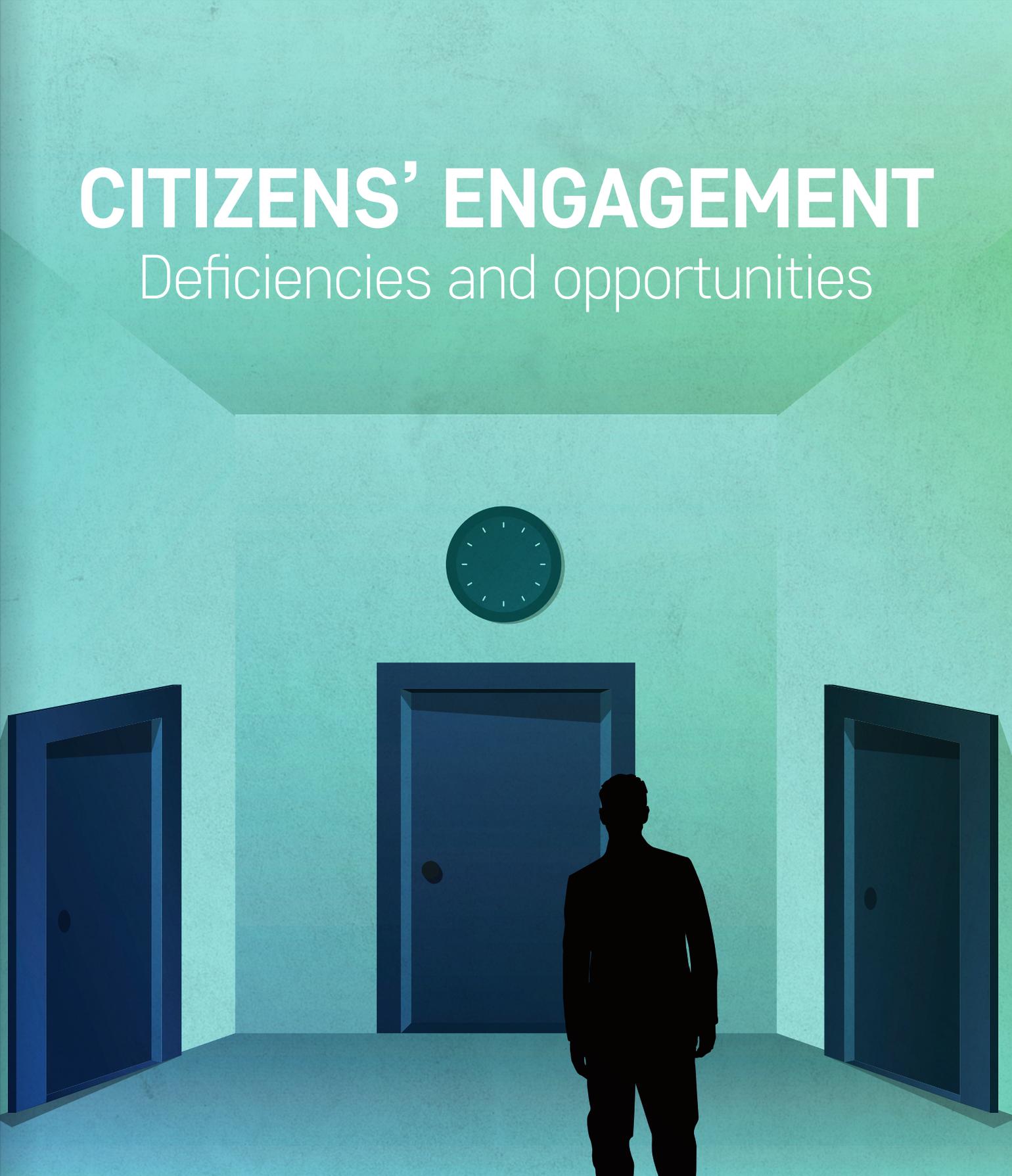


CITIZENS' ENGAGEMENT

Deficiencies and opportunities



CITIZENS' ENGAGEMENT

Deficiencies and opportunities

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The findings of this study show that overall, citizens are not very active in public life at the local or central level, through political parties or in their own communities. Additionally, institutions at both levels do not make sufficient efforts to hear the demands of citizens or to address them.

EXECUTIVE SUMMARY

Civic activism and the efforts of institutions to engage and involve citizens in the process of governance in Kosovo both have room for improvement. The findings of this study show that overall, citizens are not very active in public life at the local or central level, through political parties or in their own communities. Additionally, institutions at both levels do not make sufficient efforts to hear the demands of citizens or to address them.

In this regard, local governance has a better standing among citizens than central level governance does. For example, 47.7% of citizens have heard of public consultations that have been held by the mayor or the municipal assembly of their municipality within the last two years, compared to a mere 9.4% that reported having participated in any public consultation organised by the Kosovo Assembly. A similar opinion of citizens was also shown towards organisation of public consultations with members of the Parliament, with only 35.5% of respondents showing readiness to participate in consultation in their neighbourhoods if they were to be organised by members of parliament.

However, institutional efforts to bring citizens closer to governance at the municipal level also has room for improvement. This is particularly relevant in terms of promoting engagement opportunities, especially providing better information to citizens on consultation mechanisms and the organisation of public consultations. The fact that 56.9% of citizens stated they would participate in a consultation if they were informed of such an event, and that 67.4% of citizens have never participated in public consultations held by the municipalities because they were not informed, shows that the municipalities are primarily responsible for the low level of participation of citizens in such consultations. Additionally, the finding that 51% of citizens do not participate in such events due to the belief that their requests are not taken into account is worrisome.

On the other hand, the interest of citizens to engage in public life is also not at a satisfactory level. This is reflected in the small percentage of citizens who demand responses from competent officials. 16.3% of respondents confirmed that they have requested meetings with their mayor, 9.9% have phoned the municipality regarding complaints/requests, 9.4% have contacted the municipality or the mayor through social media and only 3.8% have reported complaints online. Also, during the last year, only 23.6% of respondents said that they have communicated with a public official either at the central or local level, and just over one third (1/3) of the respondents stated that they took part in meetings organized by people living in their neighbourhood. Also, 48.2% said that they have never received an invitation or request to sign a petition for a cause, while only 18.8% of respondents confirmed having participated in political party activities outside of electoral campaigns. This indicates a lack of civic initiative to undertake concrete steps in improving their neighbourhoods/communities, but also the lack of interest shown towards engaging in political life in between electoral cycles.

Another important finding is that when citizens do participate in public consultation, they address issues that primarily deal with investments in their localities or employment opportunities with the municipality. Furthermore, when provided with a hypothetical scenario where the municipality would ask where the respondents wish for investment of a significant amount of funds to go, the predominant response was investment in healthcare centres and road infrastructure. This indicates that the level of investments in these areas by the municipality is not satisfactory, and investment is lacking in key sectors that determine citizen's quality of life for.

Above all, what respondents would appreciate is a governance free from corruption and subject to citizens' assessment, rather than officials keeping their electoral pledges or governing by engaging in consultation with citizens first.

INTRODUCTION

Good governance requires consulting with and informing citizens on issues directly affecting them. Regular consultation with citizens concerning the budget and specific issues important to inhabitants, as well as public meetings to inform citizens, are crucial to a responsible, efficient and all inclusive governance. Furthermore, citizen's involvement in decision-making directly improves the quality of services delivered, as well as spending the budget of the municipality proportionally to the needs of its citizens.

In a democratic society, citizens take an active role in public life by engaging as a member of the community and demanding accountability as voters and taxpayers. At the same time, they contribute to governance particularly at the local level, which makes decisions on policies that directly impact their quality of life. This engagement is

carried out through participating in voting, public consultation and budgetary hearings of the municipality, organising neighbourhood meetings, taking part in petitions for specific issues of public interest and participating in public discussions with the Kosovo Assembly, individual members of the Assembly and with political parties, among others.

This research has been conducted with the purpose of measuring the level of institutional engagement including citizens in governance and informing them about it, as well as measuring citizen's activism in public life.

I. METHODOLOGY

The data was gathered through a representative sample of the population of Kosovo, with 1,070 respondents. The sample was selected according to ethnicity: Albanian, Serb and non-Serb minority communities, with over-representation of non-majority communities and weighing of the sample in the analysis. The spread of location of the respondents was almost equally divided between urban (47.7%) and rural (52.3%).

The sample of individuals within each randomly selected household was again randomly selected to take part in the survey, using a 'birthday month rule'. Interviews were conducted with the individual in the family (over 18 years old) who had the birthday closest to the date when the interview was conducted. The sample was almost equally divided between men and women, with 50.7% of respondents

being men and 49.3% women. The age of the respondents varied from 18 to 65 years old, which were divided into six age groups for the purposes of data analysis.

The margin of error is $\pm 3\%$, with confidence frequency of 95%. In order to implement this survey, 25 surveyors were engaged, together with four supervisory teams who verified the work to ensure quality of the interview process. Additionally, 30.4% of the questionnaires were verified through phone calls and field visits.

II. FREQUENCY AND MEANS OF LOCAL LEVEL CONSULTATION WITH CITIZENS

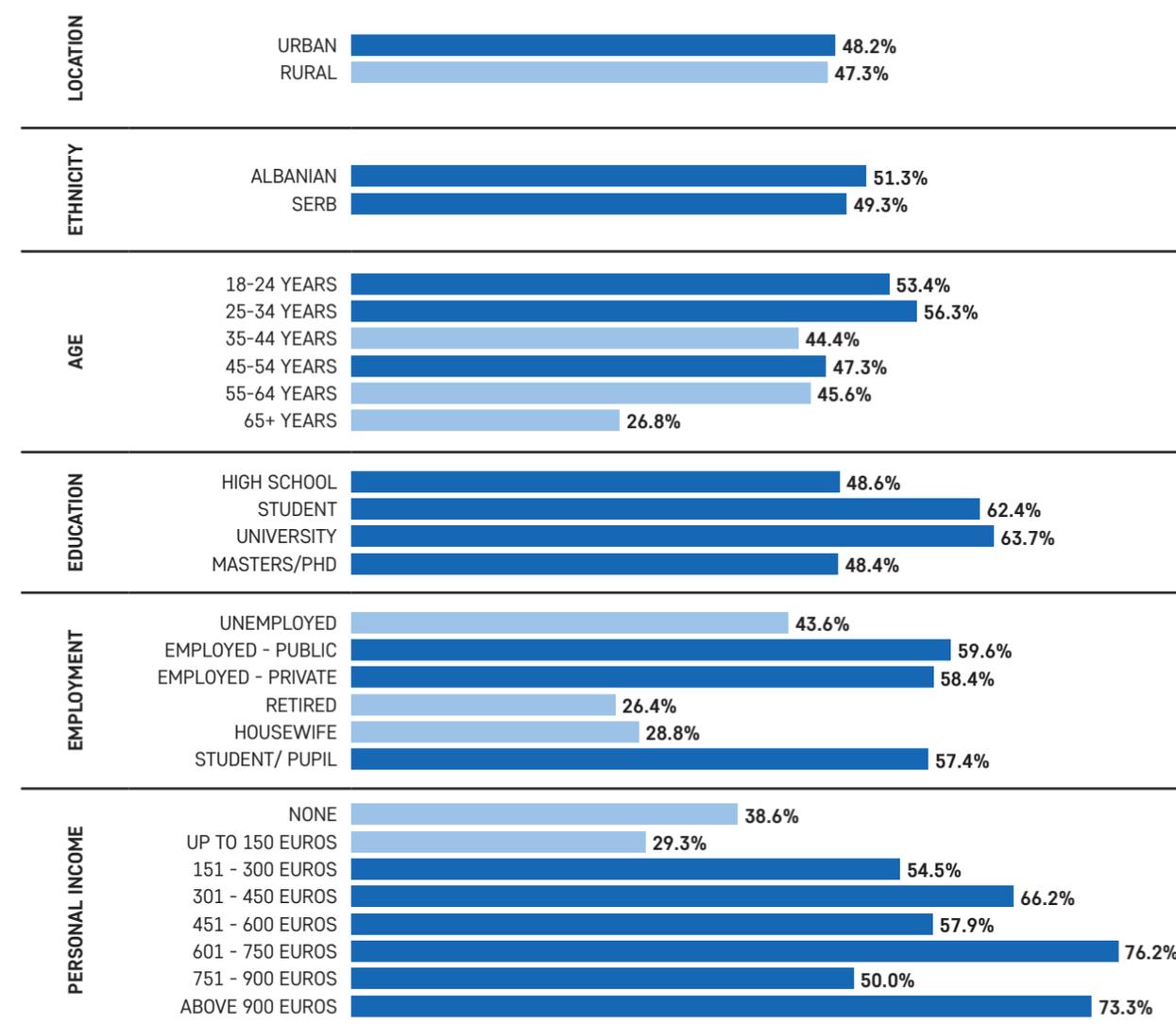
Municipalities are obliged to consult citizens over various processes and issues of public interest through the mayor and the municipal assembly. This includes public consultations held by the municipalities on the budget, investments and general or specific topics affecting a specific locality. In fact, holding at least two public meetings within one year is a legal obligation of the municipalities.¹ Local governments are also expected to conduct consultations with citizens on specific issues and processes such as the budget, urban planning and regulations on different issues within the scope of the municipality's competences. Overall, every municipality complied with the minimum requirement for public consultations as stipulated in the legislation. However, there are cases when consultations are held simply to tick a box and fulfil their legal obligation.

The information presented in the following figures reflects the situation regarding the level and means of organisation of consultations by local level governance.

Almost half of the respondents overall responded positively when asked whether they had heard of any public consultation held by the mayor or the municipal assembly in their respective municipality in the last two years. In terms of gender, men turned out to be more informed than women on public consultations, with 53% and 42.3% respectively. On the other hand, there were no significant differences between the two major ethnic groups, as on average half of the Albanian respondents and half of the Serb respondents said that they were well informed about public consultations held by their mayor or municipal assembly. Younger age groups seem to be more informed on this matter, as respondents in the age groups 18-24 and 25-34 years old had the most positive responses in this regard. In terms of level of education, respondents that are students or have completed university have more knowledge about public consultation in their municipality than any other educational category, with 62.4% and 63.7% respectively. Out of different categories of employed respondents, those with higher salaries, respectively with 601-750 euros (76.2%) and those with salaries higher than 900 euros per month (73.3%) are the most informed about the organisation and importance of public consultations. + (SEE FIGURE 1)



Are you aware of any public consultations in your municipality?



+ FIGURE 1. Question: Have you heard of any public consultation held by the mayor or the municipal assembly in the last two years?

¹ Law No. 03/L-040 on Local Self-government, Chapter IX, Direct Democracy and Citizen Participation Mechanisms Article 68: Public information and consultation. Official Gazette, 2008.

The most important issue for public consultations



+ FIGURE 2. How important is it for you to be consulted by the municipality on these issues (rank from 1 – Not at all to 5–Absolutely, depending on their importance):

The survey provided citizens with the possibility of choosing the most important area for which public consultation should occur, which included the four most common topics that public consultations are held for. All four of the most frequent topics brought for consultations with citizens that were held by the municipality (the budget of the municipality, municipal taxes, neighbourhood urban planning and green areas) were assessed as extremely important. The evaluation varied from a score of 4.06 for green areas to 3.8 on the budget and taxes, but overall, none of the topics were given the maximum score possible (5) or less than 3.8 in terms of their importance in consultations with citizens. Additionally, in terms of age group (See Appendix 1), there is no significant difference in assessment of importance across all four categories and all six age groups, with a variant of 3.5 to 4.4. Discussions on green areas scored more points for importance with all age groups, whereas the assessment on the importance of consultations on taxes increased with the age groups. The older the age group, the more important that consultations by the municipality on taxes were. Similarly, older age groups assessed the need for consultations by the municipalities on the budget and neighbourhood urban planning as being much higher.

+ (SEE FIGURE 2)

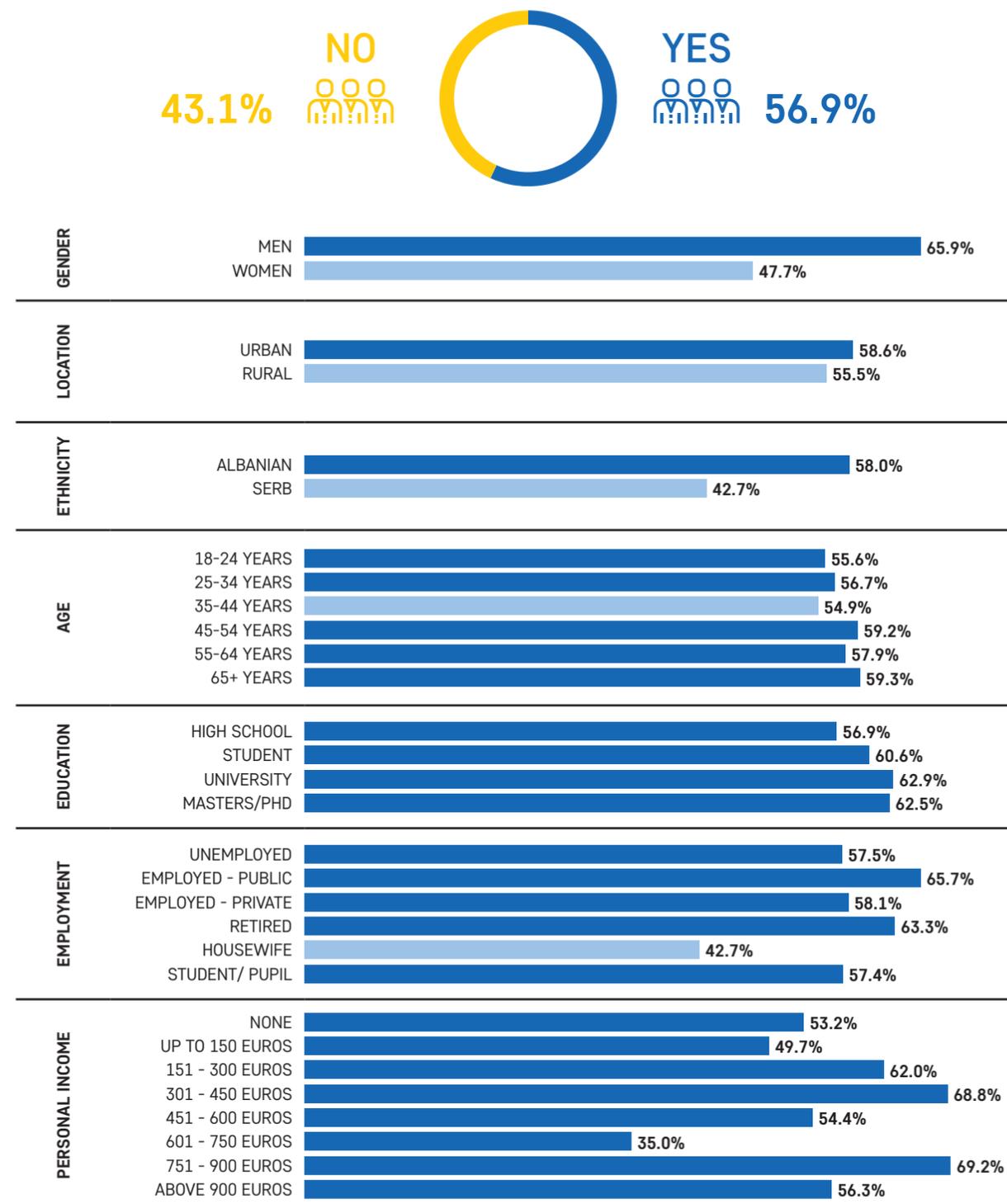
Based on the fact that municipalities do not inform the public or hold public consultations to a satisfactory level, citizens were asked whether they would take part in such consultations if they were informed beforehand.

The readiness to participate in public consultations was quite high overall, with more than half of the respondents (56.9%) stating that they would participate. Men indicated more readiness than women, with 65.9% and 47.7% respectively. This readiness increased slightly with a higher level of education, but was relatively high across every category in that regard. The biggest interest in participation was among those employed in the public sector (65.7%) and retirees (63.3%). However, readiness to participate was quite present among the unemployed and students as well.

In terms of categories split by income, those most ready to participate in public consultations were in the category of those getting paid between 301 and 450 euros, as well as those between 751 and 900 euros per month. When comparing the data of the survey between the readiness of the citizens to participate in public consultations and actual participation, there is a huge discrepancy, as the latter is very low. This discrepancy may be explained by the lack of information on the organisation of these meetings or due to inadequate scheduling of the timing of the meetings for most citizens.

+ (SEE FIGURE 3)

Would you participate in public consultation should you be informed?



+ FIGURE 3. **Response:** I would participate in a public consultation if I were informed.

In a meaningful democracy, the level of consultation organised by the municipalities on issues of public interest is one of the determining factors when a citizen decides who to vote for in upcoming elections. The following results show how much impact citizen's inclusion in public consultations can have on their vote.

48.2% of citizens somewhat agree, while 30.9% fully agree with the statement that "The level of consultation by the municipality impacts my vote in the upcoming elections". Differences between gender or locality (rural and urban) are very small. On the other hand, the difference in responses between two ethnicities is significant, as 33.8% of Albanian

respondents state that they fully agree with this statement, while only 9.3% of Serb respondents chose this option in response. It is also interesting that a higher percentage of respondents from the younger age groups fully agree with the statement, while this percentage decreases proportionally as the age of the age group increases. The higher the personal income, level of employment and education, the higher the percentage of responses that their vote is impacted by the level of consultations provided by the municipality. The results interestingly show that only 12.5% of individuals with a personal income above 900 euros do not agree with the statement, and this is the highest percentage in disagreement in comparison to other categories. + (SEE FIGURE 4)



48.2% of citizens somewhat agree, while **30.9% fully agree** with the statement that "The level of consultation by the municipality impacts my vote in the upcoming elections". Differences between gender or locality (rural and urban) are very small.

Impact of public consultations on the vote of citizens

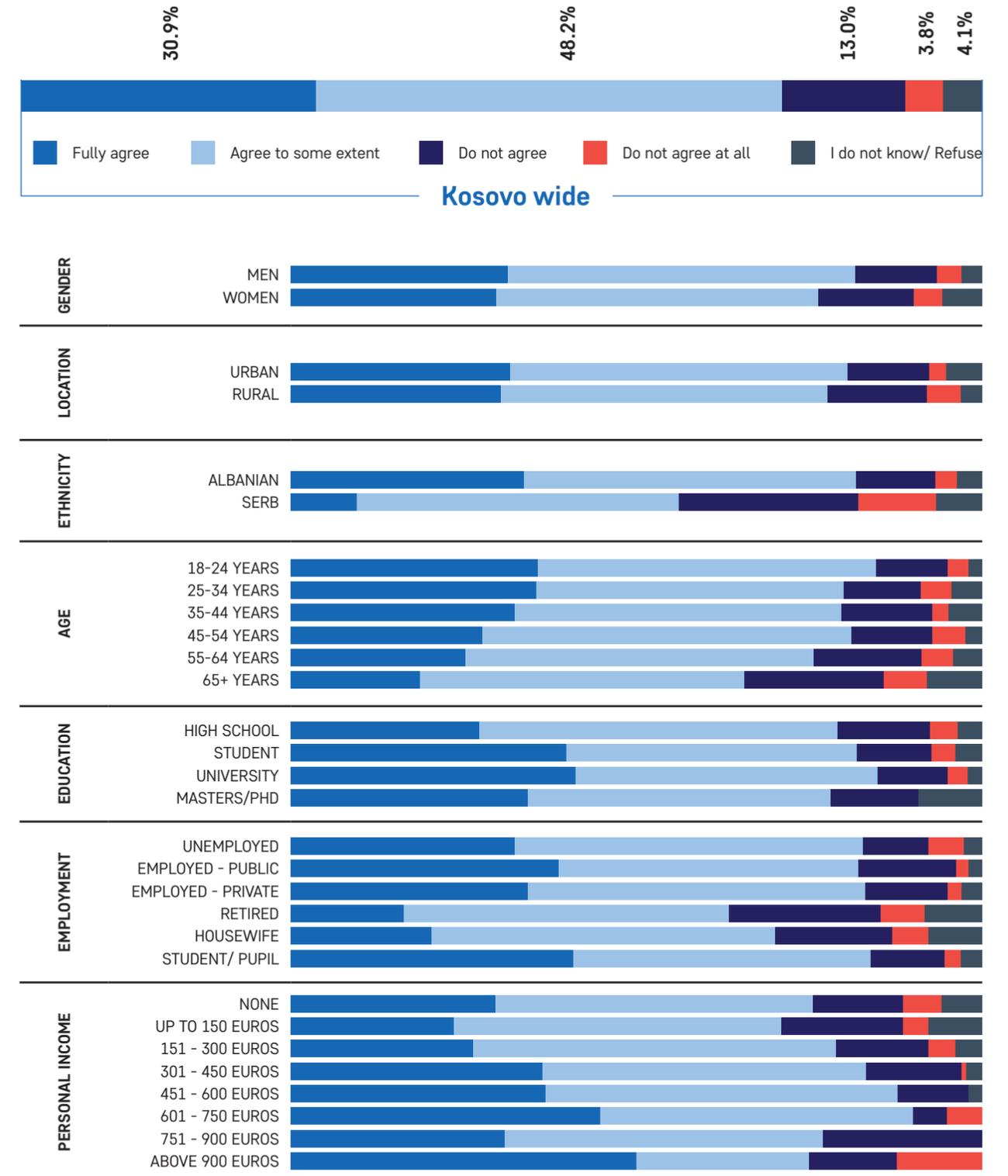


FIGURE 4. Question: To what extent do you agree with the following statement: "The level of public consultations of the municipality with me as a citizen has an impact on my vote in the upcoming elections"

Reasons for not participating in consultations held by the municipality

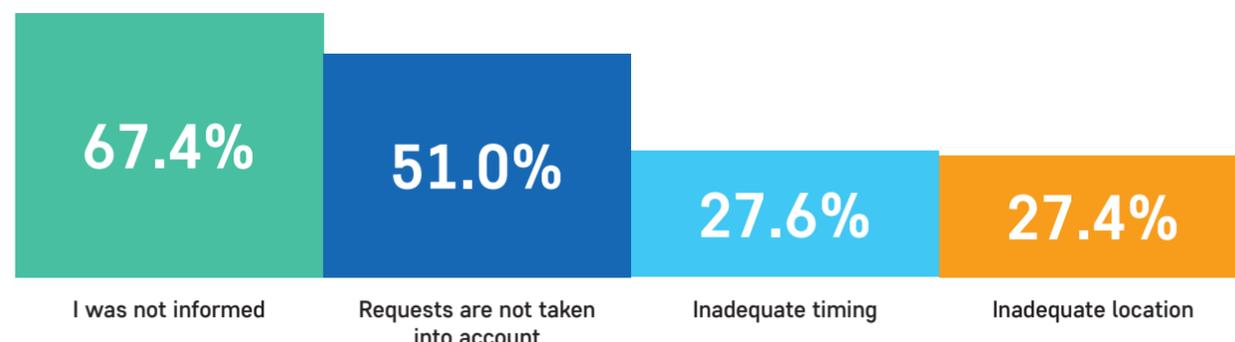


FIGURE 5.
Question: What was the reason which you did not participate in public consultations held by the municipality?

The main reason for not participating in public consultations held by the municipality is lack of information on the organisation of public consultations (a response chosen by the absolute majority of respondents). 51% of the respondents believe that their requests are not taken into account by the municipalities, hence they do not see it as necessary to participate in consultations. Additionally, the organisation of consultations at inadequate times and locations is also a factor that impacts the level of participation with, 27.6% and 27.4% of respondents stating this as a reason for non-participation.

The main reasons for not participating in public consultations do not vary much between different age groups (see Appendix 2). Across all age groups, the majority of responses fall under lack of information, followed by their requests not being taken into account and lastly, with almost equal division, are the inadequate timing and location of consultations held.

When taking part in public consultations, the requests addressed by citizens in these events primarily concern investments in their neighbourhoods (45.7%), employment by the municipality (31.4%) and municipal services (29.9%). The selection of "employment by the municipality" at such a high percentage indicates that public consultations are seen by citizens as opportunities to discuss employment with the municipality. However, public consultations are intended to

be used by citizens in order to discuss issues for the good of the community, and not for personal interest.

The selection of the option to demand investment by the municipality in their neighbourhood as the reason for participation in public consultations increased proportionally with the age of the respondents (See Appendix 3). 36.3% of respondents aged 18-24 selected this option, while the percentage increased gradually with each age group, culminating in 77.2% among the 65+ years old.

The requests made by youth (18-24 years old) in public consultations primarily concern investments in their neighbourhood (36.3%) and to demand subsidies for specific activities (36.6%). On the other hand, the 25-34 year old age group participates in public consultations mostly in order to present requests for investment in their neighbourhoods, but also to seek employment opportunities by the municipality. Respondents of the age group 35-44 primarily demand investments as well, but also subsidies for certain activities. 45-54 year olds requested investments and employment mostly, while 55-64 year olds, apart from investments, also requested subsidies. The fact that one third (1/3) of the respondents aged 65+ chose employment by the municipality as the reason for taking part in public consultations may be explained by the elderly seeking employment opportunities for their children or relatives. **+** (SEE FIGURE 5)

Reasons for participation in public consultations

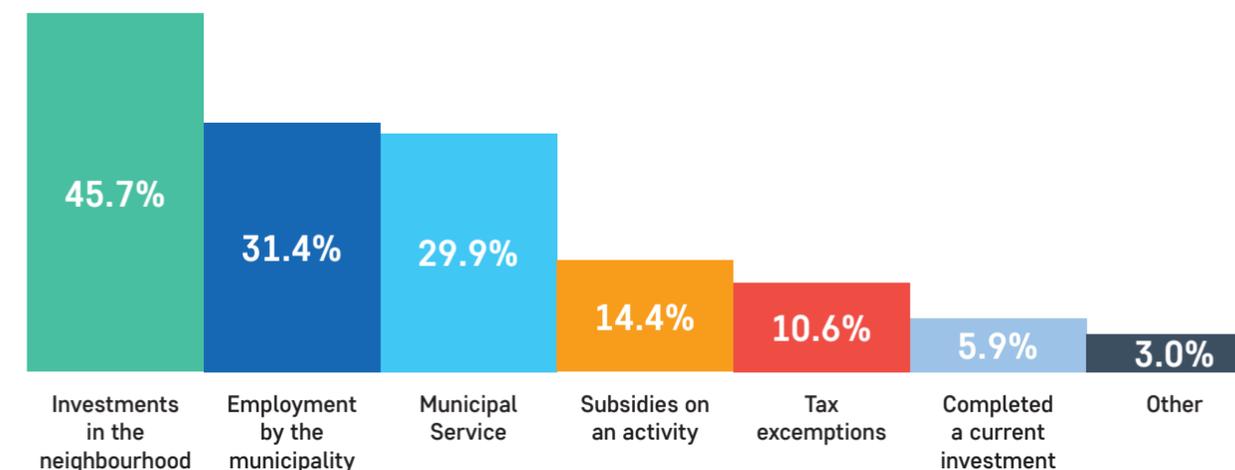


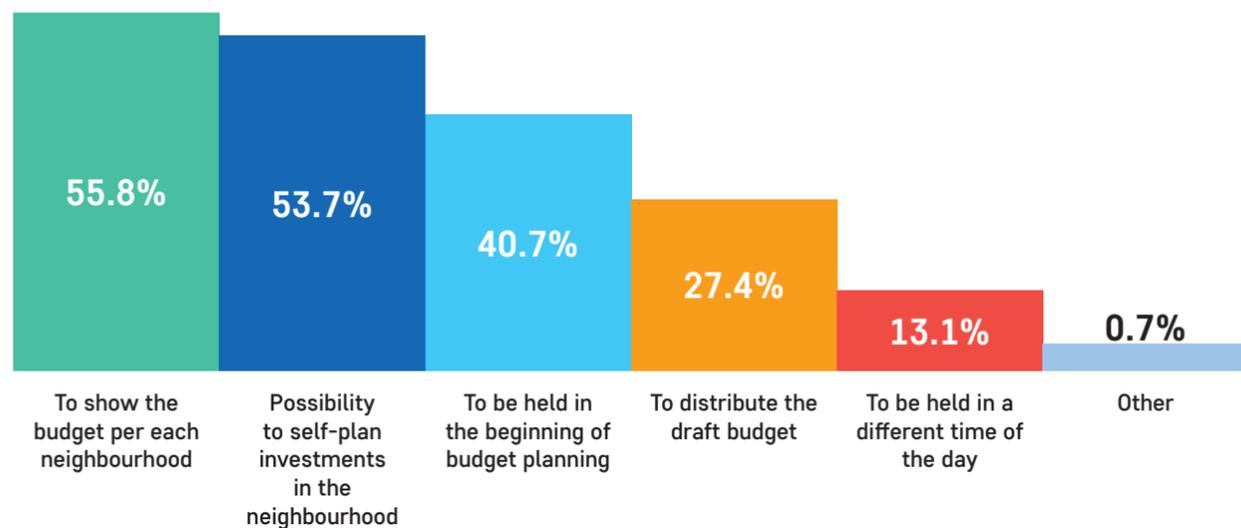
FIGURE 6.
Question: What was the reason you participated in public consultations held by the municipality?

Budgetary hearings, as one of the most common (and obligatory) types of public consultations, need improvement in order to increase participation of citizens and consequently to increase their ability to gather citizen's input as to how to spend the budget in the upcoming year.

According to the respondents, the main element concerning public consultation on the budget of the municipality that needs to be improved is for the budget to be indicated by each separate neighbourhood (55.8%), and allowing the possibility for residents to engage in the self-planning of investments for their neighbourhood (53.7%). Further, it was deemed very important to hold consultations in the initial stages of budget planning (40.7%), while how

the draft budget is distributed and adequate timing of distribution was deemed less important. Another element assessed as being in need of improvement among all age groups (See Appendix 4) was showing the budget distribution between each neighbourhood. Young respondents aged 18-24 and 25-34 mainly believe that the budget should be indicated by neighbourhood and that they should have the opportunity to self-plan investments in their neighbourhood. These two elements were chosen as important by the other four age groups as well. Also, the need to hold public consultations during the initial planning stage of the budget was deemed highly important by these two age groups, as well with 41.7% of 35-44 year olds and 41.9% of 55-64 year olds. **+** (SEE FIGURE 7)

What should be improved in budget hearings?

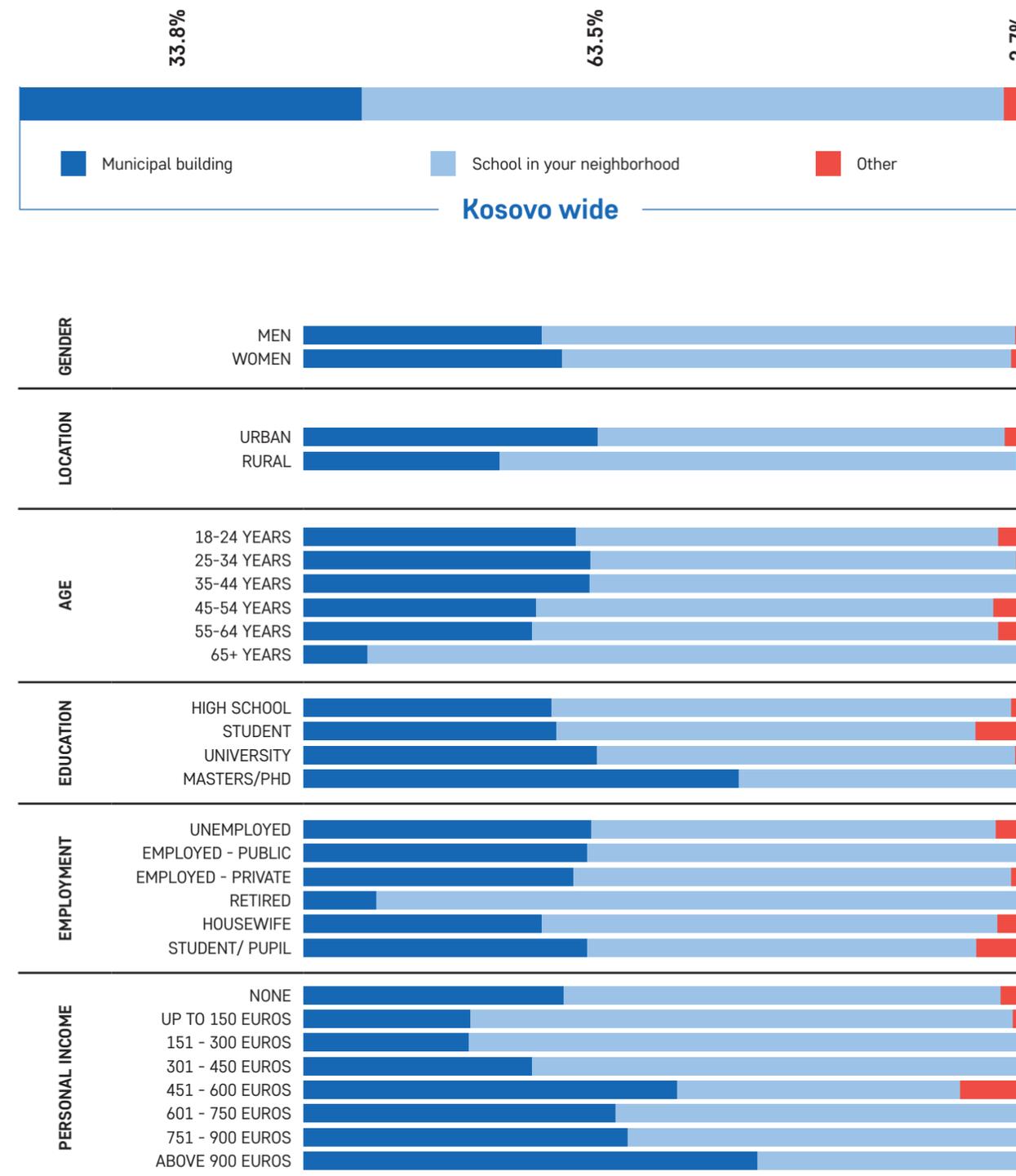


+ FIGURE 7.
Question: What elements should be improved in regard to budgetary public hearings?

As almost one third (1/3) of citizens gave location as a reason for not participating in public consultations of the municipality when they are held, the following question gathered concrete responses from citizens about where they would prefer consultations be held. **+** (SEE FIGURE 8) Citizens primarily stated that they would prefer the consultations to be held in the school in their neighbourhood (63.5%), while a significant percentage said they would prefer them to take place in the building of the municipality (33.8%).

The most vocal groups for the idea of holding public consultations in their neighbourhood school were people over 65 and retirees. Meanwhile, those with higher income (62.5%) and those with a master's degree or a PhD (60%) said they prefer the building of the municipality.

Preferred location to hold public consultations



+ FIGURE 8.
Question: What location would you prefer for the municipality to hold public consultations with citizens?

III. FREQUENCY AND MEANS OF CENTRAL LEVEL CONSULTATION WITH CITIZENS

Apart from municipalities, the central level institutions and the Kosovo Assembly are obliged to consult citizens on the legislation they are processing. Individual members of parliament may also conduct consultations. However, the interest of citizens to participate in public consultations held by the Kosovo Assembly turned out to be very low. Only 9.4% of citizens confirmed having participated in consultations organized by this institution. The responses of citizens do not indicate many differences in opinion between gender or rural/urban locations. The Albanian community indicated a stronger interest (2.5%) to participate in consultations about legislation than the Serb community. The interest in participation increased proportionally with the level of education. For

example, only 7.4% of students indicated interest compared to 12.5% of respondents with a master's degree or PhD. Regarding employment status, positive responses to willingness to participate in consultation on legislation were found mostly among those employed in the private sector. The number of private sector respondents in favour exceeds even the group of employees in the public sector, with only 3.8%. Among the categories of personal income, the highest interest was shown by respondents earning 601-750 euros and those earning more than 900 euros per month. + (SEE FIGURE 9)



The Albanian community indicated a stronger interest (2.5%) to participate in consultations about legislation than the Serb community. The interest in participation increased proportionally with the level of education. **For example, only 7.4% of students indicated interest compared to 12.5% of respondents with a master's degree or PhD.**

Participation in public hearings of the Assembly of Kosovo

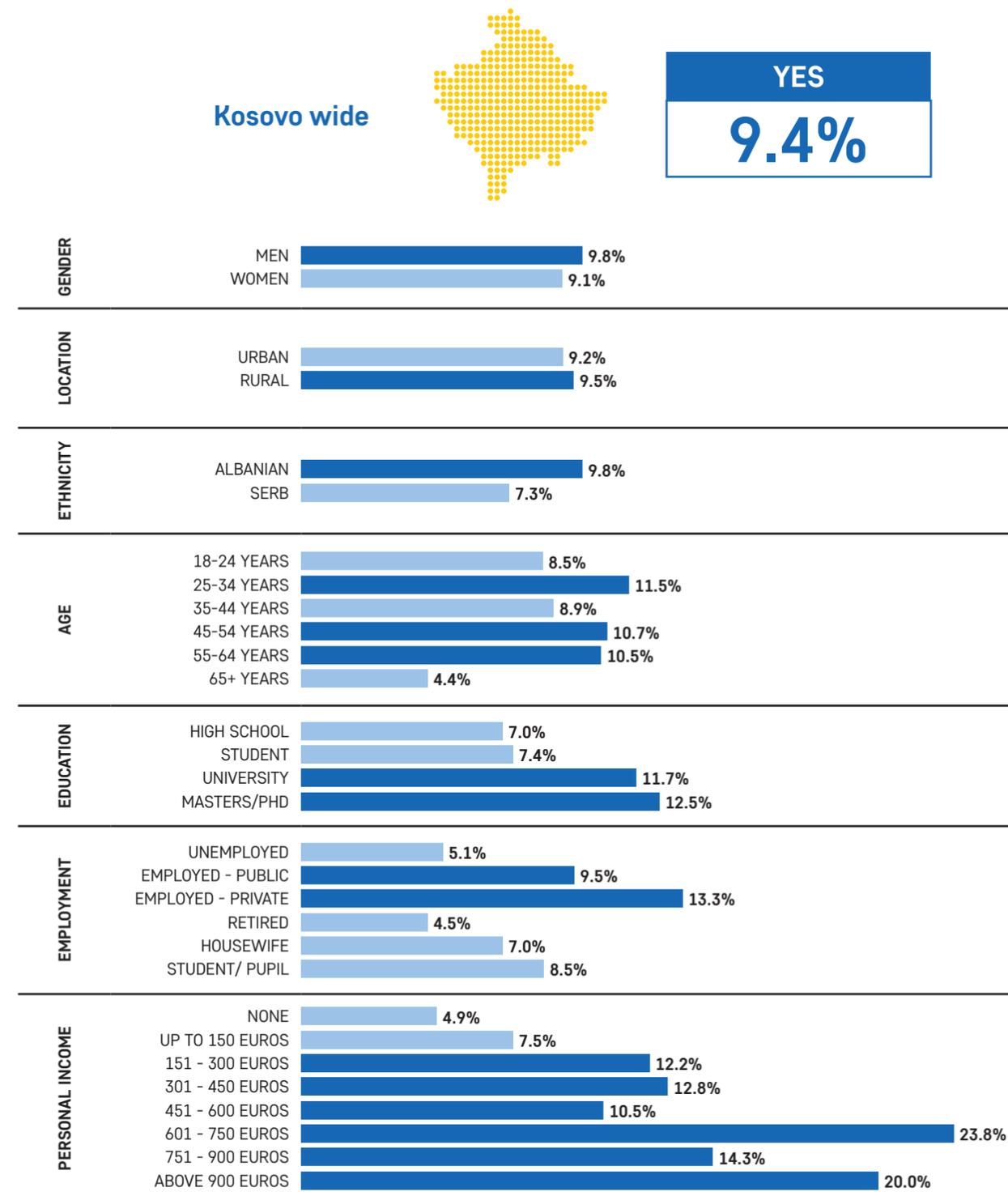


FIGURE 9. Question: Have you ever participated in consultations on laws adopted by the Assembly of Kosovo?

A similar stance was taken by citizens on consultations organised by individual members of parliament. Positive responses regarding participation in neighbourhood consultations if the organizer was to be a member or members of parliament were provided only by 35.5% of respondents. 31.9% responded negatively, while 23.2% would decide on whether to participate depending on which member of the Parliament invites them. Men were more willing to participate in such consultations than women, while there was no significant difference between citizens living in rural or urban areas. The Albanian community indicated more interest to participate in such consultations than Serb community respondents, with almost an equal division between those responding "yes", "no" or "depending on which member of the parliament invites them". Further, younger age groups (18-24) showed the highest interest (41.8%) followed by the 45-54 year olds (38.5%). Employees in the private sector showed more interest to participate in such consultations than those employed in the public sector. In terms of personal income, groups earning 301-450 euros, 451-600 euros and 751-900 euros per month gave positive responses for participation, all more than 40%. For the group earning above 900 euros (53.3%), it is more important which member of parliament invites them to attend a public consultation. + (SEE FIGURE 10)



Employees in the private sector showed more interest to participate in such consultations than those employed in the public sector.

Would you participate in a public hearing organized by a member of parliament?

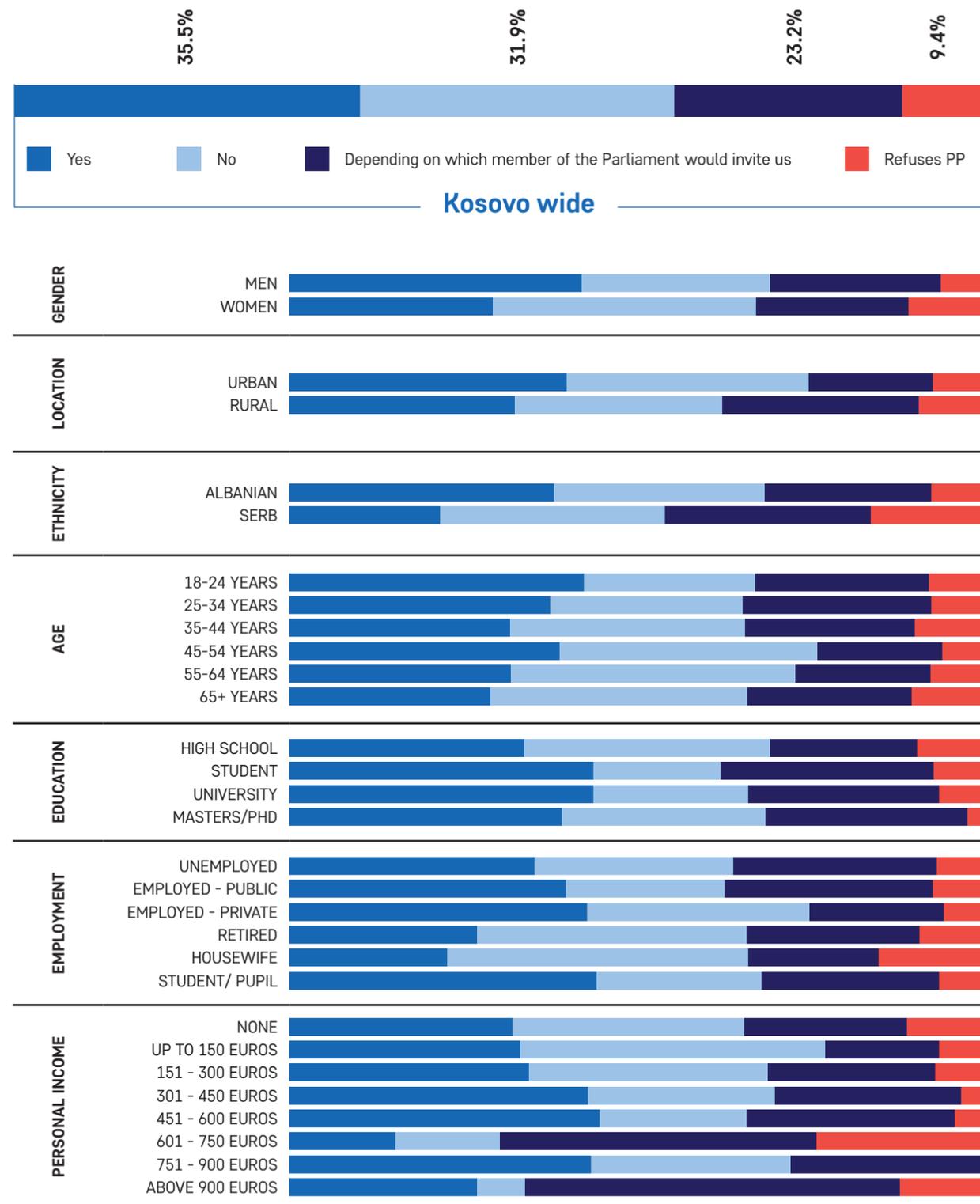


FIGURE 10. Question: If one or more members of parliament were to organise a public consultation in your neighbourhood, would you participate?

IV. POLITICAL PARTIES' CONSULTATIONS WITH CITIZENS

Only 18.8% of respondents confirmed having taken part in any activity organised by a political party outside of the election period. Participation turned out to be higher among men than women, with 20.5% and 16.9% respectively, and slightly higher in urban areas than rural ones, but with a difference of only 1.7%. Differences were also noted between ethnicities, with Albanians seeming more active in political party activities than Serbs, with 19.9% and 12% respectively. The most active age group is the 45-54 year olds, while there is no significant difference in activity between the various levels of education (apart from those with only high school completed, which is the least active group at 15.8%). Those employed in the public sector are

more prone to participate in political parties' activities outside of the election period, followed by those employed in the private sector and then students. Meanwhile, regarding the category separated according to personal income, the group earning 451-600 euros per month held the highest participation, whereas the group with the lowest participation was those without any income or with income of up to 150 euros per month, followed by the group earning 751-900 euros. + (SEE FIGURE 11)



Those employed in the public sector are more prone to participate in political parties' activities outside of the election period, followed by those employed in the private sector and then students.

Participation in political parties' activities outside the scope of the electoral processes

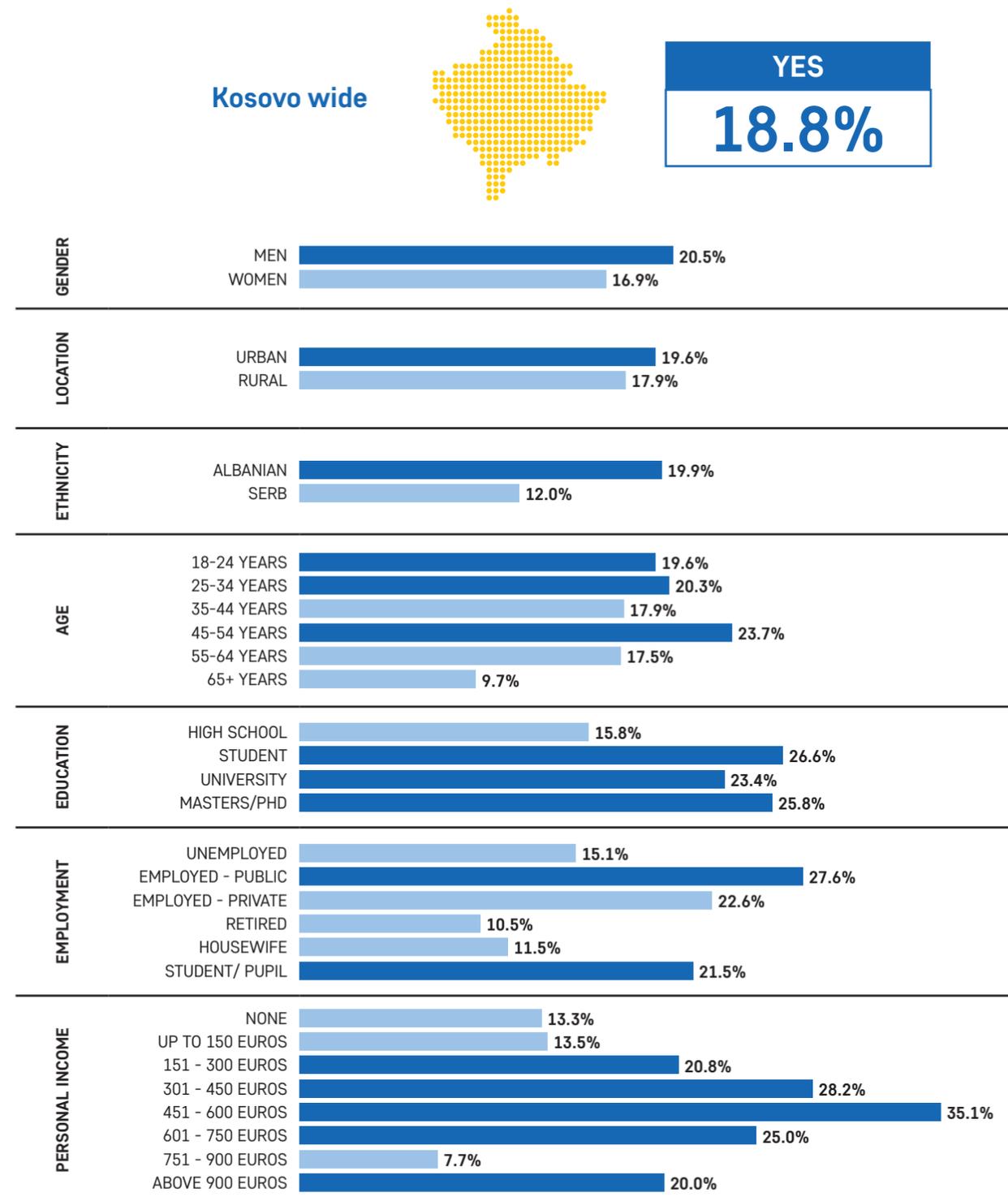


FIGURE 11.

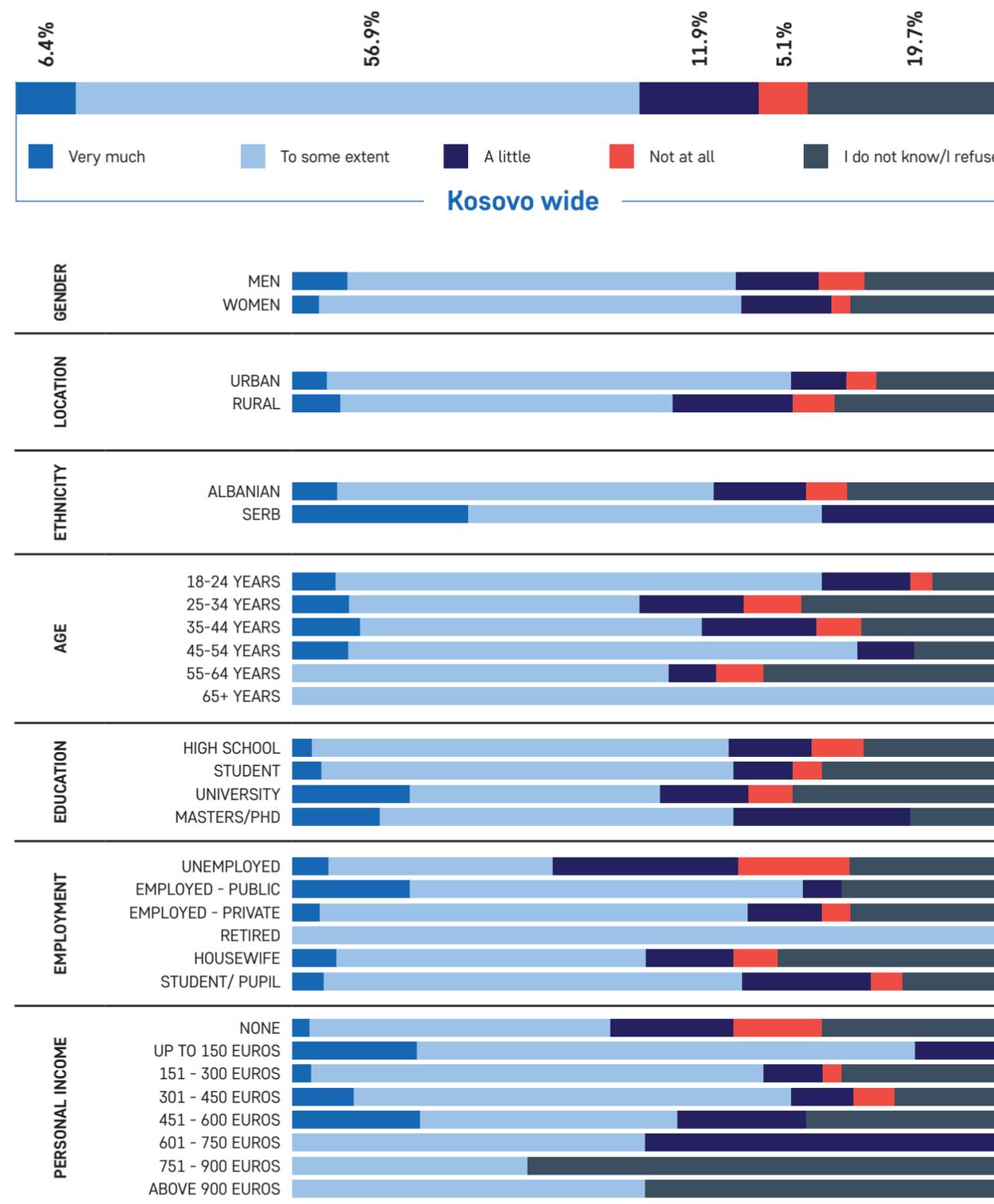
Question: Have you participated in any activity of a political party outwith the electoral process?

Despite only 6.4% of respondents confirming that they would be willing to participate in consultations held in their neighbourhood by a political party, more than half or 56.9% stated that they are "somewhat" ready. This category got the most responses by both men and women (above 55%) and rural and urban areas, but particularly in urban areas (66%). In terms of ethnicities, Serbs are significantly more ready to participate in consultations of political parties than Albanians, with 25% and 6.5% respectively. Few respondents from all the age groups replied that they were "very ready" to participate, while "somewhat ready" was the most popular response. In terms of the level of education, respondents with university education and a master's degree/PhD were more willing to positively respond to invitations of public consultations from parties in their neighbourhoods (16.7% and 12.5% respectively). The highest participatory interest, in comparison to other groups, was noted among employees of the public sector, while no respondent from the three categories with the highest income responded positively when asked whether they would participate in consultations organised by a political party. These categories responded they would be willing to participate "to some extent". In fact, the two groups earning the highest income on a monthly basis responded primarily with "I do not know/I refuse". + (SEE FIGURE 12)

The main reasons for participation in the activities of political parties outside of electoral processes were the following: being a party sympathizer (46.4%), desire to be informed regarding its activities (22.9%), being a member of the political party (18.2%).

25.2% of male respondents are members of a political party, while among women only 10% of respondents are members. Respondents of rural and urban areas did not show any significant differences in their responses and both primarily participate in activities of political parties due to being sympathizers of the organizing party or in order to become more informed about its activities. Similarly, there is no significant difference among different ethnicities, apart from among Serbs, where the majority of responses involved "being informed about political parties' activities". Regarding different age groups, the majority of responses were "being a party sympathizer", while participation in such activities due to membership in political parties was the highest among youth (18-24 years old) and 55-64 year olds. Out of all the employment categories, retirees primarily participate in such activities due to party membership (45.5%), while the group that selected this option the least were housewives (5.9%). In terms of categories depending on personal income, more respondents earning 451-600 euros per month were members of political parties, therefore participating more often in party activities outside of electoral processes. + (SEE FIGURE 13)

Willingness to participate in consultation in their neighbourhood organised by political parties



+ FIGURE 12. Question: Would you participate in any consultations held by a political party in your neighbourhood?

Reasons for participation in political party activities outside of electoral processes

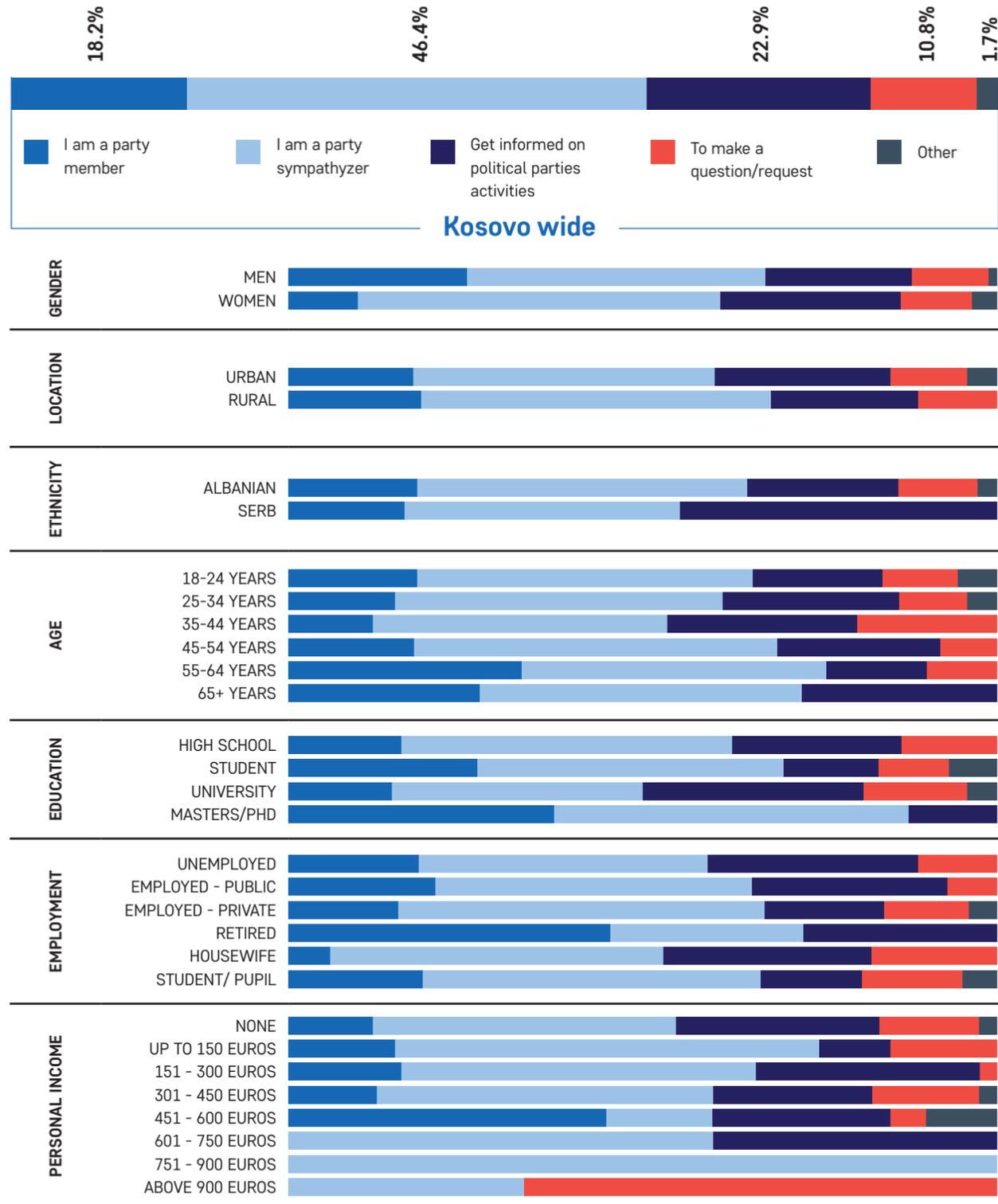


FIGURE 13. Question: Why did you participate in any political party's activities outside of electoral processes?

V. CITIZENS' ENGAGEMENT

1. Actions taken in relation to municipalities

Out of the five activities presented as options that the respondents could choose from, 16.3% stated that they had requested a meeting with the mayor, 9.9% responded that

they phoned the municipality about complaints/requests, 9.4% have contacted the municipality or the mayor through social media and only 3.8% reported their complaints online. However, 68.1% of respondents said that they had not undertaken any of the activities mentioned.

Actions undertaken in relation to municipalities

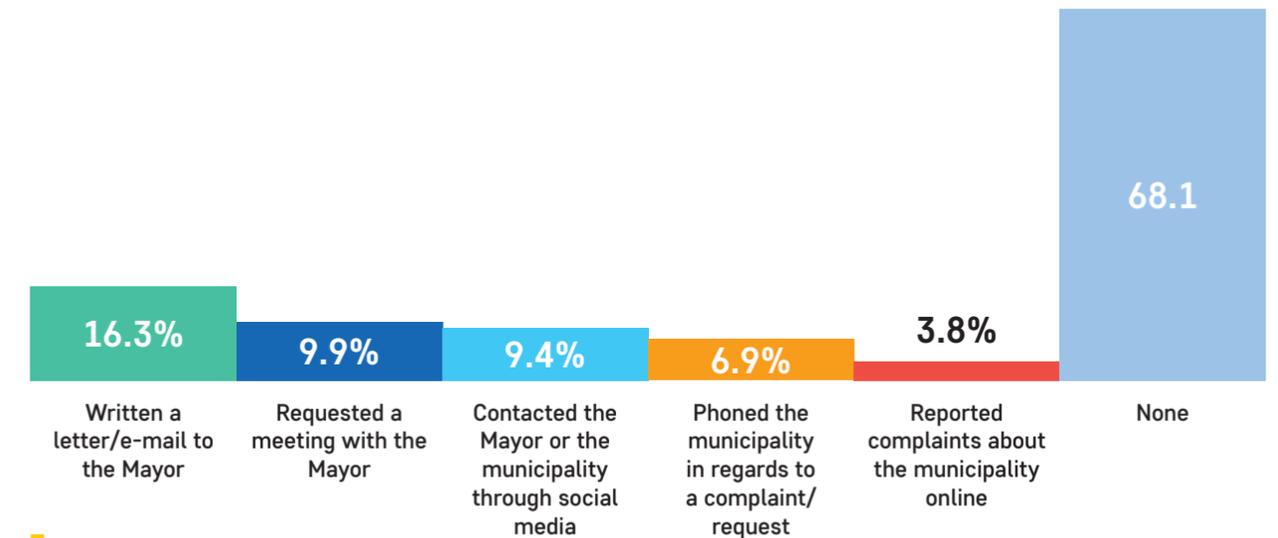


FIGURE 14. Question: Which of the following actions have you undertaken in the past?

2. Citizen's initiatives in neighbourhoods

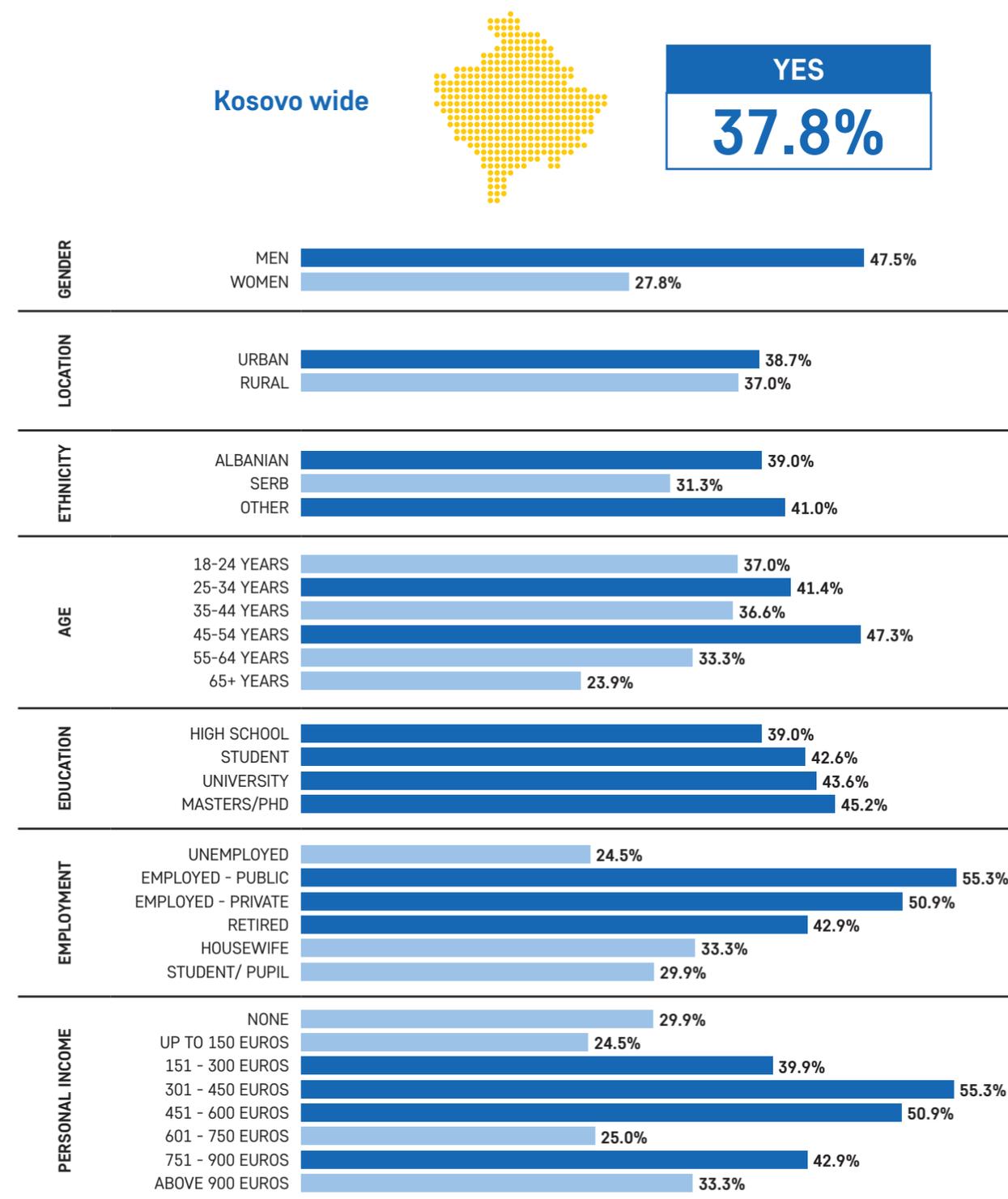
More than one third (1/3) of all respondents stated that they have participated in some activities organised by their neighbourhood's inhabitants. Men turned out to be more interested to participate in such meetings, as almost half of male respondents said that they have participated in one such activity, while only 27.8% of women gave the same response. Meanwhile, the results did not change significantly among inhabitants of rural and urban areas. Among the Albanian respondents there were more confirmations of participation in neighbourhood meetings (39%), followed by Serbs with 31.3%. It is worth noting that the highest percentage of active citizens belong to other ethnicities. Amongst the age group of 45-54 year olds, there were more positive responses (47.3%), followed by those 25-34 years old (41.4%). The number of positive responses increased proportionally with the level of education, starting with 39% of those who finished high school, up to 45.2% of those who had completed master's degrees or a PhD. Among the respondents of different personal incomes, those earning 301-450 euros and 451-600 euros per month confirmed having participated in at least one organized meeting held by the neighbourhood, and *more than other groups*. + (SEE FIGURE 15)

3. Petitions

Overall, citizens are ready to sign petitions for various local causes, with almost 60% of the respondents answering positively. This readiness is similar between both gender and among citizens living in rural and urban areas. On the other hand, Albanians turn out to have more readiness to sign a petition than Serbs, with 61.8% and 48% respectively. Regarding various age groups, there are no significant differences, apart from the readiness amongst youth. Among different groups of employment and education, while the differences are small between the groups of respondents, students, citizens with an undergraduate degree and employees of the private sector indicated the highest degree of readiness to sign a petition. Among groups with different incomes, the least readiness to sign came from the group earning up to 150 euros per month and those earning between 751-900 euros per month. + (SEE FIGURE 16)

That 48.2% of respondents stated that "no one asked me to" when asked to give reasons why they did not sign a petition presented to them indicates a lack of citizen initiative to take concrete steps to improve their neighbourhoods/localities. Responses are similar among men and women, with the majority declaring that they were never asked to sign a petition, followed by the answer "I don't think it has an impact". Respondents from rural and urban areas responded similarly, with the dominant answer being "no one asked me to". Among Serb respondents there were divisions between the options presented, with a significant portion responding with "I do not know/I refuse". Respondents of all age groups responded that they have never been asked to sign a petition, followed by the opinion that petitions have no impact. Respondents of all employment categories think similarly as well, while retirees and the unemployed stated more than those currently in employment that they were not asked by anyone. In terms of the level of education, more educated respondents primarily think that petitions have no impact. All respondents of the two categories with the highest income stated that they were not asked to sign a petition, while those earning 451-600 euros and 601-750 euros per month did not trust the person who was asking them to sign the petition to a greater extent. + (SEE FIGURE 17)

Participation in meetings held by neighbourhood inhabitants



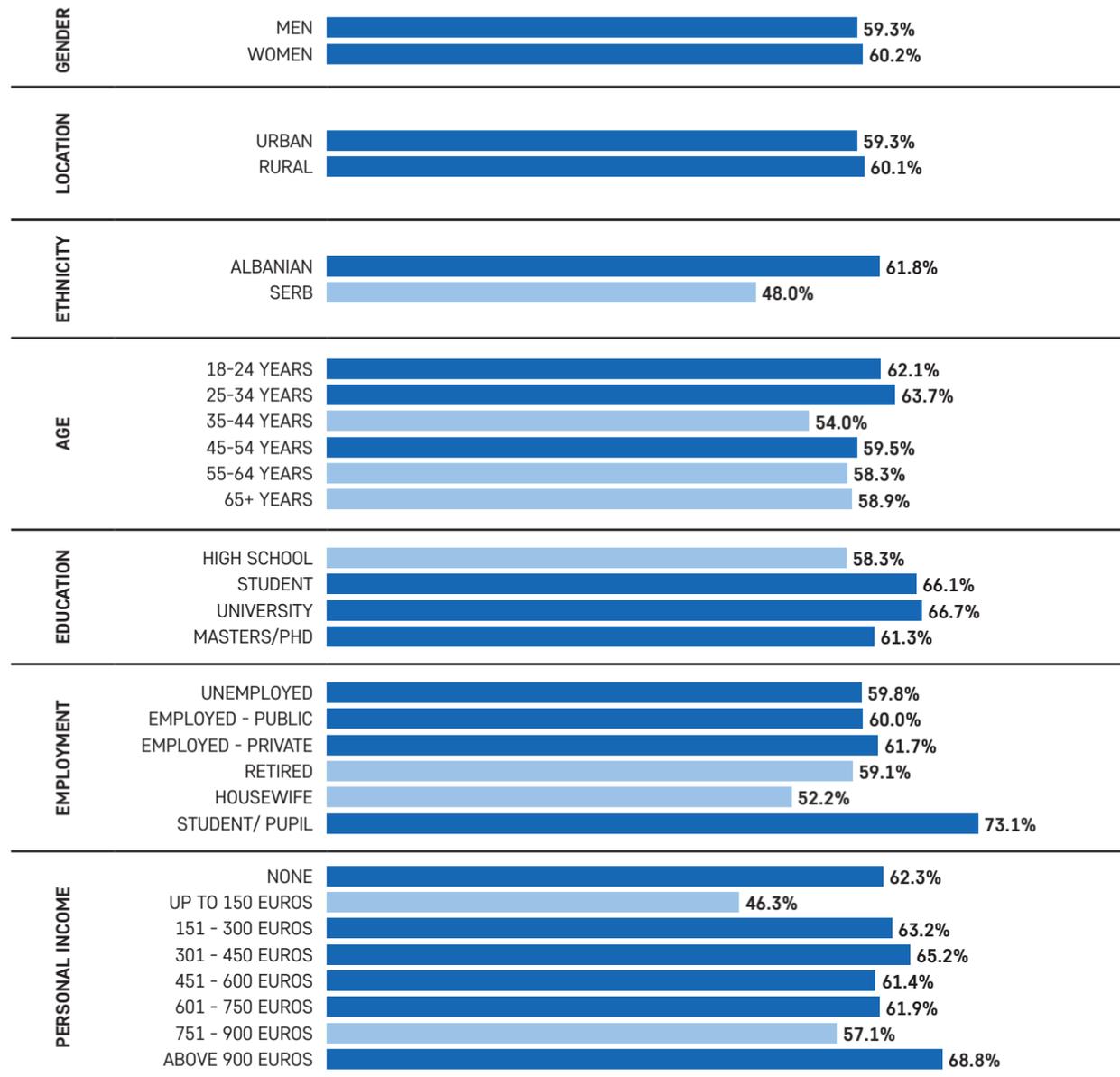
+ FIGURE 15. **Question:** Have you participated in any activities organized by inhabitants of your neighbourhood?

Readiness to sign petitions on local matters

Kosovo wide

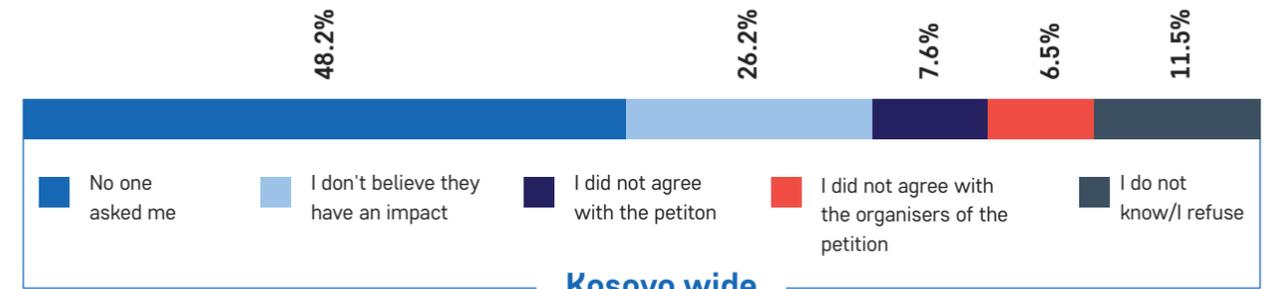


YES
59.7%

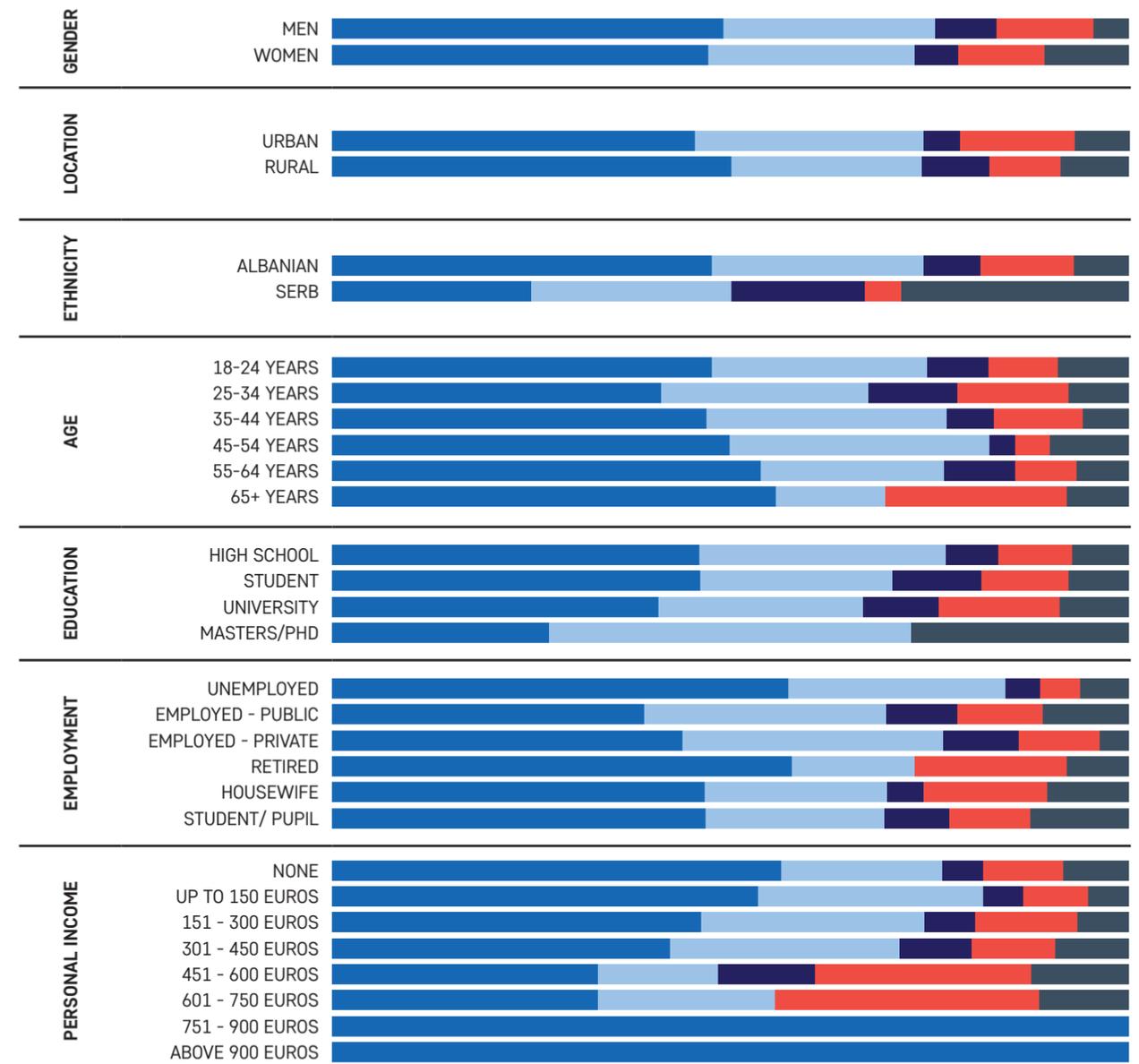


+ FIGURE 16.
Question: Would you sign a petition on a local matter/cause?

Reasons not to sign a petition



Kosovo wide



+ FIGURE 17.
Question: Why haven't you agreed to sign a petition?

VI. INFORMING CITIZENS ABOUT ACTIVITIES AT THE LOCAL LEVEL

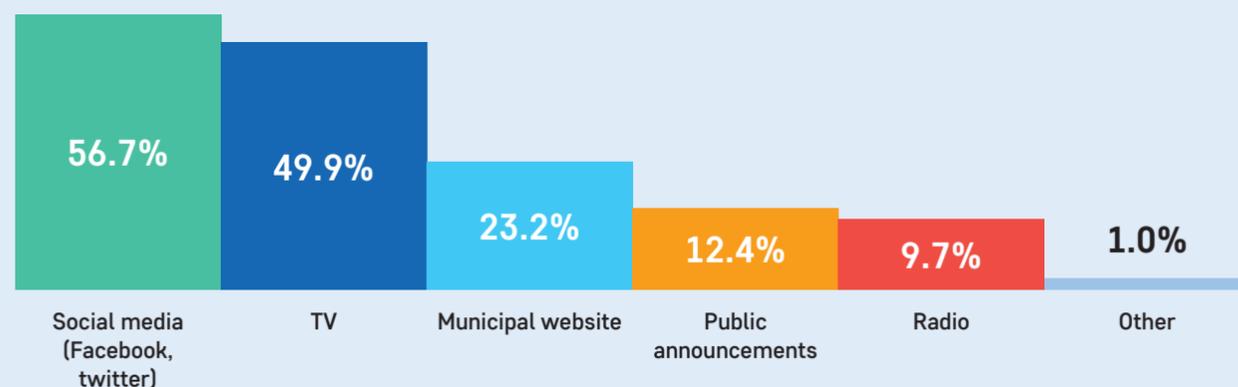
A significant percentage of citizens stated that they get their information through social media (56.7%) and television (49.9%). Other sources of information are municipality websites, public announcement and radio as well. Different age groups (See Appendix 5) get their information on the activities of their municipality through various sources. It is expected from younger age groups to use social media more, hence they see the website of

the municipality a source of information, while television and radio are means of information for older groups. + (SEE FIGURE 18)

During the last year, only 23% of respondents communicated with a public official, either at the central or local level. Out of them, 27.8% were men and 19.3% were women. Respondents living in urban areas had more communication with public officials in comparison to those living in rural areas, although the difference is not that significant, with 25.6% and 21.8% respectively. More ethnic Serb citizens (35.3%) communicated with public officials during the last year than Albanians (24.1%). Meanwhile, in terms of age groups, the 25-34 year olds had more respondents among them that had communicated with public officials (31.7%). The percentage of positive responses to this question increased proportionally with the level of education, reaching the maximum of 35.5% amongst respondents holding a master's/PhD. More or less the same trend is noted among the groups earning more money. The two groups that earn the most (751-900 euros and more than

900 euros a month) contained more respondents (42.9% and 40% respectively) that stated they have met public officials during the last year. Meanwhile, in terms of employment, employees of the public sector communicated the highest percentage of positive responses to this question (31.4%), followed by employees of the private sector (29.9%) and students (23.4%). + (SEE FIGURE 19)

Information means on municipal activities

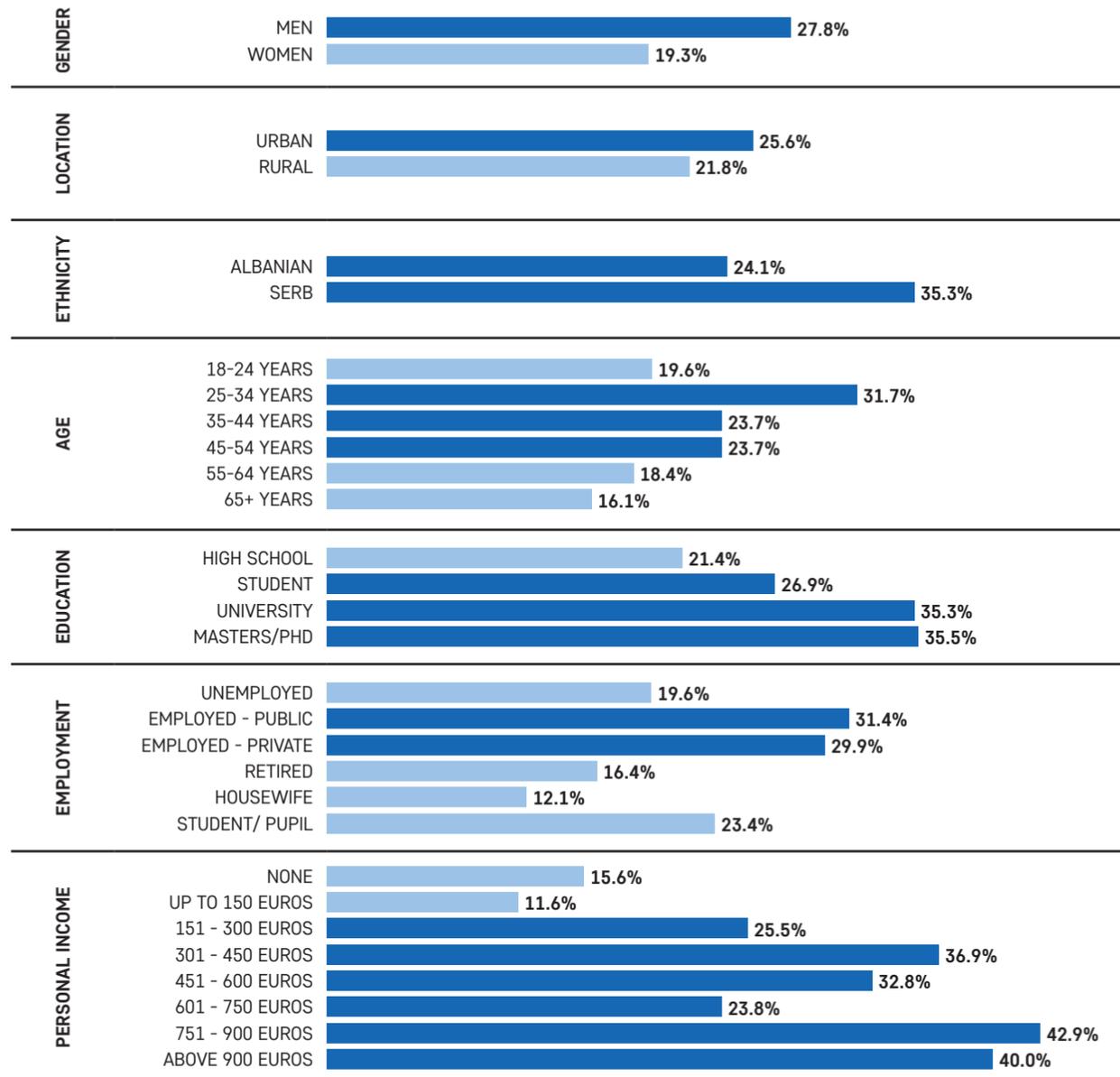


+ FIGURE 18.
Question: How do you get informed on activities of the municipality?



It is expected from younger age groups to use social media more, hence they see the website of the municipality a source of information, while television and radio are means of information for older groups.

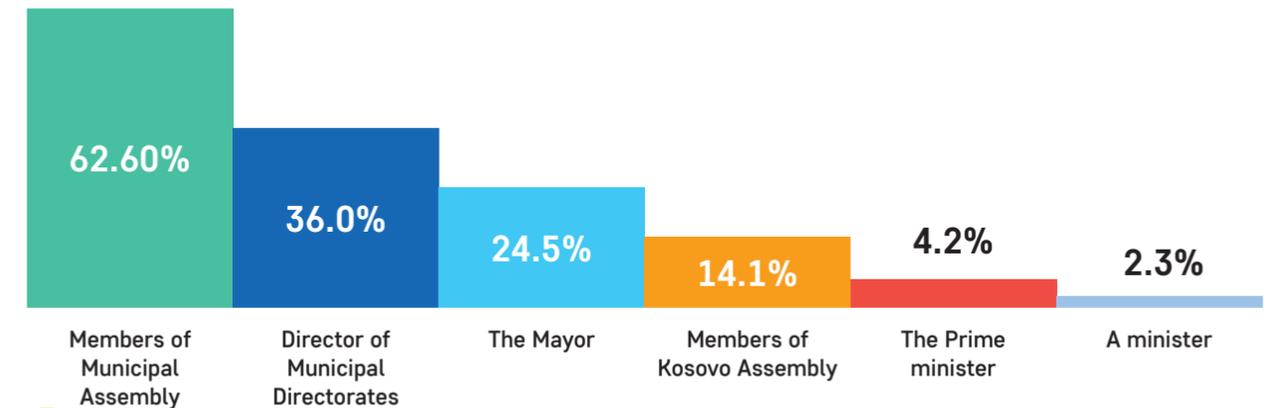
Communication with public officials at the local and central level during last year



+ FIGURE 19. **Question:** Have you communicated with any local or central level officials within the last year?

In terms of positions held by public officials that the respondents met with during the last year, the vast majority responded that they were municipal assembly members (62.60%). A significant portion met with directors of municipal departments (36%), almost one quarter met with the mayor (24.5%), whereas a small percentage (14.1%) met with a member of the Kosovo Assembly. An even smaller portion met with the prime minister (4.2%) or a minister (2.3%). **+** (SEE FIGURE 20)

Communication during the last two years with local/central level officials



+ FIGURE 20. **Question:** Who have you communicated with during the last year among local or central level officials?

VII. CITIZENS' REQUESTS

Citizens provided various opinions about where they would invest 100,000 euros if their municipality would have such funds and would ask them where to invest it. The category with the most responses was investing in healthcare centres, and this was the dominant response among all the demographic categories, levels of education, employment and different income levels (with a small exception: the second most often selected response was investing in road infrastructure, which was again similarly selected among different demographic categories.) These responses were followed by investments in maintaining the environment, which was deemed a concern for both genders, all age groups and for all citizens regardless of their level of education, employment or personal income.

Regarding what was deemed the most needed investment (healthcare centres with 24.4% of the total), compared to other options, a similar opinion was held amongst both genders, respondents of urban and rural areas, both Albanian and Serbian ethnicities and each age group. A difference in response is noted between the different levels of education, with those who have finished only high school rooting more for this type of investment in comparison to other groups, while the lowest percentage rooting for healthcare centres was amongst those holding a master/PhD degree. Similarly, a decrease in support of this idea was seen among those with higher personal income, which is easily explained by the fact that those with highest income have an easier access to these services and more opportunities for private clinics or hospitals. In terms of employment categories, those employed in the private sector and retirees support investing in healthcare in comparison to other groups. + (SEE FIGURE 21)



The category with the most responses was investing in healthcare centres, and this was the dominant response among all the demographic categories, levels of education, employment and different income levels (with a small exception)

Where would you invest 100.000€ of the municipality?

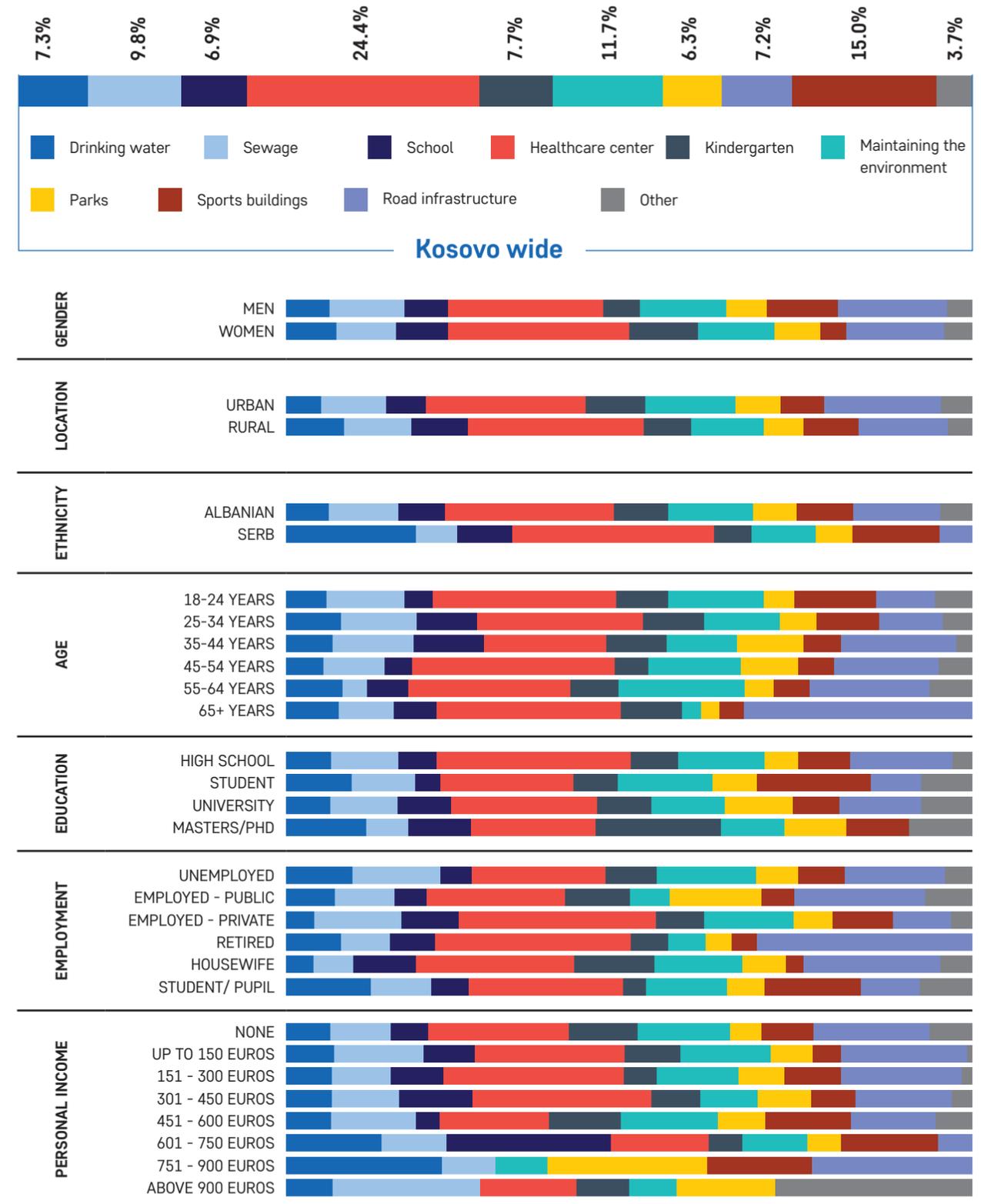
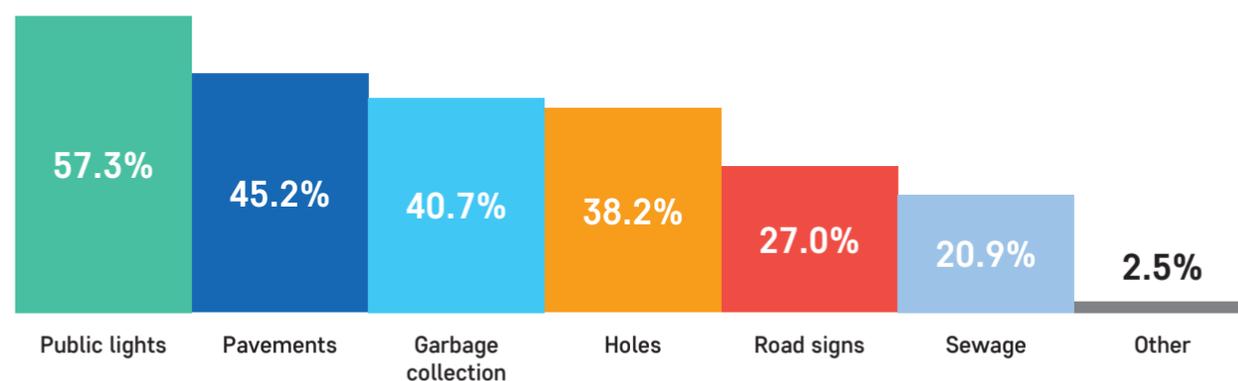


FIGURE 21. Question: If the municipality would say they have 100,000 euros to invest in your neighbourhood, where would you want that money to be invested?

The service in need of most improvement, according to citizens, is public lighting (57.3%), followed by pavements (45.2%), garbage collection (40.7%), fixing holes (38.2%), and fixing street signs (27%). + (SEE FIGURE 22)

What services should be improved in your neighbourhood?



+ FIGURE 22.
Question: Which of the following services need to be improved in your neighbourhood?

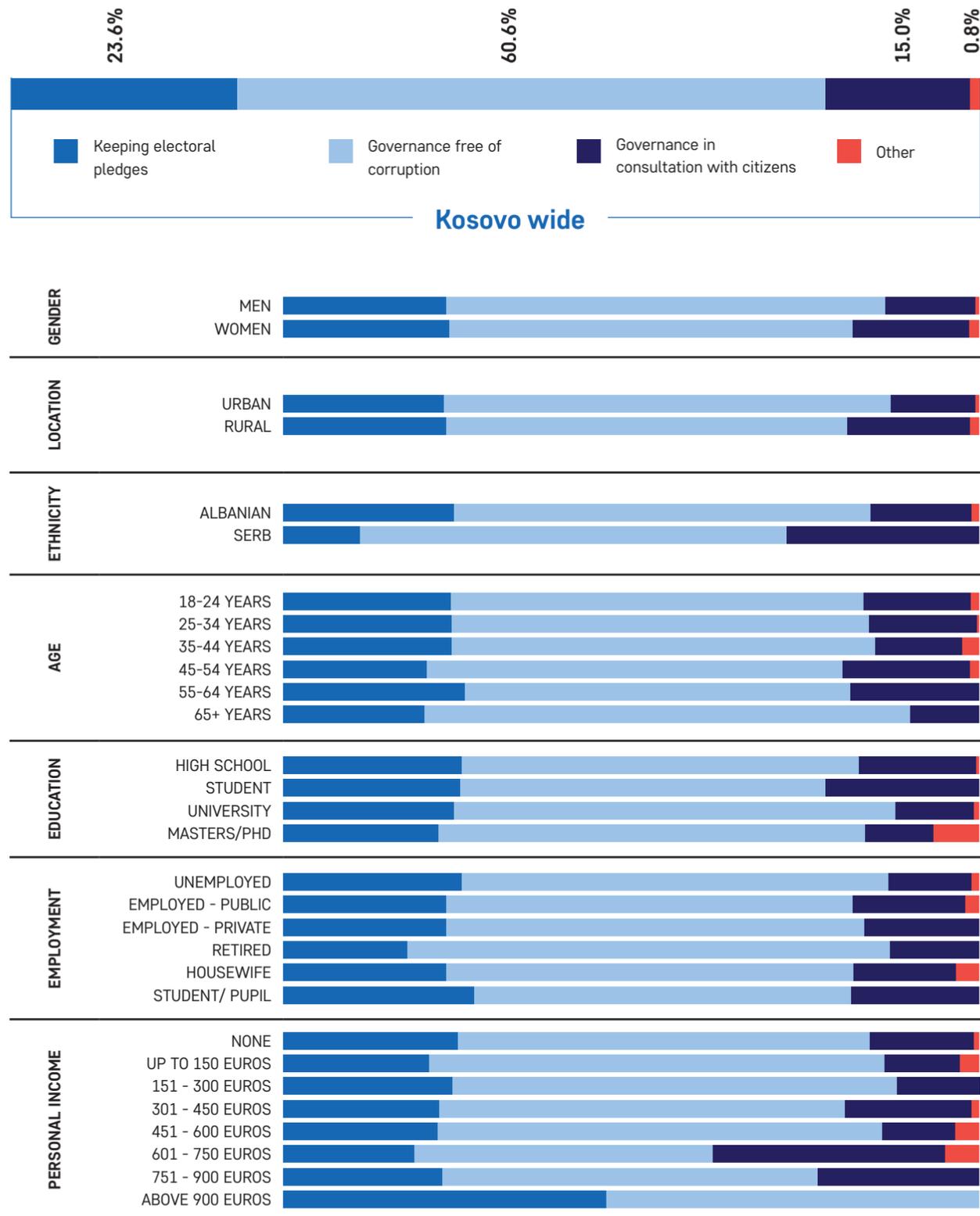
VIII. WHAT KIND OF GOVERNANCE DO CITIZENS APPRECIATE THE MOST?

When asked what they appreciate most in governance, the absolute majority of citizens responded with “governance free from corruption”. Kosovo wide, 60.6% of the responses fall under this option, while the rest were divided between “keeping electoral pledges” (23.6%) and “governance through consultation with citizens” (15%). Men and women think similarly in terms of the importance of keeping electoral pledges, but have a slight difference of opinion regarding governance free of corruption (57.9% and 63.3% respectively) and governance through consultation with citizens (16.7% and 13.3% respectively). Albanian respondents showed slightly more appreciation towards keeping electoral pledges than Serb citizens, who appreciate a governance free from corruption more. Serbs also appreciate more a governance in consultation with citizens than Albanians, with 27.3% and 14.6% respectively. Responses do not vary much among age groups, however the response “governance free from corruption” is more prevalent across all ages, followed by “keeping electoral pledges” and “governance in consultation with citizens”. Additionally, there are no significant differences between the levels of education, apart from the group that has attained the highest education (master degree/PhD), who appreciate governance in consultation with citizens the most. In terms of categories of different types of employment, the dominant response among all categories is “governance free from cor-

ruption”, while students indicated more appreciation towards keeping electoral pledges (27.7%), whereas a governance in consultation with citizens was supported by 18.1%. Lastly, the category of respondents earning the most according to personal income provided a different response. One third (1/3) of the group earning 601-750 euros appreciated a governance in consultation with citizens more, while those earning above 900 euros appreciated more governance free from corruption (53.3%) and keeping electoral pledges (46.7%), but did not seem to support the idea of a governance in consultation with citizens at all. + (SEE FIGURE 23)

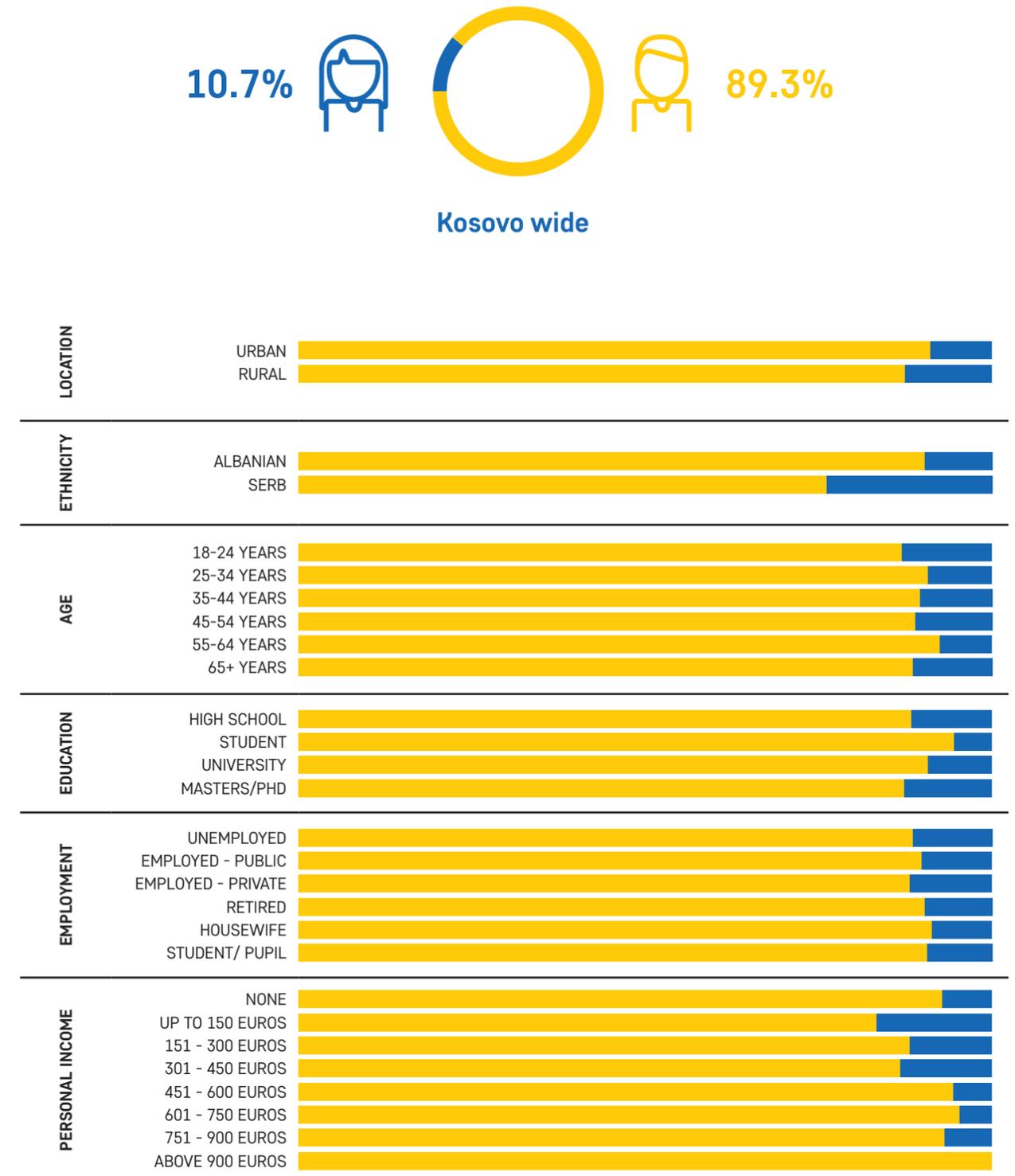
The vast majority of respondents (89.3%) believe that men are more prone to getting involved in corruption in politics. A similar opinion is held by both men and women, as well as inhabitants living in both rural and urban areas. In terms of ethnicity, Albanians are more convinced that men are prone to being involved in corruption than Serbs, with 90.1% and 76% respectively. Meanwhile, respondents of all age groups and all levels of education think that women are less prone to corruption than men (90%). Similar to this, all categories of employment and of personal income, chose men when asked which gender was more prone to corruption in politics. + (SEE FIGURE 24)

What do you appreciate the most in governance?



+ FIGURE 23.
Question: What do you appreciate most in governance?

Which gender is more prone to corruption in politics?



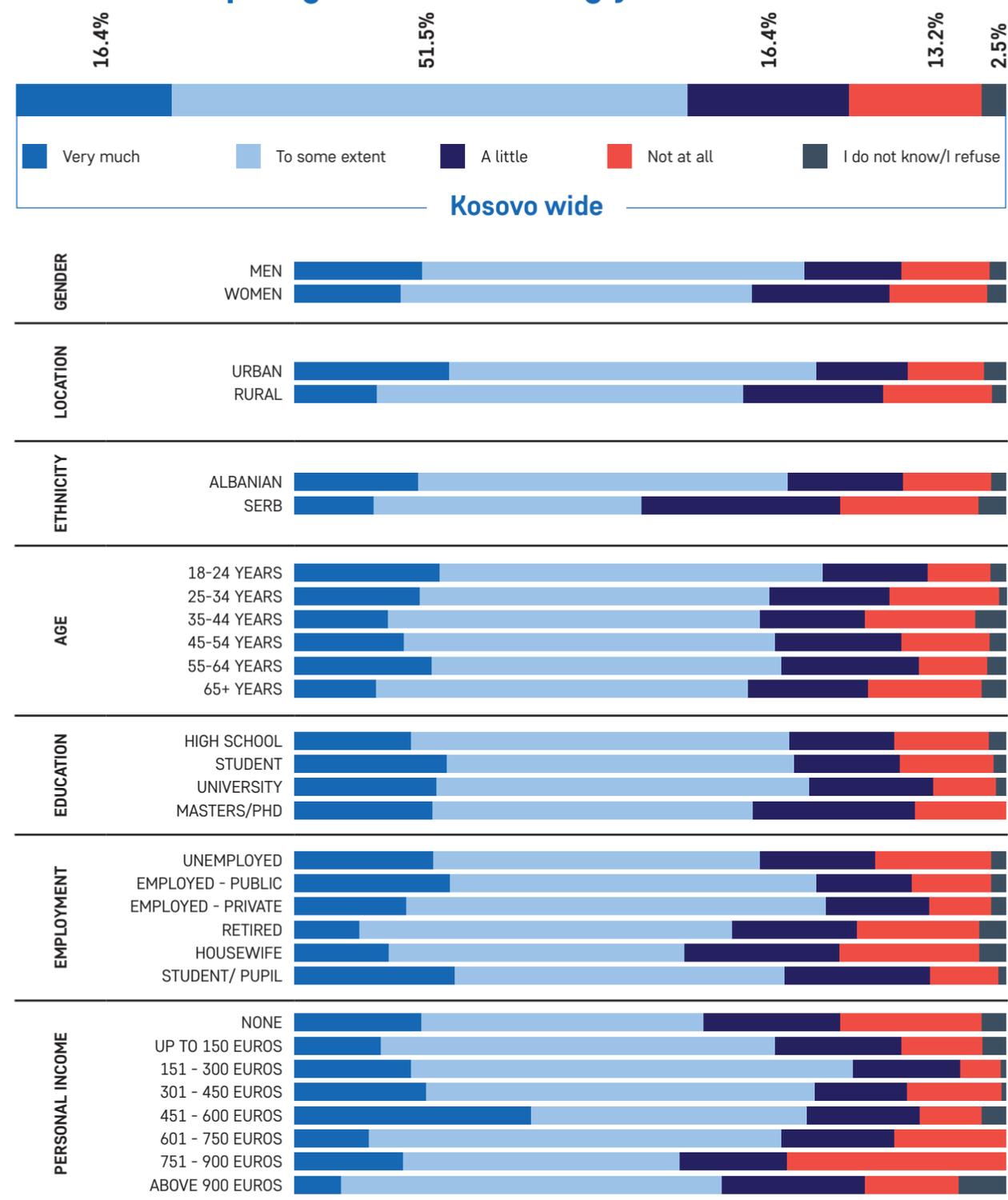
+ FIGURE 24.
Question: Who do you think is more prone to corruption in politics?

IX. ELECTORAL PLEDGES AND CITIZEN'S VOTES

The dominant response when asked how much electoral pledges impact their decision on who to vote for is "to some extent" (51.5%). This is followed by an equal division between the responses of "very" (16.4%) and "little" (16.4%). Men and women pay a similar level of attention to electoral pledges, however women responded more frequently under the option of "not at all" (19.3% compared to 13.7%). Urban area respondents pay more attention to electoral pledges when deciding on who to vote for (21.7%) in comparison to those in rural areas (11.6%), who chose the responses of "little" and "not at all". A similar situation is noted when comparing responses among different ethnicities, with Albanians responding significantly more that they do take electoral pledges into account when deciding who to vote for (17.4% compared to 11.3%), whereas Serbs responded more with the options of "little"

(28%) and "not at all" (19.3%). In terms of different age groups and levels of education, there is no significant difference between the groups in terms of taking into account electoral pledges when deciding who to vote for. Meanwhile, among various types of employment, there were more respondents among students and those employed in the private sector who said that they pay attention to electoral pledges, whereas between the groups of different types of personal income, the same answer dominated among those earning 451-600 euros a month. Two findings are worth highlighting: first, one third (1/3) of those earning 751-900 euros responded that they do not pay attention to electoral pledges at all, and second, 6.7% of those with the highest income (above 900 euros per month) take electoral pledges into account when deciding who to vote for. + (SEE FIGURE 25)

How much do you take into consideration electoral pledges when casting your vote?

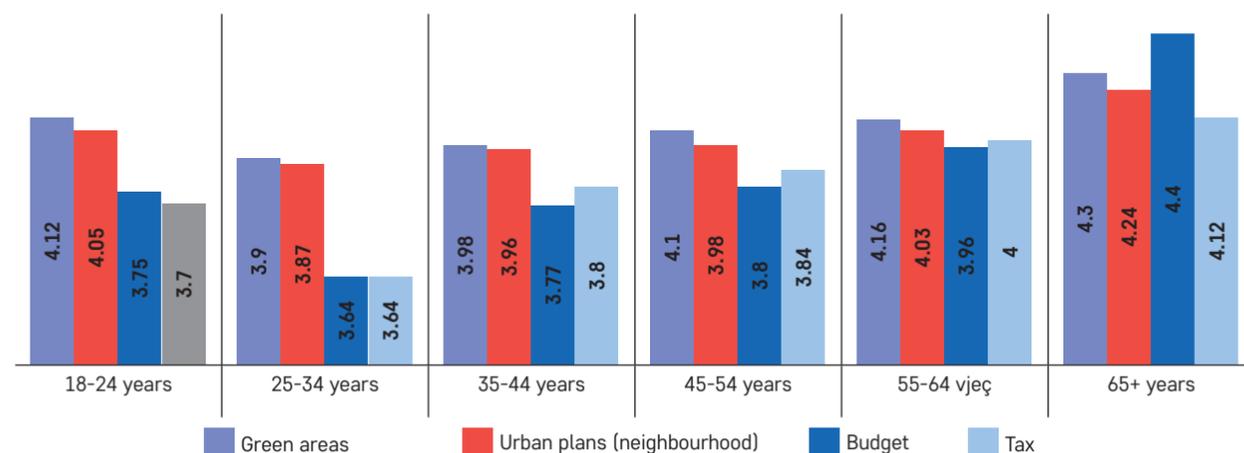


+ FIGURE 25. Question: How much do you take into consideration electoral pledges when deciding who to vote for?

X. APPENDIXES

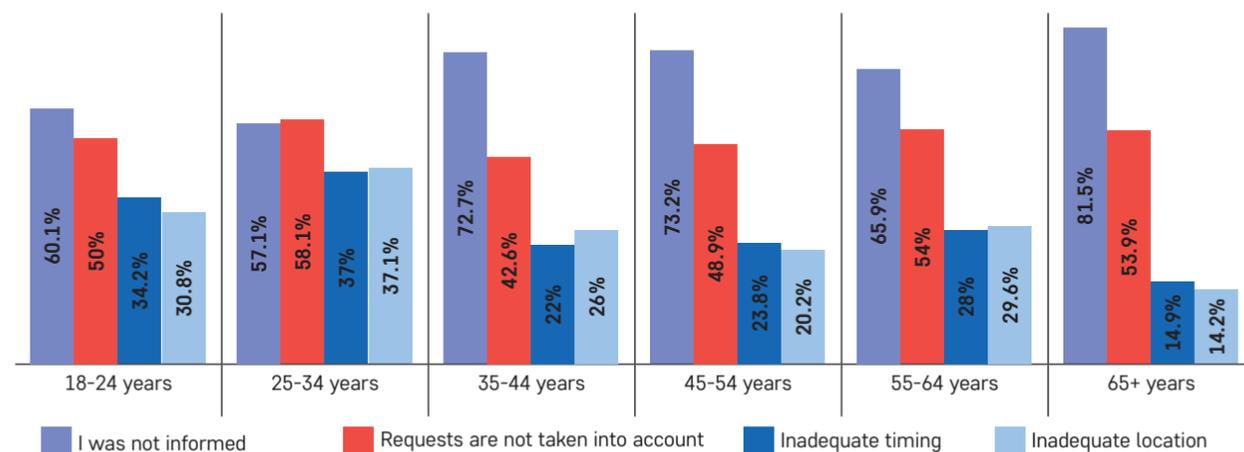
Appendix 1 – How important is it for you to be consulted by the municipality on these processes, according to age (rank based on importance from 1 – not at all to 5-absolutely)?

Preferences on consultations according to age



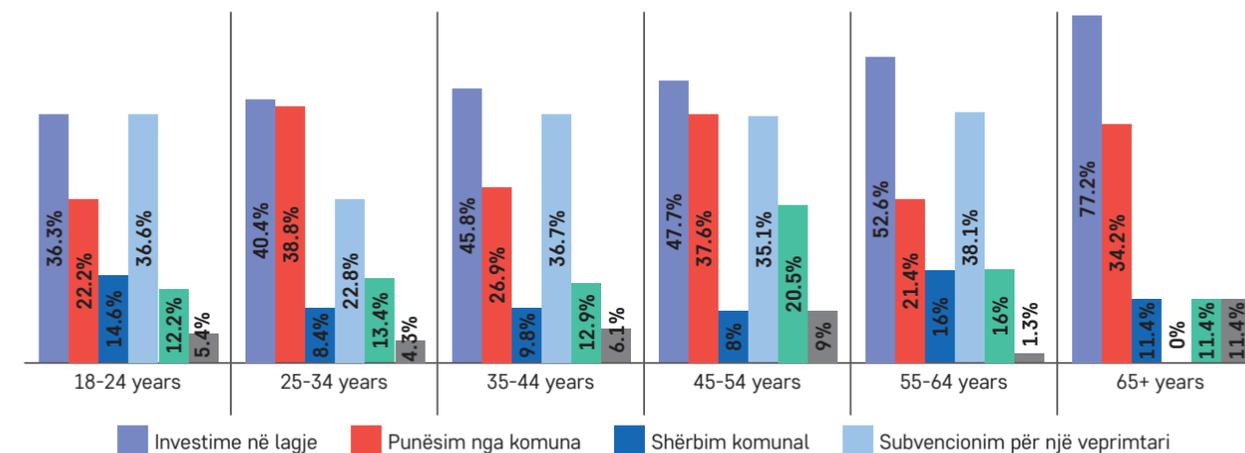
Appendix 2 - What were the reasons that made you to not participate in public consultations organized by the municipality, according to age?

Reasons for not participating in consultations held by the municipality according to age



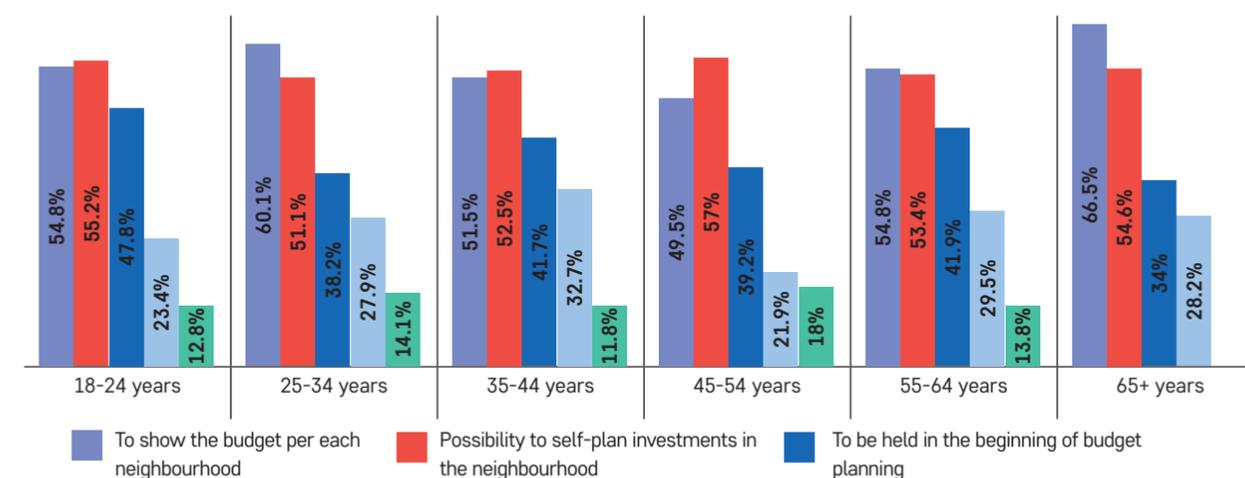
Appendix 3 – What were the reasons that made you participate in public consultations held by the municipality, according to age?

Reasons for participation in public consultations (according to age)



Appendix 4 – Which aspects related to public consultations on the budget should be improved, according to age?

What should be improved in budget hearings according to age



Appendix 5 – How do you get informed on the activities of the municipality, according to age?

Means of information according to the activities of the municipality (according to age)

