



# KOSOVO CITIZENS' TRUST TOWARDS SECURITY AND JUSTICE INSTITUTIONS

**W B** WESTERN BALKANS  
**S B** SECURITY BAROMETER

**2020** FIRST REGIONAL  
SURVEY EDITION



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Perceptions presented in this report are a summary of information gathered from respondents and it only demonstrates how people percept institutions. It is in no way a conclusive assessment of the quality of the work of institutions subject to this study. It shall serve as an instrument to them for addressing potential shortcomings but also an indicator of the effectiveness of their communication with the people.

The views presented in this report are perceptions of the respondents and do not necessarily represent the views of the Kosovar Centre for Security Studies. Opinions expressed in this report do not necessarily represent the views of the National Endowment for Democracy (NED)

# KOSOVO CITIZENS' TRUST TOWARDS SECURITY AND JUSTICE INSTITUTIONS

NOVEMBER 2020

PROJECT SUPPORTED BY:



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# LIST OF ABBREVIATIONS

<b>KSB</b>	<b>Kosovo Security Barometer</b>
<b>KSF</b>	<b>Kosovo Security Forces</b>
<b>KP</b>	<b>Kosovo Police</b>
<b>PIK</b>	<b>Police Inspectorate of Kosovo</b>
<b>KIA</b>	<b>Kosovo Intelligence Agency</b>
<b>KC</b>	<b>Kosovo Customs</b>
<b>KCS</b>	<b>Kosovo Correctional Service</b>
<b>ACA</b>	<b>Anti-Corruption Agency</b>



# EXECUTIVE SUMMARY

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The Kosovo Security Barometer (KSB) is a distinctive tool through which Kosovar Center for Security Studies (KCSS) measures public perceptions in Kosovo on the trust towards institutions and different security related issues. In its tenth edition, KSB has taken a regional dimension and marks the first edition of the **Western Balkans Security Barometer (WBSB)**. In this edition, in addition to measuring the perception of Kosovo citizens regarding their trust in institutions and perceptions on public security, police integrity, national threats, violent extremism, EU integration, regional cooperation and Kosovo-Serbia relations, WBSB measured simultaneously the opinion of the citizens of Serbia on the same issues as well. This publication includes the analyzed data for Kosovo only, while the report on Serbia can be accessed here.

The tenth edition of the Kosovo Security Barometer, respectively the first edition of the Western Balkans Security Barometer, consists of three main chapters:

- 1. Citizens' trust towards Security, Justice and Central Institutions;**
- 2. Citizens' perceptions on the corruption of the key institutions;**
- 3. Frequency of citizens' contact with key security and justice institutions.**

While this report provides a general overview of citizens' perceptions on the above-mentioned chapters, it also presents the data based on Gender, Region, Area (Urban/Rural), Age (18-35/36+) and Ethnicity of the respondents. In addition, the report offers additional analysis on why such citizens' perception towards the issues provided in the report are present. This was enabled by conducting two focus groups with field researchers - who provided first-hand information from the field in addition to the fixed responses of the citizens' and two focus groups with representatives of institutions and other stakeholders that are subject of KSB analysis - who provided their perspective on why such perceptions are present and offered potential solutions on how to further the citizens' perception towards them.

The key institutions presented on this report are categorized in:

- \* **Security Institutions** – Kosovo Security Forces (KSF), Kosovo Police (KP), Police Inspectorate of Kosovo (PIK), Kosovo Intelligence Agency (KIA), Kosovo Customs (KC) and Kosovo Correctional Service (KCS)<sup>1</sup> ;
- \* **Justice Institutions** – Prosecution and Courts;
- \* **Central Institutions** – Assembly of Kosovo, Government of Kosovo, President of Kosovo, Mayors of the Municipalities, Municipal Administration and Anti-Corruption Agency.

The Key Findings of the tenth edition of the KSB are as follow:

- \* Respondents of Kosovo Security Barometer continue to have higher trust towards Security institutions compared to Central and Justice institutions;
- \* The Kosovo Security Force continues to be the most trusted institution with 81 percent of respondents having trust or complete trust in them;
- \* Kosovo Intelligence Agency, Kosovo Customs and Kosovo Correctional Service are the least trusted security institutions;
- \* In general, Security institutions are perceived as less corrupted by citizens compared to Justice and Central institutions;
- \* Justice institutions, namely the Courts and the Prosecution, continue to be perceived as corrupted by over 40 percent of respondents believing that these institutions are corrupted or very corrupted;

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<sup>1</sup> The KSC and KC are subject of KSB analysis since 2019. Despite the fact they operate under different ministries that are not related with security, their integration in KSB as security institutions relates to their contribution to security, as well as to the fact that they serve as uniformed security staff. For more information on why they are categorized as such, please see the ninth edition of KSB: [http://www.qkss.org/repository/docs/KSB2019\\_339996.pdf](http://www.qkss.org/repository/docs/KSB2019_339996.pdf)

## EXECUTIVE SUMMARY

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- \* The Government of Kosovo is considered the most corrupted institution with 72 percent of respondents stating that the Government is corrupted or very corrupted;
- \* In general, citizens have a low frequency of direct contact with the institutions in Kosovo;
- \* The institutions with which the citizens have had more direct contact in the last 12 months are the Municipalities;
- \* The institution with which the citizens have had the least direct contact in the last 12 months is the Government;



# 1. TRUST TOWARDS SECURITY, JUSTICE AND CENTRAL INSTITUTIONS

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Citizens' perceptions towards institutions are potentially related to the general dissatisfaction in the political mainstream in Kosovo and the social/economic situation and are not necessarily related to their direct experiences and the performance of institutions. Moreover, a large number of citizens are not aware of the mandate of some of the institutions, however they have a tendency to give an answer whether trust or distrust towards certain institutions, mostly based on the performance and citizens' approach to the central institutions.<sup>2</sup> This points out that there is a need for greater visibility of institutions at the citizens' level and their transparency plays a major role in the perception and overall satisfaction of citizens towards them. Moreover, the perceptions may also come as a result of media reporting on the performance and work of the institutions as well as the interaction on social media between citizens' and the opinion expressed by different public figures that citizens' may rely on as trustable sources of information. In this regard, the institutions that enjoy lower trust according to this year's edition of KSB, perceive the impact of the media and social media as negative in affecting the citizens opinions, emphasizing that many of the media reports on institutions are inaccurate.<sup>3</sup>

The survey of the KSB, namely the chapter on the trust towards the institutions, is opened by two open-ended questions: which institution do you trust the most in Kosovo and which institution do you trust the least in Kosovo. When these questions are asked, the respondents tend to be confused and usually do not have an immediate response.<sup>4</sup> There is a need of the field researchers to explain who may be included in the institutions, while a general skepticism is present to most of the respondents when trying to identify who they trust/distrust the most.<sup>5</sup> Moreover, although the question is clear and the field researchers provide additional explanation to the respondents, a considerable part of them insist on giving as an answer a non-governmental entity or individual.

After the completion of the field research, citizens' responses on the open-ended questions were analyzed and categorized into groups, depending on the frequency of the responses for the respective institutions. Institutions that were rarely mentioned, consisting only one percent or below and non-institutional entities, are included in the Others category. In both following tables, the educational institutions, although they consist only one percent of the responses, are intentionally presented in a specific category because the answers are mainly referred to the education system and not to the institutions as such. In this respect, citizens' dissatisfaction with the education system may be related to their general perception on central institutions. The same applies to the political parties. The Justice Institutions include Courts and Prosecution, while Central Institutions include the Assembly of Kosovo, the Government of Kosovo and the President of Kosovo. On the other hand, Municipalities include the Administration of the Municipalities, different directorates within the Municipalities or the answers when Mayors were particularly specified by the citizens'.

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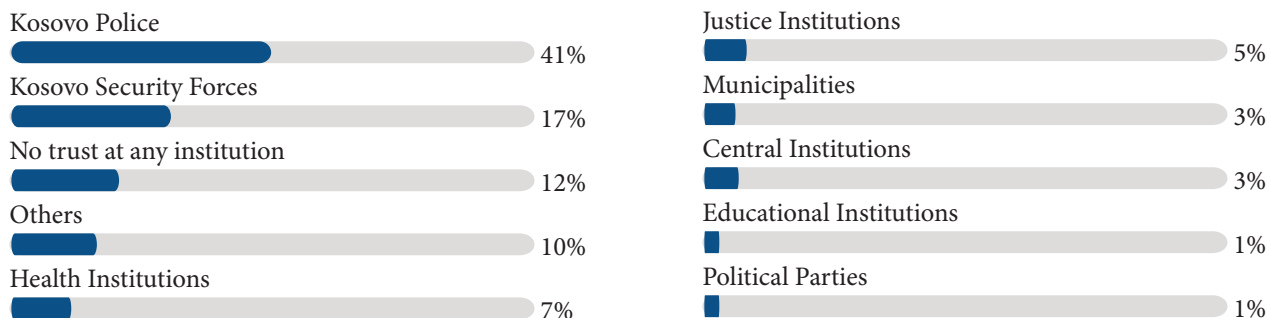
<sup>2</sup> Focus Group with Field Researchers, 15/10/2020

<sup>3</sup> Focus Group with Stakeholders, 16/10/2020.

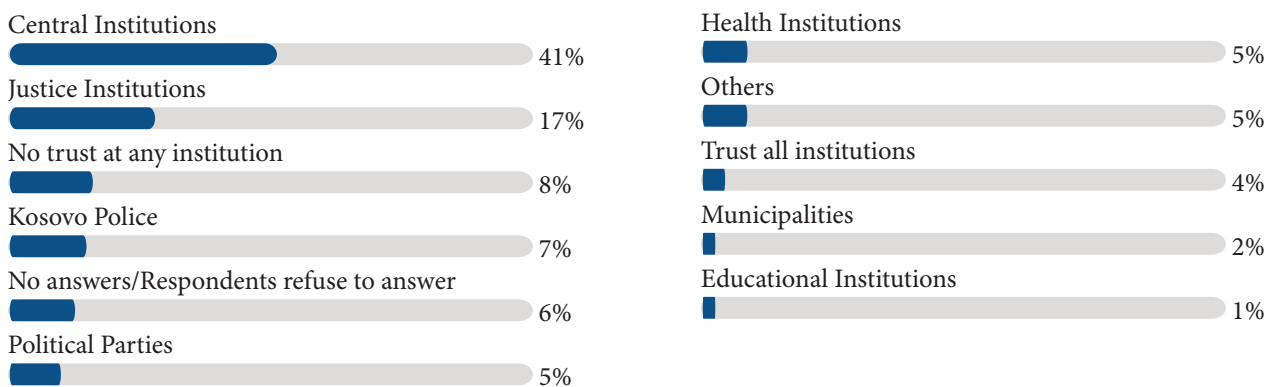
<sup>4</sup> Focus Group with Field Researchers, 15/10/2020.

<sup>5</sup> Ibid.

**Figure A** Open-Ended Question - Which Institution do you trust the most



**Figure B** Open-Ended Question - Which Institution do you trust the least



In the answers and results to the open-ended questions, there is a difference from the overall opinion regarding the institutions from the closed-ended questions presented in the following chapters. It has been noticed that in the open-ended questions citizens tend to give answer with the institutions they have a more direct contact in their daily activities or those institutions which are a subject of debates on television or media reports in general more frequently, as in the case of the Kosovo Police and central institutions respectively. Similar observation is present in health institutions, municipalities and educational institutions which when given as a response by the citizens, they mainly refer to their personal experiences with them.<sup>6</sup>

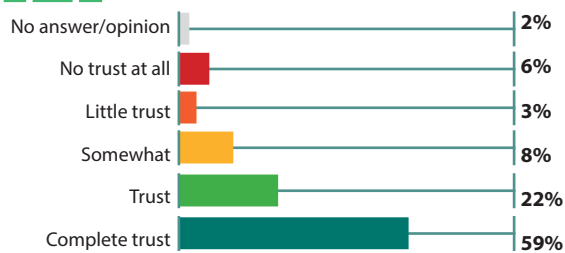
6 Focus Group with Field Researchers, 30/10/2020.

# 1.1. TRUST TOWARDS SECURITY INSTITUTIONS

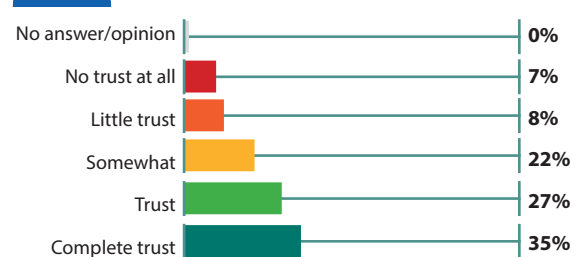
In the spectrum of security institutions, KSB measures citizens' perception on their trust in Kosovo Security Forces (KSF), Kosovo Police (KP), Police Inspectorate of Kosovo (PIK), Kosovo Intelligence Agency (KIA), Kosovo Customs (KC) and Kosovo Correctional Services (KCS). Consistently in KSB, citizens have the highest trust in security institutions, respectively in KSF and KP. Similarly with the previous editions, respondents of the KSB listed the KSF as the most trusted security institution in Kosovo, followed by KP and PIK. Generally, when PIK was mentioned to the respondents they did not exactly know the mandate and could not properly make the difference with KP.<sup>7</sup> Therefore, the trust towards one of these institutions, potentially reflects the trust in the other institution as well. On the other hand, the least trusted security institution is KIA, followed by KCS and KC. The region of North Mitrovica has generally shown less trust towards Security Institution than other regions in Kosovo, while Kosovo Serb (K-Serb) community in general has a tendency to show less trust towards the security institutions. On the other hand, respondents from rural areas and those over 36 years old have a greater tendency to have more trust in security institutions, while the perceptions of male and female respondents differ depending on the institution.

**Figure 1 Trust towards Security Institutions**

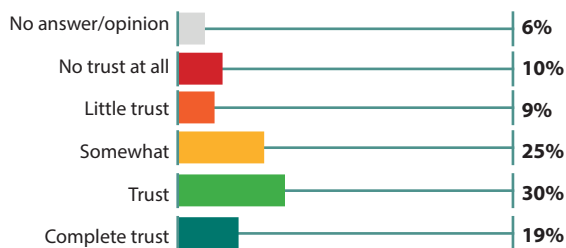
## KOSOVO SECURITY FORCES



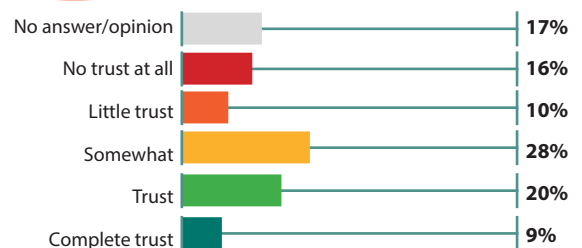
## KOSOVO POLICE



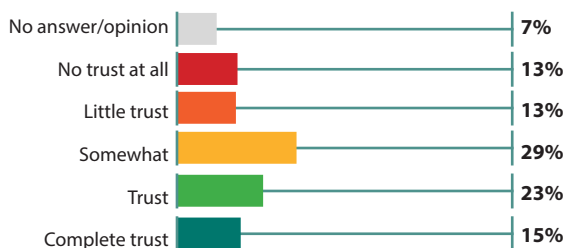
## POLICE INSPECTORATE OF KOSOVO



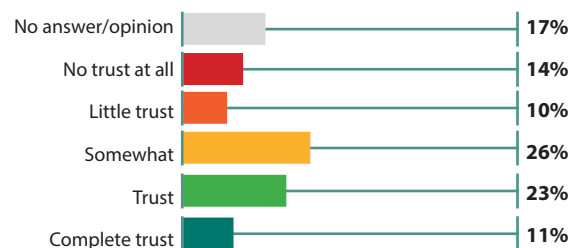
## KOSOVO INTELLIGENCE AGENCY



## KOSOVO CUSTOMS



## KOSOVO CORRECTIONAL SERVICES



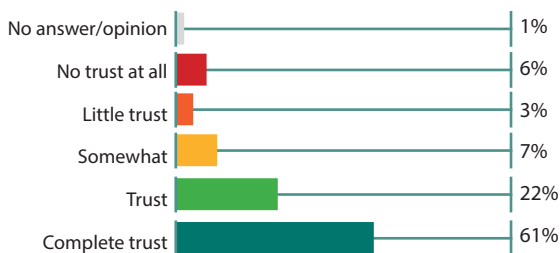


**FIGURE 1.1 TRUST TOWARDS KOSOVO SECURITY FORCES**

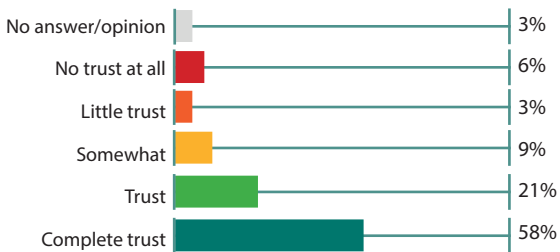
**i. Trust towards KSF based on Area**



**Rural**

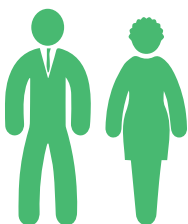
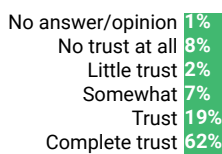


**Urban**

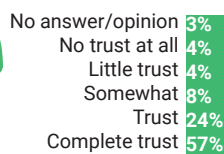


**ii. Trust towards KSF based on Gender**

**Male**



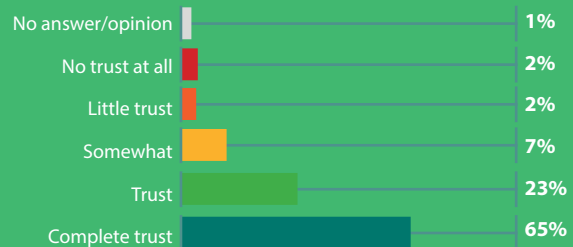
**Female**



**ii. Trust towards KSF based on Ethnicity**



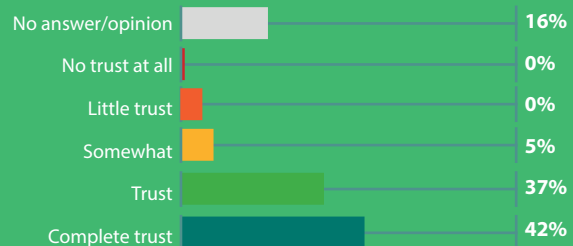
**K-Albanian**



**K-Serb**

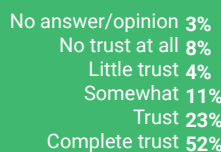


**K-Other**

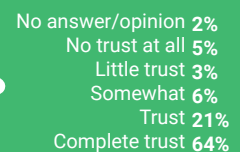


**iv. Trust towards KSF based on Age**

**18 - 35**



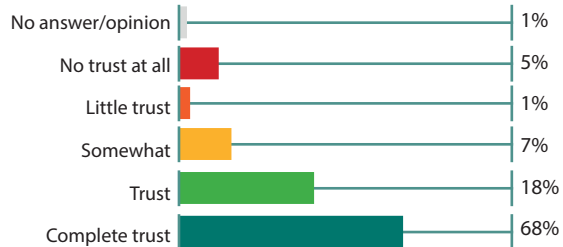
**36+**



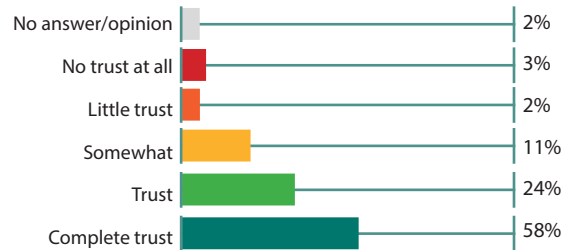
8 The Other communities in Kosovo (K-Other) in the KSB include: Roma, Ashkali, Egyptian, Bosniaks, Croatians, Turkish and Gorani respondents.

**v. Trust towards KSF based on Region**

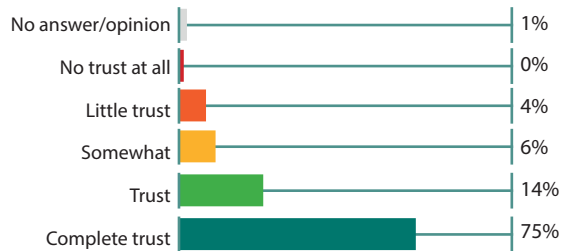
**Prishtina**



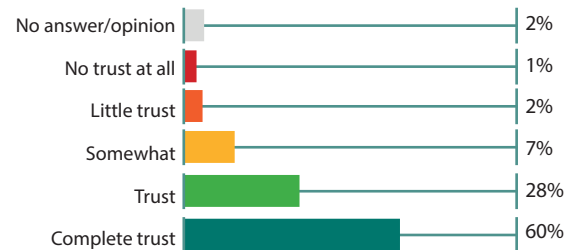
**Gjakova**



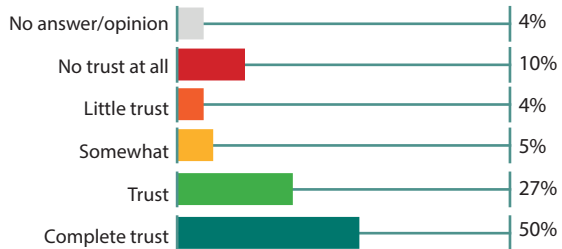
**Mitrovica South**



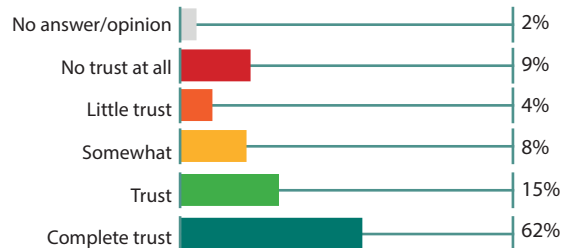
**Prizren**



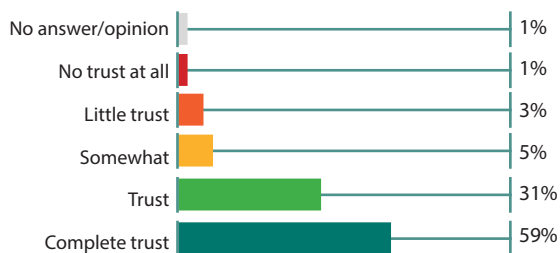
**Gjilan**



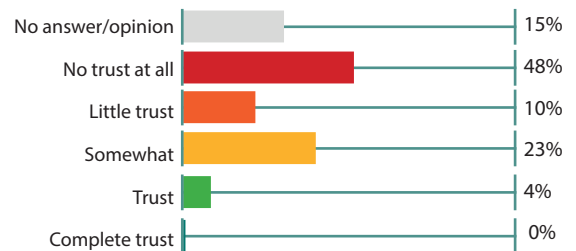
**Ferizaj**



**Peja**



**Mitrovica North**



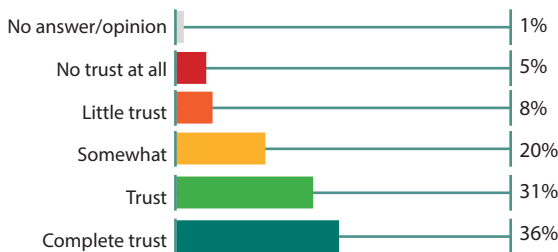


**FIGURE 1.2 TRUST TOWARDS KOSOVO POLICE**

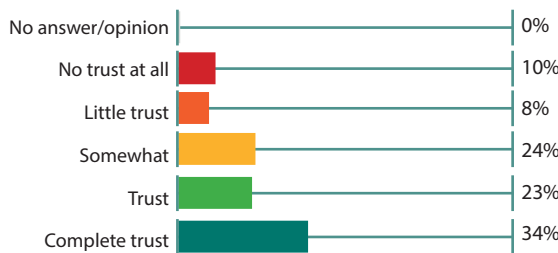
**i. Trust towards KP based on Area**



**Rural**

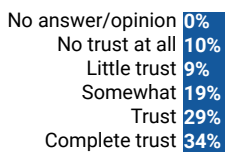


**Urban**

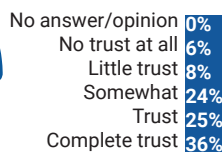


**ii. Trust towards KP based on Gender**

**Male**



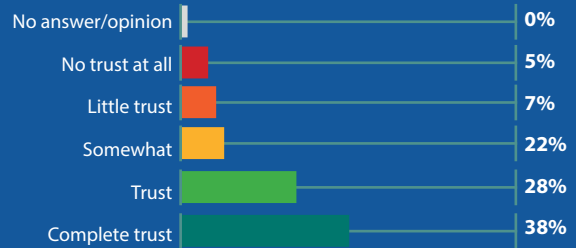
**Female**



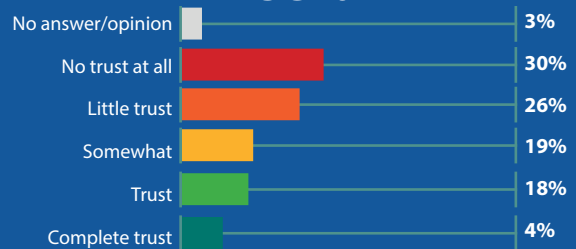
**iii. Trust towards KP based on Ethnicity**



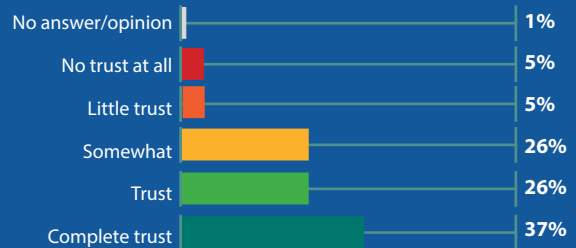
**K-Albanian**



**K-Serb**

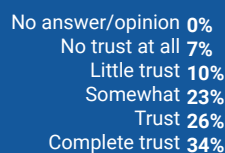


**K-Other**

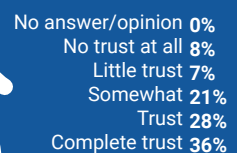


**iv. Trust towards KP based on Age**

**18 - 35**

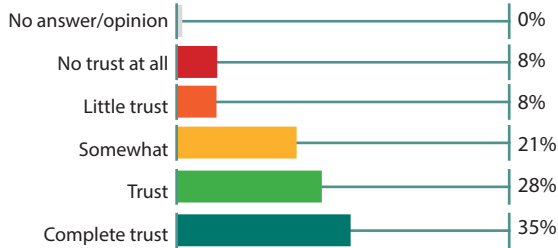


**36+**

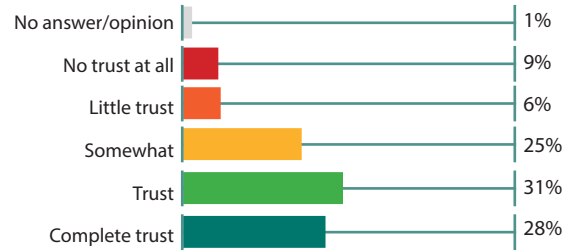


v. Trust towards KP based on Region

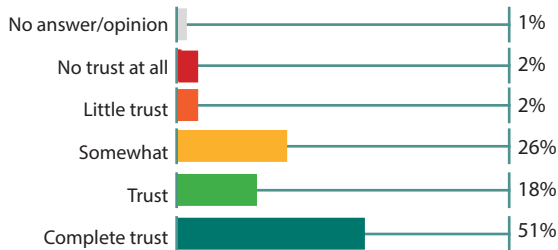
**Prishtina**



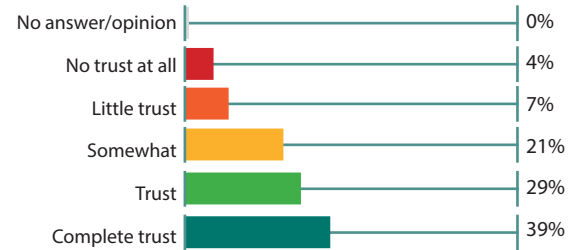
**Gjakova**



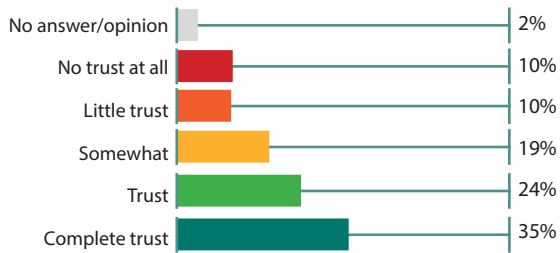
**Mitrovica South**



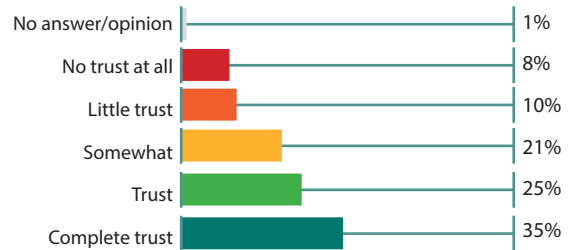
**Prizren**



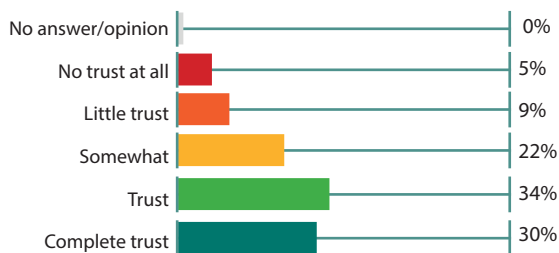
**Gjilan**



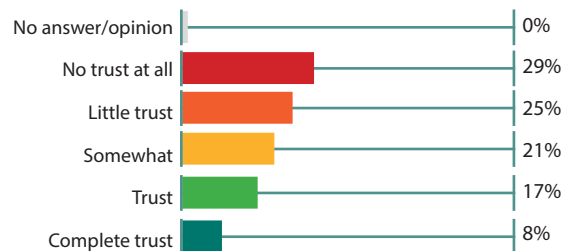
**Ferizaj**



**Peja**



**Mitrovica North**



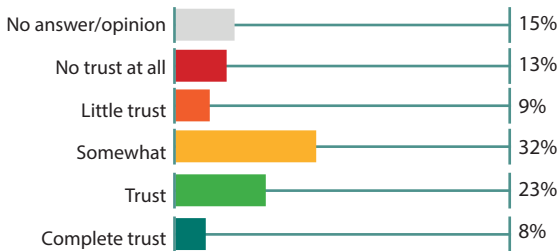


# FIGURE 1.3 TRUST TOWARDS KOSOVO INTELLIGENCE AGENCY

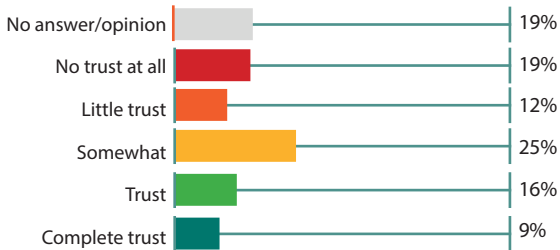
## i. Trust towards KIA based on Area



### Rural

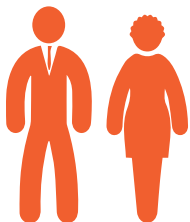
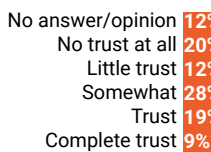


### Urban

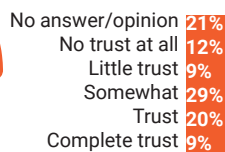


## ii. Trust towards KIA based on Gender

### Male



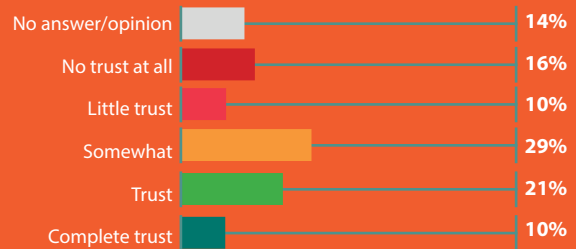
### Female



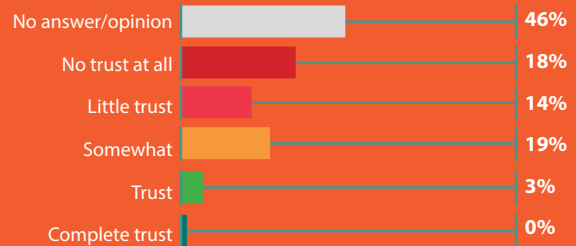
## iii. Trust towards KIA based on Ethnicity



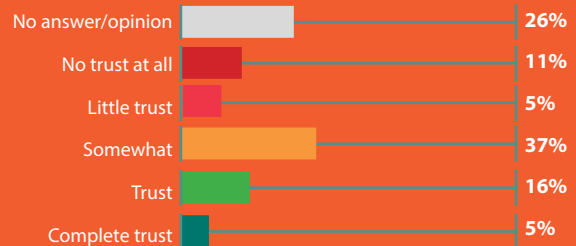
### K-Albanian



### K-Serb

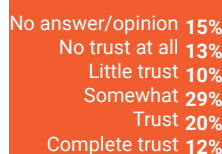


### K-Other

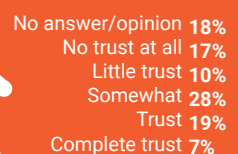


## iv. Trust towards KIA based on Age

### 18 - 35



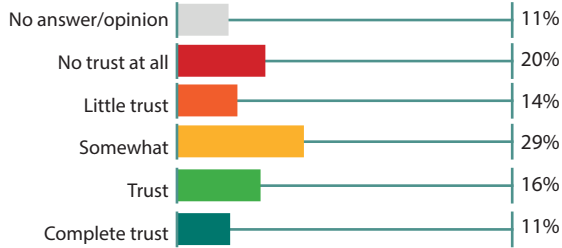
### 36+



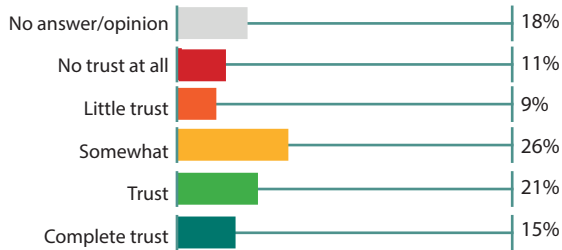


**v. Trust towards KIA based on Region**

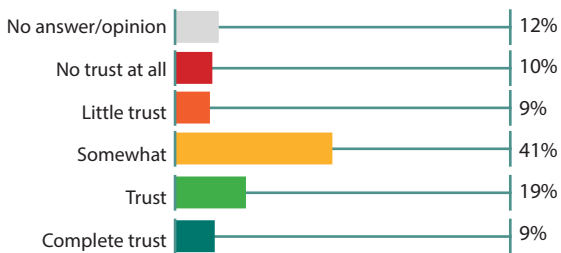
**Prishtina**



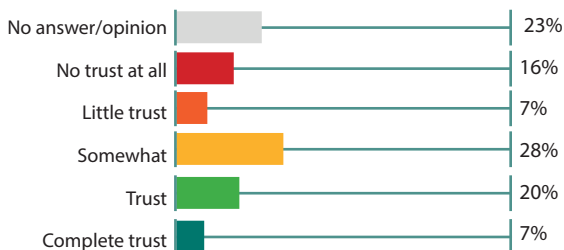
**Mitrovica South**



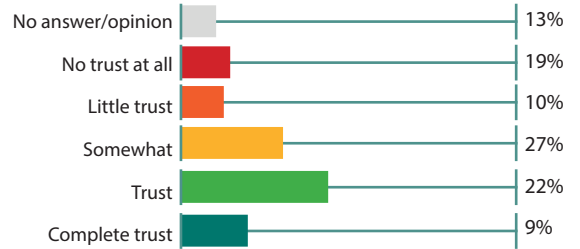
**Gjilan**



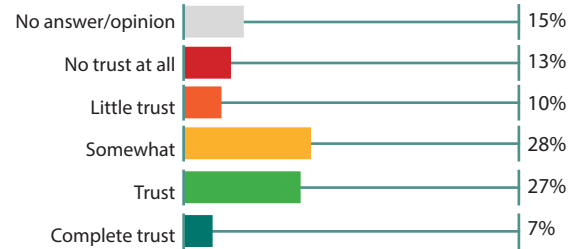
**Peja**



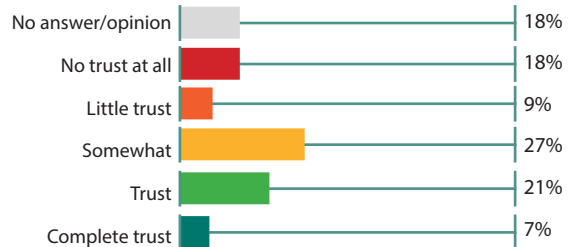
**Gjakova**



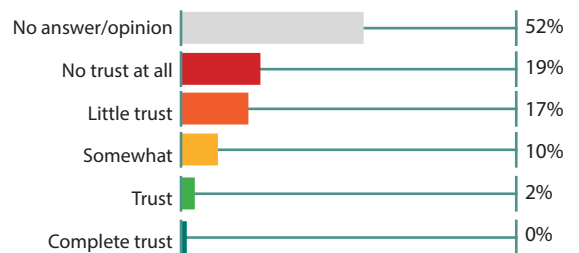
**Prizren**



**Ferizaj**



**Mitrovica North**



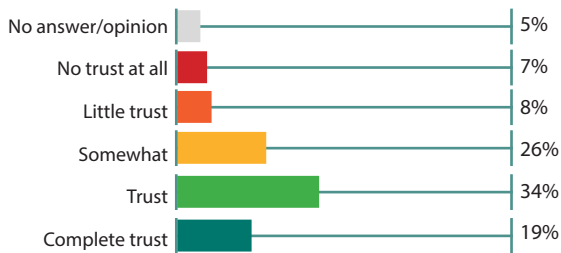


## FIGURE 1.4 TRUST TOWARDS POLICE INSPECTORATE OF KOSOVO

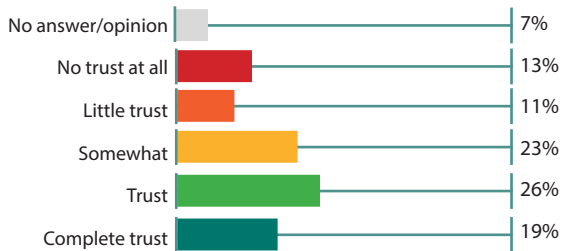
### i. Trust towards PIK based on Area



#### Rural

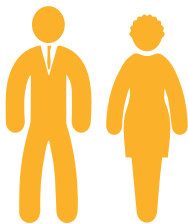
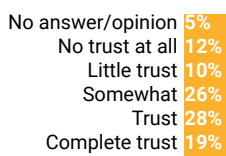


#### Urban

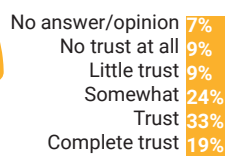


### ii. Trust towards PIK based on Gender

#### Male



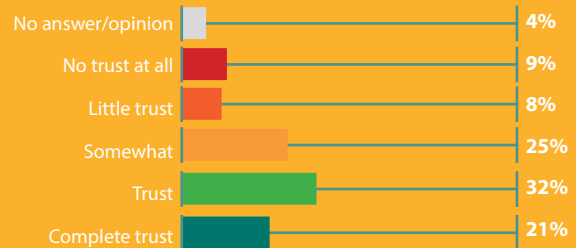
#### Female



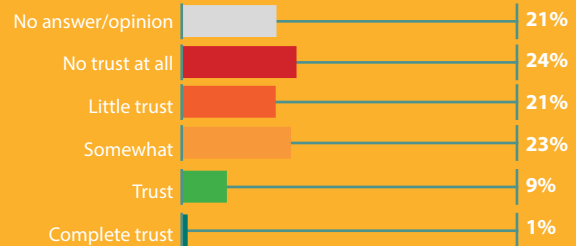
### iii. Trust towards PIK based on Ethnicity



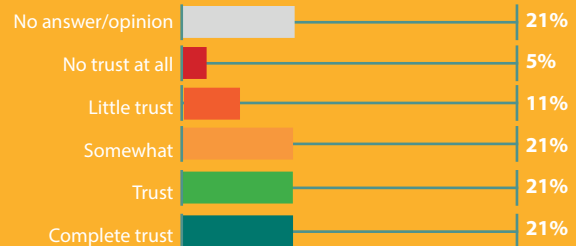
#### K-Albanian



#### K-Serb

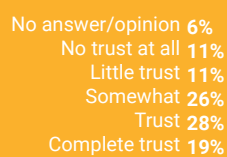


#### K-Other

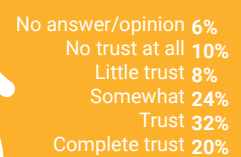


### iv. Trust towards PIK based on Age

#### 18 - 35

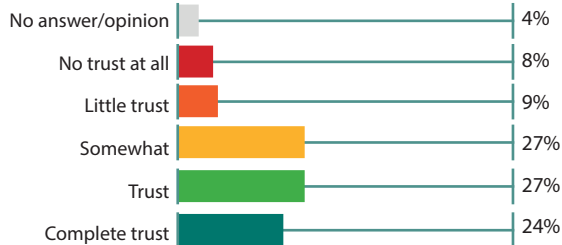


#### 36+

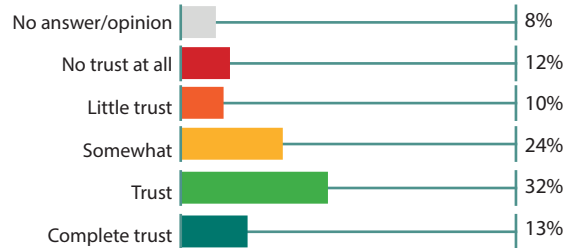


**v. Trust towards PIK based on Region**

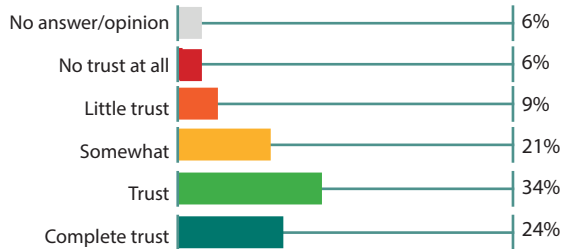
**Prishtina**



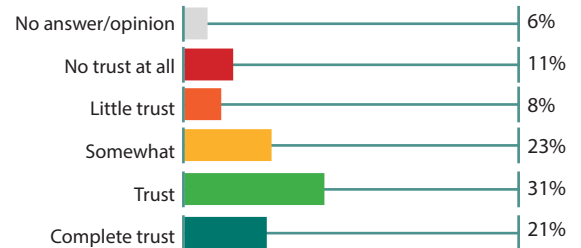
**Gjakova**



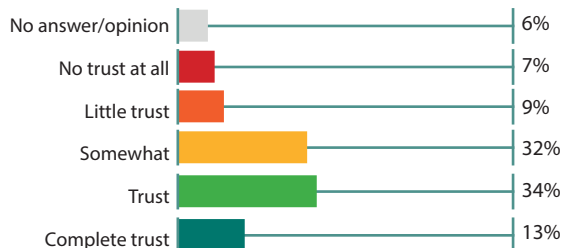
**Mitrovica South**



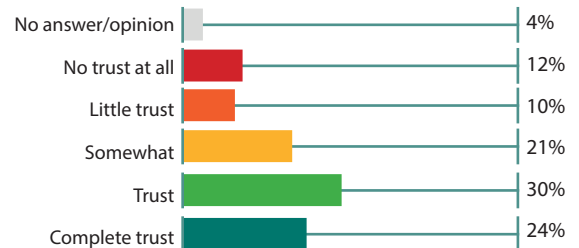
**Prizren**



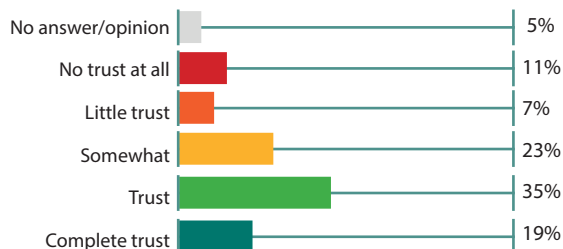
**Gjilan**



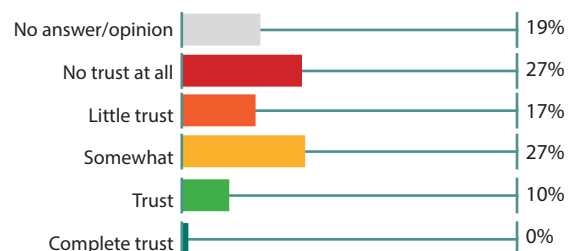
**Ferizaj**



**Peja**



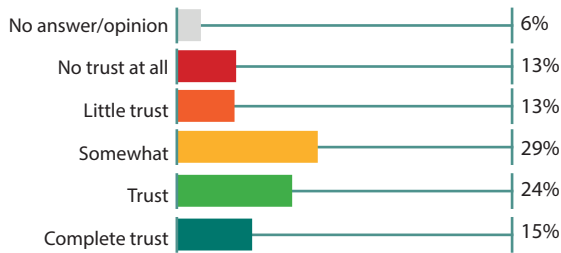
**Mitrovica North**



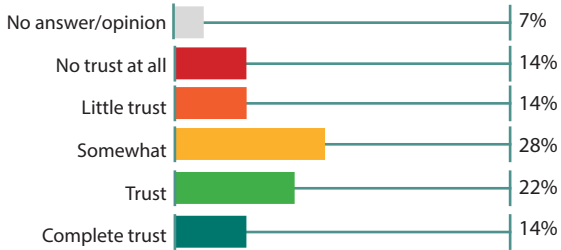


**FIGURE 1.5 TRUST TOWARDS KOSOVO CUSTOMS**

**i. Trust towards KC based on Area**

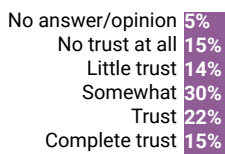


**Urban**

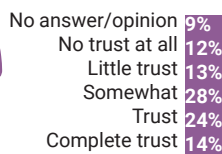


**ii. Trust towards KC based on Gender**

**Male**



**Female**



**iii. Trust towards KC based on Ethnicity**



**K-Albanian**



**K-Serb**

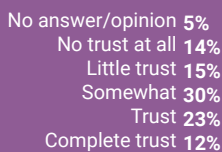


**K-Other**

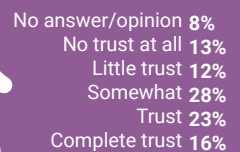


**iv. Trust towards KC based on Age**

**18 - 35**

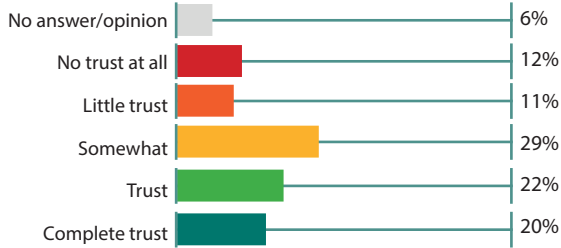


**36+**

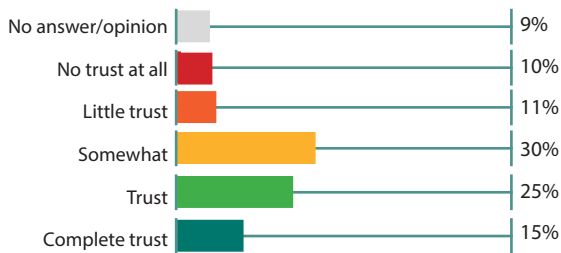


**v. Trust towards KC based on Region**

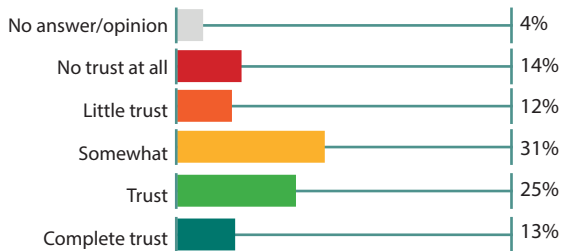
**Prishtina**



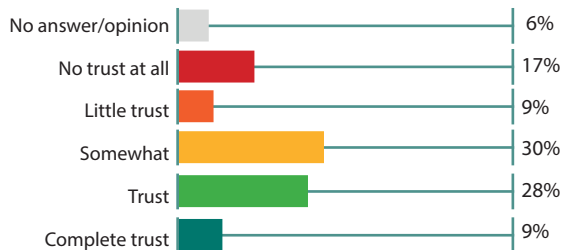
**Mitrovica South**



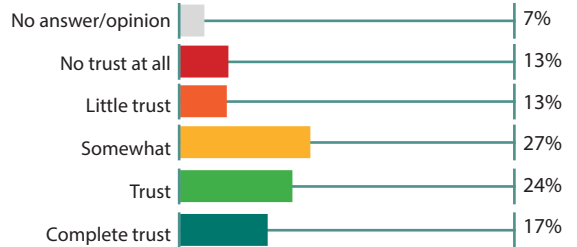
**Gjilan**



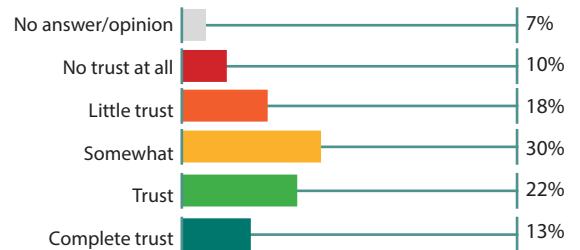
**Peja**



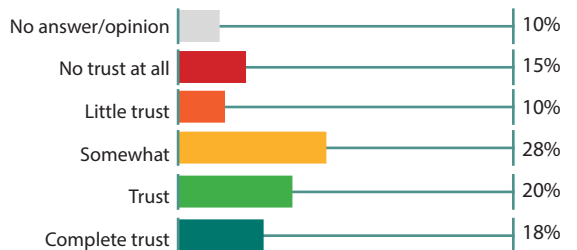
**Gjakova**



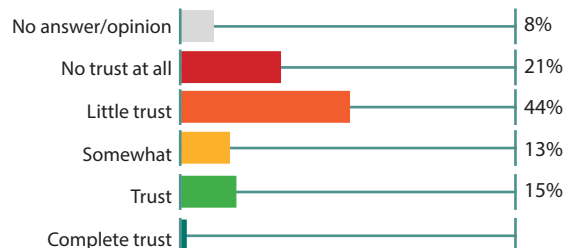
**Prizren**



**Ferizaj**



**Mitrovica North**



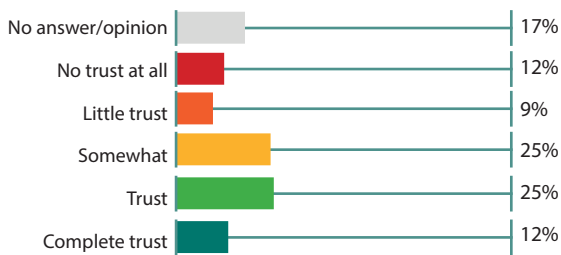


**FIGURE 1.6 TRUST TOWARDS KOSOVO CORRECTIONAL SERVICE**

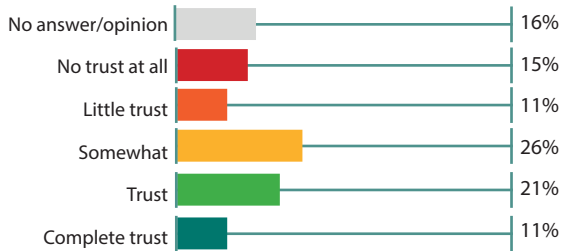
**i. Trust towards KCS based on Area**



**Rural**

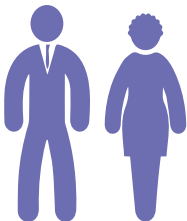


**Urban**

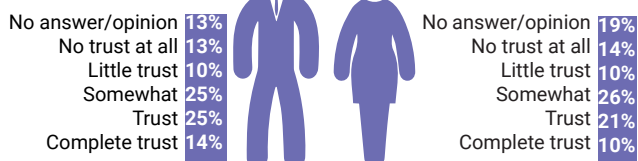


**ii. Trust towards KCS based on Gender**

**Male**



**Female**



**iii. Trust towards KCS based on Ethnicity**



**K-Albanian**



**K-Serb**

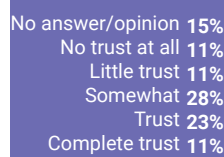


**K-Other**

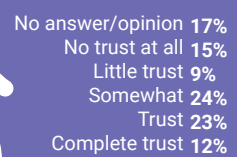


**iv. Trust towards KCS based on Age**

**18 - 35**

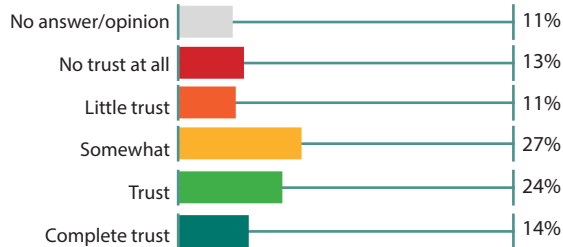


**36+**

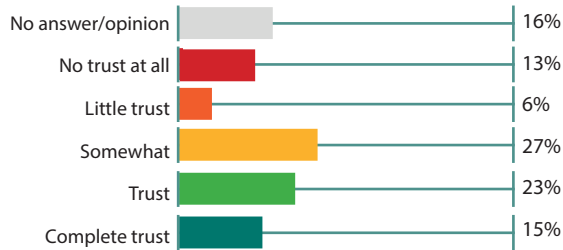


v. Trust towards KCS based on Region

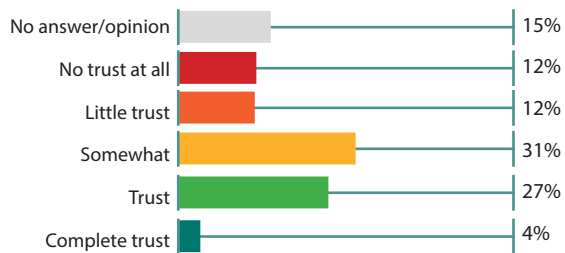
Prishtina



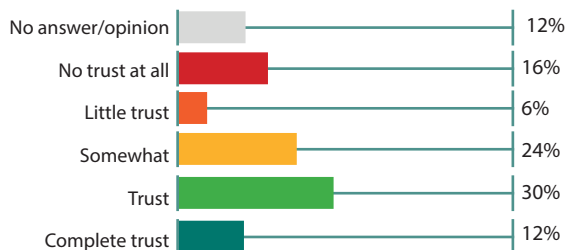
Mitrovica South



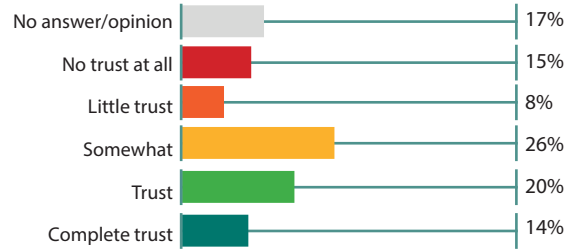
Gjilan



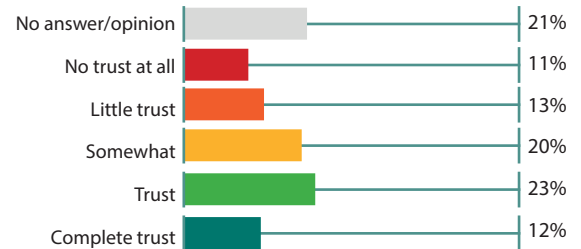
Peja



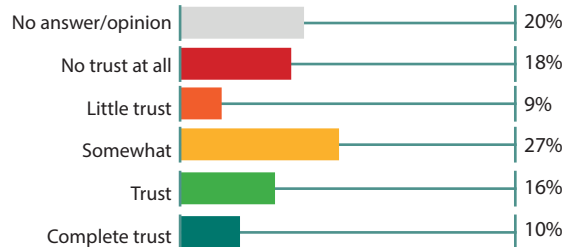
Gjakova



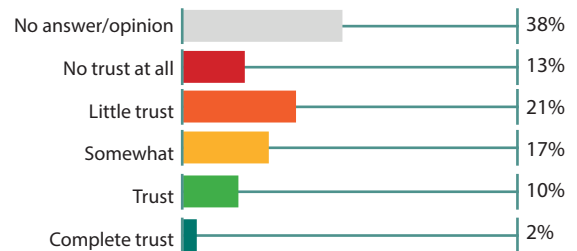
Prizren



Ferizaj



Mitrovica North



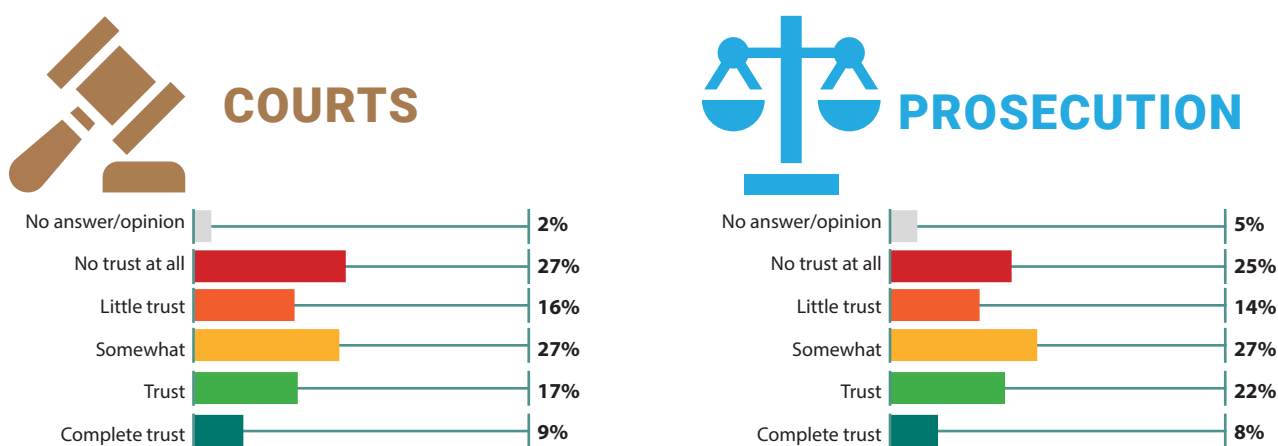




## 1.2. TRUST TOWARDS JUSTICE INSTITUTIONS

Justice institutions continue to remain significantly less trusted when compared to the Security Institutions. In the frame of Justice Institutions, KSB measures the perceptions of citizens towards the Courts and the Prosecution. 44 percent of KSB respondents do not trust Courts at all or have very little trust in them, while 39 percent of respondents share such opinion towards the Prosecution. Citizens' comments regarding the lack of trust in Justice institutions were mainly related to their inefficiency in fighting corruption.<sup>9</sup> In this regard, the representatives of the Prosecution consider that citizens do not have knowledge of what corruption is and constantly file cases to the Prosecution which have no elements of corruption.<sup>10</sup> Another feature that influenced the opinion of the citizens was the delay in resolving cases by the Justice institutions.<sup>11</sup> This perception is legitimate as these complaints are constantly present and there are many reports that show the inefficiency of the Courts to process citizens' cases.<sup>12</sup> The trust that Justice institutions enjoy in the regions of Kosovo varies between 26 percent to 38 percent of respondents who have complete trust or trust them, while similarly to the security institutions the region of North Mitrovica has the largest deficit of trust towards them with only 8 percent of respondents from this region having trust or complete trust towards Prosecution and Courts. The K-Other communities have the largest level of trust towards Justice Institutions, followed by K-Albanians and K-Serbs who have the lowest level of trust towards them. Female respondents, those between 18 to 35 years old and respondents from rural areas have shown higher levels of trust towards Justice institutions.

**Figure 2** Trust towards Justice Institutions



<sup>9</sup> Focus Groups with Field Researchers, 15/10/2020 & 30/10/2020.

<sup>10</sup> Focus Group with Stakeholders, 16/10/2020.

<sup>11</sup> Focus Groups with Field Researchers, 15/10/2020

<sup>12</sup> Konushevc, A. (2019). Qytetarët presin më gjatë se 10 vjet për zgjidhjen e një kontesti në gjykatë. Radio Evropa E Lire. Available at: <https://www.evropaelire.org/a/gjykatat-efikasiteti-kontestet-vonesa/30000773.html>

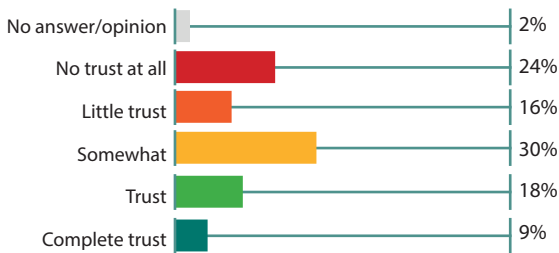


**FIGURE 2.1 TRUST TOWARDS COURTS**

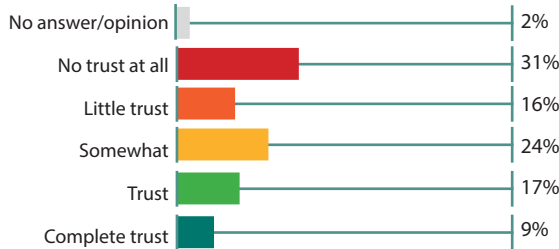
**i. Trust towards Courts based on Area**



**Rural**

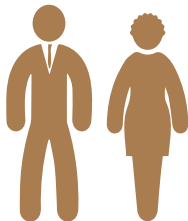


**Urban**

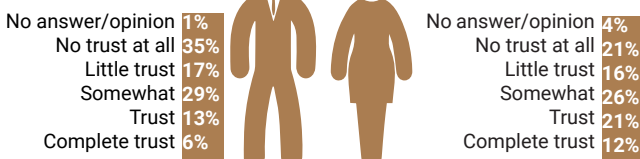


**ii. Trust towards Courts based on Gender**

**Male**



**Female**



**iii. Trust towards Courts based on Ethnicity**



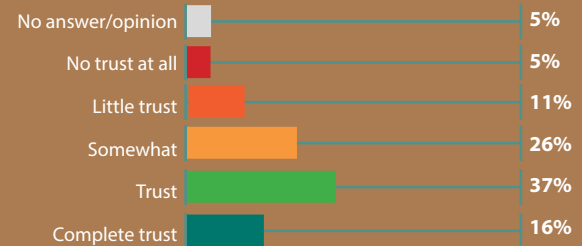
**K-Albanian**



**K-Serb**

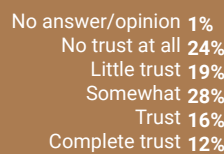


**K-Other**

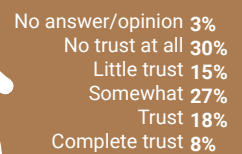


**iv. Trust towards Courts based on Age**

**18 - 35**

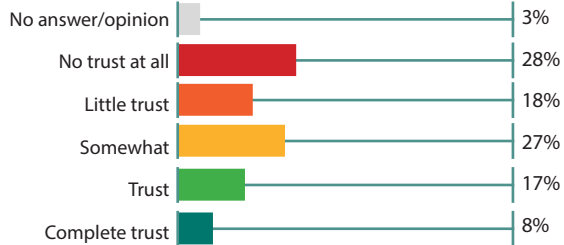


**36+**

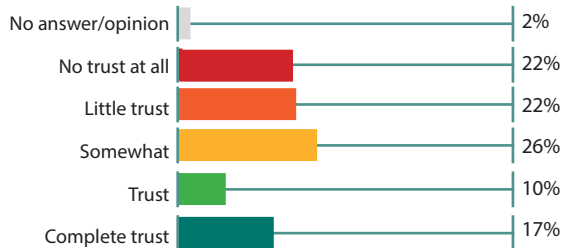


v. Trust towards Courts based on Region

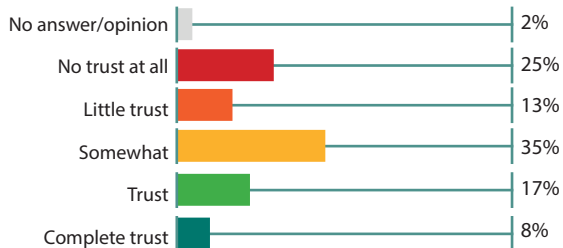
Prishtina



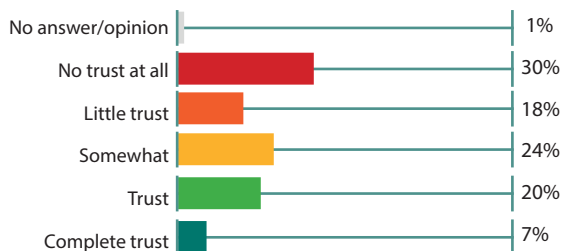
Mitrovica South



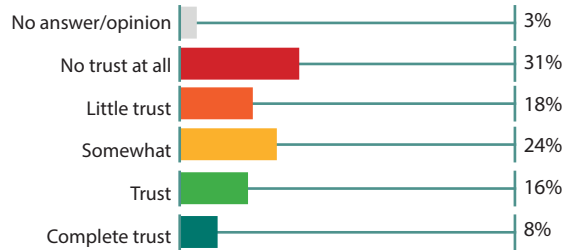
Gjilan



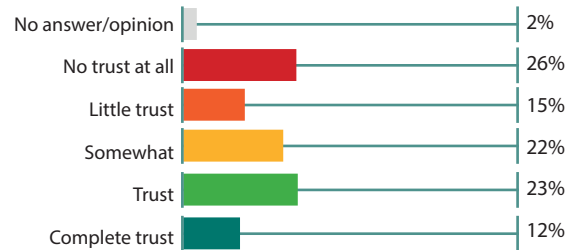
Peja



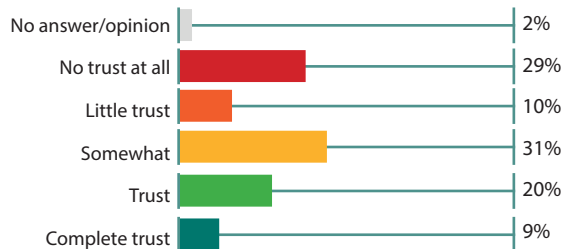
Gjakova



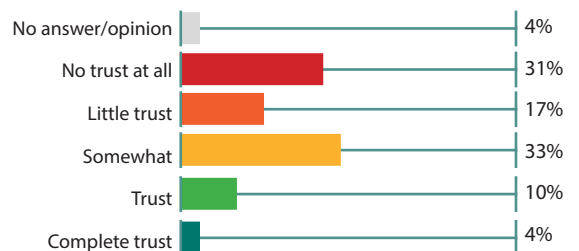
Prizren



Ferizaj



Mitrovica North



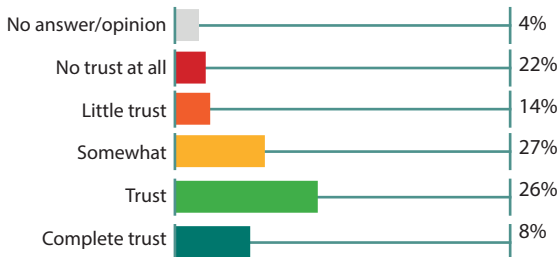


**FIGURE 2.2 TRUST TOWARDS PROSECUTION**

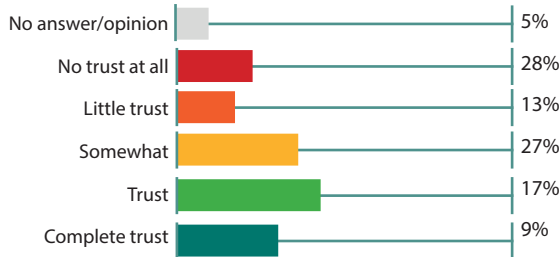
**i. Trust towards Prosecution based on Area**



**Rural**

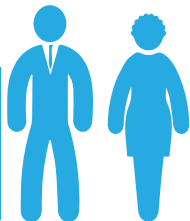


**Urban**

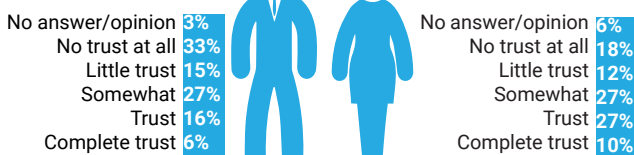


**ii. Trust towards Prosecution based on Gender**

**Male**



**Female**

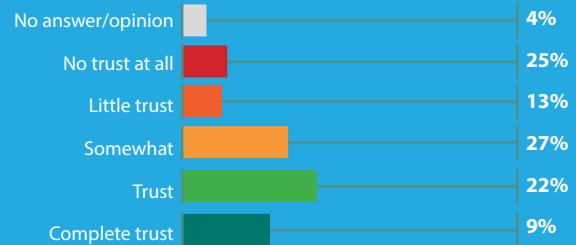


**iii. Trust towards Prosecution based on Ethnicity**

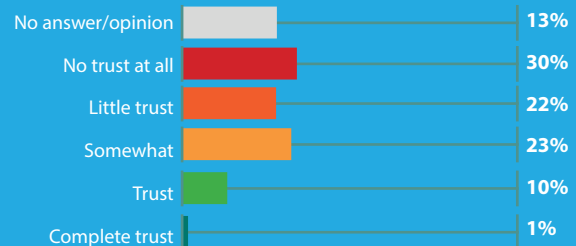
**Ethnicity**



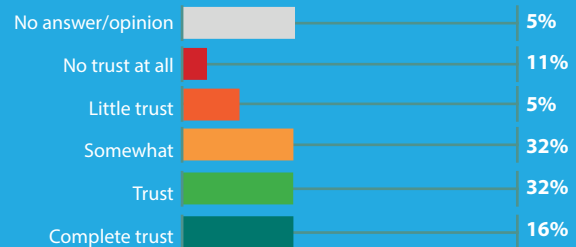
**K-Albanian**



**K-Serb**

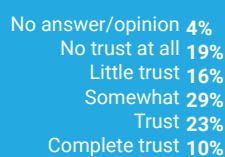


**K-Other**

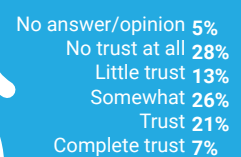


**iv. Trust towards Prosecution based on Age**

**18 - 35**

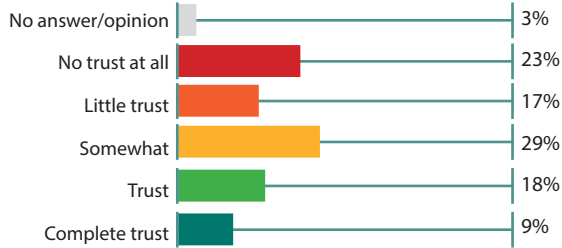


**36+**

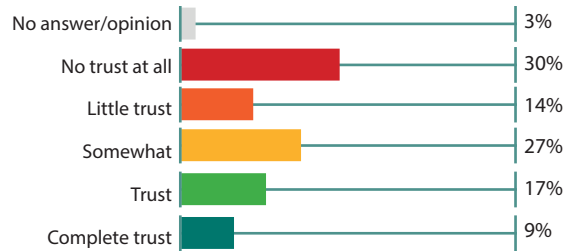


**v. Trust towards Prosecution based on Region**

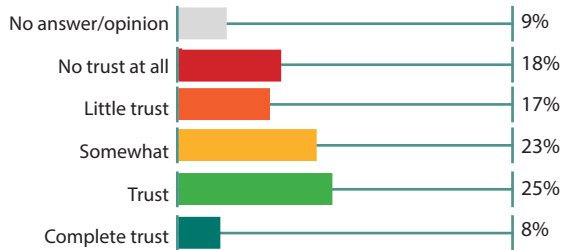
**Prishtina**



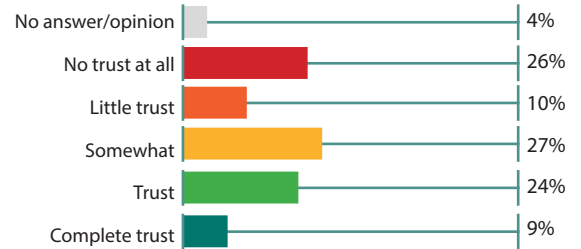
**Gjakova**



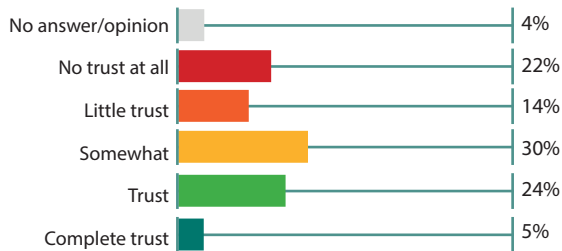
**Mitrovica South**



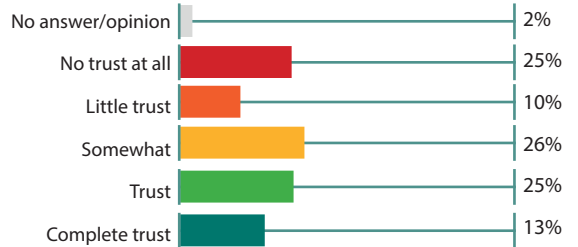
**Prizren**



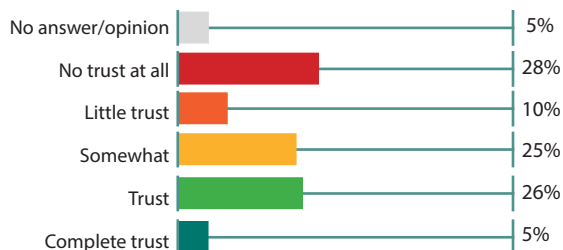
**Gjilan**



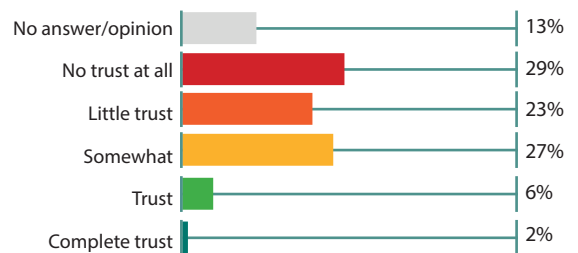
**Ferizaj**



**Peja**



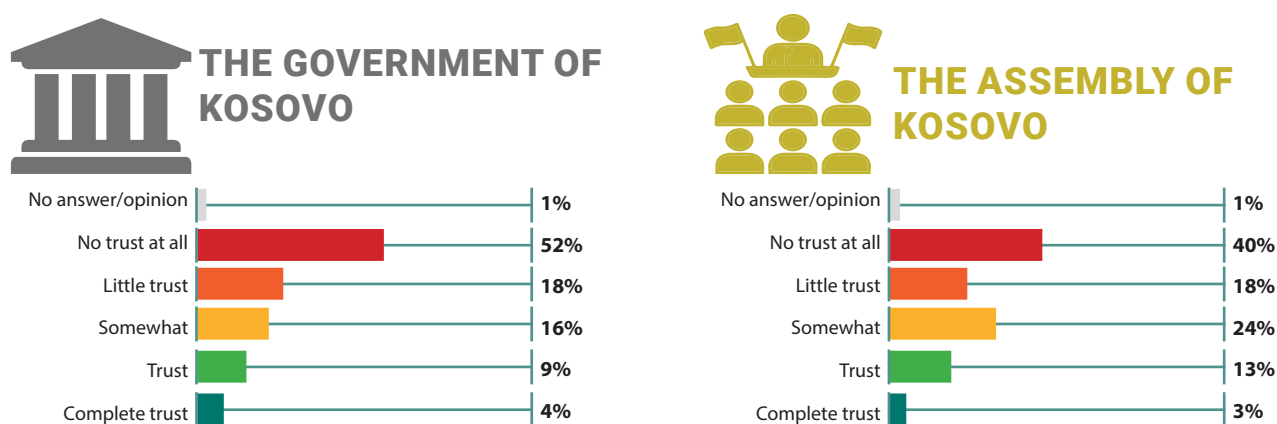
**Mitrovica North**



# 1.3. Trust towards Central Institutions

KSB measures the perception of citizens regarding their trust in central institutions, which in KSB include: Assembly of Kosovo, Government of Kosovo, President of Kosovo, Mayors of the Municipalities, Municipal Administration and Anti-Corruption Agency (ACA). Except the Mayors and the Municipal Administration that share a higher level of trust to the respondents of KSB, other central institutions have very low levels of trust, while they are the least trusted institutions in comparison with security and justice institutions as well. The Government of Kosovo, President and the Assembly of Kosovo share the epithet of the least trusted institutions, followed by the Anti-Corruption Agency. Similar levels of trust were shown by different regions, male and female respondents and respondents in both rural and urban areas. Unlike other institutions, there are not such pronounced differences between the K-Albanian, K-Serb and other communities in Kosovo perceptions towards central institutions, while young people aged 18-35 years old have shown higher tendencies of distrust towards them. The change of the Government during the pandemic period has been cited as a reason for the loss of trust in the current government, while major political polarizations have influenced citizens' skepticism towards the Assembly. <sup>13</sup> The political attitudes and inefficiency of the President of Kosovo in unifying the political scene has been a frequent comment of respondents to justify their distrust in this institution. <sup>14</sup> On the other hand, as far as the Anti-Corruption Agency is concerned, the citizens have not been informed about its mandate and the reasons for distrust towards this institution are mainly related to the high level of corruption in Kosovo and the political establishment. <sup>15</sup> Regarding the Mayor and the Municipal Administration, taking into account the higher exposure of these mechanisms to citizens, trust or distrust towards them is mainly related to personal experiences and more direct information about their work. <sup>16</sup> According to the representatives of various institutions, the low levels of trust in central institutions and the negative perceptions of citizens towards them also affect the general satisfaction with other institutions. <sup>17</sup>

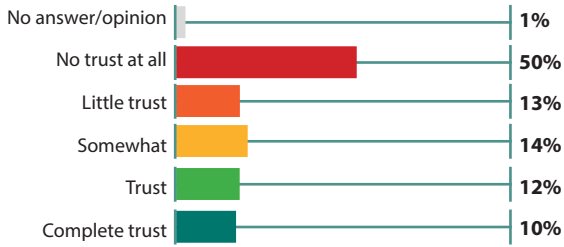
**Figure 3** Trust towards Central Institutions



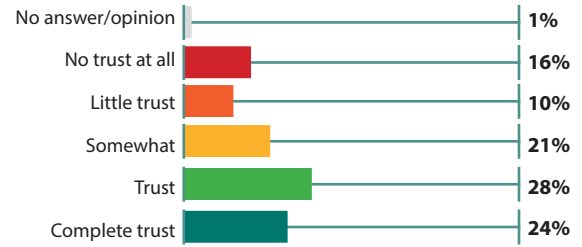
13 Focus Groups with Field Researchers, 15/10/2020 & 30/10/2020.  
 14 Ibid.  
 15 Ibid.  
 16 Ibid.  
 17 Focus Group with Stakeholders, 16/10/2020.



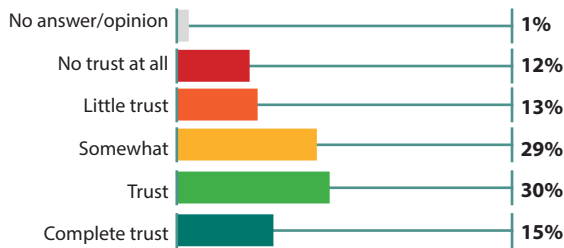
### THE PRESIDENT OF KOSOVO



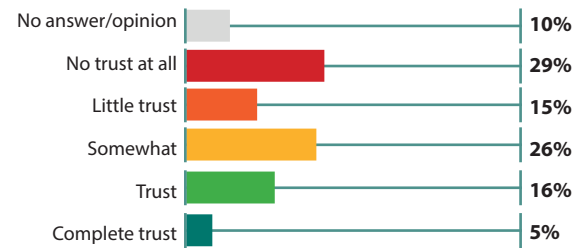
### MUNICIPALITY MAYORS



### MUNICIPAL ADMINISTRATION



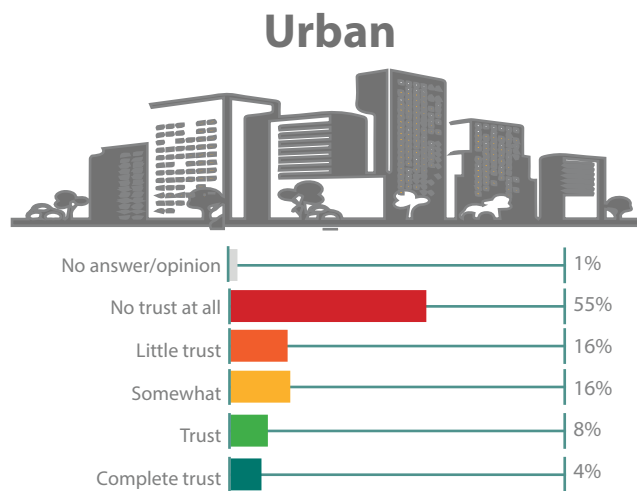
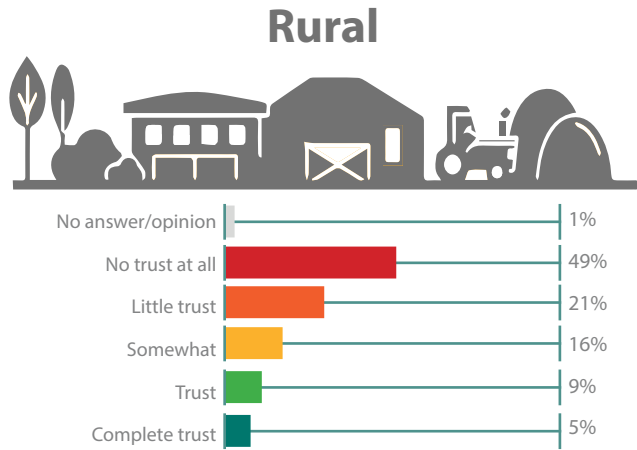
### ANTI-CORRUPTION AGENCY



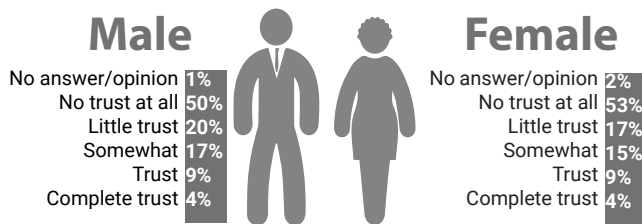


**FIGURE 3.1 TRUST TOWARDS THE GOVERNMENT OF KOSOVO**

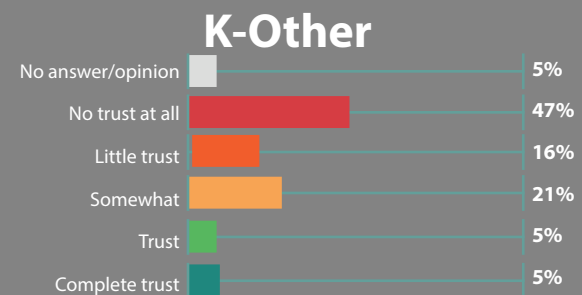
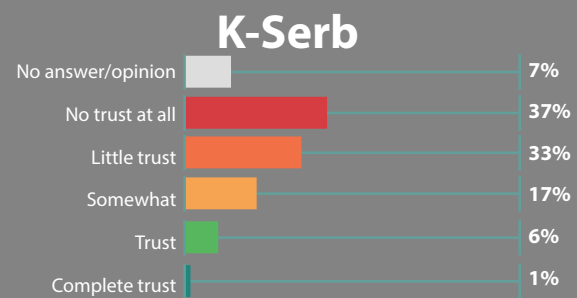
**i. Trust towards the Government of Kosovo based on Area**



**ii. Trust towards the Government of Kosovo based on Gender**



**iii. Trust towards the Government of Kosovo based on Ethnicity**



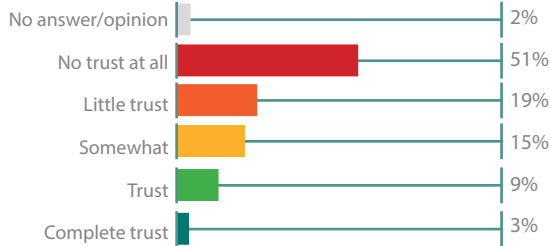
**iv. Trust towards the Government of Kosovo based on Age**



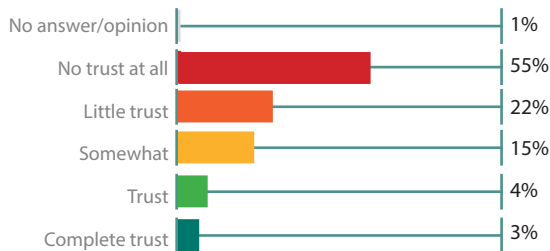


**v. Trust towards the Government of Kosovo based on Region**

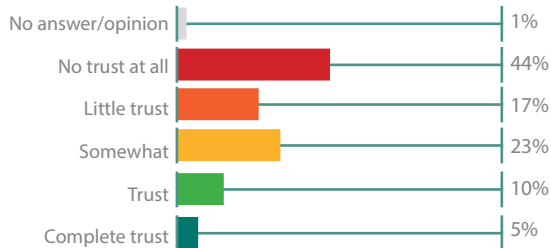
**Prishtina**



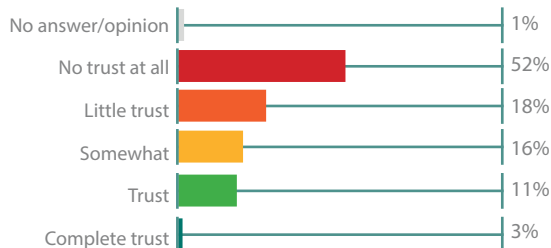
**Mitrovica South**



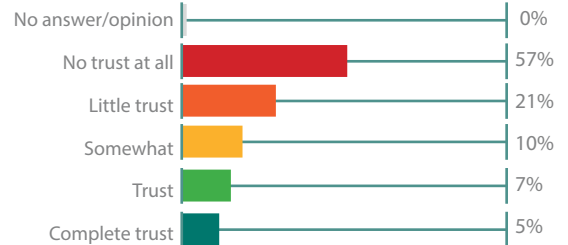
**Gjilan**



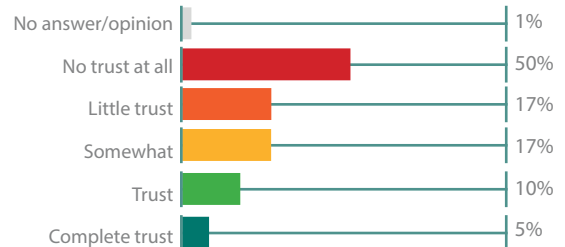
**Peja**



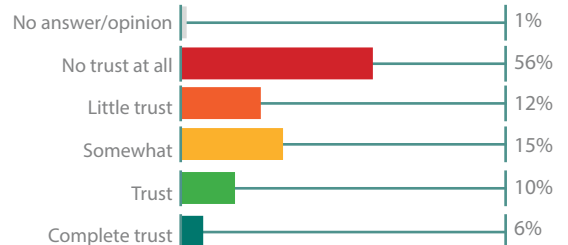
**Gjakova**



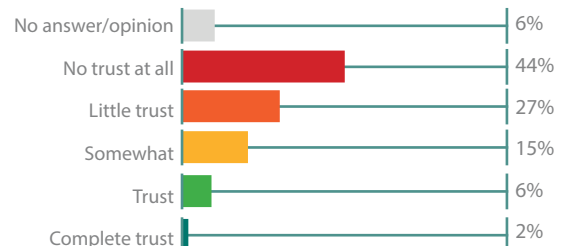
**Prizren**



**Ferizaj**



**Mitrovica North**

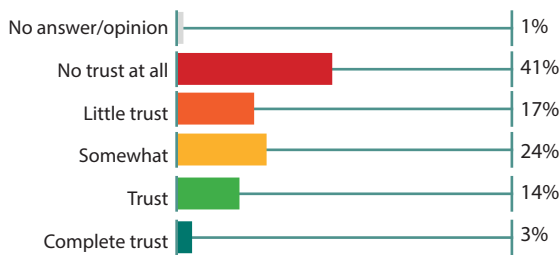




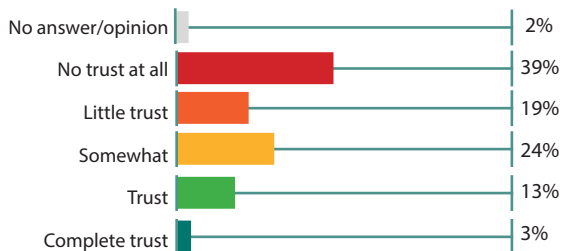
**FIGURE 3.2** TRUST TOWARDS THE ASSEMBLY OF KOSOVO

**i. Trust towards the Assembly of Kosovo based on Area**

**Rural**

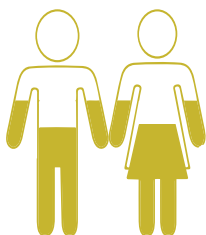
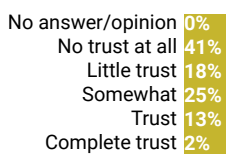


**Urban**

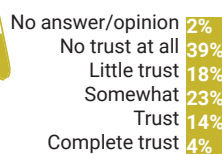


**ii. Trust towards the Assembly of Kosovo based on Gender**

**Male**



**Female**



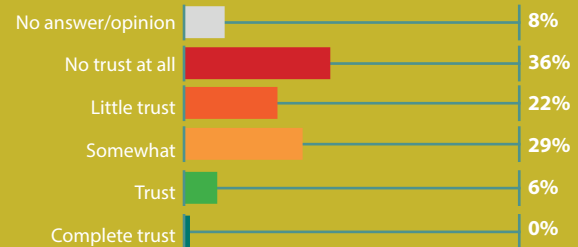
**iii. Trust towards the Assembly of Kosovo based on Ethnicity**



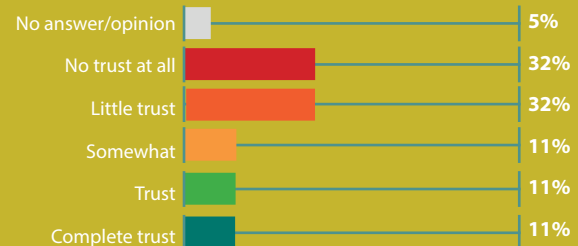
**K-Albanian**



**K-Serb**

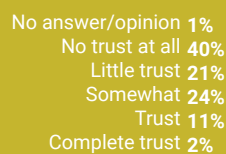


**K-Other**

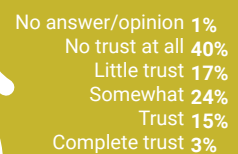


**iv. Trust towards the Assembly of Kosovo based on Age**

**18 - 35**

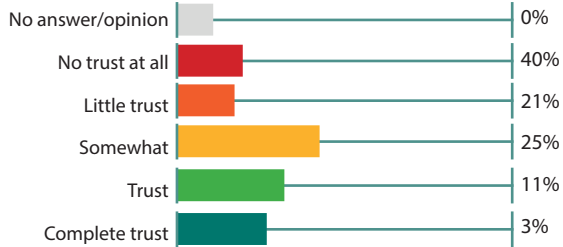


**36+**

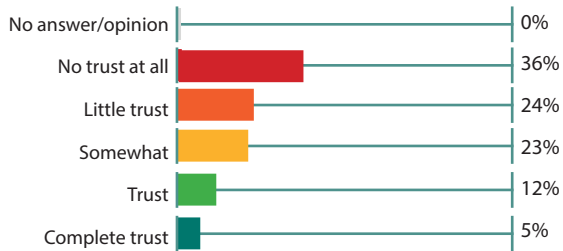


**v. Trust towards the Assembly of Kosovo based on Region**

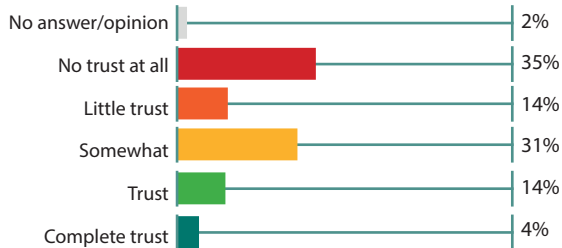
**Prishtina**



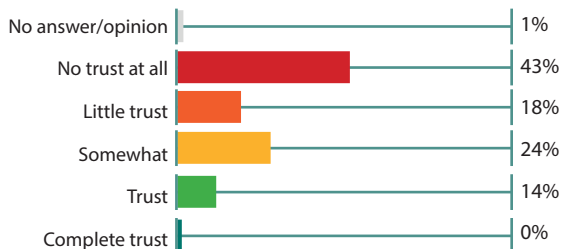
**Mitrovica South**



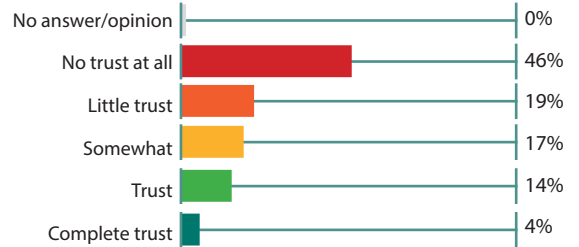
**Gjilan**



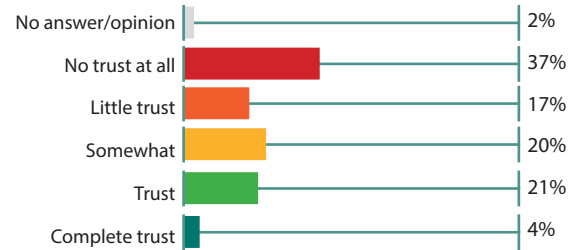
**Peja**



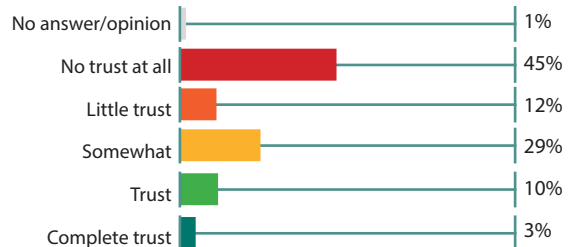
**Gjakova**



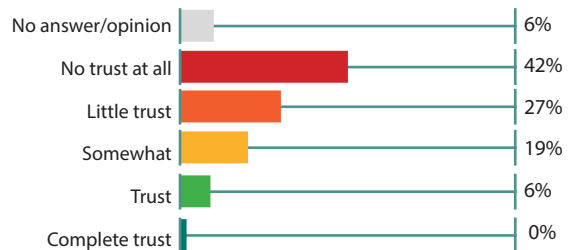
**Prizren**



**Ferizaj**



**Mitrovica North**



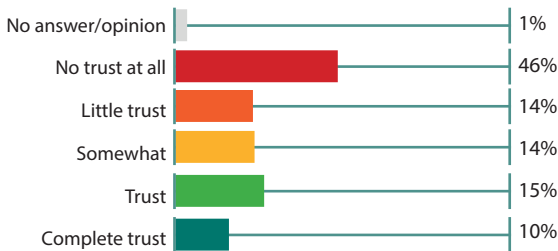


**FIGURE 3.3** TRUST TOWARDS THE PRESIDENT OF KOSOVO

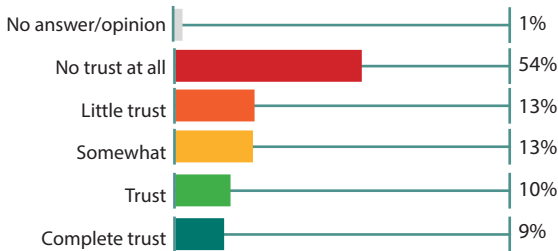
**i. Trust towards the President of Kosovo based on Area**



**Rural**

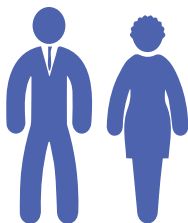
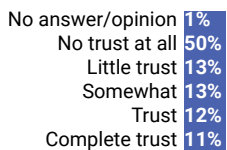


**Urban**

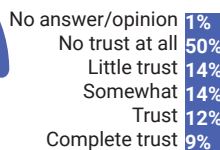


**ii. Trust towards the President of Kosovo based on Gender**

**Male**



**Female**



**iii. Trust towards the President of Kosovo based on Ethnicity**



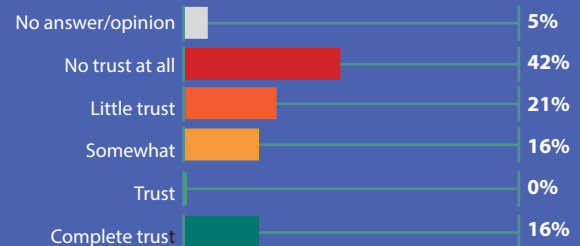
**K-Albanian**



**K-Serb**

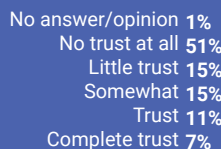


**K-Other**

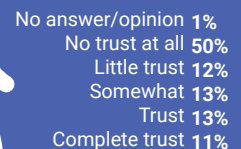


**iv. Trust towards the President of Kosovo based on Age**

**18 - 35**

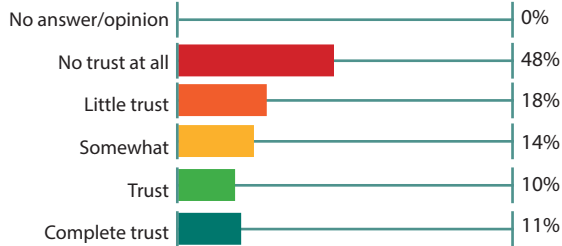


**36+**

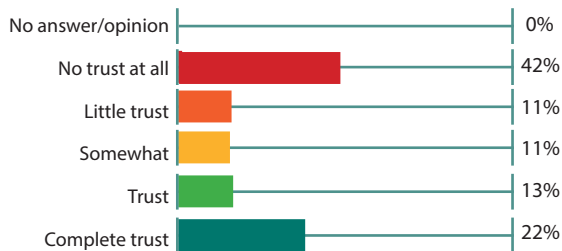


**v. Trust towards the President of Kosovo based on Region**

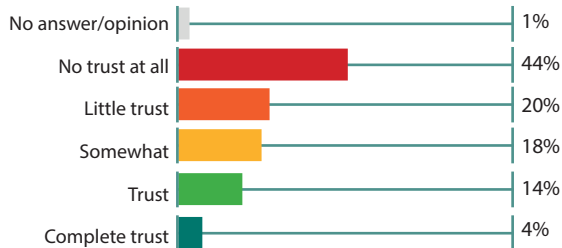
**Prishtina**



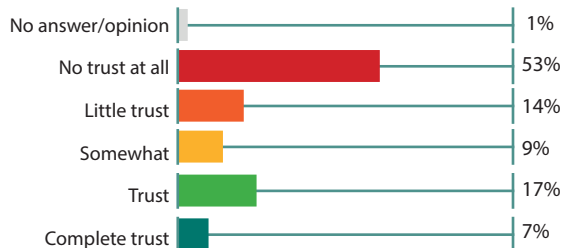
**Mitrovica South**



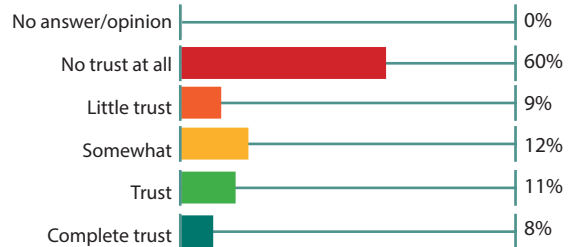
**Gjilan**



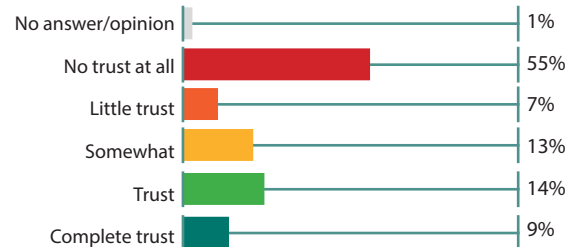
**Peja**



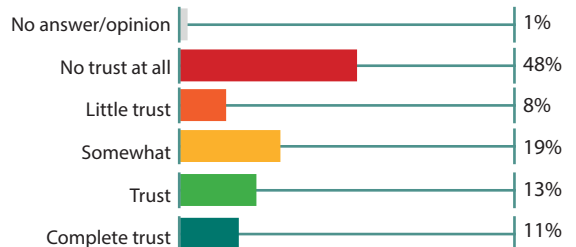
**Gjakova**



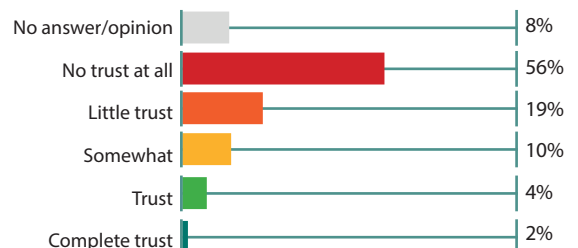
**Prizren**



**Ferizaj**



**Mitrovica North**



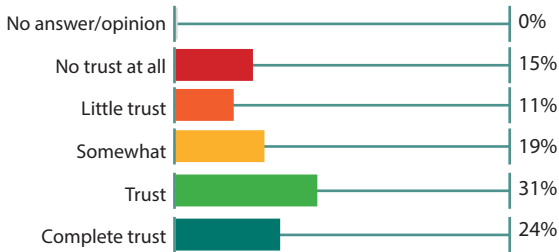


**FIGURE 3.4 TRUST TOWARDS MUNICIPALITY MAYORS**

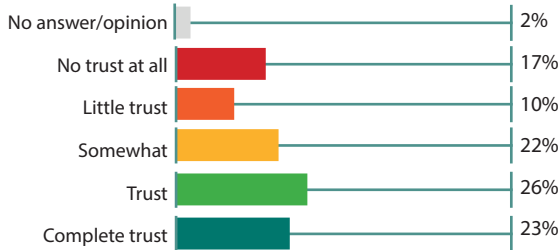
**i. Trust towards Municipality Mayors based on Area**



**Rural**

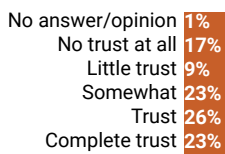


**Urban**

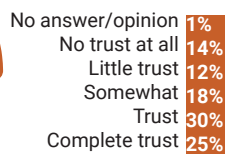
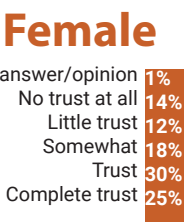


**ii. Trust towards the Municipality Mayors based on Gender**

**Male**



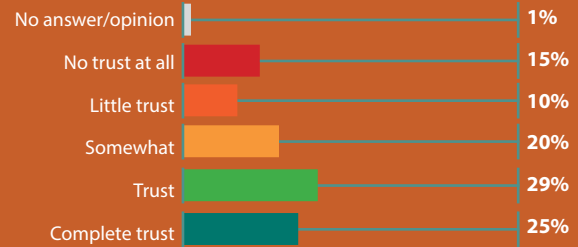
**Female**



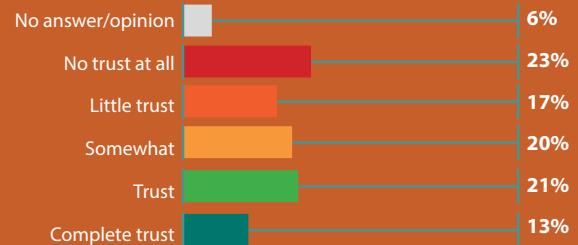
**iii. Trust towards the Municipality Mayors based on Ethnicity**



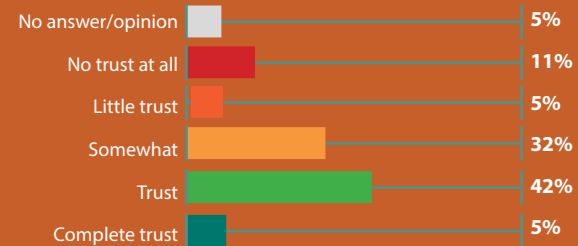
**K-Albanian**



**K-Serb**

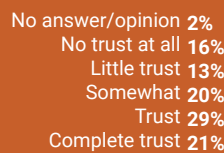


**K-Other**

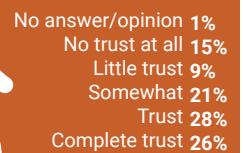


**iv. Trust towards Municipality Mayors based on Age**

**18 - 35**

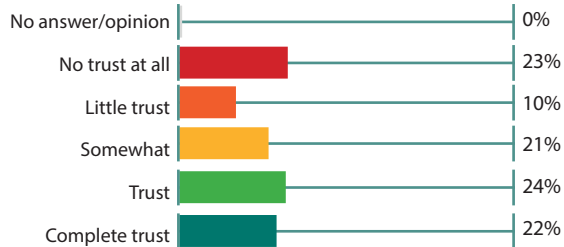


**36+**

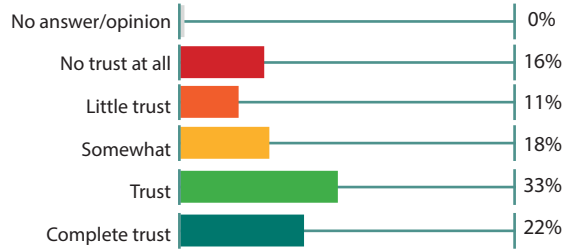


**v. Trust towards the Municipality Mayors based on Region**

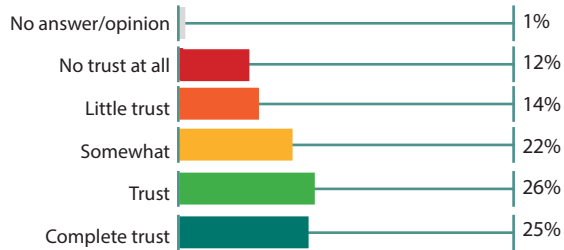
**Prishtina**



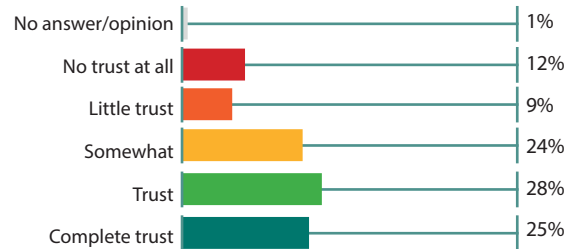
**Gjakova**



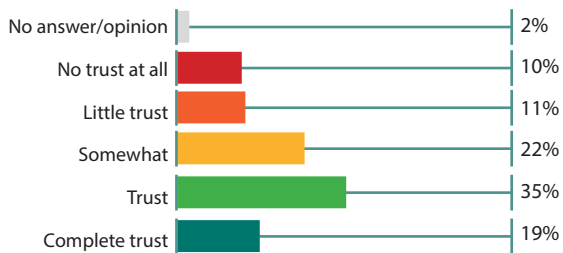
**Mitrovica South**



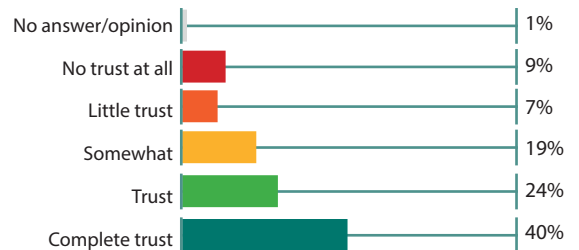
**Prizren**



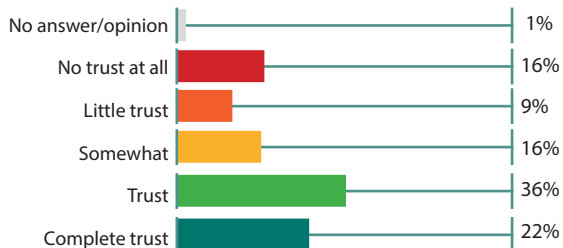
**Gjilan**



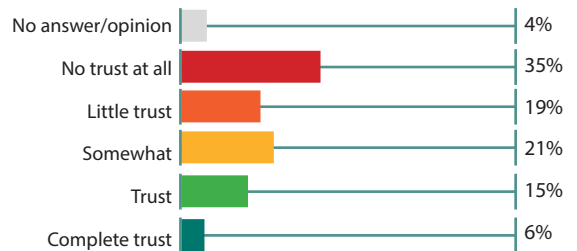
**Ferizaj**



**Peja**



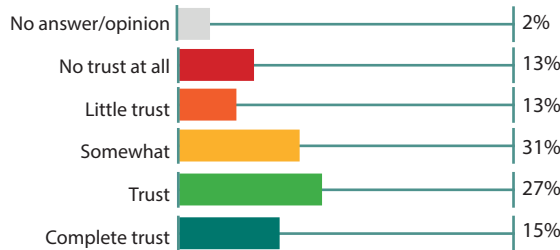
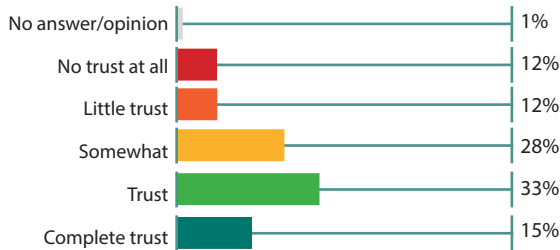
**Mitrovica North**





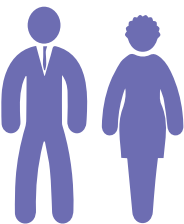
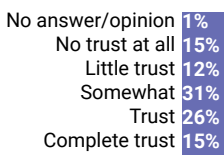
**FIGURE 3.5 TRUST TOWARDS MUNICIPALITY ADMINISTRATION**

**i. Trust towards Municipality Administration based on Area**

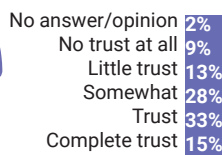


**ii. Trust towards Municipality Administration based on Gender**

**Male**



**Female**



**iii. Trust towards Municipality Administration based on Ethnicity**



**K-Albanian**



**K-Serb**

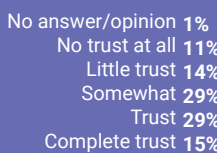


**K-Other**

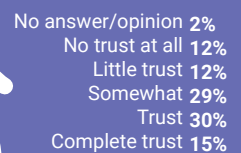


**iv. Trust towards Municipality Administration based on Age**

**18 - 35**



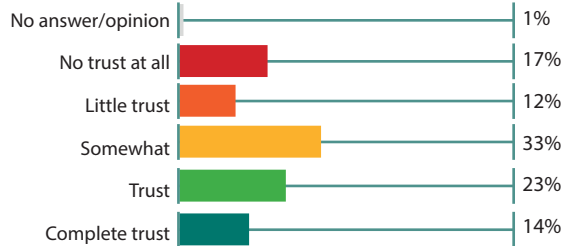
**36+**



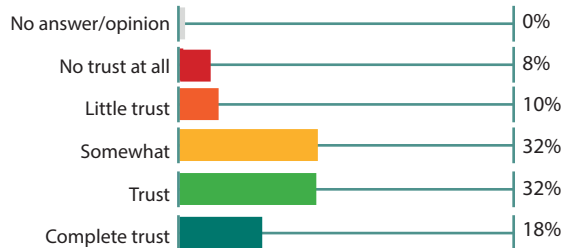


**v. Trust towards Municipality Administration based on Region**

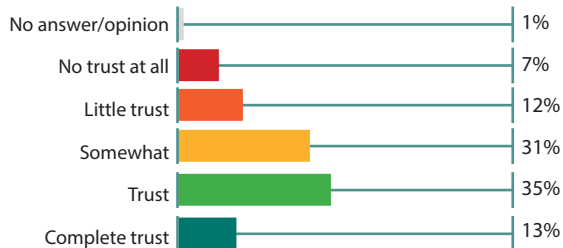
**Prishtina**



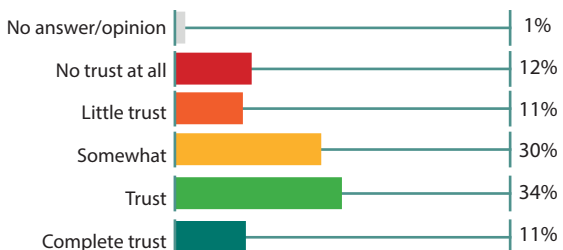
**Mitrovica South**



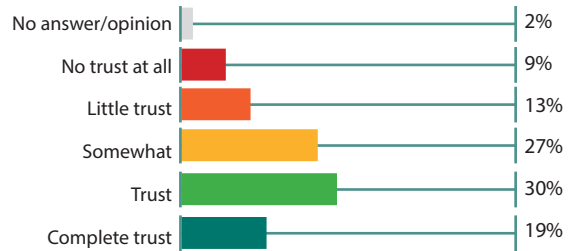
**Gjilan**



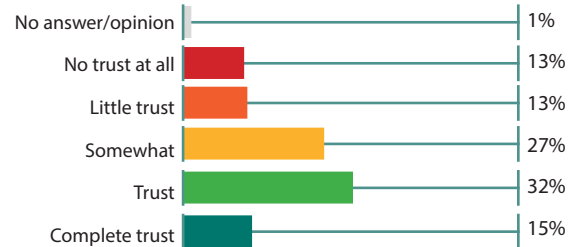
**Peja**



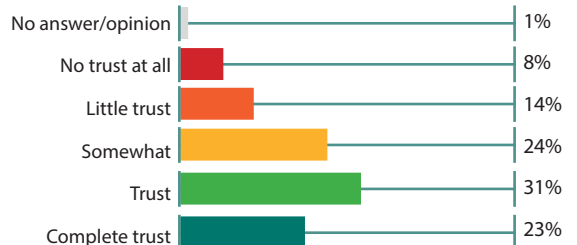
**Gjakova**



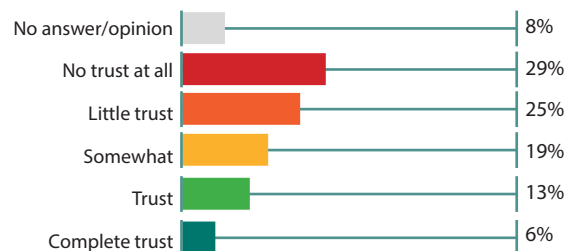
**Prizren**



**Ferizaj**



**Mitrovica North**



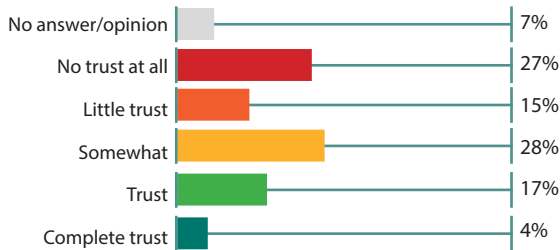


**FIGURE 3.6 TRUST TOWARDS ANTI-CORRUPTION AGENCY**

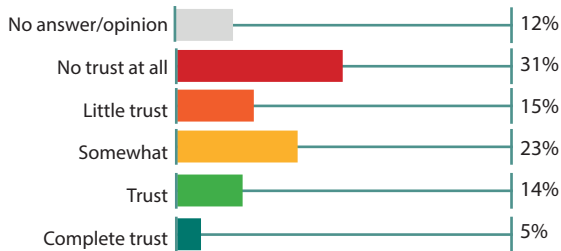
**i. Trust towards Anti-Corruption Agency based on Area**



**Rural**

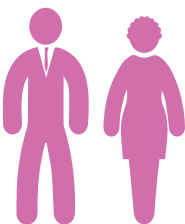
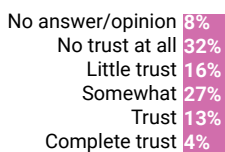


**Urban**

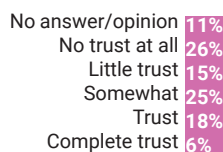


**ii. Trust towards Anti-Corruption Agency based on Gender**

**Male**



**Female**



**iii. Trust towards Anti-Corruption Agency based on Ethnicity**



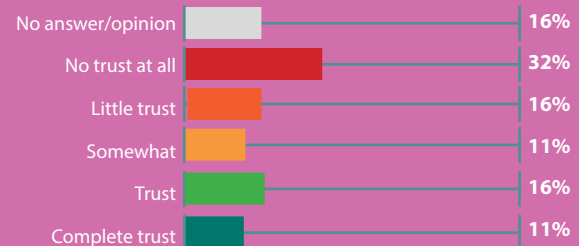
**K-Albanian**



**K-Serb**

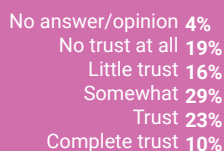


**K-Other**

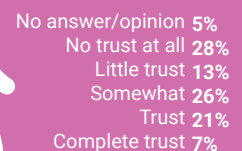


**iv. Trust towards Anti-Corruption Agency based on Age**

**18 - 35**

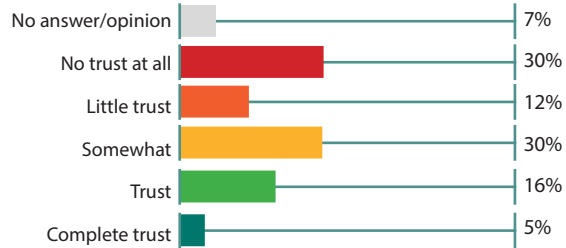


**36+**

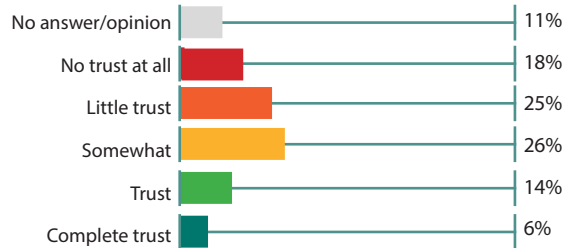


**v. Trust towards Anti-Corruption Agency based on Region**

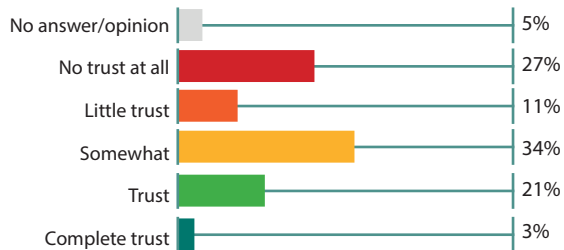
**Prishtina**



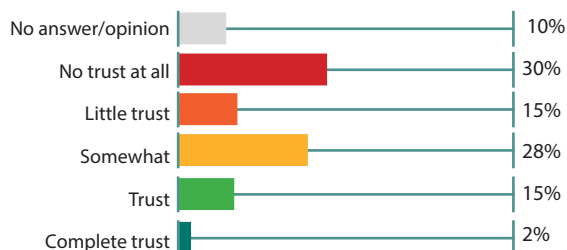
**Mitrovica South**



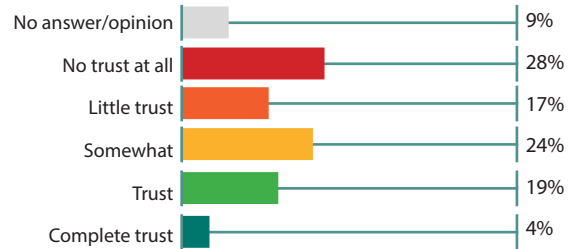
**Gjilan**



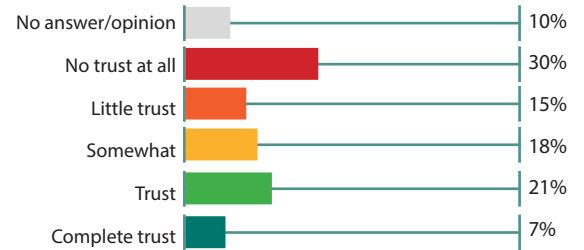
**Peja**



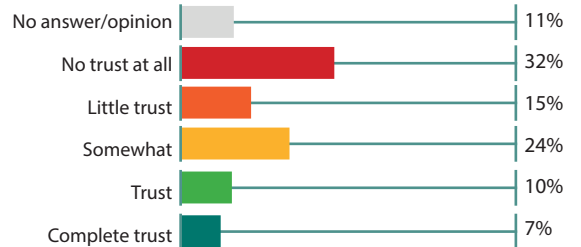
**Gjakova**



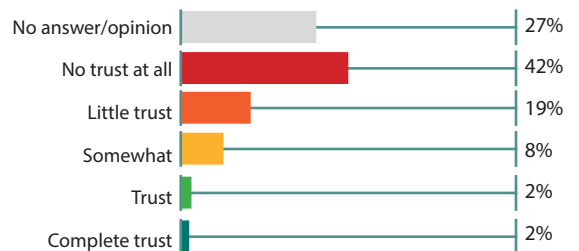
**Prizren**



**Ferizaj**



**Mitrovica North**

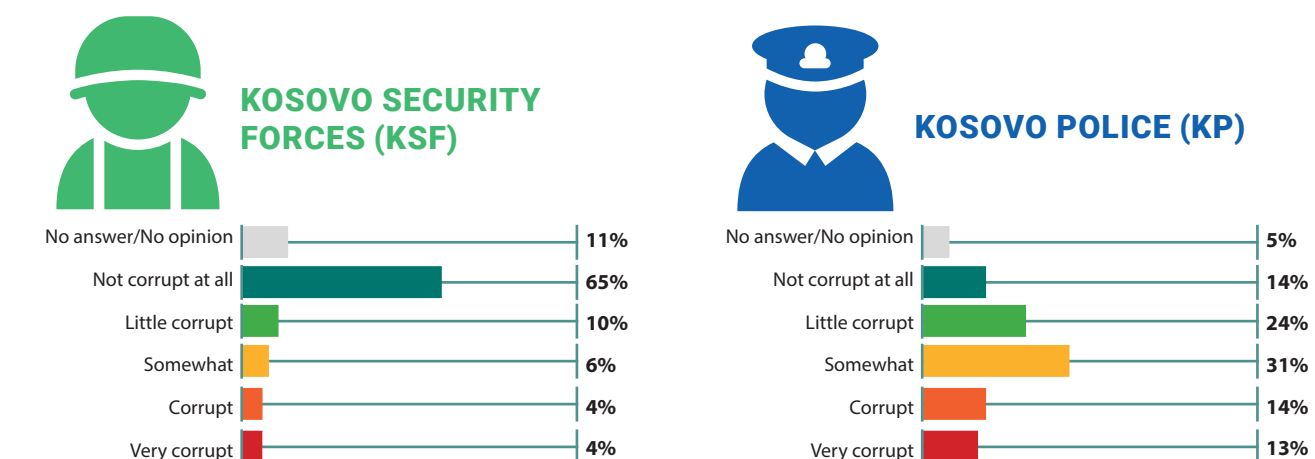


## 2. CITIZENS' PERCEPTION ON CORRUPTION IN THE SECURITY, JUSTICE AND CENTRAL INSTITUTIONS

KSB annually measures the perception of citizens towards the presence of corruption in key Security, Justice and Central institutions. In this chapter the institutions are divided into: Security Institutions (KSF, KP, KC and KCS); Justice Institutions (Courts and Prosecution) and Central Institutions (Government of Kosovo and Municipalities). Generally, respondents share the perception that Kosovo institutions are corrupted. Apart from the KSF, which according to the citizens it is not corrupted institution (though the public interaction with the institution remains very low), on the other hand as other security institutions are concerned, 22 to 33 percent of respondents believe that corruption is present. Similarly, and rather to a large extent, justice institutions continue to remain corrupt in the eyes of citizens where over 40 percent of respondents believe that corruption is present in the Prosecution and the Courts. As per the Central institutions, 30 percent of respondents perceive municipalities as corrupted, while according to citizens, the Government of Kosovo is the most corrupted in the country with 72 percent of respondents believing that corruption is present in the Government.

There is a greater reluctance of respondents from the K-Serb community and other non-majority communities to give their opinion when asked about corruption in institutions, in contrast to the K-Albanian respondents who predominantly answered these questions. Similarly, respondents from North Mitrovica have been reluctant to give their opinion on the corruption questions. Male respondents, youth aged 18-35 years old and those coming from Urban areas have shown a greater tendency to perceive the institutions as corrupted. Data on corruption show that there is a close relationship with the citizens' trust in institutions - the higher the perception that an institution is corrupt, the trust is lower in the respective institution. When citizens perceived an institution as corrupted, they usually associated it with the political elite and the presence of corruption in Central institutions.<sup>18</sup> The perception of corruption in institutions and their inefficiency in fighting corruption is consistently present, while the political influence in the Justice institutions also contributes to the poor ranking of Kosovo in the fight against corruption.<sup>19</sup>

**Figure 4 Perception towards corruption in the key Security, Justice and Central institutions**



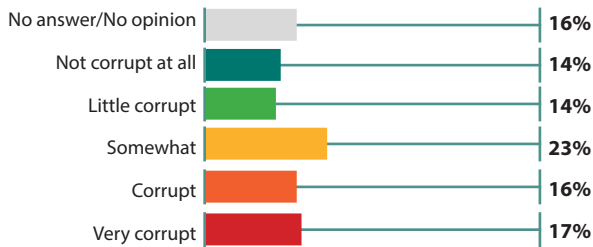
<sup>18</sup> Focus Groups with Field Researchers, 15/10/2020 & 30/10/2020

<sup>19</sup> Kosova në CPI – Vazhdon regresi në luftën kundër korrupsionit. Kosova Democratic Institute (2020). Available at: <http://kdi-kosova.org/en/activities/kosovo-in-cpi-regression-in-the-fight-against-corruption-continues>

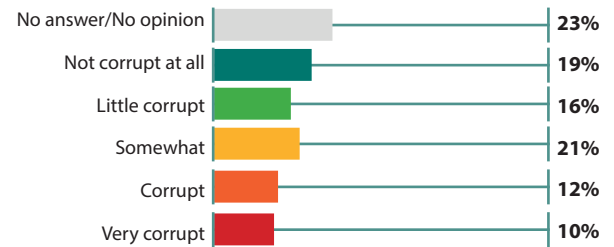
## 2. CITIZENS' PERCEPTION ON CORRUPTION IN THE SECURITY, JUSTICE AND CENTRAL INSTITUTIONS



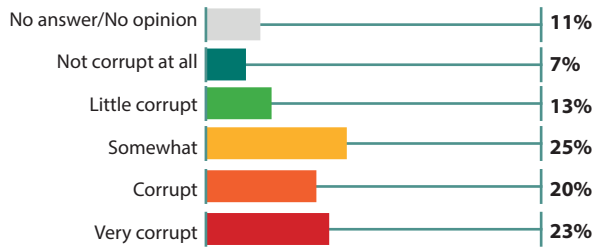
### KOSOVO CUSTOMS (KC)



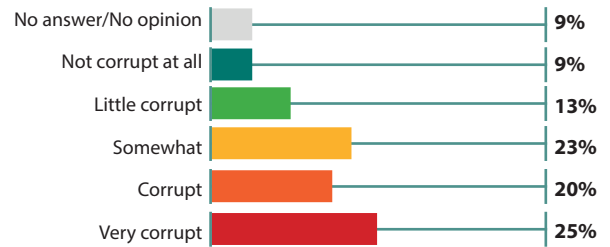
### KOSOVO CORRECTIONAL SERVICES (KC)



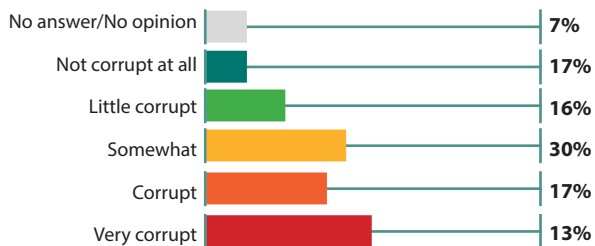
### PROSECUTION



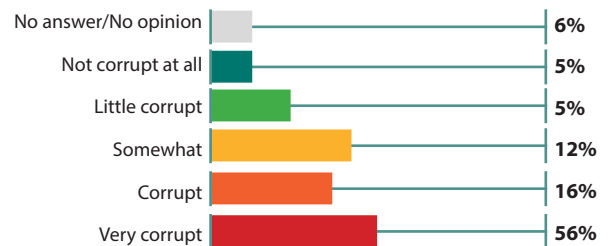
### COURTS



### MUNICIPALITIES



### GOVERNMENT OF KOSOVO



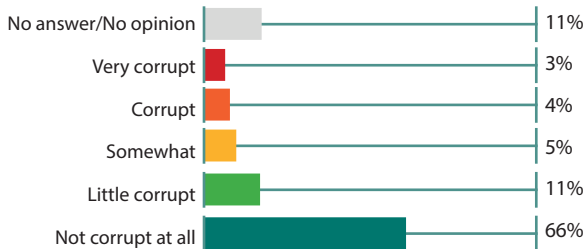


**FIGURE 4.1** PERCEPTION TOWARDS CORRUPTION IN THE KOSOVO SECURITY FORCES

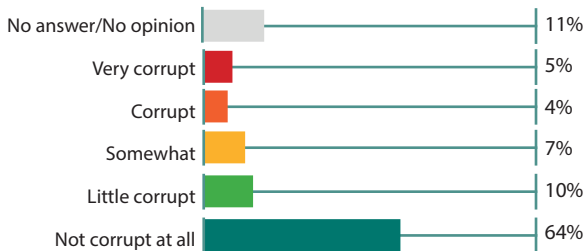
**i. Perception towards corruption in KSF based on Area**



**Rural**

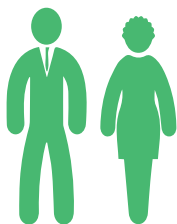
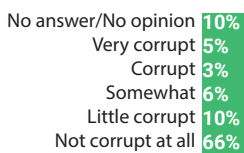


**Urban**

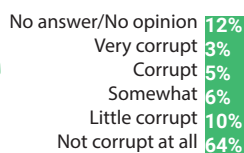


**ii. Perception towards corruption in KSF based on Gender**

**Male**



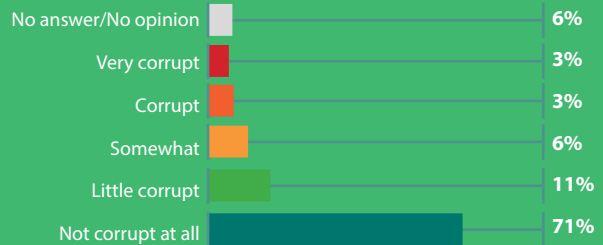
**Female**



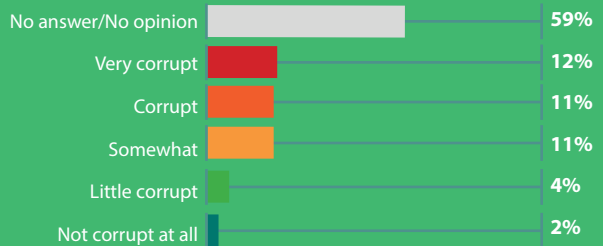
**iii. Perception towards corruption in KSF based on Ethnicity**



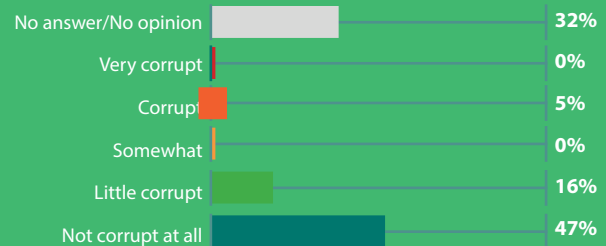
**K-Albanian**



**K-Serb**

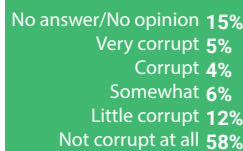


**K-Other**

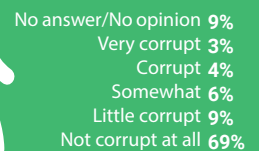


**iv. Perception towards corruption in KSF based on Age**

**18 - 35**

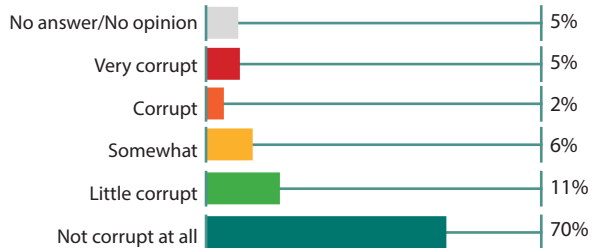


**36+**

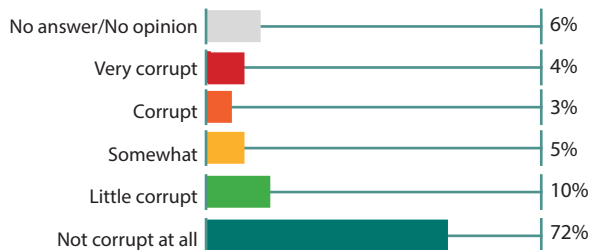


**v. Perception towards corruption in KSF based on Region**

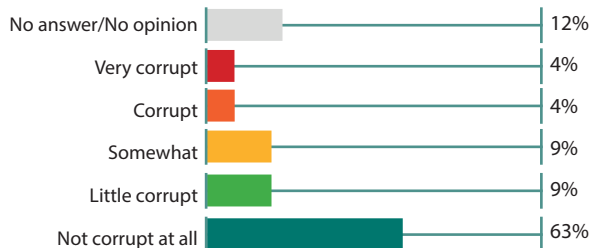
**Prishtina**



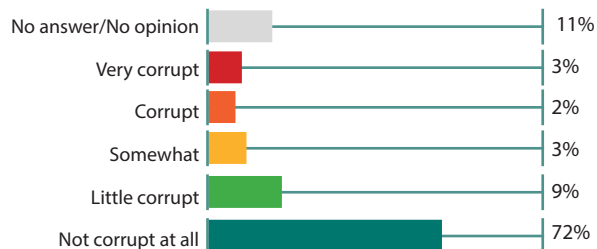
**Mitrovica South**



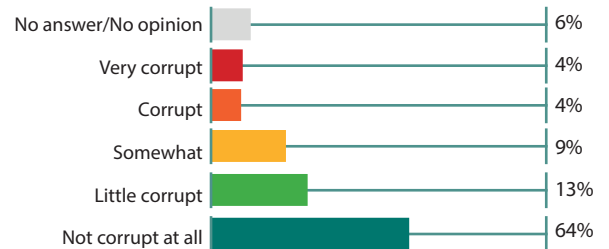
**Gjilan**



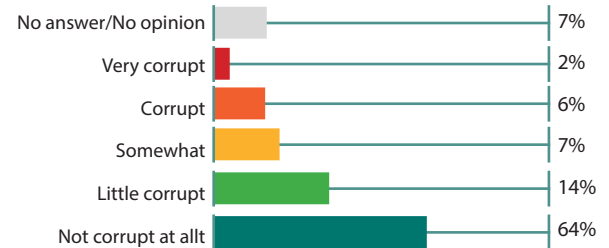
**Peja**



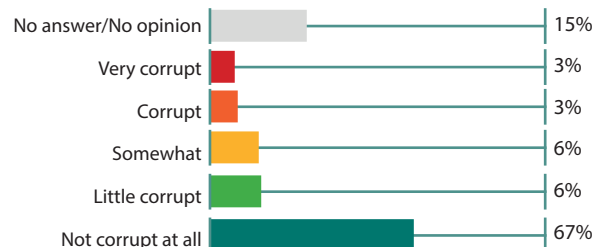
**Gjakova**



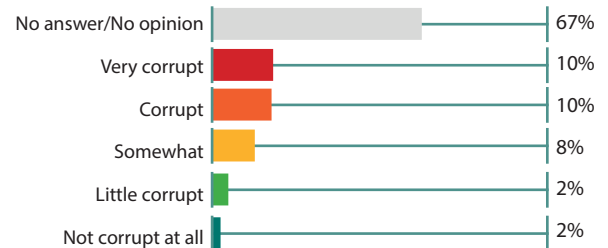
**Prizren**



**Ferizaj**



**Mitrovica North**



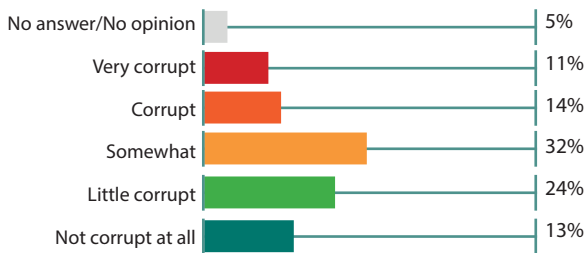


## FIGURE 4.2 PERCEPTION TOWARDS CORRUPTION IN THE KOSOVO POLICE

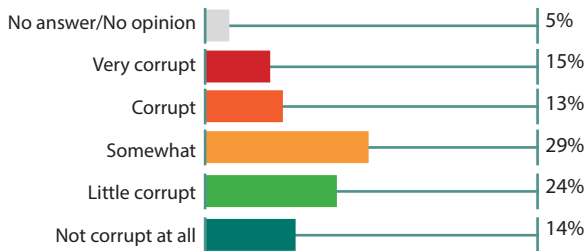
### i. Perception towards corruption in KP based on Area



#### Rural

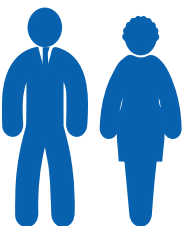
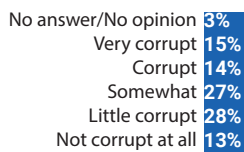


#### Urban

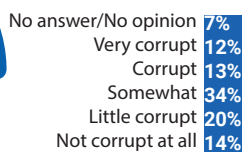


### ii. Perception towards corruption in KP based on Gender

#### Male



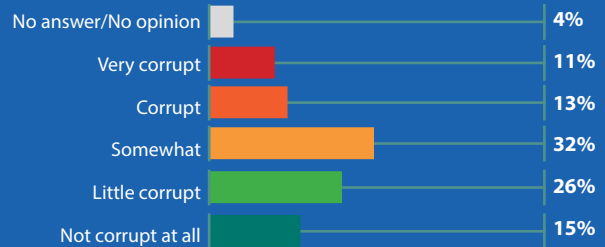
#### Female



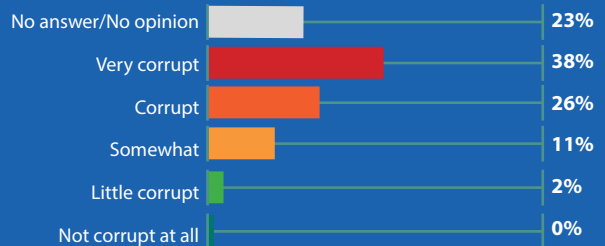
### iii. Perception towards corruption in KP based on Ethnicity



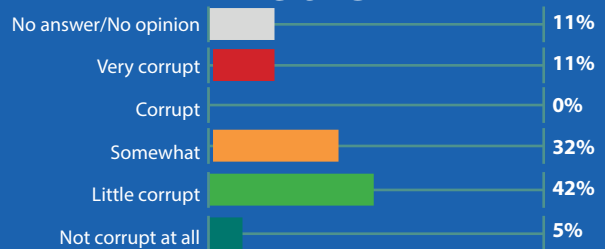
#### K-Albanian



#### K-Serb

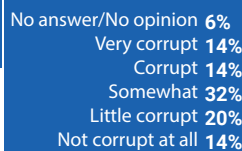


#### K-Other

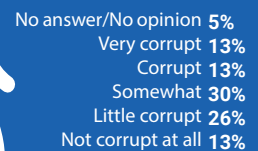


### iv. Perception towards corruption in KP based on Age

#### 18 - 35



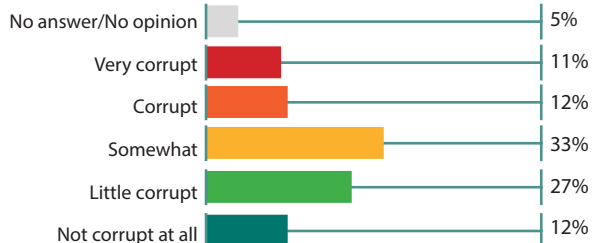
#### 36+



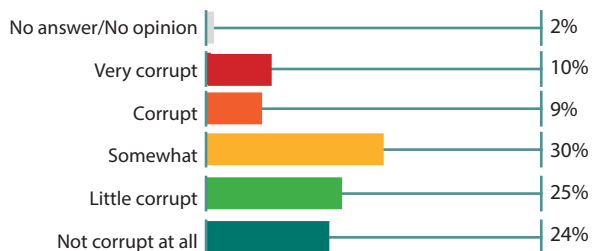


**v. Perception towards corruption in KP based on Region**

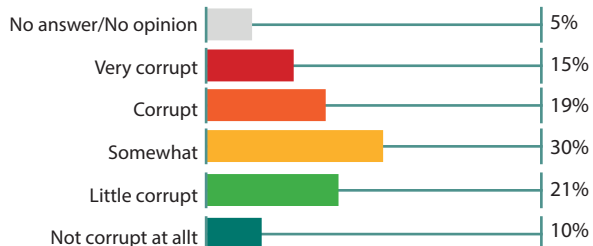
**Prishtina**



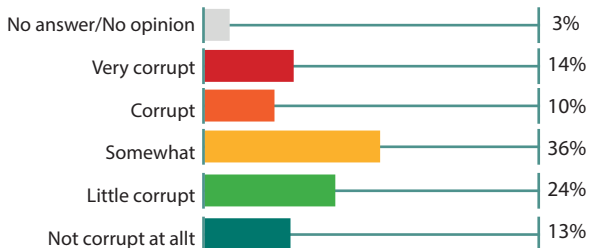
**Mitrovica South**



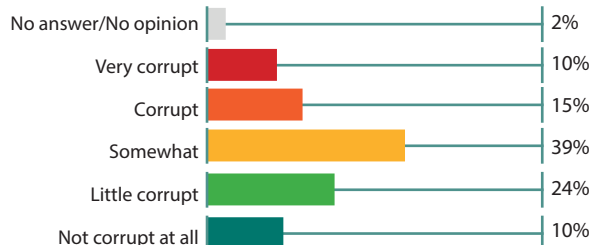
**Gjilan**



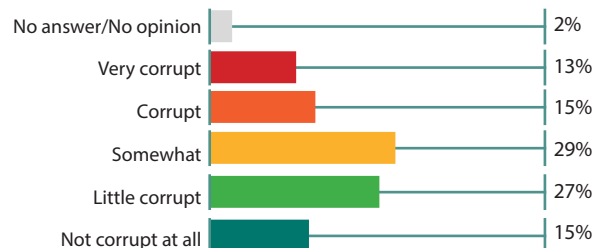
**Peja**



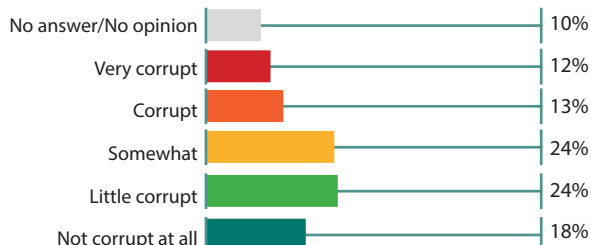
**Gjakova**



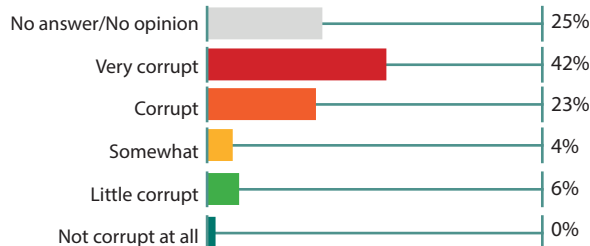
**Prizren**



**Ferizaj**



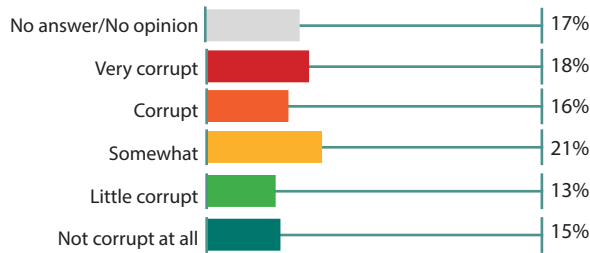
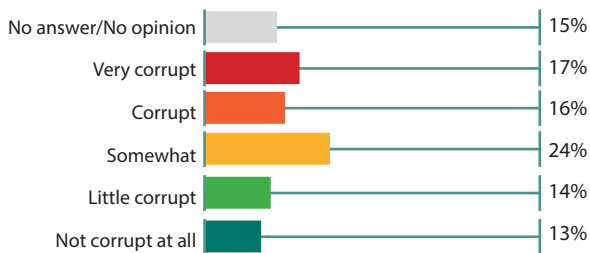
**Mitrovica North**





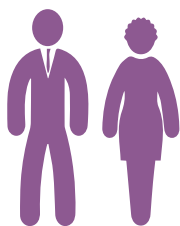
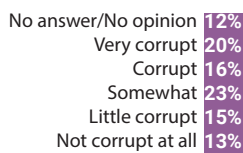
**FIGURE 4.3 PERCEPTION TOWARDS CORRUPTION IN THE KOSOVO CUSTOMS**

**i. Perception towards corruption in KC based on Area**

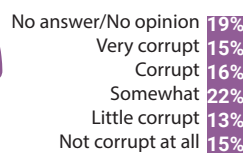


**ii. Perception towards corruption in KC based on Gender**

**Male**



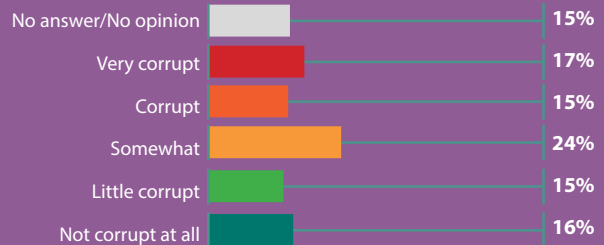
**Female**



**iii. Perception towards corruption in KC based on Ethnicity**



**K-Albanian**



**K-Serb**

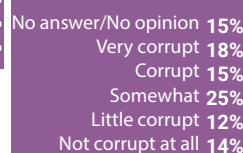


**K-Other**

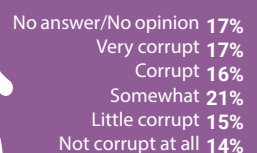


**iv. Perception towards corruption in KC based on Age**

**18 - 35**



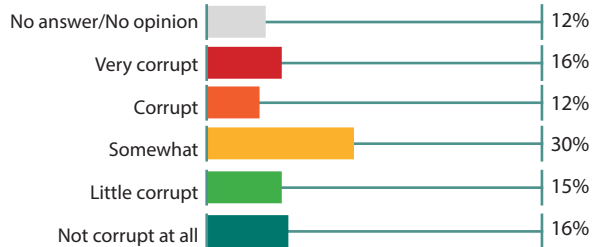
**36+**



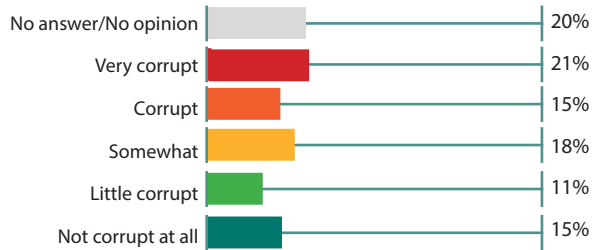
## 2. CITIZENS' PERCEPTION ON CORRUPTION IN THE SECURITY, JUSTICE AND CENTRAL INSTITUTIONS

### v. Perception towards corruption in KC based on Region

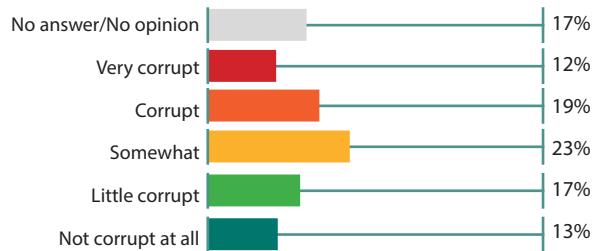
#### Prishtina



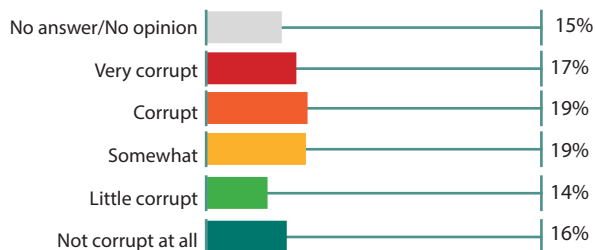
#### Mitrovica South



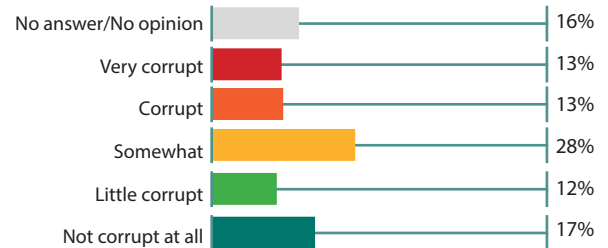
#### Gjilan



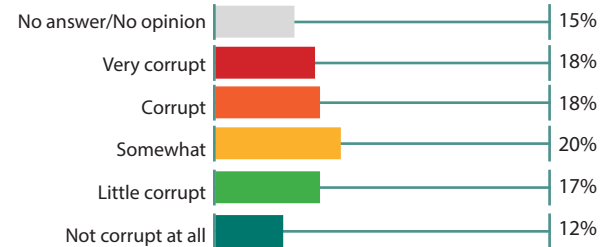
#### Peja



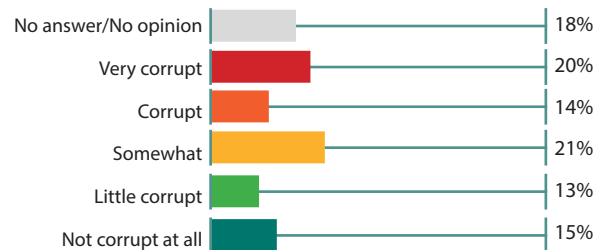
#### Gjakova



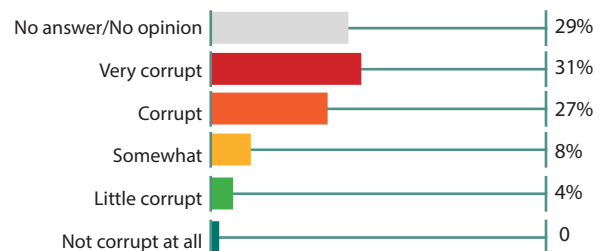
#### Prizre



#### Ferizaj



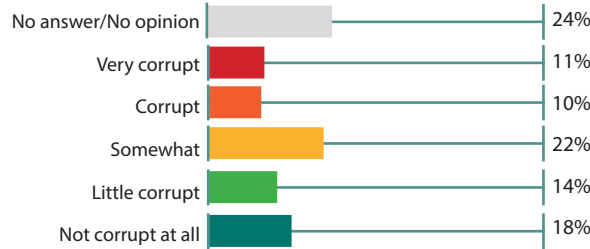
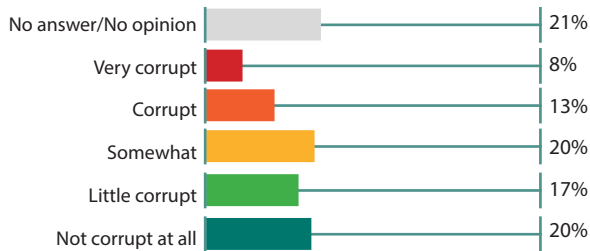
#### Mitrovica North





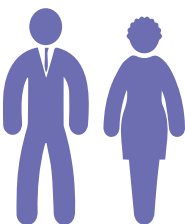
**FIGURE 4.4 PERCEPTION TOWARDS CORRUPTION IN THE KOSOVO CORRECTIONAL SERVICE**

**i. Perception towards corruption in KCS based on Area**

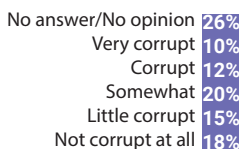
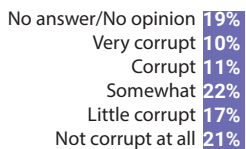


**ii. Perception towards corruption in KCS based on Gender**

**Male**



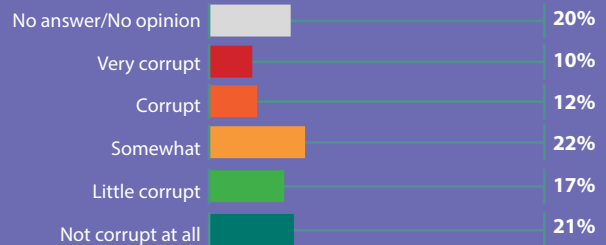
**Female**



**iii. Perception towards corruption in KCS based on Ethnicity**



**K-Albanian**



**K-Serb**



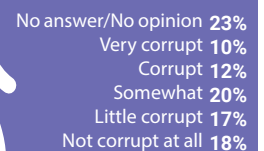
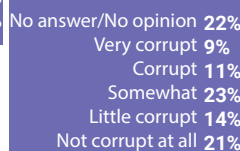
**K-Other**



**iv. Perception towards corruption in KCS based on Age**

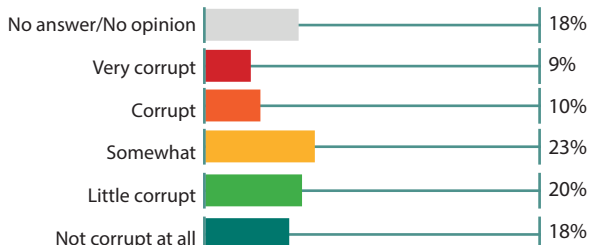
**18 - 35**

**36+**

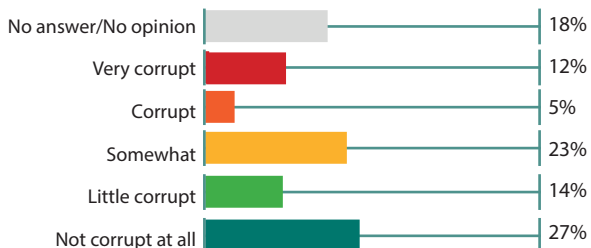


**v. Perception towards corruption in KCS based on Region**

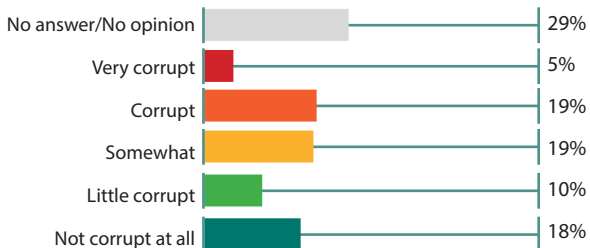
**Prishtina**



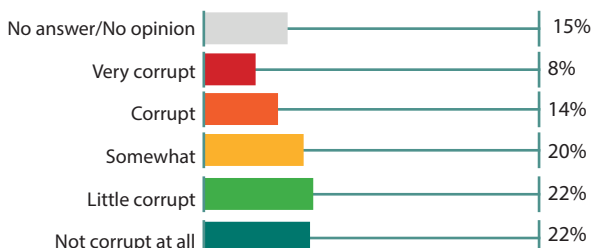
**Mitrovica South**



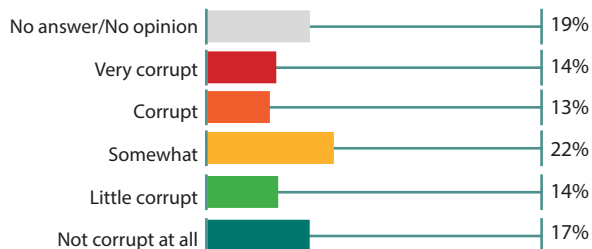
**Gjilan**



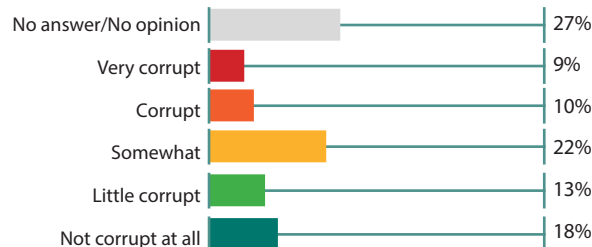
**Peja**



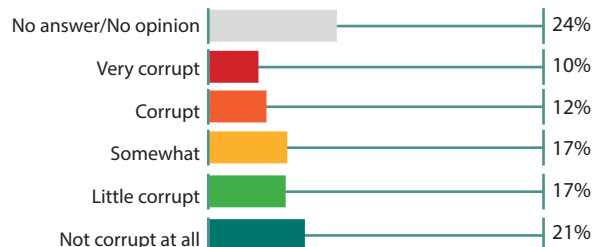
**Gjakova**



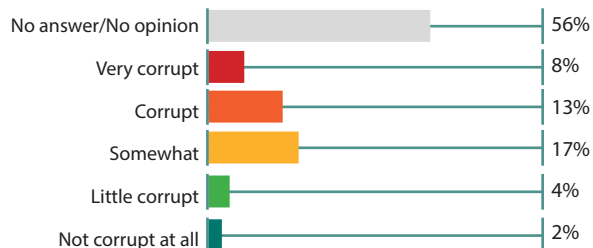
**Prizren**



**Ferizaj**



**Mitrovica North**



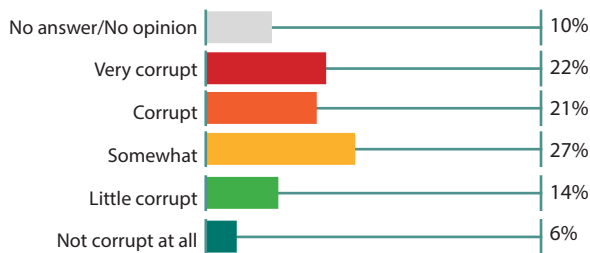


**FIGURE 4.5 PERCEPTION TOWARDS CORRUPTION IN THE PROSECUTION**

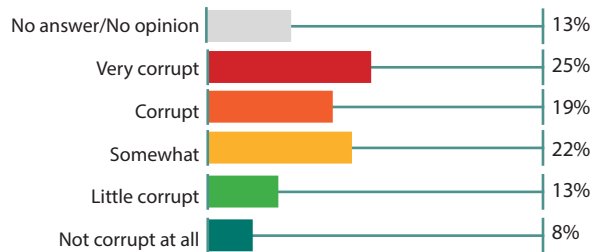
**i. Perception towards corruption in Prosecution based on Area**



**Rural**

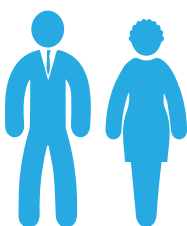
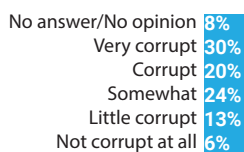


**Urban**

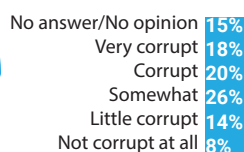


**ii. Perception towards corruption in Prosecution based on Gender**

**Male**



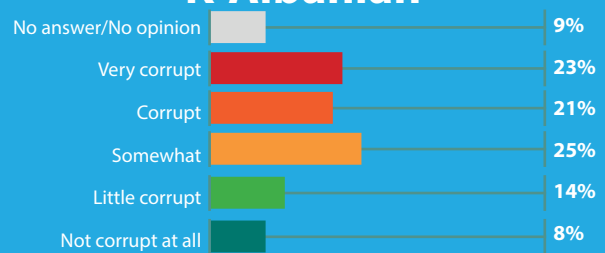
**Female**



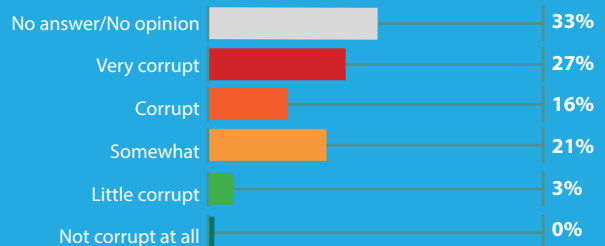
**iii. Perception towards corruption in Prosecution based on Ethnicity**



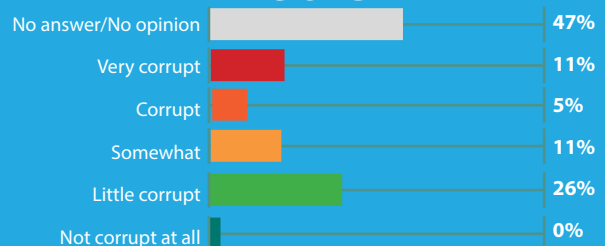
**K-Albanian**



**K-Serb**

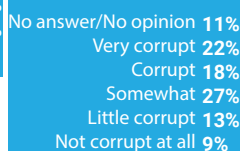


**K-Other**

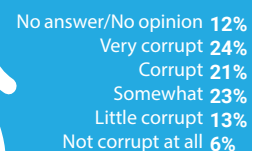


**iv. Perception towards corruption in Prosecution based on Age**

**18 - 35**

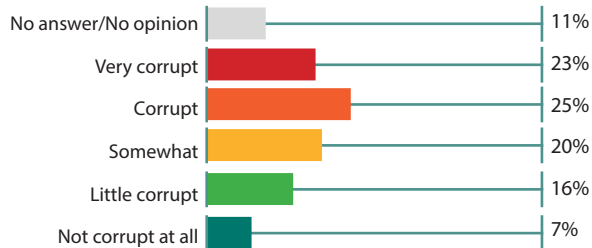


**36+**

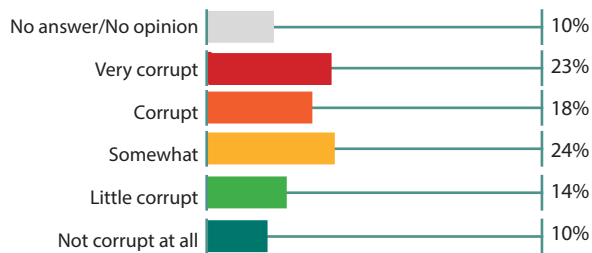


**v. Perception towards corruption in Prosecution based on Region**

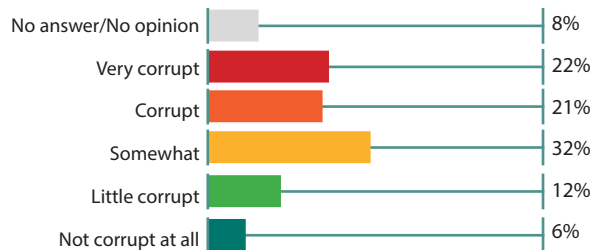
**Prishtina**



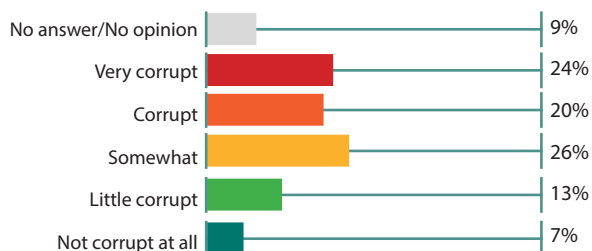
**Mitrovica South**



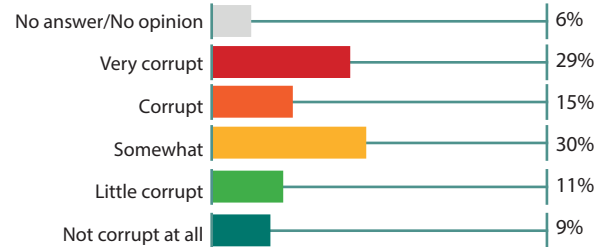
**Gjilan**



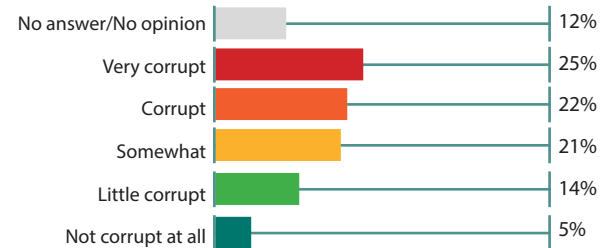
**Peja**



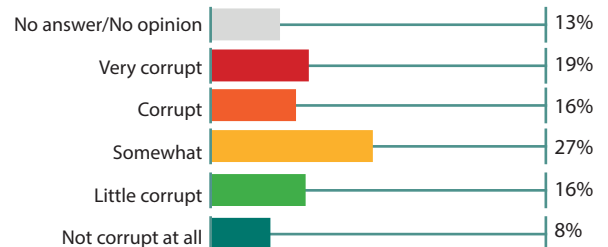
**Gjakova**



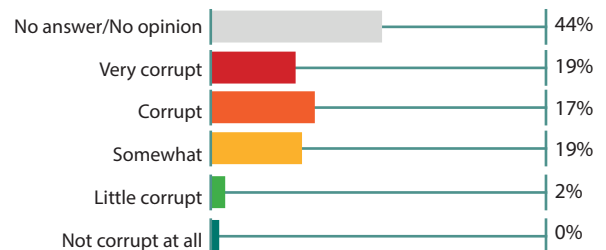
**Prizren**



**Ferizaj**



**Mitrovica North**



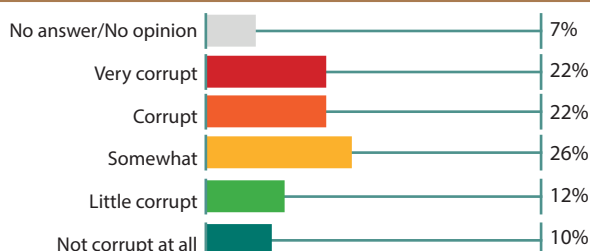


**FIGURE 4.6 PERCEPTION TOWARDS CORRUPTION IN THE COURTS**

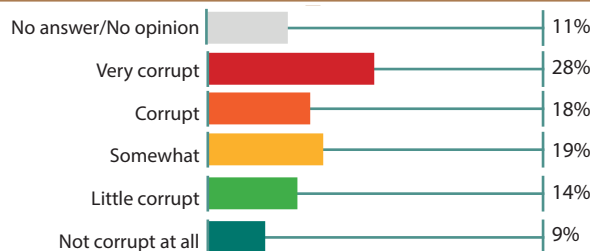
**i. Perception towards corruption in Courts based on Area**



**Rural**

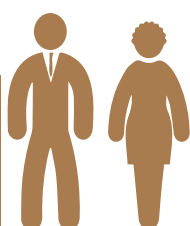
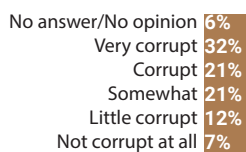


**Urban**

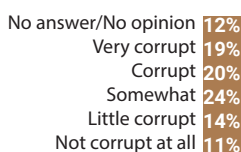


**ii. Perception towards corruption in Courts based on Gender**

**Male**



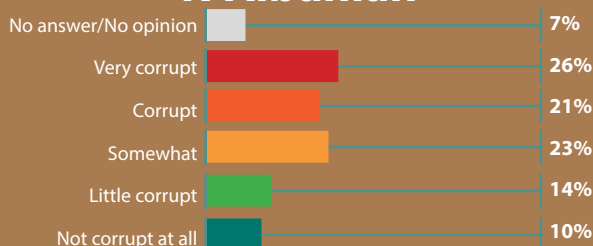
**Female**



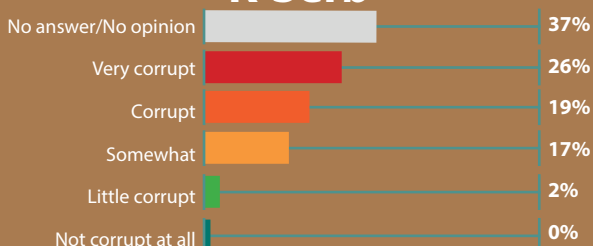
**iii. Perception towards corruption in Courts based on Ethnicity**



**K-Albanian**



**K-Serb**

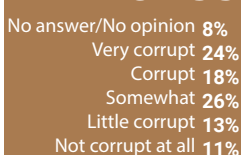


**K-Other**

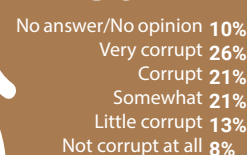


**iv. Perception towards corruption in Courts based on Age**

**18 - 35**



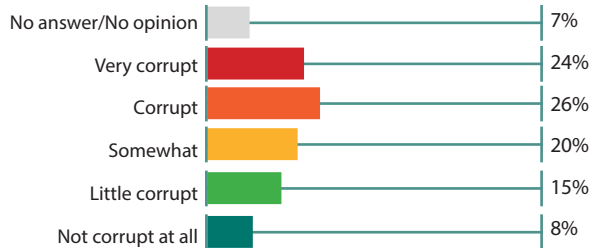
**36+**



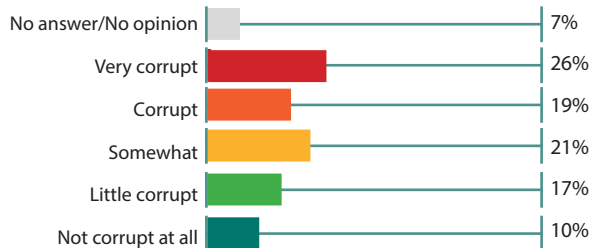


**v. Perception towards corruption in Courts based on Region**

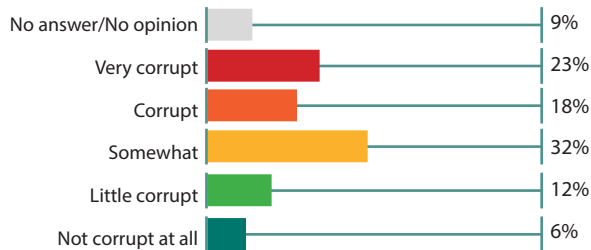
**Prishtina**



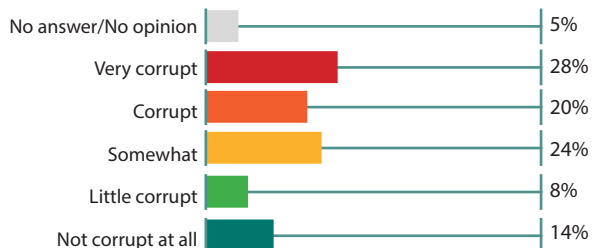
**Mitrovica South**



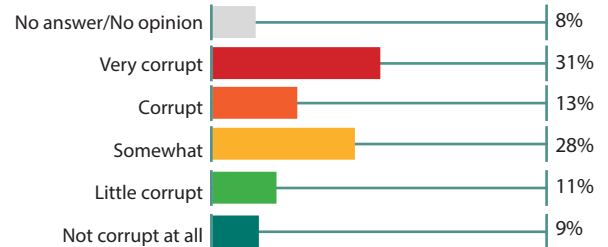
**Gjilan**



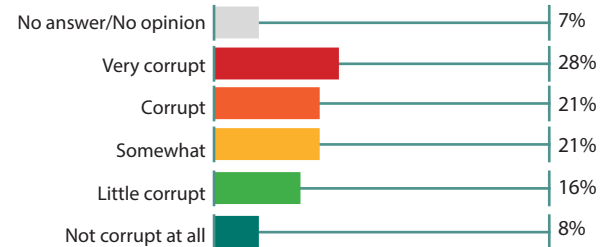
**Peja**



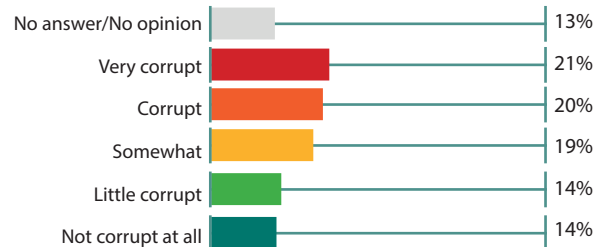
**Gjakova**



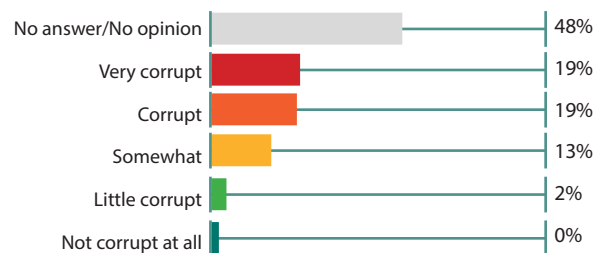
**Prizren**



**Ferizaj**



**Mitrovica North**



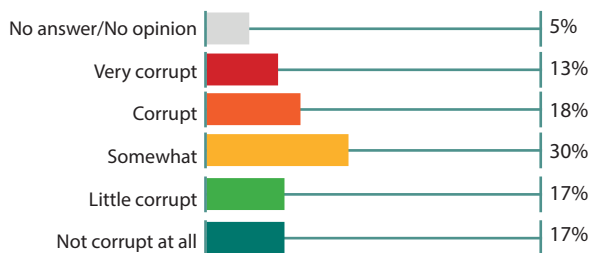


**FIGURE 4.7 PERCEPTION TOWARDS CORRUPTION IN THE MUNICIPALITIES**

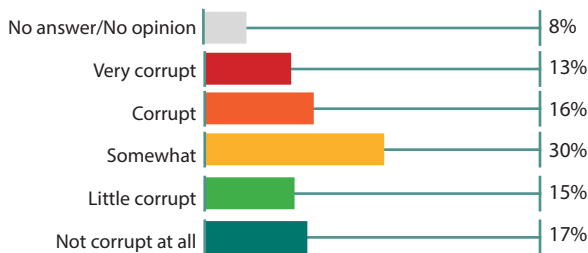
**i. Perception towards corruption in KC based on Area**



**Rural**

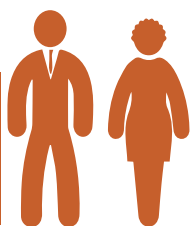
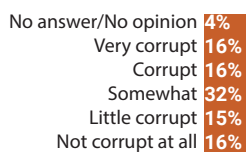


**Urban**

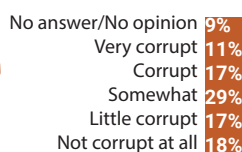


**ii. Perception towards corruption in Municipalities based on Gender**

**Male**



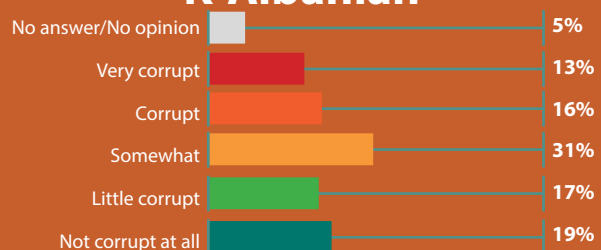
**Female**



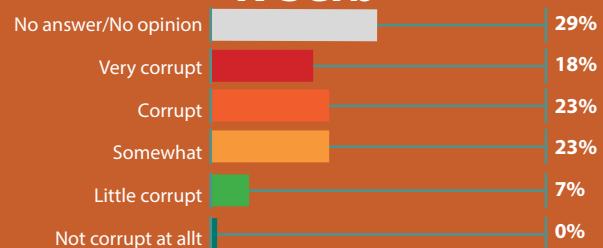
**iii. Perception towards corruption in Municipalities based on Ethnicity**



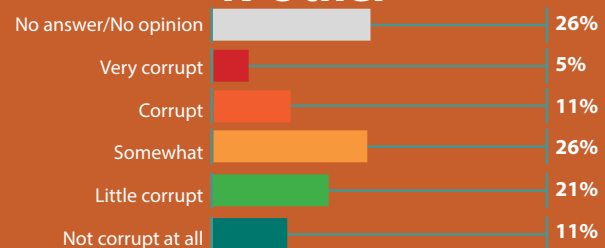
**K-Albanian**



**K-Serb**

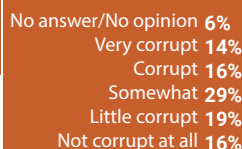


**K-Other**

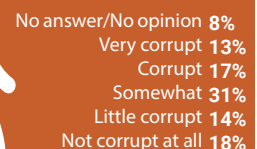


**iv. Perception towards corruption in Municipalities based on Age**

**18 - 35**

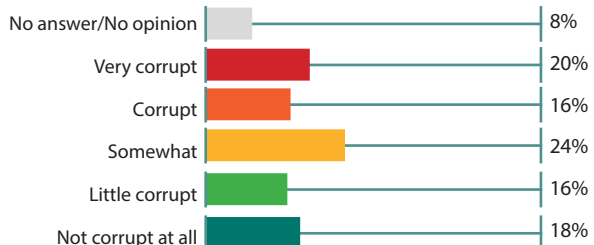


**36+**

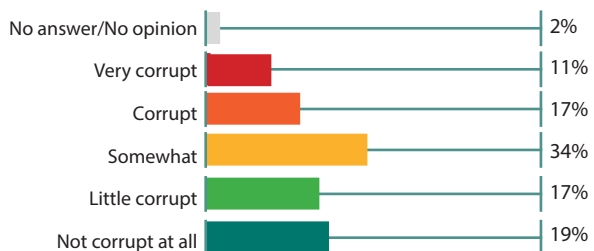


**v. Perception towards corruption in Municipalities based on Region**

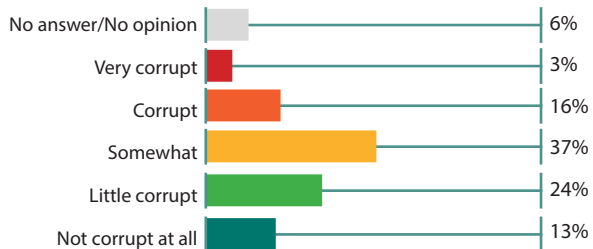
**Prishtina**



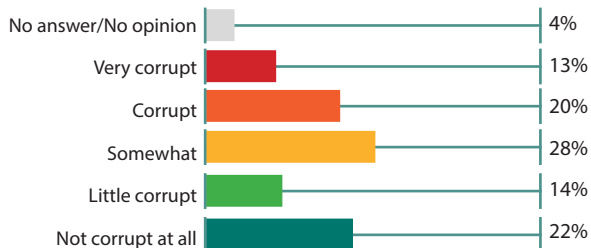
**Mitrovica South**



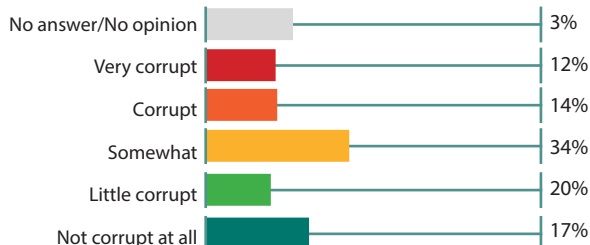
**Gjilan**



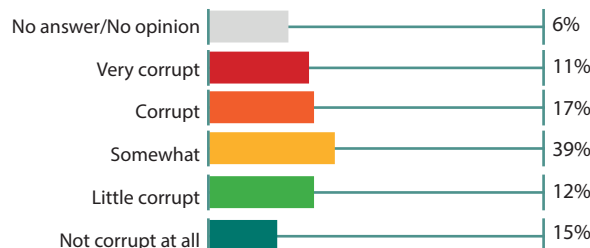
**Peja**



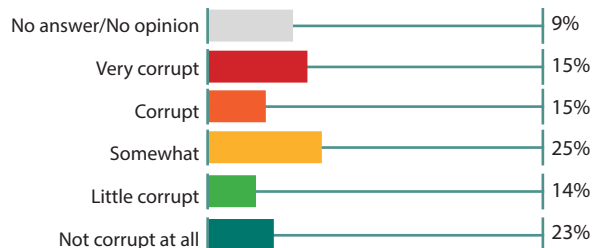
**Gjakova**



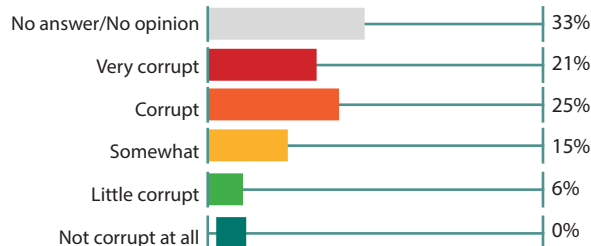
**Prizren**



**Ferizaj**



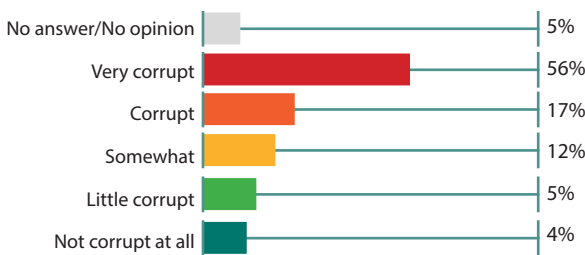
**Mitrovica North**



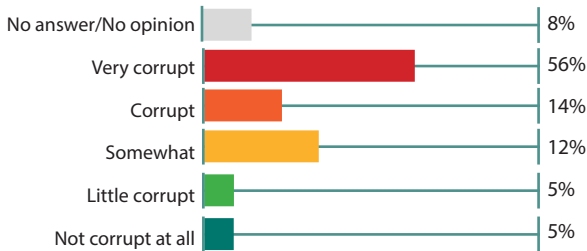


**FIGURE 4.8 PERCEPTION TOWARDS CORRUPTION IN THE GOVERNMENT OF KOSOVO**

**i. Perception towards corruption in the Government of Kosovo based on Area**

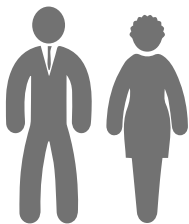
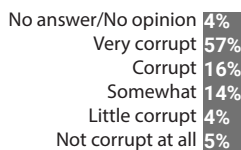


**Urban**

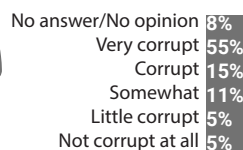


**ii. Perception towards corruption in the Government of Kosovo based on Gender**

**Male**



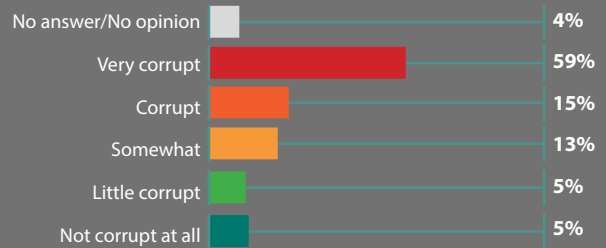
**Female**



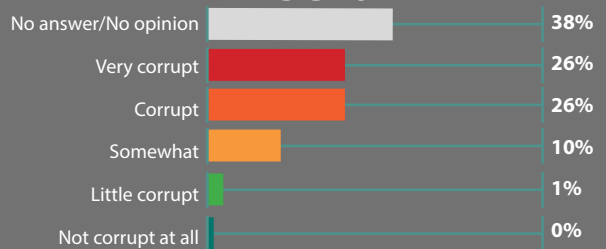
**iii. Perception towards corruption in the Government of Kosovo based on Gender**



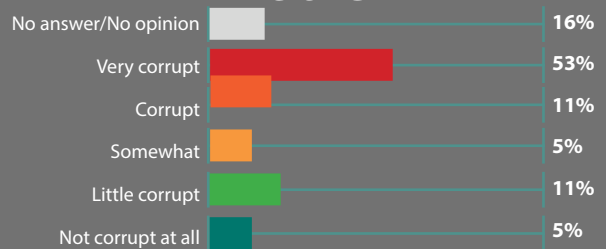
**K-Albanian**



**K-Serb**

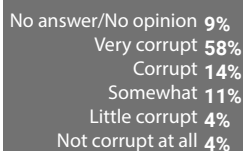


**K-Other**

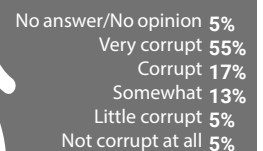


**iv. Perception towards corruption in the Government of Kosovo based on Age**

**18 - 35**

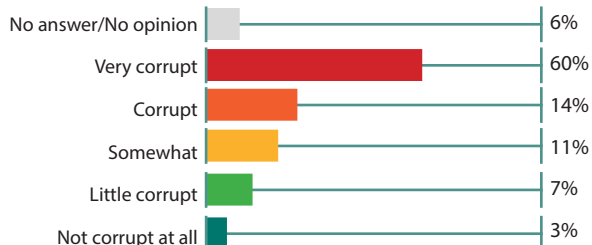


**36+**

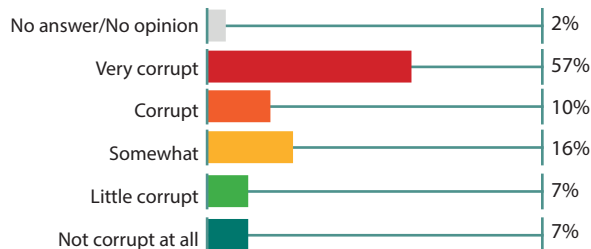


v. Perception towards corruption in the Government of Kosovo based on Region

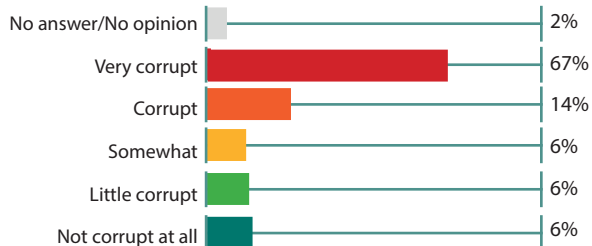
Prishtina



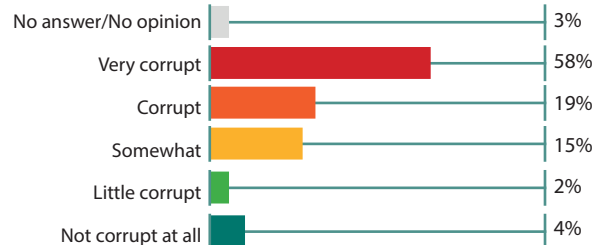
Gjakova



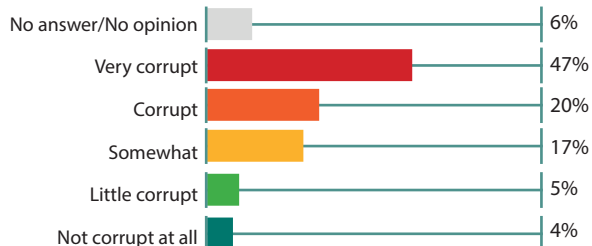
Mitrovica South



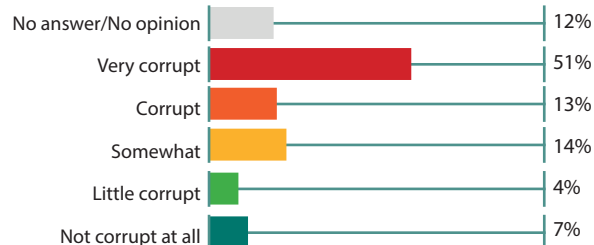
Prizren



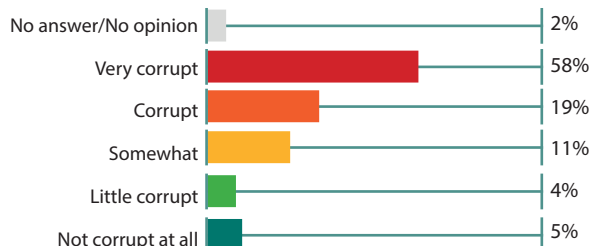
Gjilan



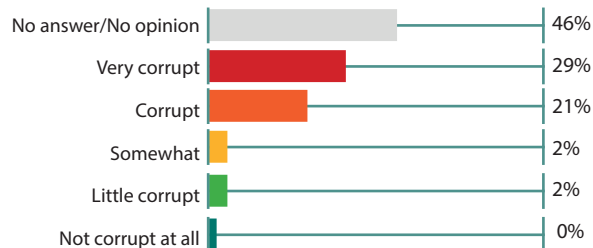
Ferizaj



Peja



Mitrovica North

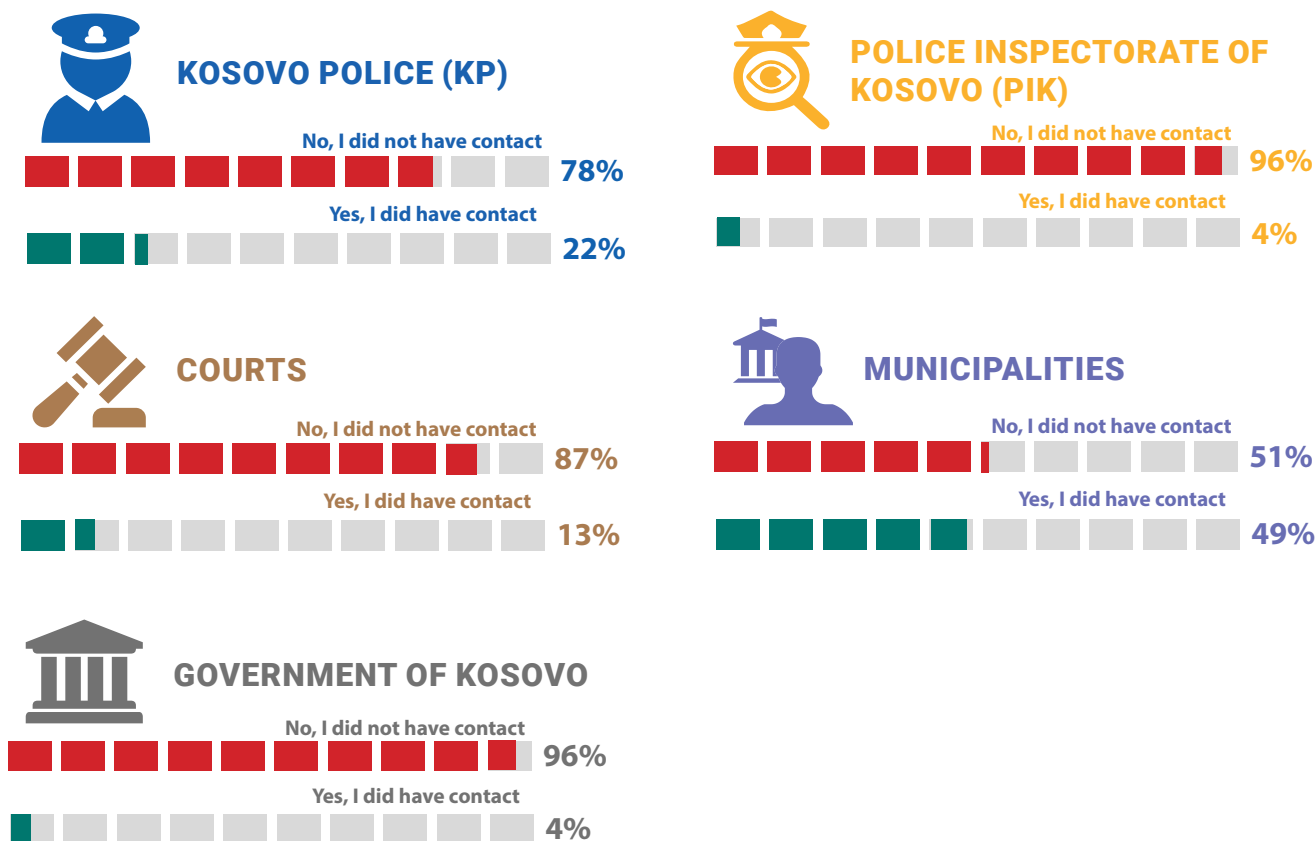


# 3. FREQUENCY OF CITIZENS' CONTACT WITH SECURITY, JUSTICE AND CENTRAL INSTITUTIONS

In addition to measuring trust and perception of corruption in institutions, KSB also measures the direct contact of respondents in the last 12 months with key institutions, respectively KP, PIK, Courts, Municipalities and Government of Kosovo. In general, citizens have stated that they have very little contact with these institutions. However, there has been a reluctance to declare their contact with institutions such as the Police and the Courts as they have automatically linked their contact with a negative connotation in terms of legal violations.<sup>20</sup> In this aspect, it has been noticed that the citizens do not perceive the contact with the police at the border crossings, usual traffic stops etc. as a direct contact.

Municipalities remain the institution with whom citizens' had a more frequent contact in the last 12 months, while the Government is the institution with which citizens have interacted the least. Regarding security institutions, citizens have had very little direct contact with the PIK while contact with the KP stands at a slightly higher level. On the other hand, most of the respondents did not have direct contact with the Courts. In general, the K-Serb community has had more pronounced contact with most of the institutions while the K-Albanian community and other non-majority communities have lower levels of direct contact. Male respondents and those aged 18-35 had more frequent contact with the institutions, while rural areas are characterized by less contact with them.

**Figure 5** Frequency of citizens' direct contact with institutions in the last 12 months



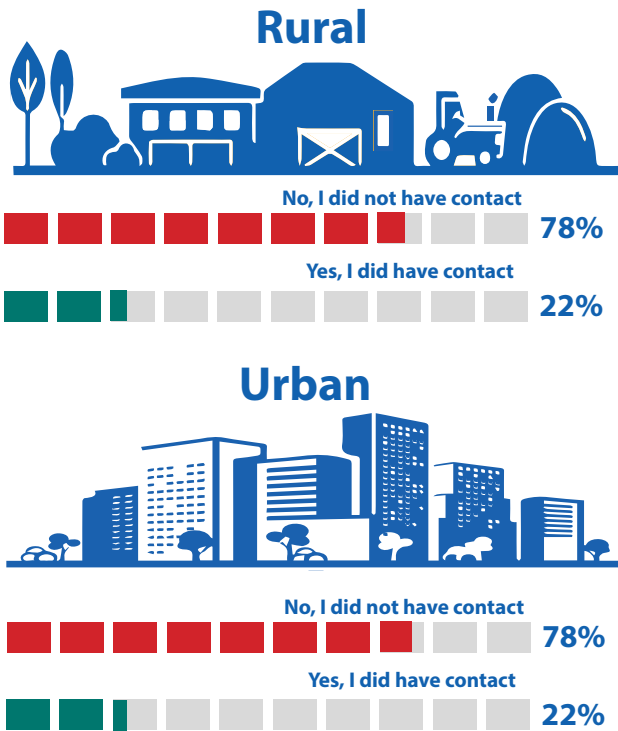
When in these answers in the indicators are not rounded to 100%, the rest of the percentage consist to the answers I do not know / I have no opinion

20 Focus Groups with Field Researchers, 15/10/2020 & 30/10/2020.

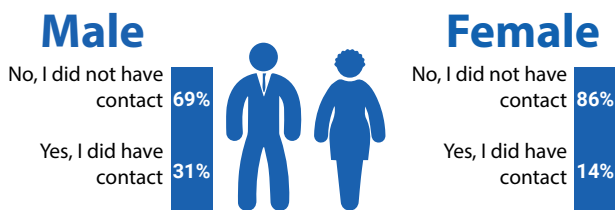


**FIGURE 5.1 CONTACT WITH KOSOVO POLICE**

**i. Frequency of citizens' direct contact with KP in the last 12 months based on Area**



**ii. Frequency of citizens' direct contact with KP in the last 12 months based on Gender**



**iii. Frequency of citizens' direct contact with KP in the last 12 months based on Age**



**iv. Frequency of citizens' direct contact with KP in the last 12 months based on Region**



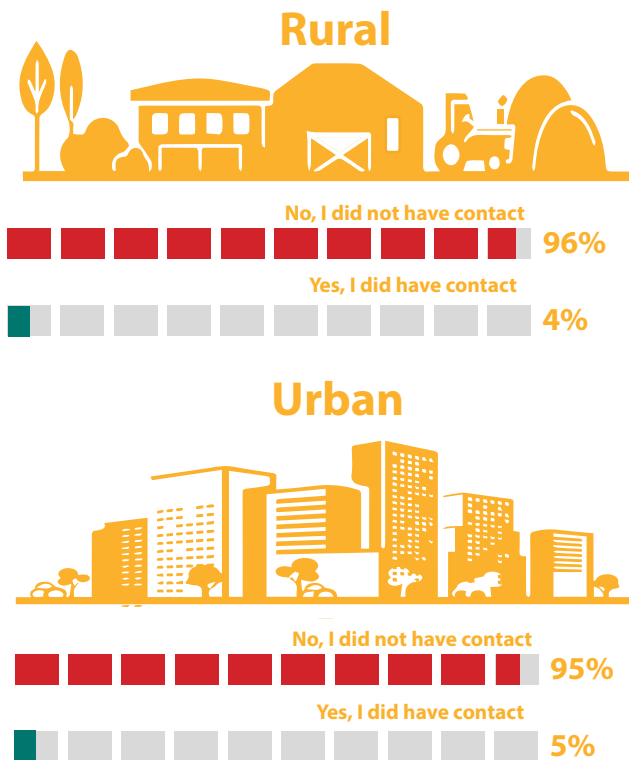
**v. Frequency of citizens' direct contact with KP in the last 12 months based on Ethnicity**





## FIGURE 5.2 CONTACT WITH THE POLICE INSPECTORATE OF KOSOVO

### i. Frequency of citizens' direct contact with PIK in the last 12 months based on Area



### ii. Frequency of citizens' direct contact with PIK in the last 12 months based on Gender



### iii. Frequency of citizens' direct contact with PIK in the last 12 months based on Age



### iv. Frequency of citizens' direct contact with PIK in the last 12 months based on Region



### v. Frequency of citizens' direct contact with PIK in the last 12 months based on Ethnicity

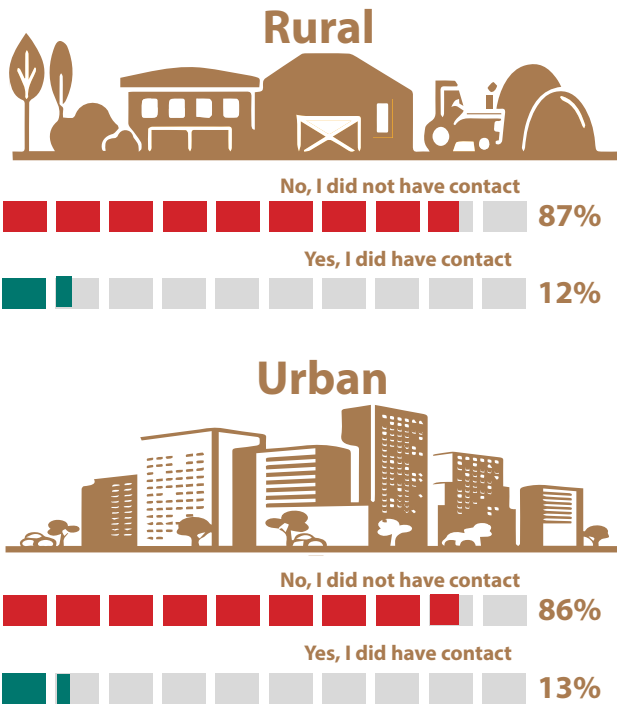




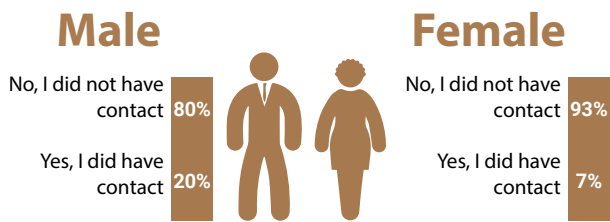


**FIGURE 5.3 CONTACT WITH THE COURTS**

**i. Frequency of citizens' direct contact with Courts in the last 12 months based on Area**



**ii. Frequency of citizens' direct contact with Courts in the last 12 months based on Gender**



**iii. Frequency of citizens' direct contact with Courts in the last 12 months based on Age**



**iv. Frequency of citizens' direct contact with Courts in the last 12 months based on Region**



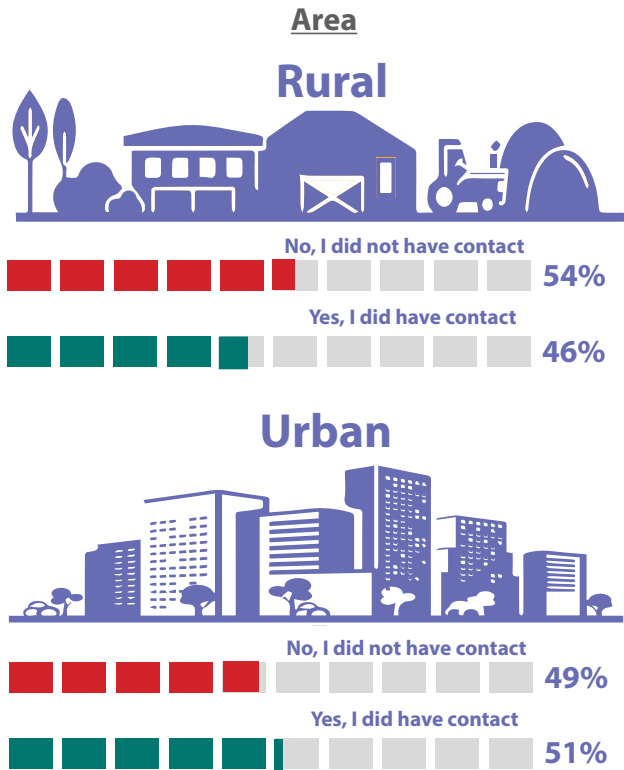
**v. Frequency of citizens' direct contact with Courts in the last 12 months based on Ethnicity**



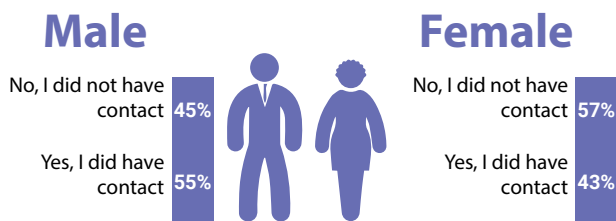


**FIGURE 5.4 CONTACT WITH THE MUNICIPALITIES**

**i. Frequency of citizens' direct contact with Municipalities in the last 12 months based on Area**



**ii. Frequency of citizens' direct contact with Municipalities in the last 12 months based on Gender**



**iii. Frequency of citizens' direct contact with Municipalities in the last 12 months based on Age**



**iv. Frequency of citizens' direct contact with Municipalities in the last 12 months based on Region**



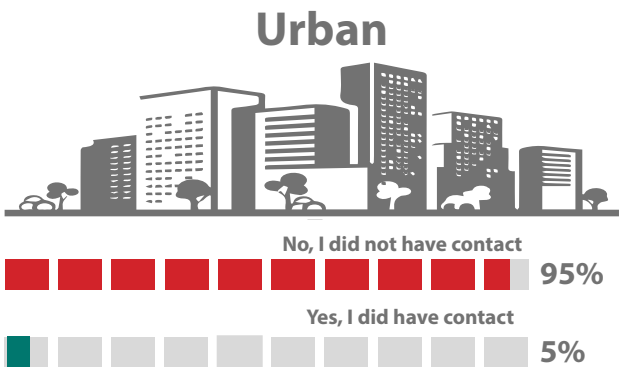
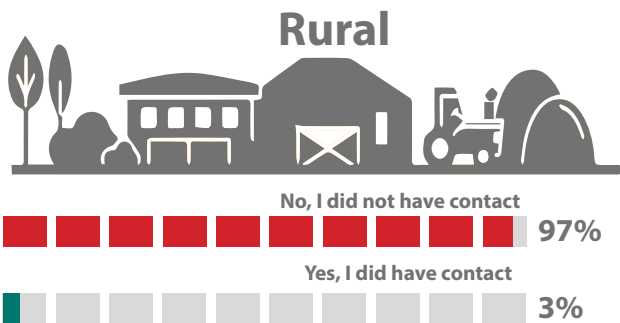
**v. Frequency of citizens' direct contact with Municipalities in the last 12 months based on Ethnicity**



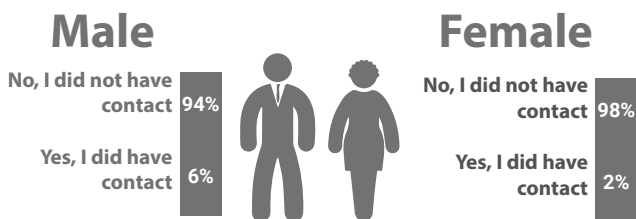


## FIGURE 5.5 CONTACT WITH THE GOVERNMENT OF KOSOVO

### i. Frequency of citizens' direct contact with the Government in the last 12 months based on Area



### ii. Frequency of citizens' direct contact with the Government in the last 12 months based on Gender



### iii. Frequency of citizens' direct contact with the Government in the last 12 months based on Age



### iii. Frequency of citizens' direct contact with the Government in the last 12 months based on Region



### v. Frequency of citizens' direct contact with the Government in the last 12 months based on Ethnicity



# METHODOLOGY

The KSB consists of a combination of quantitative and qualitative research methods that provide 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 territory of Kosovo. The field research for the KSB 10th edition was conducted from September, 25th to October, 2nd 2020.

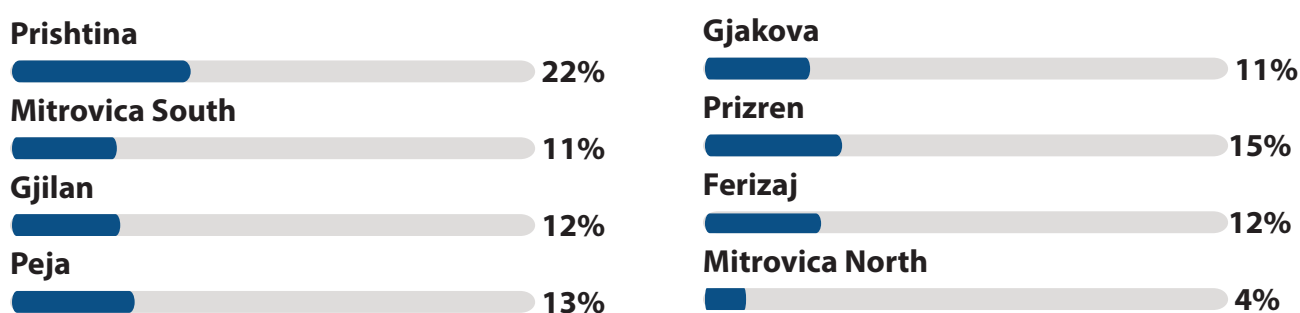
The KSB questionnaire mostly consisted of closed-ended questions in the form of five-point Likert Scale, followed by several open-ended questions that allow respondents to provide their thoughts without predefined options. The national sample from which the research was drawn, featured 1,132 households, thus constituting a representative sample of the population above 18 years old in Kosovo. 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 data were verified in real time through field coordinators that visited a predefined sample of households after the completion of the survey in the respective households, through telephone contact with all respondents to confirm the adherence to the methodology and some of the key answers and by analyzing the logical consistency of the answers when processing and analyzing the data. The margin of error is 3 percent with a confidence interval of 95 percent. Data processing and analysis has been completed using the SPSS software.

The following figures present the demographic data of the respondents of KSB 2020:

## Figure I Respondents of KSB 10th edition by Region



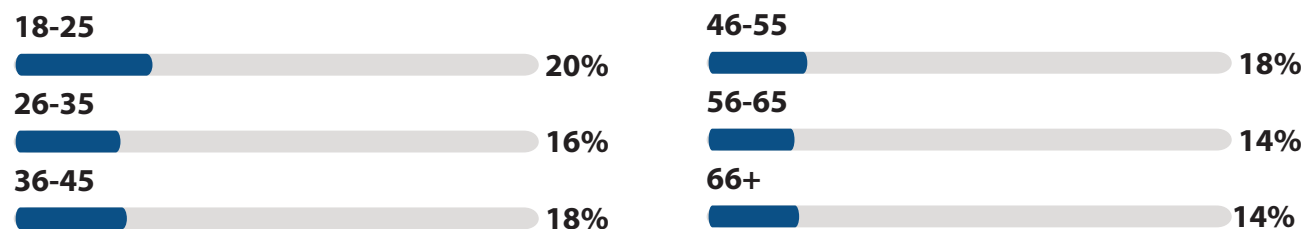
## Figure II Respondents of KSB 10th edition by Area



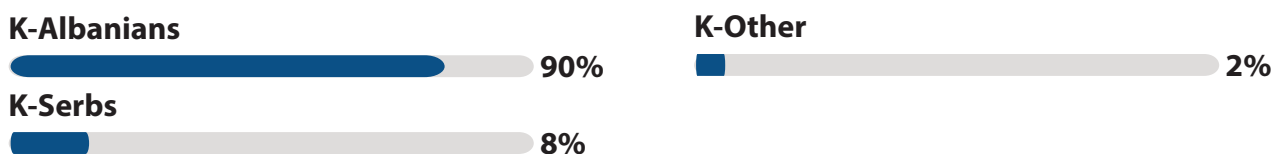
### Figure III Respondents of KSB 10th edition by Gender



### Figure IV Respondents of KSB 10th edition by Age



### Figure V Respondents of KSB 10th edition by Ethnicity





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