



TRENDS

- The satisfaction level with governing institutions of Kosovo has seen an increase as compared to the April 2009 reporting period. The June 2009 poll results show approximately 53% of survey respondents were satisfied with the work of the Government of Kosovo, an increase of some 15 percentage points since April 2009.
- After an all-time low of only 18% approval rating reported in July 2008, the SRSG rating has seen an increase according to the June 2009 poll results, now standing at 33%. As opposed to the decrease seen between October 2008 and April 2009 reporting periods, KFOR has seen an increase in its satisfaction level according to the June 2009 poll results, standing now at 74%. Kosovo Police ratings continued to drop since October 2008, now standing at about 70% (as compared to 74% in April 2009).
- Satisfaction with the work of the Kosovo Assembly has increased by some 17 percentage points since April 2009.
- Whereas, satisfaction with the work of UNMIK has increased in June 2009, after having reached the lowest approval rating of only 16% in April 2009 poll results, standing now at 28%.
- Satisfaction with the work of EULEX has continued to sharply increase. Only since April 2009, it increased by some 16 percentage points, standing now at 55%.

Figure 1: Satisfaction with Kosovo's main institutions

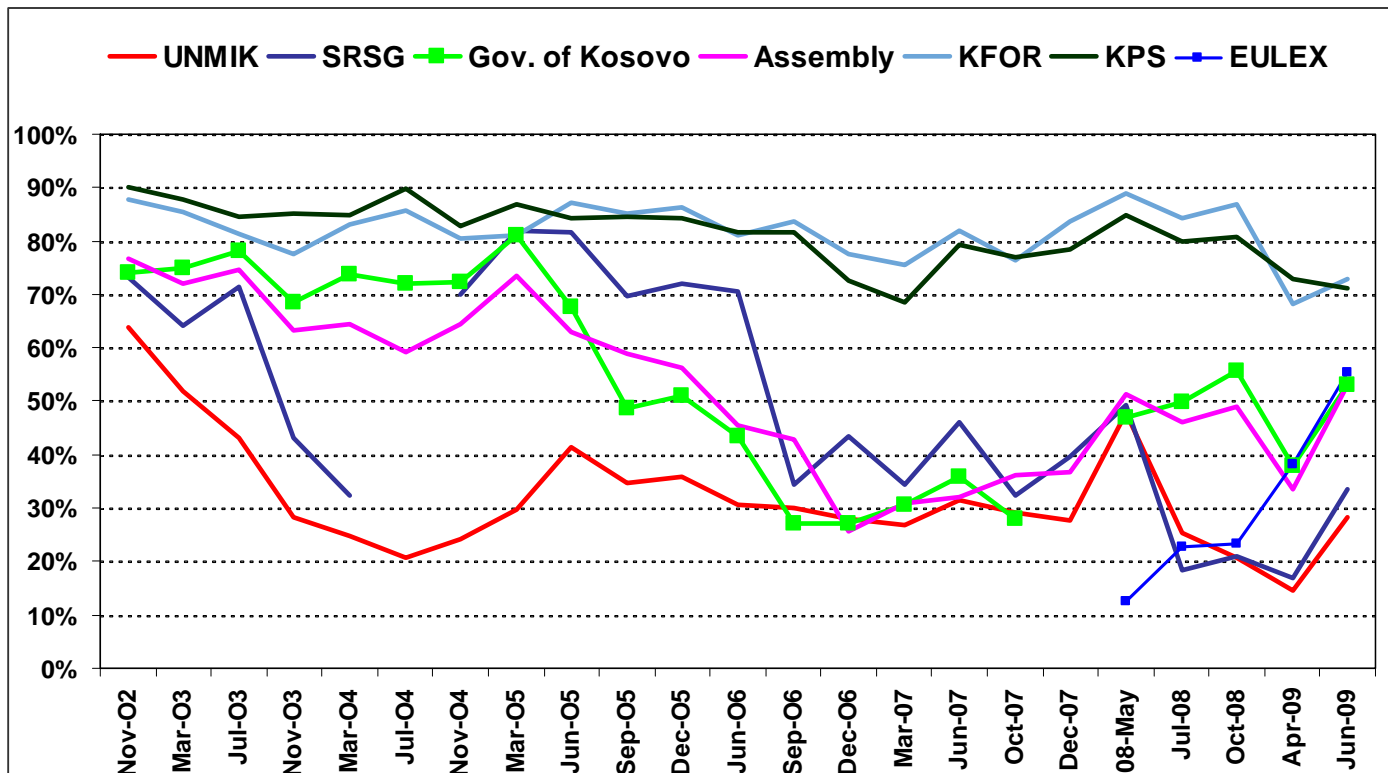
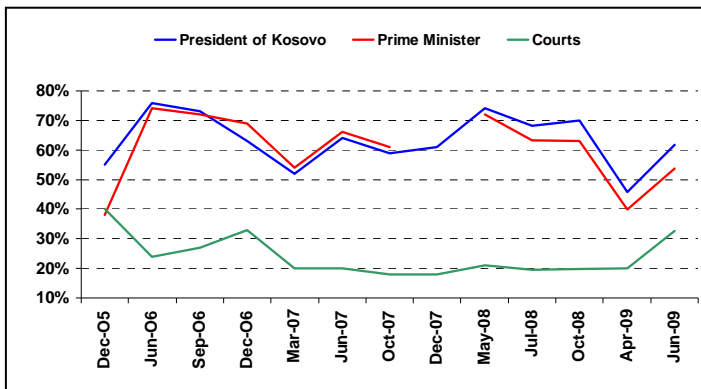
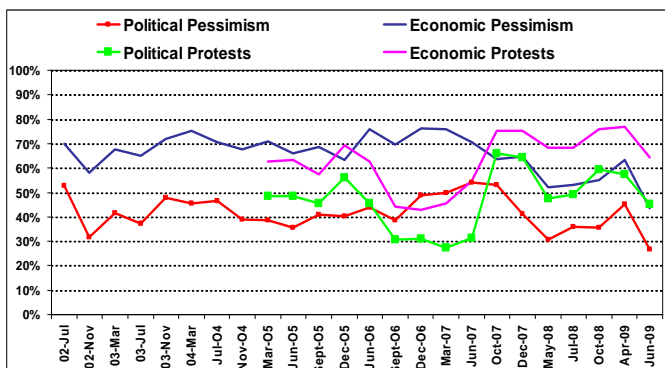


Figure 2: Satisfaction with Kosovo's main institutions II



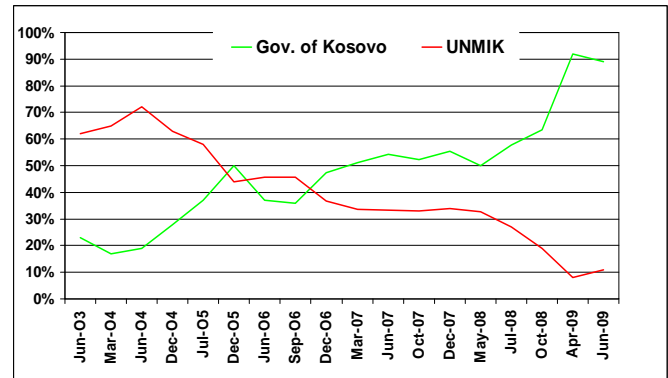
- While Kosovo courts continue to be the institutions that people are least satisfied with, the June 2009 poll results show an important increase (of some 12 percentage points) in people's satisfaction with courts. If continued, this trend is promising.
- The approval rating for the President increased by some 15 percentage points since April 2009, currently standing at 62%.
- The approval rating for the Prime Minister also increased by some 13 percentage points, currently standing at 52% (Figure 2).

Figure 3: Selected indicators of respondent's attitude on politics and economy



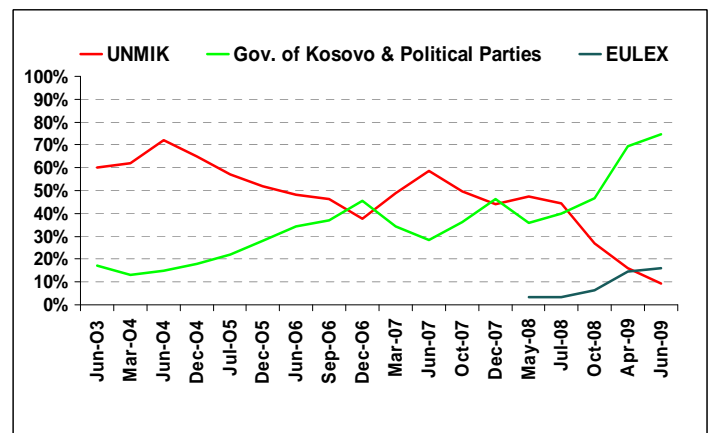
- Compared to the April 2009 poll results, the current poll shows a rather large decrease of 18 percentage points in the political pessimism of respondents, standing now at 28%, the lowest level ever recorded since July 2002. A 10 percentage point drop is also observed in the respondents' willingness to protest for political reasons, standing now at 48%.
- A 13 percentage point drop is observed in the respondents' willingness to protest for economic reasons since April 2009; this indicator now stands at 66%, while there has also been a decrease of some 14 percentage points in the respondents' economic pessimism indicator since April 2009, standing now at 49% (Figure 3).

Figure 4: Responsibility for Kosovo's economic situation



- Since May 2008, more and more people have been putting responsibility for the economic situation in Kosovo on the Government of Kosovo while less were assigning this responsibility to UNMIK. The June 2009 poll results show a drawback in this trend. There is a slight decrease in the share of respondents holding the Government of Kosovo responsible for Kosovo's economic situation, while the indicator for UNMIK slightly increased by some 4 percentage points (Figure 4).

Figure 5: Responsibility for Kosovo's political situation

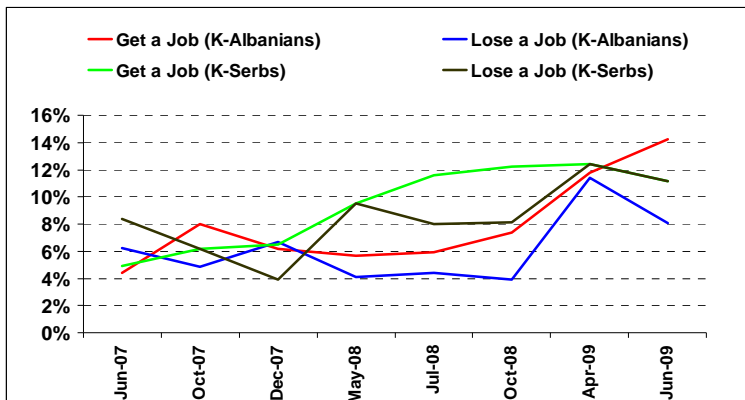


- Since July 2008, UNMIK has not been perceived as the most responsible entity for the Kosovo's political situation. According to the June 2009 poll results, 11% (a decrease of some 4 percentage points since April 2009) of respondents hold UNMIK responsible for the political situation, while around 76% attribute this responsibility to the Government of Kosovo and political parties (an increase of some 7 percentage points since April 2009) (Figure 5). About 17% of respondents assign this responsibility to EULEX.

ECONOMY

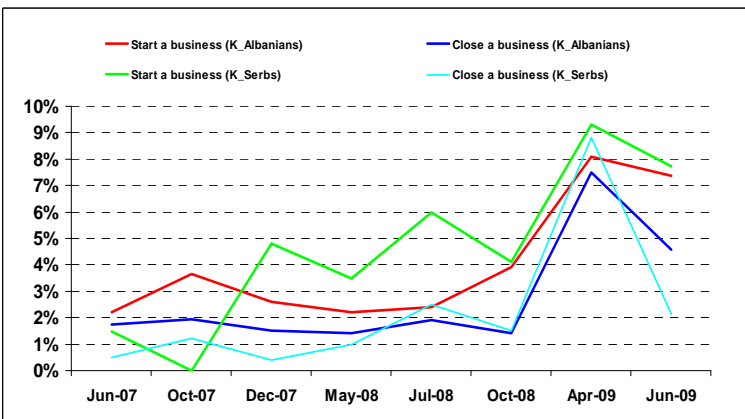
- As for changes in the employment status of any family member of the respondents within the past six months, only about 14% of K-Albanians (compared to 12% in April 2009), about 11% of K-Serbs (no significant change since April 2009) reported to have gotten a job.
- Negative changes, however, have been observed in June 2009 as far as the “lost a job” indicator is concerned for K-Albanians, which decreased by 3 percentage points since April 2009, while that of K-Serbs saw no significant change since April 2009, albeit a 1 percentage point drop (Figure 6).

Figure 6: Changes with regard to employment of a family member in the last 6 months for K-Albanians and K-Serbs



- The most significant changes in the business activity of respondents since the April 2009 reporting period have been observed in respondents that reported to have closed a business in the last six months. The “close a business” indicator has dropped by some 7 percentage points for K-Serbs since April 2009, while the same indicator has dropped by some 3 percentage points for K-Albanians. No significant changes, however, have been observed for the “start a business” indicator between April and June 2009 reporting periods (Figure 7).

Figure 7: Changes with regard to family business in the last 6 months



GLOBAL ECONOMIC CRISIS AND KOSOVO

Just like in April 2009, most respondents, regardless of ethnicity, think that the global economic crisis is affecting Kosovo.

Figure 8: Do you think that the global economic crisis is affecting Kosovo?

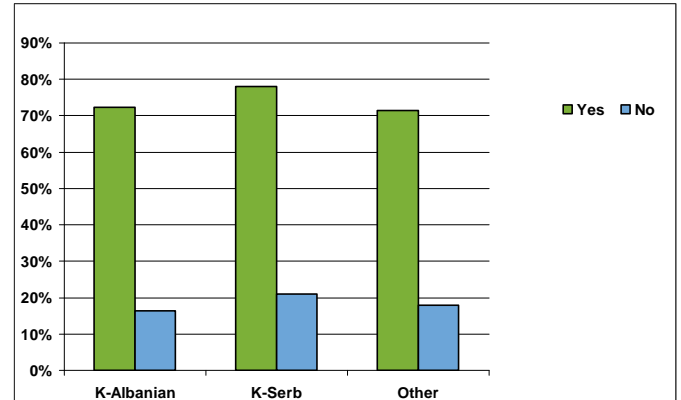
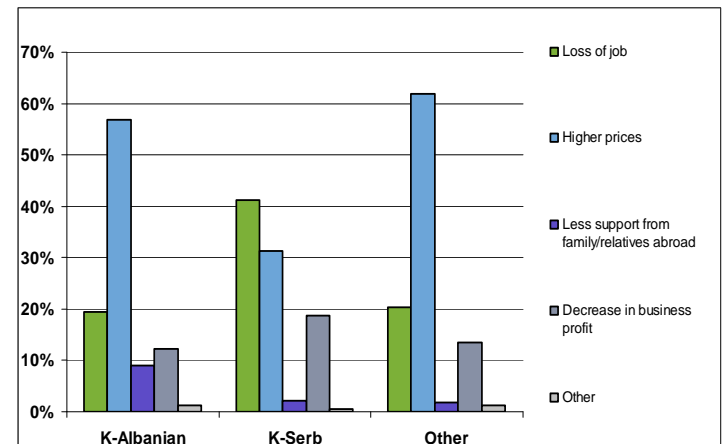


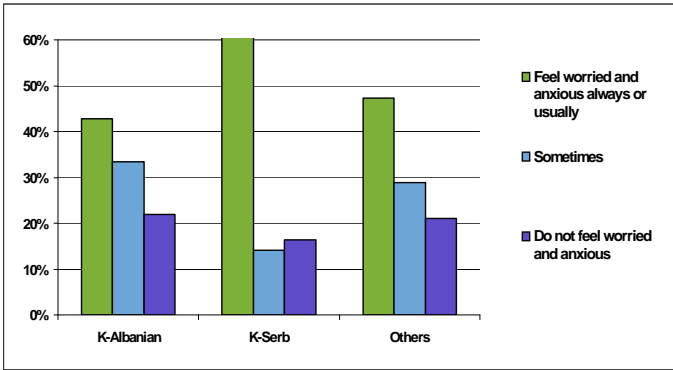
Figure 9: Responses on how are you feeling the effect of global crisis?



- According to K-Albanian and Other minority respondents, the global economic crisis is affecting them through higher prices, while most K-Serbs report being effected through loss of jobs. It should be noted that around 10% of K-Albanian respondents feel the effect of crisis though the decrease in support from families and relatives living abroad (Figure 10).
- About 13% of Kosovans, in general, report that they are feeling the effects of the global economic crisis through decrease in their business profits (Figure 9).

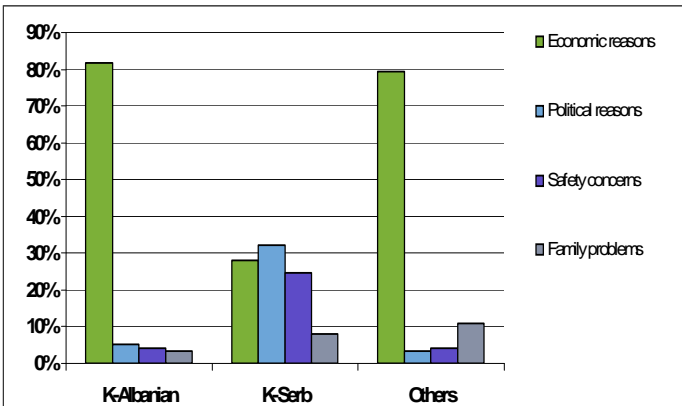
PROBLEMS AND WORRIES

Figure 10: Responses to the question of how often do you feel worried or anxious during the day, by ethnicity



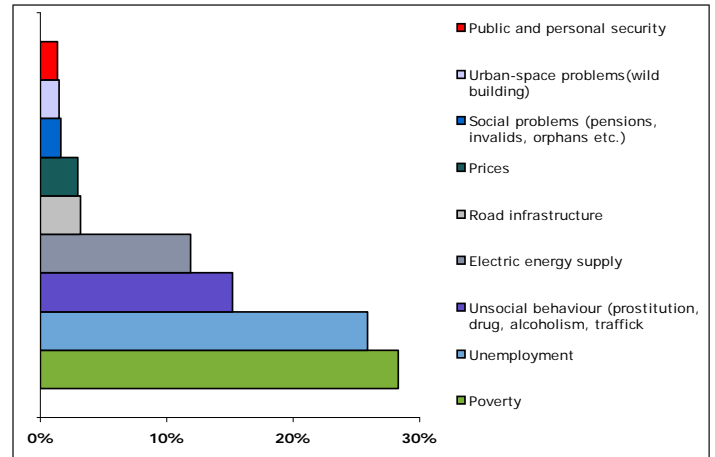
- The majority of respondents, regardless of ethnicity, feel worried and anxious always or usually.
- Only about 17% of K-Serbs, 21% of other minorities, and 22% of K-Albanians (as compared to 8%, 18%, and 14%, respectively, according to the April 2009 poll results) reported that they did not feel worried or anxious during the day. This shows that on average the number of those not feeling worried or anxious during the day has increased for all Kosovans regardless of ethnicity since April 2009 (Figure 10).

Figure 11: Reasons for feeling worried and anxious, by ethnicity



- Economic reasons, as in the April 2009 poll, present the basis for K-Albanian and Other minority respondents' feelings of worry or anxiety.
- Political reasons, as opposed to safety concerns according to the April 2009 and other previous polls, however, present the major reason for K-Serb respondents' feelings of worry or anxiety. Economic reasons are the second major reason for K-Serbs feeling worried or anxious, while safety concerns is the third reason (Figure 11).

Figure 12: The paramount problem that Kosovo faces

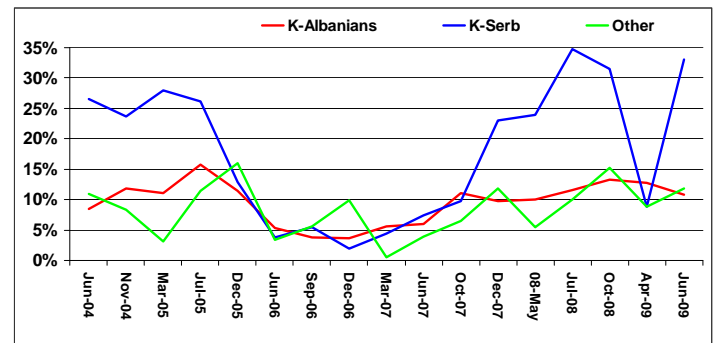


- Similar to the October 2008 and April 2009 poll results, the June 2009 poll results show poverty (29%) and unemployment (27%) to be the first two paramount problems that Kosovo faces (29%), followed by unsocial behaviour (15%) and lack of electricity supply (12%) (Figure 12).

CORRUPTION

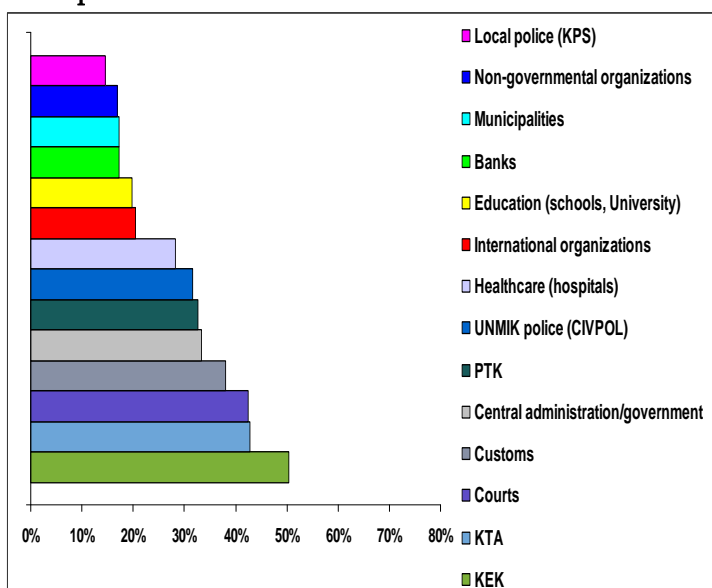
- When asked whether they came across a situation in which public officials conditioned performing their services by asking for bribes, gifts or other favours, about 11% of K-Albanian (13% in April 2009), 36% of K-Serb (9% in April 2009), and 15% of Other (9% in April 2009) minority respondents answered positively.
- Overall, the June 2009 poll shows a slight increase in the number of respondents that came across a situation in which public officials conditioned performing their services by asking for bribes, gifts or other favours (Figure 13).

Figure 13: Public officials conditioning performing their services by asking for bribes, gifts, and other favours



- Just like the previous three polls, the current poll shows that KEK and KTA (now Kosovo Privatisation Agency) continue to lead the list of Kosovo institutions that are perceived to have “large scale” corruption since June 2007.
- Courts, Customs, and Central Administration are ranked third, fourth, and fifth, respectively, in the list of Kosovo institutions where “large scale” corruption is perceived to exist (Figure 14).

Figure 14: Perceptions of presence of “Large Scale” corruption in Kosovo’s institutions



POST-STATUS KOSOVO

Table 1: Opinion on circumstances that threaten the stability of Kosovo

	K-Albanian	K-Serb	Others	Total Weighted
Further aggravation of interethnic relations	12.7%	49.4%	10.1%	14.71%
Unemployment and poverty	57.5%	12.4%	57.9%	54.85%
Deterioration of relations with neighboring countries	3.3%	2.6%	3.1%	3.20%
Deterioration of relation with international community	2.4%	3.0%	2.2%	2.43%
Religious Radicalism	.1%	.9%	4.0%	0.16%
Political Radicalism	1.6%	2.6%	3.9%	1.77%
Lack of rule of law	1.1%	7.7%	1.8%	1.52%
Corruption and mismanagement	4.8%	9.9%	10.5%	5.47%

- When asked about the circumstances that threaten Kosovo’s stability, unemployment and poverty were cited by

the majority of K-Albanian and Other minority respondents as the main factors.

- Further aggravation of interethnic relations, however, comes back again as the major factor that threatens Kosovo’s stability, as opposed to unemployment and poverty, which K-Serbs selected in April 2009 (Table 1).

Table 2: Do you believe that media in Kosovo is free?

	K-Albanian	K-Serb	Others	Total
Yes	40.5%	7.3%	43.0%	35.0%
No	41.0%	72.1%	38.6%	46.2%
Dk/na	18.5%	20.6%	18.4%	18.8%
Total	100.0%	100.0%	100.0%	100.0%

- Almost half of Kosovans (46%) believe that the media in Kosovo is not free. Only about one third of Kosovans (35%) believe that the media in Kosovo is actually free (Table 4).
- Out of those who do not believe that the media is free, the overwhelming majority of K-Albanians (70%) and Other minority respondents (67%) believe that the media is controlled by the Government.
- Overall, more than half of Kosovans, across all ethnicities, believe that the media is controlled by the Government.

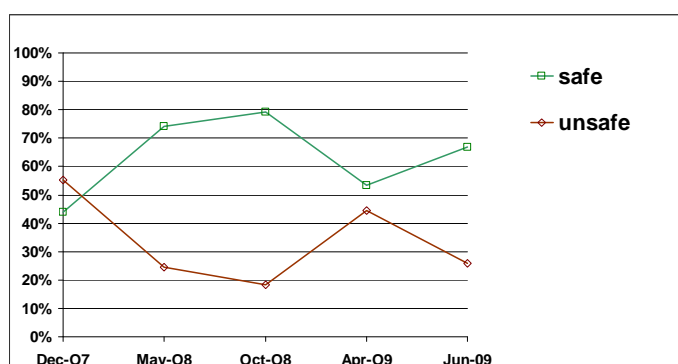
Table 3: If media is not free, who then controls it?

	K-Albanian	K-Serb	Others	Total
Government	70.2%	33.3%	67.0%	59.3%
Assembly of Kosovo	2.7%	4.8%	8.0%	4.0%
Opposition parities	10.3%	11.9%	8.0%	10.4%
Civil Society	2.9%	4.8%	1.1%	3.2%
International Community	3.8%	24.4%	11.4%	10.8%
Private business	1.8%	4.2%		2.2%
Organized crime	2.9%	13.1%		5.4%
DK/NA	5.3%	3.6%	4.5%	4.7%
Total	100.0%	100.0%	100.0%	100.0%

SECURITY INDICATORS

- In general, the portion of those respondents feeling unsafe while outside on the street, according to the June 2009 poll is about 27%, decreased by 16 percentage points since April 2009.
- Whereas, the portion of those respondents feeling safe while outside on the street is about 68% as of June 2009 poll results, an increase of some 15 percentage points since April 2009 (Figure 15).

Figure 15: Safety feeling while on the street



As for the perceived threats to family security, the most common threat, across ethnicities, is theft, followed by robberies, and murders (Table 4).

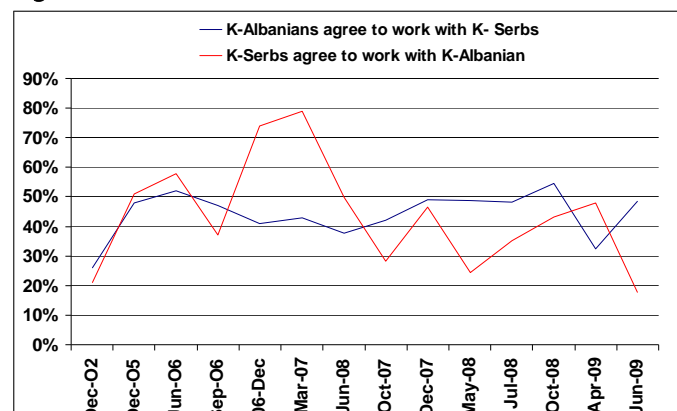
Table 4: Responses to the question on the security threats to family, by ethnicity

	K-Albanian	K-Serb	Other	Total Weighted
Robberies	8.8%	6.4%	3.9%	8.37%
Thefts	9.5%	31.8%	6.6%	10.69%
Kidnappings	1.8%	7.7%	1.3%	2.13%
Murders	7.6%	17.2%	9.2%	8.27%
Traffic Accidents	5.7%	1.3%	4.8%	5.36%
Organized Crime	4.9%	9.4%	4.8%	5.21%
Home Accidents	1.0%		1.8%	0.95%
Fires	.2%		.9%	0.26%
Poverty	7.8%	5.2%	5.3%	7.52%
Infectious Diseases	.6%	.4%	.4%	0.58%
Drugs	.4%	1.4%		0.32%
Racketeering	.6%	.9%		0.05%
Other	.6%		.4%	0.03%
DK / NA	51.6%	19.7%	60.5%	50.25%
Total	100%	100%	100%	100%

INTERETHNIC RELATIONS

- The June 2009 poll shows that the portion of K-Serbs willing to work with K-Albanians has significantly decreased to 29% from 48% in April 2009.
- As for K-Albanians, the indicator has seen an important increase from 33% in April 2009 to 48% in June 2009 (Figure 16).

Figure 16: Interethnic relations



- As for the main factor that influences interethnic relations, K-Albanians and K-Serbs continue to have different opinions.
- For K-Albanians, influence from Belgrade (50.5%) and the lack of readiness of K-Serbs to be integrated in the Kosovo society (21.5%) continue to be the two major factors that affect interethnic relations.
- For K-Serbs, insufficient efforts of K-Albanians in view of integration of K-Serbs (46%), and the attitude of Albanian leaders (25%) are the two major factors that affect interethnic relation (Table 5).

Table 5: Responses to the question of which factor is the main factor that presently influences these relations to be tense

	K-Albanian	K-Serb	Others	Total Weighted
Insufficient efforts of Albanians in view of integration of K-Serbs	3.5%	46.4%	5.7%	6.20%
Lack of readiness of Serbs to be integrated in the Kosovo society	21.5%	4.7%	17.5%	20.23%
Attitude of Albanian leaders	3.9%	25.3%	3.9%	5.15%
Attitude of Serbs leaders	10.0%	1.3%	13.6%	9.70%
Influence of Belgrade	50.5%	.4%	44.3%	47.16%
Something else. What?	.6%	.4%	.4%	0.56%
DK	7.6%	20.6%	11.0%	8.58%
NA	2.4%	1.3%	3.5%	2.41%
Total	100.0%	100.0%	100.0%	100.0%

Kosovo Early Warning Project

The Kosovo Early Warning System Project is a component of UNDP's regional early warning framework. The project aims to build the capacity of local analysts to foresee potential crises, and to advise crisis prevention policies. Early Warning Reports are produced quarterly. The project is co-funded by USAID and UNDP. This Fact sheet is based on statistical analysis of an opinion poll conducted by UBO Consulting during the second half of June 2009.

The survey was based on face-to-face interviews, and included 1,290 respondents: 829 K-Albanians, 233 K-Serbs, and 228 respondents from other minorities. The sample was selected through random sampling method and was stratified on the basis of geographic regions that are based on telephone area codes (7) and municipalities (30) and urban rural ratio (1:1). This Kosovo representative sample is calculated with a confidence level of 95% which yields a confidence interval (CI) of +/- 2.71.

For more information on the Kosovo Early Warning System, contact: early.warning.ks@undp.org