



# Kosovo Security Barometer

Fourth 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 views of Kosovar Centre for Security Studies.

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

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## WHAT IS THE KOSOVO SECURITY BAROMETER?

The Kosovo Security Barometer (KSB) is a KCSS specific program designed to serve as a new and innovative annual publication. The main aim and focus of this program is to measure public opinion trends towards security and justice institutions as well as the key security challenges facing Kosovo, namely the internal and external security threats, and Kosovo's foreign policy. KSB is becoming widely known for its focus on security and justice related matters and, most importantly, being one of the first initiatives designed, implemented, and communicated by a local think tank in Kosovo. KCSS has no political constraints in communicating the findings and messages. Lastly, the KSB is unique for its methodological approach, such as the unique tailoring of the quantitative and qualitative methods which aims to offer realistic results on public perceptions towards security related issues.

### Whom do we target?

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KCSS's KSB targets a wide variety of actors interested to follow the public opinion trends in Kosovo in the field of security and justice. It targets policy makers in Kosovo as well as the Western Balkans; the international organs in Kosovo and their headquarters; local and international civil society organizations; academia and the media.

### Impact

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

### Methodology

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The fourth edition of the KSB provides a summary of public perceptions on: security and justice institutions; risks and threats towards citizens and economic stability; and internal and external threats. Compared to the previous versions, this edition of the KSB includes respondents' answers to a set of additional questions pertaining to data protection, and perceptions towards Kosovo's foreign policy and dialogue with Serbia.

Answers to the KSB questionnaires were collected through face-to-face interviews conducted around Kosovo. All the questions were close-ended, and the majority were in the form of five-point Likert scales. Sampling, piloting, and interviewing were conducted by the KCSS team of more than 30 field researchers. The national sample from which the research was drawn featured 1,101 households, following a representative sample of the population above 18 years old in Kosovo. The ethnic breakdown of the interviewed respondents used for the purposes of this edition of the KSB was: 87.92 percent K-Albanian, 9.08 percent K-Serbian, and 3 percent others (Bosnian 1.0 percent, Turks 1.0 percent, and RAE 1.0 percent).

The sample frame was based upon telephone code areas and as such included the following 7 regions: Prishtina, Mitrovica, Prizren, Ferizaj, Gjilan, Peja and Gjakova. The first stage of geographical clustering was based on the 2012 Kosovo Census Report, the second stage involves clustering samples by municipal area with a stratified rural/urban sample as per the number of households, finally 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 project the mirror image of trends in attitudes and perceptions amongst the entire adult population of Kosovo in general. The margin of error, therefore, is 3 percent with a confidence interval of 95 percent.

Prior to the commencement of fieldwork, a pilot interview was conducted at the beginning of October 2014, in order to test the feasibility of the questionnaire. The research team subsequently reported that the pilot interview was successful, and no problems were encountered with the questions asked to the pilot interviewee. All interviews were completed during October 2014. Data processing and analysis has been completed using SPSS software.

Perceptions presented in this report are a summary of information gathered from respondents and it only demonstrates how people perceive these institutions. Hence, this report does not represent a conclusive assessment of the quality of the work of the institutions subject to this study. The KCSS's intention with this publication is solely to interpret the perceptions, or in other words, "what is the say" of Kosovo's citizens in areas covered by the questionnaire. The KCSS team does not take responsibility for the outcome of the data, especially if and when this should trigger any reactions amongst specific actors. The team remains ready to make the entire process, and the methodology used, transparent should any subject be interested in them.

# CHAPTER I

## SECURITY AND JUSTICE INSTITUTIONS

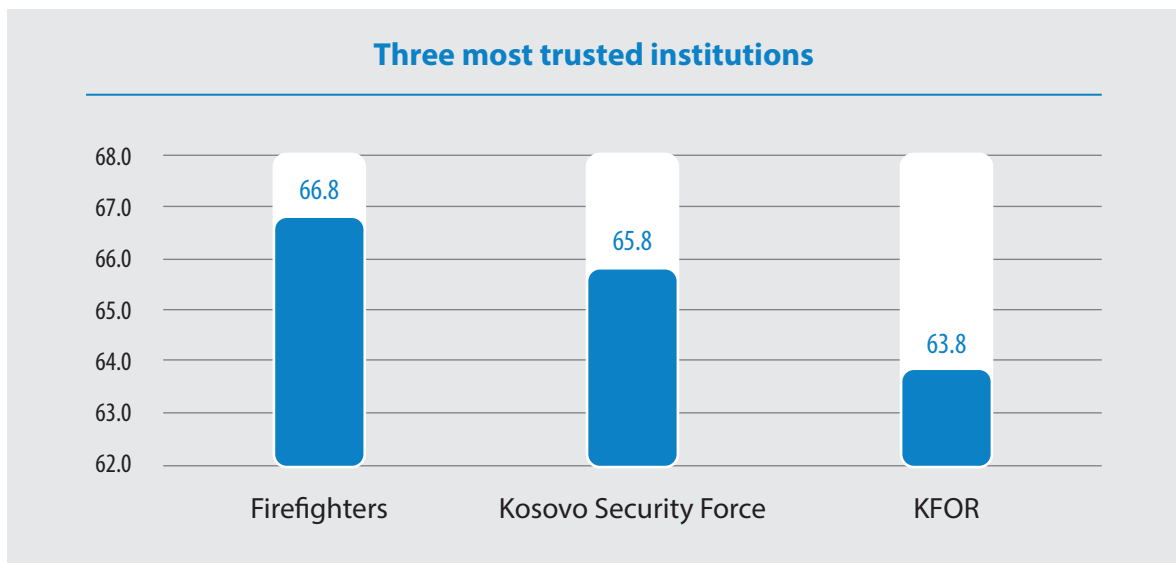
Measuring public perception concerning security and justice institutions represents an important part of the Kosovo Security Barometer (KSB) program. Similar to previous editions of the KSB, this section includes a wide variety of institutions such as: the Kosovo Police (KP), the Kosovo Security Force (KSF), the Kosovo Intelligence Agency (KIA), Customs, Fire-fighters, the Government, KFOR, EULEX, the Prosecution, and the Courts.

There were three indicators aiming to examine people’s perception towards security and justice institutions:

- The level of trust of citizens towards each institution;
- The frequency of contact between the citizens and each of the institutions;
- The level of corruption perceived for each institution.

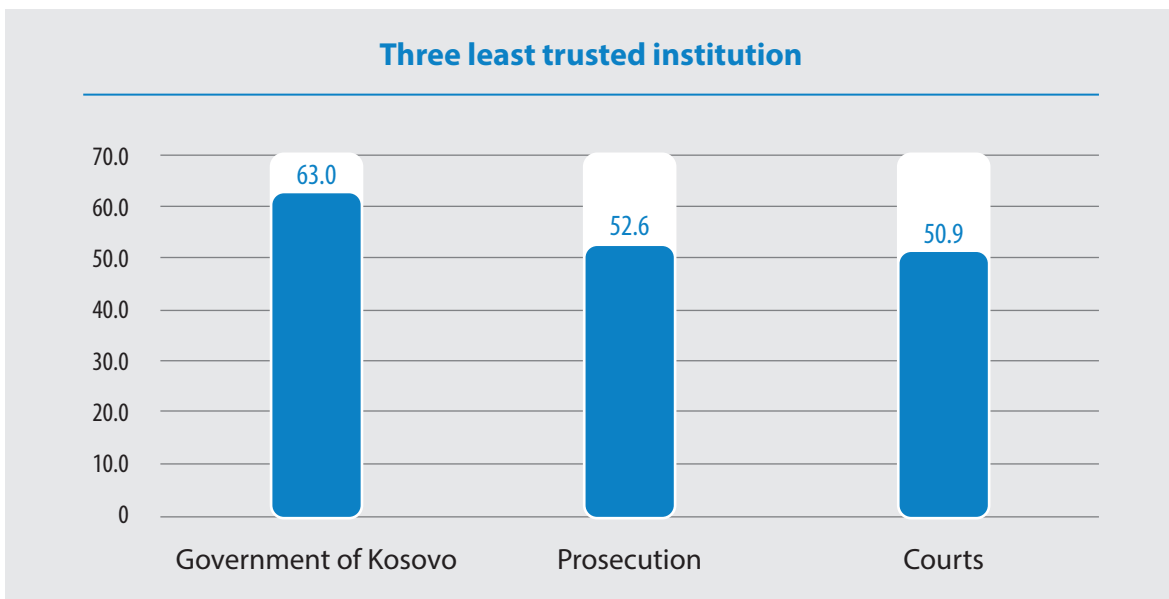
On broader lines, the survey results show that Kosovo Security Force, KFOR and Fire-fighters are the three most trusted institutions by the public. More than 60 percent of citizens responded that ‘they trust’ or ‘they trust very much’ these three institutions. In addition, approximately 15 percent of citizens responded that they ‘somewhat trust’ these institutions. These findings are relatively similar to the findings of the previous editions of the KSB, with the only difference being that the fire-fighters now head the list of these institutions, taking, therefore, the position that the KSF held in previous editions.

**FIGURE 1 - Three most trusted institutions**



On the other hand, the three least trusted institutions by the respondents appear to be: the Government, Prosecution, and the Courts. In fact, more than 63 percent of the respondents stated that they do not trust the Government. The reason behind the low level of trust for the government may be the political impasse, which began in June 2014 and continued throughout the period this research was carried out. The findings also show that the public trust towards the justice system continues to remain low. This perception is based partially on the direct experiences of the Kosovo citizens with these institutions, namely with the Courts. The three least trusted institutions also represent the three most corrupt institutions (as perceived by the respondents), more than 60 percent of the respondents stated that these institutions are either 'corrupt' or 'very corrupt'.

**FIGURE 2 - Three least trusted institutions**

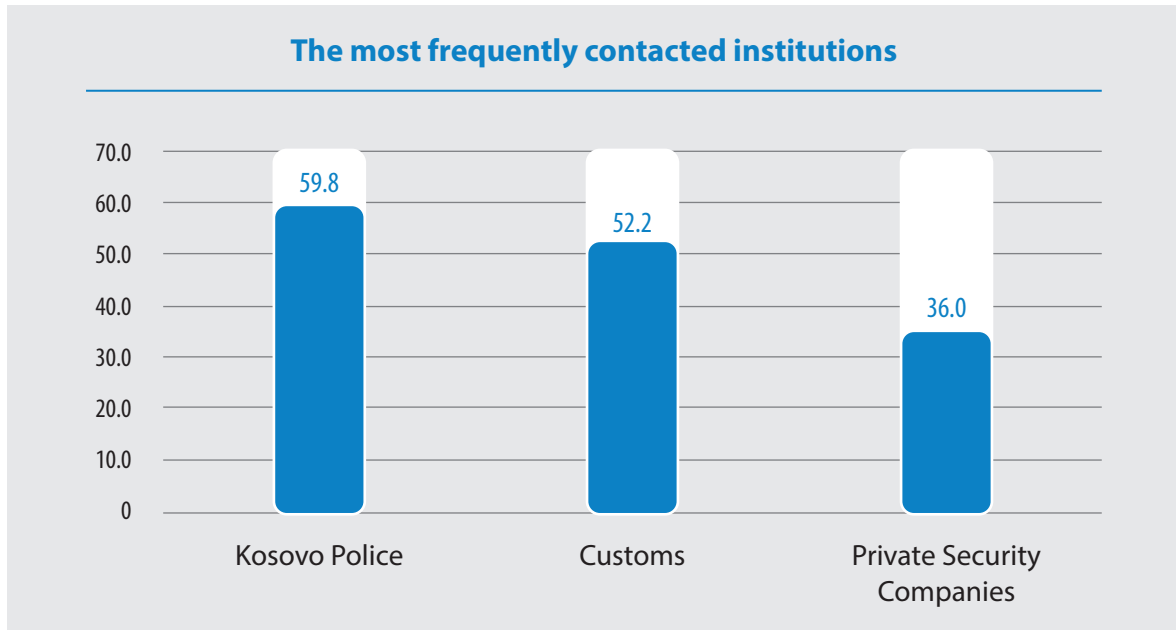


Many times, there are two factors that impact people's perceptions regarding these institutions: direct contact with such institutions and the media. As for the frequency of interaction, the Kosovo Police, Customs, and Private Security Companies (PSCs) top the list of institutions with which the respondents interacted with most frequently. This means that respondents' perceptions about these institutions have been mostly created via direct interaction. In contrast, the institutions with which the respondents interacted least frequently include: the Kosovo Intelligence Agency, EULEX, and the Prosecution.

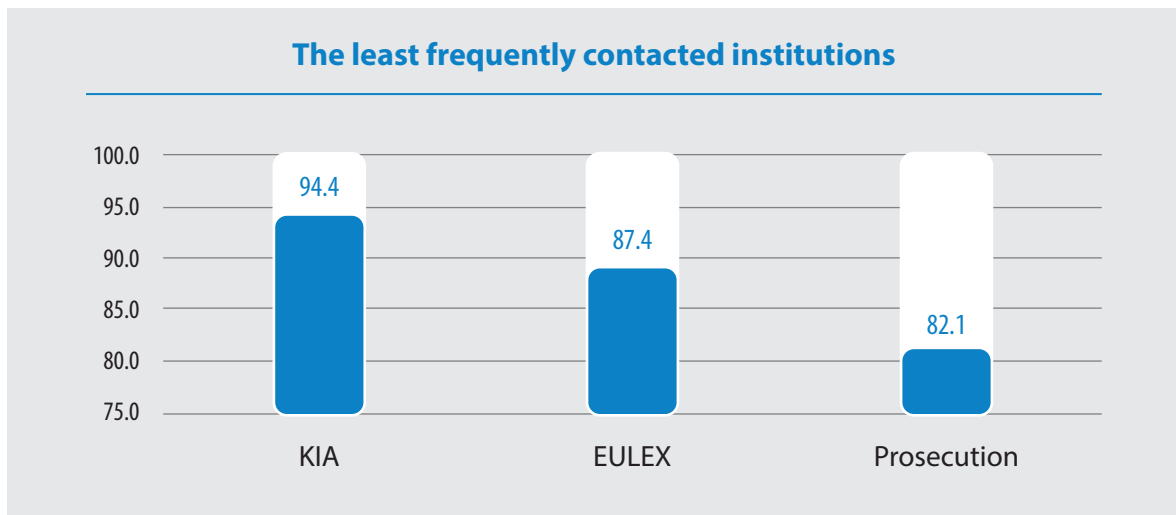
## Public perception towards the security Institutions

This edition of the KSB has examined public perceptions for six domestic security institutions (the Government, the Kosovo Police, the Kosovo Security Force, the Kosovo Intelligence Agency, and Customs), and two additional international security institutions (KFOR and EULEX). In general, the findings of this edition regarding these security institutions are similar to the findings of the previous editions of the KSB.

**FIGURE 3 - Three most frequently contacted institutions**

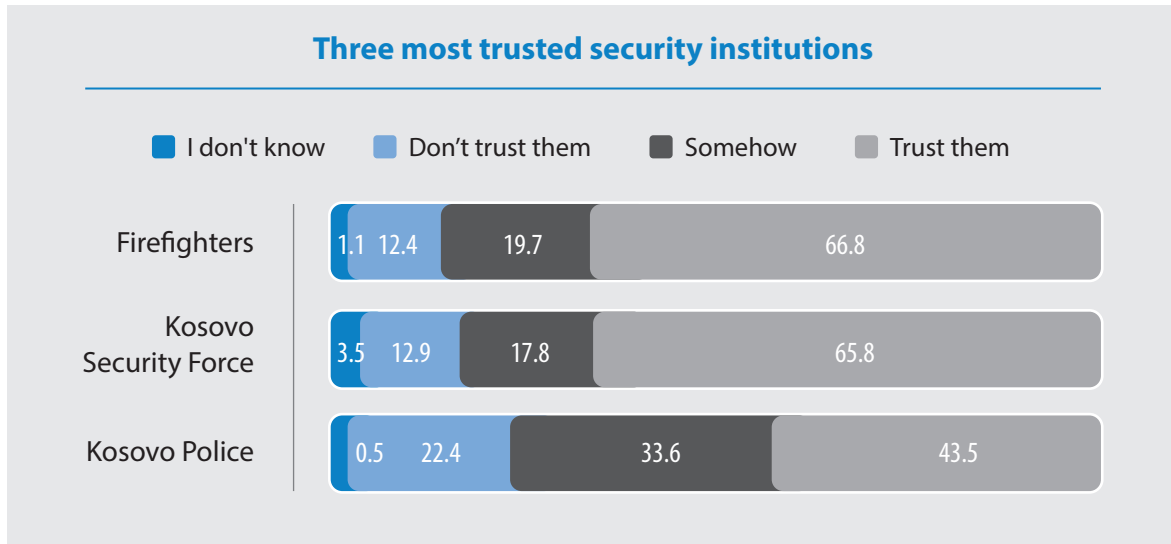
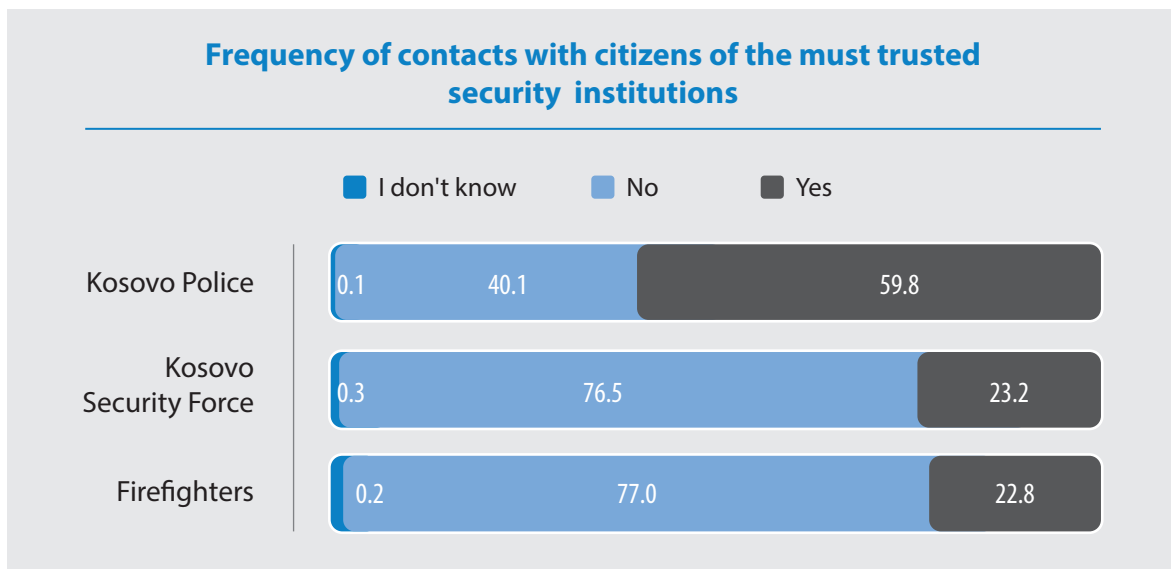


**FIGURE 4 - Three least frequently contacted institutions**



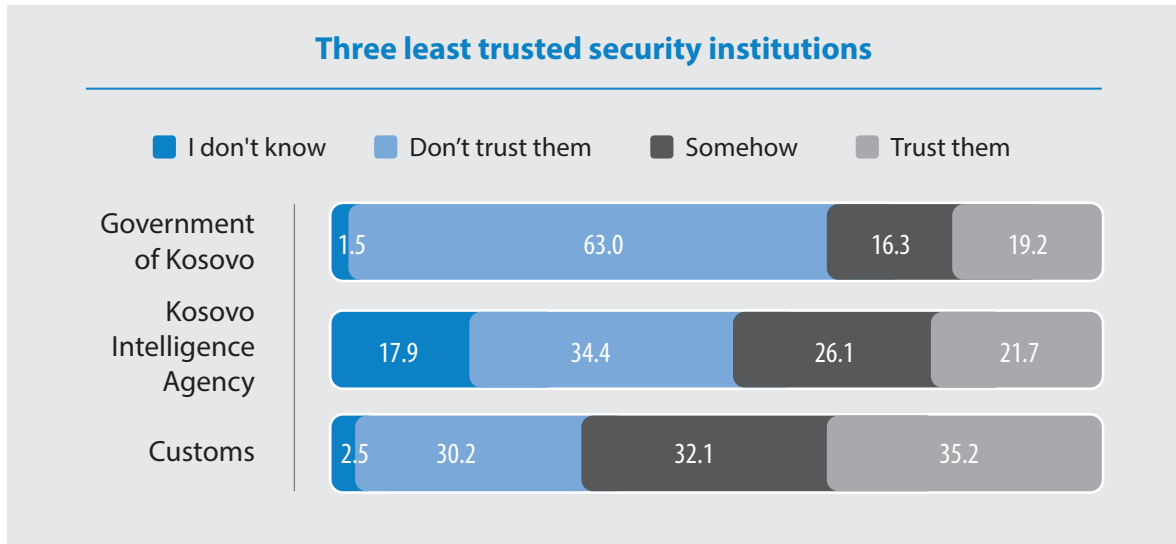
The most trusted security institutions continue to be: Fire-fighters (with 66.8 percent), the KSF (with 65.8 percent) and the KP (with 43.5 percent). Indeed, when it comes to the KSF, only 12.9 percent of the respondents showed a level of distrust towards this institution; however, 76.7 percent of respondents claimed to have not had any contact with this institution (which is a very high percentage). Likewise, the respondents’ trust towards fire-fighters is high; but, just like with the KSF the overwhelming majority, or 77.0 percent, claimed to have not had any direct contact with them. As a result, it appears that people have created perceptions about these two security institutions mostly based on factors other than direct interaction. On the other hand, although the level of trust towards the Kosovo Police appears to be moderate, the survey shows that 59.8 percent of the respondents have had frequent interaction with this institution. Therefore, direct interaction appears to be one of the key factors that has led respondents to create their own opinions about this institution.



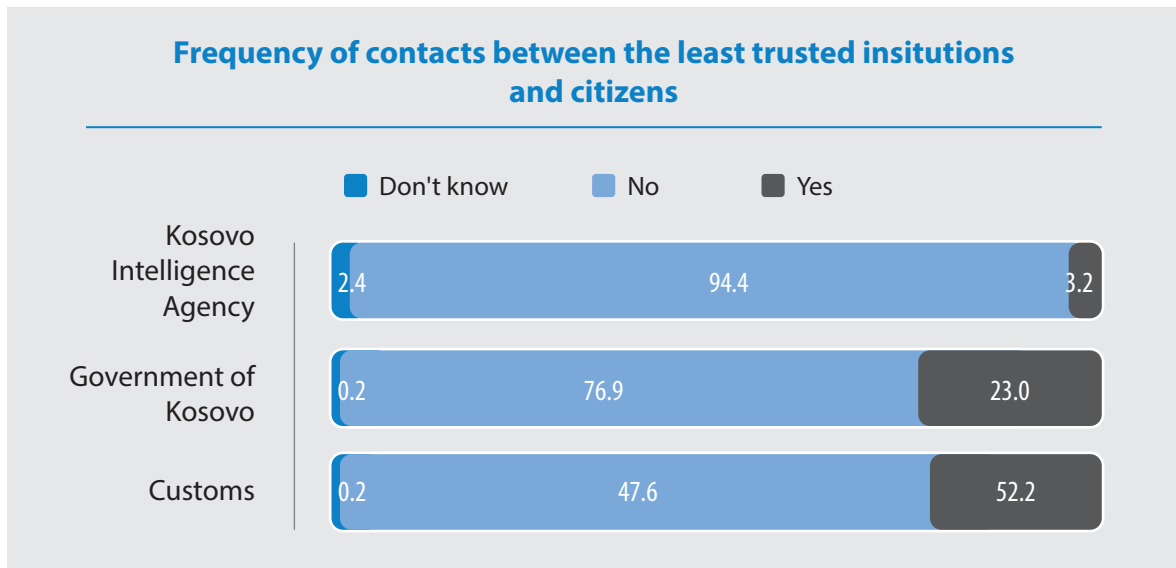
**FIGURE 5 - Three most trusted security institutions****FIGURE 6 - Frequency of contacts with citizens of the most trusted security institutions**

On the other hand, the findings show that the three most distrusted security institutions are: the Government (with 63 percent), followed by the Kosovo Intelligence Agency (with 34.4 percent) and Customs (with 30.2 percent). The high level of distrust towards the Government shows the crisis of the legitimacy of the outgoing Government affected, among other things, by a months long political impasse that remained in the background during the period when this study was carried out. With respect to the KIA, the high level of distrust towards this agency could have been caused by a number of scandals reported in the media involving senior officials of this agency. However, another factor leading to respondents' perception about the KIA could also have been the lack of information on the work of the agency, which has been "barricaded" and intransparent due to the specific nature of its functions. In fact, almost 18 percent of the respondents lack any knowledge about the KIA having 94 percent of the respondents claiming to have never contacted this institution. Finally, the survey shows a significant level of distrust towards the Customs Services, whereby 30.2 percent of the respondents stated that they do not trust the institution, while only 35.2 percent declared that they do trust the institution. As for the frequency of interaction, 52.2 percent of the respondents claimed to have directly interacted with the Customs.

**FIGURE 7 - Three least trusted security institutions**

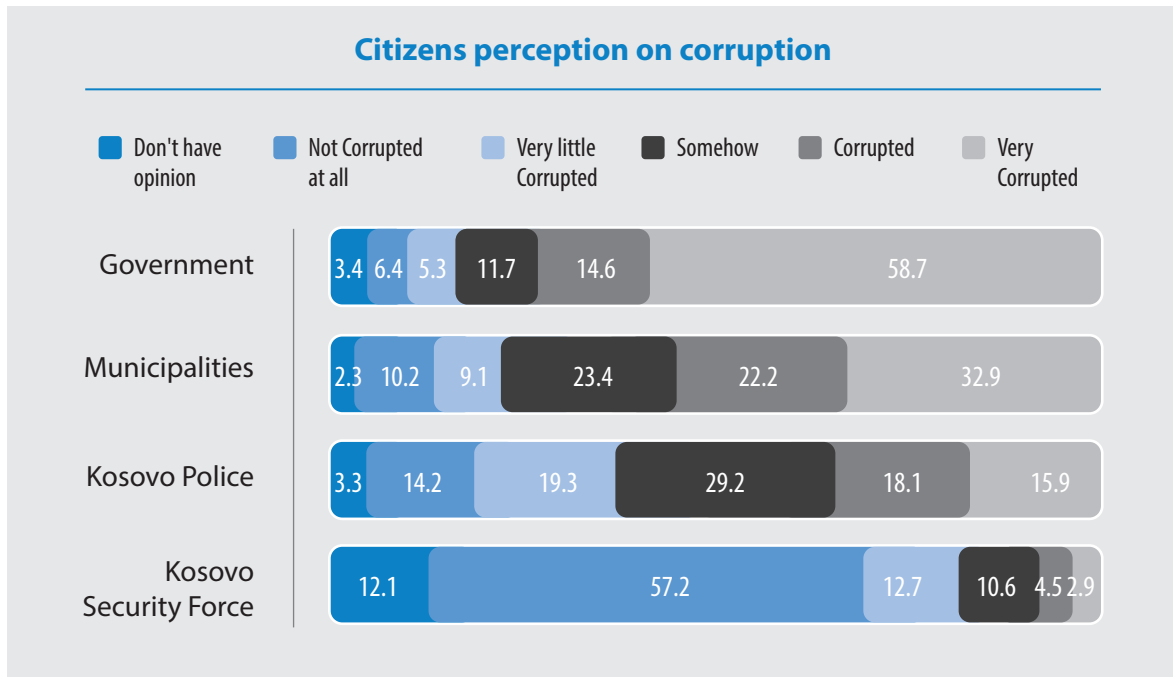


**FIGURE 8 - Frequency of contacts between the least trusted insitutions and citizens**



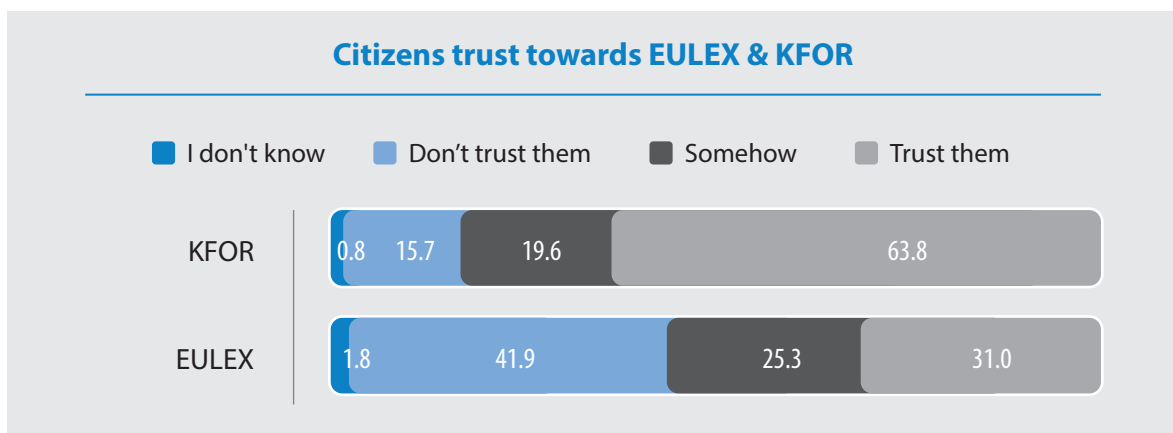
The respondents shared critical views also when it comes to the perceptions of corruption within the domestic security institutions. More than 73 percent of the respondents declared that the Government is corrupt, with 59 percent proclaiming it very corrupt, and with only 12 percent claiming the opposite. With respect to municipalities, 55 percent of the respondents stated that their respective municipality administration is corrupt, while only 20 percent stated that it is not corrupt. As for the Kosovo Police, citizens' perception towards the Police is highly divided. Around 33.5 percent of the respondents stated that the KP is not corrupt, while another 34 percent claimed that the KP is corrupt. Whereas more than 20 percent thought that the KP is corrupt to some extent, or refused to provide an answer. Meanwhile, the perception of the Kosovo citizens towards the KSF is highly positive. Around 69 percent of the respondents stated that the KSF is not a corrupt institution, while 20 percent of them stated that the KSF is somehow corrupt, or were undecided and refused to provide an answer. On the other hand 7 percent considered this institution to be corrupt.

**FIGURE 9 - Citizens perception on corruption**

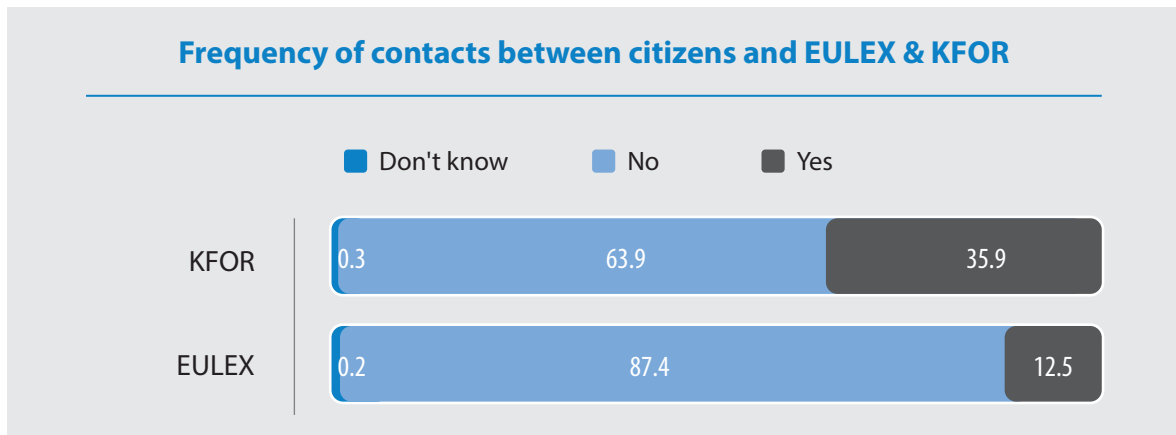


When it comes to the international institutions within the Kosovar security sector, the findings show that the trust towards EULEX continued to remain low with 41.9 percent of the respondents stating that they do not trust this mission. This high level of distrust is mainly related to the perception on the limited contribution of this mission in supporting the Kosovo institutions in preventing and combating corruption and organized crime. On the other hand, KFOR continues to remain among the most trusted international security institutions in Kosovo. More specifically, 63.8 percent of the respondents declared that they trust this institution, whereas only 15.7 percent declared the opposite. As the graphs below show, nowadays the respondents claim to have rare contact with this mission. Therefore, the perceptions of citizens towards KFOR could be said to be mainly a reflection of the past contribution provided by the mission. The respect for the role of KFOR from the past seems to overshadow any potential dissatisfaction with KFOR in the latter years, especially about its role in the northern part of Kosovo.

**FIGURE 10 - Citizens trust towards EULEX and KFOR**



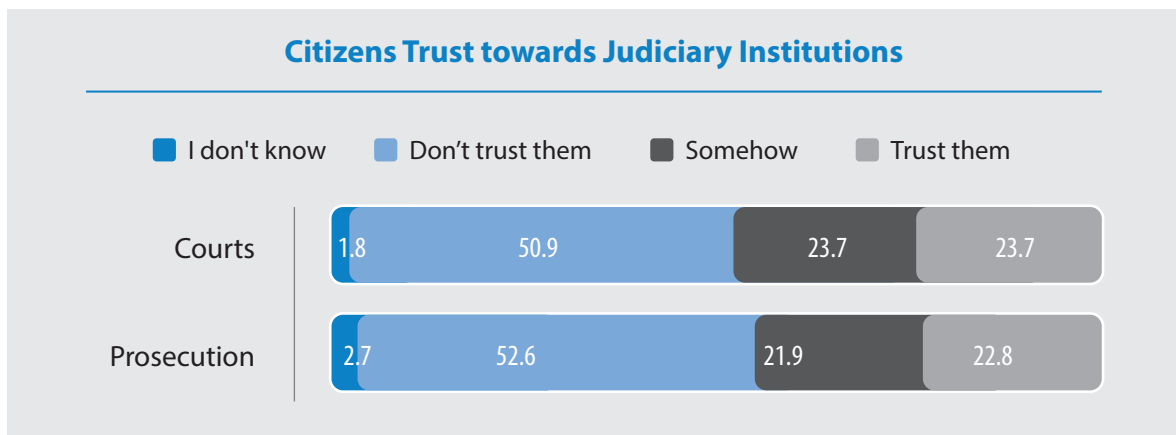
**FIGURE 11 - Frequency of contacts between citizens and EULEX and KFOR**



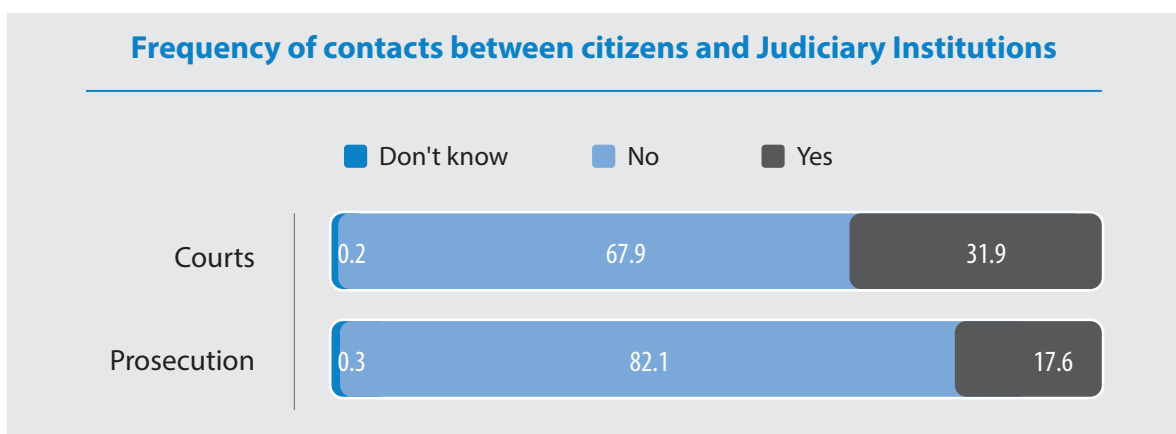
## Public perception towards the justice system

General perceptions towards the justice system in Kosovo have continued to remain underwhelming. Indeed, more than half of the respondents, or to be precise 52.6 percent, declared that they trust neither the Prosecution, nor the Courts with 50.9 percent, while only 21.9 percent and 23.7 percent declared that they do trust those institutions.

**FIGURE 12 - Citizens Trust towards Judiciary Institutions**

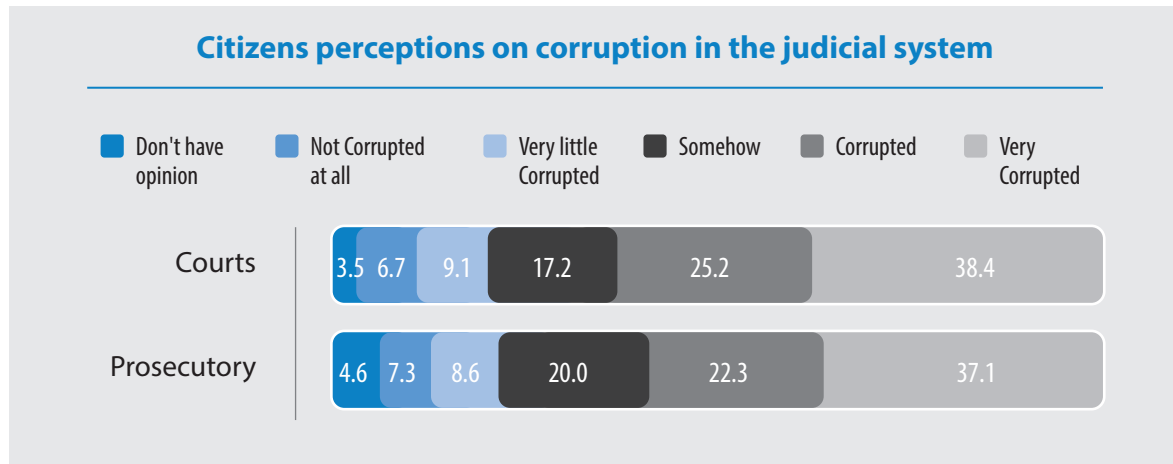


**FIGURE 13 - Frequency of contacts between citizens and Judiciary Institutions**



The respondents also shared concerning views when it comes to the perceptions of corruption within the various security institutions. Up to 50 percent of the respondents claimed that the Prosecution is corrupt, while 37.1 percent claimed that this institution is very corrupt. Meanwhile, only less than 16 percent of the respondents stated that they do trust the Prosecution. Respondents were even more critical towards the courts - a perception that is largely created based upon frequent interaction. Around 64 percent of the respondents stated that the courts in Kosovo are corrupt, with 38.4 percent stating that they are very corrupt. Whereas only 16 percent stated that the courts in Kosovo are not corrupt.

**FIGURE 14 - Citizens perceptions on corruption in the judicial system**



## Public perception towards religious institutions, the CSOs and the media

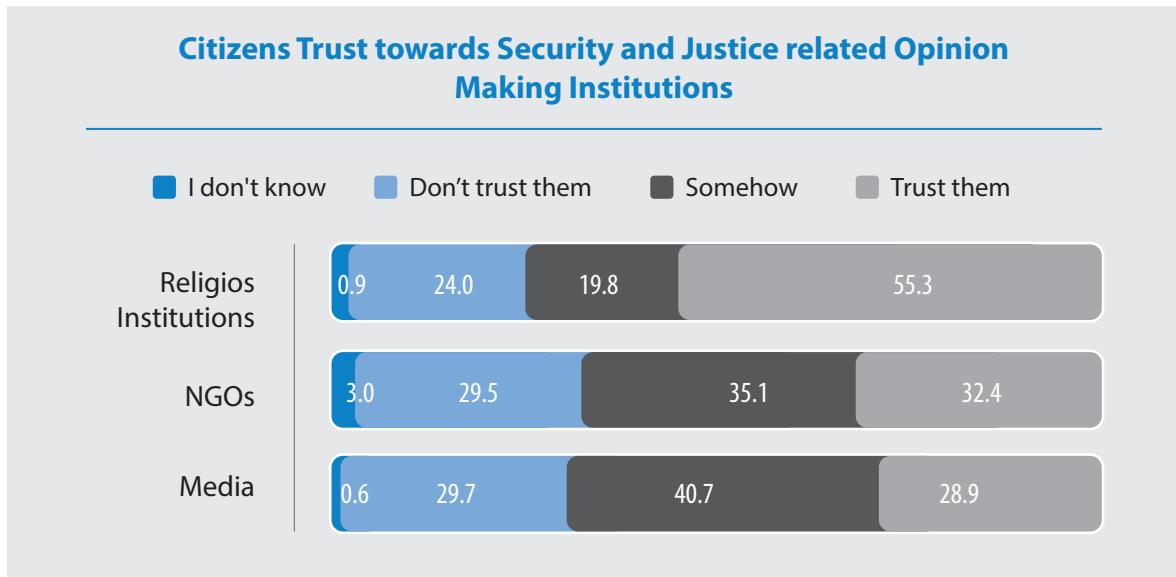
In addition to the justice and security institutions, this edition of the KSB measured the citizens' trust towards some of the key opinion making institutions in Kosovo such as: the media, the Civil Society Organizations (CSOs) and religious institutions.

The findings in this KSB show that religious institutions continued to be the most trusted by a substantial margin. More specifically, 55.3 percent of the respondents declared that they trust their respective religious institution. However, compared to the surveys conducted in the previous editions of the KSB, the percentage figure seems to be lower. Compared to the previous edition of the KSB, where more 61.9 percent of the respondents declared their trust religious institutions; the findings in this edition of the KSB show that there is a drop of more than 6 percent in trust towards religious institutions. It could be that the latest events and police actions against some religious figures, could have had a negative impact when it comes to trust religious institutions. In addition, 24 percent of the respondents declared that they do not trust religions institutions, which is high considering the traditional tolerant religious environment and views that existed in Kosovo over the past. Another 20 percent of the respondents stated that their views are balanced.

On the other hand, the public perception towards the media and the CSOs continues to be quite divided. Only around 32.4 percent of the respondents stated that they trust CSOs, 29.5 percent stated the opposite, whereas around 35 percent of the respondents were neutral. On the other hand, the respondents who claimed to trust the media is slightly lower than those that claimed

to trust the CSOs. Around 29 percent of the respondents claimed to trust the media, another 40.7 percent were undecided, while almost 30 percent of respondents stated that they do not trust the media.

**FIGURE 15 - Citizens Trust towards Security and Justice related Opinion Making Institutions**



## CHAPTER II

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### KOSOVO'S SECURITY THREATS

This section addresses mainly citizens' concerns about the risks and threats towards Kosovo's national security as well as their personal safety. Given that a series of political, ethnic and religious events have ultimately characterized this year, this edition of the KSB aims to scrutinize to what extent such events have influenced the shaping of the general perception of Kosovo's citizens towards security in Kosovo. Initially the main risks and threats towards national security acknowledged by the respondents (where a single open question was offered in order to get their input) will be considered. Afterwards, this section examines the extent to which the security sector, political stability and economic situation pose a danger or a potential threat to national security in Kosovo. The following parts provide findings related to sources of external risks that citizens perceive as a potential destabilizing factor and a threat towards security in Kosovo, such as political and cultural interventions of foreign states, international terrorism, the involvement of Kosovo's citizens in conflicts in Syria and Iraq, as well as Serbia's approach towards Kosovo. The final part aims to measure to what extent are citizens aware of the protection of personal data and privacy.

The focal points of this chapter are public perceptions towards the following issues:

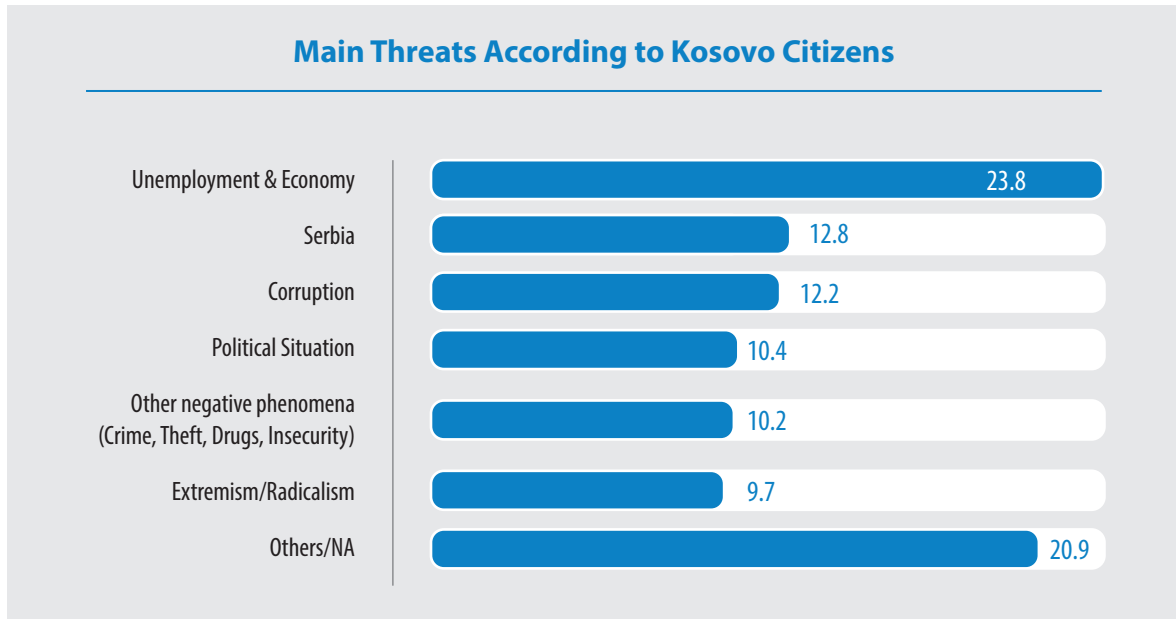
- Perceptions towards security threats;
- The greatest internal threats towards state security;
- The greatest external threats towards state security;
- Personal data protection.

### Key Security Threats According to Kosovo Citizens

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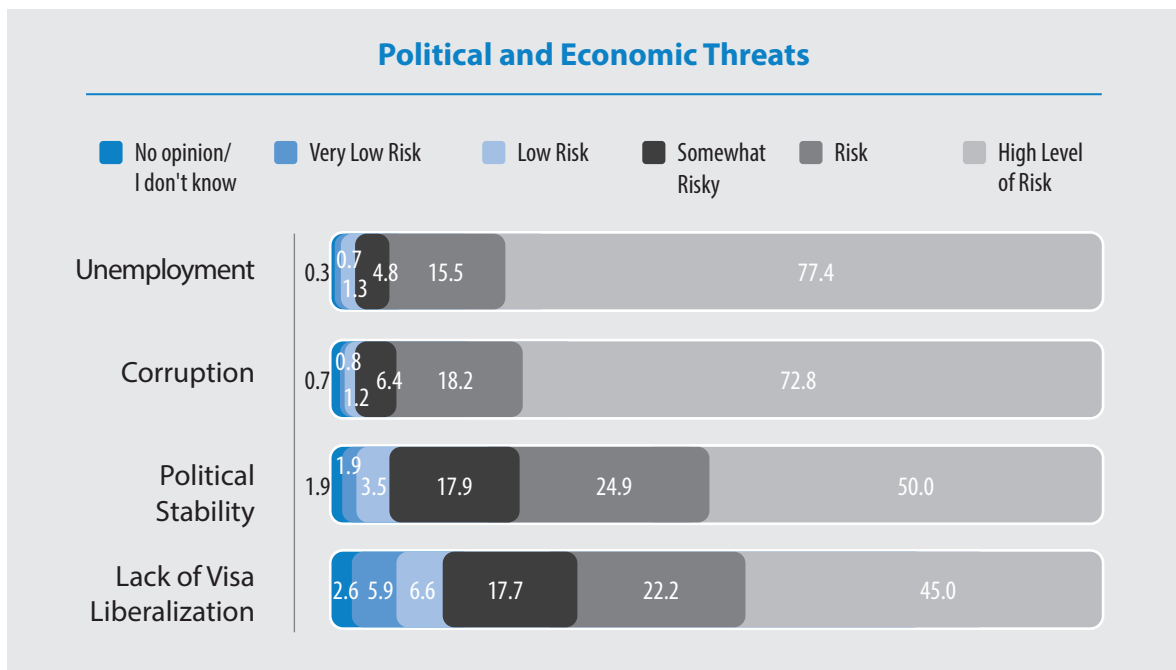
An open-ended question was offered to the respondents in order to get their personal opinion about the threats they perceive as the most hazardous for Kosovo's national security. This is primarily done with the purpose of not influencing in any way the opinion of Kosovo's citizens towards these security threats, and in order to understand directly from their perspective their biggest concerns when it comes to security issues in the country. The findings show that citizens share similar views regarding security risks and threats in Kosovo. As is the case with subsequent questions regarding the same topic, focusing on the level of risk; unemployment in Kosovo and the general economic situation is considered as the main risk and threat to Kosovo's security. Following the level of unemployment and general economic situation, the respondents have mentioned Serbia's approach towards Kosovo, corruption issues; the political situation; religious radicalism and extremism; and other negative phenomena such as criminality, insecurity, thefts and drugs.

**FIGURE 16 - Main threats according to Kosovo Citizens**



## Greatest Internal threats towards national security of Kosovo

**FIGURE 17 - Sources of internal risks of political and economic nature**



Subsequently, the respondents were asked to rate the greatest threats to Kosovo’s security. The question had 4 options with the opportunity of rating each on a 6 Likert scale. The highest threat to Kosovo’s national security is perceived to be the high rate of unemployment. Over 92 percent of the respondents perceive the unemployment rate as a dangerous and potentially destabilizing factor for the security situation (77.4 percent consider it to be high risk while to 15.5 percent considers it to be risky). These results show that the ordinary Kosovars seem to perceive security from a rather holistic perspective, with economic insecurity being the main concern. This does not



come as a surprise, considering that there is a high unemployment rate (estimated above 30.0 percent in 2013). On the other hand, only a portion of the respondents, 5.5 percent claimed that the unemployment rate in Kosovo does not represent a security concern (4.8 percent consider it to be a low risk and only 0.7 percent considers it to be a very low risk).

As far as public perception regarding the issue of corruption is concerned, 91 percent of the respondents considered corruption to be a security concern. This perception towards corruption is in line with the shift in perception among Kosovars who are gradually departing from the traditional perception of security in this factor as with economic insecurity. Only 6.4 percent stated that corruption is a security threat to some extent, while 2 percent of the respondents claimed that corruption represents a low risk when it comes to security (1.2 percent consider it to pose a low risk and 0.8 percent consider it to pose a very low risk to security). The other 0.7 percent of respondents did not have any opinion on the matter.

Political instability is perceived as a security concern for around 75 percent of the respondents. Of this percentage, 50 percent believe there is high level of risk because of political instability in Kosovo, while 24.9 percent perceive it as a potential risk. In fact, the perception on political instability could have most possibly been triggered by the latest political impasse showing therefore a growing concern by the citizens. The remaining 17.9 percent of respondents stated that there is a threat to some extent when it comes to political instability, while the remaining 5.4 percent seemed to have no concern on the matter.

Lack of visa liberalization is another overarching concern expressed by the citizens. Up to 67.2 percent of the respondents perceive the lack of visa liberalization as a security concern. Accordingly, 45 percent of the respondents perceive this lack of visa liberalization as a serious challenge to their wellbeing. Up to 22.2 percent share the same opinion with the rest but don't consider this matter as a high risk. The remaining part of the respondents perceive a threat to some extent (17.7 percent) or stated that lack of visa liberalisation does not represent any threat to them (12.5 percent).

**FIGURE 18 - Sources of internal risks**



The second category of threats relates more to traditional types of challenges and threats to national and individual security. The majority or 62.8 percent of respondents' perceive organised crime to pose a high level of risk to state security. While 22.3 percent of the respondents claimed that organized crime only implicitly poses a risk to state security. This means that the overwhelming majority of the respondents expressed deep concerns regarding the impact of organized crime on Kosovo's state security. Such perceptions are in line with the weak performance of the state institutions in fighting organised crime – an issue which has been highlighted by respondents as well. On the other hand, 11.4 percent of respondents perceive organised crime as a potential threat to some extent, with only 2.4 percent of respondents perceiving organized crime to pose only a low risk to state security.

Another security concern for the respondents mentioned above as a security threats is religious radicalism. The issue became overtly present in public discourse by mid 2014 (and it is still present) due to the participation of Kosovars in the conflict in Syria and Iraq. When asked to express the extent to which religious radicalism represented a threat to state security, 48.5 percent of the respondents rated it as highly risky, 18 percent of them considered it to be risky and 13.4 percent of them considered it to be risky to some extent. On the other hand, 7.1 percent of the respondents believed the risk from religious radicalism is low, while 9.9 percent of them believed it poses a very low risk. Compared to respondents answers to other internal threats listed for them, there was a greater percentage of them who were reluctant to give any opinion on this issue (3.1 percent).

The issue of the northern part of Kosovo remains a concern for 73.2 percent of the respondents. These concerns - as highlighted by the respondents - mainly touch upon the lack of freedom of movement, and their perception of the existence of barricades and organised crime. The respondents are aware of the political, security and legal complexities of the northern part of Kosovo; however, they believe that the situation there is concerning and that there remains a potential for destabilisation. Up to 47 percent of the respondents share the opinion that the security situation in the northern part of Kosovo represents a high level of risk for the state security. More than 26.2 percent of respondents perceive it to be as risky; 14.3 percent perceive it to be as somewhat risky; while 6.3 percent perceive it to be of a low risk and 4.6 percent as a very low risk.

For the majority of the respondents, natural disasters do not pose a risk when put against the aforementioned internal security threats. The reasoning behind this refers to the fact that Kosovo, compared to the other Western Balkan countries appears to have had a lower number of natural disasters. However the risk does exist, and according to more than third (35.4 percent) of the respondents, natural disasters are a concerning issue. For another 21.3 percent of the respondents, natural disasters are considered to be a risk only to some extent, while for the other 41.3 percent natural disasters do not pose any threat to state security.

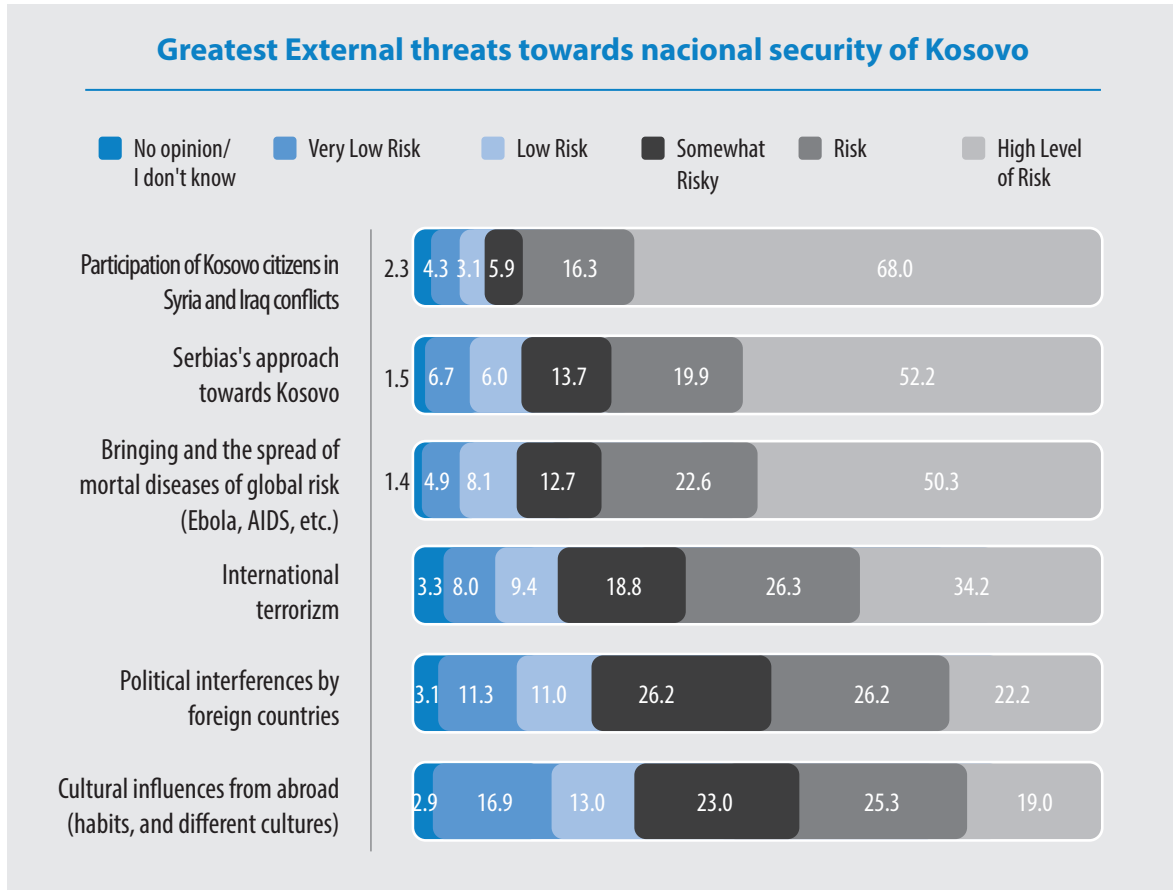
## External threats towards state security

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The respondents were also asked to rate the external threats towards state security. According to the majority of them, the main external threat to state security is the participation of Kosovo's citizens in conflicts in Syria and Iraq. In statistical terms, overall 90.6 percent of the respondents perceive the participation of Kosovars in conflicts in the Middle East as highly risky or risky for state security. The risk is perceived due to the eventual return of these individuals back to Kosovo

and the “combat ready” potential they have to reach their political or ideological targets.<sup>1</sup> On the other hand, 12.7 percent of respondents consider the participation of the citizens of Kosovo in conflicts in the Middle East only risky to some extent, whereas 10.2 percent of them believe there is no risk at all.

**FIGURE 19 - Sources of external risks**



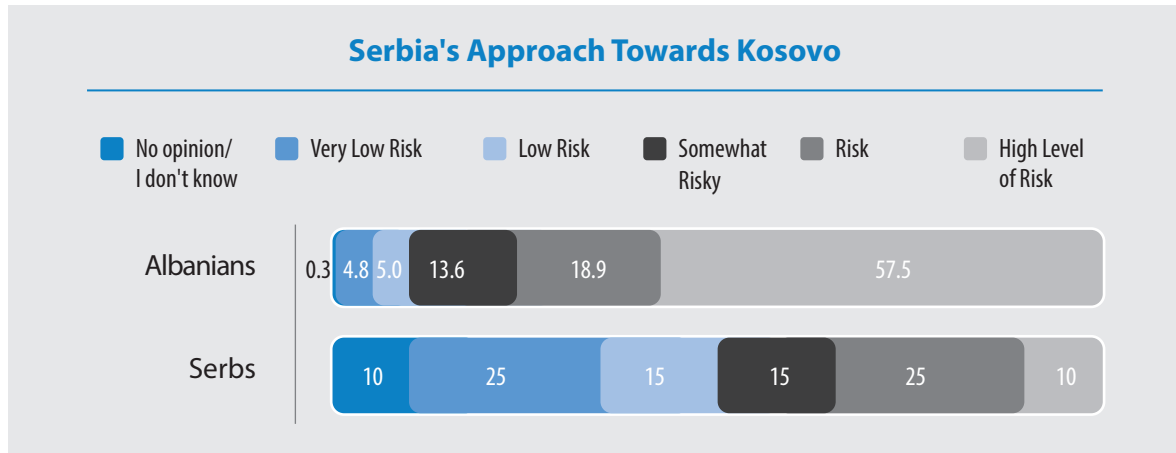
Serbia continues to be perceived as an external security challenge for the respondents of the survey. Up to 52.2 percent of the respondents perceive an approach of Serbia towards Kosovo to be highly risky; 19.9 percent of them perceive it as risky; while 13.7 percent of them believe that Serbia’s approach towards Kosovo is risky only to some extent. The other part of the respondents 6 percent and 6.7 percent of them perceive Serbia to pose a low risk or very low risk respectively for state security.

Serbia’s approach towards Kosovo, according to respondents, is the second most threatening issue towards state security. Compared to the previous edition of the KSB, this edition finds significant changes in public opinion perception towards Serbia. A major shift has been noted in particular on the question regarding hostility and potential threat coming from Serbia. This edition finds that around 90 percent of the citizens in Kosovo perceive Serbia as a hostile country, which is 20 percent higher than the previous KSB edition. In the previous editions, all figures regarding Serbia stood at somewhere between 60 percent and 70 percent. These public opinion changes may have come as a result of the violence that erupted in the football match between Albania and Serbia which took place on 14 October 2014 in Belgrade, and the events that followed immediately after. It seems that this event has significantly had an impact on public opinion in Kosovo regarding Serbia.

<sup>1</sup> Focus Group with KCSS Field Researchers, 22 October 2014

There is a significant divide in the findings regarding Serbia when the two communities in Kosovo (Albanians and Serbs) are compared. Accordingly, 76.4 percent of the Kosovo Albanians perceive Serbia’s approach towards Kosovo as an external threat, compared to 35 percent of Kosovo Serbs. On the other hand, only 18.6 percent the Kosovo Albanians believe there is no potential risk from the Serbia, compared to 40 percent of the Kosovo Serbs.

**FIGURE 20 - Serbia’s approach towards Kosovo based on ethnicity**



There are other external matters that citizens of Kosovo seem to be concerned about, and one amongst them is terminal diseases such as Ebola and its potential for dissemination in Kosovo. More than half of the respondents have expressed their concern when it comes to the potential spread of such terminal diseases, whereby 22.6 percent of the respondents claimed that there is a potential threat from the spread of the diseases such as Ebola and AIDS in Kosovo. Also, 12.7 percent of the respondents claimed that such threats exist only to some extent; and 8.1 percent and 4.9 percent of them claimed that there is only a low risk or very low risk respectively from the potential spread of such diseases.

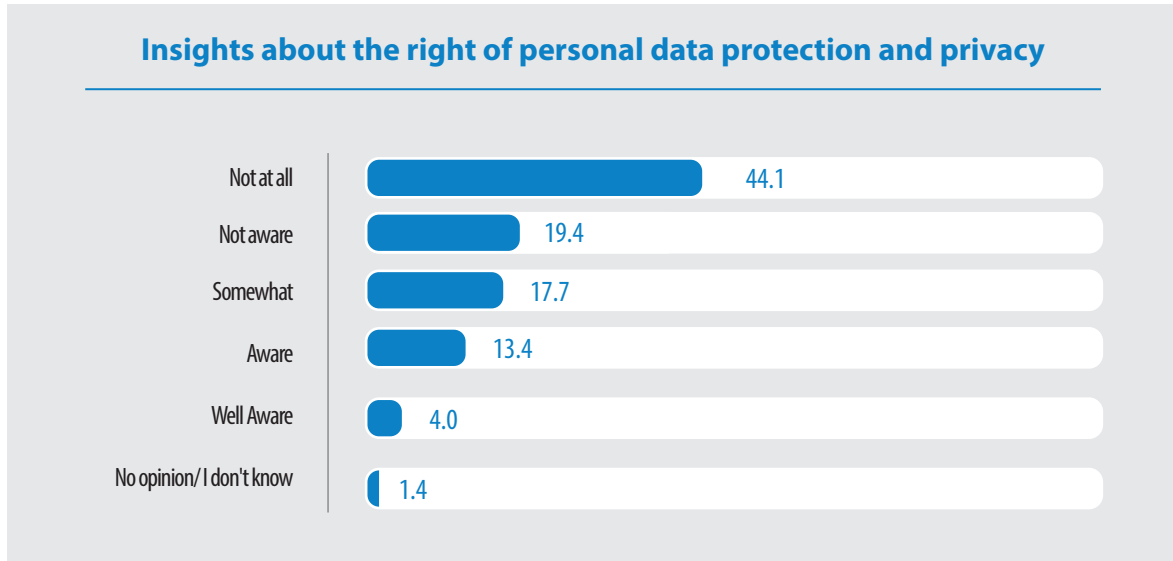
International terrorism, a security concern for many western countries, is also perceived as a potential threat for state security. Accordingly, 60.5 percent of the respondents claimed that international terrorism represents a serious external threat towards state security, followed by 18.8 percent of them who claimed that the threat exists only to some extent. The other 17.4 percent of the respondents stated that such risk is low, and the other 3.3 percent did not want to express any opinion regarding this issue.

Political interference by other countries in Kosovo has also been perceived by the respondents to be risky for state security. 48.4 percent of the respondents claimed that political interferences by other countries are generally risky for state security. Another 26.2 percent of the respondents claimed that such interferences are only somewhat risky, whereas the other 22.3 percent see no security threat from foreign political interference. Another 3.1 percent of respondents did not give any opinion on the matter.

Cultural influences from abroad were another issue that concerned the respondents of this survey. There were 44.3 percent of the respondents who viewed cultural influences from abroad as a potential threat; 23 percent of them perceived external cultural influences to be somewhat a threat; whereas almost 30 percent of the respondents claimed that this issue does not pose a serious threat to state security.

## Protection of personal data and privacy

**FIGURE 21 - Insights about the right of personal data protection and privacy**



Despite solid progress when it comes to personal data protection since the initial phase - dating from 2010 when the Law for Personal Data Protection was adopted, the KSB results have once more confirmed a lack of knowledge among citizens about their rights on privacy and personal data protection. Nevertheless, compared to the previous edition of the KSB, there is a small increase in awareness on personal data protection in the findings of the current edition of the KSB. Compared to the 70 percent of the respondents who were not aware of their rights when it comes to data protection reported in the previous edition, 63 percent of them claimed to be aware of the rights they enjoy when it comes to data protection in the current edition. Similarly, 44 percent of the respondents claimed to not be aware at all regarding their rights when it comes to data protection during this edition, which is an improvement from the previous edition which has found that 55 percent of the respondents were not at all aware of such rights. Another 19 percent of the respondents are not aware, followed by 14 percent that are aware to some extent about the rights in this regards. On the other hand, 18 percent of the respondents are aware about these rights and only 4 percent of the respondents stated that they are very well aware about their rights when it comes to personal data protection and privacy.

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