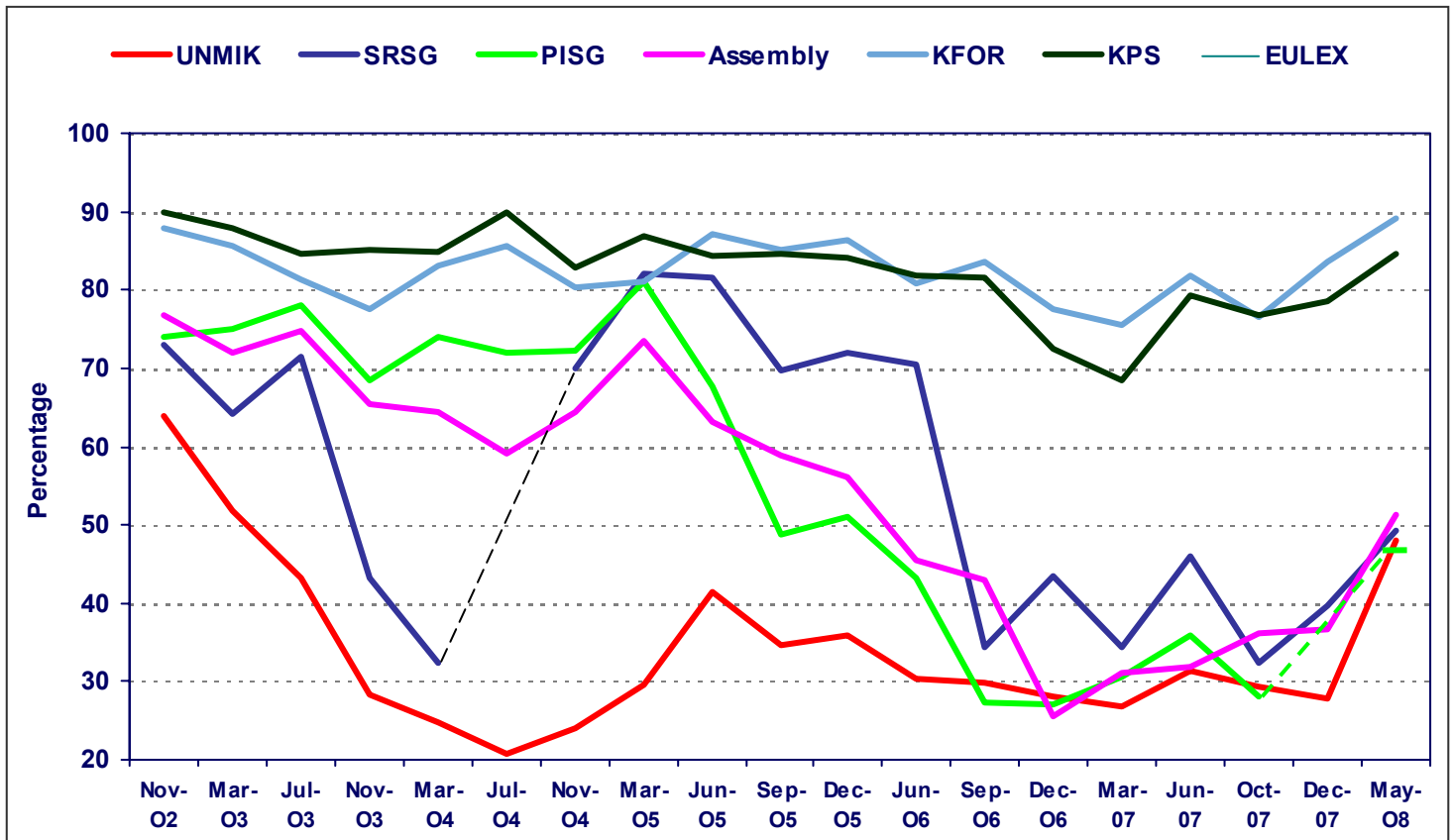




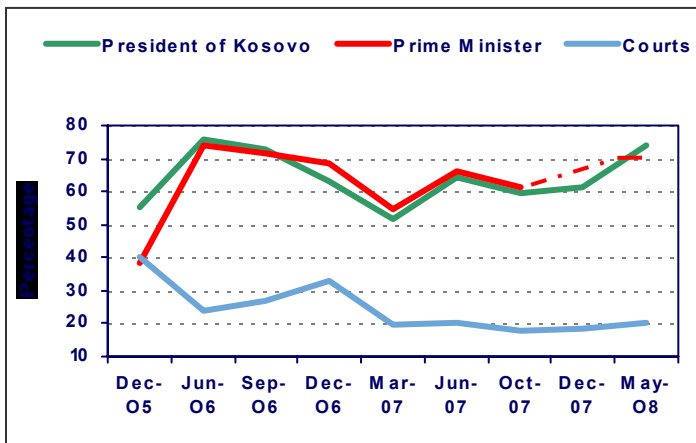
## TRENDS

- The satisfaction level with key governing institutions has increased in May 2008 as compared to the December 2007 reporting period. As of May 2008, approximately 48%, an increase of some 20 percentage points since December 2007, of survey respondents are satisfied with the work of UNMIK.
- Compared to the December 2007 poll results, the Special Representative of the Secretary General (SRSG) approval ratings increased by 6 percentage points. As opposed to the decrease seen in between June and October 2007, both KPS and KFOR have seen a slight increase since October 2007 with approximately 85% and 89% of May 2008 respondents satisfied with their work, respectively.
- Satisfaction with the work of the Kosovo Assembly has seen a significant increase of 15 percentage points since December 2007. About 52% of respondents are satisfied with its work now.
- Satisfaction with the work of the PISG currently stands at 47%, and that of EULEX at 13%.\*

Figure 1: Satisfaction with Kosovo's main institutions

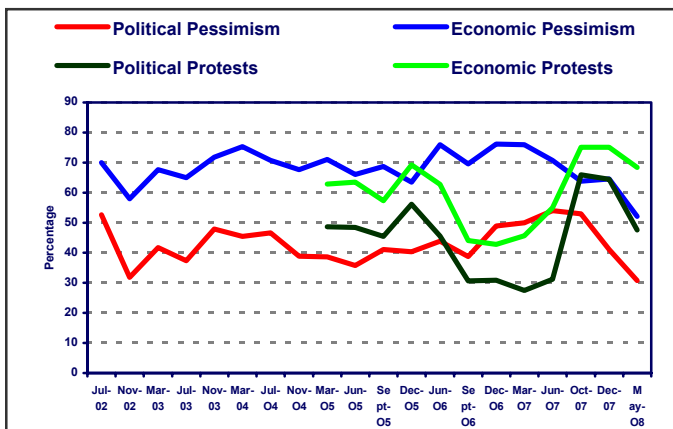


**Figure 2: Satisfaction with Kosovo's main institutions II**



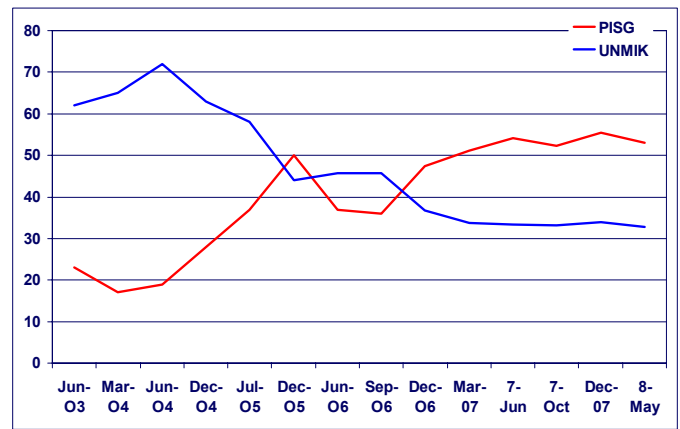
- Among all institutions, people continue to be least satisfied with the work of the Kosovo courts.
- The approval ratings for the President increased for some 14 percentage points since December 2007, currently standing at 75%.
- The approval ratings for the Prime Minister currently stand at 71%. (Figure 2). \*\*

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



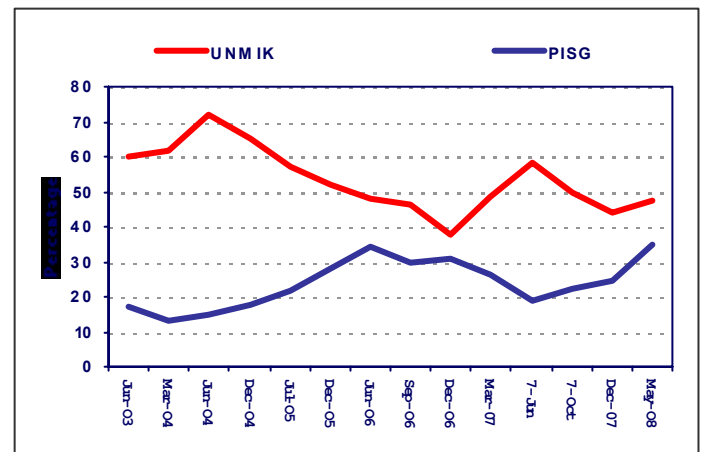
- Compared to the December 2007 poll results, the current poll shows a significant decrease by some 10 percentage points in the political pessimism of respondents (standing now at 31% as opposed to 41% in December 2007). Moreover, a significant decrease of 16 percentage points is seen in the respondents' willingness to protest for political reasons, standing now at 48% as opposed to 64% in December 2007.
- A decrease of 7 percentage points (now standing at 68%) has been observed in the respondents' willingness to protest for economic reasons since December 2007. Whereas a decrease of 13 percentage points (now standing at 52%) has been observed in the respondents' economic pessimism since December 2007 (Figure 3).

**Figure 4: Responsibility for Kosovo's economic situation**



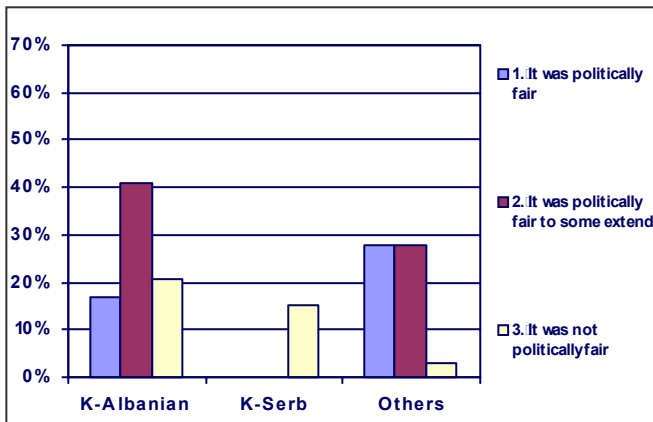
- Since December 2006, on average the polls have shown more people that hold Provisional Institutions of Self Government (PISG) more responsible than UNMIK for the economic situation.
- While the May 2008 poll results show no significant change in this indicator for UNMIK, the portion of respondents holding PISG more responsible for Kosovo's economic situation has slightly decreased to 53% in May 2008 as opposed to 55% in December 2007 (Figure 4).

**Figure 5: Responsibility for Kosovo's political situation**

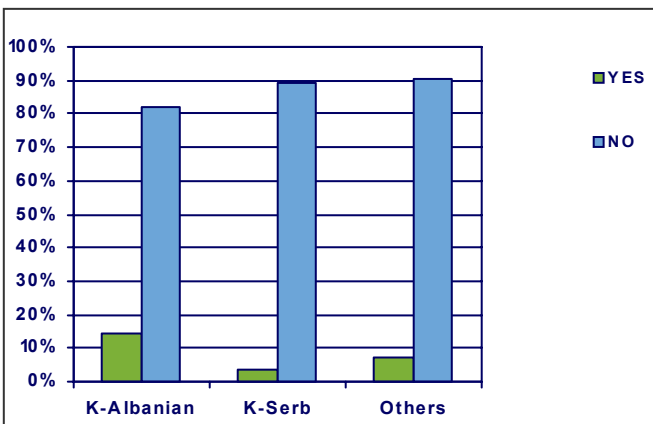


- The gap between those holding PISG and those holding UNMIK most responsible for the Kosovo's political situation changed direction in May 2008, as opposed to the narrowing trend between June 2007 and December 2007.
- According to the May 2008 poll results, 49% of respondents hold UNMIK most responsible for the political situation (a slight increase of some 5 percentage points since December 2007), while about 35% attribute this responsibility to the PISG (an increase of 10 percentage points since December 2007) (Figure 5).

**Figure 6: What do you think about the LDK-PDK coalition?**



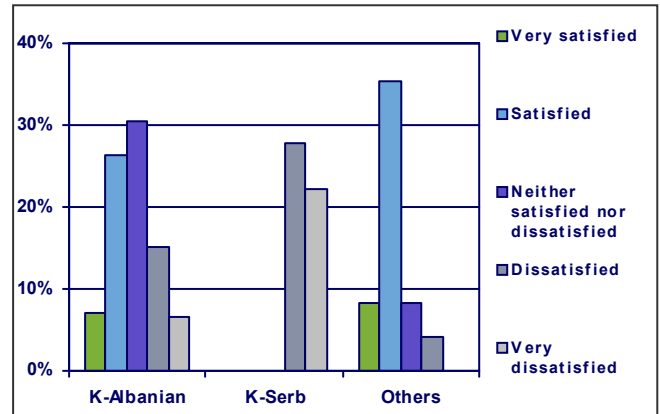
- When asked about what they thought of the LDK-PDK coalition, approximately 18% of K-Albanian respondents stated that they thought the coalition was politically fair, while some 21% thought it was not politically fair.
- About 41% of K-Albanians thought the coalition was fair only to some extent. About 15% of K-Serbs thought this coalition was not politically fair, while some 56% of Others thought the coalition was politically fair and to some extent fair (Figure 6).



**Figure 7: Have you ever read the Kosovo Constitution?**

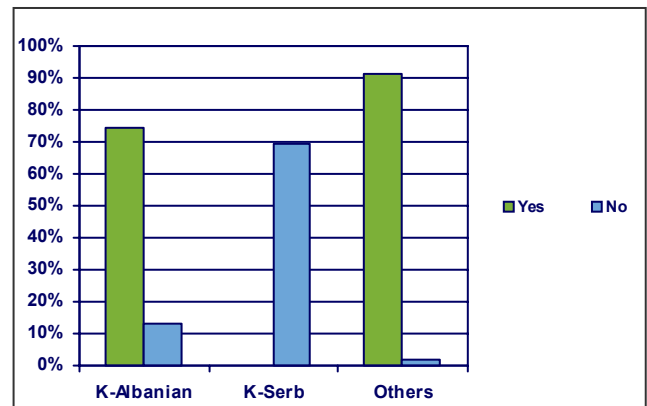
When asked whether they have ever read the Kosovo Constitution, over 82% of K-Albanians, 90% of K-Serbs, and 91% of Others, stated that they never read the Kosovo Constitution.

**Figure 8: Satisfaction with the process for creating the new Kosovo Constitution**



- Asked about satisfaction with the process of creating the new Kosovo Constitution, approximately 36% of K-Albanian respondents, and 43% of Others stated that they were very satisfied or satisfied with the process.
- Whereas, some 23% of K-Albanians, 49% of K-Serbs, and 13% of Others stated that they were dissatisfied or very dissatisfied with the process.
- Some 31% of K-Albanians and 35% of Others stated that they were neither satisfied nor dissatisfied with the process of creating the Kosovo Constitution (Figure 8).

**Figure 9: Feeling well represented by the new State Flag of Kosovo**

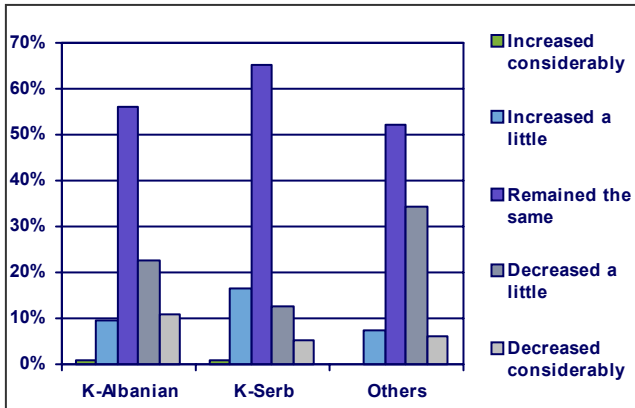


- While the new State Flag of Kosovo is meant to represent all ethnicities that live in Kosovo through its six stars (each one representing one major ethnicity of Kosovo), the May 2008 poll results show no K-Serb respondent feeling well represented by the new State Flag of Kosovo.
- Some 74% of K-Albanians and 91% of Others feel well represented by the new State Flag, while only 12% of K-Albanians, 2% of Others, and about 70% of K-Serbs do not feel well represented by the State Flag (Figure 9).

## ECONOMY

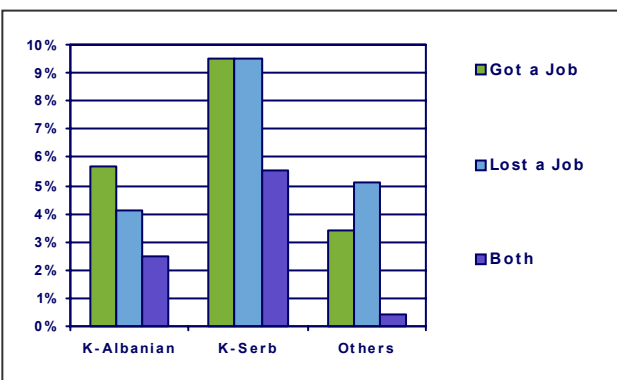
- Regardless of ethnicity, the majority of respondents think that their family income did not change as compared to one year ago.
- Only 10% of K-Albanians, 17% of K-Serbs, and 8% of Other minorities reported an increase (a little or considerable increase) in their income, as opposed to 33% of K-Albanians, 17% of K-Serbs, and 40% of Other minorities that reported a decrease in their income (Figure 10).

**Figure 10: Changes in family income compared to one year ago by ethnicity**



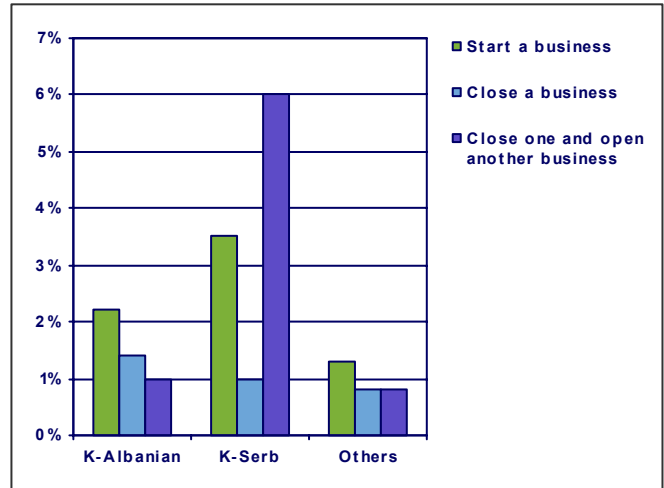
- As for changes in the employment status of any family member of the respondents within the past six months, only about 6% of K-Albanians (same as of December 2007 poll), about 10% of K-Serbs (as compared to 6% according to the December 2007 poll), and about 3% other minorities (as compared to 6% according to the December 2007 poll) reported to have gotten a job.
- No significant changes, however, have been observed in May 2008 as compared to the December 2007 reporting period as far as “lost a job” indicator is concerned for K-Albanians and Others, while this indicator increased by 5 percentage points for K-Serbs (Figure 11).

**Figure 11: Changes with regard to employment of a family member in the last 6 months by ethnicity.**



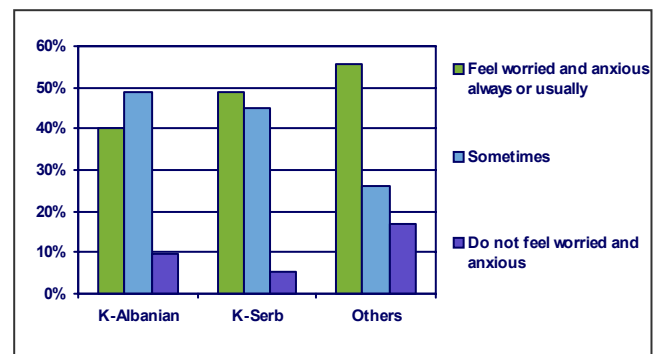
- The only changes in the business activity of respondents since the December 2007 reporting period are the decrease in Other minority respondents that reported to have closed a business and the increase in the Others respondents that reported to have closed and started (both) a business.
- Compared to 6% in December 2007, only 1% of Others now reported to have closed a business. About 1% of Others now (as compared to less than 4% in December 2007) reported to have closed one and started another business (Figure 12).

**Figure 12: Changes with regard to family business in the last 6 months by ethnicity**



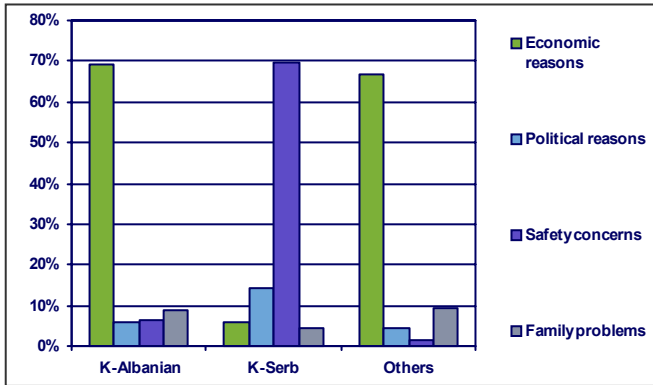
## PROBLEMS AND WORRIES

**Figure 13: Responses to the question how often do you feel worried or anxious during the day by ethnicity.**



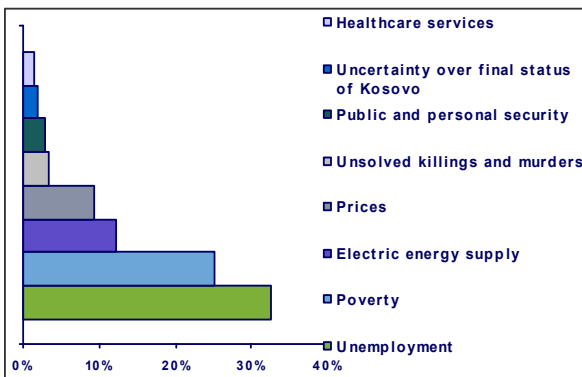
- The majority of respondents, regardless of ethnicity, feel worried or anxious during the day. However, about 5% of K-Serbs, 17% of other minorities, and 10% of K-Albanians (as compared to 13%, 9%, and 10%, respectively, according to the December 2007 poll results) reported that they did not feel worried or anxious during the day.

**Figure 14: Reasons for feeling worried and anxious by ethnicity.**



- Economic reasons, as in the December 2007 poll, present the basis for K-Albanian and Other minority respondents' feelings of worry or anxiety.
- Safety concerns, however, continue to present the major reason for K-Serb respondents' feelings of worry or anxiety (Figure 14).

**Figure 15: The paramount problem that Kosovo faces**



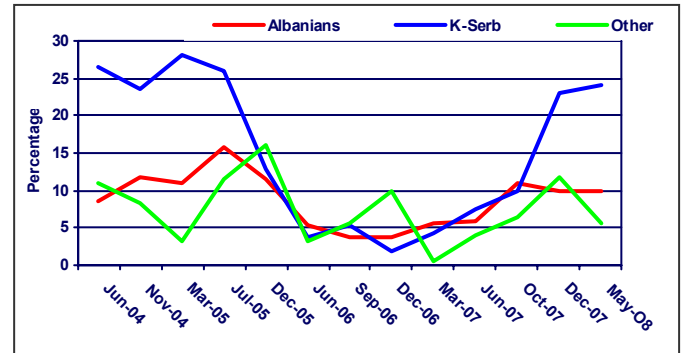
- With final status resolved, which was identified as the paramount problem facing Kosovo since June 2007, the May 2008 poll results show unemployment to be the paramount problem that Kosovo faces (33%), followed by poverty (25%) and electrical energy supply (12%) (Figure 15).

## CORRUPTION

- Even though not even ranked in the top eight list of paramount problems facing Kosovo (Figure 15), when asked whether they came across a situation in which public officials conditioned performing their services by asking for bribes, gifts or other favours, around 10% of K-Albanian, 25% of K-Serb, and 5% of Other minority respondents answered positively.

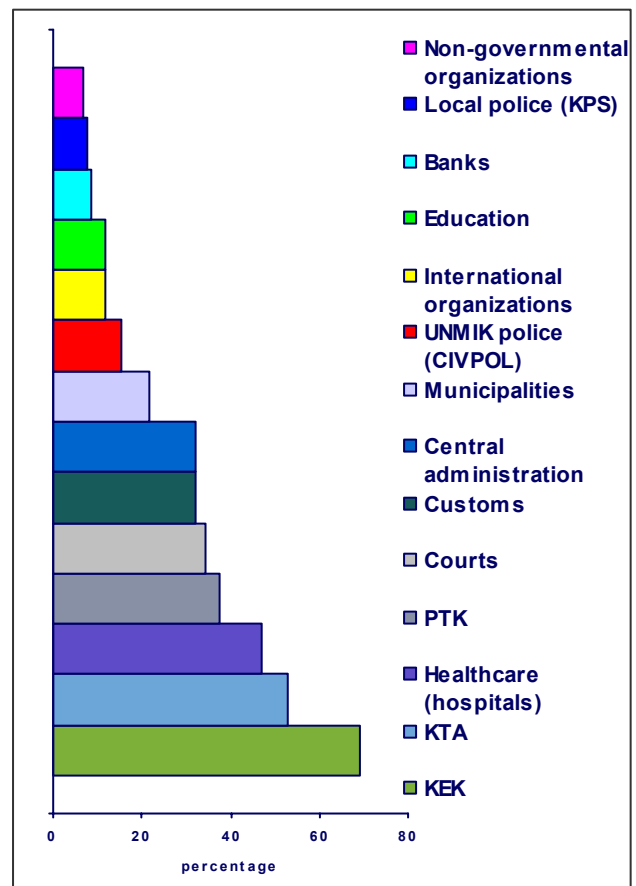
- The May 2008 poll results, as compared to December 2007, show a significant change only for Others – a decrease of some 7 percentage points in this indicator (Figure 16).

**Figure 16: Public officials conditioning performing their services by asking for bribes, gifts, and other favours**



- KEK and KTA continue to lead the list of Kosovo institutions that are perceived to have “large scale” corruption since June 2007.
- Healthcare, PTK, and Courts are ranked third, fourth, and fifth, respectively, in the list of Kosovo institutions where “large scale” corruption is perceived to exist (Figure 17).

**Figure 17: Perceptions of presence of “Large Scale” corruption in Kosovo’s institutions**



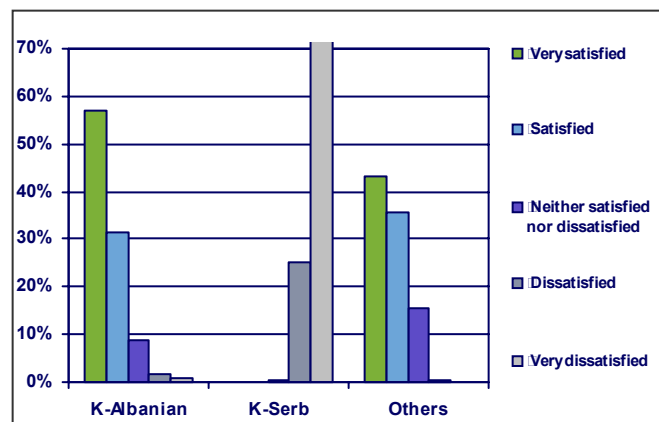
## POST-STATUS KOSOVO

- When asked about the circumstances that threaten Kosovo's stability, unemployment and poverty were cited by K-Albanian and Other minority respondents as the main factor.
- For the K-Serb respondents, however, further aggravation of interethnic relations presents the main factor that threatens Kosovo's stability, followed by the lack of rule of law (Table 1).

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

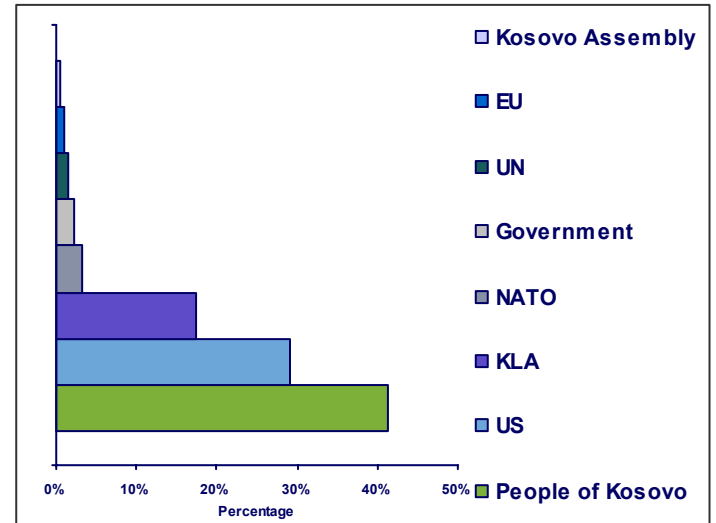
	Ethnicity			
	K-Albanian	K-Serb	Others	Total weighted ***
1. Further aggravation of interethnic relations	4.1%	57.0%	19.1%	8.19%
2. Unemployment and poverty	68.9%	1.5%	70.3%	64.92%
3. Deterioration of relations with neighbouring countries	1.4%	1.5%	.4%	1.32%
4. Deterioration of relations with international community	3.4%	12.5%	2.5%	3.92%
5. Religious Radicalism	.6%		.4%	0.53%
6. Political Radicalism	.2%	2.5%	.4%	0.38%
7. Lack of rule of law	9.4%	19.0%	3.8%	9.63%
8. Corruption and mismanagement	10.4%	3.0%	1.3%	9.42%
Other?	.3%			0.30%
Don't know / no answer	1.3%	3.0%	1.7%	1.39%
Total	100.0%	100.0%	100.0%	100.00%

**Figure 18: Satisfaction with the way Unilateral Declaration of Independence (UDI) was proclaimed**



- As far as the way in which UDI was proclaimed is concerned, some 89% of K-Albanians and 79% of Others were satisfied or very satisfied, while only some 3% of K-Albanians and over 92% of K-Serbs were dissatisfied or very dissatisfied (Figure 18).

**Figure 19: Most merited for Kosovo's independence**



- When asked as to who deserved the most credit/merits for Kosovo's finally declaring UDI, over 40% of respondents stated that the most deserving for UDI is the people of Kosovo, followed by the US (28%), and KLA (18%).

## SECURITY INDICATORS

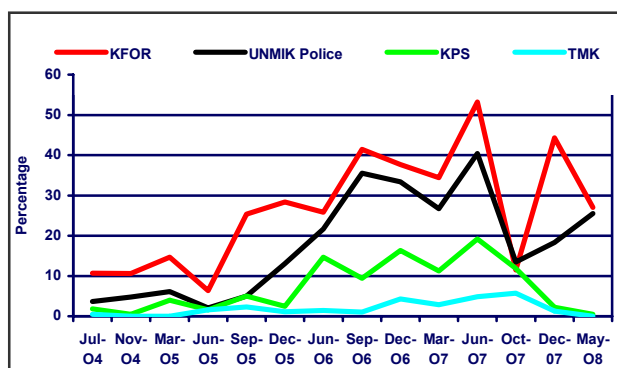
- Around 20% of K-Albanians, 91.5% of K-Serbs, and 24% of Other minority respondents reported that they feel somewhat unsafe or very unsafe while on the street (as opposed to 54%, 76%, and 45%, respectively, according to the December 2007 poll results).
- This shows a significant improvement for the feeling of safety on the street indicator for the K-Albanian and Other minority respondents – an increase of some 34 percentage points in the proportion of K-Albanians and an increase of some 24 percentage points in the proportion of Others that feel somewhat safe and very safe while on the street as compared to December 2007.
- In the meantime, as far as K-Serbs are concerned, the May 2008 poll results show a 17 percentage point decrease in their feeling somewhat safe or very safe as compared to the December 2007 poll (Table 2).

**Table 2: Percentage of respondents' safety feeling while on the street by ethnicity**

	K-Albanian	K-Serb	Other
Very safe	22.2%	1.0%	15.7%
Somewhat safe	56.6%	5.5%	58.9%
Somewhat unsafe	11.0%	52.5%	17.4%
Very unsafe	9.2%	39.0%	6.4%
No answer	1.0%	2.0%	1.7%
Total	100.0%	100.0%	100.0%

- Without making any claims as to the direction of causality, in light of the above, the deterioration in the feeling of safety while on the street for K-Serbs seems to be related to their steeply decreased satisfaction with key security institutions in Kosovo, such as KFOR and KPS.
- The satisfaction of K-Serbs with KFOR and KPS decreased to 28% and 1%, respectively, as compared to 44% and 2% in December 2007.
- The only improvement in satisfaction of K-Serbs with security institutions is an increase of some 7 percentage points since December 2007 with UNMIK Police, currently standing at 25.5% (Figure 20).

**Figure 20: Satisfaction with security institutions (K-Serb responses).**



**Table 3: Most important threats to family security**

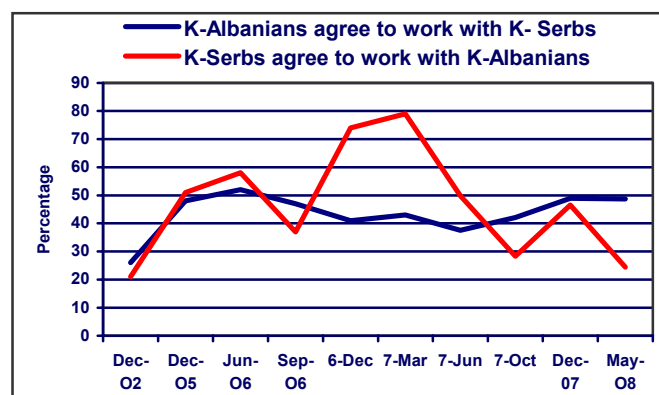
	K-Albanian	K-Serb	Other	Total
Robberies	10.1%	2.5%	14.4%	9.7%
Thefts	18.2%	28.0%	14.8%	19.1%
Kidnappings	5.6%	8.0%	1.7%	5.3%
Murders	5.6%	21.0%	4.2%	7.7%
Traffic Accidents	8.7%	1.0%	3.0%	6.5%
Organized Crime	6.1%	20.0%	13.6%	9.5%
Home Accidents	1.7%	.5%		1.2%
Fires	11.1%	7.0%	22.0%	12.4%
Poverty	7.6%	10.0%	4.2%	7.3%
Infectious Diseases	1.1%		.4%	.8%
Drugs	18.9%	.5%	17.8%	15.9%
Racketeering	1.3%		.4%	.9%
Other	2.6%		3.0%	2.3%
Don't Know	1.5%	1.5%	.4%	1.3%
Total	100.0%	100.0%	100.0%	100.0%

- As far as threats to family security are concerned, thefts are considered the most important threat to family security by both K-Albanians and K-Serbs, followed by drugs and murders, respectively.
- For Other minority respondents, fires are considered the number one threat to family security, followed by thefts.

## INTERETHNIC RELATIONS

- The May 2008 poll shows that the number of K-Serbs willing to work with K-Albanians has noticeably decreased to 24% as compared to 46% in December 2007.
- As for K-Albanians, the indicator has seen no significant change since December 2007, currently standing 49% (Figure 21).

**Figure 21: Interethnic relations**



- As for the main factor that influences interethnic relations, K-Albanians and K-Serbs continue to have different opinions.
- For K-Albanians, influence from Belgrade (53%) and the lack of readiness of K-Serbs to be integrated in the Kosovo society (20%) continue to be the two major factors that affect interethnic relations.
- For K-Serbs, attitude of Albanian leaders (43% now as compared to 66% in December 2007) and insufficient efforts of K-Albanians in view of integration of K-Serbs (16%), are the two major factors that affect interethnic relation (Table 4).

**Table 4: Responses to the question of which factor is the main factor that presently influences these relations to be tense.**

	K-Albanian	K-Serb	Others
Insufficient efforts of Albanians in view of integration of K-Serbs	2.9%	16.0%	3.4%
Lack of readiness of Serbs to be integrated in the Kosovo society	20.3%	0	24.6%
Attitude of Albanian leaders	0.8%	43.0%	3.0%
Attitude of Serbs leaders	5.1%	0.5%	5.1%
Influence of Belgrade	53.4%	0	27.5%
Something else. What?	0.8%	7.0%	1.3%
Don't know	12.9%	8.5%	32.6%
No answer	3.8%	25.0%	2.5%
Total	100.0%	100.0%	100.0%

### Kosovo Early Warning Project

The Kosovo Early Warning System Project is a component of UNDP's regional early warning framework. The project aims to build the capacity of local analysts to foresee potential crises, and to advise crisis prevention policies. Early Warning Reports are produced quarterly. The project is co-funded by USAID and UNDP. This Fact sheet is based on statistical analysis of an opinion poll conducted by Riinvest Institute during the second and third weeks of May 2008.

The survey was based on face-to-face interviews, and included 1,310 respondents: 874 K-Albanians, 200 K-Serbs, and 236 respondents from other minorities. The sample was selected through random sampling method and was stratified on the basis of geographic regions that are based on telephone area codes (7) and municipalities (30) and urban rural ratio (1:1). This Kosovo representative sample is calculated with a confidence level of 95% which yields a confidence interval (CI) of +/- 2.71.

The upcoming Early Warning Report (that includes the Fast Facts presented herein) will be a Special Edition - Kosovo Early Warning Report #20/21, covering the period from January to June 2008, based on data from a quick poll of early April 2008 and the May 2008 poll, which will be published by the end of June 2008.

For more information on the Kosovo Early Warning System contact: [early.warning.ks@undp.org](mailto:early.warning.ks@undp.org)

### Explanation notes:

\* (Figure 1) There is a broken graph line for PISG due to the fact that there was a change in PISG due to elections (during the December 2007 poll). The graph line for the SRSG is also broken, because there was no SRSG during the June 2004 poll.

\*\* (Figure 2) There is a broken graph line for the satisfaction with the Prime Minister due to the fact that there was a change in government due to elections (during the December 2007 poll)

\*\*\* (Table 1) Total Weighted – means the aggregate of an indicator for all ethnicities taking into consideration each ethnicities proportion to the general population.