



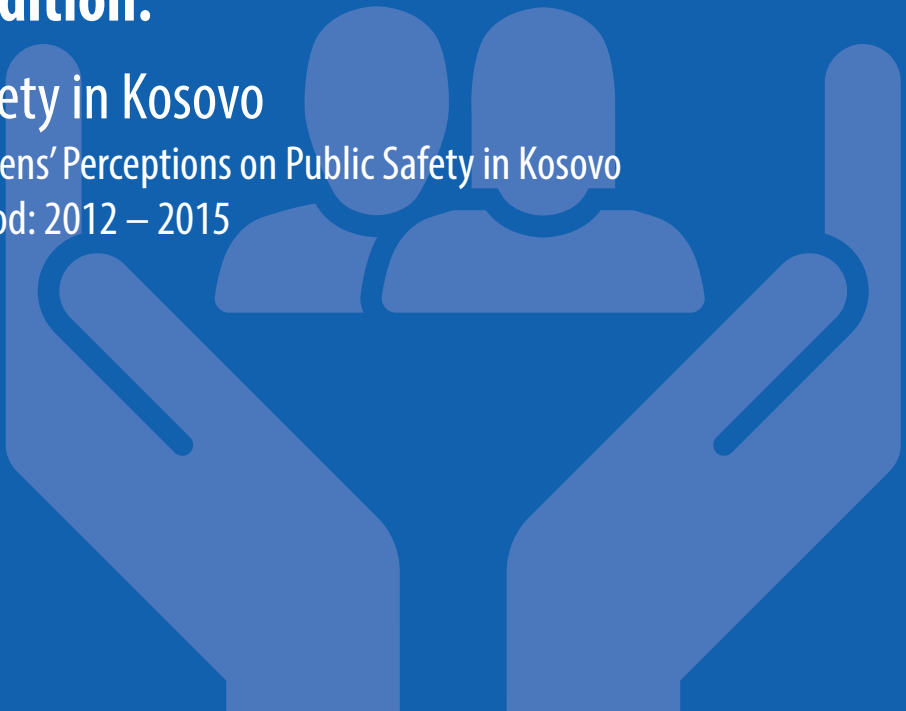
KCSS
Kosovar Centre for Security Studies

KOSOVO SECURITY BAROMETER

Special Edition:

Public Safety in Kosovo

Trends of Citizens' Perceptions on Public Safety in Kosovo
Covering period: 2012 – 2015





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Data Interpreter: Sofije Kryeziu

Internal review: Mentor Vrajolli and Florian Qehaja

Peer review: Shpend Kursani

Language proofreading: Aaron Clarke

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Perceptions presented in this report are a summary of respondents and it only demonstrates how respondents perceive public safety in Kosovo. It is in no way a definite 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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WHAT IS THE KOSOVO SECURITY BAROMETER?

The Kosovo Security Barometer (KSB) is a specific programme of the Kosovar Centre for Security Studies (KCSS) designed to serve as an annual publication. In addition to the general findings, the programme launches special editions in the pre-defined areas. The primary focus of the KSB is to measure the public's perceptions towards security institutions and policy-making. It also measures the public perceptions on the internal and external security threats to Kosovo. The KSB is one of the largest and rather 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, such as the unique tailoring of the quantitative and qualitative methods which aim to offer realistic results on public perceptions towards security related issues.

WHOM DO WE TARGET WITH THIS SPECIAL EDITION?

The KSB Special Edition targets a wide variety of actors interested in the public opinion trends in Kosovo in the field of public safety. It targets policy makers in Kosovo as well as the Western Balkans; the international organizations in Kosovo and their headquarters; local and international civil society organizations; academia and the media.

IMPACT

The impact of the KSB can be expected to multiply in the mid-term for a number of reasons, which, among others, include (a) KCSS's credibility as a politically non-affiliated and independent think-tank; (b) KCSS's track record of employing appropriate methodology in its research; (c) the importance of local ownership; and (d) the professional capacities available at the KCSS. In the three previous editions, the KSB has achieved the four aforementioned aims.

METHODOLOGY

This special edition of the KSB provides a summary of citizens' perceptions towards public safety in Kosovo. Moreover it provides the qualitative data obtained during four years period: from 2012 to 2015 offering trends and patterns in regards to public safety. It particularly focused on the main public safety concerns and issues according to the respondents as well as measures that need to be taken in order to improve public safety in Kosovo. The deconstruction of opinions has been based on the direct involvement of the data interpreter in the face-to-face interviews with the respondents. Also, focus groups with the field researchers supported the KCSS team in further deconstructing and analysing the opinions contained in this special edition.

Answers to the KSB questionnaires were collected through face-to-face interviews conducted around Kosovo. Most of the questions were close-ended in the form of five-point Likert scales. The sampling, piloting, and interviewing were conducted by the KCSS team of 35 field researchers. The national sample from which the research was drawn included approximately 1,100 households, following a representative sample of the population above 18 years old in Kosovo. The ethnic breakdown of the interviewed respondents was approximately as follows: 88 percent K-Albanian, 9 percent K-Serbian, and 3 percent others (Turks, Bosniaks, Roma-Ashkali-Egyptians (RAE) and the rest included Gorans, Croats, and Montenegrins).

The sample frame was based upon telephone code areas, and, as such included the following 7 regions: Ferizaj, Gjakova, Gjilan, Mitrovica, 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. The margin of error is 3 percent with a confidence interval of 95 percent.

Prior to the commencement of fieldwork, a pilot interview was conducted at the beginning of every survey, in order to test the feasibility of the questionnaires. The research team subsequently reported that the pilot interviews were successful, and no problems were encountered with the questions asked to the pilot interviewees. All interviews were completed in a course of approximately 15 days. 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 only demonstrates how people perceive public safety in Kosovo. Hence, this report does not represent a conclusive assessment of the public safety quality of the work of the institutions subject to this study.

1. INTRODUCTION

This Special Edition of the Kosovo Security Barometer (KSB) measures citizens' perception on public safety in Kosovo based on survey data collected over the last four years (from 2012 until 2015). Moreover, citizens' perceptions on a variety of different security issues Kosovo will be provided. Some of the most pressing safety issues highlighted by the respondents were the risks or threats deriving from traffic accidents, robberies and stray animals. The extent to which citizens are affected by these phenomena are provided. The report will also provide perceptions on measures that need to be undertaken on policy level by the security institutions to improve the public safety in Kosovo. The report also provides data on people's trust and cooperation between citizens and security institutions in crime reporting.

More specifically, this special edition covers the following:

- Public perceptions in regards to public safety in Kosovo with the focus on specific parts of the country;
- The main community risks and threats in Kosovo;
- Public perceptions on the main safety providers in Kosovo; and
- Public opinion on the measures that need to be taken in order to improve public safety in Kosovo;

2. KEY FINDINGS:

- Over the course of four years, on average, 40 percent of the respondents felt safe, while another 40 percent neither felt safe nor unsafe, whereas the other 20 percent felt unsafe in Kosovo.
- A limited positive trend is denoted on general public safety perceptions over the four years covered by this report. The increase appears to be at least three percentage points per year, starting from 2012 until 2015. This positive trend indicates an increase of general public trust towards the main security providers.
- Traffic accidents, robberies and stray animals are perceived to be the three main safety challenges.
- In the past four years, on average 17,700 traffic accidents occurred every year, around 10,000 people have been injured, while more than 120 people lost their lives each year.
- Women expressed slightly higher level of safety in their houses/apartments compared to men. However, they felt far less safe at the community level.
- Neighbourhoods predominantly inhabited by Serbian community and those on the border-line with Serbia (inhabited by Albanian community) tend to feel less safe compared to the other regions of Kosovo.
- While most of the respondents have the willingness to report a crime to the police, at the same time they fear that their identity might be disclosed by the police. This way, they doubt the effectiveness of the law enforcement agencies in dealing with and combating crimes along with other negative phenomena.
- Improvement of the education system and economic development are identified by more than 90 percent of the respondents as the two principal measures that would help improving the level of public safety in Kosovo.
- Serious lack of awareness is noted among the respondents regarding the domestic violence, especially when it comes to its different manifestations. The respondents were reluctant in answering fairly when asked about domestic violence as well as about similar cases of other sensitive questions.

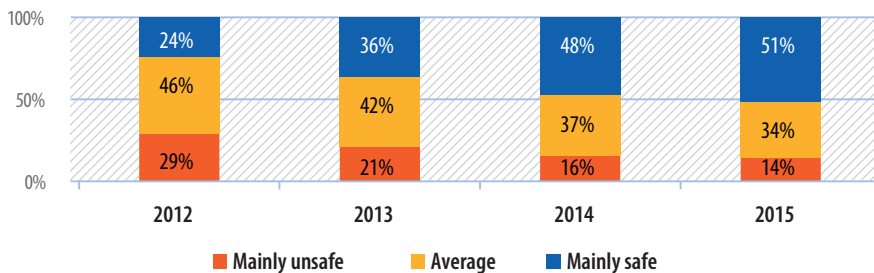
3. HOW SAFE DO KOSOVO CITIZENS FEEL?

From 2012 until the end of 2015, the percentage of respondents who feel safe in Kosovo increased gradually. In 2012 the respondents were asked to evaluate the public safety in Kosovo. In the last three years (2013, 2014 and 2015) in addition to evaluating this matter on national level, respondents were asked to estimate the extent to which they feel safe in other specific geographic areas. In this respect, the perceptions of citizens' personal safety were surveyed at four different levels. Those include their personal safety at (i) national level – Kosovo, (ii) in their town or village depending on the location of the respondents, (iii) in their neighbourhood, and finally (iv) in their house or apartment in which they live. From the results obtained in the last three years, it is observed that the personal safety of the respondents varied and it very much depended on their location. Respondents generally feel safer in their familiar spaces, meaning most of them feel safe in their houses/apartments while the feeling of safety drops the further from home they are.

The results in the last three years show that there is a positive trend on public safety perceptions at national level among the respondents. A steadfast positive trend in regards to public safety was noted between the years 2012, 2013 and 2014, where an increase with 12 percentage points in the safety feeling was noted among the respondents. On the other hand, significantly smaller difference was observed between the years 2014 and 2015, where this difference has dropped to only a quarter (from 12 to 3 percent) of the value of the previous trend.

This shrinkage of the positive trend have been adversely affected by the political instability present during 2014 and 2015. Although these events were mainly concentrated in the capital they have affected public safety perceptions throughout the territory of Kosovo. Moreover, by the end of 2015, 90 percent of the respondents have assessed political instability and political impasse as a risk for the Kosovo's general security.¹

Figure 1- How safe do you feel in Kosovo (national level)?



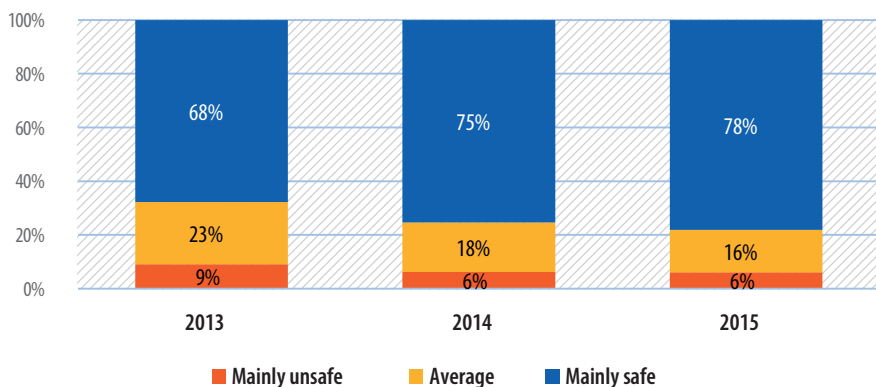
¹ Kosovo Security Barometer, Fifth Edition, December 2015

Even though a positive trend has been noted, overall annual perceptions on public safety starting from 2012 were predominantly negative. In 2012, 46 percent of the respondents did not feel completely safe, meaning they would assess the public safety in Kosovo to be of an average level. Another 29 percent of the respondents assessed the public safety to be mainly bad, compared to only 24 of them who thought that public safety in Kosovo could be considered to a good level. Similarly, in 2013 around 42 percent have stated that they neither feel safe nor unsafe in Kosovo, whereas almost a quarter of the respondents felt mainly unsafe. It was not until 2014 during which the results showed a positive trend in public perception on safety, meaning that the majority shifted to the group of those who mainly feel safe. However, despite this positive trend, a considerable percentage of the respondents neither feel safe nor unsafe.

Overall, a considerable level of uncertainty and lack of trust is observed towards the central institutions - judicial sector and the security institutions, (the latter slightly to a lesser extent).² There is a serious need to make certain steps in handling public safety issues. State institutions should make efforts to gain the public's trust in order to facilitate and further strengthen the cooperation between the citizens and security institutions in order to combat different crimes negatively impacting public safety.

When comparing the safety at the national level with the safety at the community level, the perceptions are predominantly more positive for the latter. Most of the respondents, 68 percent in 2013, 75 percent in 2014, and 78 percent in 2015 feel safe in their village/town.

Figure 2 - How safe do you feel in your Village/Town?

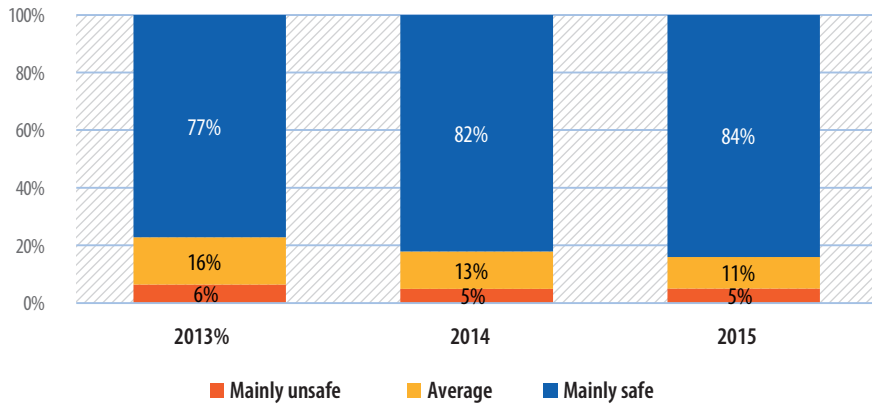


Similar positive public safety perceptions are shown when it comes to the analysis at the neighbourhood level. For the past three years, on average 81 percent of the

² For more details please, see the Kosovo Security Barometer annual editions of 2012, 2013, 2014 and 2015

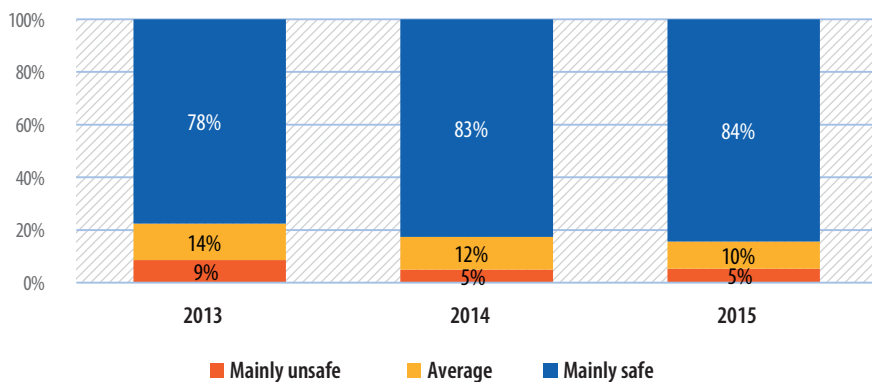
respondents felt mostly safe in their neighbourhoods. This safety perception can be explained by the fact that people living in these areas are more acquainted to each other, they know each other and usually have not experienced issues involving serious crimes. As the figure below shows, these percentages have increased in the past two years by a minimum of five percentage points in both cases (neighbourhood as well as houses/apartments).

Figure 3 - How safe do you feel in your Neighbourhood?



When it comes to personal safety in one's own house/apartment, most of the citizens felt quite safe during the three year period covering 2013-2015. As the figure below shows, most of the respondents on average feel safe in their house/apartment (around 82 percent).

Figure 4 - How safe do you feel in your House/Apartment?

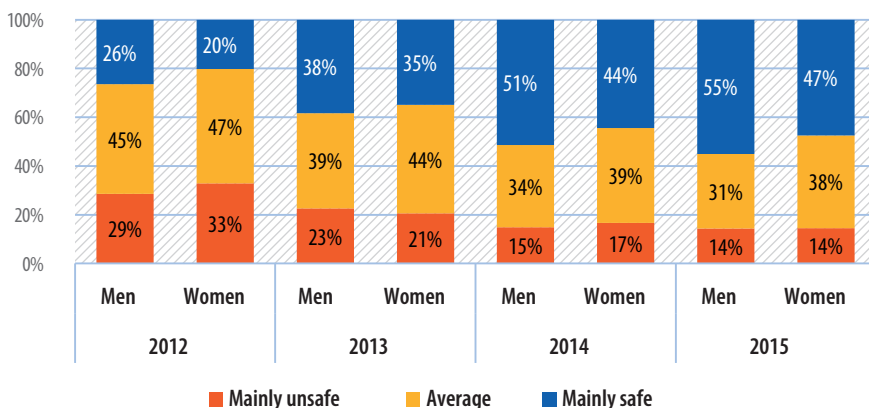


3.1. Gender clustered analysis of citizens' perceptions on public safety

Looking from the gender standpoint, we can see some differences in the results which are essentially cross-linked to the nature of existing gender differences. The perceptions are caused by a range of factors prevailing in the Kosovo society. These perceptions stem from the fact that women, to a much greater extent than men, have been victims of harassments, different types of crimes such as pickpocketing, as well as other forms of violation of bodily integrity in general. As a consequence, compared to men, expectations of personal security are highly expected by women. Correspondingly, often the law enforcement agencies have failed to adequately address the violence against women resulting in perpetrators often going unpunished.

The data for 2012 suggest that women are slightly more concerned about the public safety than men. Around 33 percent of women perceived Kosovo's public safety as bad, while 29 percent of men perceived it the same way. This creates a safety gap of at least 4 percentage points between the genders. Similarly, there were only 20 percent of women, compared to the 26 percent of men, who perceived the public safety in Kosovo as being good. The numbers of both, women and men who perceived the public safety to be at an average level is similar, - around 45 percent in both cases. The following years have seen an increase in positive perception by both genders, although the percentage of women who feel mostly safe up until the end of 2015 is still less than 50 percent.

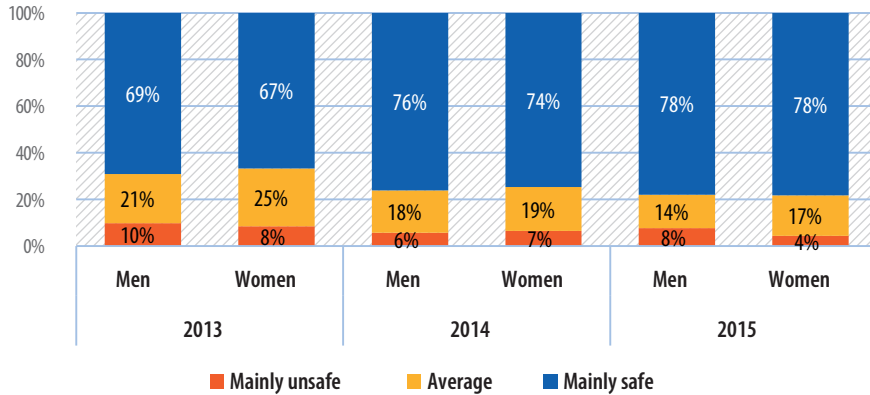
Figure 5 - Gender: How safe do you feel in Kosovo (national level)?



The results are more positive in both cases when comparing the gender differences at the community level, which is something that would be expected given the increase in trends at the aggregate level. There are no significant differences between men and women who feel safe in the village/town they live in. In 2015, an equal level

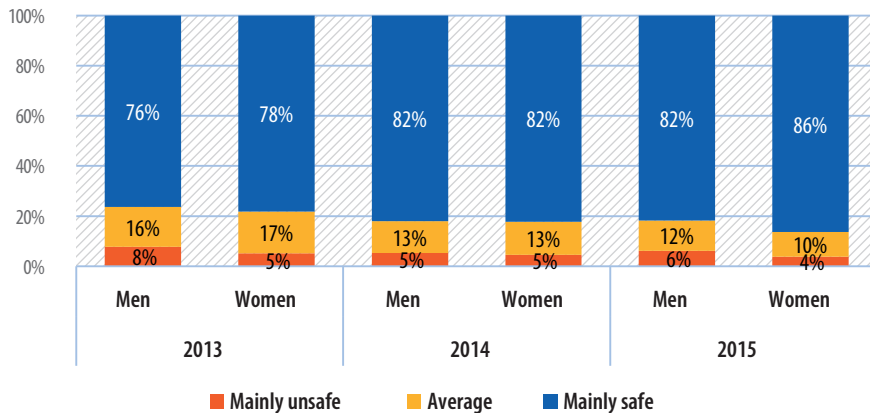
of respondents from both genders said they felt safe, with 78 feeling safe in their community.

Figure 6 - Gender: How safe do you feel in your Village/Town?



The results are similar when examining data at the neighbourhood level. Although it was noted that women feel slightly safer in their respective neighbourhoods compared to men. However, the difference is relatively low and does not represent an increase in the perception of safety among women.

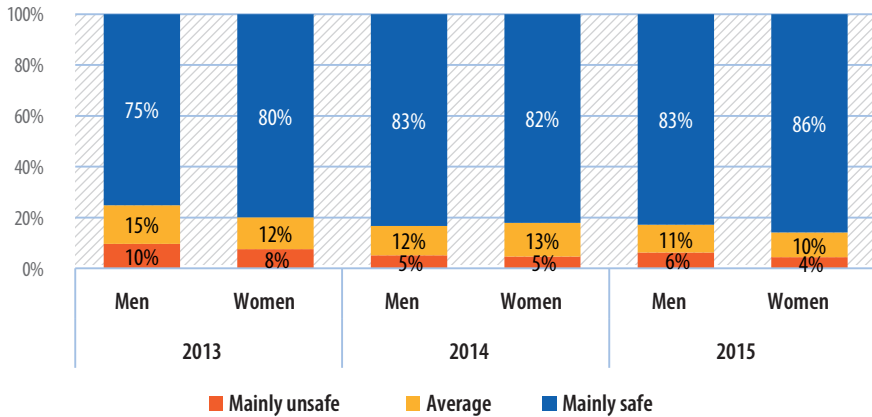
Figure 7 - Gender: How safe do you feel in Neighbourhood?



The differences are even more prominent when asked how safe they feel in their house/apartment. It is evident that women generally feel safer at house/apartment compared to men. This may be due to the conservative mind-set that still exists among Kosovo families on average, where women are commonly inclined to believe that men

shall protect them (make them feel safe) in the living environment. Similar results are noted in the years 2014 and 2015, where women continued to feel mostly safe in their houses/apartments.

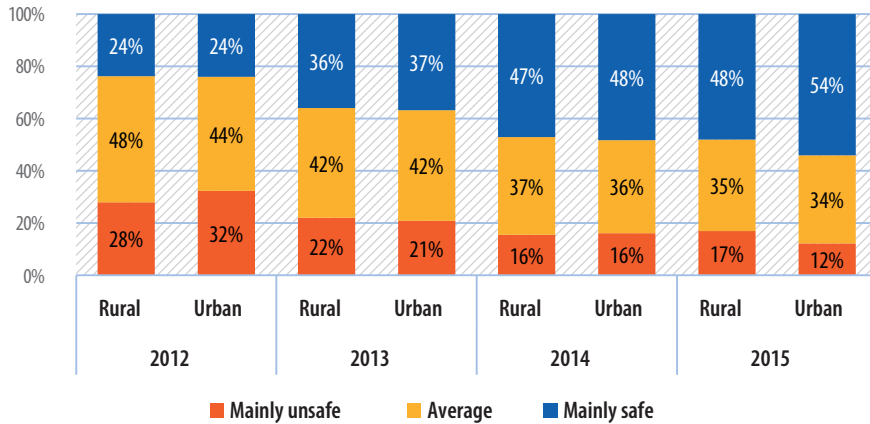
Figure 8 - Gender: How safe do you feel in House/Apartment?



3.2. Area clustered comparative analysis of citizens' perceptions on public safety

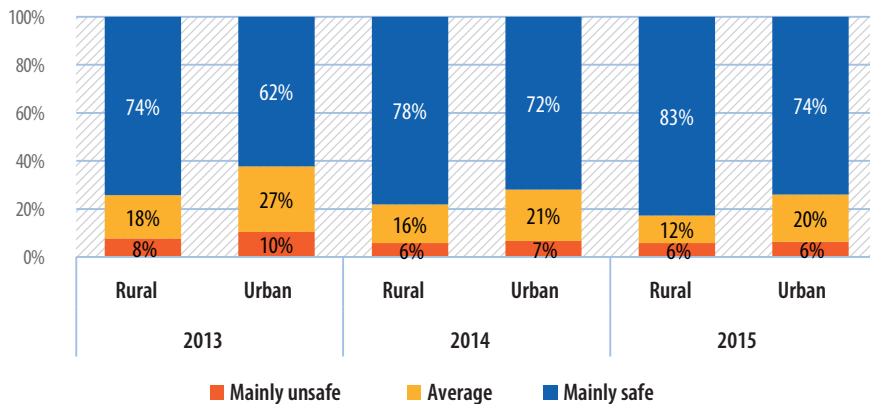
Differences in perceptions between citizens living in urban and rural areas are minimal. The data in 2012 suggested that 32 percent of citizens living in urban areas, compared to those 27 percent who live in rural areas, seem to be more concerned about public safety. The perceptions are a result of greater awareness with public safety issues among the respondents living in the urban areas compared to those living in the rural areas. However, there are not many differences when providing positive feedback regarding the public safety. Both sets of respondents, those living in the urban and rural areas, perceive the public safety to be mainly at average level and only 24 percent of each of the sets, think the public safety is generally at a good level. While in the three subsequent years (2013, 2014 and 2015), the results have been more or less the same, whereas in the year 2015, respondents in urban areas felt predominantly safer than those in the rural areas. This may be a result of greater presence of security providers and easier access towards them in urban areas.

Figure 9 - Area: How safe do you feel in Kosovo (national level)?



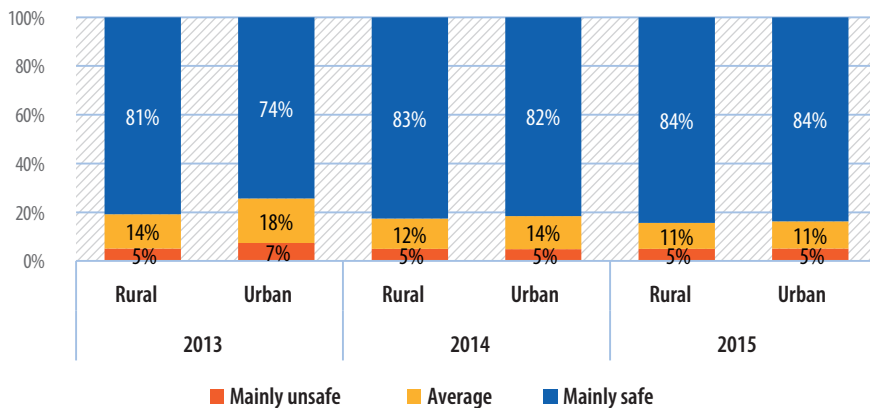
Looking at the community level, the respondents in rural areas have expressed their concerns that there is little or no presence of police officers on the streets, which creates a permissive environment for offenses and crimes of various nature. Likewise, it seems like the respondents in rural areas understand that in case of an accident, attempt murder, robbery or similar offenses, law enforcement and security authorities need more time to arrive at the scene. Similarly, the emergency departments also need more time to arrive in certain rural locations and conditions in emergency centres are more restricted at the local (more peripheral) level. Consequently, every case of a more serious injury needs to be treated in regional centres, far away from these peripheries, and this condition contributes to general insecurity and discontent, usually leading to people feeling less safe as they may not get to the hospital in time, for instance.

Figure 10 - Area: How safe do you feel in your Village/Town?



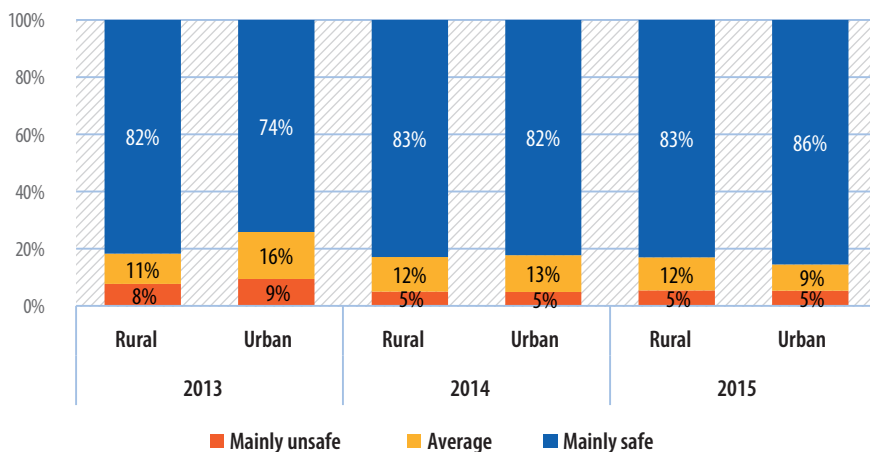
Comparing the results between safety perceptions in urban and rural areas at the neighbourhood level until the end of 2014, it is noted that the respondents from rural area feel slightly safer in their neighbourhood than those of urban areas. Respondents from rural area have confirmed that they predominantly know each other and perceive their neighbourhood as a safe place to live in. However, in 2015 the results are predominantly more positive and there is no difference in perceptions between both the respondents from rural and urban area.

Figure 11 - Area: How safe do you feel in Neighbourhood?



Similarly as in the case of neighbourhood, when respondents of different areas were asked about their perceived safety in their house/apartment the biggest difference was noted in 2013. Although not of a significant gap, the citizens living in urban areas felt predominantly less safe compared to those living in rural areas. In the two following years, as the figure below shows, no big difference was noted.

Figure 12 - Area: How safe do you feel in House/Apartment?

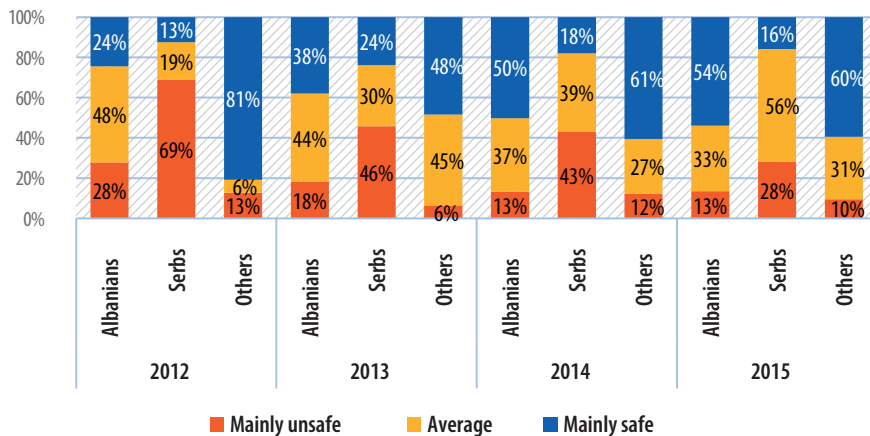


3.3. Ethnicity clustered analysis of citizens' perceptions on public safety

Looking from the ethnicity point of view, it is noticed that other communities living in Kosovo such as: Turks, Bosniaks as well as Roma, Ashkalis and Egyptians (RAE) communities feel predominantly safer in Kosovo compared to Albanian and Serbian communities. From the legal framework perspective, Kosovo provides far reaching rights for its minorities. There are cases of discrimination, but when it comes to the public sector, minority rights tend to be implemented much better and preferences are given especially at the central/national level. This may have also affected their general sense of safety. Nevertheless, when comparing the data during the four years concerning this report, there has been a decreasing trend of safety feeling among these communities.

On the other hand, Kosovo Albanians have undergone a positive trend, where the numbers have increased by at least 10 percentage points every year, resulting from 24 percent of them feeling safe in 2012 to 54 percent in 2015. Looking at the numbers of Kosovo Serbs, it is noted that this community is the one feeling less safe in Kosovo. Although, when comparing the numbers from 2012, as in the case of Kosovo Albanians, a slight positive trend is noted. The numbers of Kosovo Serbs feeling mostly unsafe have fallen from 69 percent in 2012 to 28 percent in 2015. However, it is worth mentioning that the percentage of those feeling unsafe have been distributed to those who feel safe on an average level with no major changes in the numbers of those who feel mostly safe in Kosovo. This indicates a decrease in the perceived insecurity of Kosovo Serbs, but not necessarily an increase in feeling safe.

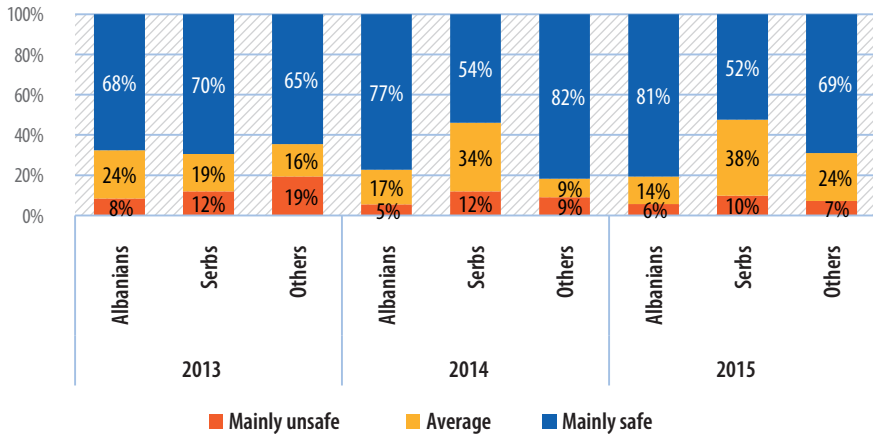
Figure 13 - Ethnicity: How safe do you feel in Kosovo (national level)?



Respondents of all ethnicities feel safer in their respective villages and/or towns. When it comes to their personal safety in the village or town, positive trends have been

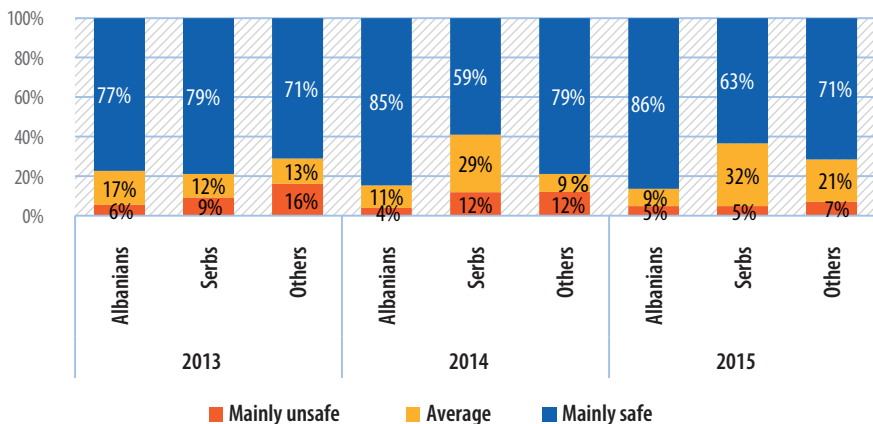
observed among the Kosovo Albanians and other communities living in Kosovo. Even though in 2013 Kosovo Serbs were the ones feeling most safe in their village, slight negative trend has prevailed among this community in the two most recent years.

Figure 14 - Ethnicity: How safe do you feel in your Village/Town?



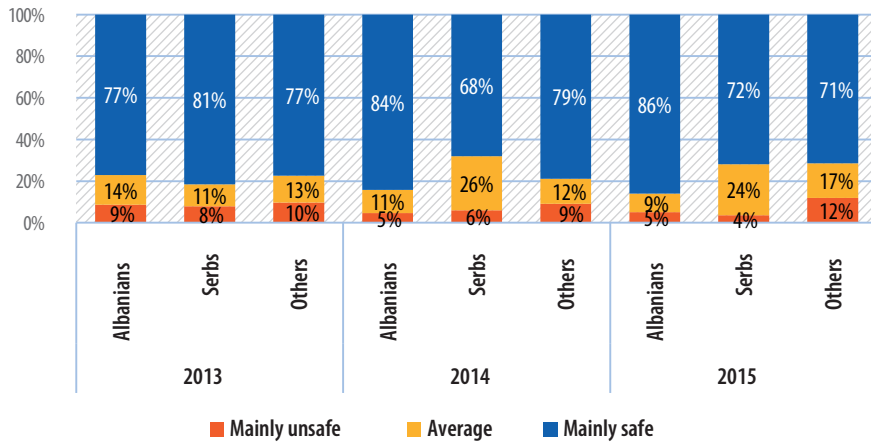
Similar results have been noted when respondents were asked to evaluate the extent to which they feel safe in their neighbourhood. Positive trends have been observed among both Kosovo Albanians and other communities living in Kosovo, while the slightly more negative trend persists among the Kosovo Serbs. This sense of insecurity among the Kosovo Serbs is mainly related to the fact that their trust towards Kosovo state institutions, including security institutions is quite low in comparison to other communities living in Kosovo.

Figure 15 - Ethnicity: How safe do you feel in Neighbourhood?



Citizens of all communities generally feel more safe in their homes (house/apartment) compared to other parts of Kosovo. The trend is positive in the case of Kosovo Albanians. Similar perceptions were noted among Kosovo Serbs and other minorities living in Kosovo. Even though the results are quite positive, and on average 74 percent of the Kosovo Serbs and 76 percent of other minorities feel safe, there is no steadfast positive trend as it is the case with Kosovo Albanians. One of the explanations is interlinked with the slightly increased trust towards the security institutions among the Kosovo Albanians over the years, while no major differences are noted among other communities living in Kosovo, especially Kosovo Serbs. Another important indicator is also the reduction of the homicide numbers. If we compare homicides from the year 2000, it is evident that from 256 homicides committed in the year 2000, the figures have been reduced every year, dropping to 35 in the year 2014.

Figure 16 - Ethnicity: How safe do you feel in House/Apartment?



4. MAIN PUBLIC SAFETY ISSUES IN KOSOVO

Findings indicate that Kosovo citizens have limited understanding of the concept of public safety. Public safety refers to the security issues within a country and the government's actions in ensuring the protection of citizens, institutions and organizations against potential threats to their welfare and to the prosperity of their communities.³ Those risks and threats are mainly based on human-made hazards, but not limited to the natural disasters. On the other hand, the national security is object of wider interpretations, referring to the internal and especially external threats and risks jeopardizing the state security and involving cooperation with other states in the fight against global risks and threats. It is noted that the main risks and threats according to the majority of the respondents are interlinked with the ones caused by human factor. Even though Kosovo is not excluded from natural hazards and each year the risks of this nature are present in different parts of the territory, citizens do not seem to be highly concerned about these types of safety risks and challenges. On the other hand, issues associated to manmade risks such as robberies and traffic accidents, as well as risk of stray animals and similar offences seem to cause high level of concern among Kosovo citizens. Data presented below refer to the statistical data obtained in the last three years (2013 – 2015), although we have not measured the public opinion on stray animals in 2012.

Stray animals were a very serious issue for the majority of respondents in 2014 and 2015. Most of the respondents (respectively 51 and 53 percent) perceive stray animals to be one of the highest safety risk. This is due to several cases of stray animal attacks (mainly stray dogs) particularly involving especially vulnerable individuals, consequently children and young generations in general. Cases of fatalities have not been excluded. The cases of animal attacks are very much present in the autumn and especially winter season and during the mornings and evenings. Up until now, there have been very limited steps taken in handling stray animals. In Prishtina, in 2015, there have been some cleanings of landfills and demolition of old houses which have proven to risk the public health and have drawn the stray dogs in this places because of the waste that have been collected.⁴ Several complains have been issued in different municipalities from citizens who feel threatened by the high number of stray dogs.⁵ Up until now, no concrete steps were taken which would contribute in sustainable solution to the above discussed problem at national level. The issue has also not been handled properly at the local level, mostly due to the lack of capacities (especially financial) to deal with this issue.

3 Rothbard, Murray, N., For a New Liberty: The Libertarian Manifesto, Ludwig von Mises Institute, 2006

4 Koha, 2015, link: <http://koha.net/?id=8&l=78939>

5 Zeri, 2015, link: <http://zeri.info/kronika/36178/qente-endacake-mesyjne-drenasin/>

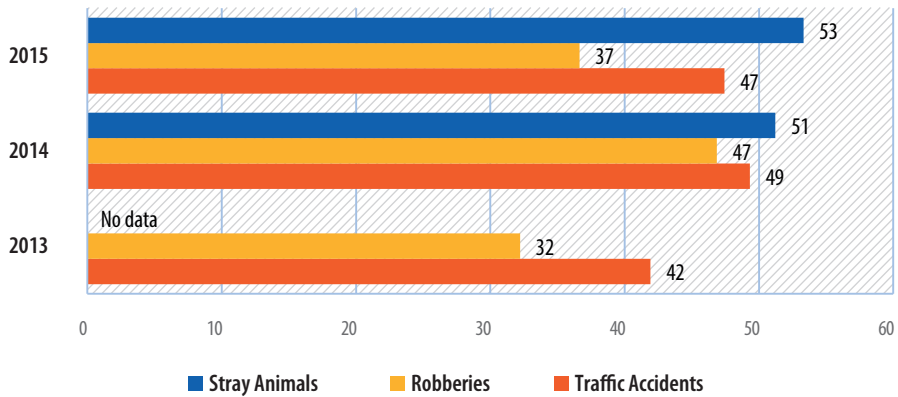
Traffic accidents are another very concerning issue for 42 percent of the respondents in 2012, 49 percent of the respondents in 2014 and 47 percent in 2015. There are data indicating that traffic accidents in the Balkans, including Kosovo, are three times higher in comparison to the other European countries.⁶ Based on the past four years approximately 17,700 (15,200 in the last 14 years) traffic accidents occurred on average every year, and around 10,000 persons were injured, while more than 120 persons lost their lives in traffic accidents.⁷ When looking at the numbers from 2002 the numbers of accidents has doubled, and the number of people who died in traffic accidents remains high and has never dropped below 120. In the last four years, however, there has been a slight decrease in the number of accidents but the number of deaths in traffic accidents remains high and continues to increase.

The most common causes of traffic accidents are the increased number of vehicles in the main roads, high speed driving, and the failure to comply with the rules on the road by both, the drivers and the pedestrians. Likewise, other causes facilitating traffic accidents are the lack of keeping the safety distance, technical condition of vehicles, lack of vehicle technical control, the poor road conditions (especially poor maintenance during low temperatures) absence of traffic signs that were often damaged or stolen. Great importance should be given also to supervising the process of equipping the individuals with driving licenses, especially when it comes to medical and psychophysical capabilities.

In the last three years, respondents coming from the regions of Prishtina, Mitrovica and Peja by at least 44 percent each, are more concerned by the traffic accidents compared to the other regions. Robberies are a serious concern for respondents coming from the regions of Gjakova and Ferizaj, followed by Prishtina and Prizren. Violent incidents are concerning for respondents coming from Mitrovica and Gjilani, regions which are both inhabited by a larger number of Serbian minorities compared to the other regions. Similarly, both of those regions are on the border line with Serbia and may feel slightly more threatened in case of potential inter-ethnic fights or violent incidents, consequently not being restricted by inter-ethnic grounds.

6 Koha, 2015, link: <http://koha.net/?id=27&l=45871>

7 Kosovo Police data on Traffic Accidents

Figure 17 - Main Safety Concerns from 2013 until 2015

Please note: There are no statistical data on citizens' perceptions for Stray Animals in 2013

Robberies are the third highest ranked risk according to 32 percent of the respondents in 2012, 47 percent of respondents in 2014 and 37 percent of them in 2015. Most respondents expressed their concerns regarding frequent thefts that occur in their communities. Some of the main reasons for the continuous robberies according to the respondents remain poor economic situation, high unemployment rates and great poverty. Looking at the police reports in the last two years there were, on average, 6,980 thefts reported.⁸ On the other hand, most of the respondents confirm the capacities of law enforcement institutions in combating these types of crimes are quite limited. The respondents have expressed their concerns that the overall economic situation in Kosovo contributes to increasing the crimes of this nature.

Another concerning issue, although at a lower level, are natural disasters which are present in the whole region of the Western Balkans, including Kosovo. Even though natural disasters are a concerning issue at lower degrees, compared to the other manmade risks, those concerns were mostly related to the Kosovo institutions' technical, financial, human and other capacities in responding to natural disaster.

The least concerning issue for most of the respondents was domestic violence. There were only 3 percent of respondents in 2013, 15 percent of them in 2014 and 13 percent in 2015 who perceived domestic violence as a serious issue in their community. However, it is evident that respondents were reluctant in answering fairly when asked about domestic violence as well as for other more sensitive questions. General lack of information regarding domestic violence and its forms has been observed. Moreover, many types of violence forms are considered 'traditionally acceptable'. Respondents

⁸ There were 7.740 cases of theft in 2014 and 5,980 cases in 2015

largely failed to understand that domestic violence does not include only physical abuse but also sexual, psychological, emotional and economic abuse. Therefore these results may not be fully representative, especially considering that only data within the Kosovo Police show that there are over 1,000 cases of domestic violence reported yearly.⁹ Still, these numbers are high, considering the general reluctance to report domestic violence, since Kosovar society considers it a sensitive and embarrassing issue. Additionally, the same mentality has prevailed among the authorities, such as the police and justice system, and furthermore they have not been supportive in several cases when the victims reported cases of this kind of violence.¹⁰

5. SECURITY PROVIDERS

The KSB editions of 2012, 2013, 2014 and 2015 indicate an increased public trust towards the security institutions compared to the judiciary or the other central political institutions. To get an even more precise perception towards the main security providers, respondents were asked different questions to evaluate the extent to which their perceptions are based by the personal contact or interaction with the security institutions, thus Kosovo Police. The indicators were assessed mainly in the year 2013, 2014 and 2015.

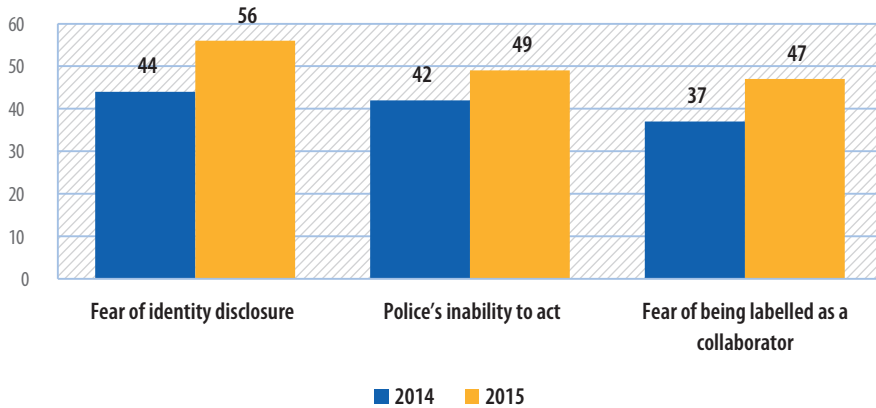
The data in 2013, suggest that almost every second respondent (43 percent) would rather protect their own safety and the safety of their families, meaning they would protect themselves on their own account. This indicates predominantly high level of distrust towards the effectiveness of state and its security institutions. The respondents consider that state institutions meaning security, justice as well as central institutions have failed to build a safe environment and effectively prevent various public safety issues such as robberies, traffic accidents and other more serious crimes. Conversely, one third of the respondents (37 percent) would rather turn to the Kosovo Police to protect themselves and the safety of their family. In the same year, the respondents were then asked to which of the security institution would they report a crime or violent incident and the vast majority (87 percent) of them would report it to the Kosovo Police and 10 percent of them equally divided would report to the international actors present in Kosovo or would not tell anyone about it at all. The similar results are noted in the 2015 edition of KSB, where majority of the respondents stated they would

9 Kosovo Police, Serious Crimes Investigation Unit, Numbers on Domestic Violence for the years 2010, 2011, 2012, 2013

10 Telegrafi 2015, link: <http://www.telegrafi.com/dhuna-ne-familje-krim-apo-tradite/>

contact police for security issues.¹¹ It has been observed that their response is based mainly moral obligation meaning that reporting at the same time might be used to prevent other potential crimes in the future.

Figure 18 - The reasons of citizens reluctance to cooperate with the police



The main reasons why respondents feel safe are not related to the protection they are gaining by the security institutions. Observing the quantitative data obtained in 2013, one of the main reasons why respondents feel safe is the fact that they live in a good neighbourhood (52 percent) followed by the fact that they live normally and obey law and order (35 percent). Two answers that are mentioned to be less of a reason why they feel safe are the capacity to protect themselves (7 percent) and only 4 percent of the respondents stated that they feel safe because the state security institutions are doing their job well.

Taking into account that there is a number of people who would not report certain crimes to the police, it is important to assess which are the main reasons for their reluctance to cooperate with the police. Observing the results from 2013 until 2015, the same reasons prevail and their ranking remains the same, leading to the increase of the percentage every year. The main reasons why the respondents are reluctant to report are largely related to (i) the fear of reprisals by the perpetrators (34 percent), (ii) general mistrust in the police (33 percent) and the fact that (iii) the police would already be aware of the case (22 percent). Lower number (5 percent) of them expressed fear of the political actors and security institutions and the other 5 percent refused to answer why they would they refrain from reporting to the police. A positive element was that the ethnic barrier was not seen as an obstacle when it comes to reporting a crime or violent incident to the security authorities. The first option is related with the fact that citizens do not trust they enjoy adequate protection of their personal data handled to

¹¹ Avdiu, P., Citizens Perceptions on Police Integrity in Kosovo, February 2016

the police. According to the KSB Special Edition on Personal Data Protection in 2015, there were 34 percent of the respondents who expressed fear of potential misuse of their personal data by the police.¹² These results indicate that there are doubts and uncertainties regarding the provision of information or disclosure of their personal data and thus identity by the police to the third parties.

The same obstructive factors for better cooperation between the citizens and the police seem to have increased in the two upcoming years, indicating that although the general trust towards this institution has increased, respondents are quite hesitant to cooperate with the police. Although, the personal contact with the police has risen, it is concerning that also the reluctance to cooperate with the police has risen. In 2014, 44 percent of the respondents were mainly scared by the fear of identity disclosure, 42 percent did not think the police is effective in combating crime and other negative phenomena and 37 percent of them feared of being labelled as a collaborator by their fellow citizens. Correspondingly, in 2015 the main issues preventing citizens to cooperate with the police remain fear of identity disclosure (56 percent), police's inability to act (49 percent), and fear of being labelled as a collaborator by fellow citizens (47 percent).¹³

As for the respondents who have had contact with the Kosovo Police, a considerable number (86 percent) of them in 2013 stated that they did not ask for assistance or reported to the police in the last six month, the other 14 percent who have asked for the assistance had different experiences and consequently different impressions about the police's effectiveness. These results are more or less equally divided into three groups. There are 26 percent of the respondents who were very much satisfied with the treatment of their request, 38 percent of them were satisfied to some extent, while 36 percent of them were not satisfied at all with how their request was handled by the police. The results with respect to the frequency of contact with the police in 2015 differ, and the majority of the respondents (58 percent) stated they have contacted the Kosovo Police.¹⁴

When the respondents were asked whether they, or someone close to them, have given bribe to police authorities in the last six months, 97 percent of the respondents stated that they have actually not. Therefore, these results depend entirely on the level of honesty of the respondents and cannot be considered as the decisive or persuasive results of the state of affairs. Similarly, in 2015, 95 percent of those who claimed to have had contact with the police stated that they have never been asked to hand over money, gifts or any other bribe police officers.¹⁵ Another 2 percent admitted to have

12 Kryeziu, S., Citizens Perceptions on Personal Data Protection, January 2015

13 Avdiu, P., Citizens Perceptions on Police Integrity in Kosovo, February 2016

14 Kosovo Security Barometer, Fifth Edition, December 2015

15 Avdiu, P., Citizens Perceptions on Police Integrity in Kosovo, February 2016

given gifts or money to police officers and the rest paid lunch/dinner or promised a favour in return.¹⁶

The respondents were also asked to evaluate whether the Kosovo security institutions are capable of providing security in general. In 2014, more than half of the respondents (57 percent) thought that security institutions such as the Police, KSF, Intelligence and Civil Emergencies need further support from the international community in order to further increase their capacities in providing security. The other 30 percent of the respondents perceived that these institutions' capacities are fully achieved and no further support is needed. This group of respondents consider that security institutions do possess the needed capabilities to finish their duties, but that they should concentrate their efforts in engaging more to fight different crimes and contribute to public safety. Another 11 percent of the respondents do not perceive Kosovo's security institutions as capable to provide security. These perceptions are based on the overall limited effectiveness of these institutions over the years in combating different crimes. The results of the KSB survey covering the year 2015, indicate that there is no support for indefinite presence for the international missions in Kosovo. More precisely, most of the respondents believe that the KFOR mission should leave Kosovo in 3-5 years, whereas in the case of EULEX, the majority of respondents have stated that this mission should have ended by now.

16 Ibid

6. PUBLIC SAFETY IMPROVEMENT

Taking into account that the public safety in Kosovo has received an average overall perception, KCSS assessed the measures that the citizens perceived to be the most important for contributing to improving their public safety. Most of the respondents agreed that the first issues that need to be addressed are those related to the educational and economic sector.

According to most of the respondents across the years (94 percent in 2012, 96 percent in 2014 and 97 percent in 2015) there is an immediate need to increase and develop further the education system which for the time being is quite low. This measure is further followed by the need to increase the opportunities (on the average 94 percent in the three years) for the youth, in cultural, sporting and other activities, which according to most of the respondents are quite limited. Respondents agree that an increase in provision of such activities would help the younger generations to develop their social skills, discipline and other capacities. This would further decrease the possibilities for the youth to end up in crime related activities such as burglaries, abuse of drugs and alcohol, or other inappropriate behaviours that contribute to a lack of perceived safety.

Another highly concerning issue for most of the respondents is the overall economic situation in Kosovo. Respondents generally perceive the economic situation in Kosovo as quite underdeveloped leading to high unemployment, low incomes and high poverty rates. This is one of the serious issues which needs to be taken into account because it also influences the high levels of various crimes involving thefts, for instance. Based on the high rate of poverty that characterises Kosovo, 79 percent of the respondents in 2012, 89 percent in 2014 and 92 percent in 2015 agreed that there is a need to increase the social aid for those households which cannot meet the basic requirements to earn for basic living standards. The need to improve the economic development is very important and urgent for 97 percent of the respondents in 2014, and 98 percent of them in 2015. The economic situation and high unemployment in Kosovo has been seen as one of the main threats and risks in Kosovo.¹⁷ The respondents are concerned that the economic situation in Kosovo and the high unemployment rates, especially among the youth, are a detrimental factor for the whole internal safety and stability in Kosovo.

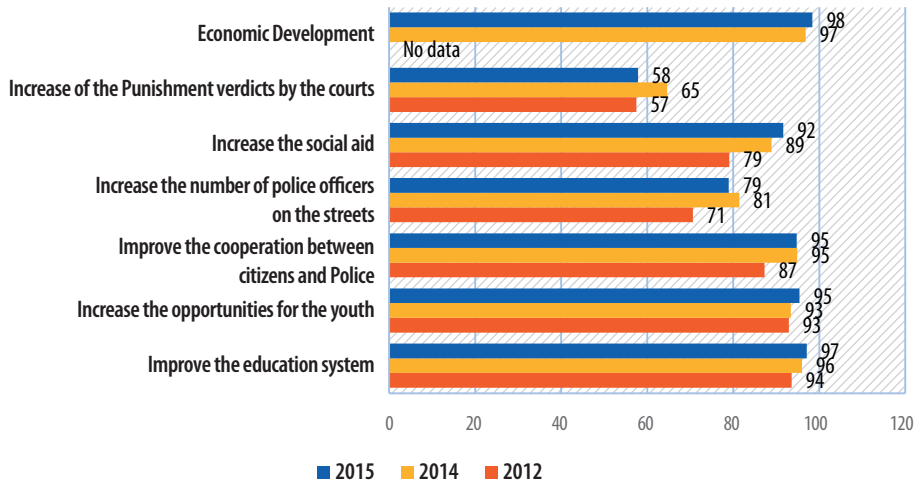
Looking from the security point of view, the respondents perceive it as very important and necessary to increase and improve the cooperation between the citizens and the police. Even though the trust towards the Kosovo Police is not as high as for some other security institutions, be it at national level – Kosovo Security Force, Fire-

¹⁷ Kosovo Security Barometer, Fifth Edition, December 2015

fighters, or the international community present in Kosovo – KFOR. Nevertheless, 87 percent of the respondents in 2012 seemed to have perceived it as very important to establish and improve the cooperation between citizens and the police. They argue that there is a limited cooperation between the citizens and the police. This could be as a result of moderate satisfaction with the KP work. In the 2012 KSB edition there were only 42 percent of the respondents who were satisfied with the KP work.¹⁸ This percentage went higher in 2014 and 2015, where 95 percent of respondents consider the cooperation between the police and citizens as an important factor in reducing the number of crimes and improve the public safety in Kosovo.

On the other hand, most of the citizens do not perceive that there is need to increase the punishment verdicts by the courts as most of them argue that such measures are already in place. Even though there were 57 percent in 2012, 65 percent in 2014 and 58 percent in 2015 of the respondents who opted in for the need to increase the punishments by the courts, the main reason and the real issue in this regard, according to them, is related to the fact that the justice system is not functional and as a result it is difficult to decrease and combat offences and different types of crimes.

Figure 19 - Measures to improve the public safety



Please note: There are no available statistical data on the public opinion for the year 2013, nor data on perceptions regarding the Economic Development for the year 2012

When comparing the numbers on the same measures that need to be taken between the genders, the only difference is that women respondents generally saw these same measures for 2 to 7 percentage points as more necessary compared to the men respondents. Comparing the respondents' perceptions according to the area, there are minor differences noted. Respondents coming from the rural areas saw it as more necessary to increase the number of police officers on the streets compared to the respondents from the urban areas. Likewise, given that those living in the rural areas have lower standards of living on average, they are more likely to think, compared to those living in the urban areas, that there is a need to increase social aid for people without basic living conditions. No major differences were noted when comparing the results between the ethnicities living in Kosovo, they all unanimously agree that the measures mentioned above are crucial for systematic improvement of the public safety for all the Kosovo citizens accordingly.

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