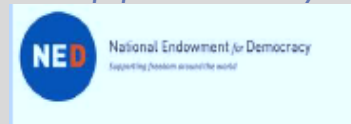




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“The Kosovo Security Barometer is now a well-developed KCSS programme. Its first editions became widely accepted by the public. We aim at assisting institutional reforms and advocate for good governance”

Florian Qehaja, KCSS
Executive Director

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What is the Kosovo Security Barometer?

The Kosovo Security Barometer (KSB) is the KCSS specific programme designed to serve as a new innovative bi-annual publication. It aims at measuring the public opinion trends towards security and justice institutions as well as the key security challenges facing Kosovo. KSB is being widely known for its focus on security and justice related matters and, most importantly, being one of the first initiatives designed, implemented and communicated by a local think tank in Kosovo. KCSS has no political constraints in communicating the findings and messages. Lastly, the KSB is unique for its methodological approach.

Whom do we target?

The KCSS targets wide variety of actors interested to follow the public opinion trends in Kosovo in the field of security and justice. The KSB targets policy makers in Kosovo and the Western Balkans region as well; international community presence in Kosovo and its headquarters; local and international civil society organizations; academia and media.

What is the expected impact?

The impact of the publication can be expected to multiply in the mid-term for a number of reasons including (a) KCSS credibility as a neutral think-tank, (b) KCSS track record of employing appropriate scientific methods in its products, (c) the importance of local ownership and (d) the professional capacities available at the KCSS.

Methodology

The third edition of KSB provides a summary of public perceptions

on security and justice institutions as well as risks and threats towards citizens and economic stability. Comparing to the previous editions, the third edition included a set of additional questions pertaining immigration and data protection.

The KSB is carried out through face-to-face interviews conducted around Kosovo, and using a questionnaire developed by KCSS. All questions are close-ended, and the majority is in the form of five-point Likert scales. Sampling, piloting and interviews were conducted by KCSS team involving more than 30 field researchers. The drawn national sample represents the Kosovo population of 18 years and above and includes 1119 households. The ethnic breakdown of the interviewed respondents is: K-Albanian 83.7%, K-Serbian 13.5%, Bosnian 1.2%, Turks 1.0%, and RAE 1.0%. This edition doubled the sample for the Serbian community (plus 80 samples) with the purpose of getting a more precise opinion about their perceptions on current security situation in Kosovo.

The sample frame is based on telephone area codes and includes the regions of Prishtina, Mitrovica, Prizren, Ferizaj, Gjilan, Peja and Gjakova. Following the first stage of geographical clustering 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 person resident in Kosovo has an equal probability of being chosen for the interview. As a representative sample, the result of the survey can be projected onto the Kosovo population as a mirror image of trends in attitudes and perceptions amongst adult Kosovars in general. The margin of error is 3% with a confidence interval of 95%.

Prior to the commencement of fieldwork, a pilot interview was conducted in September 2013. The research team subsequently reported that the pilot was successful, and no problems were encountered with these questions. The previous experiences in implementing first and second edition of KSB increased the confidence among the staff in further sophisticating the implementation and methodological means. All interviews were completed during November 2013. Data processing has been completed using SPSS software.

Perceptions presented in this report are a summary of information gathered from respondents and it only demonstrates how people percept these institutions. Hence, this report does not represent a conclusive assessment of the quality of the work of institutions subject to this study. The KCSS role is solely in interpreting the data which reflects the "say" of the Kosovo citizens. KCSS team does not take responsibilities in the outcome of the data especially if those trigger reactions among certain actors. The team stays ready and interested to make transparent the process and methodology for the interested individuals.

Public Perceptions towards Security Institutions

As it was the case with first and second edition of KSB, the respondents were asked how satisfied they were with the work of security institutions. This edition shows that the Kosovo Security Force (66.8%), Firefighters (65%) and KFOR (62.4%) remain the most trusted institutions in Kosovo. Comparing to the first and second edition of KSB, the only difference is in the percentage yet; the list is still led by KSF and followed by Fire-fighters and KFOR.

Second group of institutions belong to those where the public satisfaction is moderated. As the case with the first and second edition of KSB, the Kosovo Police remains in the margin of 43.4%. Citizen's perception towards Customs is 36.3%. This edition of KSB measured perception towards the Ministry of Foreign Affairs (39.7%)

The negative trends continue to follow the work of receiving the highest level of dissatisfaction among the group, precisely Ministry of Internal Affairs (33.8%), EULEX (31.4%) and Kosovo Judicial System (23.2%). However, in comparison to the second edition of KSB there is a slight increase of satisfaction with MoIA (26% in May 2013) and EULEX (25% in May 2013) showing therefore a positive trend. The public opinion perceptions towards Kosovo Intelligence Agency (KIA) still remain inconclusive as well as confusing. Most of respondents did not have the basic information about the newly established intelligence structure in Kosovo. Around 44.30% refused to answer, or did not possess sufficient information to evaluate the work of the KIA. While, those who were willing to provide their perceptions towards the KIA were satisfied (18.7%) which is anyhow slightly lower than in May 2013 (KSB Second Edition). The representatives of the minority communities in Kosovo have different perception towards security institutions with the highest satisfaction shown towards Kosovo Police, KFOR and EULEX.

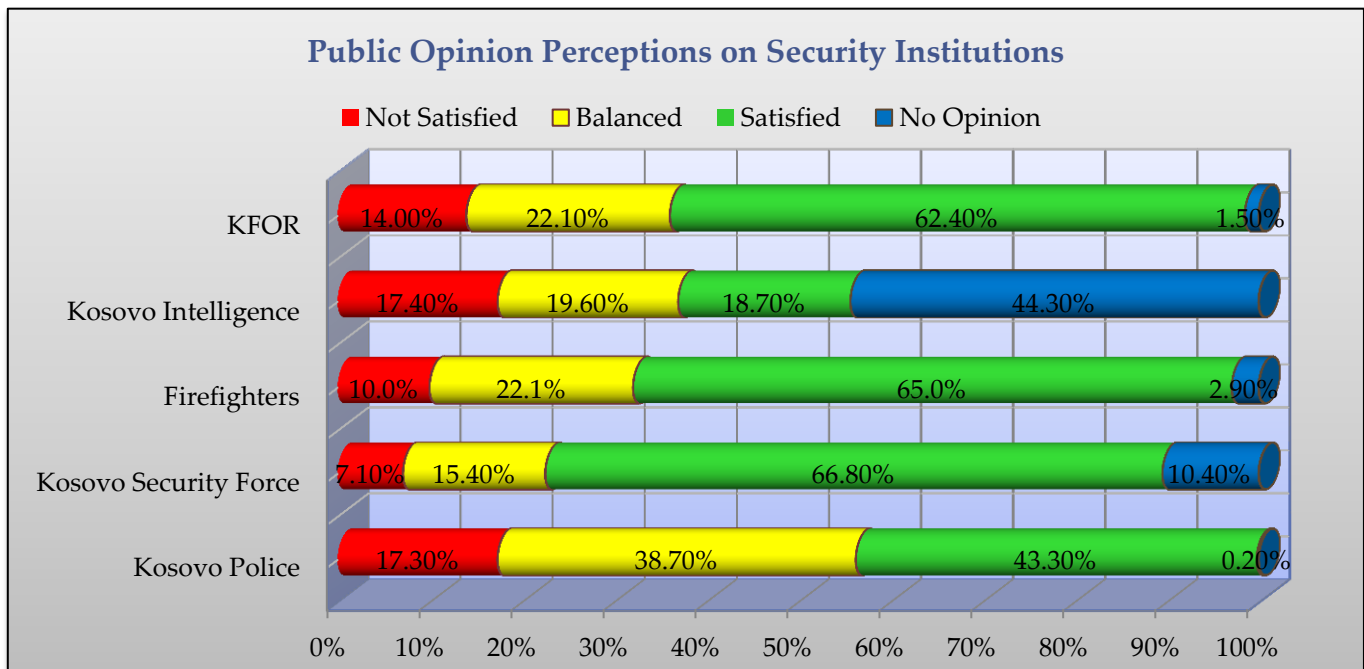


Figure 1 Kosovar Public Perceptions towards Security Institutions

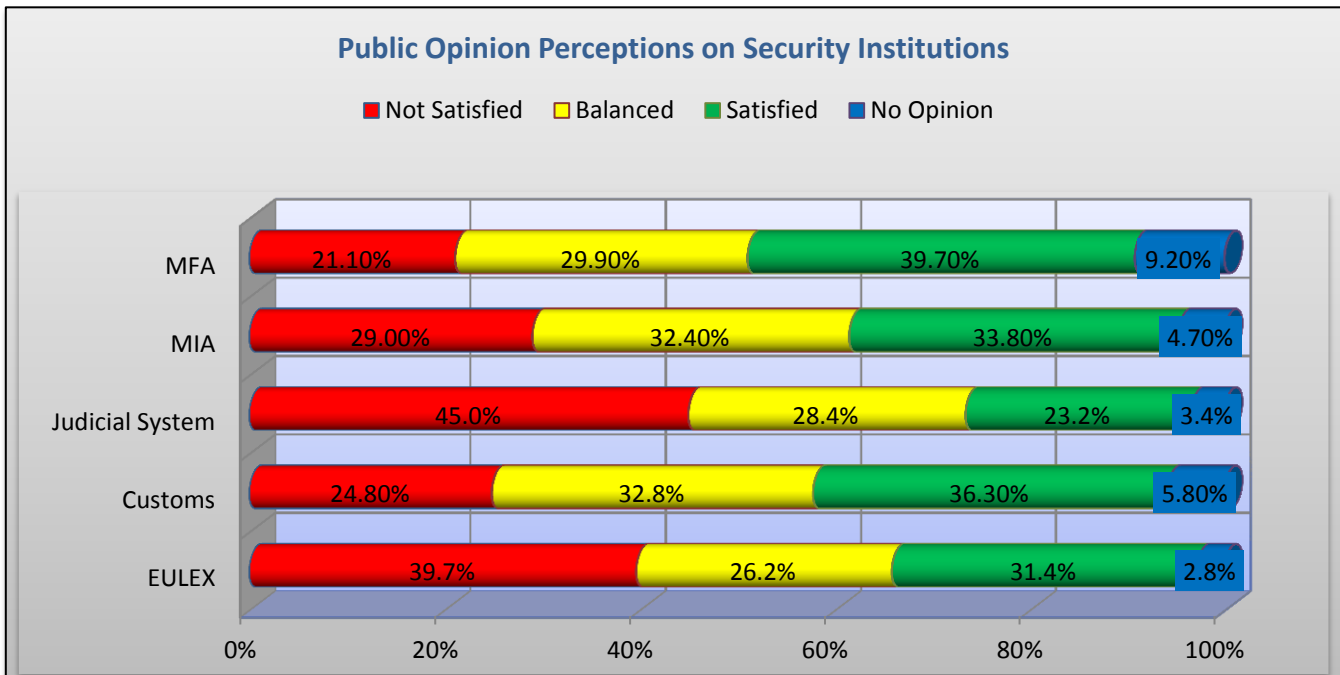


Figure 2 Kosovar Public Perceptions towards Security Institutions

Public trust towards state and non-state institutions

When asked about their trust on each security institutions, Kosovo public opinion continue to highly trust the KSF (68.50%), Fire-fighters (67.20%), Religious Institutions (61.40%) and KFOR (59.60%). The range of trust towards these three institutions (KSF, Fire-fighters and KFOR) is same as public attitude expressed in the previous section in regards to satisfaction. However, the trust to KP (49.10%) is higher than satisfaction, while the new categories such as civil society organization (CSO) with (46%) and religious institutions with (64.40%) seem to be largely trusted by the public opinion in Kosovo. Overall, a large number of institutions received a predominant positive rate of 20%-40%.

On the other hand, the Kosovo Assembly appears to be one of the least trusted institutions among Kosovars, around 55.03% of the public opinion in Kosovo does not trust Kosovo Assembly, followed by EULEX with only 42.40%, and Ministry of Internal Affairs 29.70%.

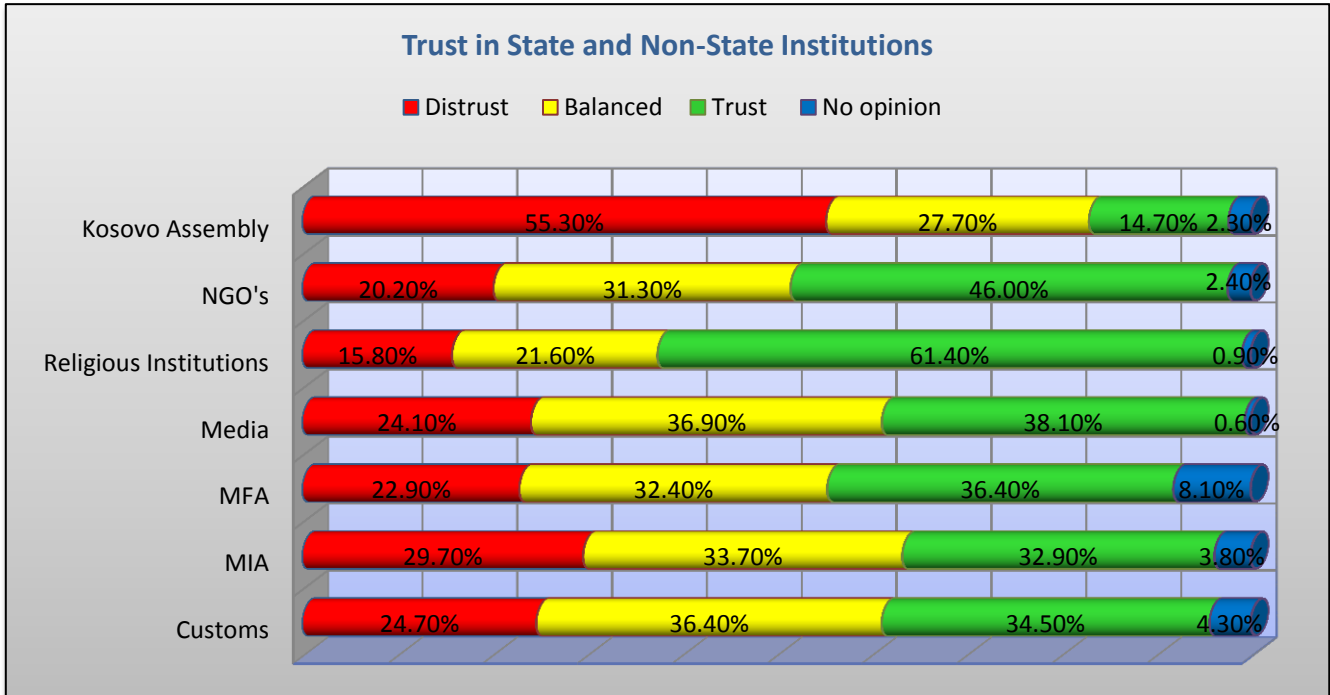


Figure 3 Trust of Kosovo Public Opinion towards State and Non-State Actors

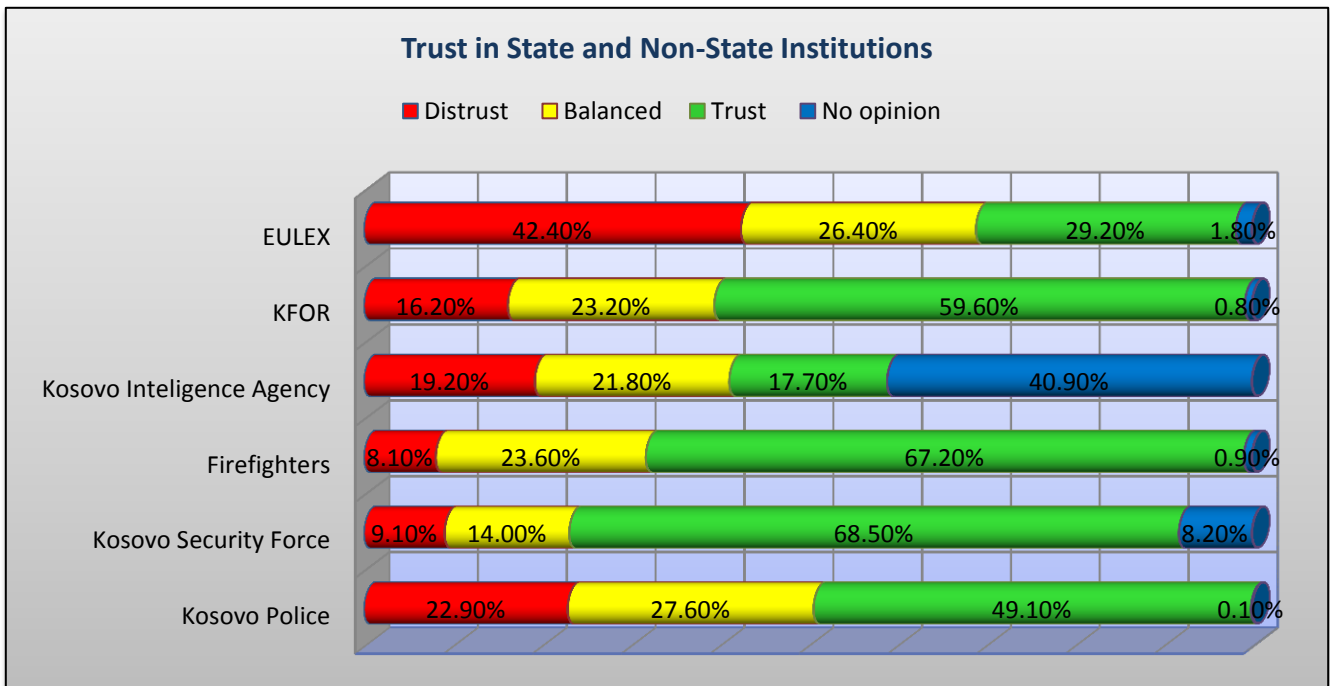


Figure 4 Trust of Kosovo Public Opinion towards State and Non-State Actors

Contact and Cooperation of Public Opinion with Security Structures

KSB measured the extent of citizens' interaction and communication with particular security institutions. In this regard, the survey measured in which way the public perception is created; from the direct contact or through other means. People had the most interaction with the police (42%) followed by the judicial system (31.49%) and Customs (29.90%). Some interaction is done with KFOR (21.80%) and Fire-fighters (20.20%). Kosovars have the least contact with the EULEX (7.30%) and KSF (10.20%).

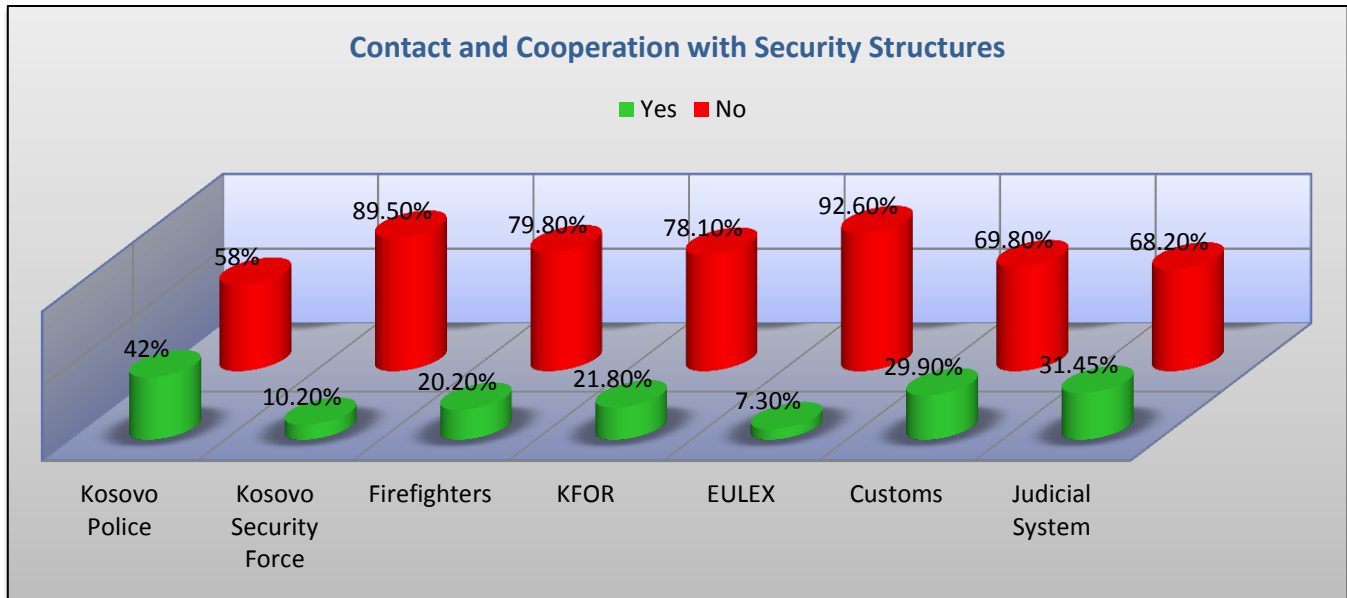


Figure 5 Contact and Cooperation with Security Structures

Public Opinion Perceptions on the corruption

In general public opinion perceptions towards corruption varies from one institution to another. Findings of the last KSB (Second Edition) show that public perception towards corruption in Kosovo moved in between the range of 60%-80%. Nevertheless, the slight positive move across the line does not imply that the situation in the ground has improved. Corruption has been largely perceived as one of the biggest political and social challenges, as well as the main obstacle blocking the Europeanization process in Kosovo.

As shown in the graph below a large number of respondents (50%-70%) believe that the following institutions are somewhat corrupted, corrupted or very corrupted.

The last KSB has shown that around 80% of respondents reported that Government was widely spread in Kosovo. Similar to the previous findings, Kosovo Government, health and judicial system are still listed as the most corrupted institutions. However there has been a slight change in percentage, while the previous findings found the health and judicial system as the leaders of the list, seemingly the Government has taken the lead. Hence, in this edition the Kosovo Government leads the list with the largest rate of 70.50% of respondents believing that the central level is corrupted. The Government is followed by the Health

System (62.70 %), Judicial System (57.00 %) and Municipalities (51.90 %). On the other hand public perceptions towards the KP and Political Education System have been rated mostly as neutral by receiving a range of 30%-50%.

KSF has been rated as the least corrupted institution, also received a large percentage of no-opinion answers, this mostly due to the recent establishment of the institution as well as lack of information on the internal processes within the KSF.

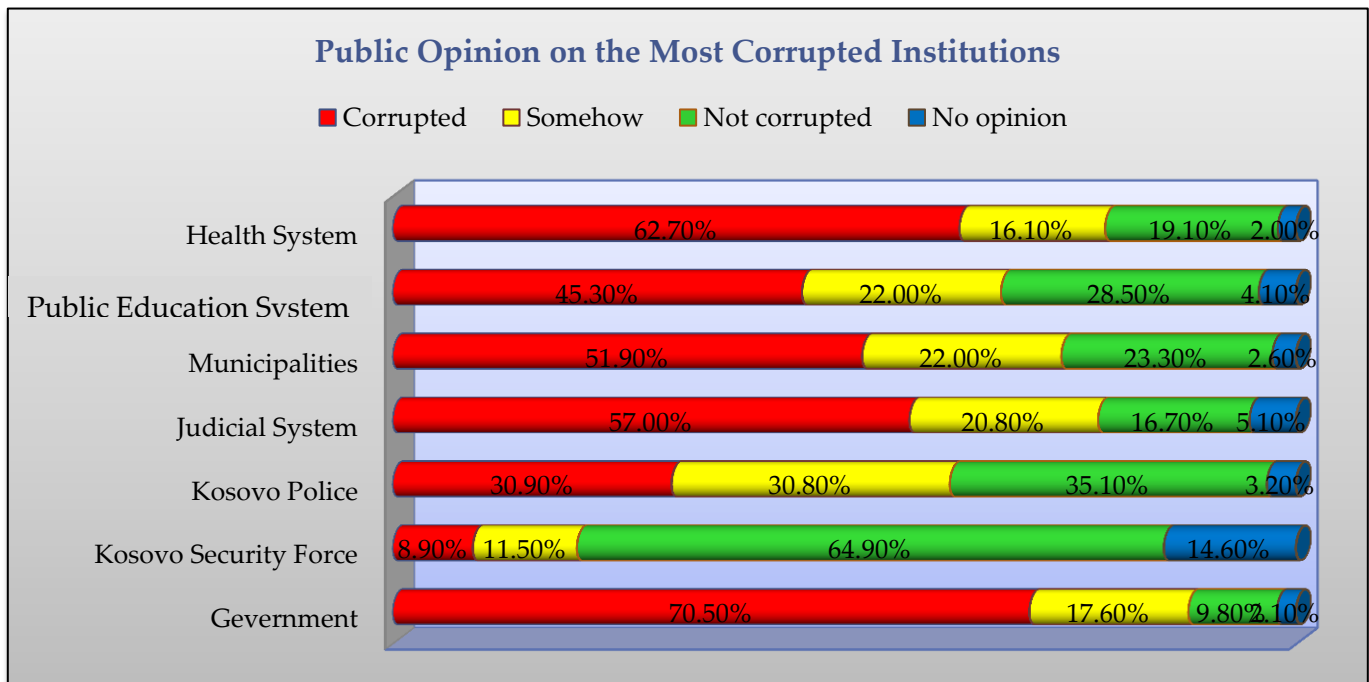


Figure 6 Public Opinion on the most corrupted institutions

Public Opinion on the Visa Liberalization Process

Visa liberalization process represents one of the important steps towards EU integrations; however it does represent a big challenge for Kosovo institutions and society. Respondents were asked to list the main challenges that are currently hampering Kosovo's path towards the visa liberalization.

As mentioned in the previous section Kosovar Public Opinion believes that corruption is one of the main challenges of Kosovo. The fact that public opinion in Kosovo places corruption (58%) as the main challenge standing on the way of visa liberalization process does appear to be quite reasonable.

The latest asylum-seekers issues brought up in the media; along with an enormous flux of people fleeing Kosovo to head towards the EU member states has generated a wide political and social problem in some of EU members. Given the above mentioned factors around 19% of the respondents believe that immigration and asylum seekers currently represent a big challenge on the EU integration in general, and visa liberalization process as a smaller part of the long way towards the EU.

On the other hand a quite large amount of respondents believe that lack of rule of law and sovereignty represents a challenge, followed by Organized Crime and Human Rights Trafficking (12%).

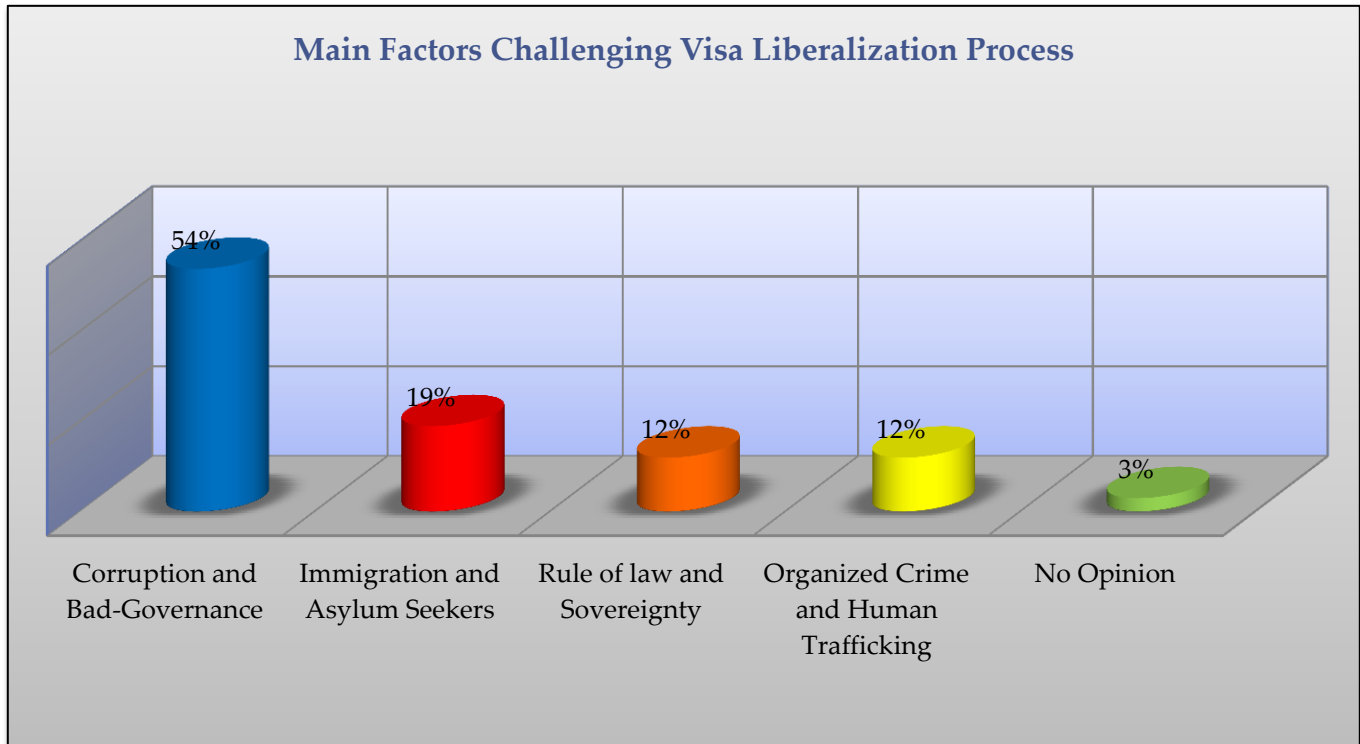


Figure 7 Public opinion on the main issues challenging visa liberalization process

Public Opinion Perceptions on the Current Political Situation

Since February 2008, the time when Kosovo declared its independence, the newborn state and its newly established and fragile institutions have been challenged constantly. The long lasting transition towards democracy, a relatively complex political sphere with different national and international actors involved has been seen as problematic and dis-functional by a large amount of Kosovars.

Corruption, lack of rule of law, consecutive scandals of the Government of Kosovo along with challenges of Europeanization increased voices of pessimism among Kosovars. When asked to rate the current political situation in Kosovo, respondents have given mostly negative notes. 27% of Kosovars believe that the current political situation is very bad with 26%. On the other hand 40% of respondents consider it as an average, while only 7% think that the current situation is actually good. None of respondents believe that the situation deserved the best note, the very good one.

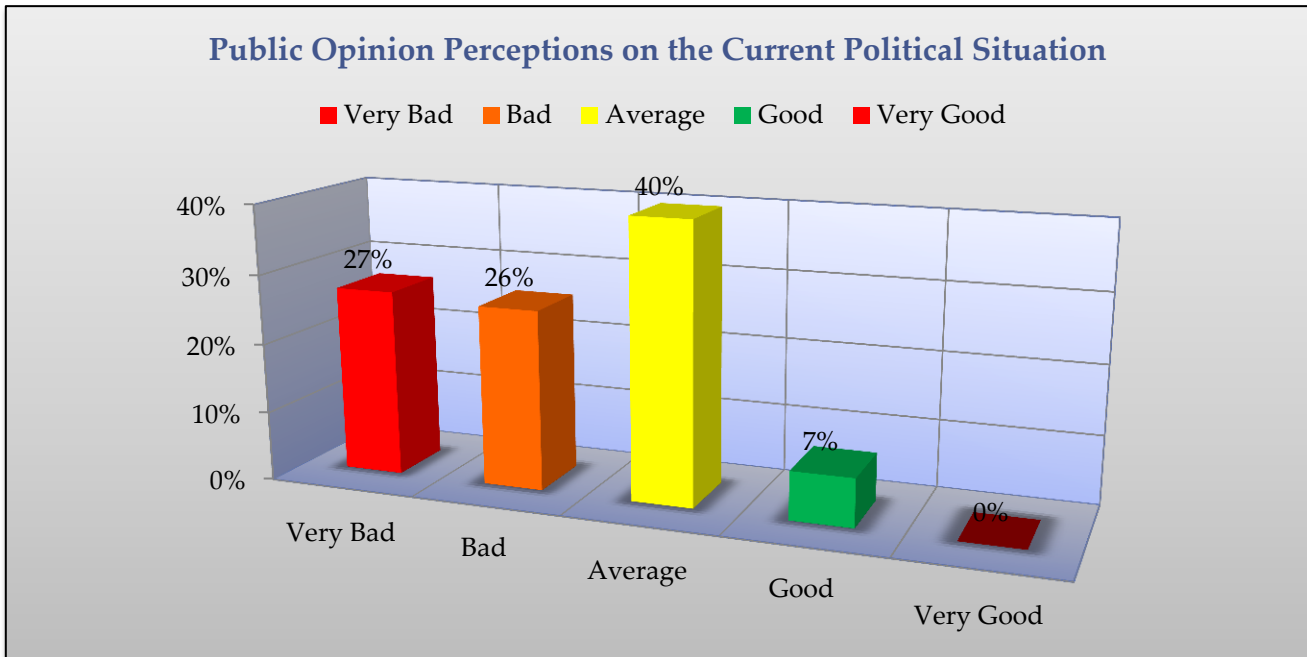


Figure 8 Public Opinion Perceptions on the Current Political Situation

Income and Overall Economic Situation

Similar to the public opinion on the current political situation in Kosovo, the economic situation has been rated mostly as negative. Economic stagnation, lack of development and free market, along with the high level of corruption have placed the economic factor as the main challenge also as a possible reason for another conflict.

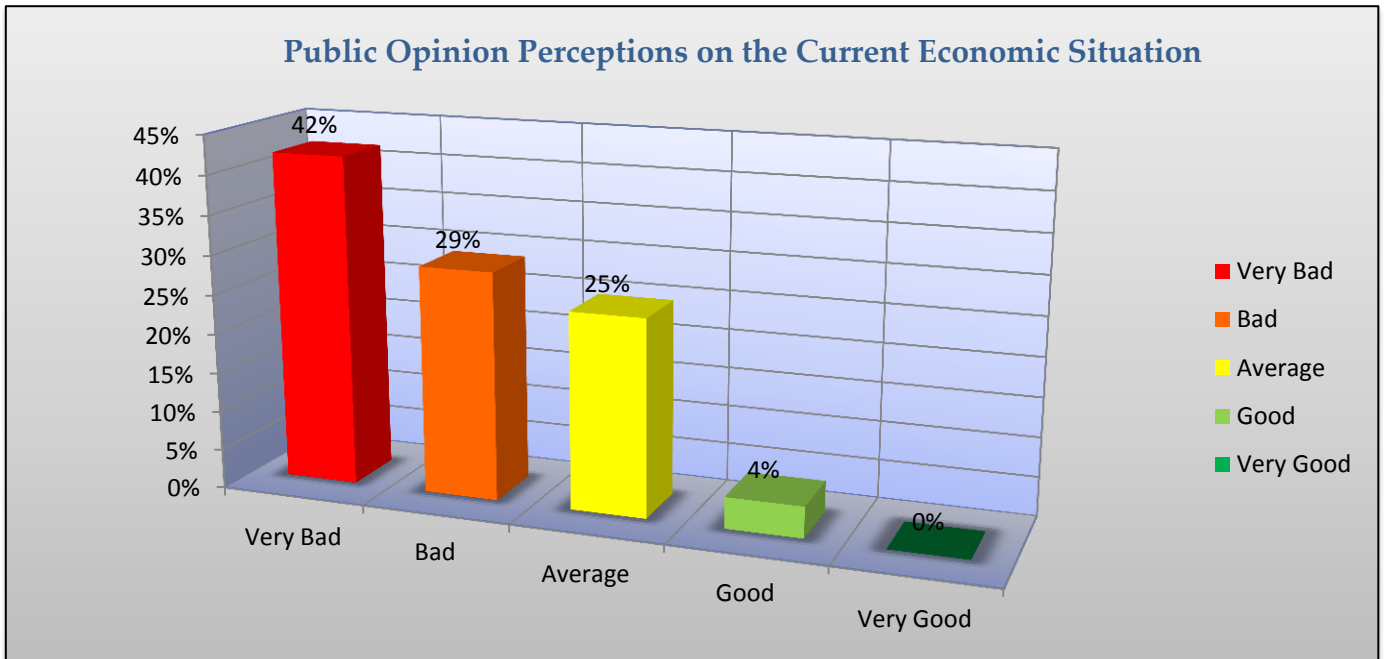


Figure 9 Public Opinion on their Income and overall Economic Situation

The increase of pessimism among Kosovars is clearly shown in the graph above. Seemingly 42% of respondents believe that the current economic situation is very bad, followed by 29% of those believing that it is bad. On the other hand a slight percentage of respondents (25%) rated the current economic situation as average, and only 4% think that the situation is good.

This Year's Economic Situation and Income in Comparison to the Previous Year

As the economic factor became one of the biggest challenges for Kosovars, KCSS designed a list of question to address this issue. When asked to compare the current economic situation with their personal income of this year in comparison to the last year, most of respondents remained between the two average alternatives. The two predominant alternatives were stating that the economic situation (26.80%) and their personal income (32.50%) remained the same, while 46.70% and 46.50% believe that the situation and their personal income improved a little.

The two other less satisfying options such as both economic situation (5.70%) and personal income (4.40%) is extremely worsened, as well those believing that the economic situation is a little worsened 12% and such worsening their personal income 7.70%. The dominant group of citizens (35% – 40%) believes that the situation has been improved a little.

As displayed in the two graphs below, most of respondents had the tendency of shifting toward a more pessimistic point of view when asked about what will happen to the economic situation versus their income battle in the next year. Seemingly, there is a slight increase of those who believe that the economic situation (17.30%) and their income (8.90%) are extremely worsened. The same trend continues for “the

worsened a little bit” option where the proportion of economic situation and personal income is 28.50% by 20.90%. A large number, however, believes that the situation remained the same by setting the economic situation with 35.30% and their income with 54.20%. The positive enthusiasm seems to be faded a little since only 17.80% believe that the economic situation improved and 15.10% believe that their income has been improved. Only 0.60% of respondents believe that there has been a great improvement.

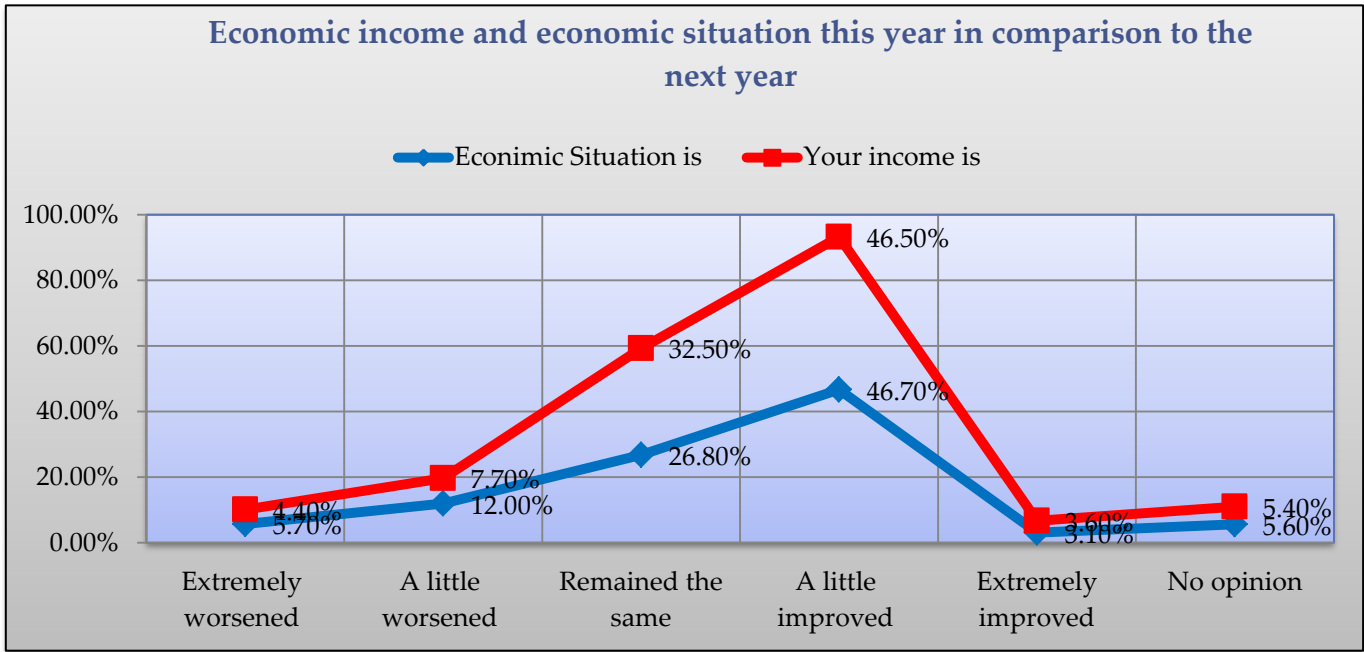


Figure 10 Your income and economic situation of this year in comparison to the next year

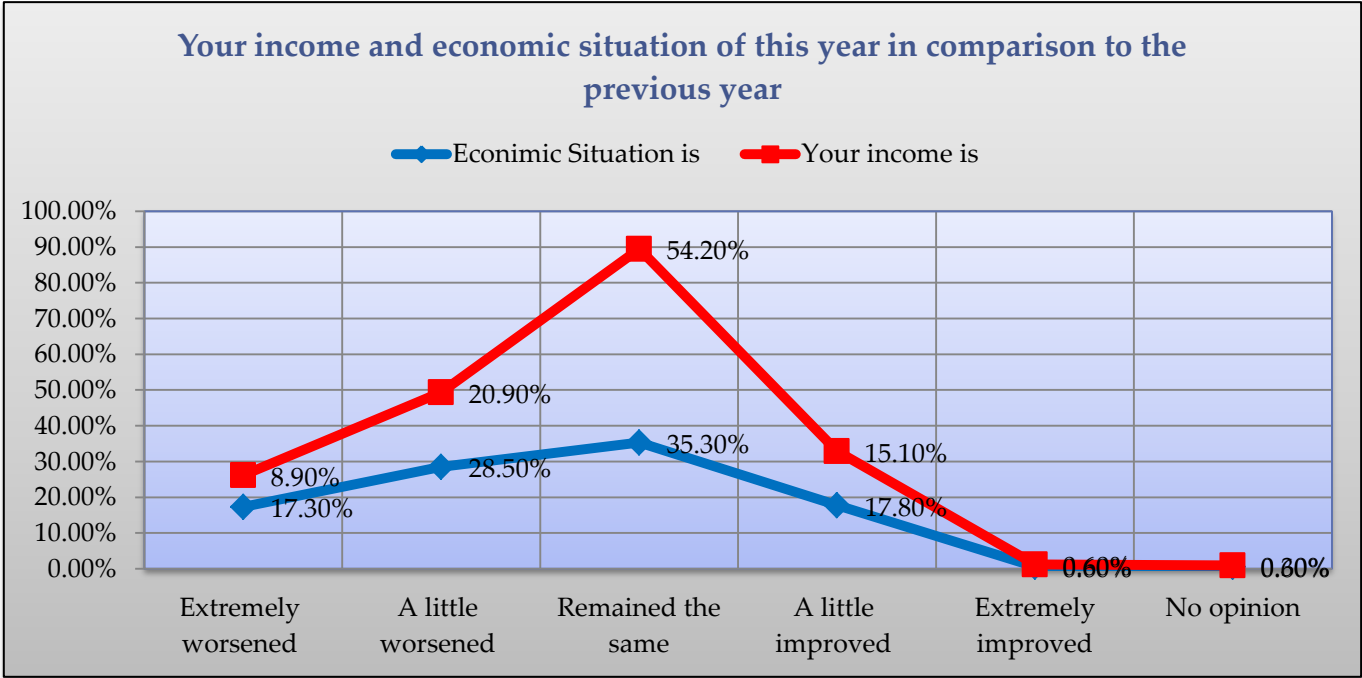


Figure 11 Your income and economic situation of this year in comparison to the previous year

Do you think that unemployment and bad economic situation represents potential destabilization risks?

As the whole world has been greatly influenced by the economic crisis which situation very often ended with austerity, turmoil and massive protests, respondents were asked to rate the level of a possible influence and risks that unemployment and lack of economic development can generate.

As it is shown in the graph below, besides the possibilities and risks for destabilization coming from the political status-quo, Kosovo is also threatened by the current bad economic situation and lack of economic development. When asked whether the current economic situation represents a potential destabilization risk most of the respondents believe that it does represent a huge risk (45%) followed by 35% of those thinking that it represents risk (38%), somewhat risky (11%), and a little risky (4%). Only 2% of respondents believe that it represents no risk at all.

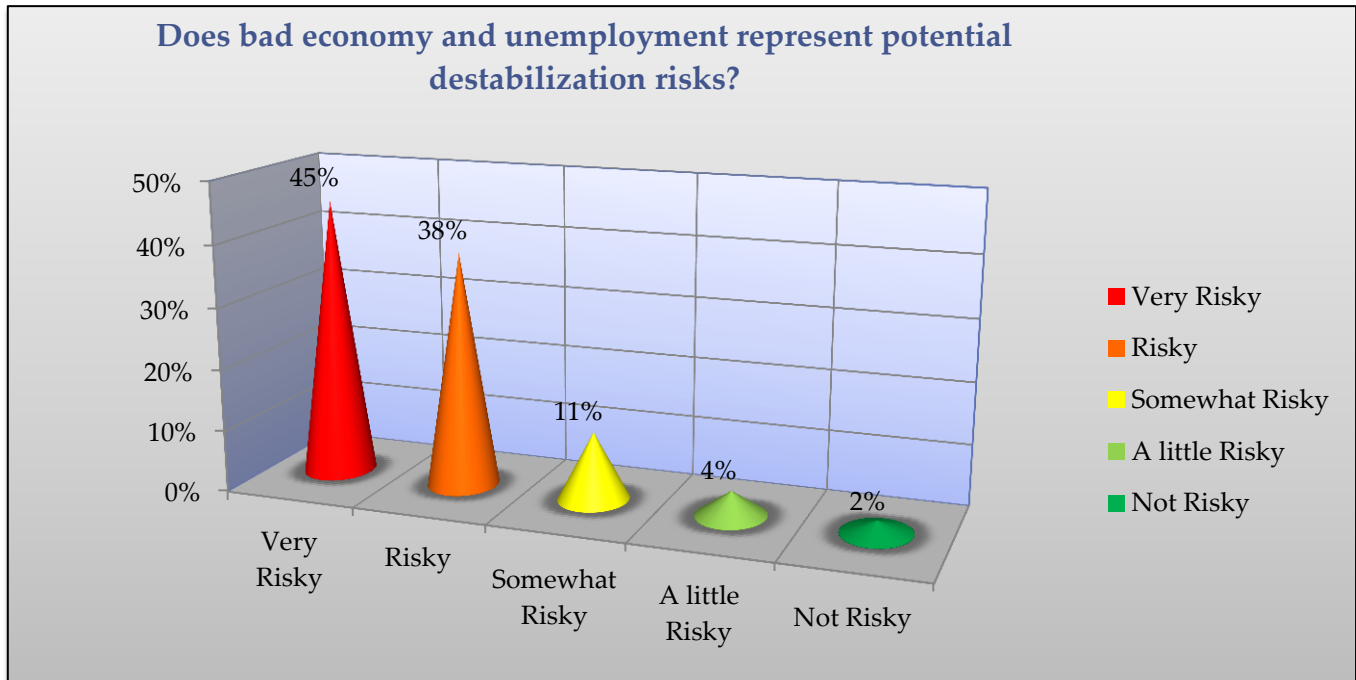


Figure 12 Does bad economy and unemployment represent potential destabilization risks?

Are you aware of your right to privacy and personal data protection?

As the whole world is dealing with the question regarding the right to privacy and personal data protection, the KCSS brought this question to see if the public opinion is aware of this issue, and if so how much Kosovars are aware about this right.

While the massive debates are still ongoing, seemingly the public opinion in Kosovo lacks information about the right to privacy and personal data protection. When asked if they are aware of these two fundamental and debatable rights a large number of people declared they are not aware at all (55%), not aware by 15%, somewhat aware by 11%. Only 19% of Kosovars declared they are aware of their right to privacy and personal data protection.

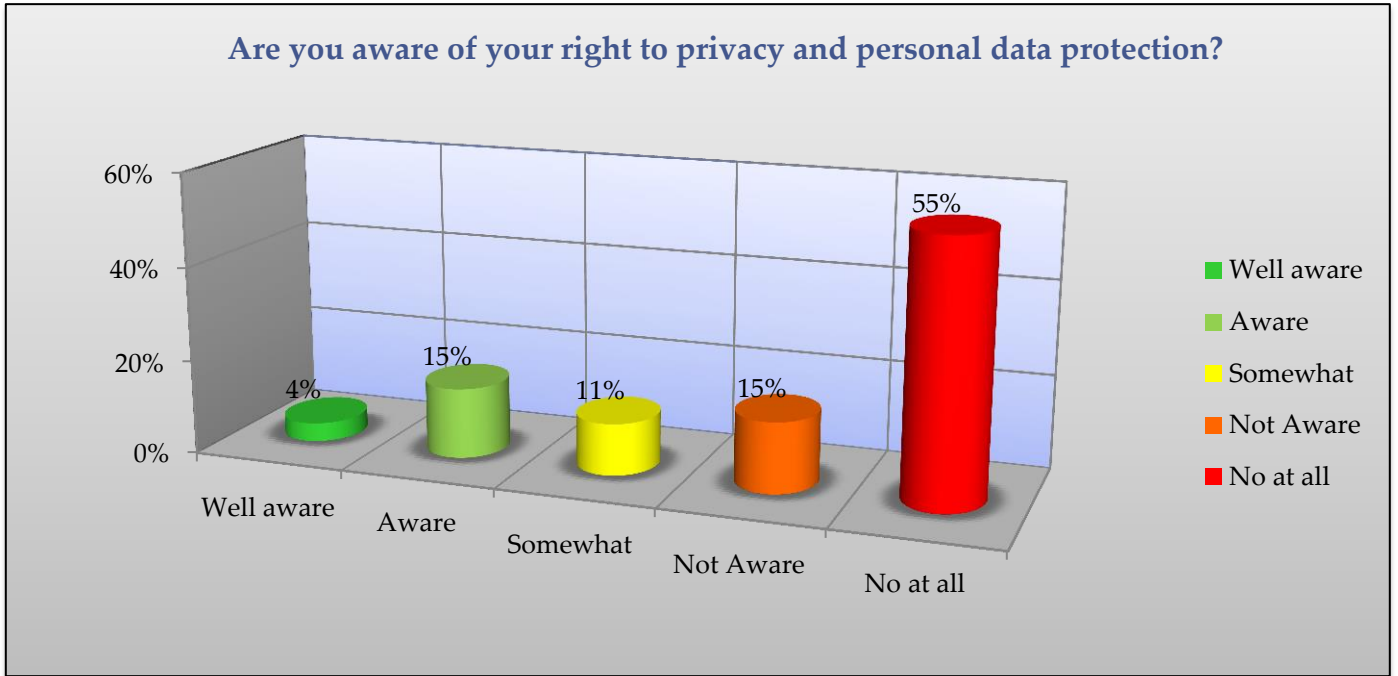


Figure 13 Public opinion on the right to privacy and personal data protection

We would like to express our special acknowledgements to the contributors for remarkable role in field researching, supervising and monitoring data processing.

The team was composed of: Adea Beqaj; Admir Shala; Albulena Hasani; Andrra Pllana; Arber Fetahu; Besa Nimani; Dardana Perteshoni; Dhurata Prokshi; Donjeta Dedinca; Emine Makiqi; Endrit Binakaj; Fatmir Spahiu; Furtuna Shabani; Gent Azemi; Ideal Prokshi; Ilirjana Dakaj; Ilma Zaimi; Jetesa Shabanaj; Krenar Vasolli. Kushtrim Balaj; Marigona Dubovci; Mark Marku; Masa Stanisavljevic; Nektar Zogiani; Petrit Tahiri; Saranda Mellopolci; Shkelqim Berisha; Shpresa Kryeziu; Valmira Sokoli; Valton Marku; Vesel Kqiku

Disclaimer

Perceptions presented in this report are a summary of information gathered from respondents and it only demonstrates how people perceive 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 views of Kosovar Centre for Security Studies.

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

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