



**KCSS**  
Kosovar Centre for Security Studies



National Endowment for Democracy  
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# KOSOVO SECURITY BAROMETER

EIGHTH EDITION

NOVEMBER 2018

**KSB 2018**  
KSF

KP

KIA







# KOSOVO SECURITY **BAROMETER**

EIGHTH EDITION

**Author:** Donika Marku

**Methodologist:** Mentor Vrajolli, Senior Researcher

**Internal Review:** Mentor Vrajolli

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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)

# CONTENT

ACKNOWLEDGEMENTS	6
LIST OF ABBREVIATIONS	7
EXECUTIVE SUMMARY	8
<b>CHAPTER 1 - KSB 2018: TRUST TOWARDS SECURITY, JUSTICE AND CENTRAL INSTITUTIONS</b>	<b>9</b>
1.1 TRUST TOWARDS SECURITY INSTITUTIONS	10
1.2 TRUST TOWARD JUSTICE INSTITUTIONS	14
1.3 TRUST TOWARD CENTRAL AND LOCAL INSTITUTIONS	16
1.4 TRUST TOWARD INTERNATIONAL INSTITUTIONS	21
<b>CHAPTER 2 - KSB 2018: MAIN INTERNAL AND EXTERNAL THREATS AS PERCIEVED BY KOSOVAR CITIZENS</b>	<b>22</b>
2.1 SECURITY PERIMETER	25
<b>METHODOLOGY</b>	<b>26</b>
WHAT IS KOSOVO SECURITY BAROMETER?	26

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## KOSOVO SECURITY BAROMETER

PROGRAMME COORDINATORS:

**DONIKA MARKU**

TRAINING OF FIELD RESEARCHERS

**DONIKA EMINI**

FIELD RESEARCH COORDINATORS

**VESE KELMENDI, TAULANT BOSHNJAKU,  
SHPAT BALAJ, ANDI EMINI**

QUALITY ASSURANCE

**RUDINE JAKUPI**

DATA ENTRY OFFICERS

**ERMIRA BERISHA, BLERTA FAZLIU**

FIELD RESEARCH TEAM

**ARBRESHA DEMAJ**

**ARMEND SHALA**

**BARDH BUCOLLI**

**BARDH KRASNIQI**

**BISLIM SOPI**

**BLERINA KRASNIQI**

**BLERTA KRASNIQI**

**DONJETA JASHARI**

**DIELLZA KOSUMI**

**DION SALIHU**

**DJELLZA SHABANI**

**EBRU GASHI**

**EGZONA BEXHETI**

**EGZONA KOZHANI**

**ELONA KRASNIQI**

**FATOS PRETENI**

**FLANDRA OSMANI**

**GENTRIT GECAJ**

**ILIRE BEJTULLAHU**

**LEUTRIMRAMADANAJ**

**RINA GOSALCI**

**RITA GASHI**

**SHEND BOSHNJAKU**

**VALMIRE IMERI**

# LIST OF ABBREVIATIONS

<b>AoK</b>	Assembly of Kosovo
<b>EU</b>	European Union
<b>EULEX</b>	European Rule of Law Mission in Kosovo
<b>GoK</b>	Government of Kosovo
<b>KCSS</b>	Kosovar Centre for Security Studies
<b>MPs</b>	Members of parliament
<b>KFOR</b>	NATO-led Kosovo Force
<b>KIA</b>	Kosovo Intelligence Agency
<b>KP</b>	Kosovo Police
<b>KSB</b>	Kosovo Security Barometer
<b>KSF</b>	Kosovo Security Force
<b>NATO</b>	North Atlantic Treaty Organisation
<b>NED</b>	National Endowment for Democracy
<b>RAE</b>	Roma, Ashkali and Egyptian

# EXECUTIVE SUMMARY

Kosovo Security Barometer (KSB) is a distinctive tool through which Kosovar Centre for Security Studies (KCSS) measures public perceptions. The eighth edition of the KSB report consists of two main chapters. The first chapter measures citizens trust toward Kosovo's security, justice and central state institutions and the second chapter records citizens perceptions regarding Kosovo's main internal risks and threats.

Perceptions of trust in state institutions and perceptions of national threats vary with respondents' ethnicity, gender, zone and district. Therefore, the report provides cross-tabulated data analyses in addition to general interpretation of the data which enables the audience to have a vivid picture and better understanding regarding the citizens' trust in institutions and their perceived threats. Correspondingly, analysing the trust results based on specific areas, districts, ethnicity, gender, as well as other complementary data related to respondents, allows the audience to explore further the rationale of Kosovar citizens regarding various security and justice related issues.

Based on KSB 2018 results, key highlights follow:

- Kosovar citizens trust Security institutions much more than Justice or elected ones;
- The Kosovo Security Force remains the most trusted institution in Kosovo;
- Once again the Kosovo Security Force resulted being the most trusted institution in Kosovo;
- Trust in justice institutions continued to remain very low, even though a slight increase of trust in both judicial institutions is evident (2 percentage points);
- Central institutions such as the Assembly of Kosovo and the Government continue to enjoy low trust of citizens while trust in the Municipal administration resulted higher;
- The Kosovo Government results as the least trusted central institution in Kosovo;
- The citizens' trust in EULEX continues to remain very low compared to KFOR, which ranks as the second most trusted institution in Kosovo.
- The Barometer showed no major differences in results considering correlation between trust and citizens living in rural and urban zones. No major differences were recorded considering districts, except Mitrovica North where trust on Kosovo institution was lower. This has also been reflected when it comes to ethnic communities where Kosovo Serbs respondents in general continue to have less trust in security and justice institutions in Kosovo.
- Women tend to have a higher trust towards justice and local institutions than men;
- The respondents perceived corruption, unemployment, organized crime as the most dangerous internal threats that Kosovo faces. It should be noted that citizens also expressed a high concern regarding partition of Kosovo and autonomy of Northern Kosovo.
- Respondents in rural areas were more concerned about these threats than respondents in urban areas.
- Kosovar Serbs feel less threatened by all measured national security threats compare to Kosovar Albanians; yet, respondents of both ethnicities perceive organized crime as a key threat.
- The security perimeter showed that respondents feel safer at home or the closer neighbourhood compared to village/town or Kosovo in general.



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# KSB 2018: TRUST TOWARDS SECURITY, JUSTICE AND CENTRAL INSTITUTIONS

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The Kosovo Security Barometer, the Regular Edition, measures the trust of Kosovar citizens toward the main security and justice institutions in the country. KCSS seeks to measure trust for it is the most adequate indicator to examine and assess the overall impact of performance of Kosovo's security and justice institutions. Trust is not only a key element to measure the overall (de)satisfaction of citizens in Kosovo; it also records their contentment with the performance of the central and municipal governmental institutions. Furthermore, trust also reflects citizens' satisfaction level with their elected central and municipal representatives as well as with the overall political elite in Kosovo.

It must be pointed out that the level of trust or distrust towards some institutions or sectors is not always based on the quality of their performance or lack of it. Very often the level of trust or distrust toward institutions or sectors is based on the perceived underperformance of the government and lack of accountability of the political elites.

In total, this edition of KSB survey recorded citizens' trust in ten major institutions in Kosovo. The report categorizes these institutions in the four following groups:

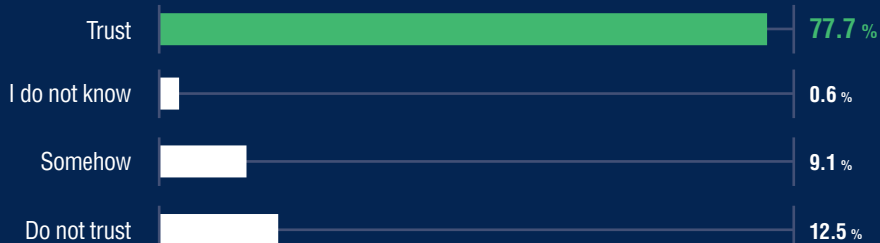
- Security institutions (Kosovo Security Force (KSF), Kosovo Police (KP), Kosovo Intelligence Agency(KIA));
- Justice institutions (Prosecution and Court);
- Central institutions (Assembly of Kosovo, Government of Kosovo and Municipalities);
- International institutions (KFOR and EULEX)

# 1.1 TRUST TOWARDS SECURITY INSTITUTIONS

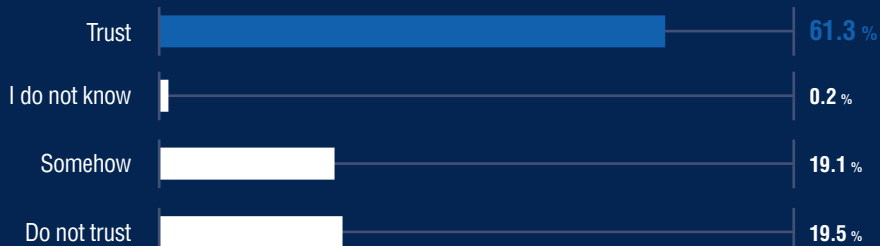
Security institutions continue to remain the most trusted institutions in Kosovo. Similar to the previous edition, 77% of the respondents resulted trusting the KSF, of whom, nearly

half have stated they highly trust in this institution. On the other hand, 12.5% of respondents have stated that they do not trust the KSF.

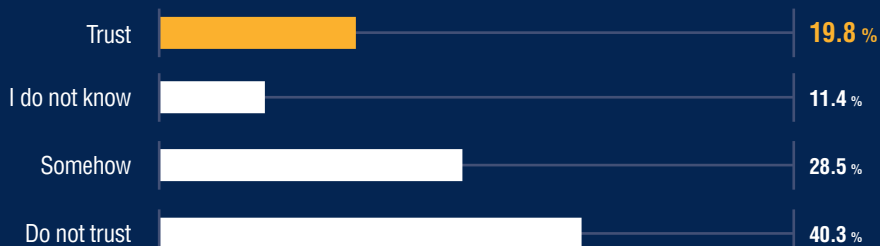
## Citizens trust towards KSF



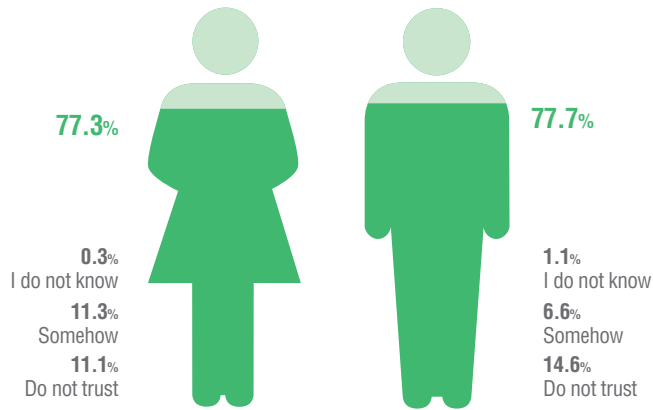
## Citizens trust towards KP



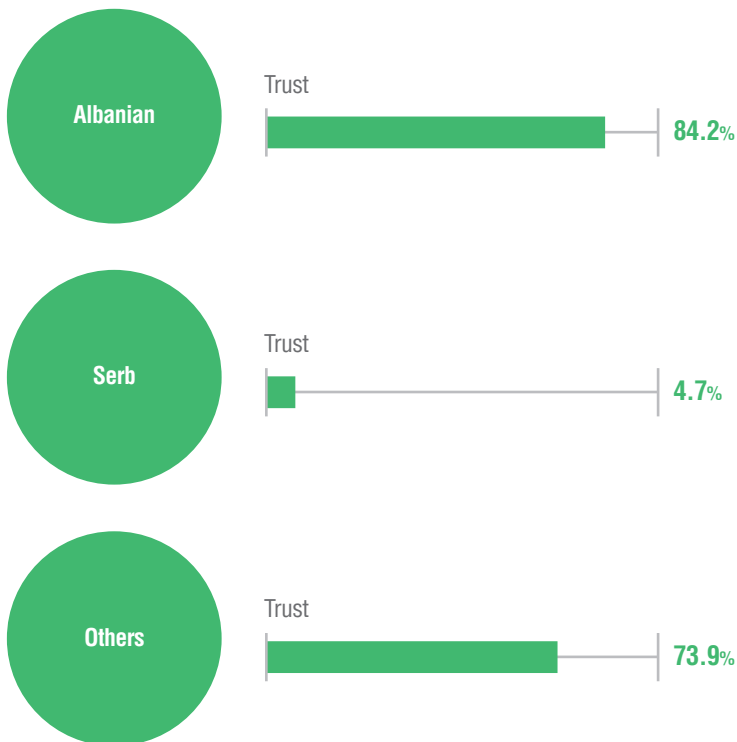
## Citizens trust towards KIA



### Trust towards KSF by gender



### Trust towards KSF by ethnicity



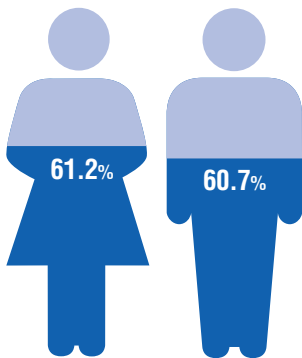
### Trust towards KSF by District



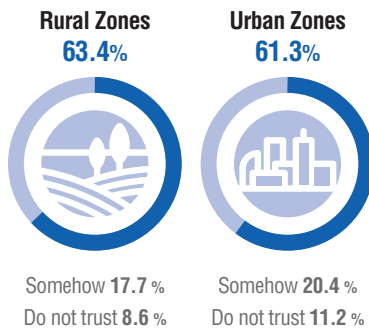
According to KSB 2018, the Kosovo Police (KP) continues to be a trusted institution to citizens. Respectively, approximately two in five of the interviewed respondents (61%) stated that they trust the KP. From this percentage, 30% where respondents that said that they trust the KP, while the other 31% declared that they highly trust the KP. In con-

trast, 10% of overall respondents have declared that they do not trust the KP. Hence, while the percentage of the respondents who trust the KP remained the same as the previous year, there seems to be a decline of respondents who do not trust the KP (about 6 percentage points compared to 1 year ago).

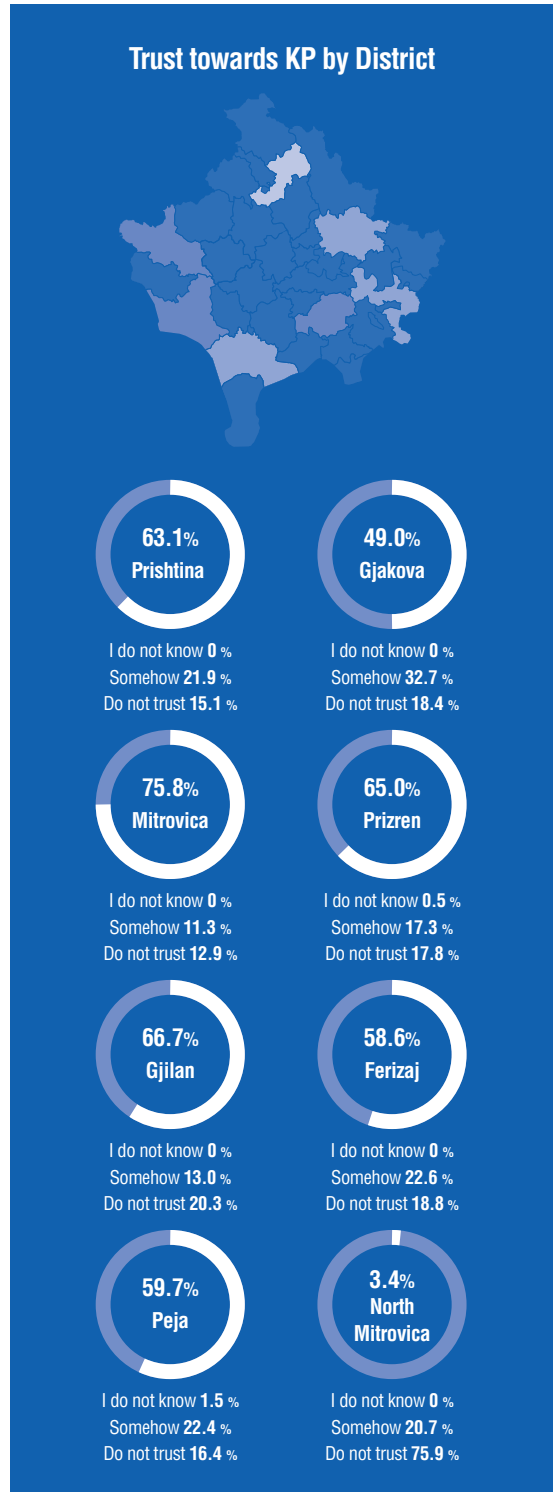
### Trust towards KP by gender



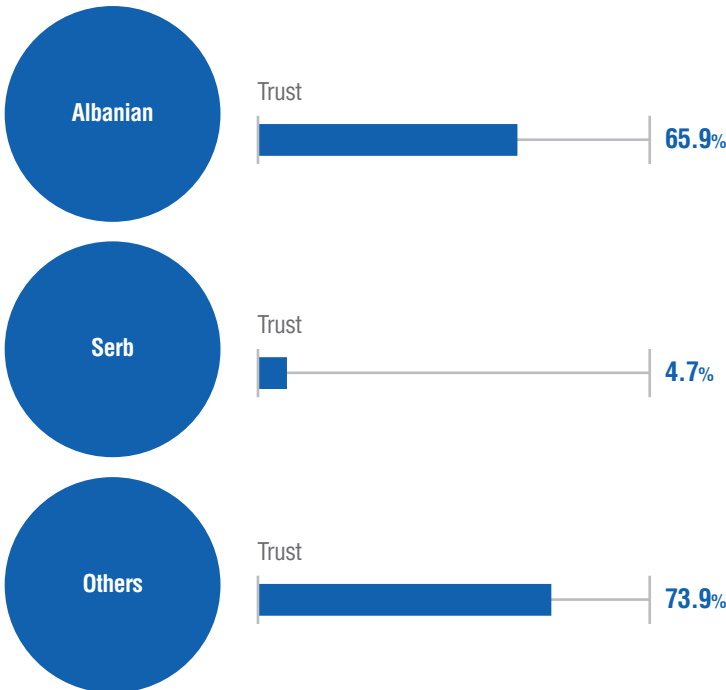
### Trust towards KP by zones



### Trust towards KP by District



### Trust towards KP by ethnicity

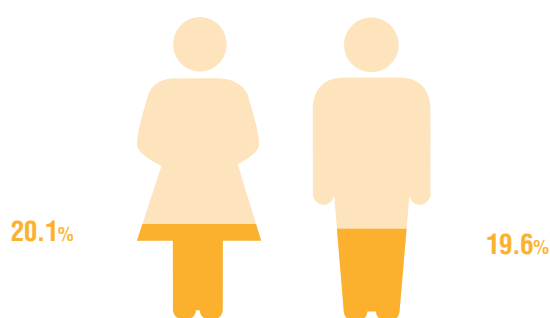


To respondents, the Kosovo Intelligence Agency (KIA) stands as the least trusted security institution. In addition, there seems to be a great decrease in citizens' trust towards the KIA compared to the results of the previous year. While last year, 37% of citizens reported that they trust the KIA<sup>1</sup>, this year only 20% of the respondents declared that they trust this institution.

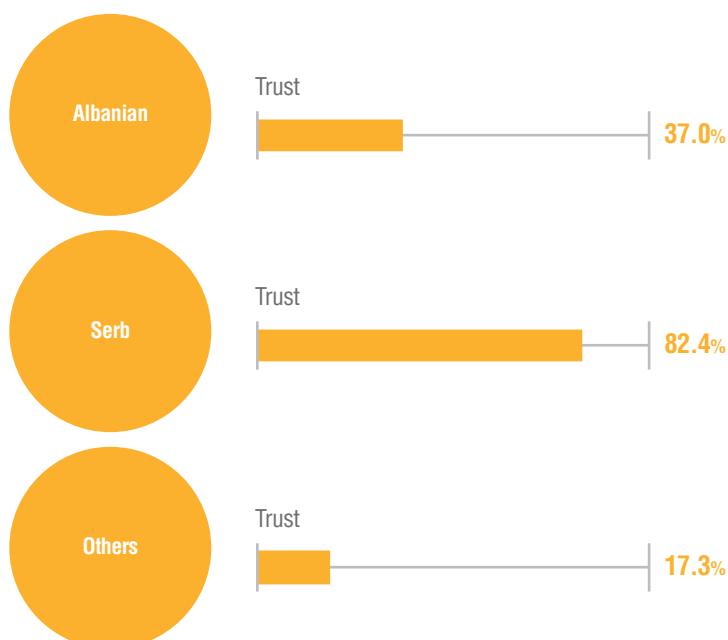
Furthermore, only 4% of the respondents have responded that they have a great trust in KIA.

There may be different explanation related to why the KIA stands as the least trusted security institution. Furthermore, this decrease of trust in this institution may also be the case of extradition of six Turkish nationals which resulted with forced resignation of the Director of this Agency.

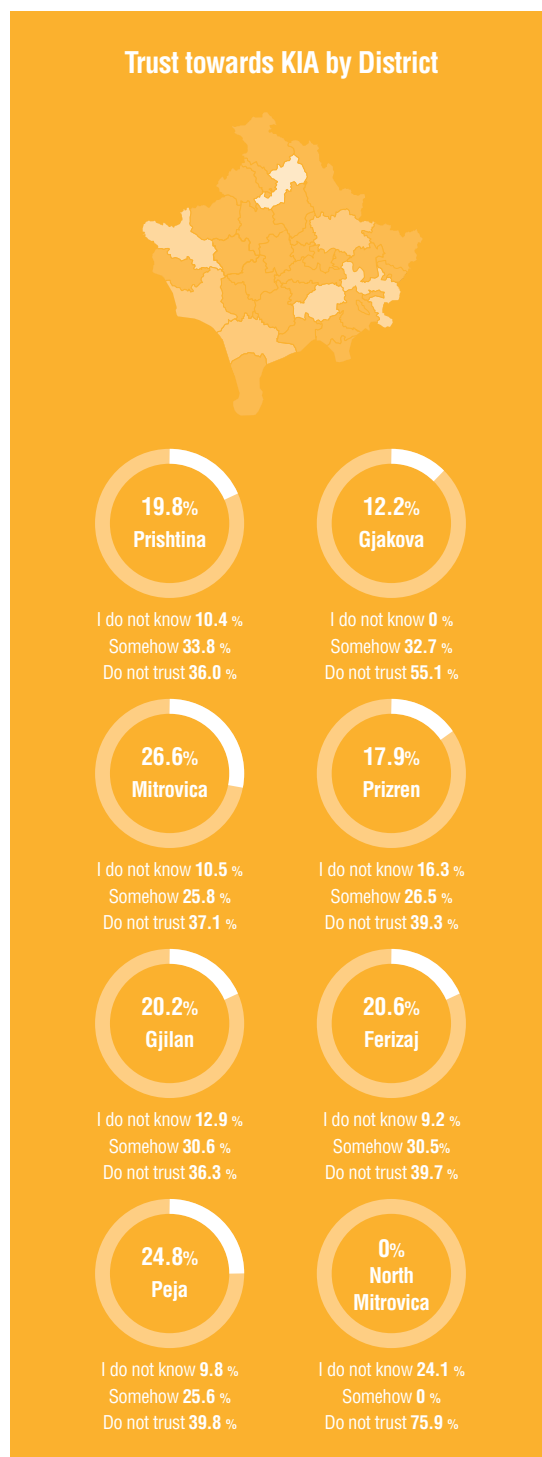
### Trust towards KIA by gender



### Trust towards KIA by ethnicity



### Trust towards KIA by District



1 Vrajolli, M. (2018) "Kosovo Security Barometer-Seventh Edition" Qendra Kosovare për Studime të Sigurisë [Online] Available at [http://www.qkss.org/repository/docs/KOSOVO\\_SECURITY\\_BAROMETER\\_7\\_ENGLISH\\_FINAL\\_891249.pdf](http://www.qkss.org/repository/docs/KOSOVO_SECURITY_BAROMETER_7_ENGLISH_FINAL_891249.pdf) (Accessed November 20 2018).

# 1.2 TRUST TOWARD JUSTICE INSTITUTIONS

The trust towards justice institutions continues to remain much lower compared to security institutions. Even though a slight increase of trust on both institutions is evident (2 percentage points), the KSB results show that in 2018 the citizens' trust in justice institutions continued to remain low. This negative perception is valid for the prosecution and courts, the two main pillars of the justice sector.

This year, 31% of the respondents expressed their trust towards the Prosecution, while 40% stated that they do not trust this institution. Even though there was no increase or decrease in trust towards Prosecution, there is a slight increase in trust towards the Courts.

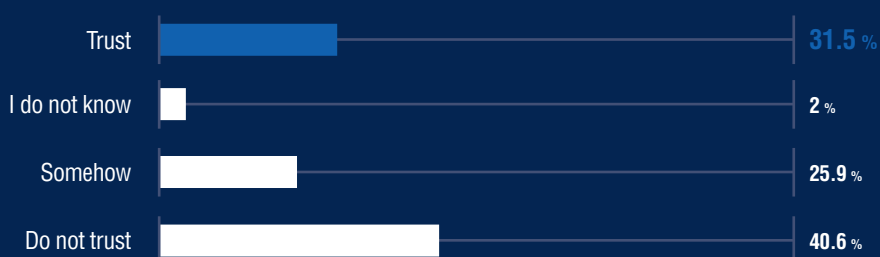
In last year's Barometer 25% of the respondents stated that they trust the courts, while this year, 27% of the respondents stated that they trust the courts. Yet, bearing in mind the role of justice institutions in strengthening the rule of law in Kosovo, such increase in trust is insufficient.

Personal experience stands as a key element in citizens' perceptions. However, regarding trust towards justice institutions, this trust is based on multiple sources and indicators rather than solely on personal experiences with these institutions. Furthermore, such negative perception and low trust in justice institutions might be highly correlated with these institutions commitment in fighting corruption and other criminal activities which continue to harm Kosovo.

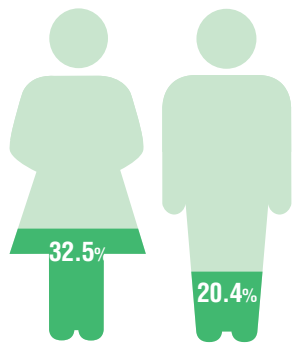
## Citizens trust towards COURTS



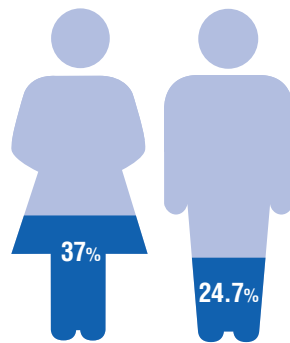
## Citizens trust towards PROSECUTION



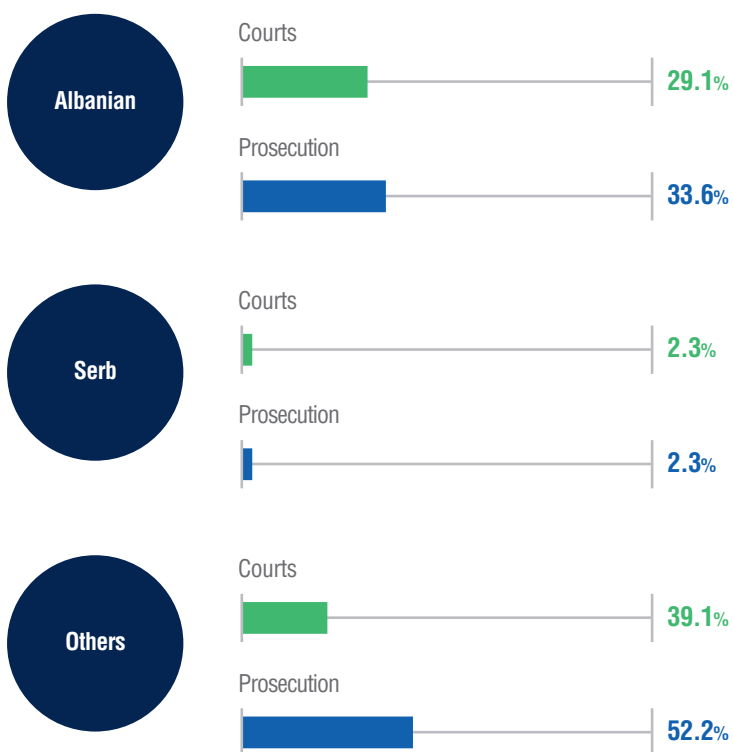
### Trust towards Courts by gender



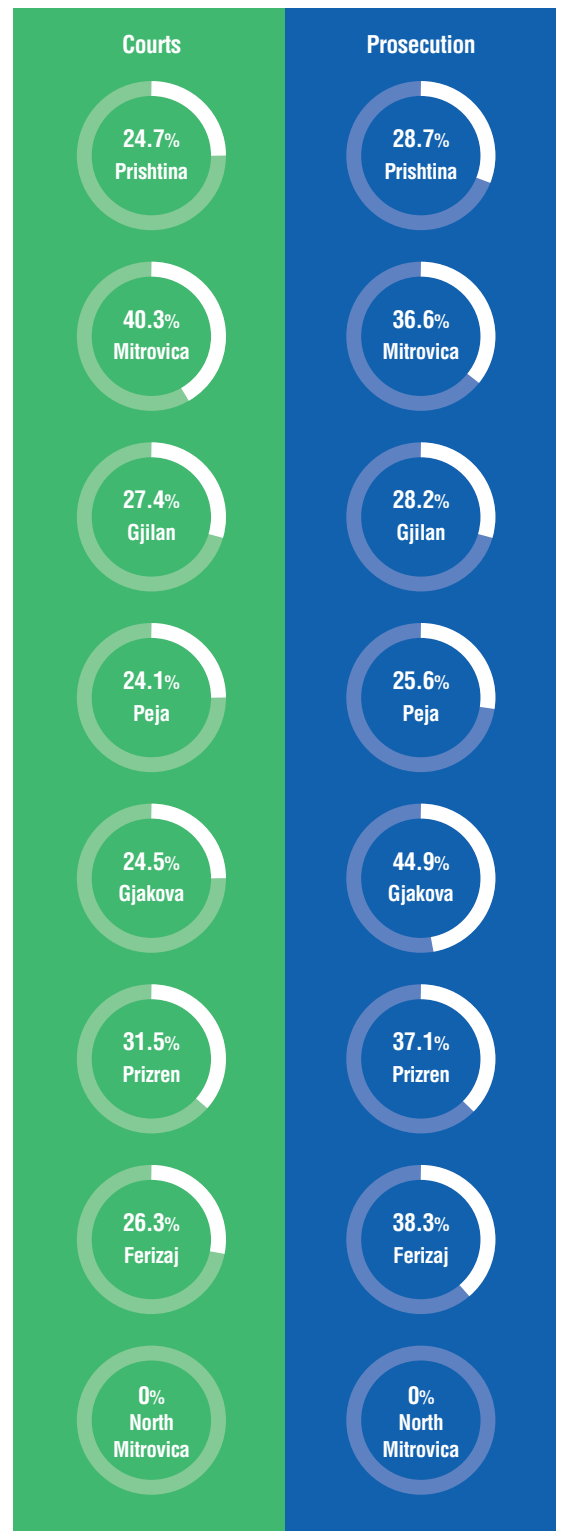
### Trust towards Prosecution by gender



### Trust towards Justice Institutions by ethnicity



### Trust towards Justice Institutions by districts



## 1.3 TRUST TOWARD CENTRAL AND LOCAL INSTITUTIONS

Once again, the KSB 2018 measured citizens' perception of key democratically elected central and local institutions in Kosovo. As in the previous editions, the primary focus of this research was to measure the perception of citizens for the Assembly of the Republic of Kosovo (Assembly), the Government of the Republic of Kosovo and municipal authorities.

These three institutions are directly responsible for providing socio-economic security for citizens. Therefore, measuring the perceptions of citizens towards these three institutions is a key objective of this report. Despite the vital role of central institutions in citizens' wellbeing, KSB findings show that trust in these institutions is still very low. Especially the Assembly and Government continue to be among the least trusted institutions in Kosovo.

The findings of KSB show that only 15% of the respondents trust the Assembly of Kosovo. It is evident that there is an increase of three percentage points in trust towards this institution. However, more than half of the respondents (65.7%) stated that they have no trust towards this institution which indicates that the citizens are highly dissatisfied with their chosen representatives. Field researchers of KSB asserted that the citizens had a tendency to distinguish some MPs and showing their trust for them; however, to them, such low number of hard working MPs is very limited <sup>2</sup>

A similar negative attitude was apparent in trust towards the Kosovo Government. Similar to the previous year, only 14% of the respondents stated that they trust the Government.

On the other hand, 64.7% of the respondents have stated that they do not trust the Government of Kosovo. As such, the Kosovo Government is listed as the least trusted institution in Kosovo. This lack of trust in two central institutions is alarming and indicates that these institutions have failed to assure citizens that they are working hard on making Kosovo a better place to live.

What might have strongly affected the citizens' trust towards the central institutions is the fact that this Assembly, in the beginning of its mandate, was unable to agree on candidates for the position of speaker and prime minister which led to a long deadlock which highly affected Kosovo for a long period. In this context, such institutional deadlock led to a situation of political instability, weak leadership in position and opposition and lack of political will that prolonged key processes for Kosovo while increasing the citizens' distrust and unrest. Parallel to this, poor economy, stagnation of visa liberalization process, dialogue with Serbia and non-membership in international organizations and mechanisms might have potentially affected citizens' trust towards the Kosovo Government. However, a different approach towards local institutions was noticeable.

Local institutions continue to remain more trusted than central institutions. Nearly 40 % of the respondents have stated that they trust their municipalities. According to field researchers, citizens reflected trust and satisfaction which was mostly associated with municipalities services. <sup>3</sup>

<sup>2</sup> Focus Group on KSB 2018

<sup>3</sup> Ibid;



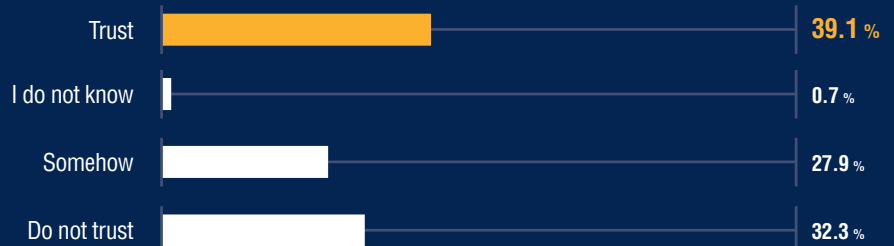
**Citizens trust towards  
Assembly of Kosovo**



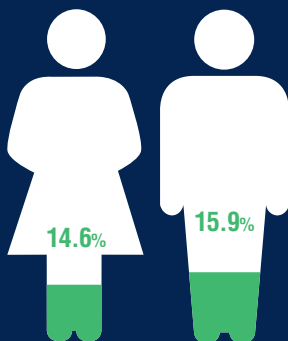
**Citizens trust towards  
Kosovo Government**



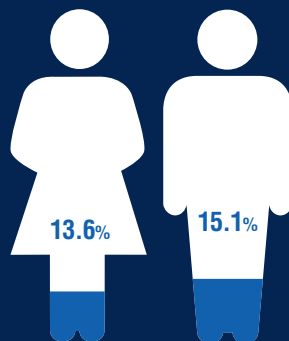
**Citizens trust towards  
Local institutions**



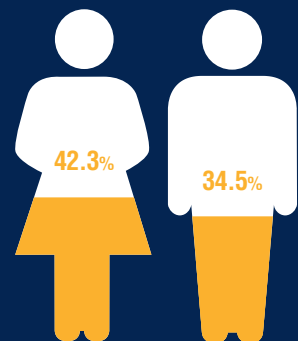
**Citizens trust towards  
Assembly of Kosovo**



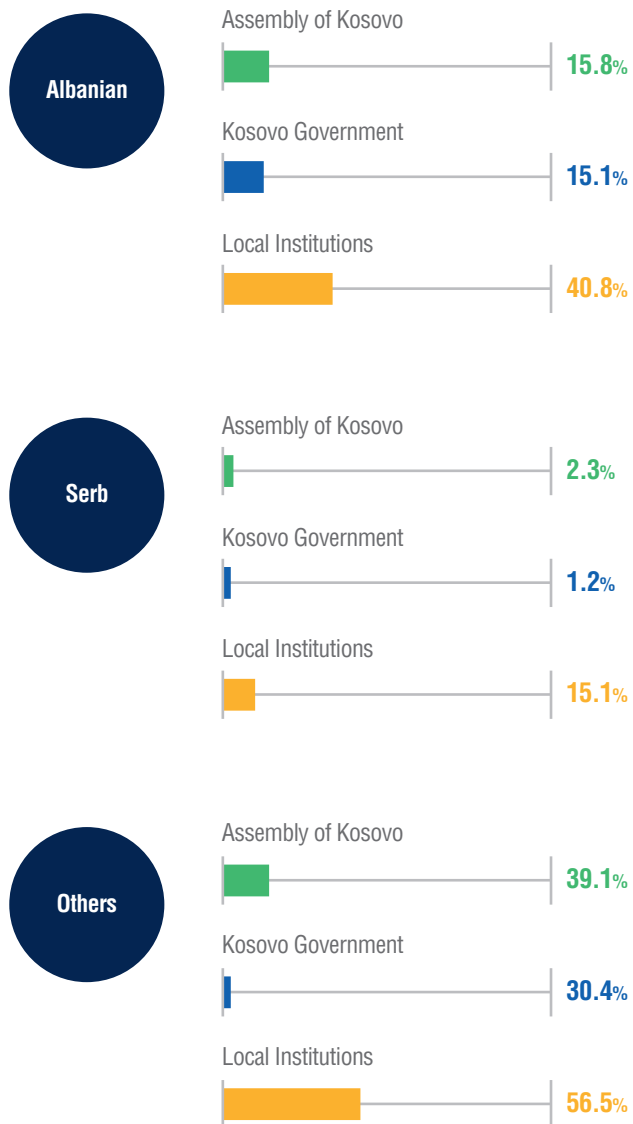
**Citizens trust towards  
Kosovo Government**



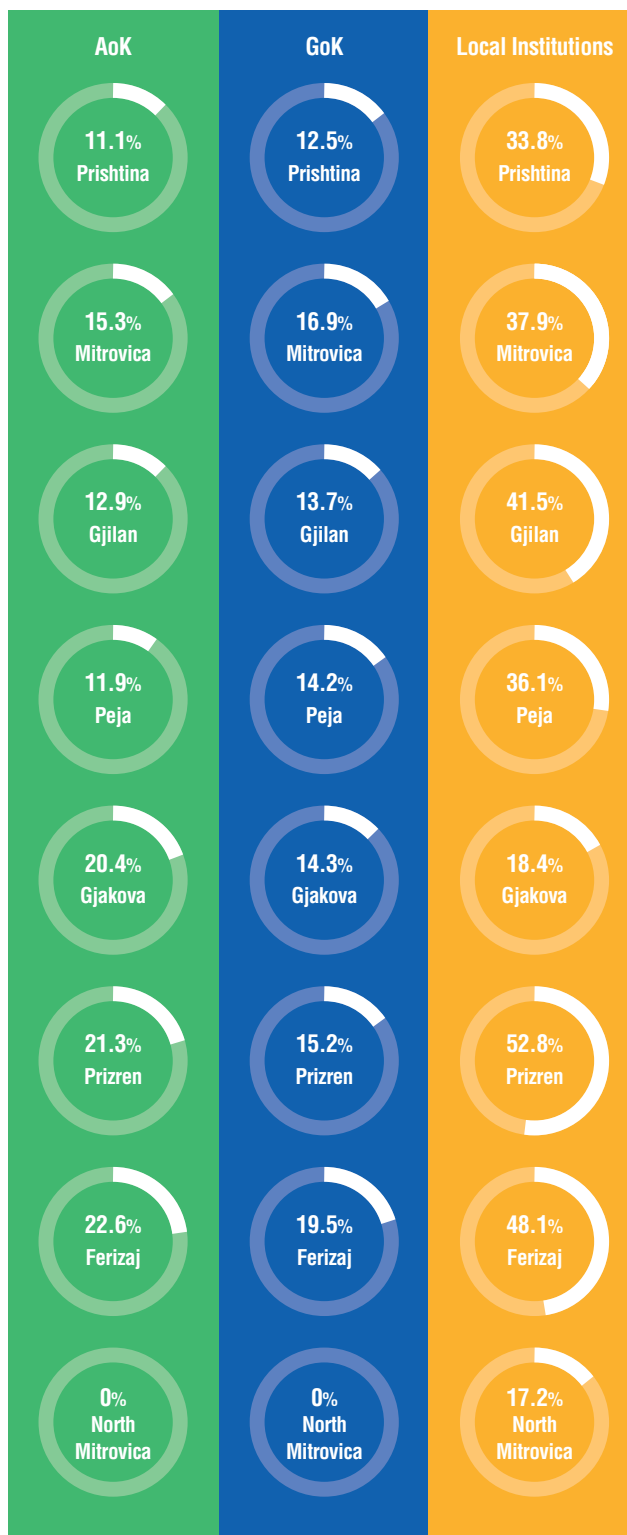
**Citizens trust towards  
Local institutions**



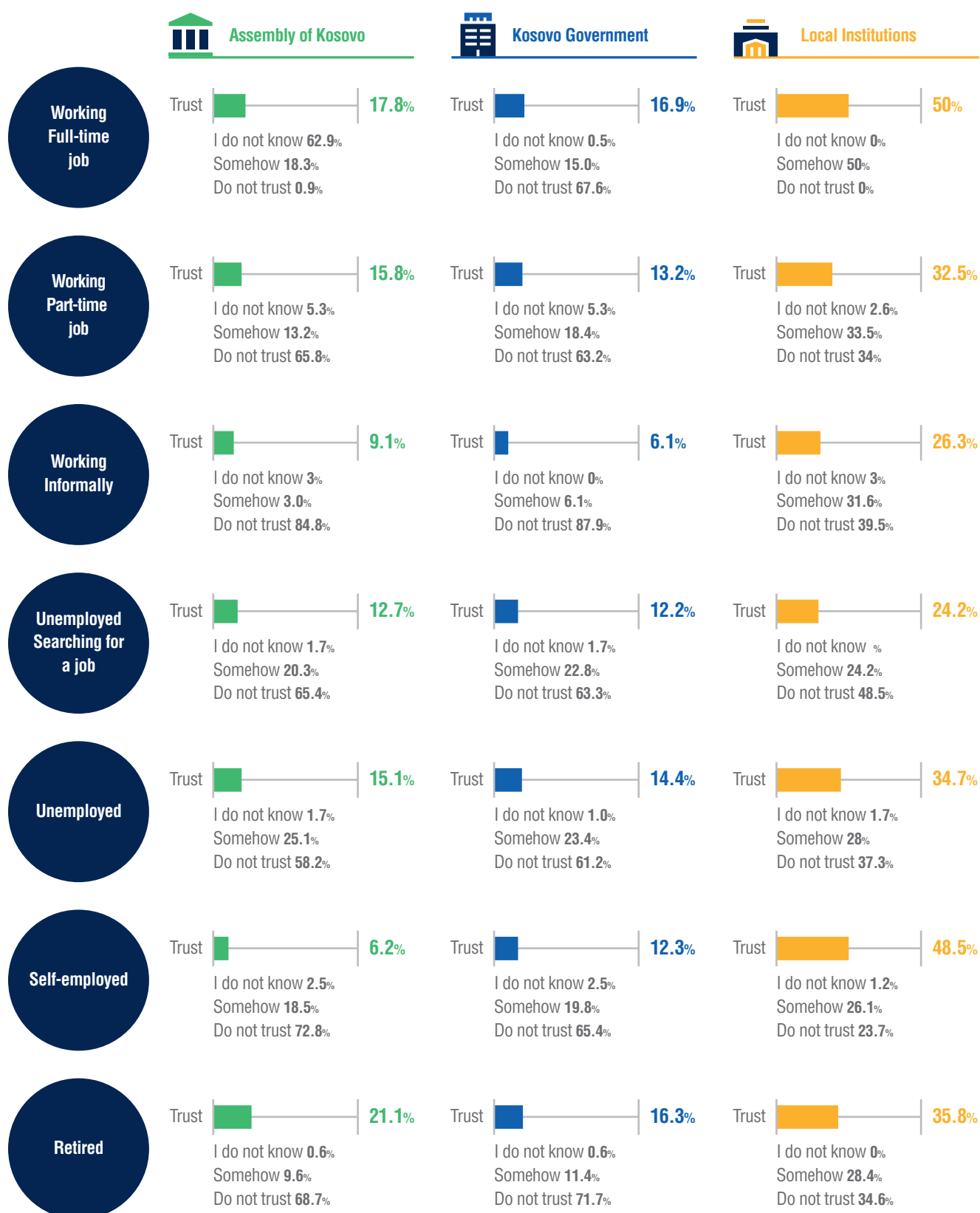
### Trust towards Central Institutions by ethnicity



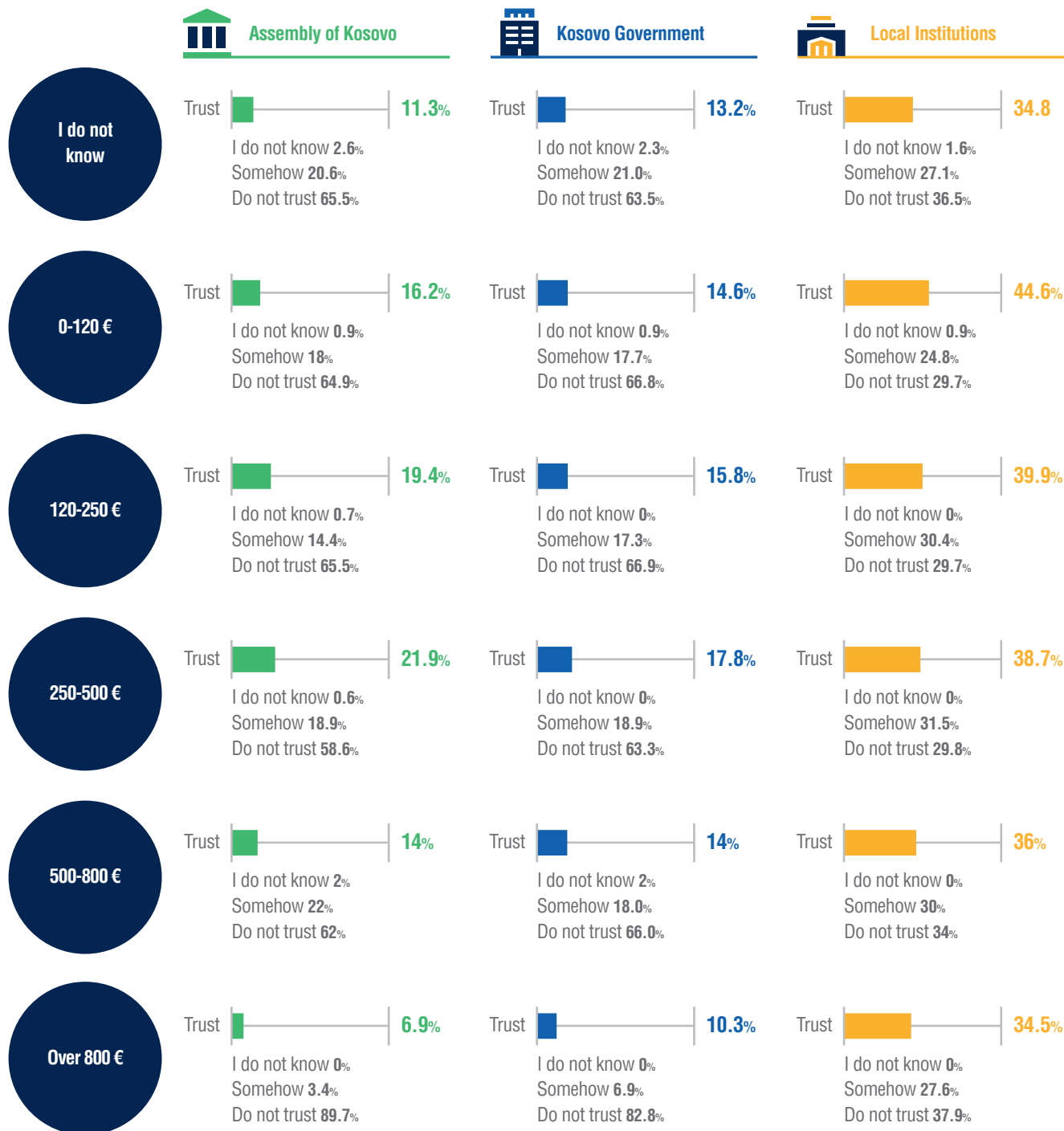
### Trust towards Central Institutions by districts



## Trust towards Central Institutions on the occupation of respondents



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

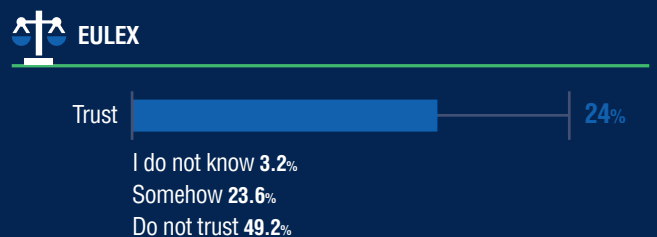
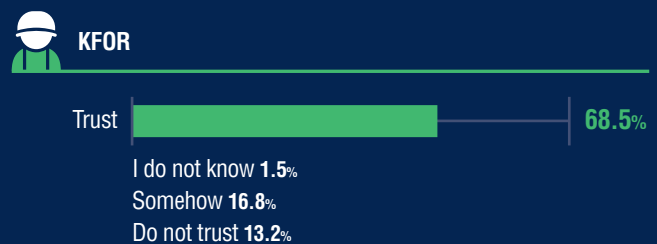


## 1.4 TRUST TOWARD INTERNATIONAL INSTITUTIONS

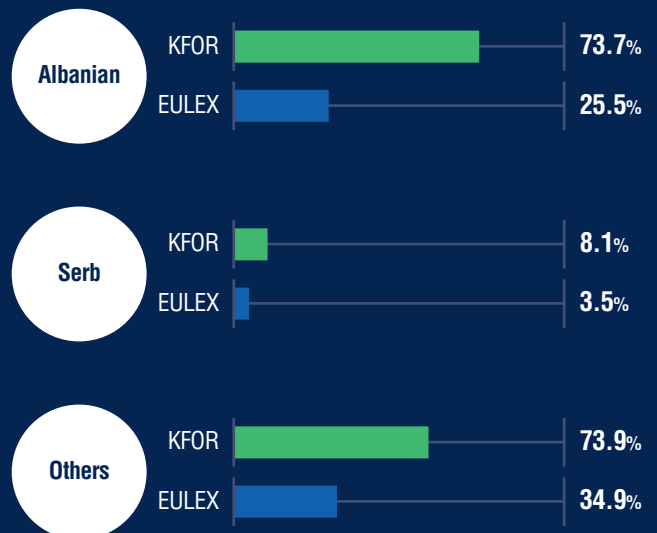
KFOR stands as one of the most trusted international mechanisms in the Republic of Kosovo, even after 19 years of its deployment in Kosovo. 68% of the citizens have reported that they trust KFOR. On the other hand, only 6% of citizens have reported that they do not trust KFOR. At the same time, it is evident that the lowest level of trust towards KFOR is noted in Kosovar Serb citizens (8%), while all other minorities seem to have a great trust towards this mechanism. While it is evident that Kosovar Albanian citizens acknowledge KFOR's support in development of Kosovo's capabilities and perceive it as a facilitator of Kosovo's transition towards NATO integration, such positive attitude is not present in public perceptions towards EU's largest civilian mission- EULEX.

Similar to the previous year, citizens continue to have a low trust towards the EU's largest civil mission, EULEX. According to findings of KSB 2018, less than a quarter of respondents (24%) trust the EULEX. Conversely, while 32% of respondents stated that they do not trust this international mission. Kosovar Serb citizens have the lowest trust on EULEX where only 3.5% of citizens reported that they trust EULEX. Parallel to this, North Mitrovica was the region with the least trust towards this institution. What stands out from this year's result is the fact that male respondents have a higher trust in this institution than women- with a difference of eight percentage points. Unquestionably, such low level of trust towards EULEX derives from its failure to exercise its primary duty, namely to strengthen the rule of law in Kosovo.

### Trust towards International Institutions



### Trust towards International Institutions by ethnicity



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# KSB 2018: MAIN INTERNAL AND EXTERNAL THREATS AS PERCEIVED BY KOSOVAR CITIZENS

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Along with measuring of citizens' trust towards security, justice, central and local institutions, the KSB 2018 also measured perceptions of the Kosovo citizens regarding the main internal and external security threats. In order to have a deeper understanding of what really worries the citizens, the respondents were provided open and close ended questions. Yet, similar answers were collected from both types of questions.

The most referenced threats by citizens were those related to existent domestic social-economic and political situation. Respondents often pointed out to corruption, unemployment, organized crime; relations with Serbia<sup>4</sup>, ordinary crime and violent extremism<sup>5</sup> as key threats. Nonetheless, different to prior year, the current situation with Serbia was the most stated threat from citizens. The respondents made reference to inter-ethnic tensions and political situation between states in international arena. However, no major reference was made to Kosovo's partition or territorial exchange.

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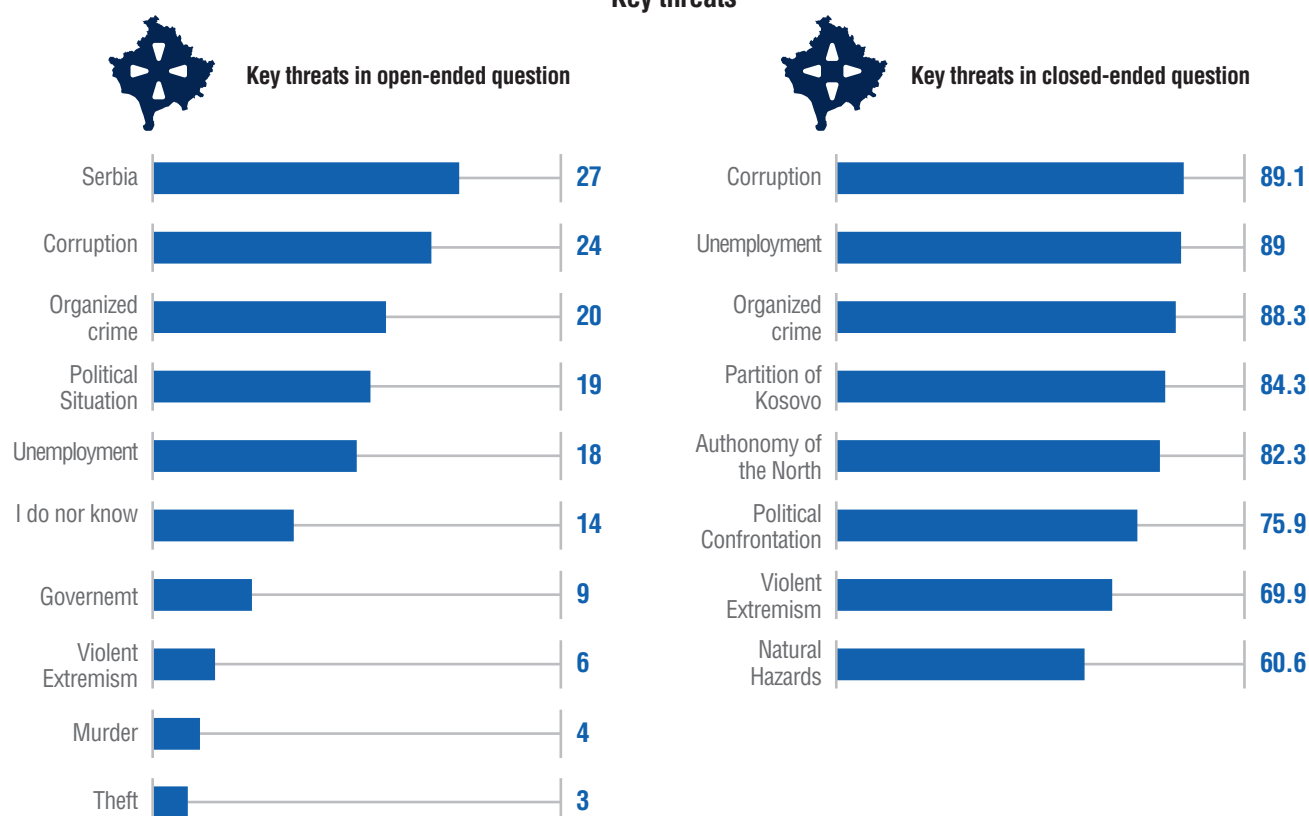
4 KSB Special Edition on Foreign Policy and Dialogue with Serbia is expected to be published in early December

5 KSB Special Edition on Violent Extremism is expected to be published in December

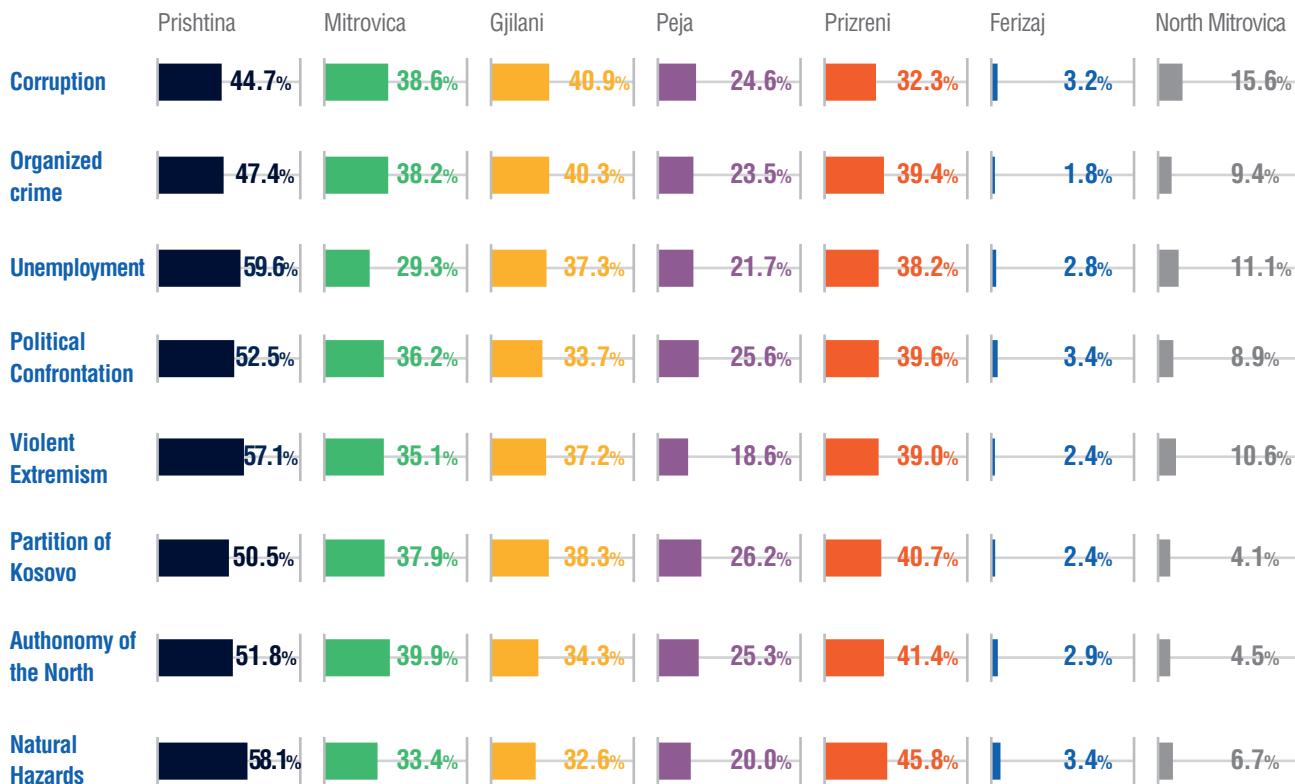
In closed ended questions, the vast majority of citizens perceived corruption (89.1%), unemployment (89.0%) and organized crime (88%) as the most dangerous internal threats that Kosovo faces. It should be noted that citizens also expressed a high concern regarding partition of Kosovo and autonomy of Northern Kosovo. Five in six respondents perceived partition of Kosovo (84 %) and Northern Kosovo's autonomy (82%) as a major threat. Different to previous year, this year's results showed an increase of 13

percentage points in increase of perception of natural hazards as a key threat. On the other hand, there is a decline of five percentage points in perception of violent extremism as a major threat (70%). In close ended question, the citizens expressed their concern regarding all the threats listed, yet some of the threats appear slightly more hazardous compared to others. Therefore, it is highly important to explore how citizens of different districts, gender, zones and ethnicity prioritise such internal threats.

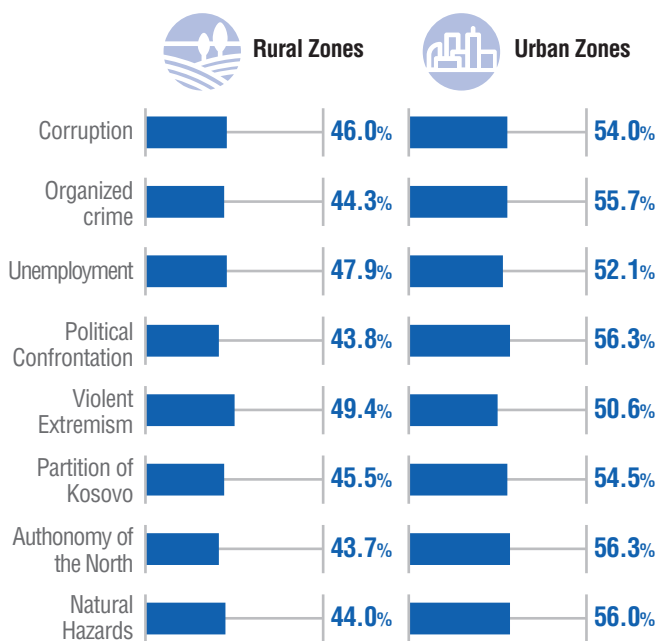
### Key threats



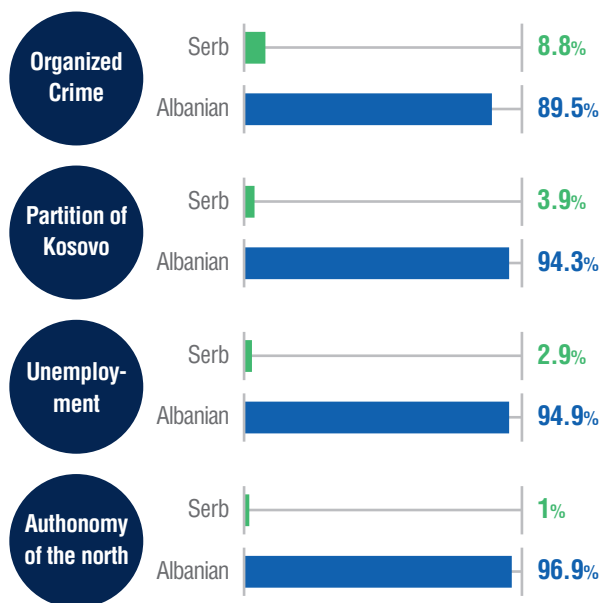
### Internal security threats by Districts



### Key threats by Zones



### Key threats and Ethnicity





## 2.1 SECURITY PERIMETER

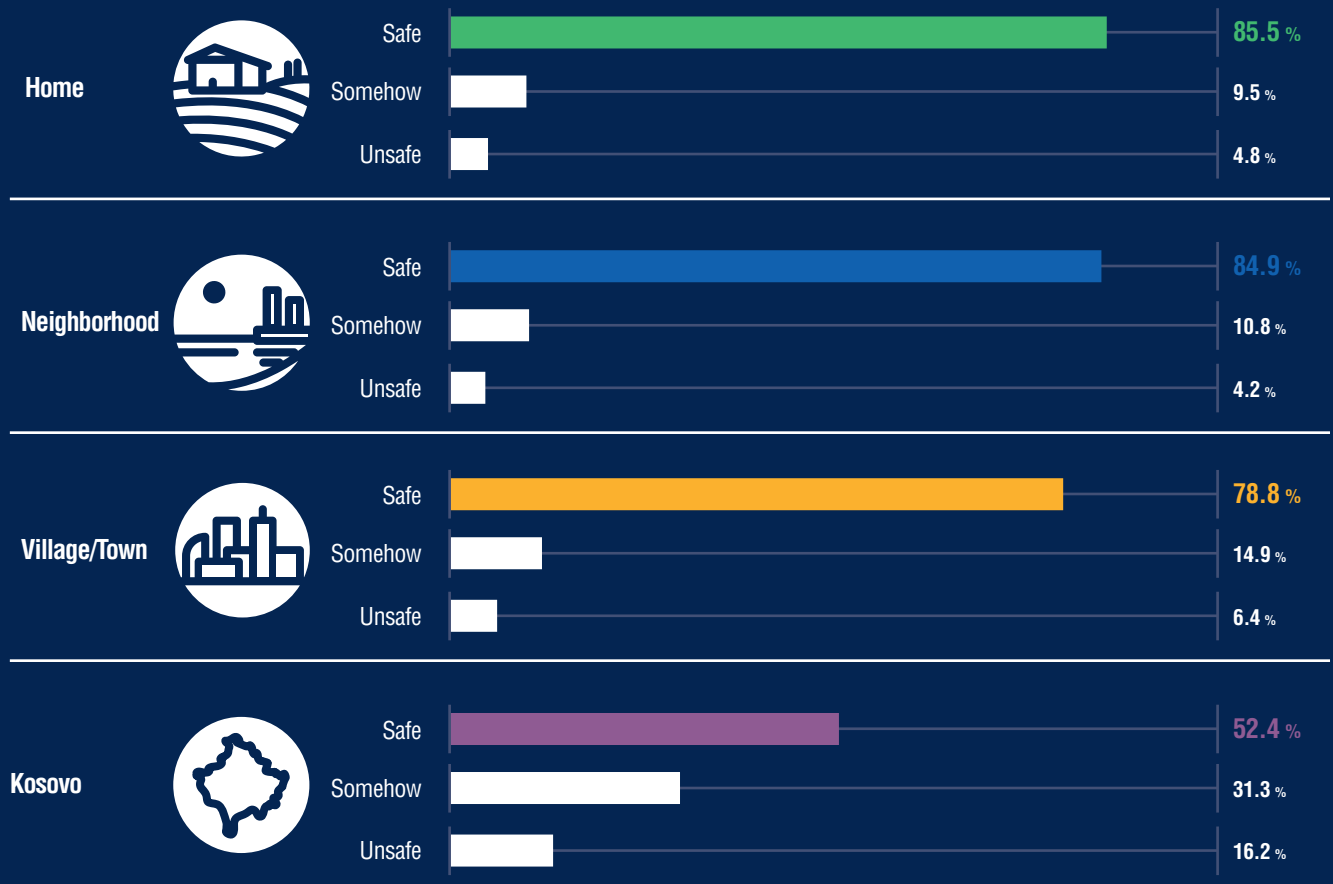
The security perimeter is a highly interesting indicator of public safety in Kosovo. Similar to previous years, the respondents of KSB were asked how safe they feel in their homes, neighbourhood, village/city and Kosovo in general. KCSS uses this tool as a mean to map the virtual security perimeter and to identify micro and macro levels where citizens feel unsafe, safe and the safest.

According to this year's findings, Kosovar citizens feel the safest at their home. 85.5 % of respondents reported that they feel very safe in their home environments. Accordingly, 84.9 % of respondents reported to feel safe in their neighbourhood. These two indicators might show that Kosovo citizens feel generally safe regarding potential incidents of petty crime.

It appears that citizens have a different attitude and feeling of safety when exposed to macro-level environments such as

village, city and Kosovo. 78.8 % of respondents reported that they feel very safe in their village or city. Correspondingly, citizens feel even less safe in Kosovo, in general. Only 52.4 % of the respondents stated that they feel safe in Kosovo.

From KSB 2018 findings it is evident that as citizens get further from their home environment, their feeling of insecurity rises. This might be interpreted that citizens feel safer in their micro-environment since they connect it with petty crime and other manageable occurrences, while they connect their macro-environmental safety more with social-economical threats and political instability that are beyond their control. This complexity of factors which affect citizen's public safety will be further analysed in KSB's special edition on Public Safety which is expected to be published in February 2019.



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# METHODOLOGY

## WHAT IS 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'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.

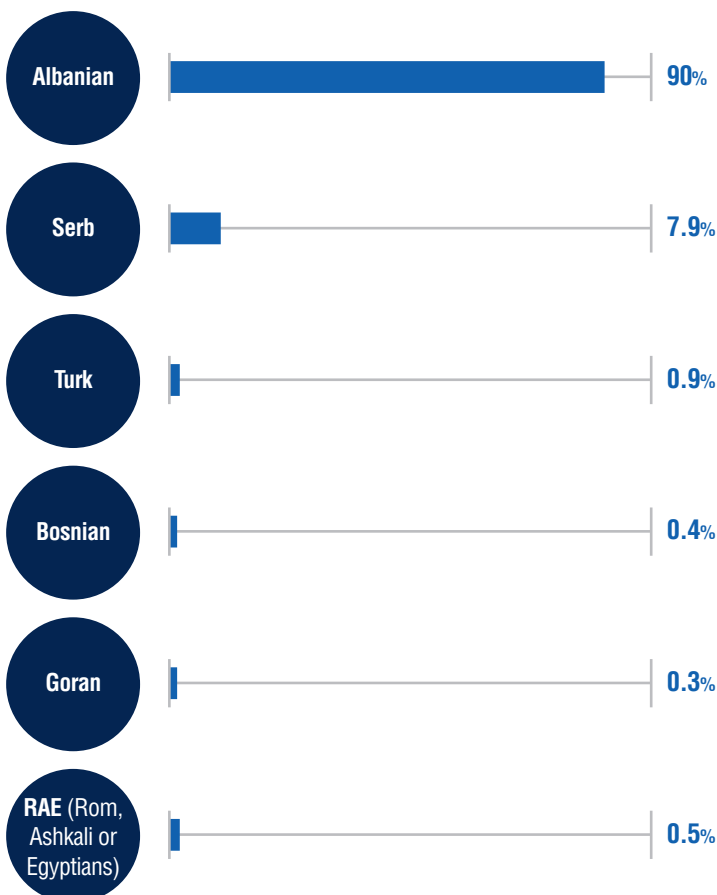
The KSB is the first and the largest undertaking of this kind designed, implemented, and communicated by a local think tank in Kosovo. The KSB's uniqueness in Kosovo is its political neutrality. As an independent think-tank, KCSS has no political constraints in communicating any of the findings and messages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



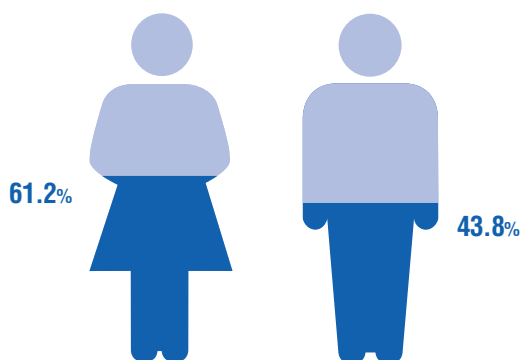
The first stage of geographical clustering was based on the 2012 Kosovo Census Report. The second stage involved clustering samples by municipal area with a stratified rural/urban sample as per the number of households. The last stage followed a random sampling method using the nearest 'birthday method.'

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 %.

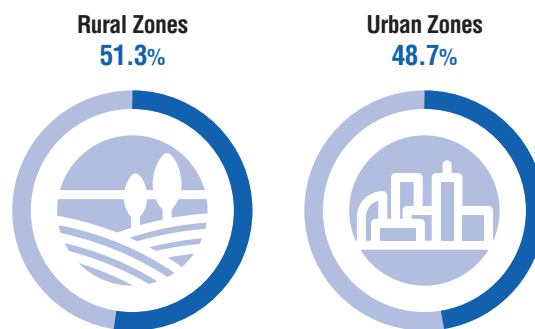
A pilot interview was conducted in mid-September 2018 to test the feasibility of the questionnaire prior to the commencement of fieldwork. The research team subsequently reported that the pilot interview was successful, and no problems were encountered with the pilot instrument. All interviews were conducted from 29<sup>th</sup> 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.

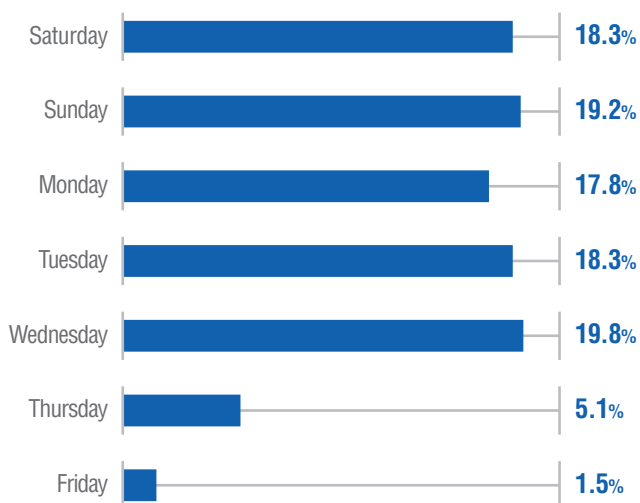
### Respondents by gender



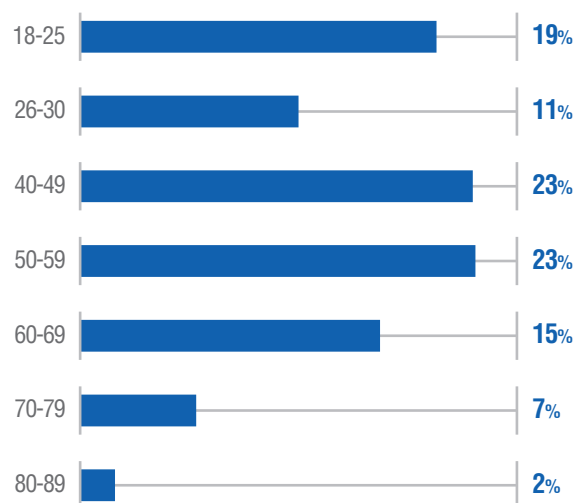
### Respondents by zones



### Field Research Days



### Age





Katalogimi në botim – **(CIP)**

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