Public Opinion of Democracy Issues in Kosovo

Findings from an IFES August 2012 Survey

Project Funded by: USAID FROM THE AMERICAN PEOPLE

- Fieldwork conducted between August 17 – 29, 2012

- Fieldwork and data processing conducted by the research organization Index Kosova, BBSS Gallup International

- Sample size: 1,520 of the adult population 18 or older

- Sample consists of 1,000 Kosovo Albanians (K-Albanians) and oversamples of 420 Kosovo Serbs (K-Serbs) – both north and south of the Ibar River – and 100 non-Serb minorities (Bosniacs, Turks, Goranis, Roma, Ashkali and Egyptian minority groups)

- Data weighted by population proportion of municipalities, age, gender and ethnicity to bring in line with national percentages and to ensure national representativeness

- Margin of error for national sample: ±2.5% at a 95% confidence level

- References to 2008 IFES Post-Election Surveys:
  - Fieldwork conducted in January 2008
  - Unable to include Kosovo Serbs at that time
  - Total sample size: 1,256
  - Margin of error of ±2.8

- References to 2010 IFES Post-Election Survey:
  - Fieldwork conducted in February 2010
  - Survey included 903 K-Albanians, 218 K-Serbs and 103 non-Serb minorities
  - Total sample size: 1,224
  - Margin of error of ±2.8%
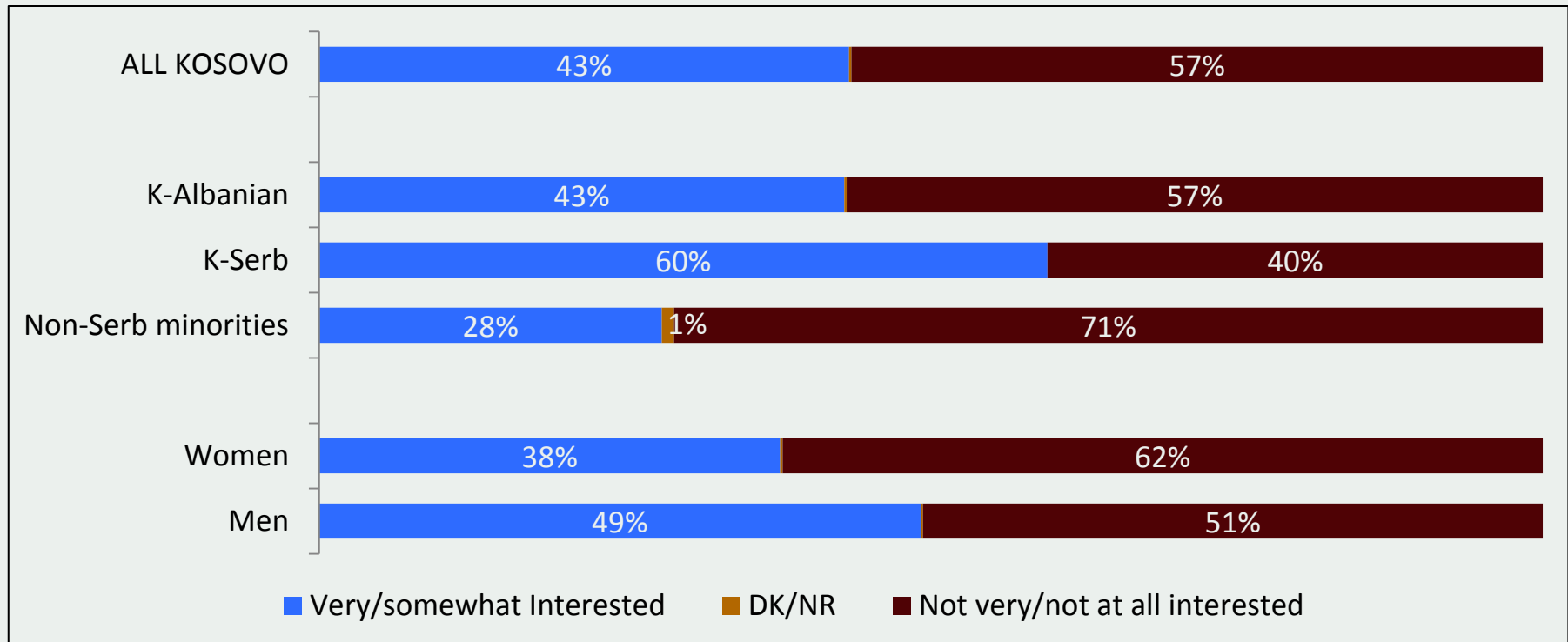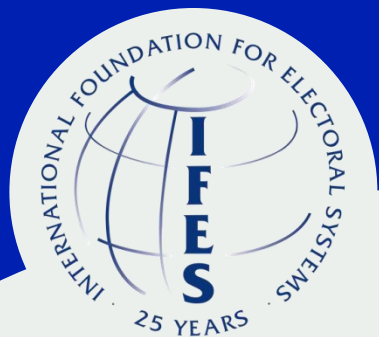
- References to 2011 IFES Post-Election Survey:
  - Fieldwork conducted in January 2011
  - Survey included 903 K-Albanians, 218 K-Serbs and 103 non-Serb minorities
  - Total sample size: 1,224 and Margin of error of ±2.8%

Interest in Political Matters

- Most K-Albanians and non-Serb minorities are **not** interested in political matters, while a majority of K-Serbs are interested.
- Less than half of men and women are interested in political matters, but men are more interested than women.

Category	Very/somewhat Interested	DK/NR	Not very/not at all interested
ALL KOSOVO	43%		57%
K-Albanian	43%		57%
K-Serb	60%		40%
Non-Serb minorities	28%	1%	71%
Women	38%		62%
Men	49%		51%

■ Very/somewhat Interested   ■ DK/NR   ■ Not very/not at all interested

Level of Information on Elections

- Majority of K-Serbs (56%) and non-Serb minorities (60%) are **not informed** on elections in Kosovo.
- More K-Serbs are informed on Serbian elections (72%) than Kosovo elections (45%).

Information on Elections in Kosovo

	Very informed	S/w informed	DK/NR	Not very informed	Not at all informed
ALL KOSOVO	12%	46%		27%	15%
K-Albanian	13%	47%		25%	15%
K-Serb	5%	40%		27%	29%
Non-Serb minorities	4%	36%		50%	10%

Information on Elections in Serbia

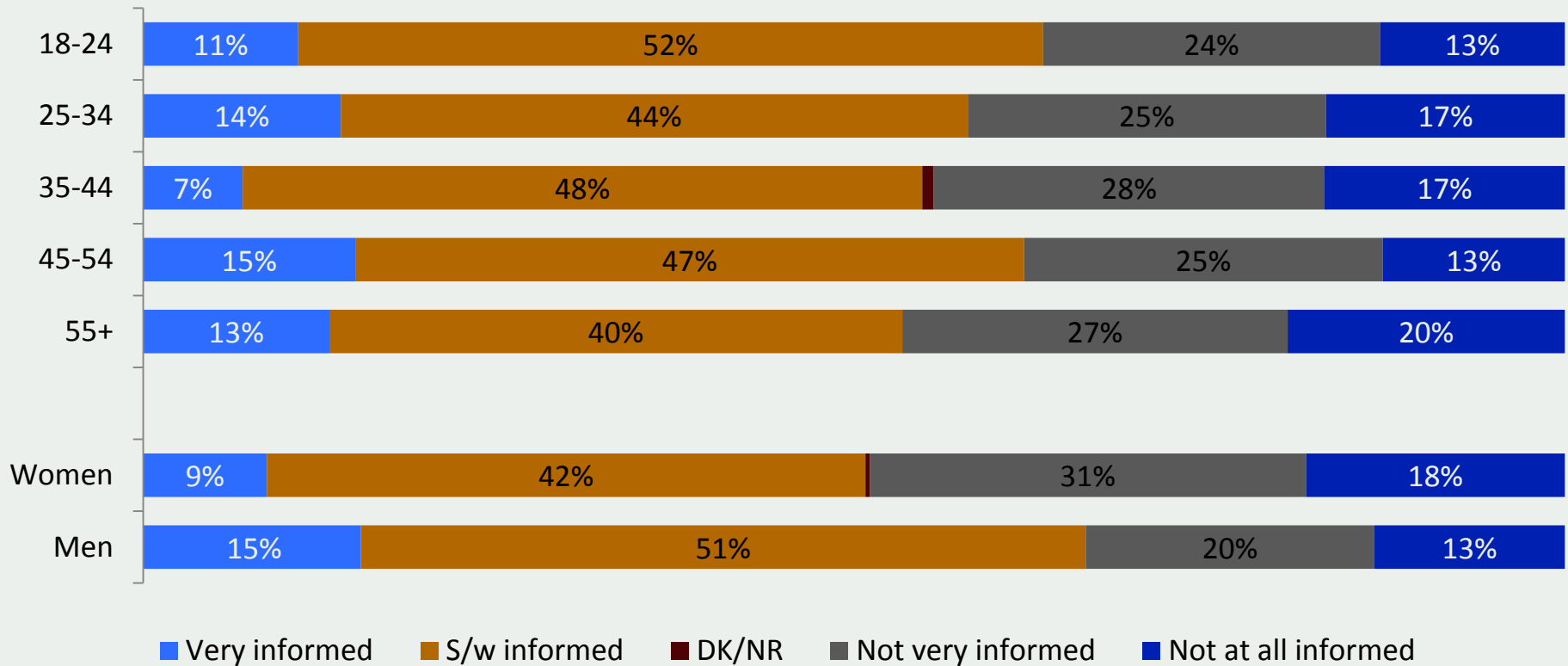|	Very informed	S/w informed	DK/NR	Not very informed	Not at all informed
K-Serb	13%	59%	1%	17%	11%
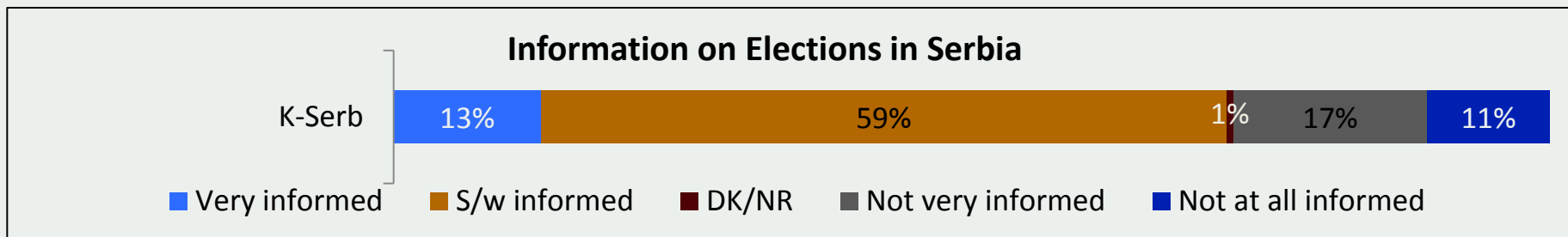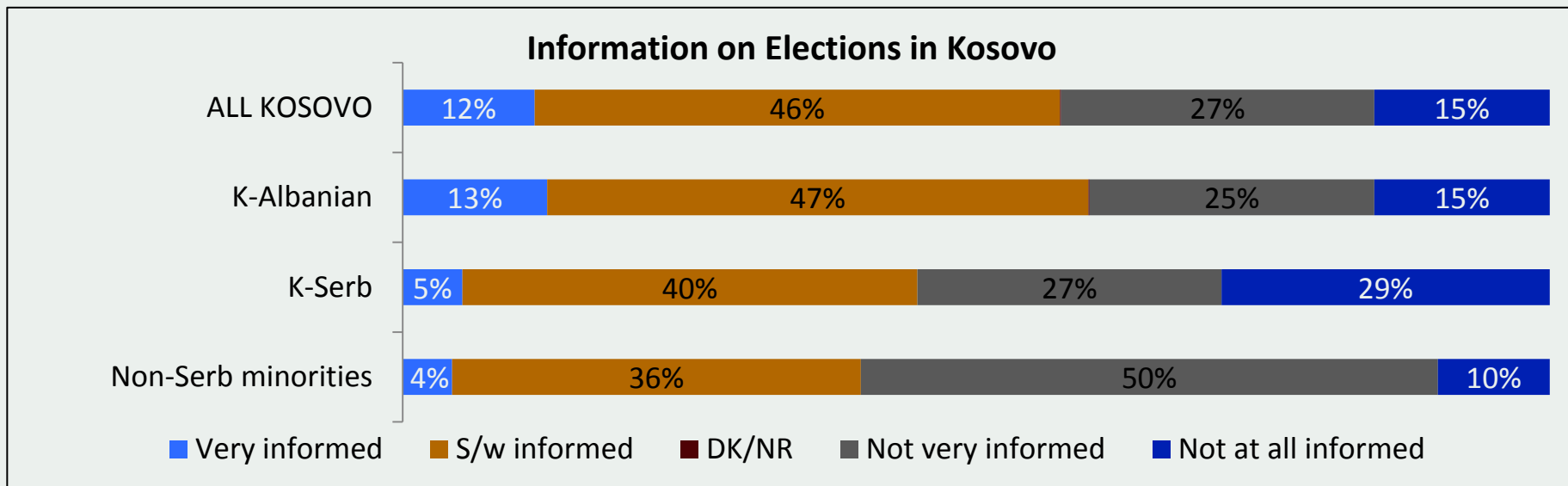
Level of Information on Elections by Age Groups and Gender

- Citizens across age groups are almost equally informed on elections.
- Men are more informed on elections (66%) than women (51%).

Information on Elections in Kosovo

Age/Gender	Very informed	S/w informed	DK/NR	Not very informed	Not at all informed
18-24	11%	52%		24%	13%
25-34	14%	44%		25%	17%
35-44	7%	48%		28%	17%
45-54	15%	47%		25%	13%
55+	13%	40%		27%	20%
Women	9%	42%		31%	18%
Men	15%	51%		20%	13%

Legend: ■ Very informed ■ S/w informed ■ DK/NR ■ Not very informed ■ Not at all informed
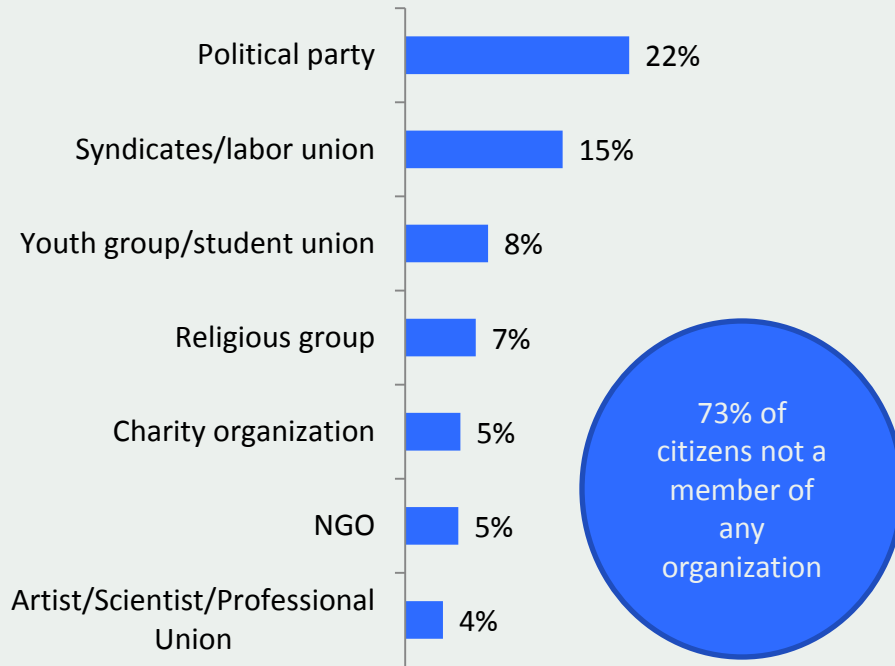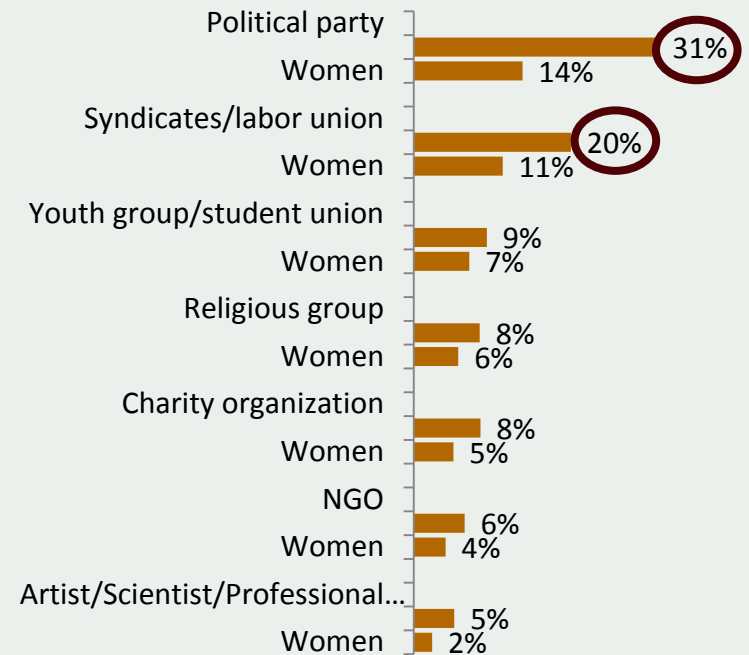
Membership in Organizations

- Membership in various types of organizations is low across Kosovo: 73% of citizens are not a member of any organization listed.
- Organization membership is low among men and women, but more men are in political parties than women (31% and 14%, respectively) and more men than women are in syndicates/labor unions (20% and 11%, respectively).

Percent who are currently or ever been a member of an organization (National level)

Organization	Percent
Political party	22%
Syndicates/labor union	15%
Youth group/student union	8%
Religious group	7%
Charity organization	5%
NGO	5%
Artist/Scientist/Professional Union	4%

73% of citizens not a member of any organization

Percent who are currently or ever been a member of an organization (By gender)

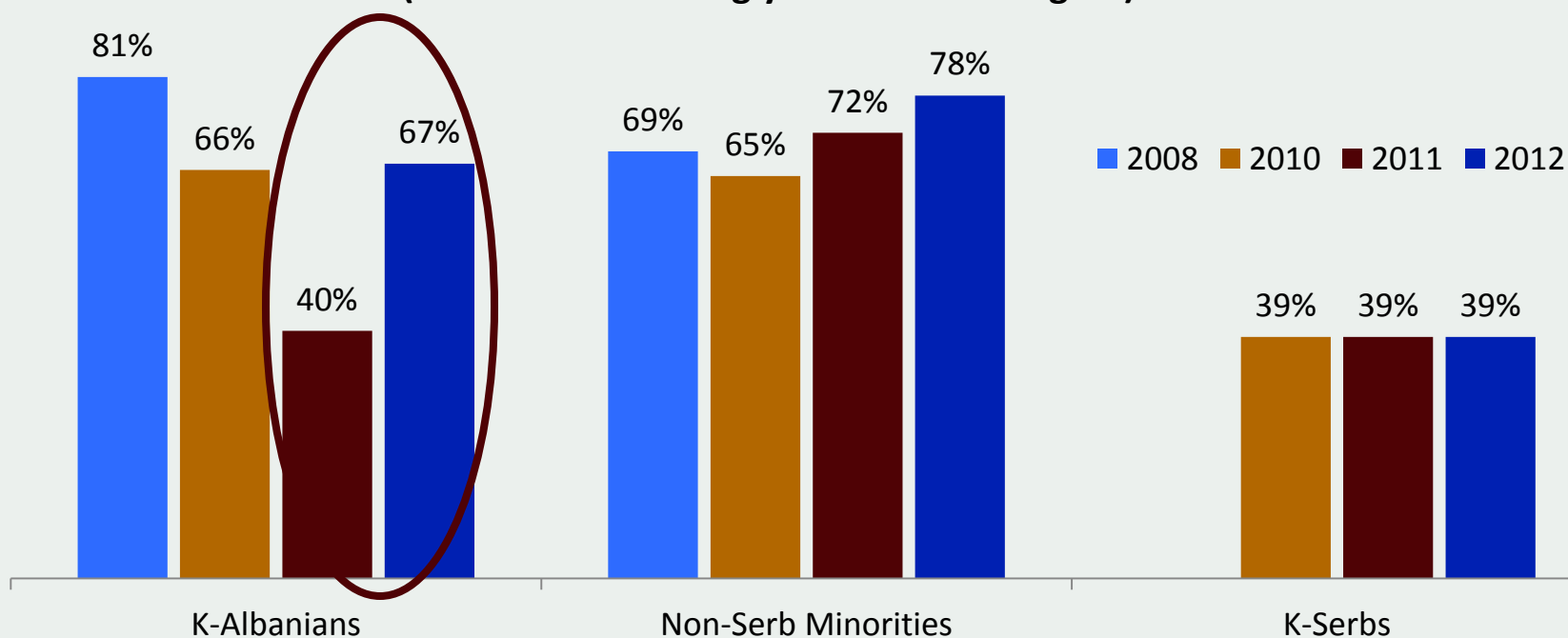| Organization		Percent
Political party		31%
	Women	14%
Syndicates/labor union		20%
	Women	11%
Youth group/student union		9%
	Women	7%
Religious group		8%
	Women	6%
Charity organization		8%
	Women	5%
NGO		6%
	Women	4%
Artist/Scientist/Professional...		5%
	Women	2%

Perception of Voting as Way of Influencing Decision Making in Kosovo, Trend

- K-Albanians and non-Serb minorities display an increased belief in the power of the vote since 2011.
- K-Serbs' opinions remain the same, with less than half believing that voting gives them influence in Kosovo.

"Agree/Disagree: Voting gives people like me a chance to influence decision-making in Kosovo."
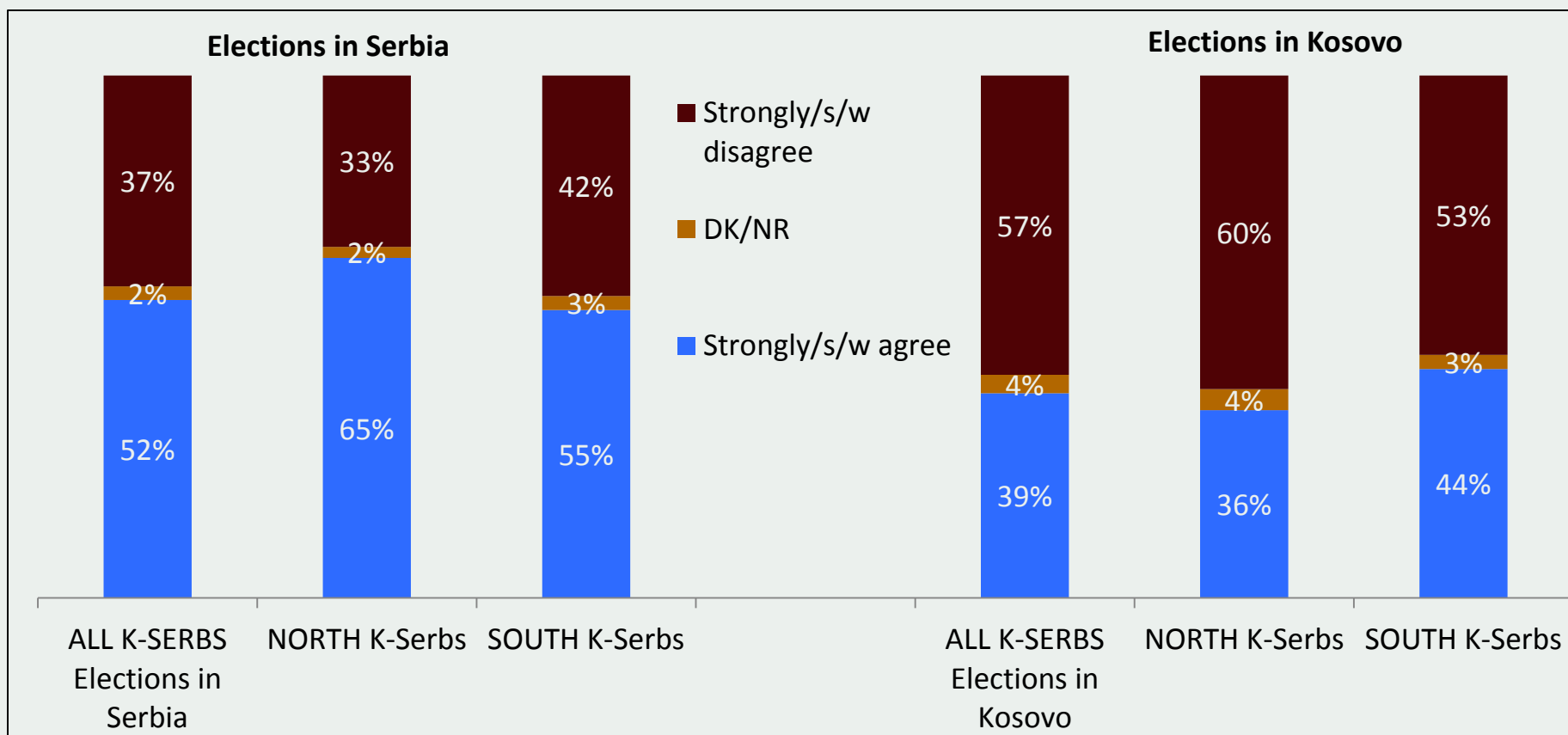**(Percent Who Strongly or Somewhat Agree)**

Legend: ■ 2008 ■ 2010 ■ 2011 ■ 2012

K-Albanians: 81%, 66%, 40%, 67%
Non-Serb Minorities: 69%, 65%, 72%, 78%
K-Serbs: 39%, 39%, 39%

Perceived Influence of Voting in Serbia vs. Kosovo Among K-Serbs

- More K-Serbs believe voting influences decision making in Serbia (52%) than in Kosovo (39%).
- All K-Serbs believe voting is more influential in Serbia than in Kosovo.

Elections in Serbia

Elections in Kosovo

Legend:
- ■ Strongly/s/w disagree
- ■ DK/NR
- ■ Strongly/s/w agree

Category	Strongly/s/w disagree	DK/NR	Strongly/s/w agree
ALL K-SERBS Elections in Serbia	37%	2%	52%
NORTH K-Serbs (Serbia)	33%	2%	65%
SOUTH K-Serbs (Serbia)	42%	3%	55%
ALL K-SERBS Elections in Kosovo	57%	4%	39%
NORTH K-Serbs (Kosovo)	60%	4%	36%
SOUTH K-Serbs (Kosovo)	53%	3%	44%

Priority Areas for Voter Education

"Which of the following areas of the election process are priority areas for you to receive more information." (Three choices)	%
1.	Procedures for removing the deceased from the voter list	70%
2.	Information about relevant electoral institutions, their roles and responsibilities	63%
3.	Procedures for changing and updating voter information	53%
4.	Procedures for submitting electoral complaints	29%
5.	Information on what constitutes an electoral offense	28%
6.	Information about changes throughout the electoral reform process	18%
7.	Information about access to relevant electoral legislation	17%

Priority Areas for Voter Education

"Which of the following areas of the election process are priority areas for you to receive more information." (Three choices)

First Priority	%
Information about electoral institutions, their roles and responsibilities	51%

Second Priority	%
Procedures for changing and updating voter information	24%

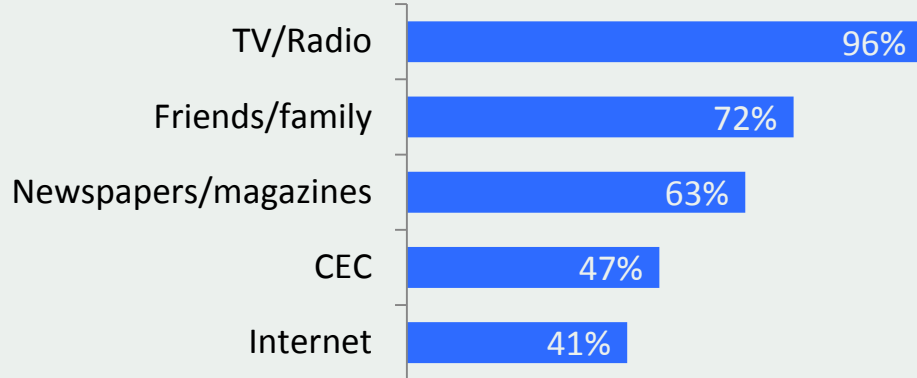| Third Priority	%
Procedures for removing the deceased from the voter list	21%

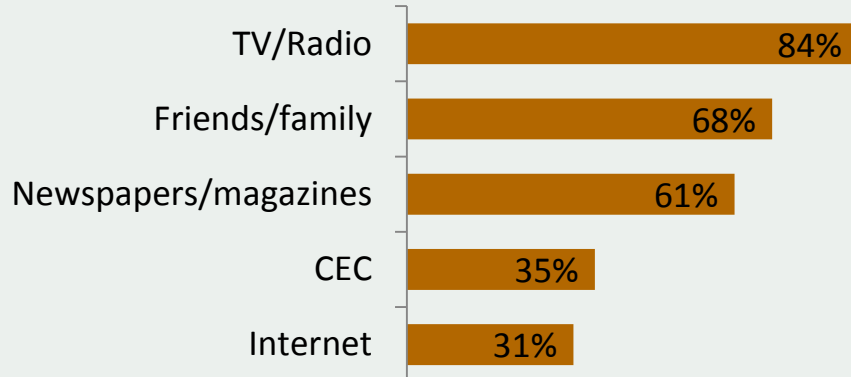*The top three priorities are the same between ethnic groups.

Sources Used to Learn About Elections, by Ethnic Group

- TV and radio are the best ways to reach voters of all ethnic groups.
- Encouraging information sharing amongst friends and family is also an important method of dissemination.

K-Albanians

Source	Percentage
TV/Radio	96%
Friends/family	72%
Newspapers/magazines	63%
CEC	47%
Internet	41%

K-Serbs

Source	Percentage
TV/Radio	84%
Friends/family	68%
Newspapers/magazines	61%
CEC	35%
Internet	31%

Non-Serb Minorities

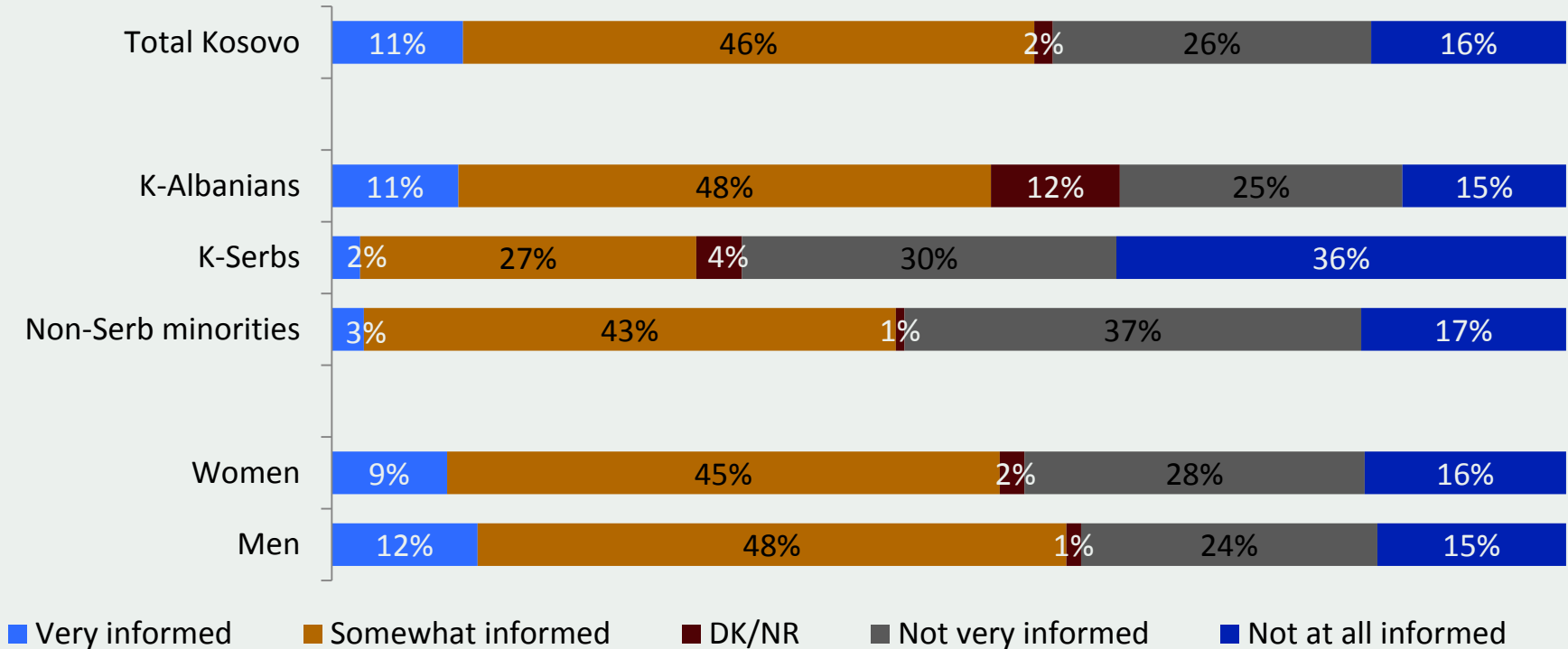| Source	Percentage
TV/Radio	84%
Friends/family	73%
CEC	45%
Newspapers/magazines	24%
Internet	22%
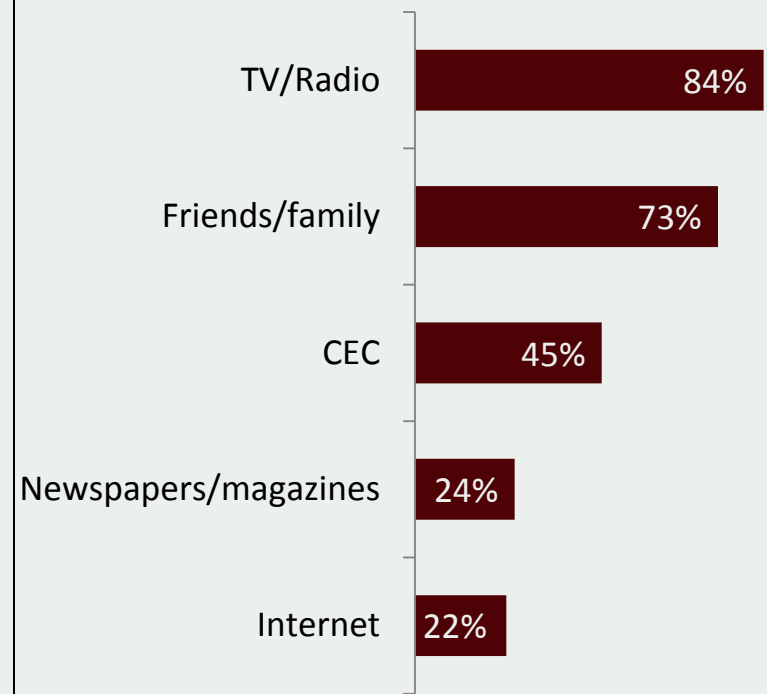
Information on Voter Registration Process

- Half of citizens are only somewhat informed (46%) or very informed (11%) on the voter registration process and 42% are not informed.
- K-Serbs are the least informed ethnic group (29%) and women report being slightly less informed than men (54% and 60%, respectively).

"How informed are you about the voter registration process?"

Group	Very informed	Somewhat informed	DK/NR	Not very informed	Not at all informed
Total Kosovo	11%	46%	2%	26%	16%
K-Albanians	11%	48%	12%	25%	15%
K-Serbs	2%	27%	4%	30%	36%
Non-Serb minorities	3%	43%	1%	37%	17%
Women	9%	45%	2%	28%	16%
Men	12%	48%	1%	24%	15%

■ Very informed ■ Somewhat informed ■ DK/NR ■ Not very informed ■ Not at all informed

Perceived Accuracy of the Voter List in Kosovo

- Half of citizens (49%) view the voter list as at least somewhat accurate and 8% view it as very accurate.

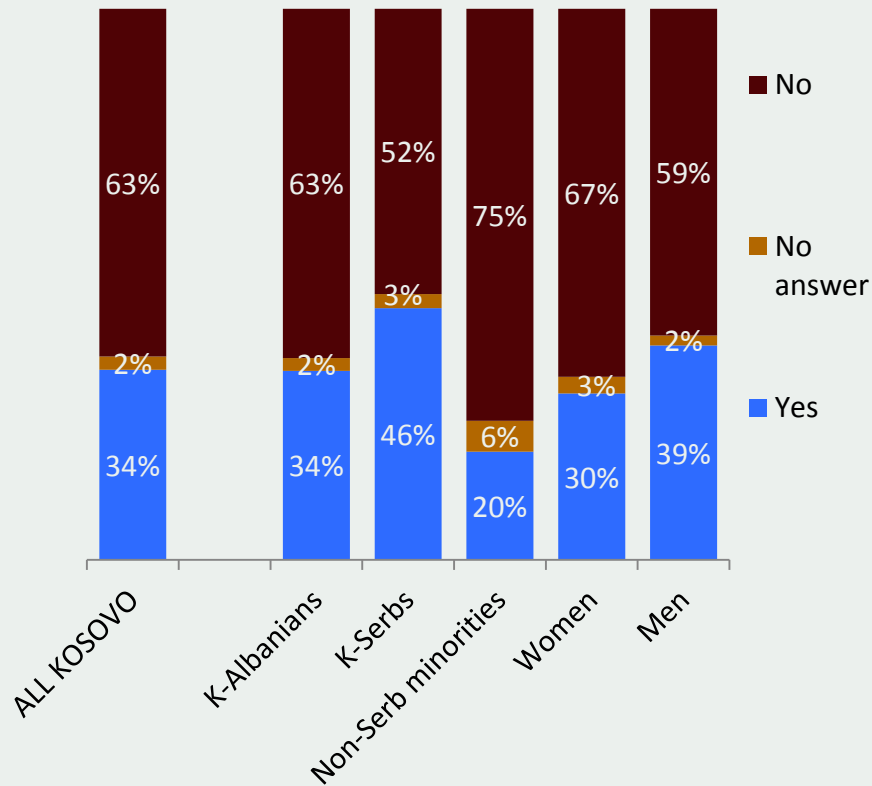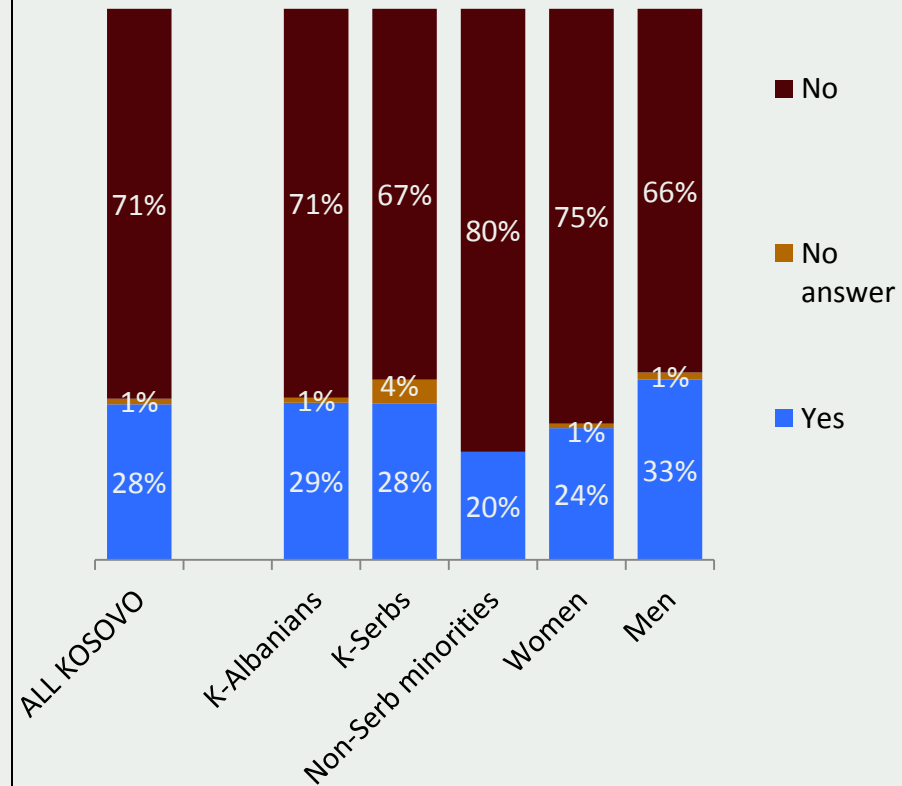- 34% of citizens view the list as somewhat or very inaccurate.
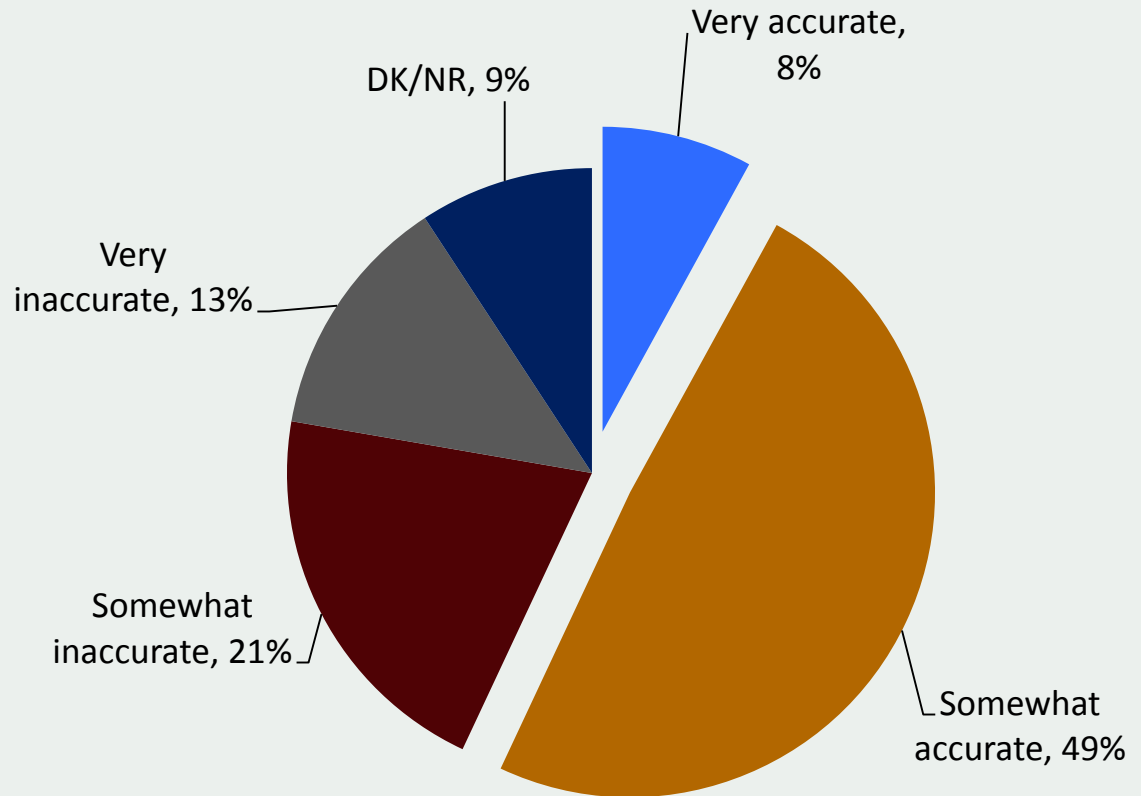
Pie chart:
- Very accurate, 8%
- DK/NR, 9%
- Very inaccurate, 13%
- Somewhat inaccurate, 21%
- Somewhat accurate, 49%

- There are low levels of knowledge across all segments of the population on how to check or change their polling station.

"Do you know how to check the polling center in which you are assigned to vote?"

Segment	No	No answer	Yes
ALL KOSOVO	63%	2%	34%
K-Albanians	63%	2%	34%
K-Serbs	52%	3%	46%
Non-Serb minorities	75%	6%	20%
Women	67%	3%	30%
Men	59%	2%	39%

"Do you know how to change the polling center in which you are assigned to vote?"

Segment	No	No answer	Yes
ALL KOSOVO	71%	1%	28%
K-Albanians	71%	1%	29%
K-Serbs	67%	4%	28%
Non-Serb minorities	80%		20%
Women	75%	1%	24%
Men	66%	1%	33%

Possession of ID Documents, by Ethnic Groups

- 92% of K-Albanians and 85% of non-Serb minorities have Kosovo ID cards.

- 9% of non-Serb minorities have **none** of these ID cards.

- 99% of K-Serbs in the North and 98% in the South have Serbian ID cards.

- Only 7% of K-Serbs in the North have a Kosovo ID card compared to 93% of K-Serbs in the South.

*UN Interim Administration Mission in Kosovo

K-Albanians Top ID Documents	%
Kosovo ID Card	92%
Kosovo Passport	45%
Kosovo Driver's License	39%
UNMIK* ID Card	6%

Non-Serb Minorities Top ID Documents	%
Kosovo ID Card	85%
Kosovo Passport	29%
UNMIK ID Card	7%
None of these IDs	9%

K-Serbs North of Ibar Top ID Documents	%
Serbian ID Card	99%
Serbian Passport	53%
Serbian Driver's License	46%
UNMIK ID	41%
Kosovo ID Card	7%

K-Serbs South of Ibar Top ID Documents	%
Serbian ID Card	98%
Kosovo ID Card	93%
Serbian Driver's License	67%
Serbian Passport	44%

Priority Areas for Improving the Election Process

"Which areas of the election process should be given priority for improvement?" (Three choices)	%
1. Voter registration process	59%
2. Information on where and when to vote	52%
3. Information on voting procedures and how to mark the ballots	44%
4. Competency of the polling station commissioners	36%
5. Impartiality of polling station commissioners	27%
6. Impartiality in the counting, tabulation and announcement of results	25%

"Which areas of the election process should be given priority for improvement?" (Three choices)

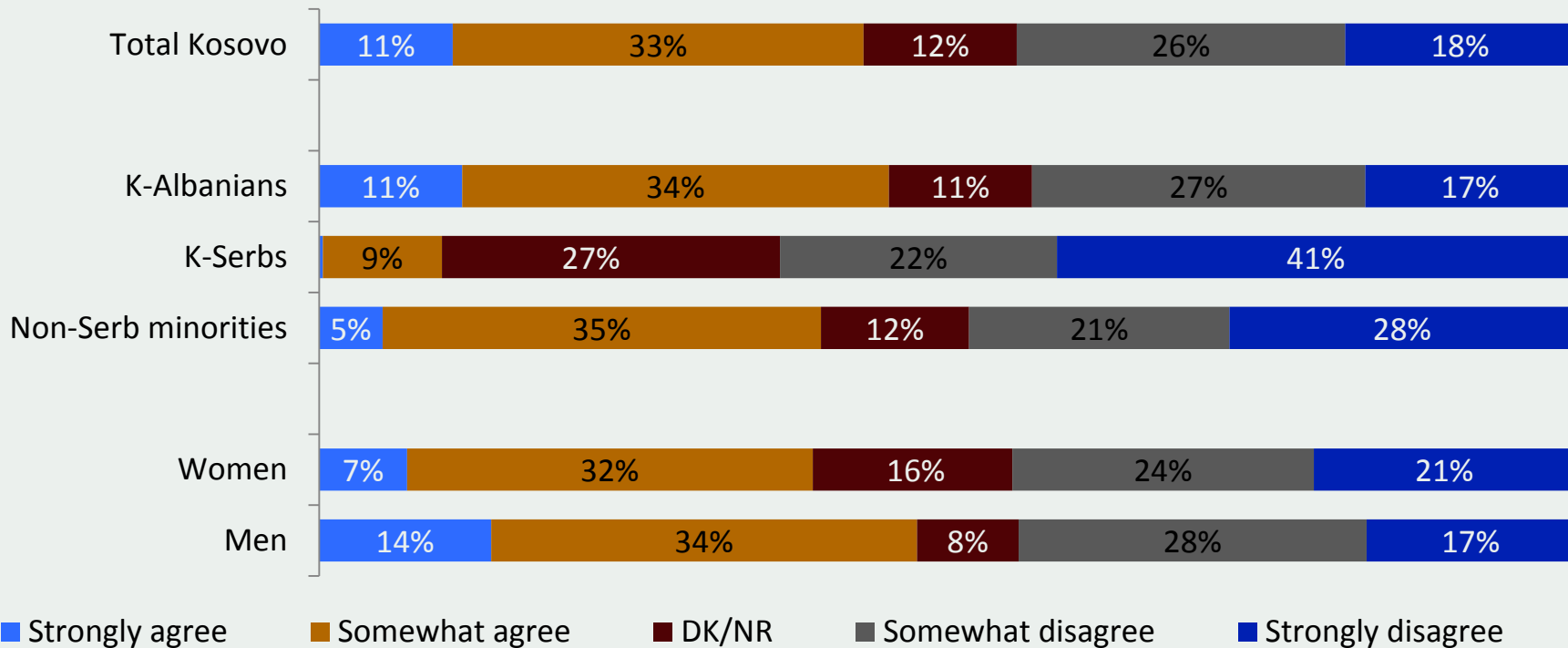| First Priority	%	Second Priority	%	Third Priority	%
Voter registration process	40%	Information on where and when to vote	27%	Information on voting procedures and how to mark the ballots	21%

*The top three priorities are the same between ethnic groups.

Information on Electoral Reform Process

- There are low levels of knowledge of the changes occurring during the electoral reforms between ethnic groups and genders: less than half of citizens say they have this information.
- K-Serbs have the least information amongst ethnic groups.

Agree/Disagree: "I have enough information on what is changing throughout the electoral reform."

Group	Strongly agree	Somewhat agree	DK/NR	Somewhat disagree	Strongly disagree
Total Kosovo	11%	33%	12%	26%	18%
K-Albanians	11%	34%	11%	27%	17%
K-Serbs		9%	27%	22%	41%
Non-Serb minorities	5%	35%	12%	21%	28%
Women	7%	32%	16%	24%	21%
Men	14%	34%	8%	28%	17%

■ Strongly agree ■ Somewhat agree ■ DK/NR ■ Somewhat disagree ■ Strongly disagree

Knowledge of Constitutional Reform Committee
Percent who say, "yes, aware"

Group	Percent
K-Albanian	26%
K-Serb	3%
Non-Serb minorities	12%
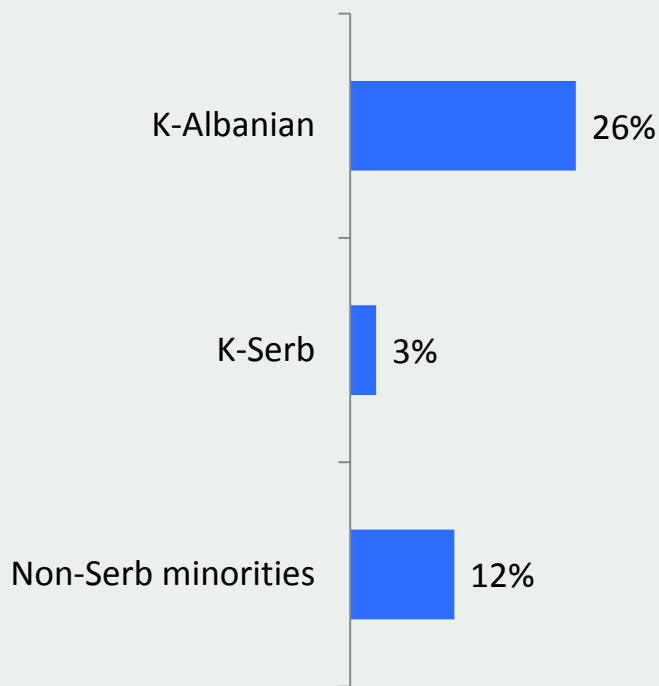
[If aware of Constitutional Reform Committee] "What have you heard?"	% of cases
They are preparing electoral reform	22%
They will do some constitutional changes	17%
They are working on the way the president will be elected	15%
Will make changes	8%
President shall be elected by the people	5%
Don't know	33%

Knowledge of How President Would be Elected Under Reform Process

- Despite less than half of citizens saying they are informed on the electoral reform process, nearly three-quarters correctly understand that as a result of reforms, the president will be directly elected by the people.
- However, only one-third of K-Serbs correctly answered this question.

Percent Correctly Selecting "President will be elected directly by the people."
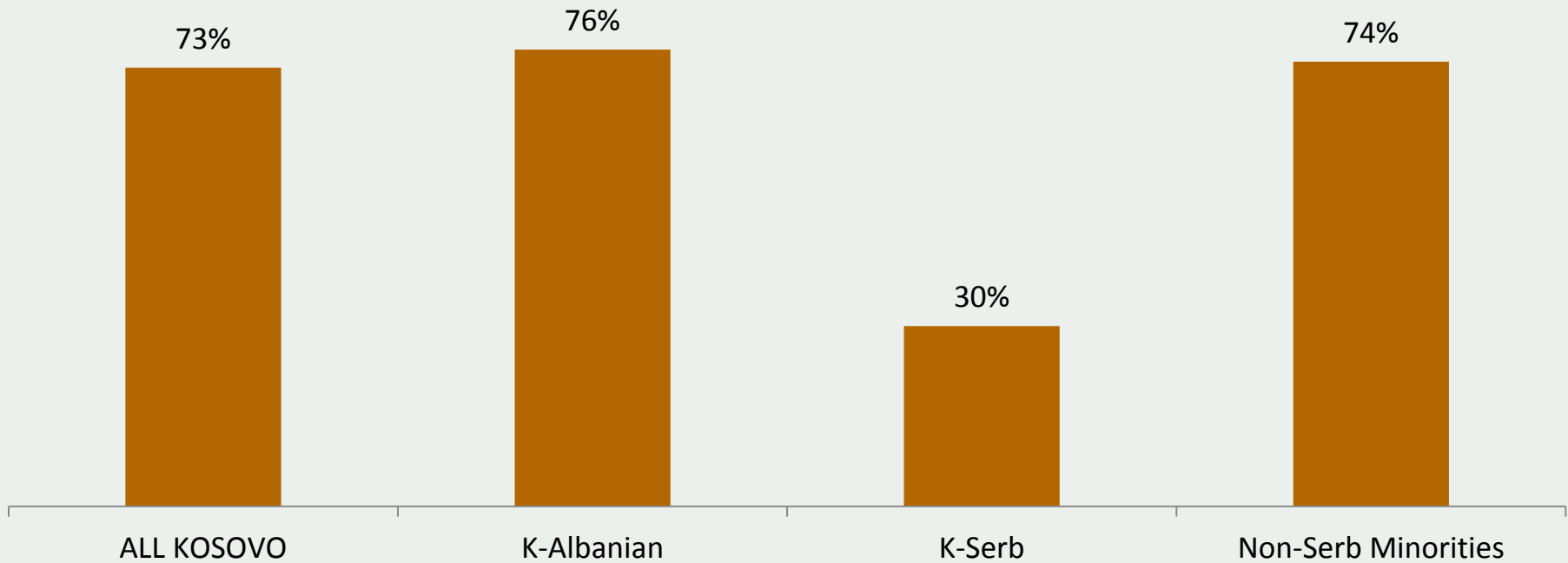
ALL KOSOVO	K-Albanian	K-Serb	Non-Serb Minorities
73%	76%	30%	74%

"Under the reform process could you tell me whether or not the following competencies will be the responsibility of the directly elected President of Kosovo?"

CORRECT ANSWERS	% of Cases
Announce the day of the elections for the Assembly of Kosovo	56%
Acts as a commander-in-chief of the Kosovo Security Force	42%
Appoints the Chair of the Central Election Commission	27%

INCORRECT ANSWERS	% of Cases
Ensures implementation of laws and policies determined by the government	32%
Represents and leads the government	27%
Proposes the budget expenditures	24%
Appoints the Director of the Kosovo Intelligence Agency	22%
Don't know	18%

Likelihood to Vote if President is Elected by People

"If the President of Kosovo is elected by the people, how likely would you be to vote in presidential elections?"

Group	Very Likely	Somewhat Likely	DK/NR	Somewhat unlikely	Very unlikely
Total Kosovo	68%	21%	4%	3%	5%
K-Albanians	71%	21%	3%	3%	3%
K-Serbs	10%	18%	14%	14%	45%
Non-Serb minorities	71%	19%	3%	4%	4%

Legend: ■ Very Likely ■ Somewhat Likely ■ DK/NR ■ Somewhat unlikely ■ Very unlikely
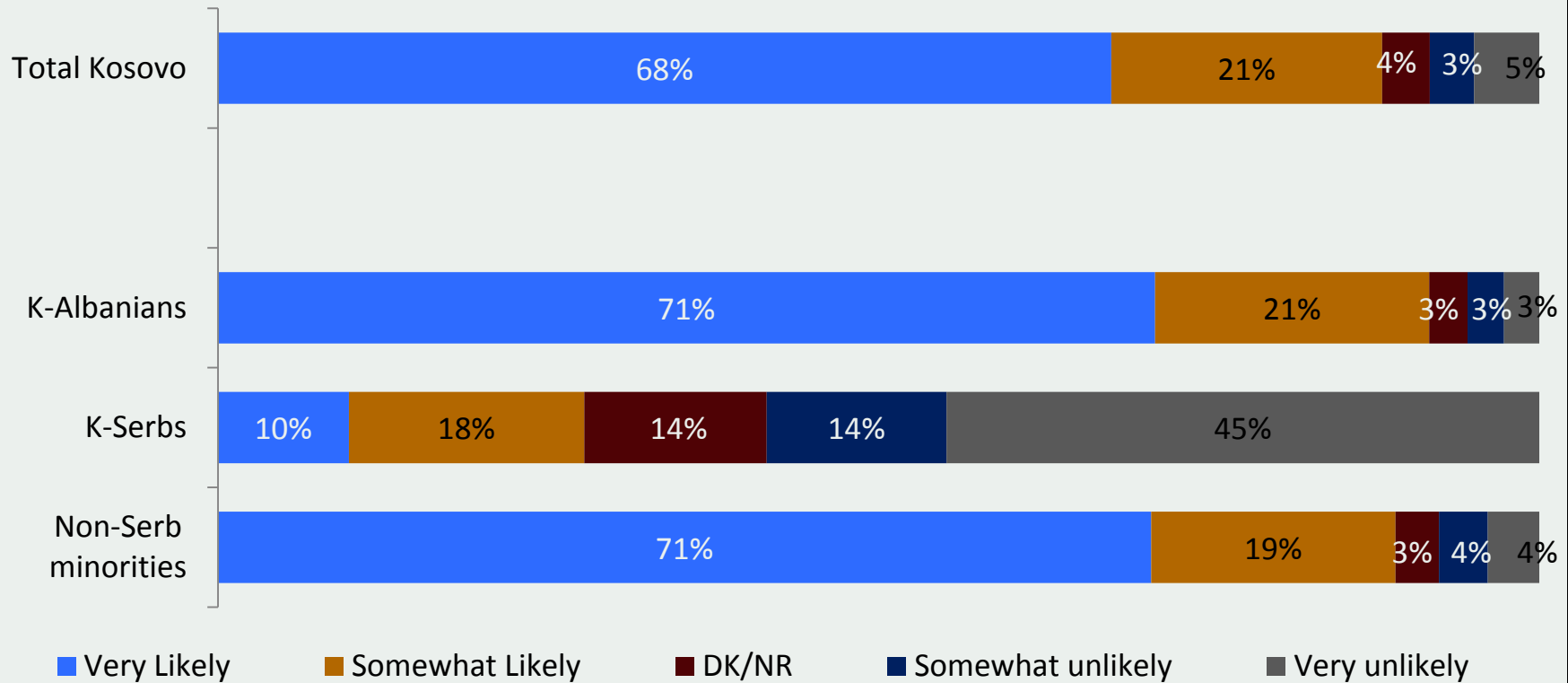
Opinions on Electoral Reform Process

- A majority of citizens agree electoral reform will bring positive changes to the process and will improve their likelihood to vote in the next elections.

Agree/Disagree with Statements on Electoral Reform Process
Percent at National Level (n=1,522)

Statement	Strongly agree	Somewhat agree	DK/NR	Somewhat disagree	Strongly disagree
The electoral reform will result in a more free, fair and transparent elections in the future.	25%	47%	15%	8%	7%
The changes brought by the electoral reform process will positively affect my decision to vote in the next elections.	29%	38%	15%	11%	7%
I believe direct election of the president will provide for democratic stability in Kosovo.	36%	32%	13%	13%	7%

Legend: ■ Strongly agree ■ Somewhat agree ■ DK/NR ■ Somewhat disagree ■ Strongly disagree

Awareness of Central Election Commission (CEC), Trend and by Ethnic Group

- A majority of citizens are aware of the CEC (76%), the same percentage as in the 2011 survey.
- Awareness of the CEC has increased slightly amongst K-Serbs from 14% in 2011 to 23% in 2012.

Awareness of the CEC, Trend

	Heard a great deal	Heard a fair amount/somewhat	DK/NR	Have not heard very much	Have not heard at all
ALL KOSOVO 2012	36%	40%	6%	13%	5%
ALL KOSOVO 2011	43%	33%	5%	9%	10%

"How much have you heard about the Central Election Commission of Kosovo?"

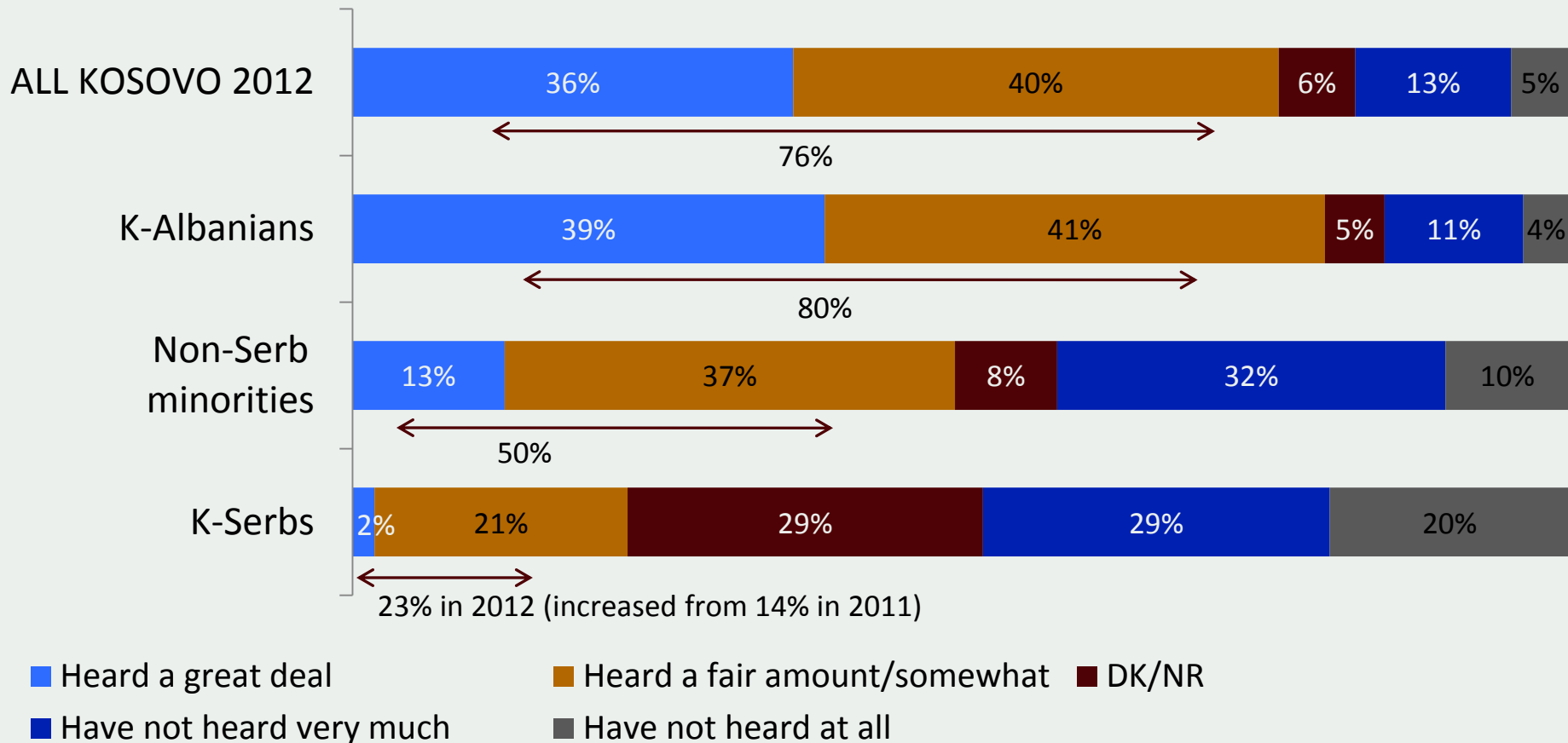| Group	Heard a great deal	Heard a fair amount/somewhat	DK/NR	Have not heard very much	Have not heard at all
ALL KOSOVO 2012	36%	40%	6%	13%	5%
K-Albanians	39%	41%	5%	11%	4%
Non-Serb minorities	13%	37%	8%	32%	10%
K-Serbs	2%	21%	29%	29%	20%

ALL KOSOVO 2012: 76%

K-Albanians: 80%

Non-Serb minorities: 50%

K-Serbs: 23% in 2012 (increased from 14% in 2011)

Legend:
- Heard a great deal
- Heard a fair amount/somewhat
- DK/NR
- Have not heard very much
- Have not heard at all

Awareness of the CEC's Responsibilities

- Responses indicate a lack of clarity on some of the CEC's responsibilities: 39% of respondents did not mention any of the five correct answers and 49% are aware of one or two correct roles of the CEC.
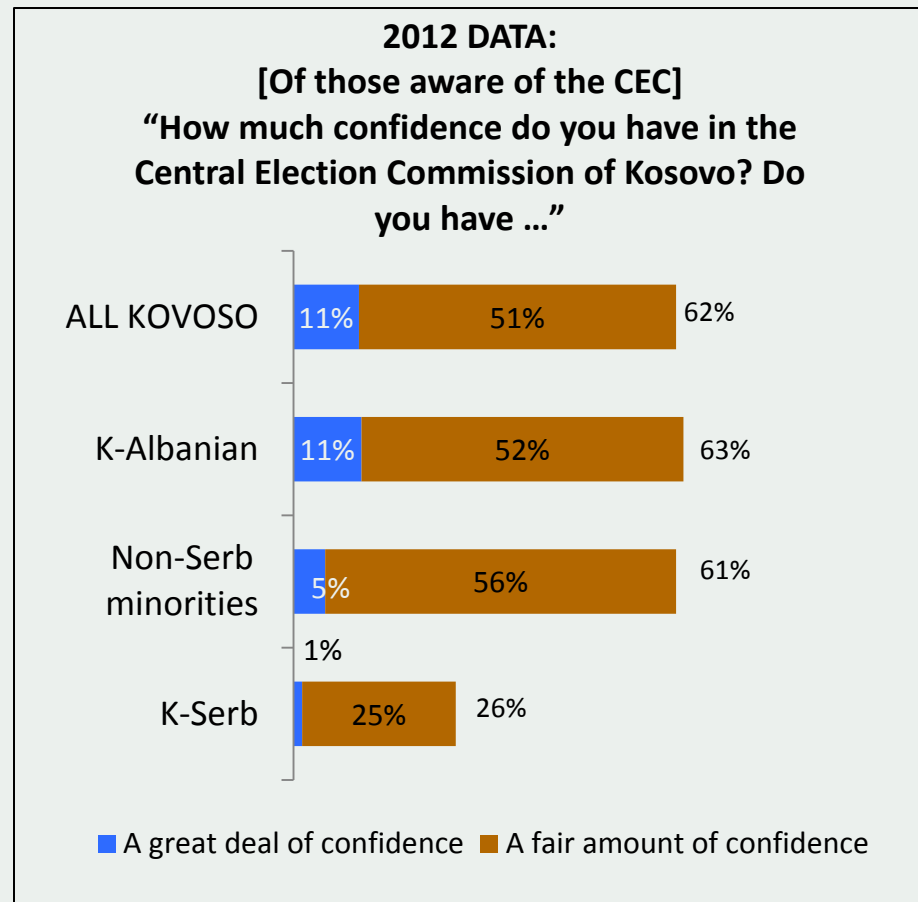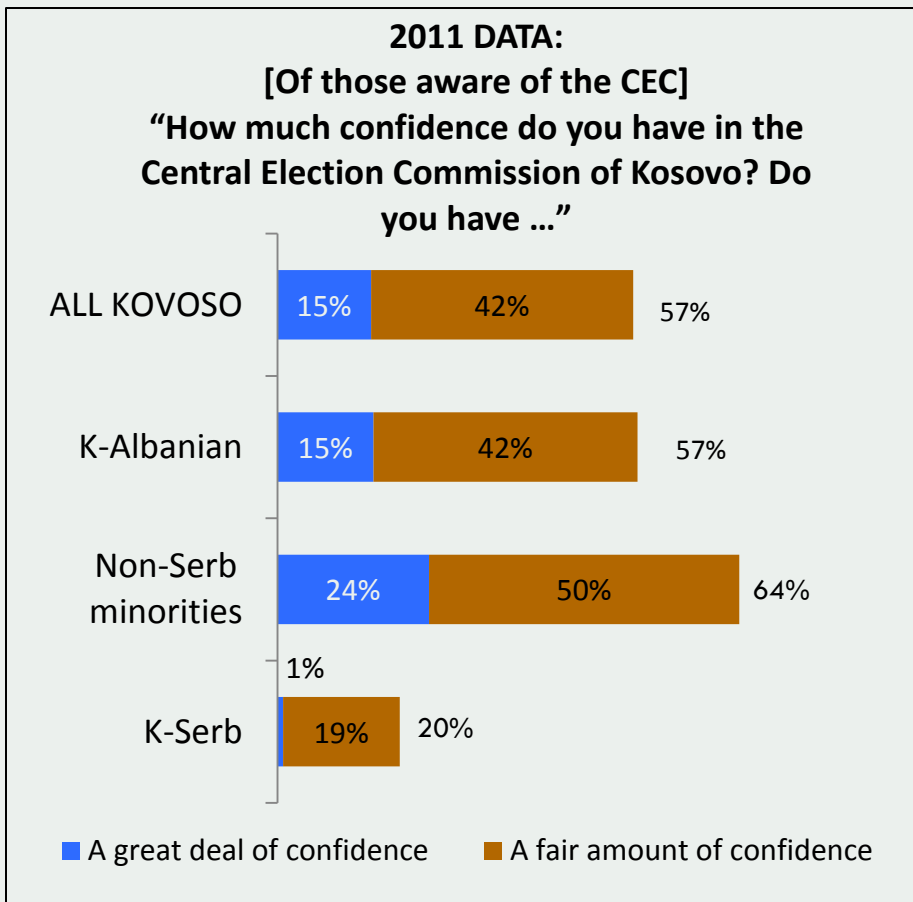
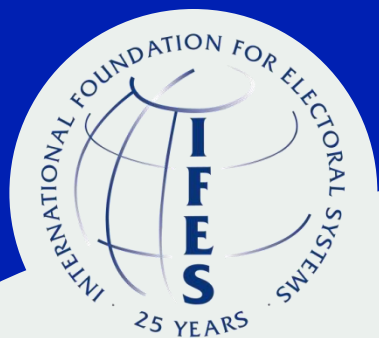| CORRECT ANSWERS	% of Cases
Maintain and update the voter list	37%
Accredit election observers	25%
Undertake voter information campaigns	19%
Certify the political entities and lists of candidates that run in elections	18%
Receive and audit political party financial reports	12%

INCORRECT ANSWERS	% of Cases
Decide and announce day of elections	57%
Count the ballots centrally after polling is over	48%
Adjudicate electoral complaints	29%
Observe political party expenditures throughout the campaign	19%
Ensure equal media coverage of political parties during campaign	17%
Don't know	18%

Confidence in Central Election Commission, Trend and by Ethnic Group

- At the national level, confidence in the CEC has increased from 47% in 2010 to 57% in 2011, and 62% in 2012.
- Confidence in the CEC has increased within each ethnic group as well.

2011 DATA:
[Of those aware of the CEC]
"How much confidence do you have in the Central Election Commission of Kosovo? Do you have ..."

Group	A great deal of confidence	A fair amount of confidence	Total
ALL KOVOSO	15%	42%	57%
K-Albanian	15%	42%	57%
Non-Serb minorities	24%	50%	64%
K-Serb	1%	19%	20%

■ A great deal of confidence ■ A fair amount of confidence

2012 DATA:
[Of those aware of the CEC]
"How much confidence do you have in the Central Election Commission of Kosovo? Do you have ..."

Group	A great deal of confidence	A fair amount of confidence	Total
ALL KOVOSO	11%	51%	62%
K-Albanian	11%	52%	63%
Non-Serb minorities	5%	56%	61%
K-Serb	1%	25%	26%

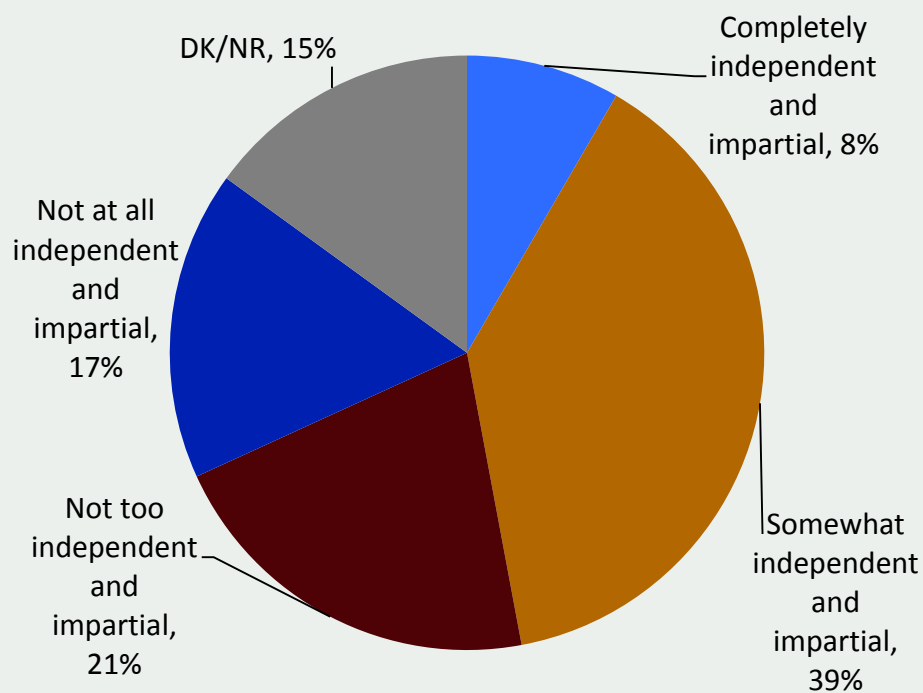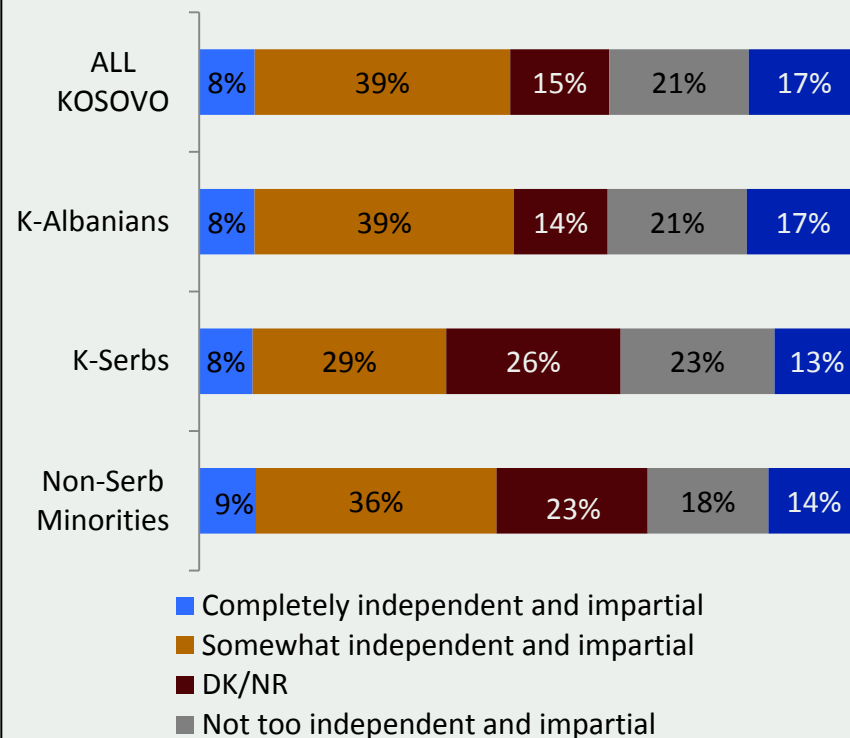■ A great deal of confidence ■ A fair amount of confidence

Perception of Whether the CEC is Independent and Impartial from Political Influence

- More respondents view the CEC as completely/somewhat independent and impartial (47%) than those who view the CEC as not too or/not at all independent and impartial (38%).
- Opinions are similar between ethnic groups.

By National Level

- Completely independent and impartial, 8%
- Somewhat independent and impartial, 39%
- Not too independent and impartial, 21%
- Not at all independent and impartial, 17%
- DK/NR, 15%

By Ethnic Group

	Completely independent and impartial	Somewhat independent and impartial	DK/NR	Not too independent and impartial	
ALL KOSOVO	8%	39%	15%	21%	17%
K-Albanians	8%	39%	14%	21%	17%
K-Serbs	8%	29%	26%	23%	13%
Non-Serb Minorities	9%	36%	23%	18%	14%

- Completely independent and impartial
- Somewhat independent and impartial
- DK/NR
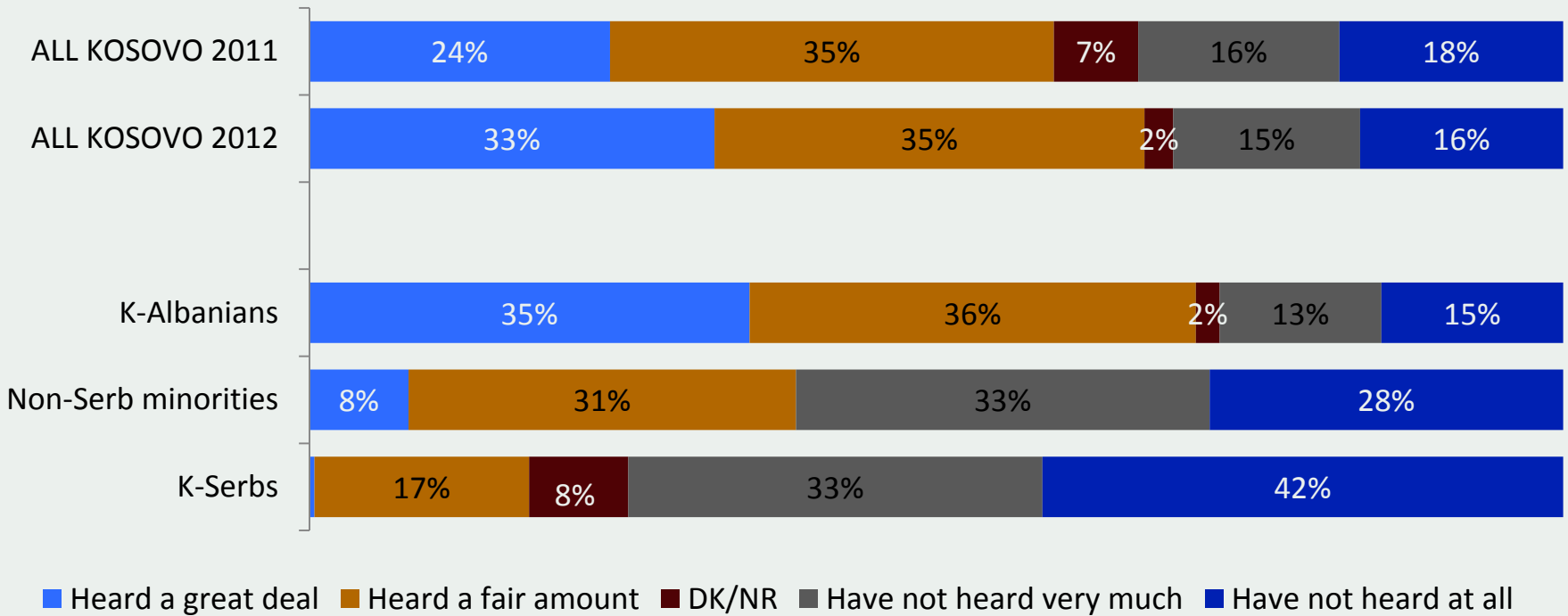- Not too independent and impartial

Awareness of Counts and Results Center (CRC)

- Awareness of CRC has increased 59% in 2011 to 68% in 2012.

"How much have you heard about the Counts and Results Center (CRC) of Kosovo?"

Group	Heard a great deal	Heard a fair amount	DK/NR	Have not heard very much	Have not heard at all
ALL KOSOVO 2011	24%	35%	7%	16%	18%
ALL KOSOVO 2012	33%	35%	2%	15%	16%
K-Albanians	35%	36%	2%	13%	15%
Non-Serb minorities	8%	31%		33%	28%
K-Serbs		17%	8%	33%	42%

Legend: ■ Heard a great deal ■ Heard a fair amount ■ DK/NR ■ Have not heard very much ■ Have not heard at all
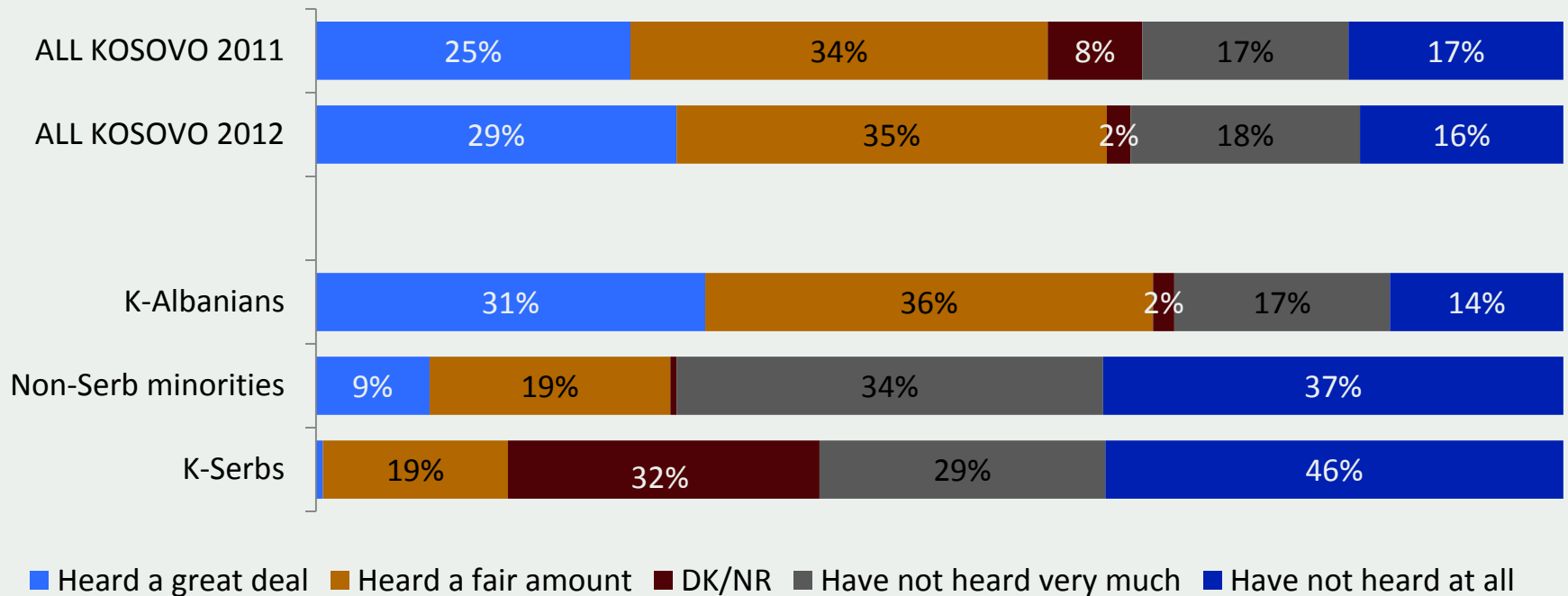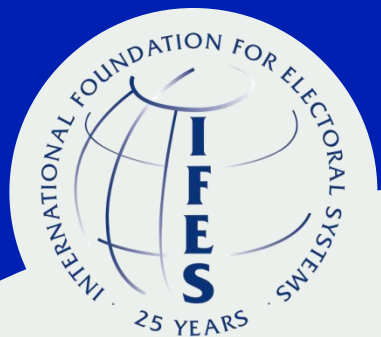
Awareness of and Election Complaints and Appeals Panel (ECAP)

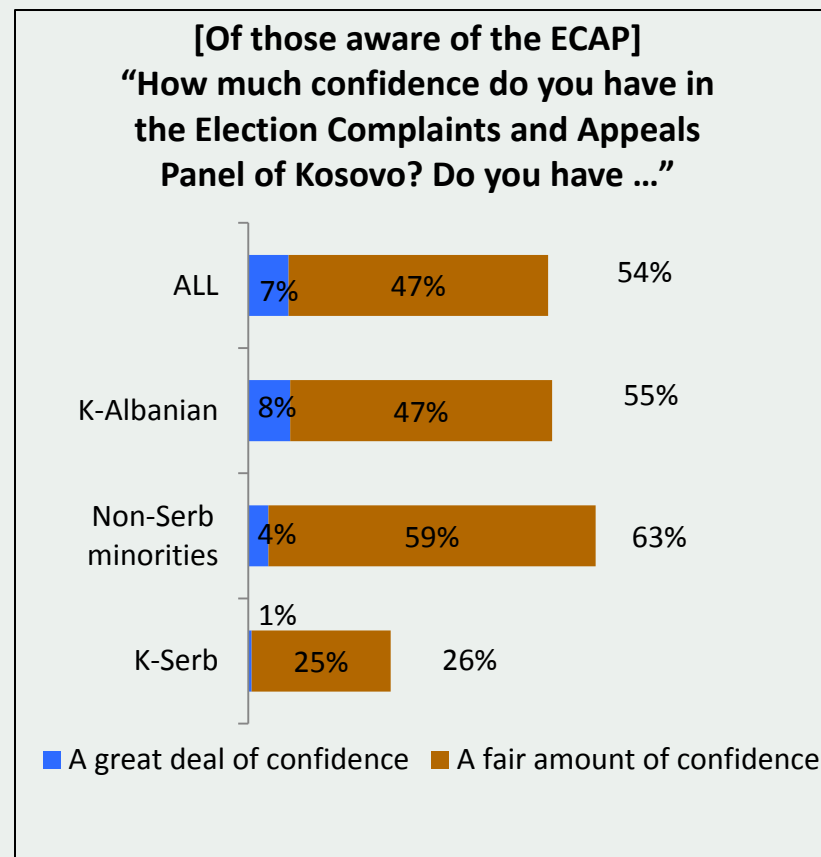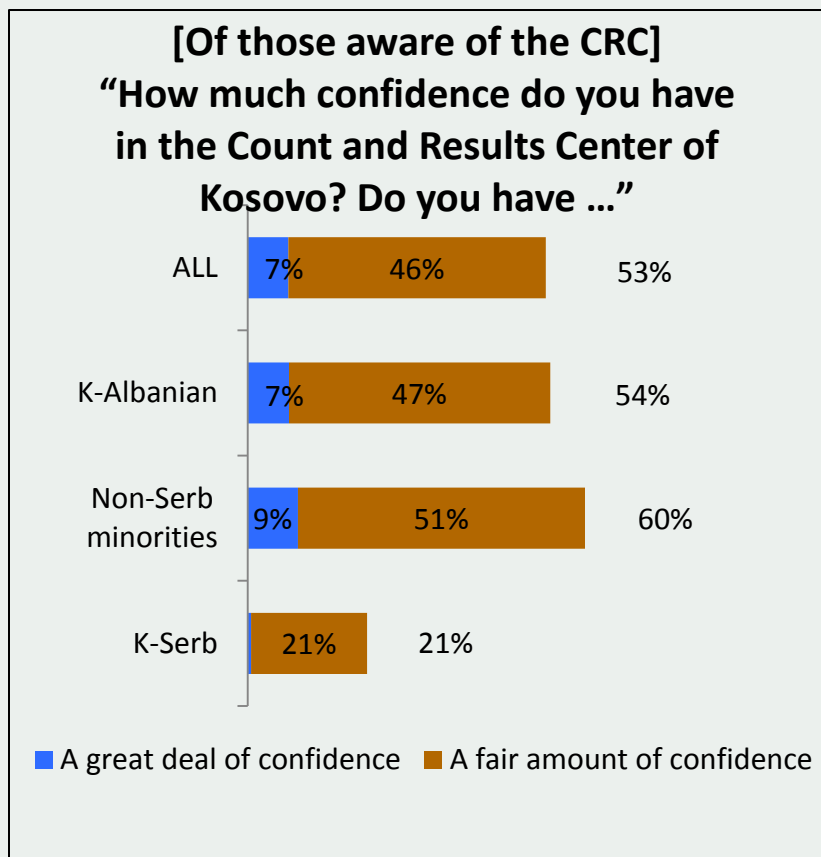- Awareness of ECAP has slightly increased from 59% in 2011 to 64% in 2012.

"How much have you heard about the Elections Complaints and Appeals Panel (ECAP) of Kosovo?"

	Heard a great deal	Heard a fair amount	DK/NR	Have not heard very much	Have not heard at all
ALL KOSOVO 2011	25%	34%	8%	17%	17%
ALL KOSOVO 2012	29%	35%	2%	18%	16%
K-Albanians	31%	36%	2%	17%	14%
Non-Serb minorities	9%	19%		34%	37%
K-Serbs		19%	32%	29%	46%

Legend: ■ Heard a great deal ■ Heard a fair amount ■ DK/NR ■ Have not heard very much ■ Have not heard at all

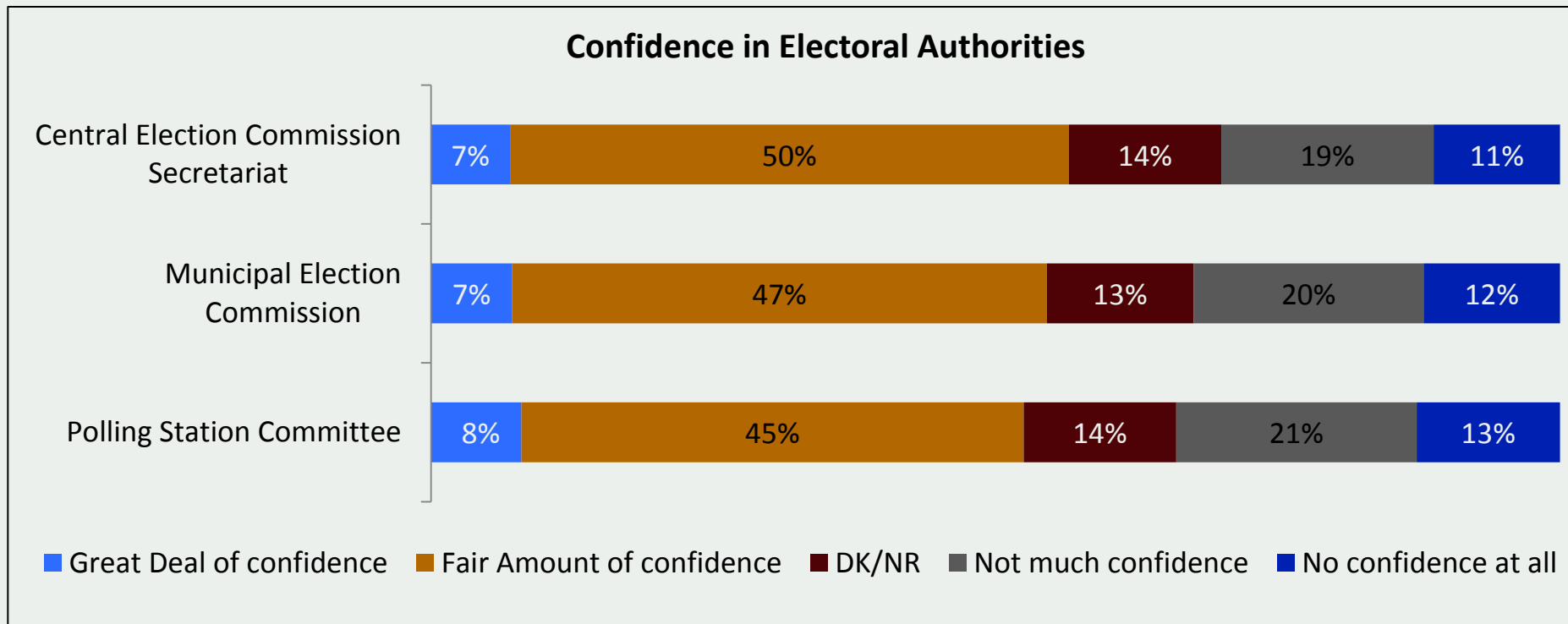# Confidence in Counts and Results Center (CRC) and Election Complaints and Appeals Panel (ECAP)

- At the national level, confidence in the CRC and ECAP has decreased slightly from 58% and 57% in 2011 to 53% and 54% in 2012, respectively.

[Of those aware of the CRC]
"How much confidence do you have in the Count and Results Center of Kosovo? Do you have …"

Group	A great deal of confidence	A fair amount of confidence	Total
ALL	7%	46%	53%
K-Albanian	7%	47%	54%
Non-Serb minorities	9%	51%	60%
K-Serb		21%	21%

- A great deal of confidence
- A fair amount of confidence

[Of those aware of the ECAP]
"How much confidence do you have in the Election Complaints and Appeals Panel of Kosovo? Do you have …"

Group	A great deal of confidence	A fair amount of confidence	Total
ALL	7%	47%	54%
K-Albanian	8%	47%	55%
Non-Serb minorities	4%	59%	63%
K-Serb	1%	25%	26%

- A great deal of confidence
- A fair amount of confidence

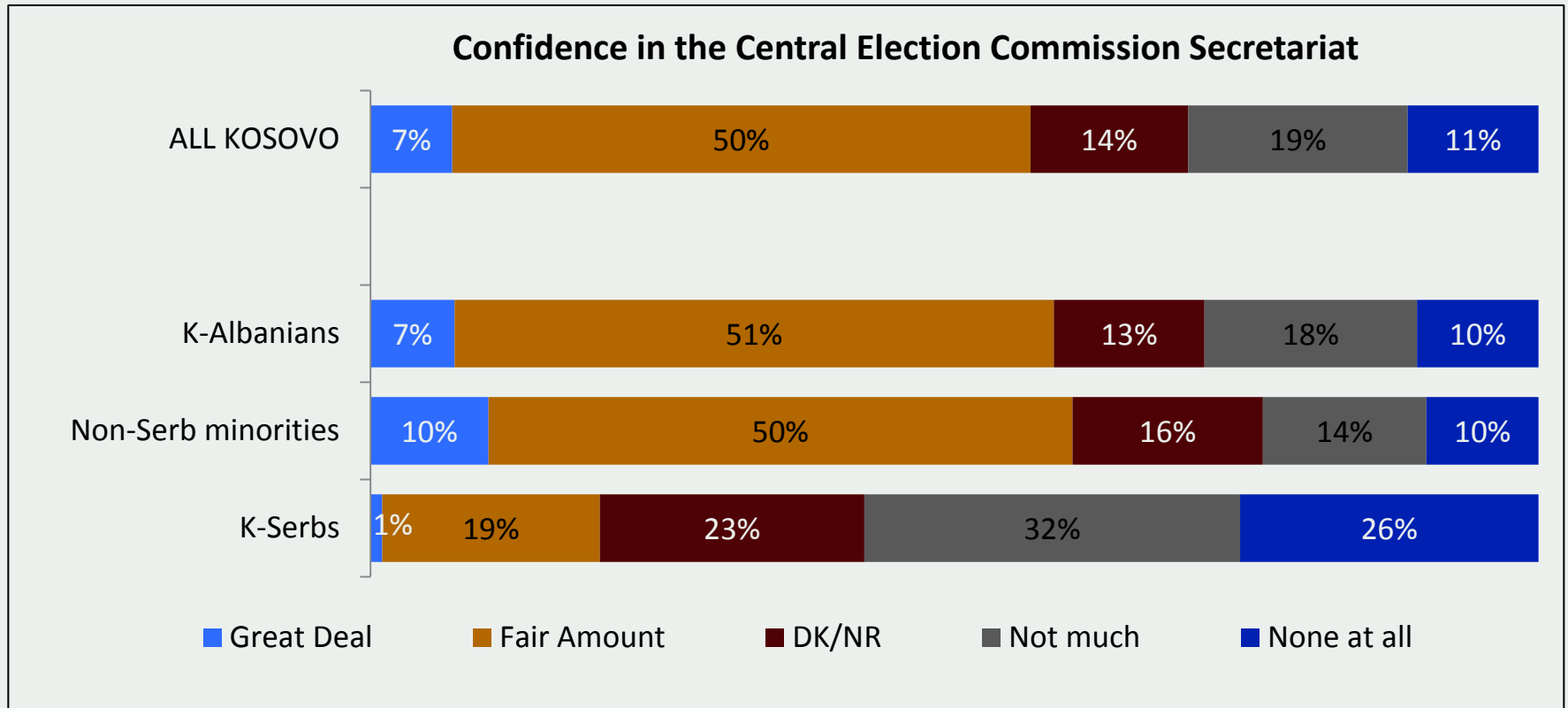# Confidence in Electoral Authorities to Organize Credible Elections on Time

- Around half of citizens have at least a fair amount of confidence in the Central Election Commission Secretariat (57%), Municipal Election Commission (54%) and their Polling Station Committee (53%) to organize credible elections on time. However, about one-third of citizens do not have confidence in these electoral institutions.
- Confidence levels are similar between K-Albanians and non-Serb minorities, but only around 20% of K-Serbs have confidence in these electoral authorities.

Confidence in Electoral Authorities

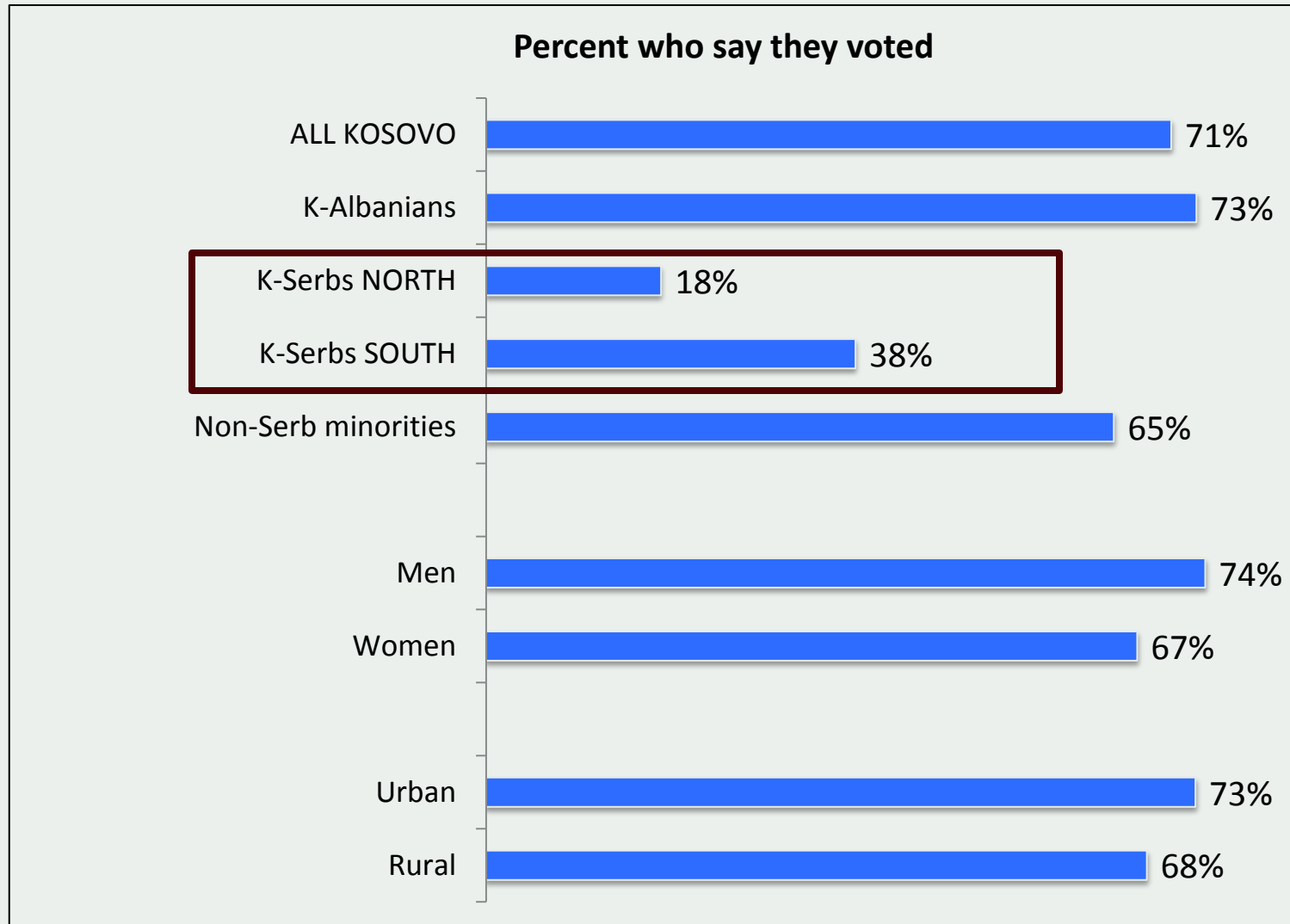|	Great Deal of confidence	Fair Amount of confidence	DK/NR	Not much confidence	No confidence at all
Central Election Commission Secretariat	7%	50%	14%	19%	11%
Municipal Election Commission	7%	47%	13%	20%	12%
Polling Station Committee	8%	45%	14%	21%	13%

Confidence in Central Election Commission Secretariat, by Ethnic Group

- Half of citizens (50%) have a fair amount of confidence in the Central Election Commission Secretariat to organize credible elections on time, and 7% have a great deal of confidence.
- Confidence levels are similar between K-Albanians and non-Serb minorities, but is much lower for K-Serbs.
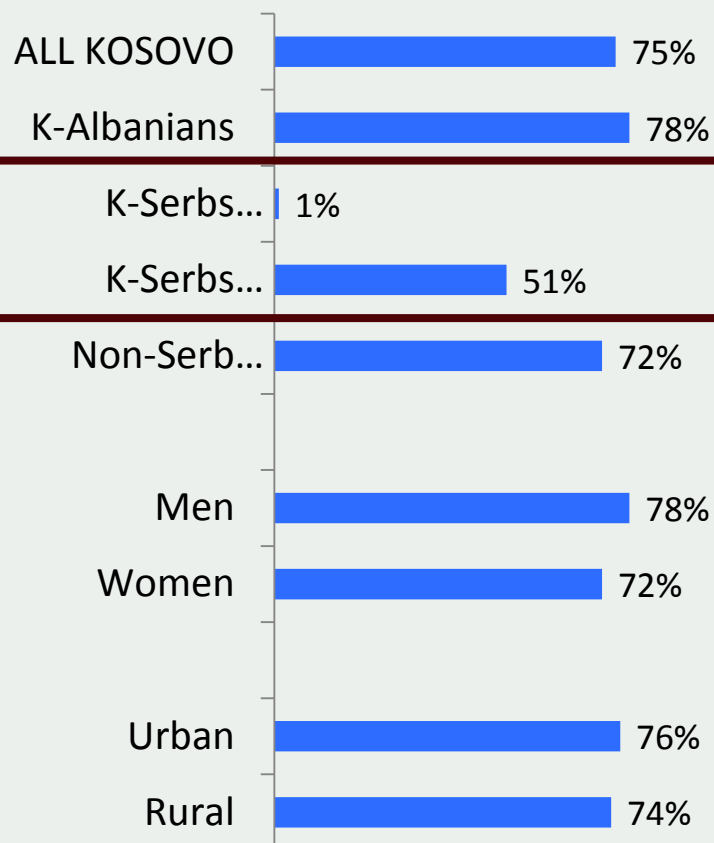
Confidence in the Central Election Commission Secretariat

Group	Great Deal	Fair Amount	DK/NR	Not much	None at all
ALL KOSOVO	7%	50%	14%	19%	11%
K-Albanians	7%	51%	13%	18%	10%
Non-Serb minorities	10%	50%	16%	14%	10%
K-Serbs	1%	19%	23%	32%	26%

■ Great Deal ■ Fair Amount ■ DK/NR ■ Not much ■ None at all

Reported Voter Turnout in the November 2009 Local Elections

Percent who say they voted

Category	Percent
ALL KOSOVO	71%
K-Albanians	73%
K-Serbs NORTH	18%
K-Serbs SOUTH	38%
Non-Serb minorities	65%
Men	74%
Women	67%
Urban	73%
Rural	68%

Percent who say they voted

ALL KOSOVO	75%
K-Albanians	78%
K-Serbs…	1%
K-Serbs…	51%
Non-Serb…	72%
Men	78%
Women	72%
Urban	76%
Rural	74%

Why did you not vote? (K-Albanians)	% of cases
Did not want to vote for any of the options/was disappointed	19%
Was abroad	13%
Was not able to go	10%
Was sick	6%
Was not interested	6%

Why did you not vote? (Non-Serb minorities)	% of cases
Was not able to go	18%
Did not want to vote for any of the options/was disappointed	12%
Was abroad	11%

| Why did you not vote? (K-Serbs)	% of cases
I boycotted the elections	51%
I do not vote	5%
Was not on list	5%
Did not want to vote for any of the options/was disappointed	4%

IDs Used When Voting in 2010 Elections

[Of those who voted in 2010 Elections] ID Documents Used when Voting	K-Albanians	K-Serbs	Non-Serb Minorities
ID document issued by the Republic of Kosovo	87%	93%	82%
ID document issued by UNMIK*	10%	3%	16%
Passport issued by Kosovo	1%	0	0
Passport issued by UNMIK	0	1%	0

*UN Interim Administration Mission in Kosovo

Percent who were on list at polling station where they first went to vote

ALL KOSOVO	97%
K-Albanians	97%
K-Serbs	94%
Non-Serb minorities	95%
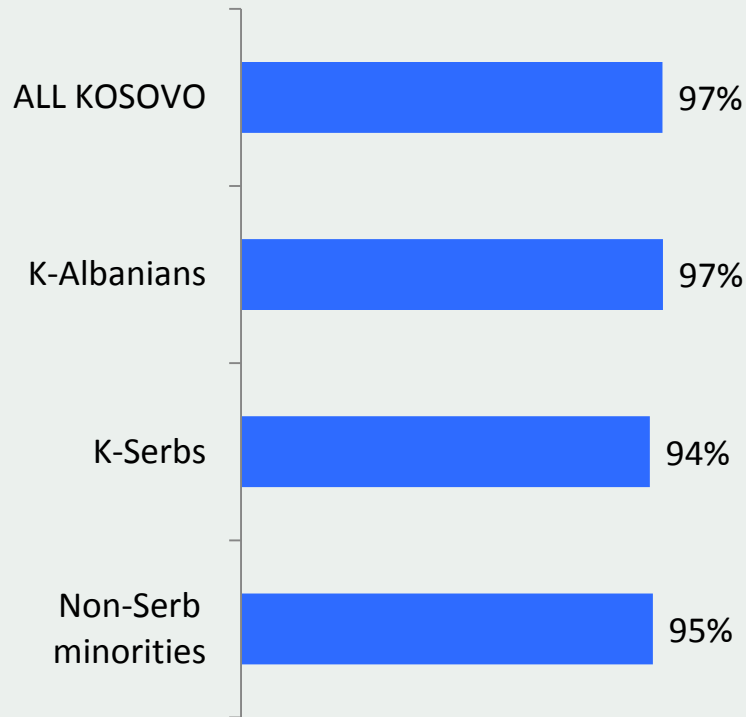
Percent whose names were assigned to the nearest polling center

ALL KOSOVO	92%
K-Albanians	93%
K-Serbs	97%
Non-Serb minorities	84%

Ease of Locating Polling Center

"How easy or hard was it to locate the appropriate polling center?"

	Very easy	Somewhat easy	DK/NR	Hard
ALL KOSOVO	87%	11%		2%
Urban area	88%	10%	1%	3%
Rural area	87%	12%		2%
K-Albanians	87%	10%		2%
Non-Serb minorities	83%	15%		3%
K-Serbs	67%	30%	2%	1%

Legend: ■ Very easy ■ Somewhat easy ■ DK/NR ■ Hard

- K-Serbs in the North are the least likely to vote if new Kosovo Assembly elections are called: 89% said they are not likely to vote. Southern Serbs say they are more likely to vote, with 39% saying they are somewhat likely and 10% saying they are very likely.
- Men are only slightly more likely to vote than women (69% and 64%, respectively), and young voters are the most likely to vote out of all age groups (73%).

Likelihood to Vote in Next Kosovo Assembly Elections

Category	Very likely	Somewhat likely	DK/NR	Somewhat/Very unlikely
ALL KOSOVO	51%	28%	6%	16%
K-Albanians	54%	28%	6%	13%
Non-Serb minorities	65%	22%	5%	8%
K-Serbs NORTH	2%		9%	89%
K-Serbs SOUTH	10%	39%	7%	45%
Men	43%	26%	5%	26%
Women	41%	23%	8%	28%
18-24	50%	23%	5%	22%
25-34	39%	26%	8%	27%
35-44	41%	26%	7%	26%
45-54	45%	25%	3%	28%
55+	36%	22%	9%	32%

■ Very likely ■ Somewhat likely ■ DK/NR ■ Somewhat/Very unlikely
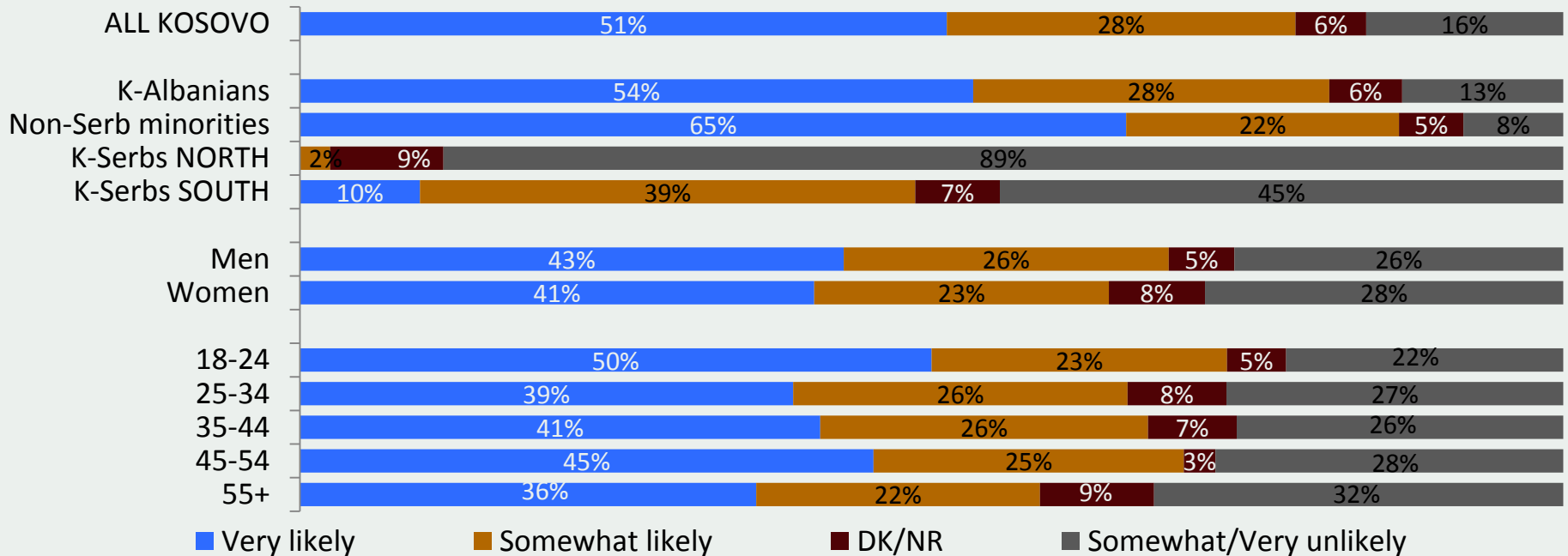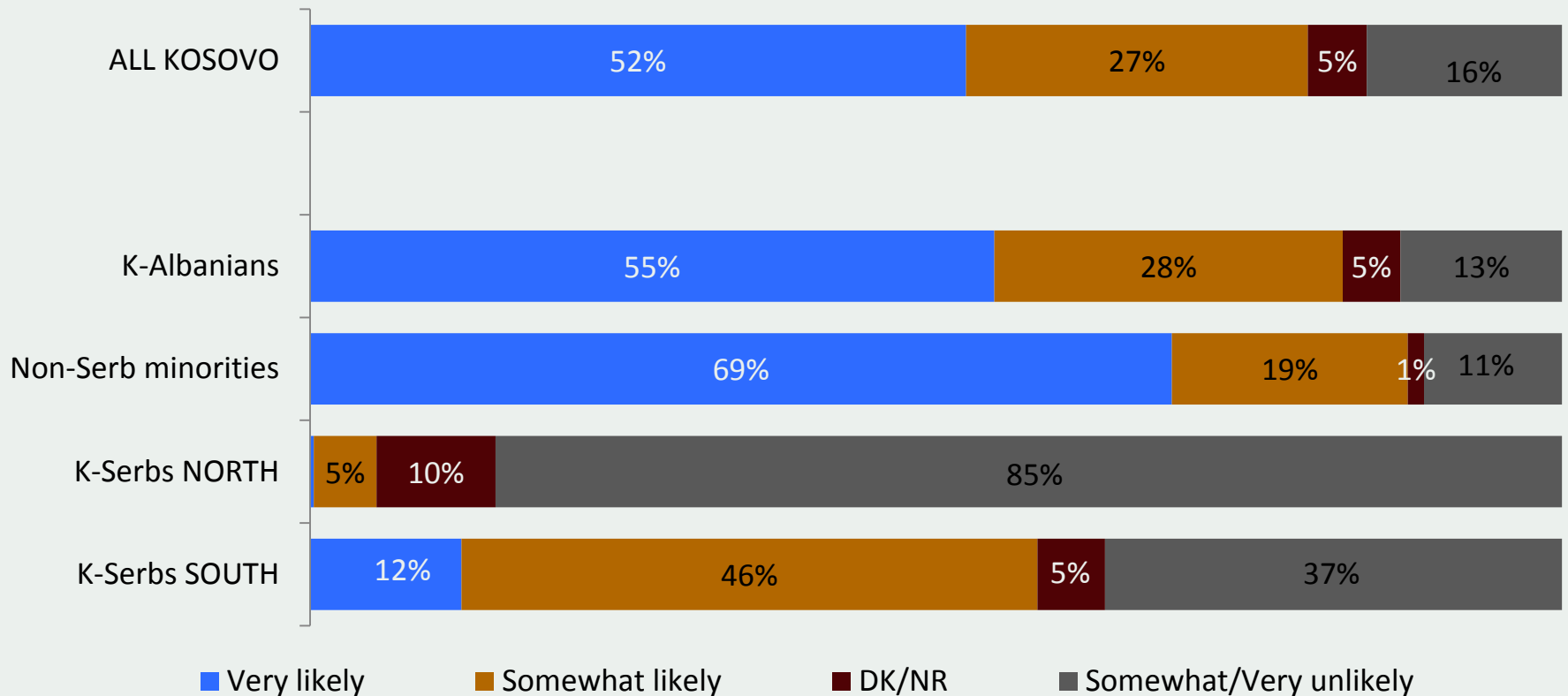
Likelihood to Vote in Local and Mayoral Elections in Kosovo

- Similar patterns are observed in terms of whether respondents are likely to vote in the next local and mayoral elections in Kosovo.
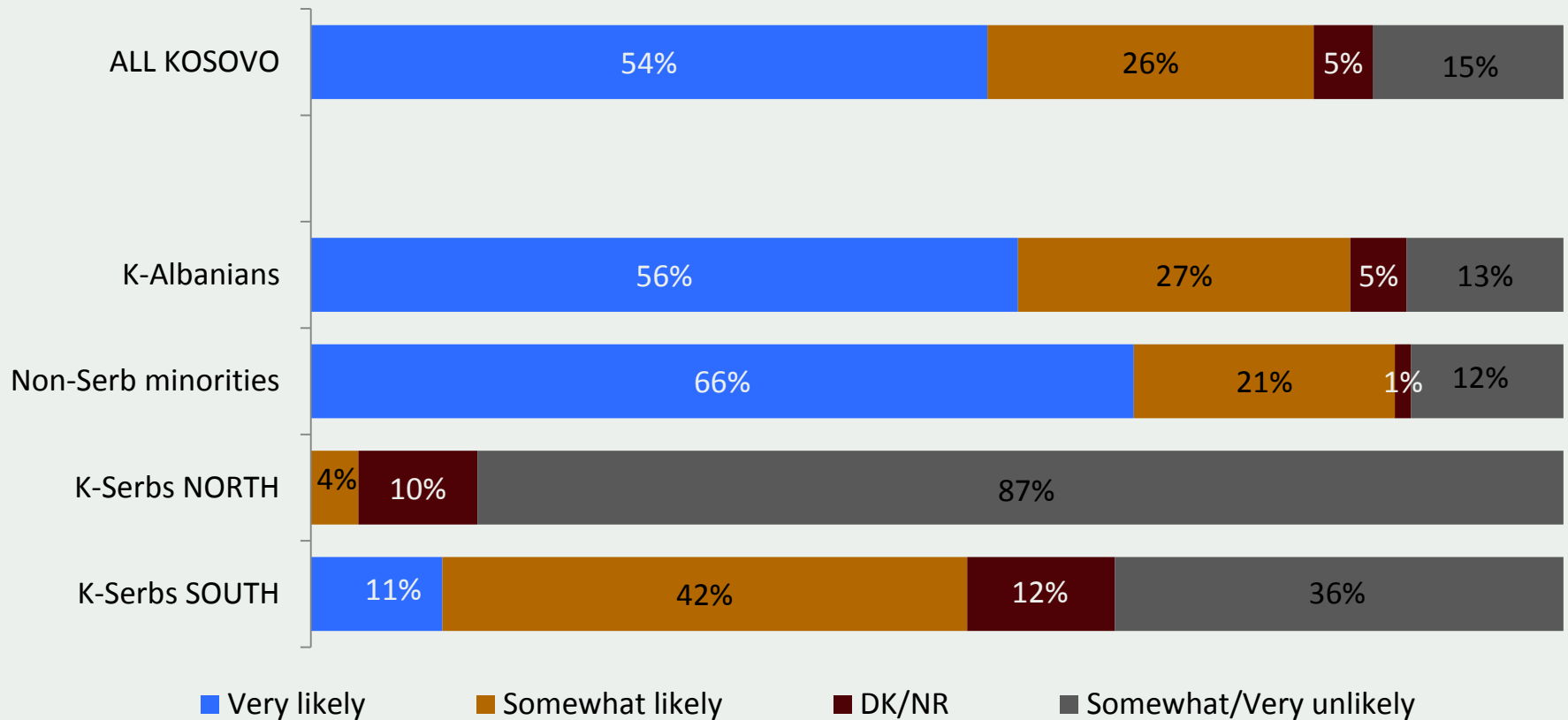
Likelihood to Vote in Next Kosovo Local Elections

	Very likely	Somewhat likely	DK/NR	Somewhat/Very unlikely
ALL KOSOVO	52%	27%	5%	16%
K-Albanians	55%	28%	5%	13%
Non-Serb minorities	69%	19%	1%	11%
K-Serbs NORTH		5%	10%	85%
K-Serbs SOUTH	12%	46%	5%	37%

Likelihood to Vote in Local and Mayoral Elections in Kosovo

Likelihood to Vote in Next Kosovo Mayoral Elections

Group	Very likely	Somewhat likely	DK/NR	Somewhat/Very unlikely
ALL KOSOVO	54%	26%	5%	15%
K-Albanians	56%	27%	5%	13%
Non-Serb minorities	66%	21%	1%	12%
K-Serbs NORTH		4%	10%	87%
K-Serbs SOUTH	11%	42%	12%	36%

Legend: ■ Very likely ■ Somewhat likely ■ DK/NR ■ Somewhat/Very unlikely

- One-third of respondents could not explain how they choose a party to support (35%), yet 27% of respondents vote for parties based on their programs, 11% vote for parties that will reduce unemployment and bring economic development and 7% vote for parties that will improve living conditions.

"When you consider political parties to support, what is your main consideration when deciding which party best represents your views?"

Consideration	Percentage
Party with best program	27%
Party that will reduce unemployment/bring economic…	11%
Party that will improve living conditions/work for a…	7%
Party that will think about & work for the people	5%
Party that is not corrupt	3%
Party with candidates I like	3%
Most reliable/sincere party	2%
Party aligned with my beliefs/personal interests	2%
Party that will keep their promises	2%
Party with leader I like	1%
I vote for whoever my family votes	1%
Don't know/Refused	35%

Priorities for Elected Officials to Address

- Creating jobs, fighting poverty and fighting corruption are important issues citizens would like elected officials to tackle, across ethnic groups. However, K-Serbs mention reinforcing national security as a concern in higher percentages than K-Albanians and non-Serb minorities (20%, 7% and 7%, respectively).
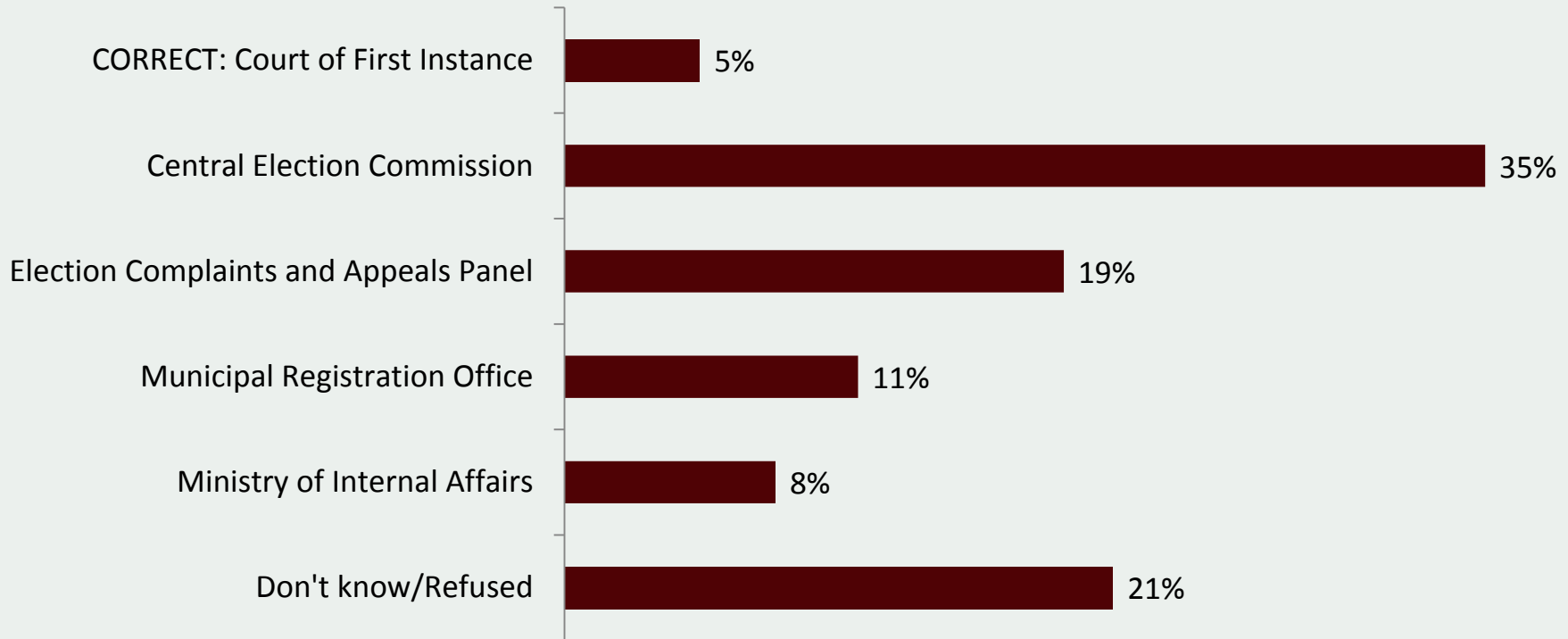
"Which of these issues should elected officials be prioritizing once in office?" (K-Albanians)	% of cases	"Which of these issues should elected officials be prioritizing once in office?" (K-Serbs)	% of cases	"Which of these issues should elected officials be prioritizing once in office?" (Non-Serb Minorities)	% of cases
Creating jobs	93%	Creating jobs	89%	Creating jobs	97%
Fighting corruption	78%	Fighting poverty	63%	Fighting poverty	69%
Fighting poverty	66%	Fighting corruption	57%	Fighting corruption	49%
Improving the economy in general	21%	Reinforcing national security	20%	Improving the economy in general	26%
Improving access to healthcare	15%	Improving the economy in general	19%	Improving access to healthcare	20%
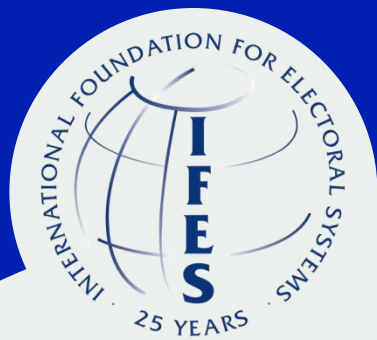
Awareness of Who to Notify of Voter List Inaccuracies

- Only 5% of respondents correctly know to notify the Court of First Instance in the case of voter list inaccuracies.
- 74% of respondents gave incorrect answers and 21% say they don't know.

"If you would want to complain about inaccuracies in the voter list, which of these institutions would you go to?"
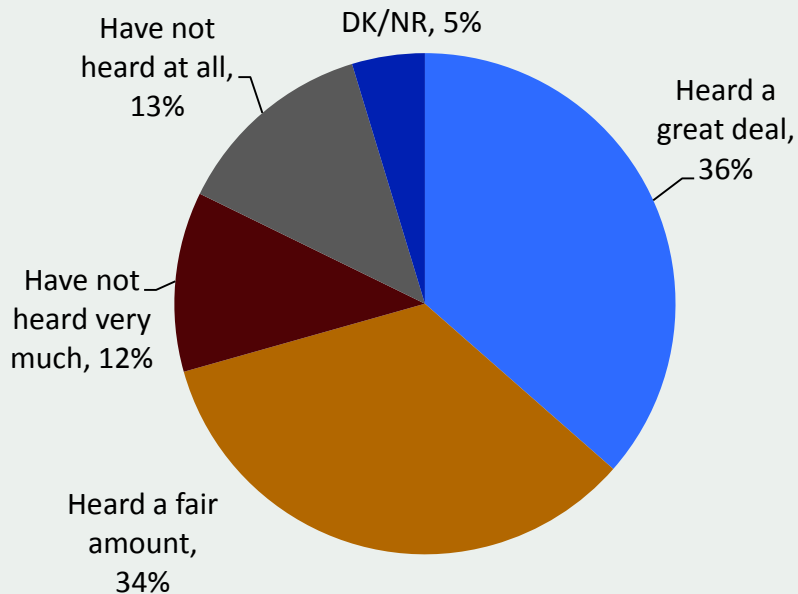
| Institution	Percentage
CORRECT: Court of First Instance	5%
Central Election Commission	35%
Election Complaints and Appeals Panel	19%
Municipal Registration Office	11%
Ministry of Internal Affairs	8%
Don't know/Refused	21%

Awareness of and Opinions on Complaints Filed about Voting Irregularities in 2010 Election

- A majority of citizens (70%) have heard about complaints that were filed about irregularities during the 2010 National Assembly Elections.
- More respondents view some of them or very few of them as valid (54%) than those who view all or most of them as valid (42%).

"How much have you heard about complaints that have been filed about irregularities in voting during the 2010 Assembly Election?"
(National Level Data)

- DK/NR, 5%
- Have not heard at all, 13%
- Heard a great deal, 36%
- Have not heard very much, 12%
- Heard a fair amount, 34%

"In your opinion, what portion of these complaints are valid about irregularities?"
(National Level Data)

- DK/NR, 5%
- Very few of them, 14%
- Almost all of them, 12%
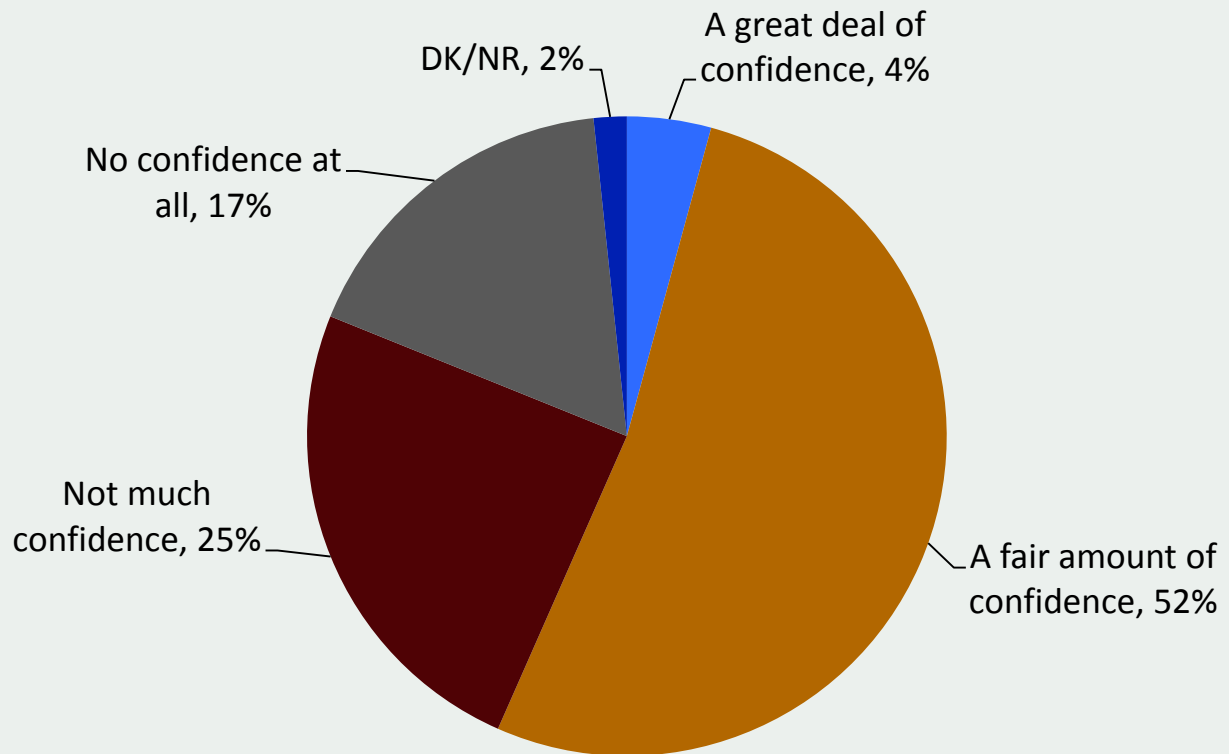- Some of them, 40%
- Most of them, 30%
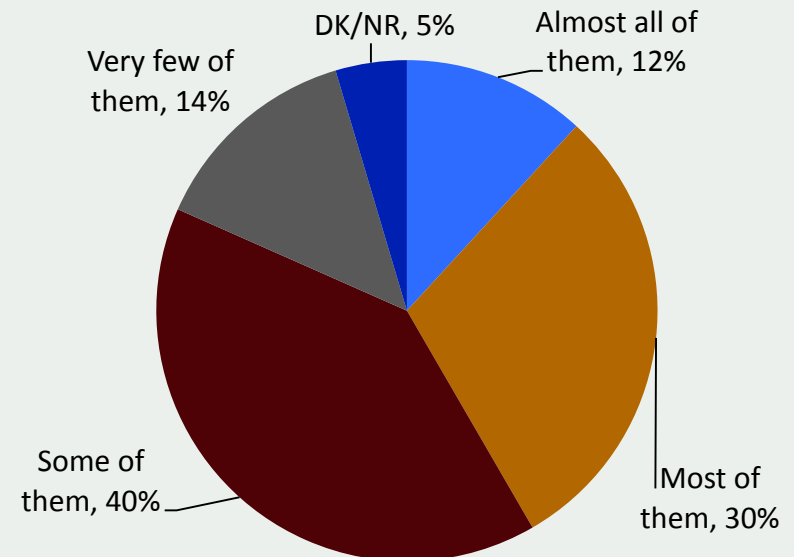
Confidence in Authorities Handling Complaints

- 56% of respondents have confidence in the electoral authorities to handle electoral complaints, but 42% do not have confidence in them.

"How much confidence do you have that the electoral authorities will handle these complaints in a fair and timely manner?"
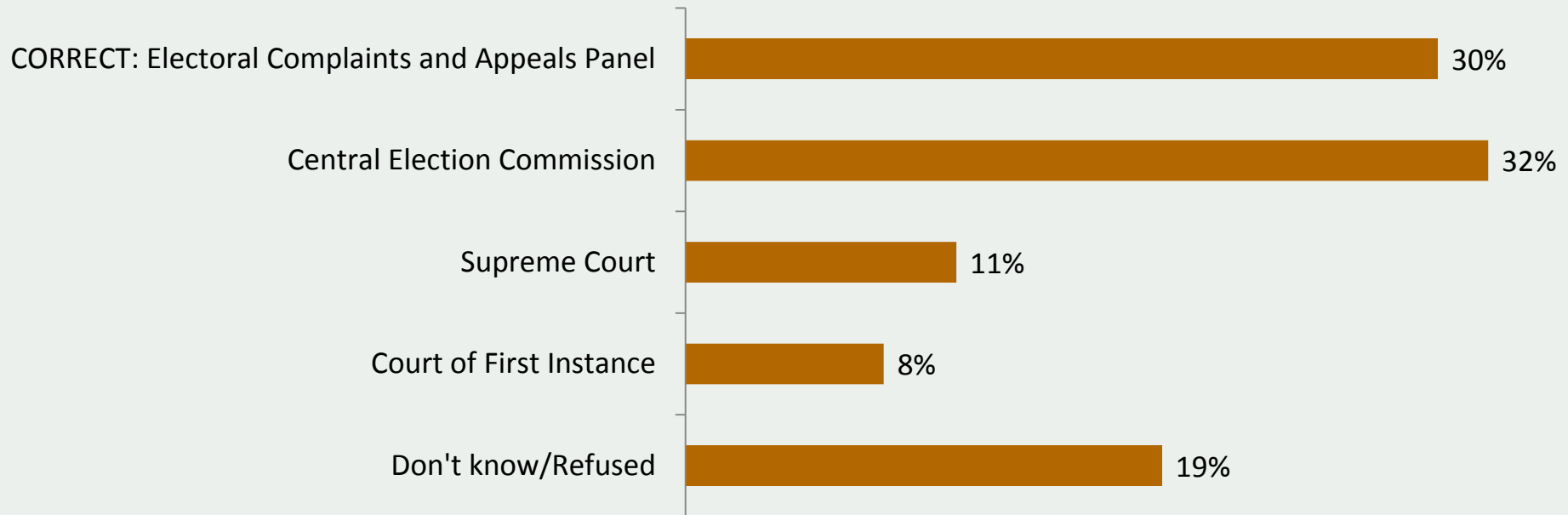**(National Level Data)**

DK/NR, 2%

A great deal of confidence, 4%

No confidence at all, 17%

Not much confidence, 25%

A fair amount of confidence, 52%

- Awareness is low in terms of which institution should receive complaints of incorrect polling procedures. Only 30% of respondents correctly identified the Electoral Complaints and Appeals Panel as the correct institution to turn to if they saw incorrectly implemented polling station procedures.
- 32% incorrectly believe they should turn to the CEC and 19% say they do not know.

"If you see the procedures in the polling station are not being correctly implemented, which institution would you turn to?"

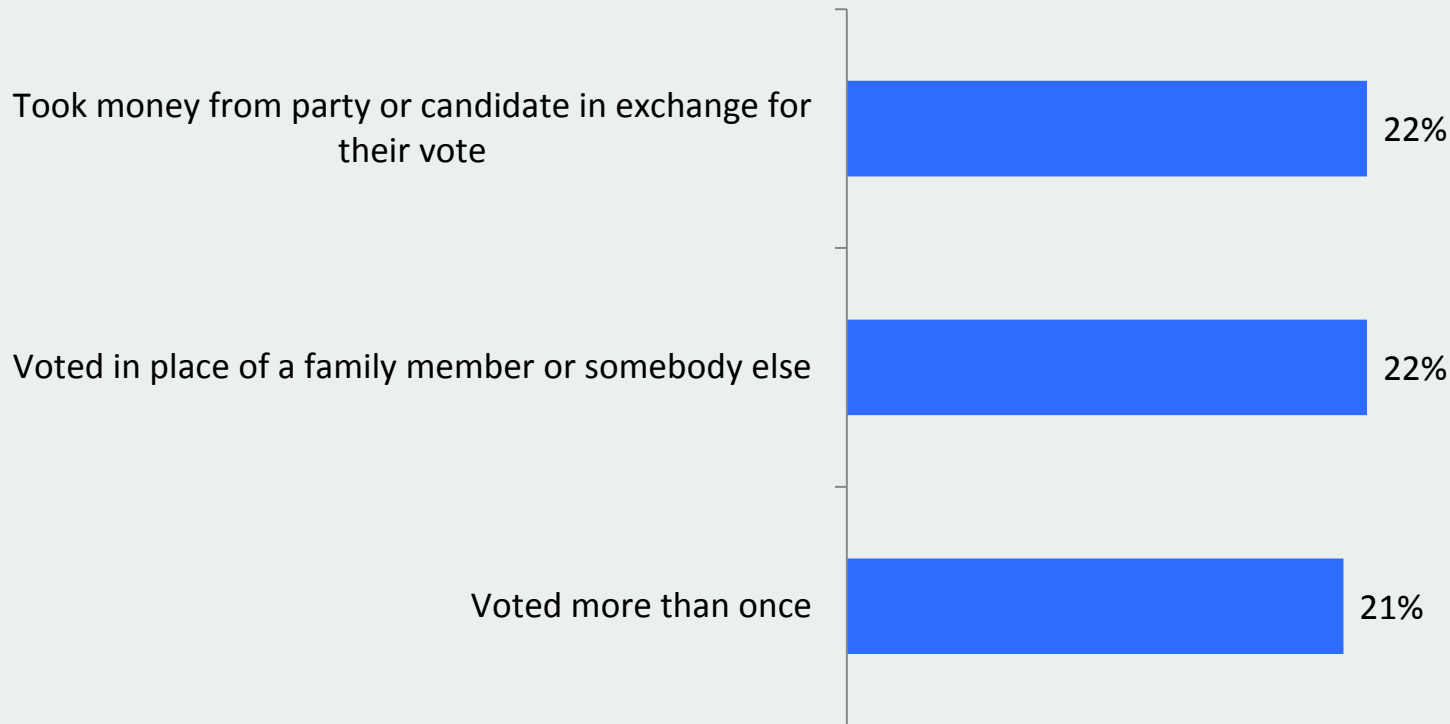| Institution	Percentage
CORRECT: Electoral Complaints and Appeals Panel	30%
Central Election Commission	32%
Supreme Court	11%
Court of First Instance	8%
Don't know/Refused	19%

Awareness of Voter Fraud

- 2in 10 respondents say they have heard about somebody in their neighborhood or community undertaking a form of voter fraud.

Percent who say yes, they have heard of this happening in their community

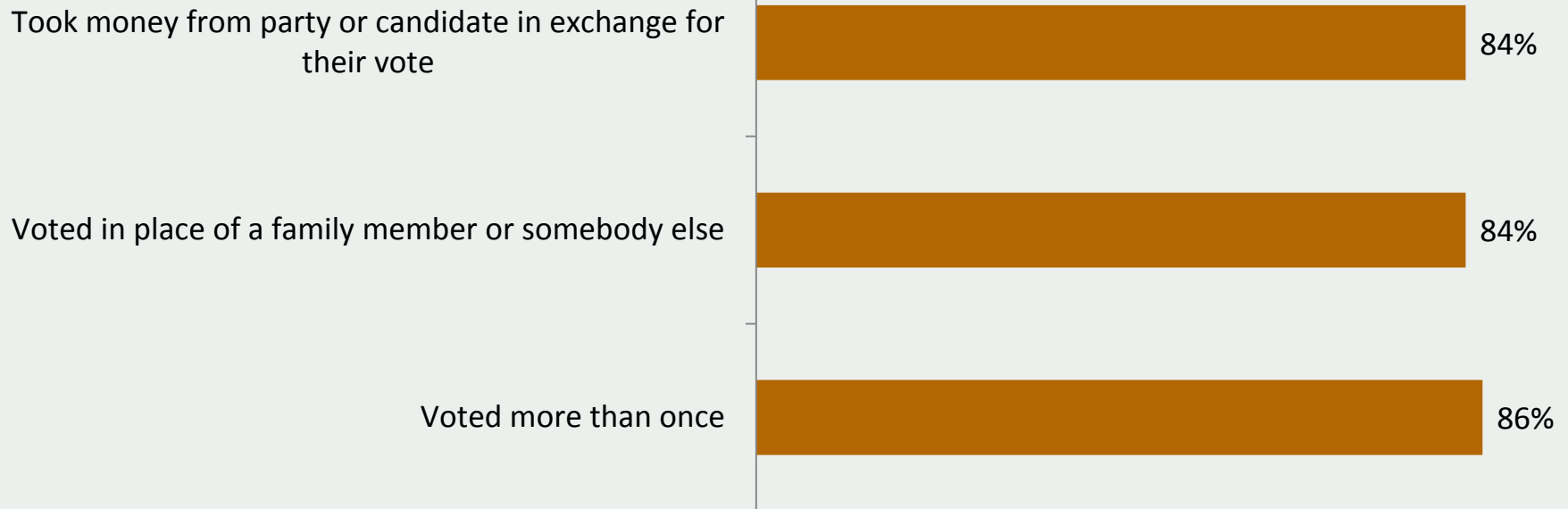| Category	Percent
Took money from party or candidate in exchange for their vote	22%
Voted in place of a family member or somebody else	22%
Voted more than once	21%

Opinions on Penalties Deserved for Voter Fraud

- Majorities of respondents believe people should be penalized if they participate in these types of voter fraud.
- Common penalties they believe people should receive include losing their privilege to vote (42%), imprisonment (37%) and €100 fines (17%).

Percent who say people should be penalized for taking such an action

Action	Percent
Took money from party or candidate in exchange for their vote	84%
Voted in place of a family member or somebody else	84%
Voted more than once	86%

Public Opinion of Democracy Issues in Kosovo

Findings from an IFES August 2012 Survey

Project Funded by: USAID FROM THE AMERICAN PEOPLE