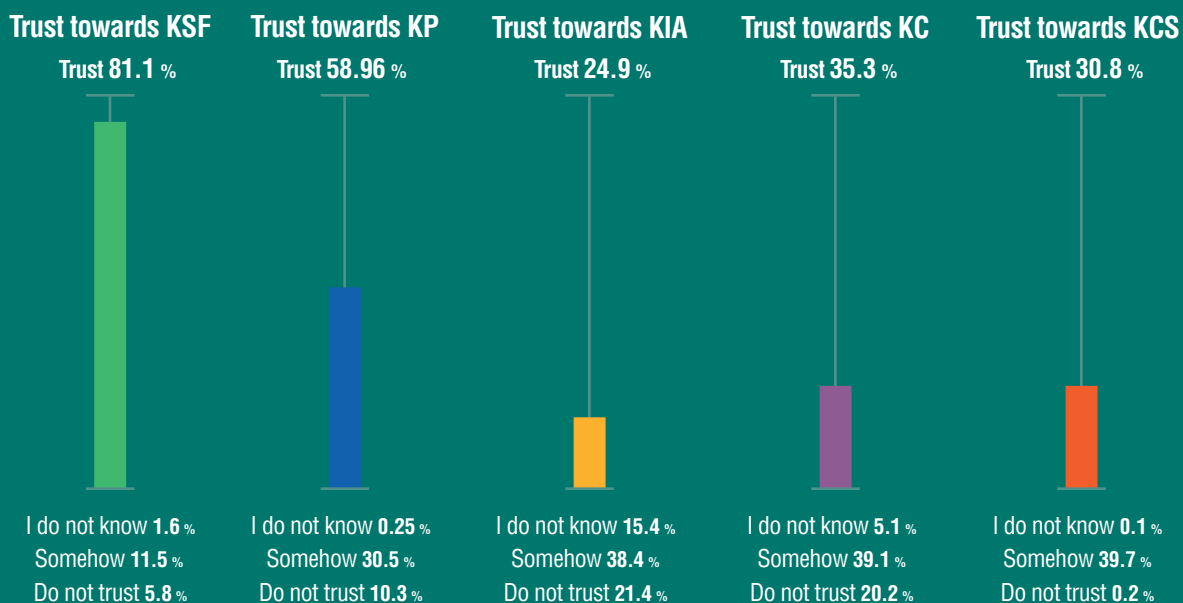
6 More information on professional trainings for Customs and Correctional Officers can be found at [http://www.aksp-ks.net/repository/docs/20190607124809\\_Katalogu\\_2019\\_shqip.pdf](http://www.aksp-ks.net/repository/docs/20190607124809_Katalogu_2019_shqip.pdf)

7 The KSB refers to the Kosovo Security Force and the Kosovo Police as traditional security institutions in Kosovo

On the other hand, this year, the KIA represents the security institution that is least trusted by the citizens. In addition, the KIA has a low trust of citizens compared to other non-security institutions also. Only a quarter of respondents, 24.8 percent, said they trust the KIA, while about 39 percent of respondents said they have some trust in the institution. On the other hand, about 22 percent of respondents do not trust the KIA at all. This implies that the KIA is the least known security institution to citizens, which also affects their reservations for this institution.<sup>8</sup> According to the KSB, respondents in rural areas have greater trust in the KIA. Furthermore, the KIA is mostly trusted by respondents from the regions of Peja, Ferizaj and Gjakova.

This year, about 35 percent of respondents expressed high trust in the KC, and nearly 40 percent of them said that they have some trust in this institution. On the other hand, 20 percent said they have no trust in the KC. In the meantime, the highest trust towards the KC was registered in the district of Prizren. The KC are also more trusted amongst men than women.

Only three in ten respondents, or 30 percent, have high trust in the Kosovo Correctional Service (KCS). On the other hand, 16 percent of respondents indicated that they have no trust at all in the KCS. Such low trust may have stemmed from a large number of factors. However, one of the main reasons is undoubtedly related to the suspicious death of the Vetevendosje Movement activist Astrit Dehari at the Prizren Detention Center, which may have affected the level of trust in the KCS.<sup>9</sup> One of the other reasons may be the fact that for decades prisons in Kosovo, managed and controlled by the former Yugoslav regime, have served as places where political prisoners have been mistreated and this is why citizens continue to have negative opinions on the KCS in general. In addition, the media have also reported cases of corruption, escapes of inmates with the help of correctional officials<sup>10</sup>, smuggling as well as privileges within prisons, which may have influenced the respondents' low trust in this institution.

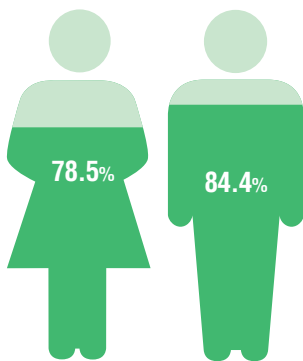


8 Read more about the reasons that may have influenced the distrust in the KIA at <https://sbunker.net/siguria-blllogje-tematike/>

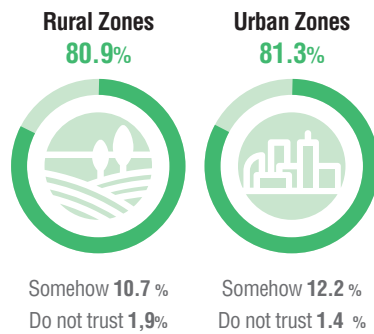
9 Field researchers, after both focus groups, stated that respondents very often justified their distrust in the KCS with the death of Astrit Dehari.

10 In 2018 two inmates escaped from the Dubrava Correctional Center, following which two correctional officers were suspended. Read in more detail at <https://indeksonline.net/si-u-arratisen-dy-te-burgosurit-nga-dubrava-tregon-sherbimi-korrektues/>

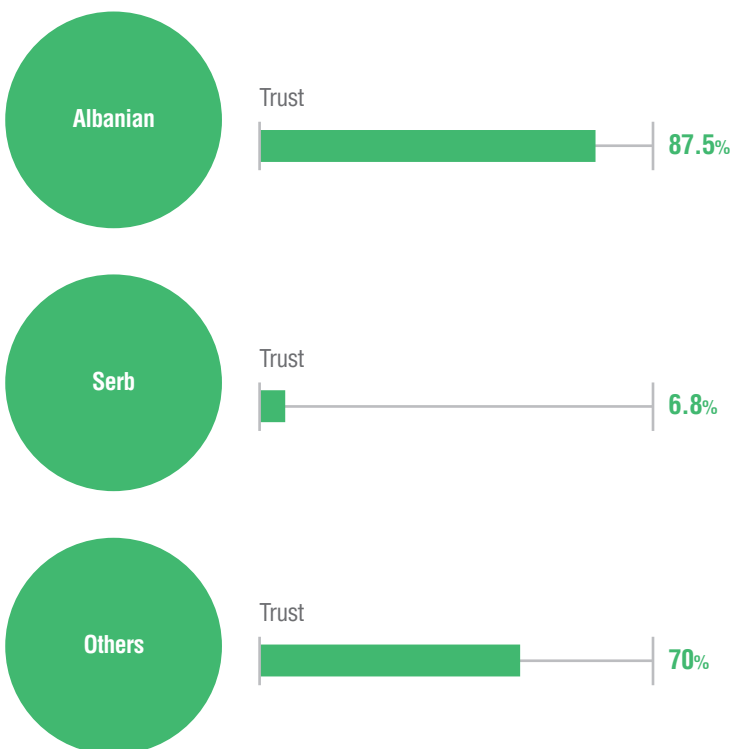
### Trust towards KSF by gender



### Trust towards KSF by zones



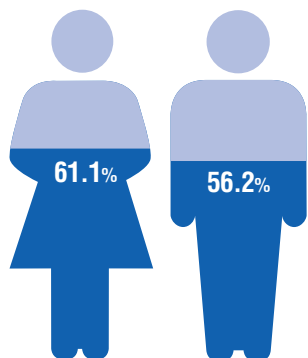
### Trust towards KSF by ethnicity



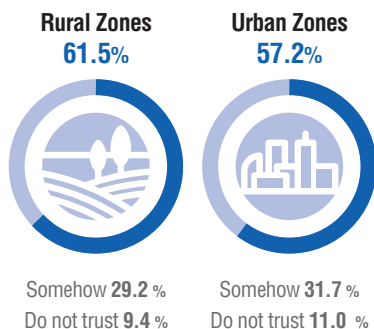
### Trust towards KFS by District



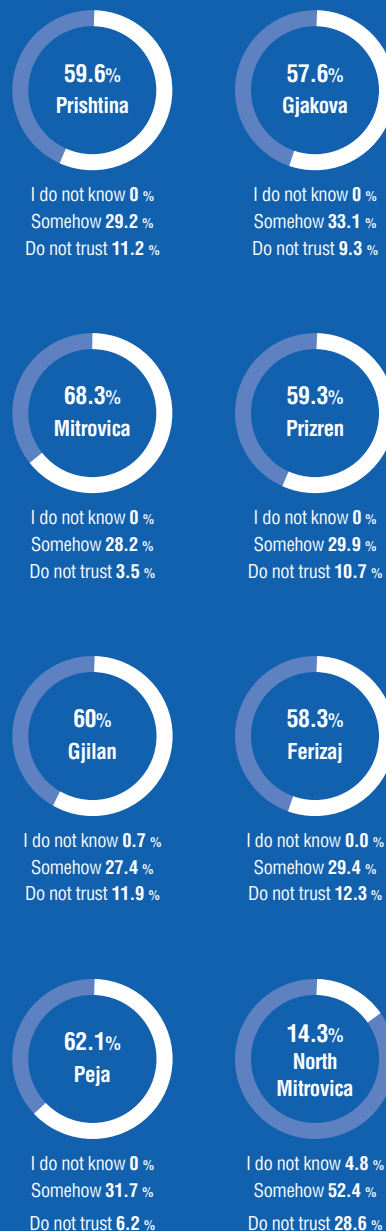
### Trust towards KP by gender



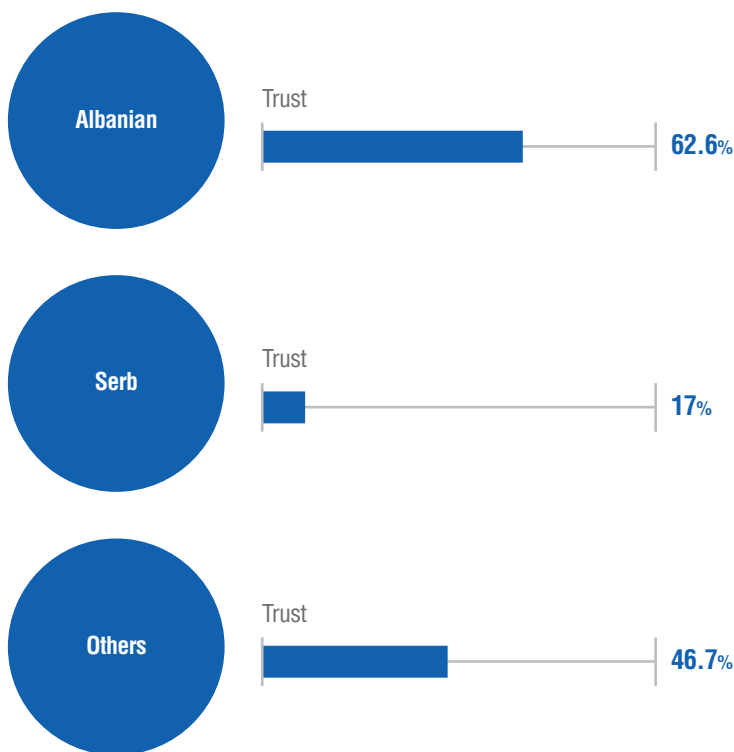
### Trust towards KP by zones



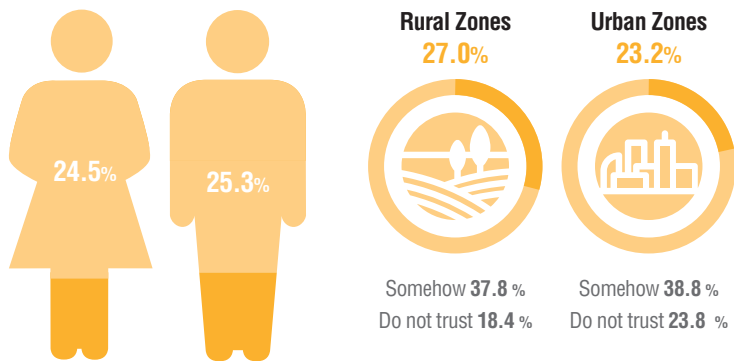
### Trust towards KP by District



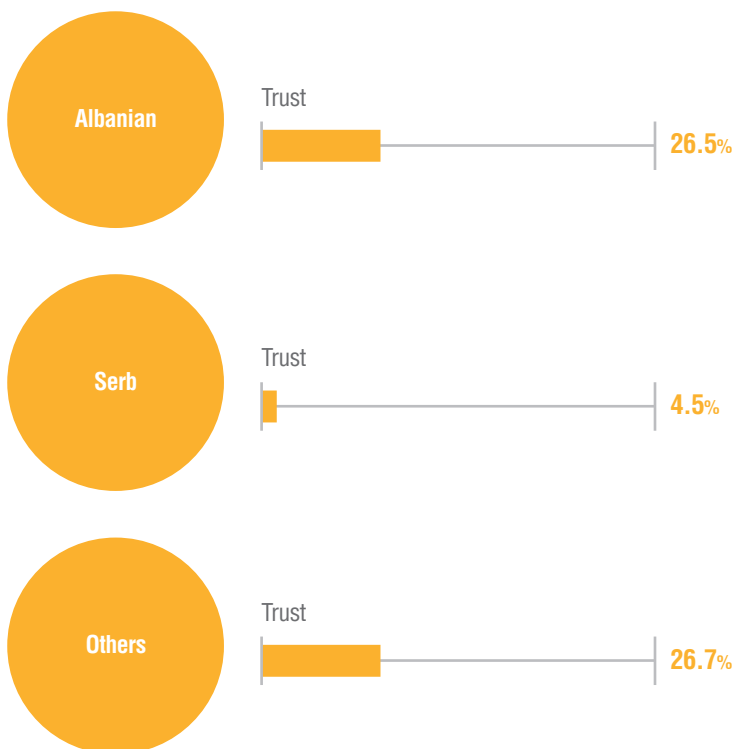
### Trust towards KP by ethnicity



**Trust towards KIA by gender**    **Trust towards KIA by gender by zones**



**Trust towards KIA by ethnicity**



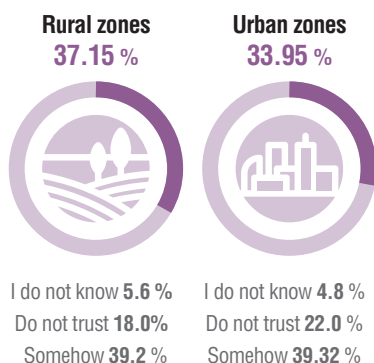
**Trust towards KIA by District**



### Trust towards KC by gender



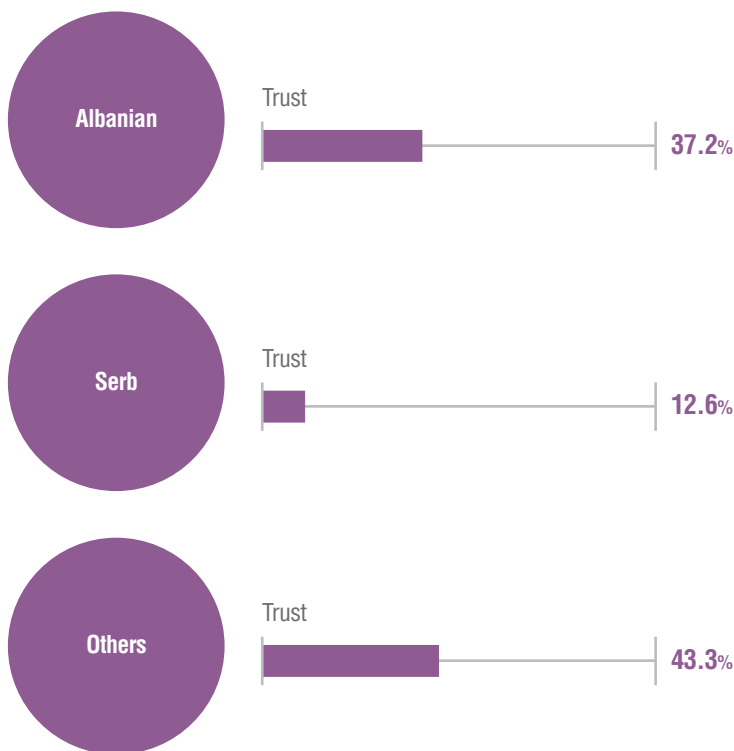
### Trust towards KC by zones



### Trust towards KC by District

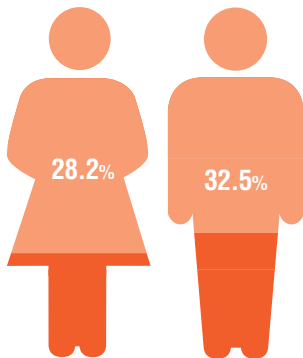


### Trust towards KC by ethnicity

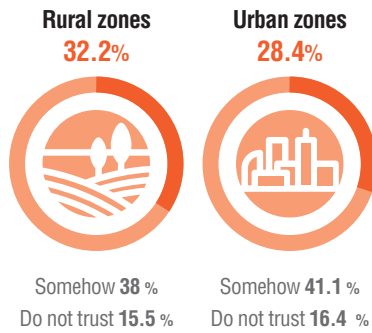




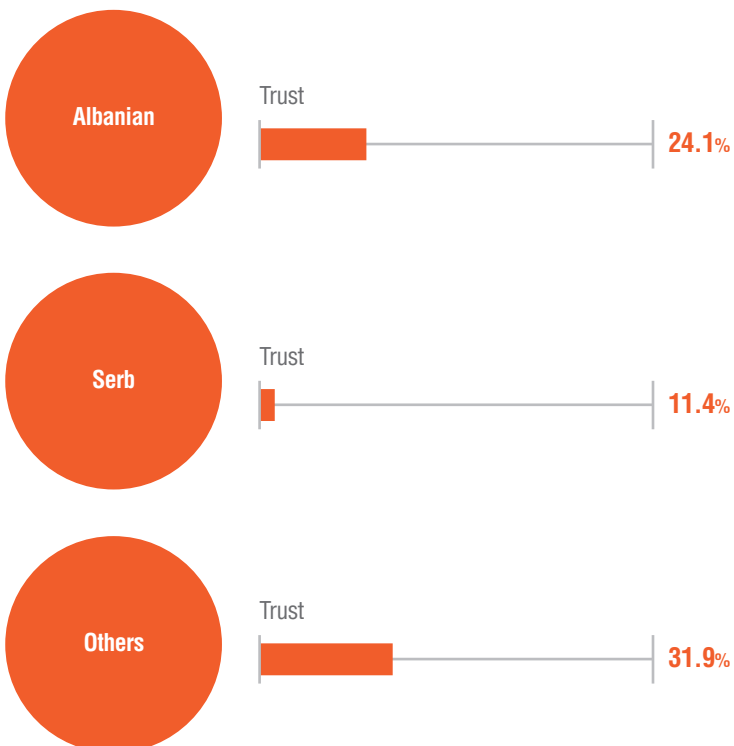
### Trust towards KCS by gender



### Trust towards KCS by zones



### Trust towards KCS by ethnicity



### Trust towards KCS by District



## 1.2. TRUST TOWARDS JUSTICE INSTITUTIONS

The institutions of the Kosovo justice system, more precisely the Courts and the Prosecution, continue to face extremely low levels of trust compared to security sector ones. The KSB 2019 results show a decline in the trust towards Courts and Prosecution, as the two main pillars of the justice sector, when results are compared to those of the last year.<sup>11</sup> This implies that the trend of trust in these two justice institutions is declining if we compare the 2018 results to 2019. This proves that the citizens are not satisfied with the performance of the justice system in the country.

Personal experience is a key element in shaping citizens' perceptions of trust in the institutions. However, when it comes to trust in the justice institutions, citizens' trust is also based on various factors and elements beyond personal experience. Moreover, the low trust in the justice system may be related to the performance and activities of these institutions,

namely the lack of concrete results of the justice sector in general in terms of fighting corruption, state capture, organized crime and other criminal phenomena that continue to damage the development of the state and the rule of law in the country in particular.<sup>12</sup>

Based on respondents' perceptions in 2019, only 21 percent of them stated they have high trust in Kosovo Courts. Nearly half of respondents (or 43 percent) expressed reservations, stating that they have some trust in these institutions. On the other hand, the remaining 33 percent of respondents stated they have no trust at all in the Courts. The combined analyses show that citizens living in rural areas have a slightly higher level of trust in the Courts than those in urban areas. Whereas, considering the ethnicity component, the respondents from the Kosovo Serb community have the lowest trust in the Kosovo Courts compared to Kosovo Albanian respondents as the majority population in Kosovo and other non-Serb minority communities. Also, the KSB has recorded that women have higher trust in Courts than men.

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11 Read more about trust in Justice Institutions in the 2018 KSB at [http://www.qkss.org/repository/docs/barometri2018-SHQIP\\_853983.pdf](http://www.qkss.org/repository/docs/barometri2018-SHQIP_853983.pdf)

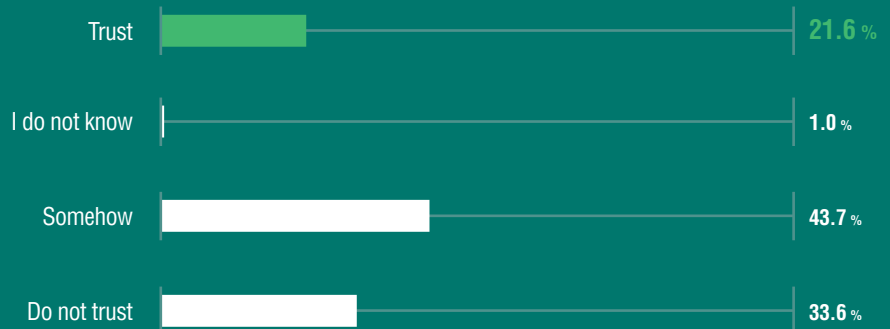
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12 The report "Special Failures in Fighting Corruption" of the Kosovo Law Institute provides a detailed explanation of the unsatisfactory performance of the Judicial and Prosecutorial System in combating corruption and especially high profile corruption. Report available at: <https://kli-ks.org/deshtimet-speciale-ne-luftimin-e-korrupsionit/>

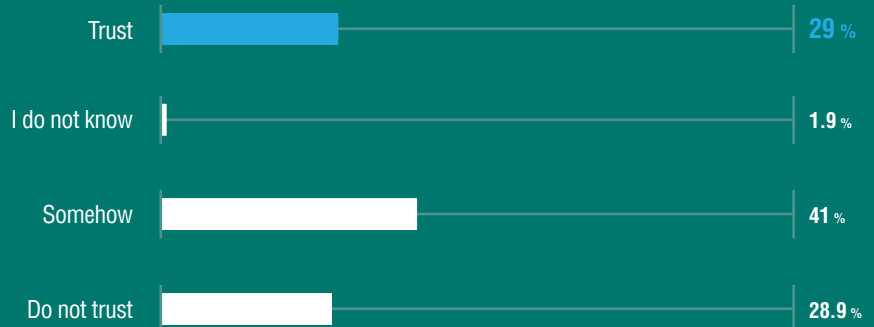
2019 KSB data have highlighted that the Prosecution enjoys higher public trust than the Courts; yet, the level of trust in the Prosecution is also low. Consequently, about 29 percent of respondents expressed high trust in the Prosecution, while 41 percent of them expressed unsatisfactory trust in

this institution. Meanwhile, 29 percent of respondents stated that they have no trust at all in the performance of the Kosovo Prosecution. Similar to trust in Courts, higher trust in the Prosecution was observed in the Gjakova region, as well as among female respondents.

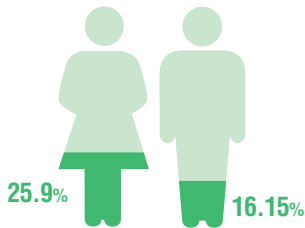
### Trust towards COURTS



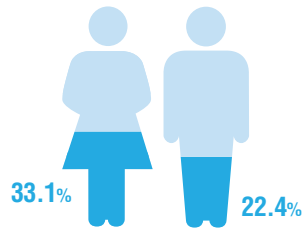
### Trust towards PROSECUTION



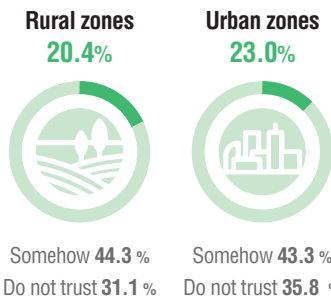
### Trust towards Courts by gender



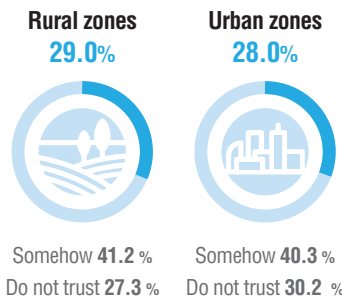
### Trust towards Prosecution by gender



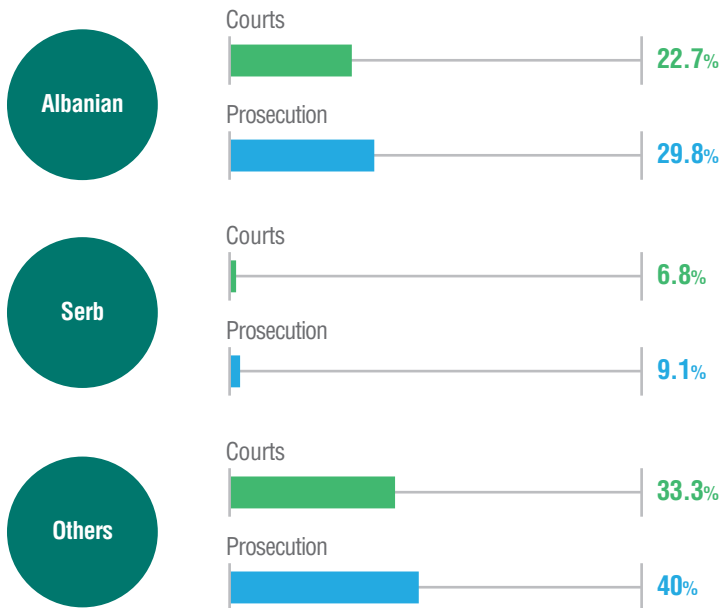
### Trust towards Courts by Zones



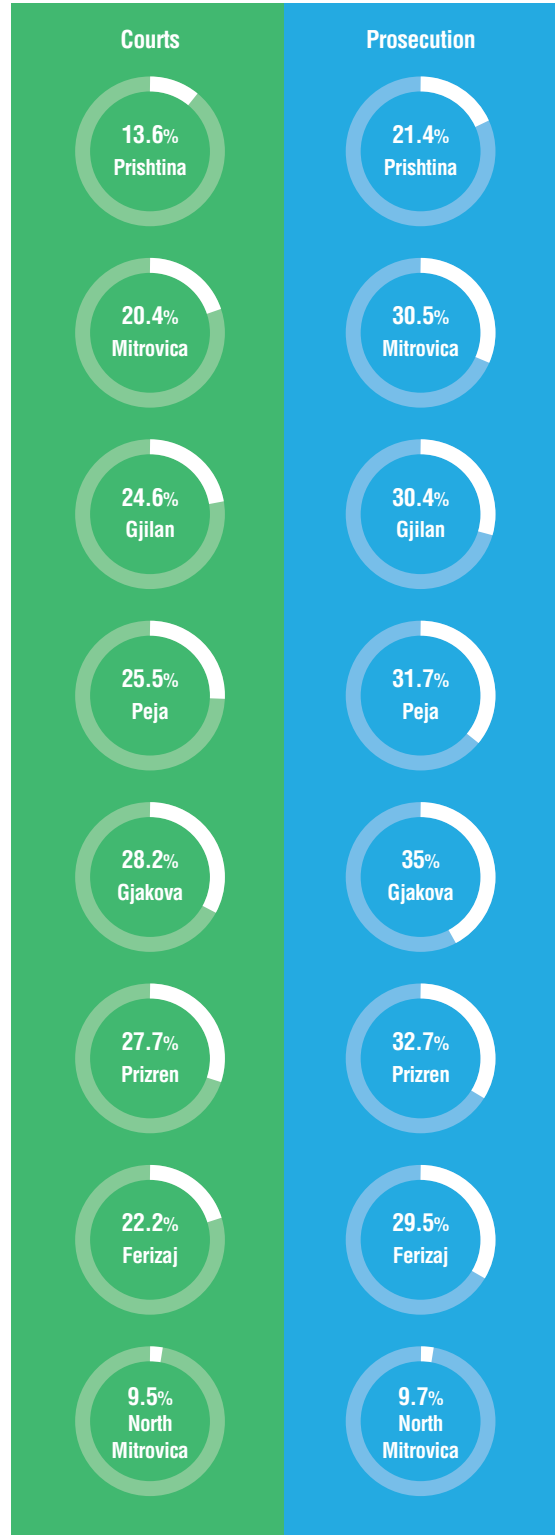
### Trust towards Prosecution by Zones



### Trust towards Justice Institutions by ethnicity



### Trust towards Justice Institutions by districts



## 1.3. TRUST TOWARDS KOSOVO ASSEMBLY, GOVERNMENT AND MUNICIPALITIES

Similar to previous editions, the KSB 2019 has measured citizens' perceptions towards key, democratically elected central and local level institutions. The key focus of this part of the survey was to measure citizens' perceptions of the Government, Assembly and Municipalities of Kosovo.

These three key institutions occupy an important place in the KSB given their active role in the security and justice sector. Also, these three institutions are directly responsible for providing socio-economic security to citizens; therefore, measuring citizens' perceptions trust towards these institutions is an extremely important objective of this report. Despite their constitutional and legal mandate, KSB data shows that trust in these institutions continues to be very low (especially in the GoK and AoK), and citizens have generally not shown a positive perception despite a slight increase in trust compared to 2018. Furthermore, the GoK and AoK continue to be among the least trusted institutions in 2019, even when the results are compared to all other institutions analyzed above in this report.

The Government of Kosovo is the least trusted of all institutions measured by the 2019 KSB.<sup>13</sup> Similar to last year, only 16 percent of respondents expressed their trust in the Government of Kosovo. On the other hand, almost half, 45 percent of respondents, stated they have no trust at all in the Government of Kosovo. Such low trust may have emerged due to numerous recent Government scandals involving abuses in governmental spending, such as the high number of deputy ministers and advisors. Moreover, the Government has continued to make various decisions, which may be illegal and poses potential abuse of power, even after the resignation of former Prime Minister Haradinaj.<sup>14</sup> Also, it seems that such low trust in the Government seems to be a key indicator of youth migration (besides socio-economic reasons).

However, there is a slight increase in trust, from 14 percent in 2018 to 16 percent in 2019. This may have caused by the levying of the 100 percent tax on Serbian and Bosnian products, the transformation of the KSF and the positioning against the exchange of territories. However, such an increase is negligible and apparently such decisions have not protected this Government from negative perceptions of citizens.

<sup>13</sup> Respondents were asked about the existing Government and Assembly prior to the October 6th elections;

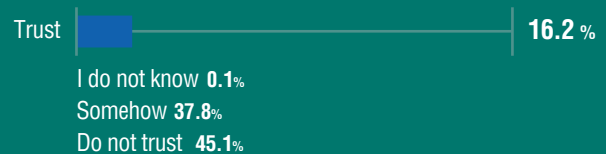
<sup>14</sup> During July, the resigned Prime Minister called for a regular meeting and various Ministries continued to take decisions. Have a read at <https://telegrafi.com/kryeministri-ne-doreheqje-therretmbledhjen-e-qeverise-per-te-premten-haxhiu-e-quan-skandaloze/> and <https://telegrafi.com/sa-jane-legjitime-vendimet-e-qeverise-pas-doreheqjes-se-haradinajt/>

Similar to the Government, only 18 percent of respondents have trust in the Assembly, while there is a three percent increase in trust in this institution compared to 2018.<sup>15</sup> However, 41 percent of respondents have some trust in the Assembly, and another 40 percent say they have no trust at all in the Assembly. This may lead to the assessment that citizens are extremely dissatisfied with the performance of this institution in general and of the MPs of the sixth legislature in particular.

Such a lack of trust among citizens in these core institutions may have derived from country's poor economic situation, Kosovo's current isolation - the stagnation of the visa liberalization process, European integration<sup>16</sup>, dialogue with Serbia and non-accession in international organizations and mechanisms. This lack of trust in these two basic institutions is alarming and shows that these institutions have failed to prove to the citizens that they are working hard enough to make Kosovo a better place to live. However, another attitude is observed towards local institutions.

Local institutions, namely the Municipalities of Kosovo, continue to be significantly more trusted than central ones. About 41 percent of respondents expressed their high trust in the municipalities. Another 40 percent have a lower level of trust in municipal institutions. According to field researchers, the moderate or positive perception of the respondents on these local institutions is mainly related to the decent services provided by the municipalities.<sup>17</sup>

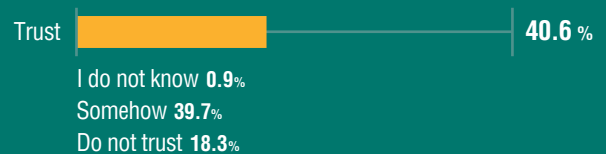
### Trust towards Kosovo Government



### Trust towards Assembly of Kosovo



### Trust towards Local institutions

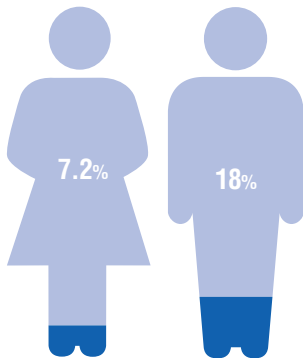


<sup>15</sup> Read more details about trust in the Assembly in the 2018 KSB <http://www.qkss.org/sq/Raportet/Barometri-Kosovar-i-Sigurise-Edicioni-i-tete-1163>

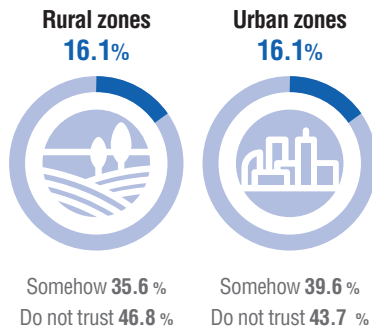
<sup>16</sup> Following the fall of the Government of the Republic of Kosovo, 46 bills are pending review by parliamentary committees, either at first or second reading. These are priority bills under the European Reform Agenda (ERA). Read [this article](#) for more details;

<sup>17</sup> Data from the 2019 KSB Focus Group, October, Prishtina

### Trust towards GoK by gender



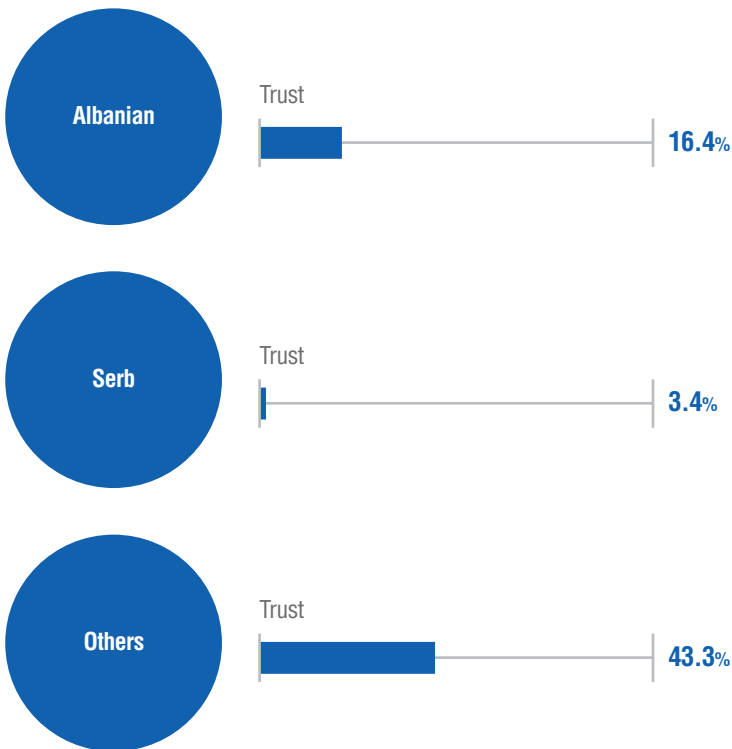
### Trust towards GoK by zones



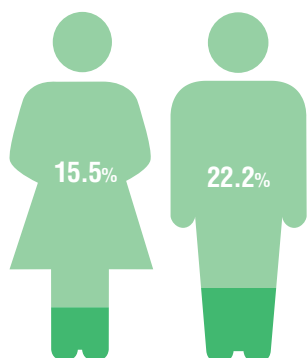
### Trust towards GoK by districts



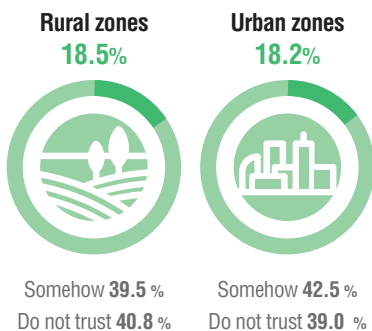
### Trust towards GoK by ethnicity



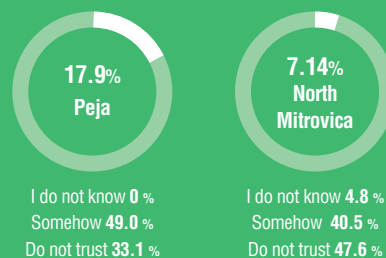
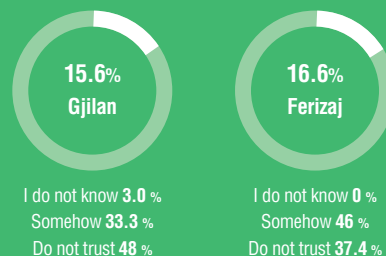
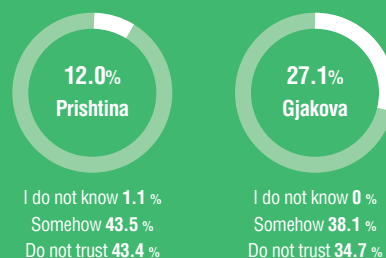
### Trust towards AoK by gender



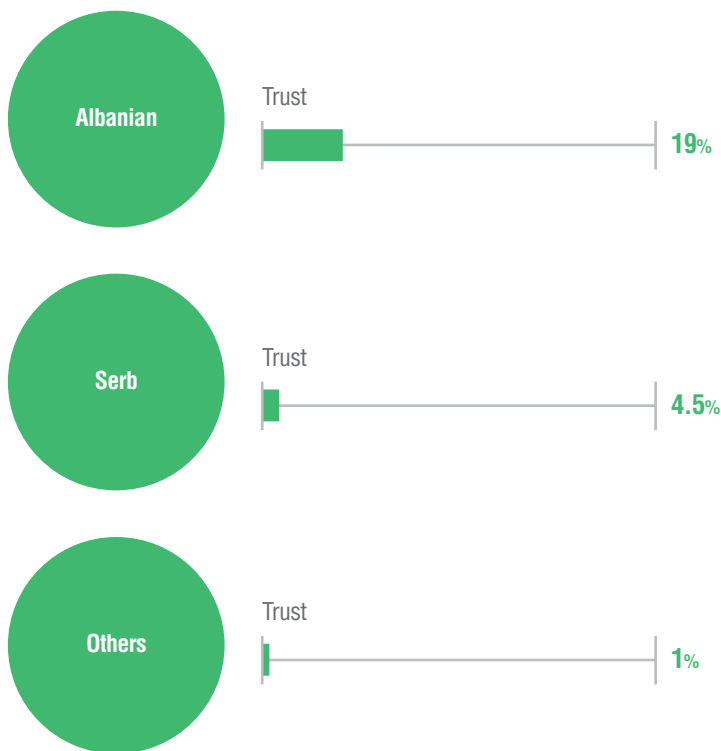
### Trust towards AoK by zones



### Trust towards AoK by districts



### Trust towards AoK by ethnicity

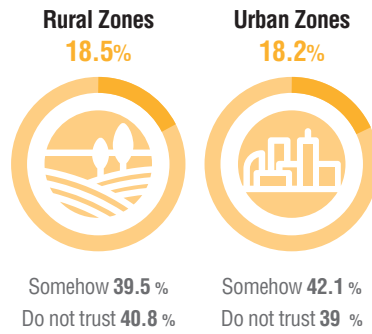




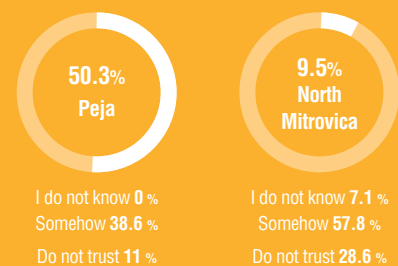
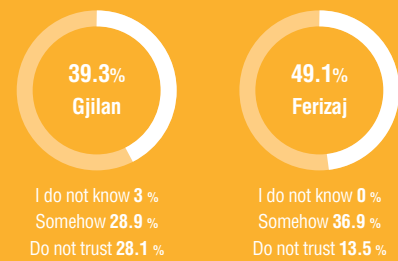
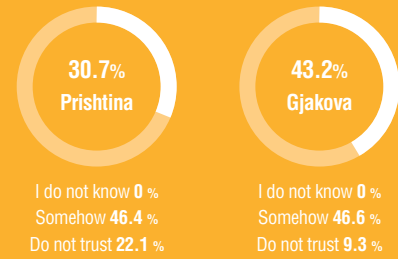
### Trust towards Municipalities by gender



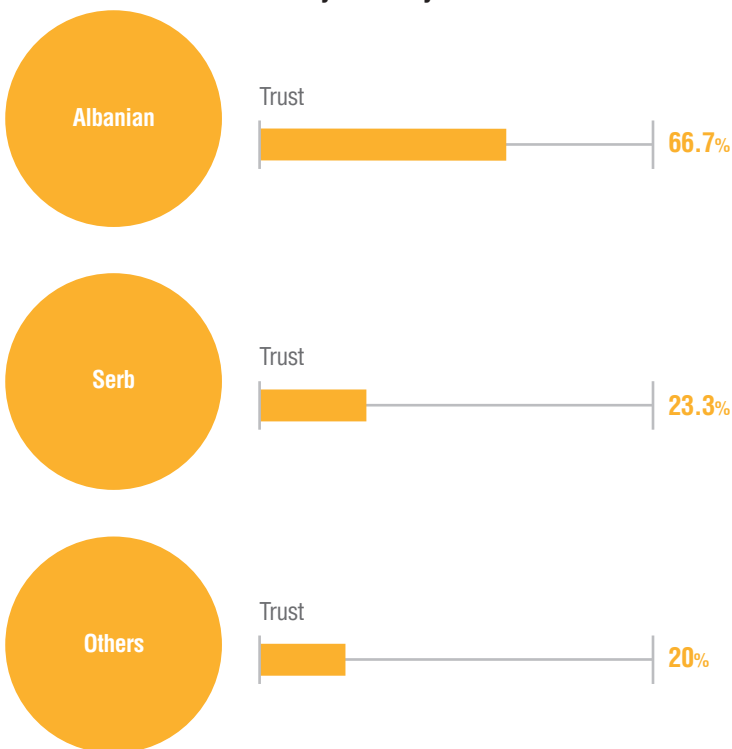
### Trust towards Municipalities by zones



### Trust towards Municipalities by districts



### Trust towards Municipalities by ethnicity



### Level of trust in Central Institutions based on monthly incomes



# PERCEPTION OF CORRUPTION IN KOSOVO INSTITUTIONS

In addition to measuring trust in institutions, the 2019 KSB has measured citizens' perceptions of how corrupt security, justice and municipal institutions are. However, unlike previous editions, this time this section is launched as an integral part of the regular KSB edition, as a separate chapter. Therefore, this chapter explores citizens' perceptions of corruption by focusing on key security institutions such as the KP, KSF, KC, KCS; justice institutions - Courts and Prosecution; and Municipalities. In line with the KSB 2019 findings, there appears to be a link between trust in institutions and perceptions of corruption. In addition, it turns out that security institutions, which are the most trusted, are perceived as less corrupt, while the justice sector, which is the least trusted, is perceived as deeply corrupted by more than half of the respondents.

2019 KSB data shows that justice institutions are, according to respondents' perceptions, the most corrupt in the country.<sup>18</sup> More than half of the respondents perceive the Courts and Prosecution as corrupt. Therefore, the Courts have emerged as the most corrupt institution in Kosovo, given that more than half of the respondents, or 53 percent of them, stated that courts are corrupt. The Prosecution follows close by, with 51 percent of respondents sharing the perception that this institution is corrupt. This is also in line with public trust, as these two institutions are the least trusted among respondents compared to security institutions.

After the Courts and Prosecution, the third most corrupt institution in the respondents' opinion is the KC with 38 percent of respondents perceiving customs as corrupt. With regards to Kosovo Municipalities, despite ranking as less corrupt institutions than those mentioned above, noticeable differences are observed when compared to 2018 results. There is a seven percent increase in terms of corruption - from 29 percent in 2018 it has increased to 36 percent in 2019.<sup>19</sup> Furthermore, in 2018 Municipalities were considered among the institutions that were least affected by the phenomenon of corruption according to the answers provided by the respondents.

On the other hand, security institutions are seen as the least corrupt by the respondents. The KSF are the ones to lead in this instance, as only about 5 percent of respondents expressed the opinion that this security and defense institution is corrupt. KP rank second after the KSF, with about 25 percent of respondents who view this law enforcement institution as corrupt, while a four percent decline in public perceptions of police corruption is evident when compared to 2018.<sup>20</sup>

18 The KSB did not ask respondents about their perceptions of corruption in the Government of Kosovo and the Assembly of Kosovo.

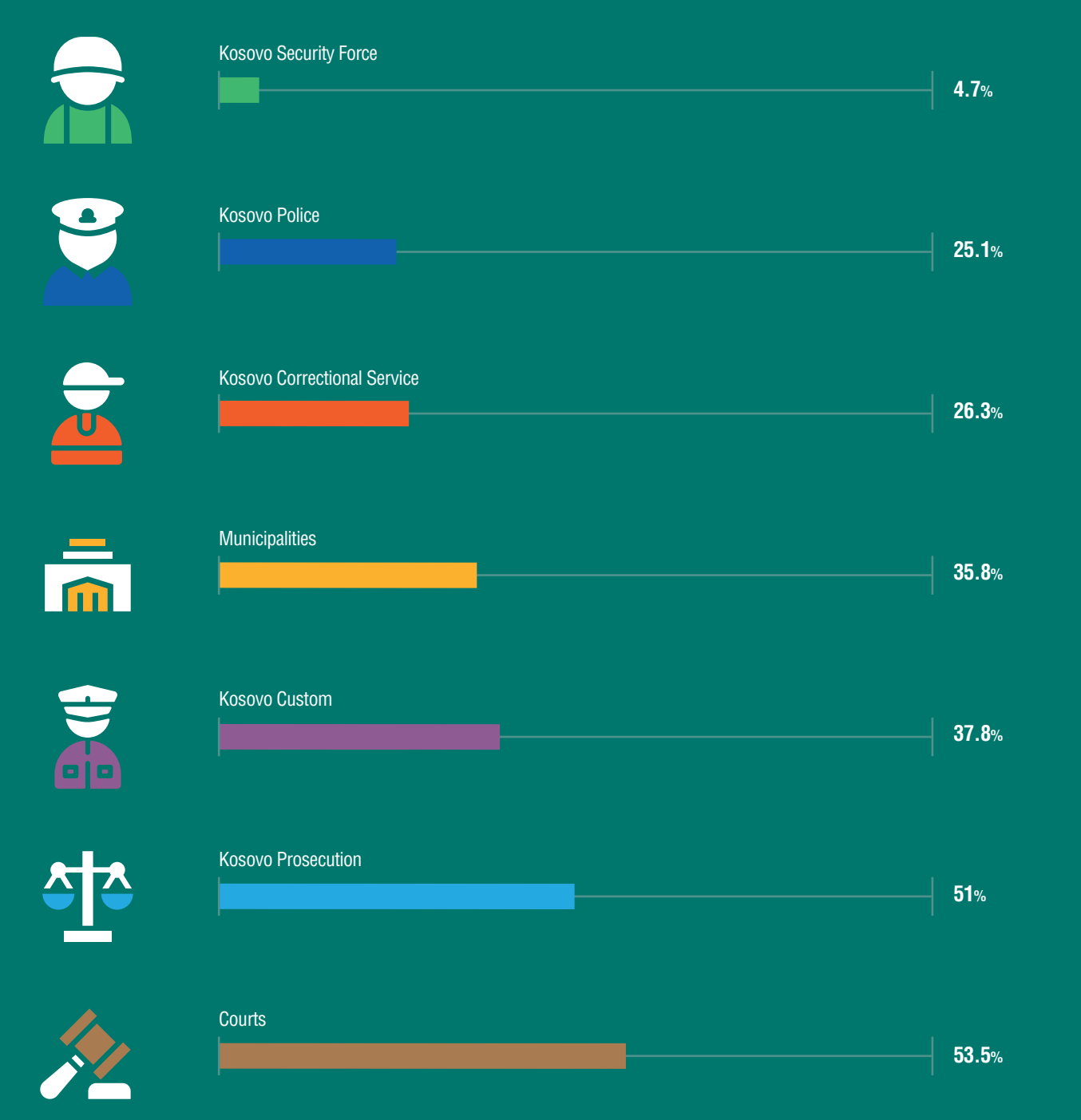
19 Avdiu, P. (2018) "KSB SPECIAL EDITION - CORRUPTION, RULE OF LAW AND POLICE INTEGRITY IN KOSOVO" accessible at <http://www.qkss.org/sq/Raportet/Edicion-Special-i-BKS-se-Korrupsioni-Sundimi-i-ligjit-dhe-Integriteti-Policor-ne-Kosove-1211>

20 Ibid.

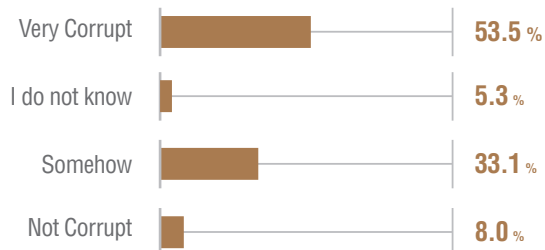
While the KCS is not far behind the KP, more precisely about 26 percent of respondents stated that it is corrupt, ranking

it as the third least corrupt institution in 2019 after the KSF and KP.

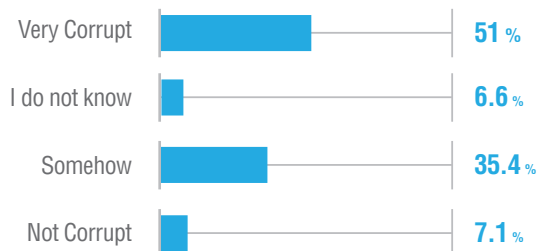
### Perception of Corruption in Kosovo institutions



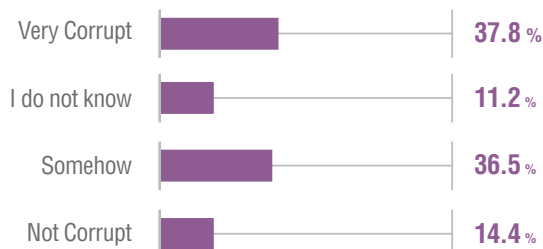
### Perception of Corruption in Courts



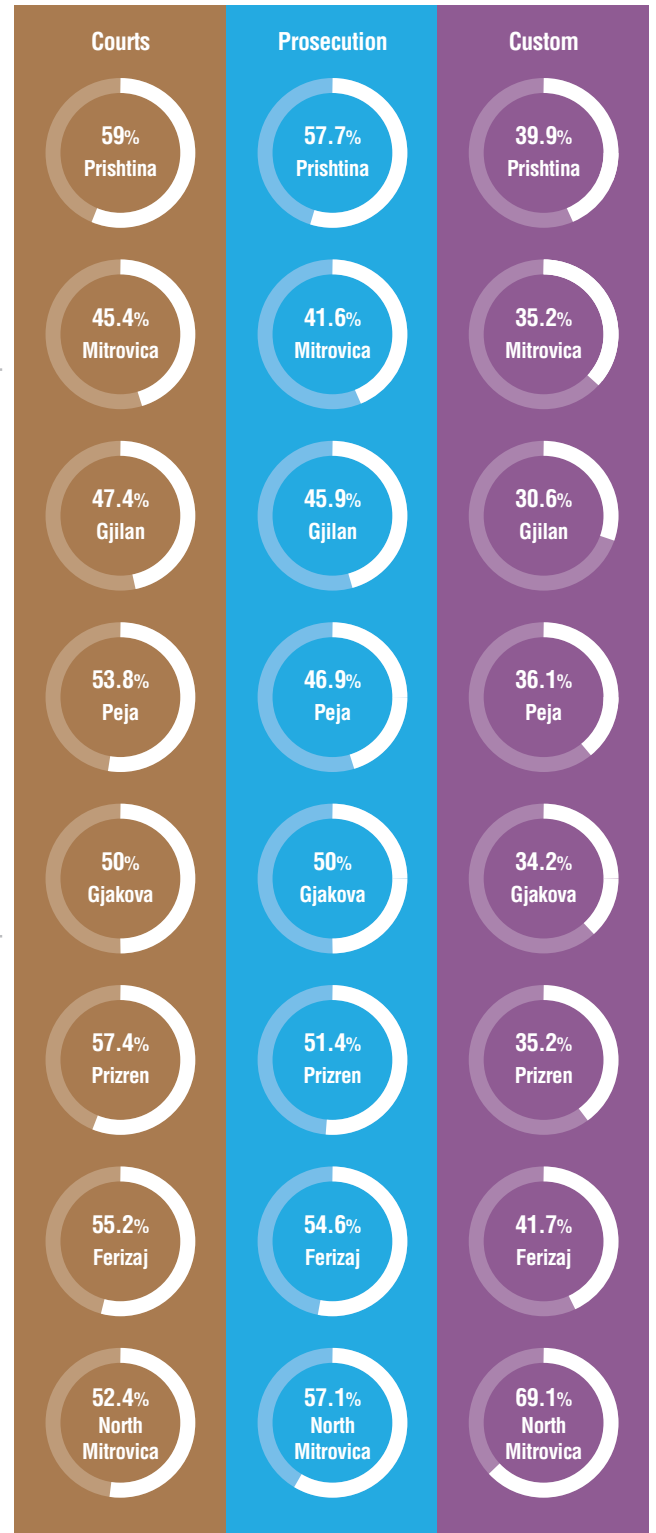
### Perception of Corruption in the Prosecution



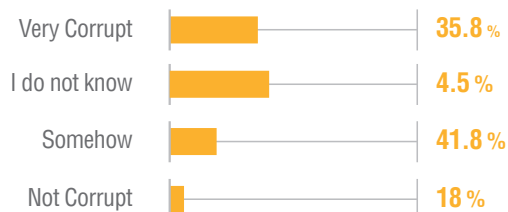
### Perception of Corruption in Customs



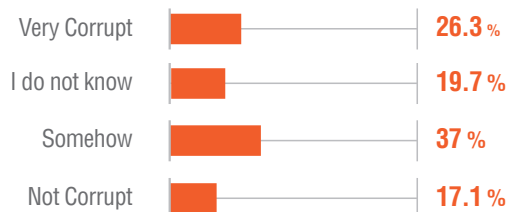
### Perception of Corruption by districts



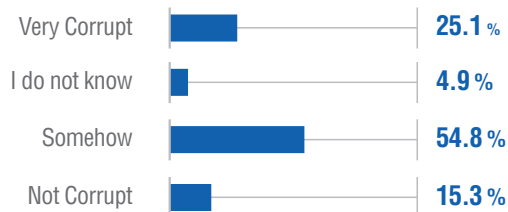
### Perception of Corruption in Municipalities



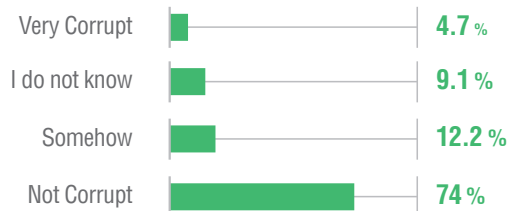
### Perception of Corruption in the KCS



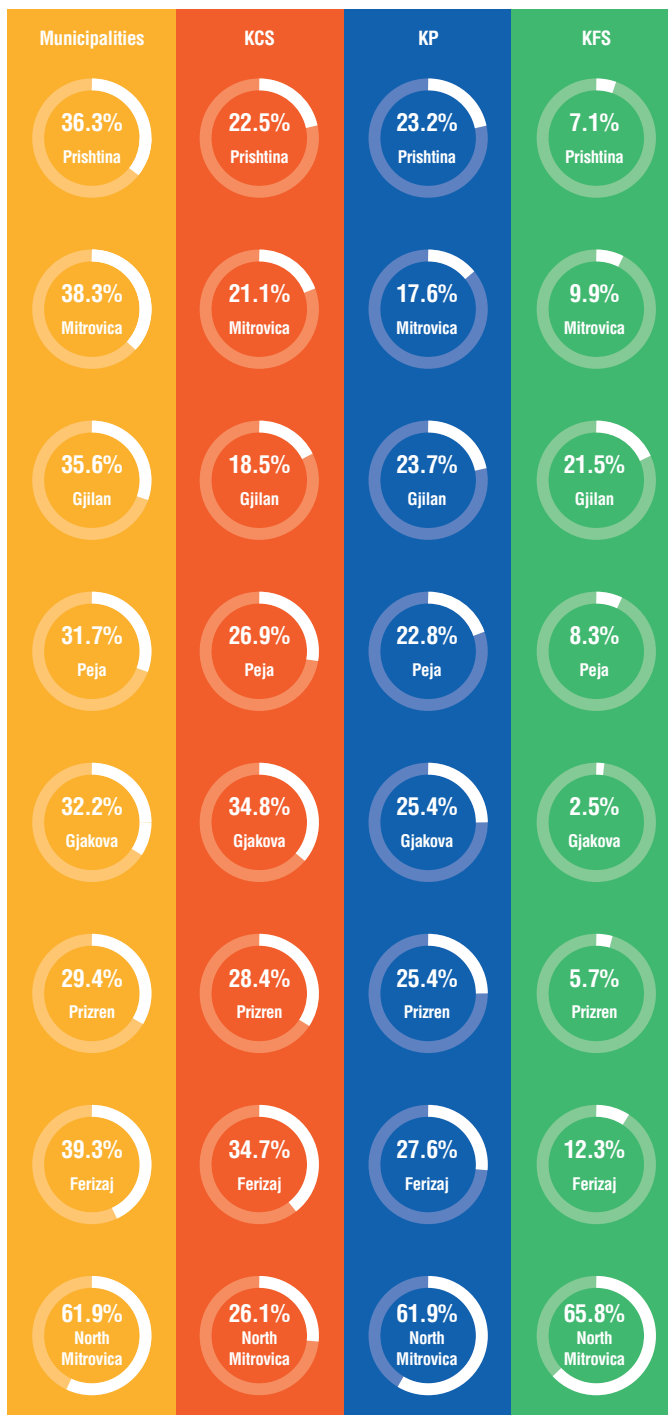
### Perception of Corruption in the KP



### Perception of Corruption in the KSF



### Perception of Corruption by districts



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# METHODOLOGY

## WHAT IS THE KOSOVO SECURITY BAROMETER?

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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 trust towards Kosovo security, justice and central institutions, 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.

The KCSS team of 29 researchers conducted the piloting and interviews. The national sample from which the research was drawn, featured 1,189 households, thus constituting a representative sample of the population above 18 years old in Kosovo. The ethnic background of respondents was: 89 percent Kosovo Albanians, 7.4 percent Kosovo Serbs and 2 percent others (Kosovo Turks, Bosniaks, Roma, Ashkali, Egyptian and Gorani) 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'.

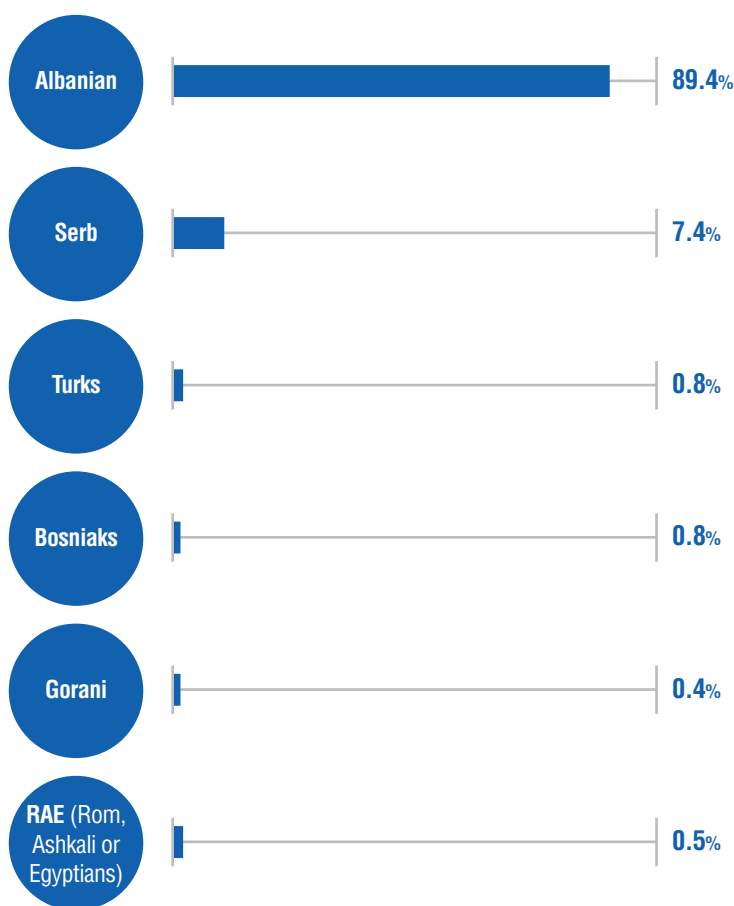
Random sampling ensures that each resident in Kosovo has an equal probability of being chosen for an interview. With the sample used for this study, the results of the survey mirror trends in attitudes and perceptions amongst the entire adult population of Kosovo in general.

The margin of error is 3 percent with a confidence interval of 95 percent

A pilot interview was conducted at the end of September 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 in-

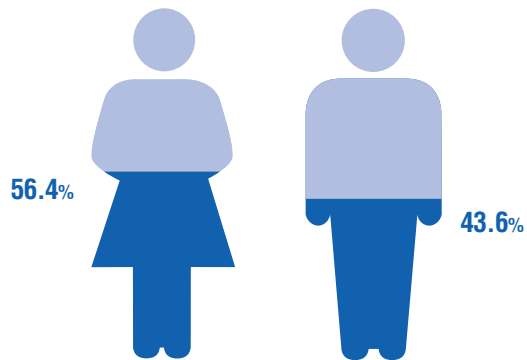
terviews were conducted from October 9th to October 16th, 2019. Data processing and analysis has been completed using the SPSS software.

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

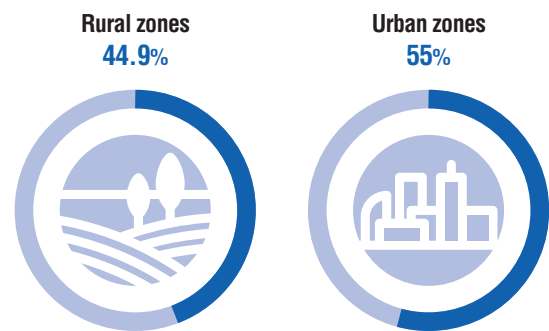




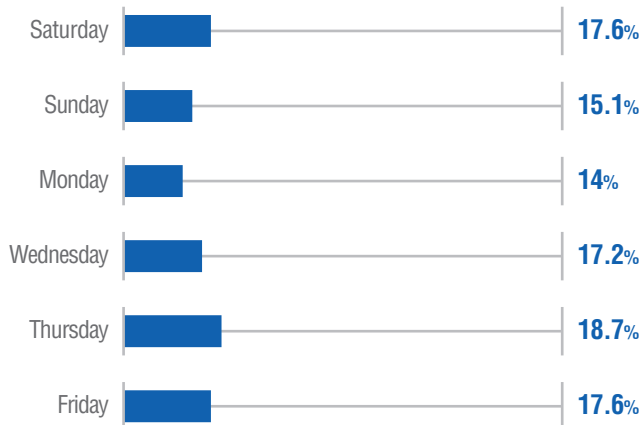
### Respondents by gender



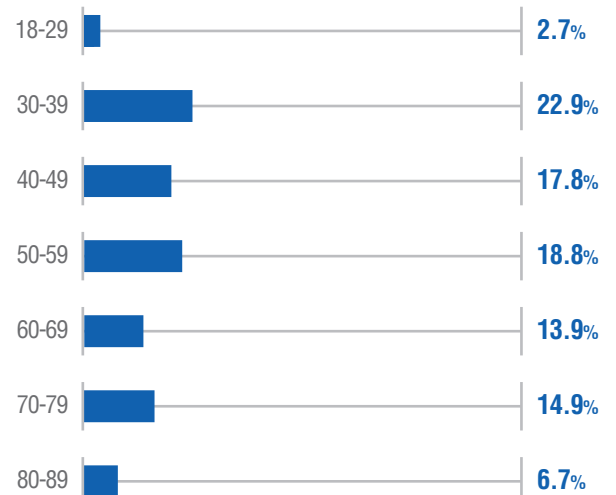
### Respondents by zones



### Conducted surveys by field research



### Age of respondents



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