

Kosovo Security Barometer

First Edition I
December 2012



KCSS
Kosovar Center for Security Studies

Supported by:



"This is the first local initiative by a local think tank. We aim at assisting institutional reforms and advocate for better governance practices."

**Florian Qehaja, KCSS
Executive Director**

What is the Barometer about?

The Kosovo Security Barometer has been designed to serve as a new innovative bi-annual publication aimed at capturing the public opinion trends towards security and justice institutions as well as the key security challenges facing Kosovo. This initiative is similar but quite distinct compared to other competing publications. It differs in significant way for its focus on security and justice, for the independence of the think tank and absence of political

constraints in communicating the findings and messages. Secondly, the publication is the first local initiative indicating the importance of donor-driven efforts to create a sustainable civil society in Kosovo. Thirdly, the publication is unique for its methodology – it will probably be the first traditional and periodic publication based on public opinion surveys.

Our audience

The centre intends to complement earlier similar approaches in providing grassroots inputs to the policy process namely (a) assessment of public opinion towards private security companies and (b) community-based approaches towards security. With this publication the centre shall launch the first local initiative to surface the people's opinions and bring them into the policy-making process and institutional reform. The initiative also corresponds with a period when

security and justice are very sensitive areas given the complexities of demographic structure, multi-ethnicity and rather complex relations with some neighboring countries. The impact of the publication can be expected to multiply in the mid-term for a number of reasons including (a) centre's credibility as a neutral think-tank, (b) centre's track record of employing appropriate scientific methods in its products, (c) the importance of local ownership and (d) the professional capacities available at the centre

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Methodology

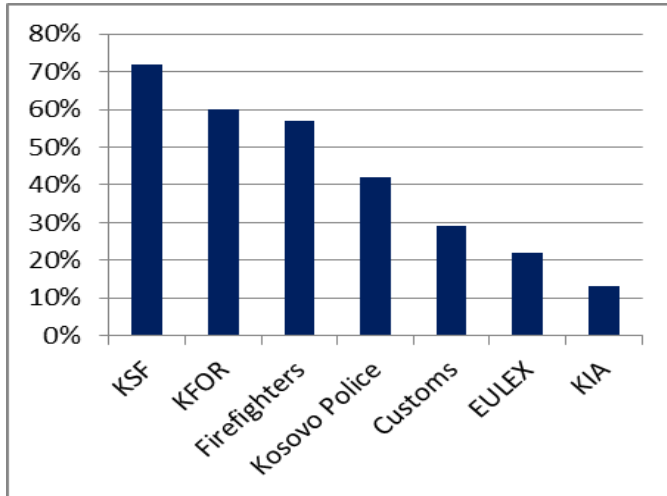
The report provides a summary of people's perceptions about security in Kosovo, the performance of judicial institutions, the nature of external and internal threats, political stability, economic and environmental security. The Barometer is carried out through face-to-face interviews conducted around Kosovo, and using a questionnaire developed by KCSS. All questions are close-ended, and the majority is in the form of five-point Likert scales. Sampling, piloting and interviews were conducted by KCSS team involving 20 researchers. A national sample was drawn that is representative of the Kosovo population that is 18 years and above and includes 1067 households. The ethnic breakdown of the interviewed respondents is: K-Albanian 89%, K-Serbian 7%, and other K-minorities 4%.

The sample frame is based on telephone area codes and includes the regions of Prishtina, Mitrovica, Prizren, Ferizaj, Gjilan, Peja and Gjakova. Following the first stage of geographical clustering based on the 2012 Kosovo Census Report, the second stage involved clustering samples by municipal area with a stratified rural/urban sample as per the number of households. The last stage followed a random sampling method using the nearest 'birthday method'. Random sampling ensures that each person resident in Kosovo has an equal probability of being chosen for the interview. As a representative sample, the result of the survey can be projected onto the Kosovo population as a mirror image of trends in attitudes and perceptions amongst adult Kosovans in general. The margin of error is 3% with a confidence interval of 95%. 1

Prior to the commencement of fieldwork in November 2012, several pilot interviews were conducted to test several new and revised questions. The research team subsequently reported that the pilot was successful, and no problems were encountered with these questions. All interviews were completed between 1 November and 1 December 2012. Data processing has been completed using SPSS software.

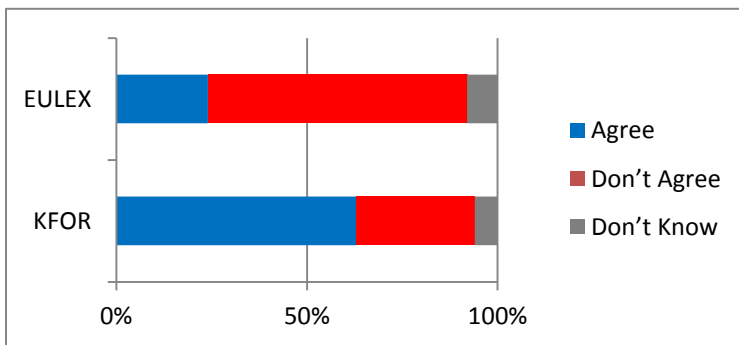
The selection of institutions has been done on the basis of the KCSS practice of evaluating security sector institutions and the corresponding Almanac on Security Sector Monitoring and Evaluation. Innovative practices of new public management require a more result-based approach in service delivery. In essence evidence-based policy making requires that the provider be able to progressively receive inputs and measure its performance. KCSS has used its own internal capacities and knowledge to complement the efforts of both local and international stakeholders. It has reasoned that this should be particularly valuable in view of the ongoing Security Sector Review. Perceptions presented in this report are a summary of information gathered from respondents and it only demonstrates how people perceive 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. A more detailed analysis and report will be produced at a later stage.

Satisfaction with security institutions and perceptions towards public security and crime



Respondents were asked of how satisfied were they with the work of security institutions and place their own opinion against a rank based on the Likert scale – 1 being very dissatisfied, 2- dissatisfied, 3- somehow, 4- satisfied, 5- very satisfied and 0-no opinion or failed to answer. Respondents were most satisfied with the work of Kosovo Security Force (72%) followed by KFOR (60%) and firefighters (57%). A more moderate satisfaction level was expressed towards Kosovo Police – with only 42% reporting of being satisfied with their work. The least satisfaction levels were expressed towards the work of Customs (29%) and EULEX (22%). Respondents asked to evaluate the

work of the Kosovo Intelligence Agency (KIA) produced inconclusive results as nearly 60% said they did not have sufficient information to judge them. Those willing to provide their perceptions towards KIA were unsatisfied with their work (27%). K-Serbs have generally low satisfaction levels (highest being K- Police with 23%). Majority of K-Serbs seem to be dissatisfied with the work of KFOR and EULEX.

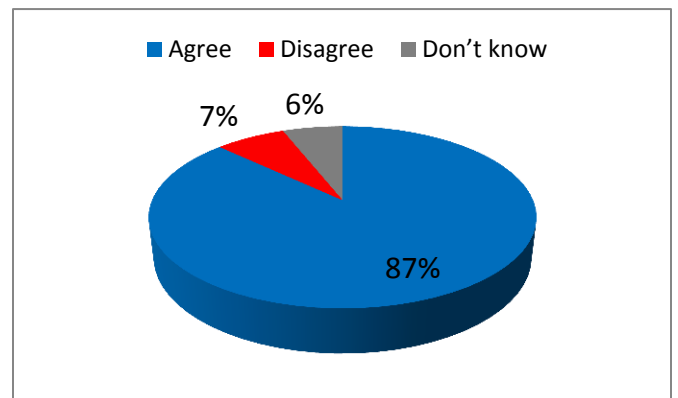


Do you consider EULEX/KFOR fair and unbiased?

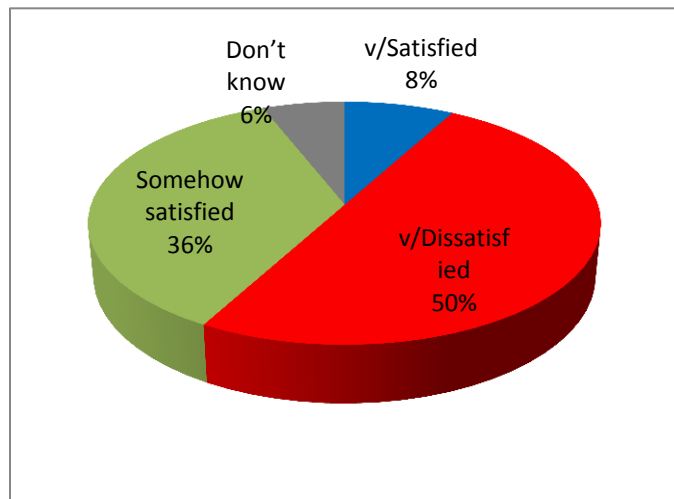
Respondents were also asked if they agreed or disagreed with the following statement 'EULEX /KFOR are fair and unbiased?' The vast majority agreed in the case of KFOR but had an opposite opinion of EULEX.

Should Kosovo Security Force transform into an army?

When asked if they agreed or disagreed with the following statement 'Should Kosovo Security Force become an army?', the vast majority (87%) responded positively compared to 7% who thought differently.



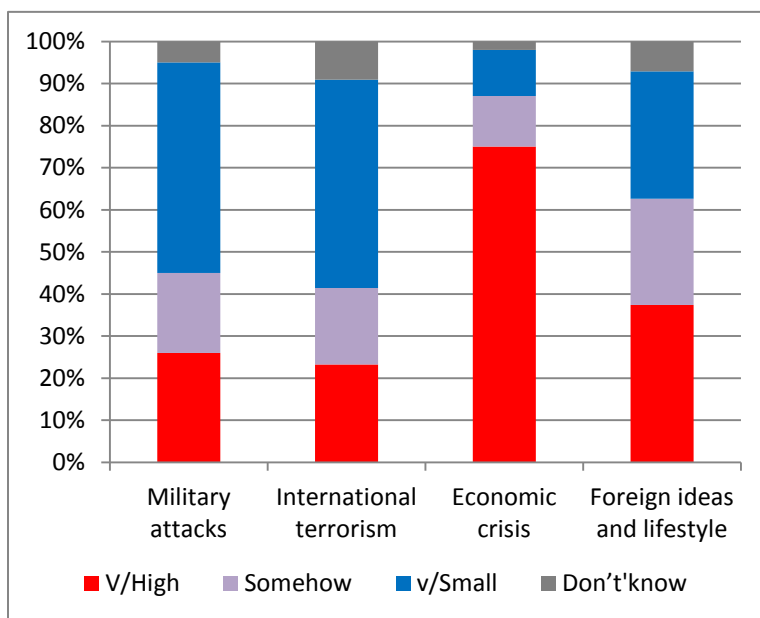
Satisfaction with judicial institutions



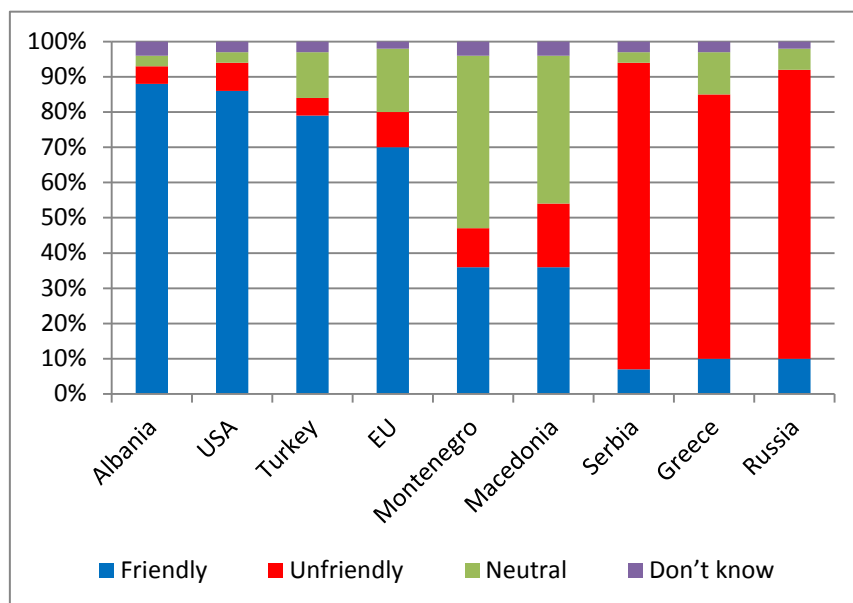
Respondents generally expressed doubts and little trust towards Kosovo judiciary. Nearly 60% said they had little or no trust in the judicial system. Their satisfaction with the work of Kosovo court stands at 8% with another 36% reporting that they were somehow satisfied. Half of those interviewed said they were very/dissatisfied with the work of Kosovo courts. When asked to think of a reason that fuels their discontent 36% said that Kosovo courts work slowly, followed by lack of trust in the court system (28%) and lack of information (12%). The rest were split between the availability of alternative means of resolving their issues, distance from home, and something else. Respondents were also asked if they agreed or disagreed with the statement 'Courts are independent'- only 14% said they agreed,

Perceptions of external threats and external relations

Our research team was interested to capture the nature of external threats that people perceive. The potential impact of economic crisis was the highest external threat that respondents perceived (75%). They perceived little or no threat from potential military attacks and international terrorism. However, nearly 40% saw foreign ideas and lifestyles as a potential threat to Kosovo society – potentially reflecting some form of resistance to globalization. No significant differences were noticed in respondents' perceptions when stratified along ethnic lines. Older generations were somewhat more inclined to see the risk of external lifestyles and military attacks higher than younger ones. When asked to assess the level of threat from neighboring countries, about 70% saw some level of threat coming from Serbia. Only a negligible percentage had a similar opinion towards Albania, Macedonia or Montenegro.



How (un) friendly do you assess the following countries/institutions?



Respondents were also asked how friendly or unfriendly they considered both their neighbors and major international actors with a stake in Kosovo security and politics. Albania, United States, Turkey and EU were assessed as friendly countries/institutions. Those interviewed viewed Macedonia and Montenegro as mainly neutral. Serbia, followed by Greece and Russia were viewed as unfriendly towards Kosovo. The ethnic breakdown of the sample revealed some differences especially among K-Serb who viewed Serbia, Russia and Greece as the friendlier than the rest of the list. More K-Serbs saw EU as unfriendly (36%) than as a friendly institution (30%). USA and

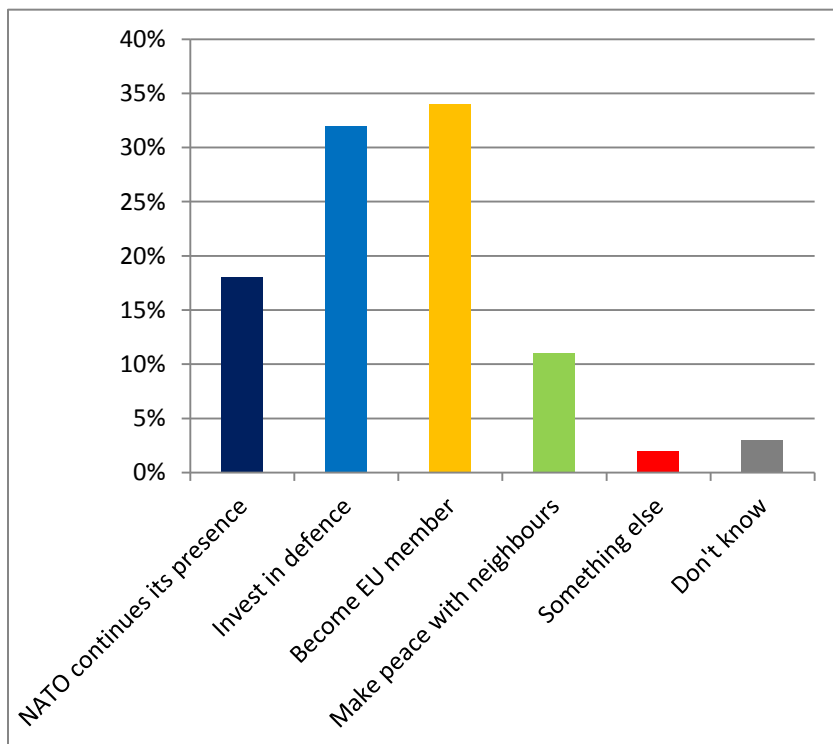
Albania top the list of unfriendly countries towards K-Serbs. However, K-Serbs' perception of unfriendliness towards Albania is substantially less than K-Albanians perception of Serbia.

Kosovo Security against external threats best ensured if?

When asked to express their opinion of the best way to ensure Kosovo's security, respondents rated membership in the European Union and investment in defense as the most effective steps. Only 18% thought the same about the need of NATO presence in Kosovo. Making peace with neighbors was seen as the least favorable option (11%).

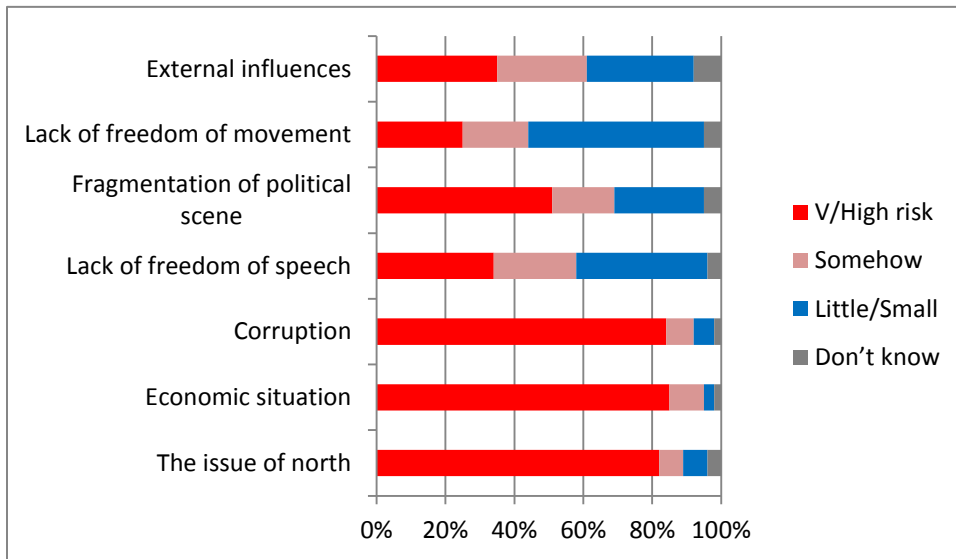
Should KFOR numbers be reduced?

About 50% of all respondents said that the numbers of KFOR troops should remain the same – the rest were almost equally split between the need to reduce and increase the number. K-Albanians were more inclined to see KFOR concentrate in the northern Kosovo.



Political security – risk perceptions

How do you assess the risk to political security from?

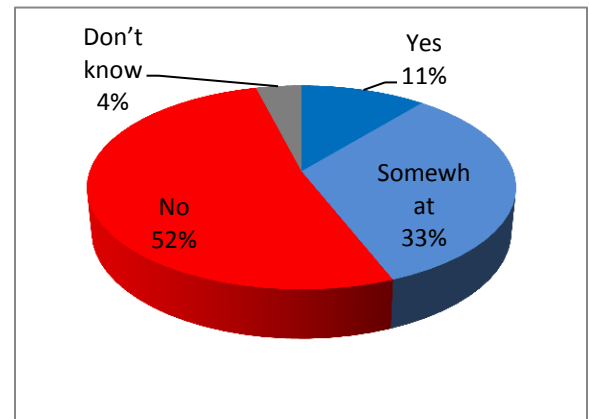


The research team developed a set of questions to capture people's perceptions towards risks that have the potential to challenge the political security in Kosovo. Through an inclusive approach in questionnaire development, the team identified a number of potential sources of threats through an observation approach of the issues stressed daily in the Kosovo public opinion scene. The issue of northern Kosovo, economic situation and corruption were generally viewed as the main factors threatening political stability in Kosovo. The fragmentation of political scene

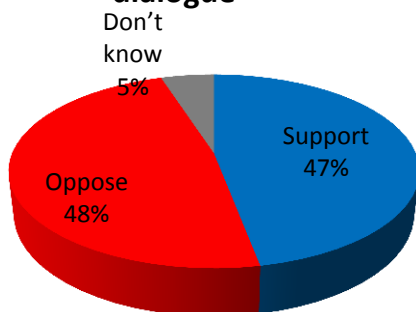
and potential impact of struggles between competing political parties received moderate attention. Respondents were less inclined to see any challenge coming from external influences, lack of freedom of speech and freedom of movement. No major differences were observed among ethnicities.

Respondents were also asked to assess the existing political situation in Kosovo and their trust towards democratic institutions and practices. Nearly 60% of those interviewed assessed the existing political situation as bad. When asked if they agreed with the following statement 'Kosovo institutions represent my interest' 68% percent did not agree. Majority of respondents (52%) said they would contact institutions directly if they need services or attention but a significant number 40% were of the opinion that family and personal connections as well as links with political parties were their most preferred alternatives. Respondents' trust towards the electoral system was surprisingly low – about 52% reported that they had little or no trust in the system.

Do you trust the electoral system?



Do you support Belgrade-Prishtina dialogue



Respondents were almost equally split over the issue of Belgrade-Prishtina dialogue. About 47% said they supported the ongoing dialogue. When asked if they were of the opinion that the dialogue will lead to an improvement in stability about 45% said they remained hopeful. K-Serbs were more inclined to support the dialogue (55%) but less hopeful than K-Albanians about the outcome.

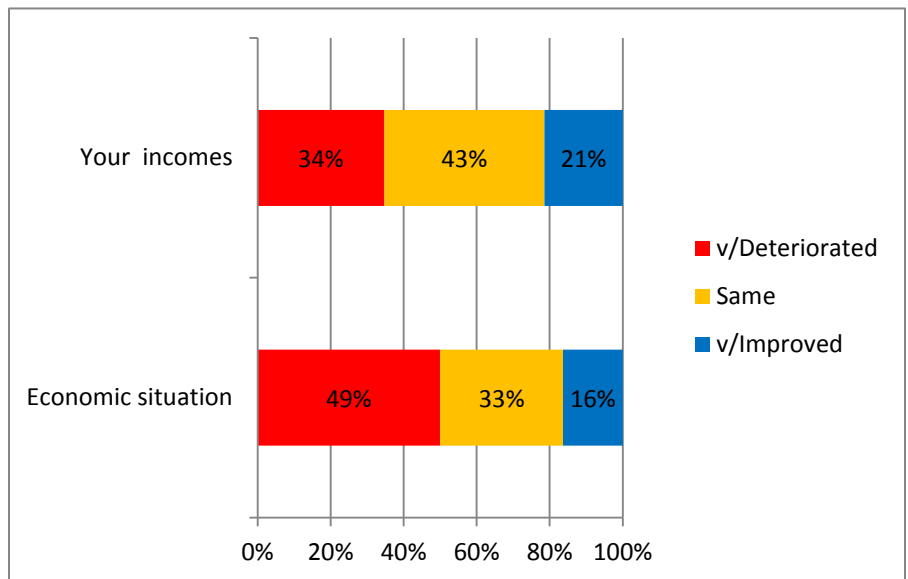
Economic security

The research team has established the index of economic security in Kosovo. The existing perceptions will serve as the baseline to measure respondents' confidence in economy and track changes to their incomes. The existing baseline is necessarily negative given the existing economic situation but also the potential impact of the European economic and debt crisis in Kosovo.

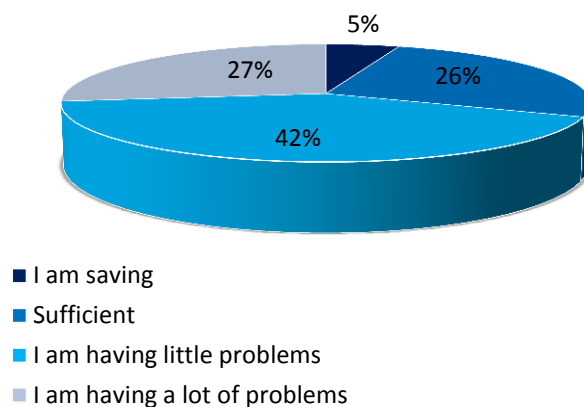
While the Government has managed to offset the potential negative impact through increased public spending in major public works and increases in public servant salaries, it should also be noted that Kosovo has

experienced higher than usual levels of inflation. Potential impacts of loss of remittance revenues, potential cash squeezes due to financial crisis could have also impacted people's perceptions. Nearly 50% of the respondents were of the opinion that Kosovo economy this year has deteriorated compared to last year [2011]. Those interviewed were also asked to if they have experienced any change in their incomes compared to last year – 34% said that their level of income has deteriorated compared to a year ago. Only 21% reported an improvement in incomes. In simple terms that places the baseline of the economic security index at (-13) percent. While the respondents reported losses in incomes but also had a grim view of the economy, they did remain optimistic that there will be improvements next year.

This year compared to last year



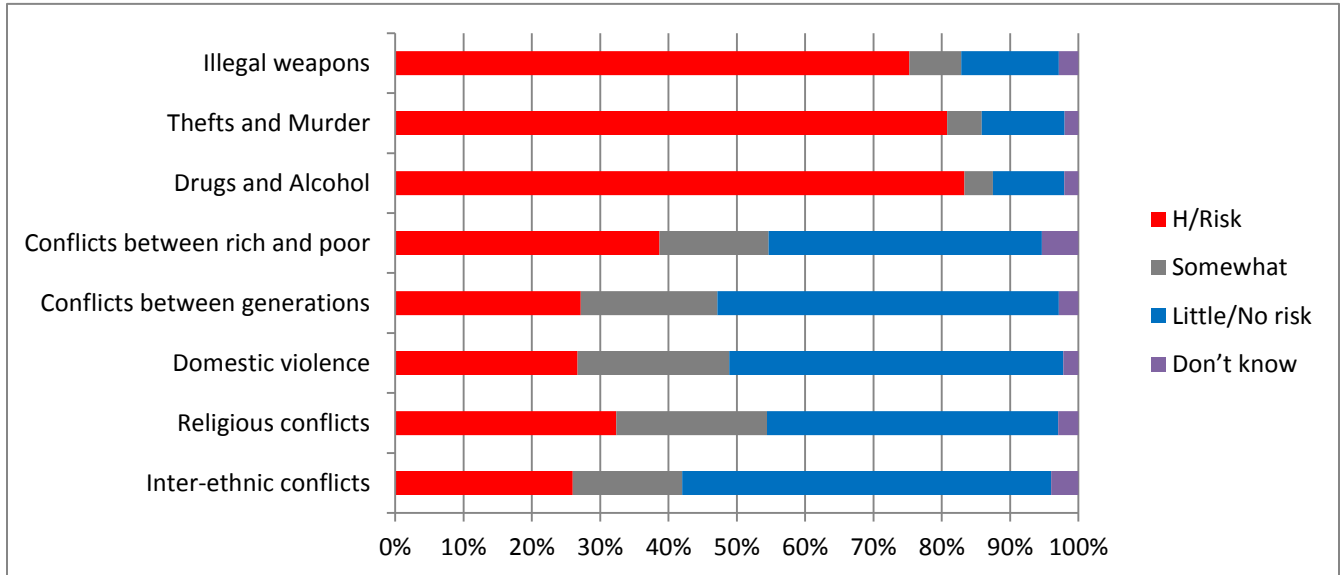
Your expenditure-incomes



Respondents were asked to think of their level of incomes and pick the one of the alternatives that best explains their existing situation (a) I am saving, (b) My incomes are sufficient, (c) I am having a little problems and (d) I am having a lot of problems. About 5% of respondents said that they had enough and were saving and 26% said that their existing incomes were sufficient. A significant percentage (42%) reported little problems in covering their expenditures. The rest of 27% said they experienced major problems.

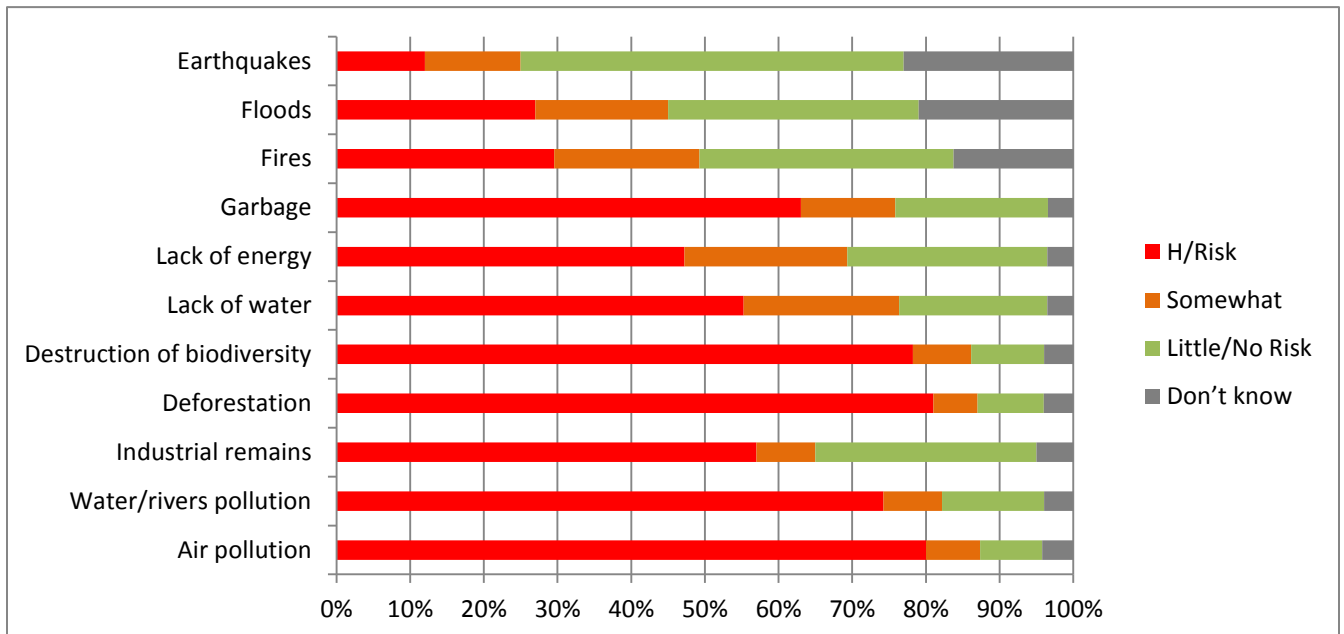
Societal security and perceptions of internal risks

Respondents were asked of their opinion of how significant was the threat to internal security from the challenges below. The risk from illegal weapons, thefts/murders and drugs/alcohol was assessed as much higher and more likely to internal security than the threat from inter-ethnic conflicts.



Environmental security

Respondents were asked if they percept that Kosovo society might face any challenge (see graph) to environmental security. The paramount risks to environmental security were deforestation, loss of biodiversity and air pollution.



Disclaimer

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The views presented in this report are perceptions of the respondents and do not necessarily represent views of Kosovo Centre for Security Studies at this stage. The center will be able to outline its views and analysis only after having completed focus groups and discussions with key informants.

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

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