



CITIZEN SATISFACTION SURVEY 2025

ON LOCAL GOVERNANCE

A decorative background graphic on the right side of the page. It features a stylized globe composed of numerous small, light blue dots arranged in a grid-like pattern. The globe is tilted and has a soft, glowing effect, with some dots appearing slightly larger or more prominent than others. The overall color scheme is light blue and white.

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ON LOCAL GOVERNANCE

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TABLE OF CONTENTS

1	List of Figures	3
2	Executive Summary	4
2.1	Summary of Key Findings	5
3	Introduction	9
4	Methodological Approach	10
5	Key Findings For Citizens Satisfaction Survey	12
5.1	Access to Information	12
5.2	Citizen Participation (Engagement)	21
5.3	The Role of The Municipal Assembly	34
5.4	Municipal Management	39
5.5	Municipal Services	43
5.6	General Satisfaction With Municipalities	48
6	Conclusions	54
7	Annexes	56

1 LIST OF FIGURES

Figure 1. How informed are you about the decisions your municipality takes?	13
Figure 2. In what ways are these decisions communicated?	14
Figure 3. In the last 12 months, have you visited the following?	15
Figure 4. How often have you visited municipal platforms in the last 12 months?	16
Figure 5. For what reason the visit of the platforms did take place?	17
Figure 6. Why haven't you visited any of the municipal platforms?	18
Figure 7. Did you find the requested information/service?	20
Figure 8. How easily did you understand the information published by the municipality?	20
Figure 9. How did you interact with your municipality in the past 12 months?	22
Figure 10. What kind of issues did you raise with the municipality?	23
Figure 11. If you have raised an issue, has the municipality responded to the issue you raised?	25
Figure 12. How satisfied were you with the municipality's response to the issue you raised?	26
Figure 13. Why were you not satisfied with the municipality's response?	27
Figure 14. How does the municipality engage you during public meetings?	29
Figure 15. To what extent do you agree that municipal authorities consider participants' suggestions during public meetings?	30
Figure 16. Would you be willing to use digital platforms to engage with your municipality?	31
Figure 17. Do you have information on how the municipal budget is split?	32
Figure 18. If yes, how satisfied are you with project priority setting in the municipal budget?	33
Figure 19. Citizens' awareness regarding the role and responsibilities of the Municipal Assembly members	35
Figure 20. Citizens' involvement in any Municipal Assembly meeting in the past 12 months	36
Figure 21. Citizens' involvement in meeting with at least a Municipal Assembly member in the past 12 months	36
Figure 22. Attending Municipal Assembly meetings in the past 12 months	37
Figure 23. Citizens' primary reasons for not attending Municipal Assembly meetings in the past 12 months	38
Figure 24. Citizens' perceptions on Assembly's ability to hold executive bodies accountable	39
Figure 25. Citizens' satisfaction towards municipality's budget management	40
Figure 26. Citizens' satisfaction regarding municipality's public infrastructure projects	42
Figure 27. Citizens' perceptions on most common recruiting criteria in the municipalities	43
Figure 28. Use of Municipal Services (2023–2025)	45
Figure 29. Satisfaction with Spatial Planning - Municipal Development and Land Use	48
Figure 30. Please rate your level of satisfaction with the following aspects	50
Figure 31. Levels of satisfaction with various aspects of life in the municipality	53

2 EXECUTIVE SUMMARY

The Citizen Satisfaction Survey (CSS) 2025 provides an overview of how citizens in Kosovo perceive local governance and municipal service delivery. As the third round of the survey, following previous editions conducted in 2021 and 2023, it offers a comprehensive assessment of citizens' current perceptions and experiences while enabling the analysis of trends and changes over time. Compared to 2023, the findings suggest a broad decline in citizens' perceptions of local governance, affecting all key municipal institutions and services. The findings indicate that improvements in transparency and awareness of municipal activities have not necessarily translated into improved citizen experiences. Rather, perceptions appear increasingly influenced by the quality-of-service delivery, responsiveness to citizens' concerns, and opportunities for meaningful participation in decision-making processes. The consistently lower ratings of Municipal Assemblies further suggest that representative and oversight functions at the local level continue to face challenges in demonstrating their relevance and effectiveness to citizens.

The survey provides valuable insights into citizens' views, perceptions, and experiences, supporting ongoing efforts to strengthen local democratic governance in the country. Compared to previous survey rounds, awareness of municipal decision-making has increased, engagement with municipal information channels has expanded, confidence in municipal budget management has improved, and perceptions of recruitment practices have shifted towards merit-based criteria. Satisfaction with municipal institutions, including local administrations, Municipal Assemblies, and mayors, has also improved in several areas.

At the same time, the survey highlights persistent challenges. Citizen participation in municipal decision-making remains limited, direct engagement with Municipal Assembly members is low, and a significant share of citizens continue to report only partial awareness of municipal decisions. While satisfaction with some municipal functions has improved, perceptions of responsiveness, transparency, and the quality of certain public services continue to vary considerably across municipalities and population groups.

The findings further reveal important disparities between municipalities, indicating that progress in local governance and service delivery has not been uniform across the country. Differences are also observed across gender, age groups, settlement type, and community affiliation, highlighting the need for context-specific responses and more inclusive approaches to citizen engagement and service delivery.

The survey provides a valuable evidence base for understanding citizens' experiences and perceptions of local governance. It can support policymakers, municipal authorities, and development partners in identifying priority areas for improvement, informing policy discussions, and strengthening citizen-centred approaches to local governance and municipal service delivery.

The survey is based on a nationally representative sample of citizens across Kosovo's municipalities and is structured around six thematic areas: Access to Information, Citizen Participation, the Role of

the Municipal Assembly, Municipal Governance, Satisfaction with Municipal Services, and Overall Satisfaction. Unless otherwise specified, findings are presented at the national level and further analysed by settlement type, gender, age group, and municipality where relevant.

2.1. SUMMARY OF KEY FINDINGS

Access to Information and Communication

Citizens' awareness of municipal affairs has improved, supported by increased use of municipal communication channels. Despite this progress, many citizens remain only partially informed, highlighting the need for more inclusive and targeted communication approaches.

- The share of citizens who report being not informed at all about municipal decisions declined from 32% in 2023 to 16% in 2025. At the same time, the proportion who feel well or completely informed increased from 14% to 27%.
- Facebook is by far the dominant source of municipal information. In 2025, 64.5% of respondents report receiving information about municipal decisions via Facebook, compared to 36% through official municipal websites and 35.4% via local TV or radio. Word-of-mouth remains relevant, cited by 24% of respondents.

Citizen Participation and Engagement

Citizen engagement with municipalities has increased but remains limited overall. Participation levels vary across municipalities and population groups, while growing interest in digital engagement presents new opportunities for broader participation.

- Citizen interaction with municipalities remains relatively limited, although it has increased since 2023. In 2025, 26% of respondents reported interacting with their municipality during the previous 12 months, compared to 14% in 2023.
- Engagement levels differ considerably across municipalities, with participation in public meetings reaching up to 38% in some municipalities while remaining negligible in others. Participation is generally lower among respondents from non-majority communities, highlighting the need for more inclusive outreach and engagement approaches.
- The nature of citizen engagement in public meetings appears to have become less participatory over time. In 2025, half of respondents (50%) reported that public meetings primarily serve to inform citizens about already made decisions, compared to 29% in 2023.

- Perceived responsiveness has declined, but satisfaction among those who receive responses remains high. The share of respondents reporting that municipalities responded to their issue fell from 56% in 2023 to 47% in 2025. Men were slightly more likely to report receiving a response than women (49% compared to 43%).
- Participation spaces are becoming more informational, while openness to digital engagement is growing. In 2025, 50% of respondents reported that public meetings primarily serve to inform citizens, up from 29% in 2023. At the same time, willingness to engage through digital platforms reached 71%, with 71.7% of men and 70.3% of women expressing willingness to use digital platforms.

Municipal Responsiveness and Accountability

Trust in municipal institutions and the oversight role of Municipal Assemblies remains generally positive. However, direct interaction between citizens and municipal representatives remains relatively low, and perceptions of responsiveness continue to present challenges.

- Awareness of the roles and responsibilities of Municipal Assembly members has improved but remains incomplete. In 2025, 53% of respondents reported moderate or high awareness of Assembly roles, while 37% remained only slightly aware or not aware at all. Awareness was higher among men (58%) than women (46%).
- Direct citizen engagement with Assembly members remains limited. Only 28% of respondents met an Assembly member in the past 12 months, up from 16% in 2023, while 72% had no contact. Men were nearly twice as likely as women to report such engagement (34% compared to 18%).
- Formal participation in Assembly meetings remains low. Just 8% of respondents attended an Assembly meeting, although 52% of attendees participated multiple times, indicating that engagement is concentrated among a small active group.
- Trust in the Assembly's oversight role is generally positive and increasing. Overall, 63% of respondents believe the Assembly can hold the executive accountable, while 18% express distrust, reflecting higher trust levels than in 2023.

Governance and Municipal Performance

Citizens report growing confidence in municipal governance, particularly in areas such as budget management and recruitment practices. Overall satisfaction with municipal institutions and leadership remains positive and has improved compared to previous survey rounds.

- Confidence in budget management has increased. The share of respondents who are completely satisfied with municipal budget management rose from 9% in 2023 to 31% in 2025. However, dissatisfaction with budget priority setting remains higher among urban residents (57.8%) than rural residents (42.2%).
- Perceptions of recruitment practices are shifting towards merit. In 2025, citizens increasingly identified education (57%) and work experience (43%) as the main recruitment criteria, compared to 2023 when political affiliation (63%) and family connections (64%) were seen as more influential.
- Overall municipal performance is viewed positively, although perceptions vary across population groups. Nationally, 65% of citizens report being satisfied with their municipality's performance, while 27% express dissatisfaction. Dissatisfaction is higher in urban areas (29.1%) than in rural areas (12.7%). Satisfaction is highest among respondents aged 35–44 (70%), while those aged 65+ report the highest levels of dissatisfaction (34%).

General Satisfaction with Local Governance

Citizens' satisfaction with local governance and municipal institutions declined compared to 2023, although a majority of respondents continue to express satisfaction across key dimensions of municipal performance.

- Satisfaction with municipal institutions remains generally positive, although lower than in 2023. Satisfaction with municipal services declined from 83% in 2023 to 67% in 2025, while satisfaction with local administration decreased from 78% to 62%. Satisfaction with the mayor fell from 73% to 66%, and satisfaction with the Municipal Assembly declined from 69% to 60%. Consequently, average satisfaction across these four dimensions declined from 75.8% in 2023 to 63.8% in 2025.
- Despite these decreases, a majority of citizens continue to express satisfaction with key municipal institutions and services. Satisfaction levels with the mayor remain higher among Albanian respondents, while respondents from non-majority communities report considerably higher levels of dissatisfaction. Men also report slightly higher satisfaction with the performance of mayors than women.

Municipal Services

Perceptions of municipal services are mixed. While administrative and health services remain among the better-rated services, satisfaction with several service areas has declined, particularly in relation to infrastructure, public transport, and construction permits.

- Satisfaction with municipal services remains generally positive but has become more moderate compared to 2023. Satisfaction with administrative services declined from 91% in 2023 to 80% in 2025, while satisfaction with health services fell from 79% to 68%. Satisfaction also decreased for construction permits (from 74% to 68%) and local road and sidewalk infrastructure (from 73% to 67%).
- Infrastructure quality is assessed more positively than project implementation and environmental performance. While 62% of respondents are satisfied with the quality of infrastructure projects, 43% express dissatisfaction with project duration and 38% with environmental integration.
- Citizens were also asked about their satisfaction with the environmental measures integrated by municipalities into their projects. Satisfaction declined markedly, from 70% in 2023 to 49% in 2025, indicating concerns in public perceptions of municipalities' environmental efforts and sustainability at the local level. Women consistently report lower satisfaction levels than men across these dimensions.

3 INTRODUCTION

The Citizen Satisfaction Survey 2025 provides a comprehensive assessment of how citizens in Kosovo perceive the performance of local governments and the quality of municipal services. By systematically capturing citizens' experiences and opinions, the survey serves as an important evidence base for strengthening democratic governance, improving municipal accountability, and enhancing service delivery at the local level. As the third round of the survey, following the baseline survey conducted in 2021 and the follow-up in 2023, the 2025 edition provides a valuable longitudinal perspective on evolving citizen attitudes and satisfaction trends.

The survey is implemented within the framework of the Decentralisation and Municipal Support (DEMOS) programme, which seeks to improve municipal performance in governance, management, and service delivery, ultimately contributing to higher citizen satisfaction. Central to the programme's theory of change is the premise that citizen feedback and stronger accountability mechanisms create incentives for municipalities to improve their performance and responsiveness.

Citizen engagement is a cornerstone of effective local governance. Municipalities are the level of government closest to citizens' daily needs, and understanding public perceptions is essential for responsive policymaking. The survey provides direct feedback from citizens, helping identify service gaps, priority areas, and opportunities for institutional improvement. This evidence-based approach supports municipalities in aligning their actions with citizen expectations and in building trust with local communities.

By comparing findings from previous rounds and 2025, the survey highlights areas of progress as well as persistent challenges. The results are intended to inform municipal decision-making, support policy reforms, and guide future interventions aimed at improving the quality, transparency, and responsiveness of local governance in Kosovo.

Data collection took place shortly after the 2025 local elections. The increased visibility of municipal issues during the electoral period may have influenced citizens' awareness, expectations, and assessments of local institutions and services. While the survey provides valuable insights into public perceptions, the findings should be interpreted in light of this contextual factor.

4 METHODOLOGICAL APPROACH

The findings presented in this report are based on a nationwide citizen survey commissioned by Helvetas and conducted by the Institute for Development Research "Riinvest" in November 2025.

This section provides a summary of the methodological approach applied in the study, describing the sampling strategy, protocol used for data collection, quality assurance, and analysis. The methodology employed here ensures the reliability, validity, and representativeness of the findings. The study was based on a large-scale citizen survey conducted across all 38 municipalities in Kosovo to allow for meaningful comparisons across municipalities.¹ A total sample of **6,700 respondents** was surveyed, which was sufficient to generate statistically representative results at the national level and with indicative insights at the municipal level. The sampling design followed a random stratified approach, with stratification applied at two levels: first, the stratification at municipal level in proportion to population size, and second, by settlement type (urban and rural). Respondents were selected to ensure broad representation across key demographic groups, including a near-balanced distribution by gender. In terms of settlement type, 3,275 interviews (52.5%) were conducted in urban areas, while 3,425 interviews (47.5%) took place in rural areas.

Data collection was carried out through face-to-face interviews with respondents. The sampling approach yielded an estimated margin of error of 2 percentage points at national level. Due to the boycott of the 2024 population census by Kosovo-Serb communities, population figures for these communities were based on estimates commonly used by Kosovo Agency of Statistics.

The questionnaire was initially prepared by the DEMOS project team. It was subsequently reviewed by the Riinvest team, after which a coordination meeting was held with the DEMOS project team to address outstanding issues. Minor revisions were incorporated, and the final questionnaire was approved for field implementation. The survey instrument covered, among other topics, citizens' perceptions and trust in local government, municipal decision-making processes, citizen participation, representation of women and marginalized groups, responsiveness of local authorities, access to information, and inclusiveness practices. Before actual fieldwork, a pilot survey was conducted with approximately 100 respondents of the total sample, reflecting the same demographic and geographic distribution as the main survey. The pilot phase was used to test the clarity, structure, and functionality of the questionnaire and to identify any technical or content-related issues. Field researchers participated in a one-day training session before data collection. The training covered the objectives of the study, detailed guidance on the questionnaire, ethical considerations, and the use of the computer-assisted personal interviewing (CAPI) method. Data were collected using KoboToolbox, a digital data collection platform that enabled real-time monitoring and quality control. Following the training, researchers received a survey-specific manual outlining the project's objectives, fieldwork procedures, and expected timelines.

¹ The sample distribution for the municipalities is in Table A1, Annex

Several quality assurance mechanisms were applied during and after data collection. A back-check procedure was conducted for around seven percent of completed interviews, whereby the Survey Manager re-contacted respondents by telephone to verify that responses corresponded to those recorded by field researchers. In addition, a logical consistency check was carried out after questionnaires were submitted. The Team Leader reviewed the data to identify irrational, inconsistent, or non-fitting responses, enabling the detection and correction of potential errors. Following data validation, the dataset was cleaned, processed, and analysed using SPSS statistical software. The analysis focused on descriptive and comparative indicators, allowing for an in-depth interpretation of citizens' perceptions and experiences across municipalities and population groups.

5 KEY FINDINGS FOR CITIZENS SATISFACTION SURVEY

5.1 Access to Information

Citizens' perceptions of access to information were assessed using survey data, focusing on how informed residents feel about municipal decisions and how they obtain and understand information from municipal authorities. The section examines how municipal decisions are communicated, how citizens access this information, and the extent to which they understand and use municipal communication platforms.

Survey findings indicate that public knowledge of municipal decisions remains limited, although the trend shows improvement compared to the previous survey round. The results refer specifically to awareness of decisions taken by municipalities. In 2023, 32% of respondents reported not being informed at all about municipal decisions (Figure 1). By 2025, this share had declined substantially to 16%, suggesting improved outreach or increased exposure to municipal decisions. At the same time, the proportion of respondents who feel somewhat informed remained broadly stable, decreasing slightly from 53% in 2023 to 52% in 2025. These findings indicate that partial awareness continues to characterize the experience of a large segment of citizens. Importantly, the share of respondents who consider themselves informed increased from 14% in 2023 (11% well informed and 3% completely informed) to 27% in 2025. Despite this progress, overall levels of full information remain limited, as most respondents (52%) continue to report only partial awareness. Overall, the comparison indicates that municipalities have reduced information gaps, particularly among citizens who previously not informed at all. However, the persistently high levels of partial awareness highlight ongoing challenges in providing clear, comprehensive, and actionable information to the public.

When disaggregated by location, differences between urban and rural areas remain limited. The share of respondents who are well informed (with both “completely” and “pretty well informed”) is nearly identical, at around 27% in both rural and urban areas. At the same time, the proportion of respondents who are not or only somewhat informed remains high in both groups, accounting for roughly two-thirds of respondents in both rural and urban settings. These findings suggest that place of residence does not significantly shape awareness levels, as similar patterns of partial awareness persist across both groups. This suggests that communication gaps are systemic rather than location specific.

Gender-disaggregated results show noticeable differences in perceived awareness of municipal decisions. Men report higher levels of being well informed (combining “completely” and “well informed” categories), at approximately 32%, compared to about 21% among women. Conversely, women are more likely to report being not informed at all (21%) than men (12%). The share of respondents who feel somewhat informed is nearly identical across genders (about 52%), indicating that partial awareness is widespread for both groups. On the other hand, younger respondents have a higher share of those who report being not informed or not informed at all (around 22%) compared to older age groups. Middle-aged respondents, particularly those aged 25–44, appear more informed overall.

When grouped into broader categories, ethnic differences become clearer. Among Albanian respondents, 27.6% are well informed, while 68.0% are not or only somewhat informed. In contrast, among minority communities, 22.9% are well informed, whereas a higher share (73.8%) falls into the category of not or only somewhat informed.

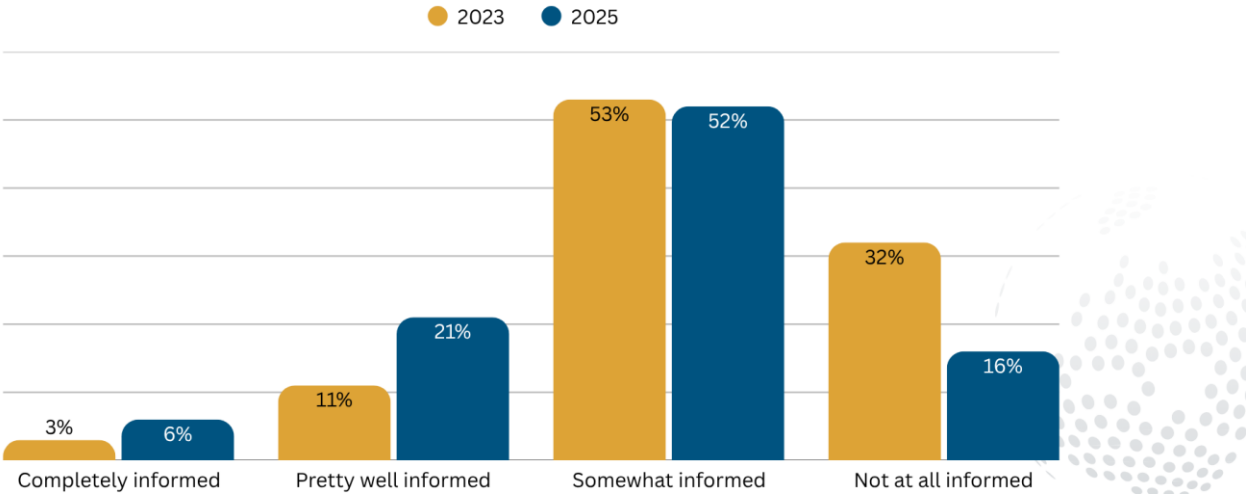


Figure 1. How informed are you about the decisions your municipality takes?

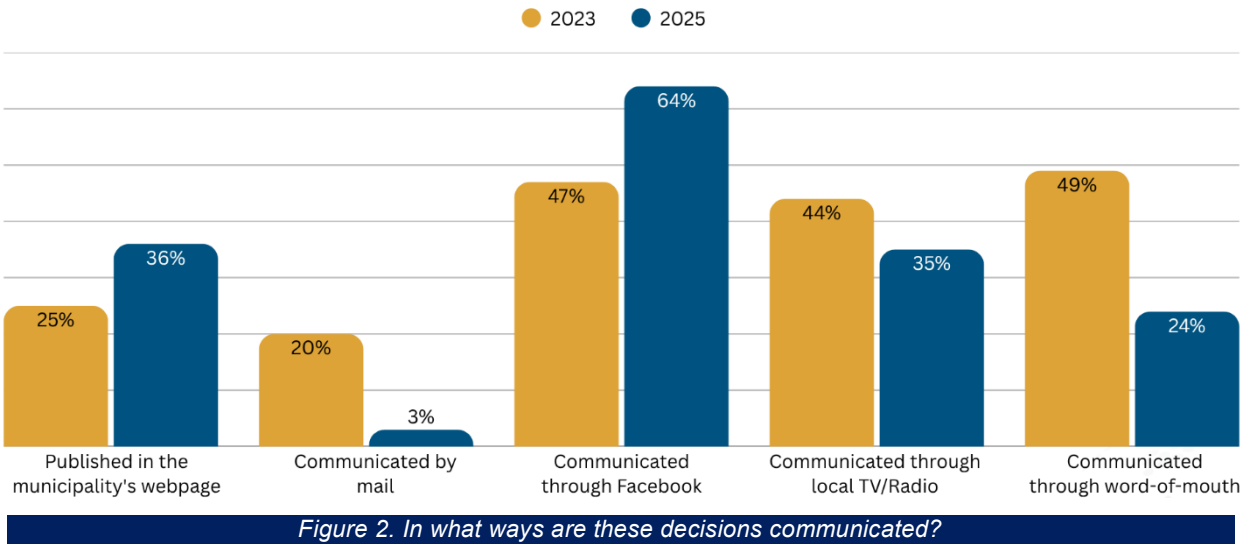
At the municipal level, significant disparities in access to information emerge. Based on the share of respondents who report being not at all informed about municipal decisions, three municipalities stand out for particularly low levels of citizen awareness. In Partesh, nearly six in ten respondents (58%) report no awareness of municipal decisions. Similarly, high levels of low awareness are observed in Leposavic and North Mitrovica, where 46% of respondents in each municipality indicate that they are not informed at all. These findings point to potential challenges in municipal communication and outreach in these municipalities, potentially reflecting limited information channels, weaker institutional communication practices, or lower citizen engagement. At the other end of the spectrum, a small number of municipalities demonstrate relatively strong performance in ensuring that citizens feel fully informed. Lipjan records the highest share of respondents who feel well informed and completely informed about municipal decisions (62%), followed by Peja (45%) and Podujeve (44%). These levels are well above the national average and suggest comparatively stronger local communication practices.

Results suggest differences in the effectiveness of municipal communication practices across municipalities. Nearly two-thirds of respondents (64.5%) report receiving information about municipal decisions through Facebook, making it by far the most cited communication channel (Figure 2). More formal channels are used far less frequently. Only 36% of respondents report accessing information through the municipality's official website, while a similar share (35.4%) receives information via local TV or radio. Notably, 24% of respondents indicate that they learn about municipal decisions through word-of-mouth, highlighting the continued importance of informal networks in information dissemination. A comparison between 2023 and 2025 shows a shift in the frequency of communication channels used by municipalities. Digital channels are mentioned more often in 2025 (Facebook: 64%

vs 47%; municipal webpages: 36% vs 25%), while traditional and informal channels such as mail, local TV/radio, and word-of-mouth are reported less frequently.

While platforms such as Facebook allow municipalities to reach large audiences quickly, reliance on a dominant digital channel may not reach all citizens equally. Differences between urban and rural areas in terms of communication channels are generally limited. The main distinction is observed in the use of word-of-mouth communication, which is more prevalent in rural areas (25.3%) compared to urban areas (22.9%). Facebook remains the dominant channel in both settings, with only marginally higher use in rural areas (65.0%) than in urban areas (63.9%), while municipal websites (35.3% vs. 35.9%) and local TV/radio (35.0% vs. 35.8%) show almost identical patterns.

These patterns are consistent across gender and ethnicity, where no substantial differences are observed, suggesting broadly similar communication dynamics among respondents. However, age-disaggregated data confirm that while Facebook is the dominant communication channel across most age groups, particularly among respondents aged 18–45, its reach declines sharply among older citizens. In contrast, word-of-mouth communication remains significant across all age groups and becomes increasingly prominent among older cohorts, alongside local TV and radio. At the municipality level, exceptionally high reliance on Facebook is observed in Hani i Elezit and Kamenica (both 84%), as well as Kaçanik (83%), stressing the central role of social media in municipal communication. In contrast, the use of official municipal websites varies considerably, remaining highly relevant in a smaller number of municipalities, notably Kamenica (69%), Lipjan (68%), and Graçanica (60%). Local TV and radio continue to play an important role in selected contexts, with Zvečan standing out for particularly high reliance (92%). At the same time, word-of-mouth remains a strong informal channel, especially in smaller municipalities such as Zvečan (67%) and Graçanica (60%).



Over the past two years, citizens' engagement with municipal information channels has increased markedly. In 2025, 26% of respondents report having visited their municipality's website in the last 12 months, up from 16% in 2023, indicating a growing use of official online sources (Figure 3). An even stronger increase is observed for municipal Facebook pages, which were visited by 52.6% of respondents in 2025, compared to 41% in 2023, confirming Facebook's role as the primary access

point for municipal information. At the same time, the share of respondents who report not visiting any municipal information channel declined sharply, from 54% in 2023 to 24.5% in 2025. This nearly 30 percent-point drop suggests a significant expansion in citizens' exposure to municipal communication, rather than a shift between channels alone.

Disaggregation by gender shows only minor differences: men report slightly higher use of both municipal websites and Facebook pages, by about two percentage points compared to women. Similarly, when disaggregated by ethnicity, the results show broadly comparable patterns of platform use across groups.

Differences by ethnicity are visible in the use of municipal communication platforms. Albanian respondents report substantially higher use of municipal web pages (65%) compared to respondents from non-majority communities (35%). In contrast, respondents from non-majority communities rely more frequently on municipal Facebook pages (64%) than Albanian respondents (34%).

Municipal-level results show that high usage of Facebook is observed in Istog (77%), Kamenica (78%), and Podujeva (76%). In contrast, visits to official municipal websites vary sharply across municipalities. Website use remains relatively strong in Lipjan (61%), Gjakova (45%), and Graçanica (44%), but is marginal or entirely absent in others, including Zvečan and Partesh (both 0%) and North Mitrovica (3%).

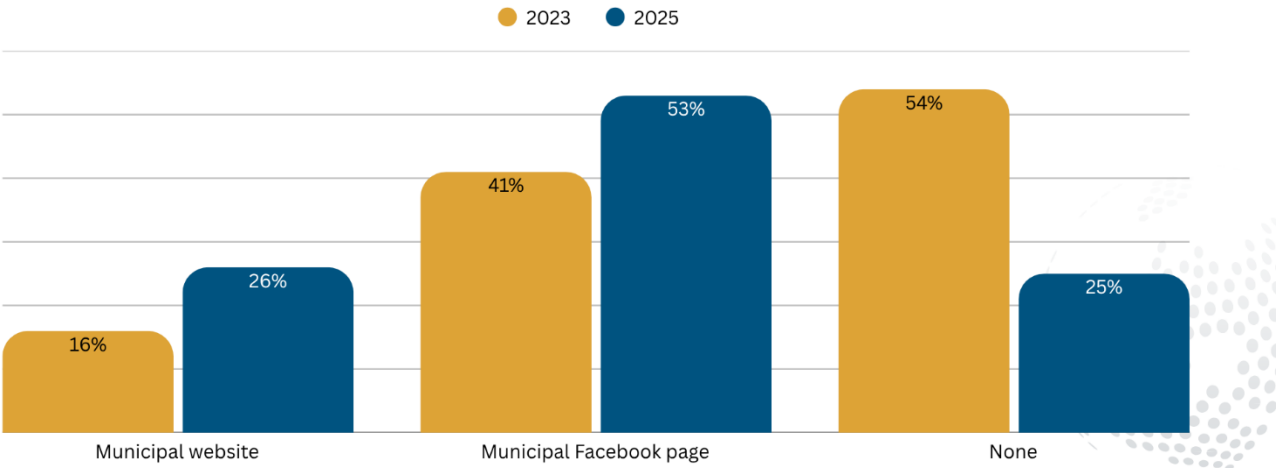


Figure 3. In the last 12 months, have you visited the following?

The findings also show that municipal websites are accessed by most citizens, although primarily on an occasional basis. The largest share of respondent's reports visiting municipal websites monthly (38%), followed by weekly visits (24%), while only 10% access these platforms daily (Figure 4). Less frequent usage is also notable, with 19% visiting every three months and 8% visiting only once a year. Compared to 2023, when monthly visits were reported by 21% and weekly visits by 26%, the results indicate a shift toward more regular monthly use, while daily access has slightly declined (from 13% to 10%). At the same time, rare or occasional visits were more prevalent in 2023 (around 40%), suggesting a gradual move toward more consistent use of official municipal platforms.

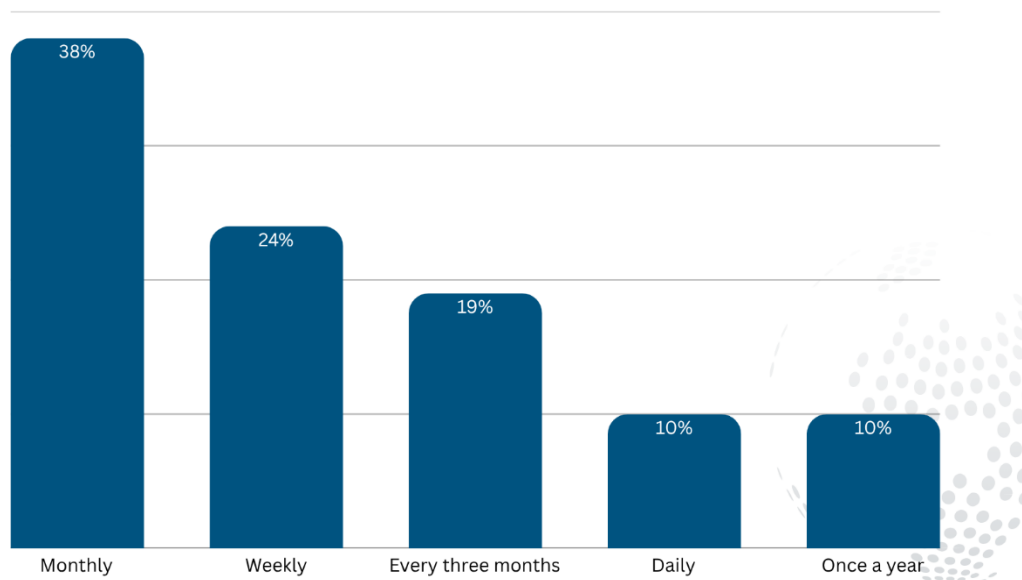


Figure 4. How often have you visited municipal platforms in the last 12 months?

Citizens most commonly visit municipal platforms to obtain information related to subsidies, cited by 48% of respondents in 2025, followed closely by job openings (47%) (Figure 5). While interest in subsidies increased compared to 2023 (42%), the share of respondents seeking information on job opportunities declined markedly, from 58% in 2023 to 47% in 2025. Demand for information on public hearings remained stable at 30%, while interest in municipal budgets and spending showed a slight increase (23% in 2025, up from 22% in 2023). Similarly, access to information on public tenders remained relatively limited but increased marginally from 17% to 18%. Overall, the results indicate a shift in citizens' information-seeking behaviour toward financial support and municipal services, alongside a reduced emphasis on employment-related information.

When standardized by the number of respondents within each municipality, interest in information regarding public tenders varies noticeably across municipalities. Information regarding public tenders is a prominent reason for visiting municipal platforms in several municipalities, with the highest shares of respondents reported in Decan (28.8%), Skenderaj (26.4%), Junik (26.3%), Zvečan (25.0%), and Fushë Kosova (24.8%). These relatively high percentages indicate that digital municipal platforms play an important role in providing access to procurement-related information, particularly for citizens and businesses seeking economic opportunities. By contrast, very low or zero shares in municipalities such as Ferizaj, Mitrovica, Viti, and several smaller municipalities likely reflect either limited online visibility of tender information or lower engagement with procurement processes.

Differences when data are disaggregated by ethnicity are visible regarding the reasons citizens visit municipal communication platforms. Albanian respondents report higher use of these platforms for information related to public tenders (17.8%) compared to respondents from non-majority communities (12.9%), as well as for public hearings (30.4% compared to 21.0%). Similarly, information on job openings is more frequently accessed by Albanian respondents (47.2%) than by respondents from non-majority communities (32.4%). In contrast, respondents from non-majority communities report slightly higher use of municipal platforms for information on subsidies (53.8%) compared to Albanian

respondents (47.3%). Information related to municipal budget and spending remains the least accessed category across both groups, although access is particularly low among non-majority communities (10.0%) compared to Albanian respondents (23.6%).

Information regarding public hearings is another key reason for accessing municipal platforms. Podujeva stands out clearly, with over half of respondents (55.9%) indicating this as their main reason for visiting municipal platforms, followed by Vushtri (43.4%), Istog (38.5%), and Kaçanik (36.4%). The lowest shares are in municipalities like North Mitrovica, Novobërda, and Partesh.

Job openings emerge as another prominent reason; interest is particularly high in some municipalities, with Hani i Elezit recording by far the highest share of respondents (73%) accessing municipal platforms for this purpose. High levels are also observed in Skenderaj (60.5%), Glogovc (53.3%), Gjakova (51.5%), and Podujeva (50.9%), where roughly more than half of users report job postings as their main motivation. In contrast, the very low usage rates in municipalities like Deçan, Ranillug, and particularly Zubin Potok indicate that residents there rely little on municipal digital platforms for job-related information.

When it comes to subsidies, high shares are reported in Lipjan (65.4%) and Dragash (61.9%). Interest is also notably strong in Klllokot, North Mitrovica, Skenderaj, and Istog, where around half of respondents indicate subsidies as their primary reason for visiting municipal platforms. Larger urban municipalities such as Prishtina (20.6%) and Prizren (23.7%) record comparatively lower shares, suggesting that subsidy information is a more salient driver of digital engagement in smaller or more rural municipalities.

Lipjan (47.2%) and Podujeva (41.0%) visit the platforms mostly for municipal budget and spending, followed by Rahovec (32.4%), which shows stronger citizen attention to fiscal transparency in these areas. In many other municipalities, particularly smaller ones such as Istog, Hani i Elezit, Novobërda, and several Serb-majority municipalities (Klllokot, North Mitrovica, Partesh, Ranillugu, Zubin Potok, and Zveçan), interest in municipal budget and spending information is minimal or entirely absent.

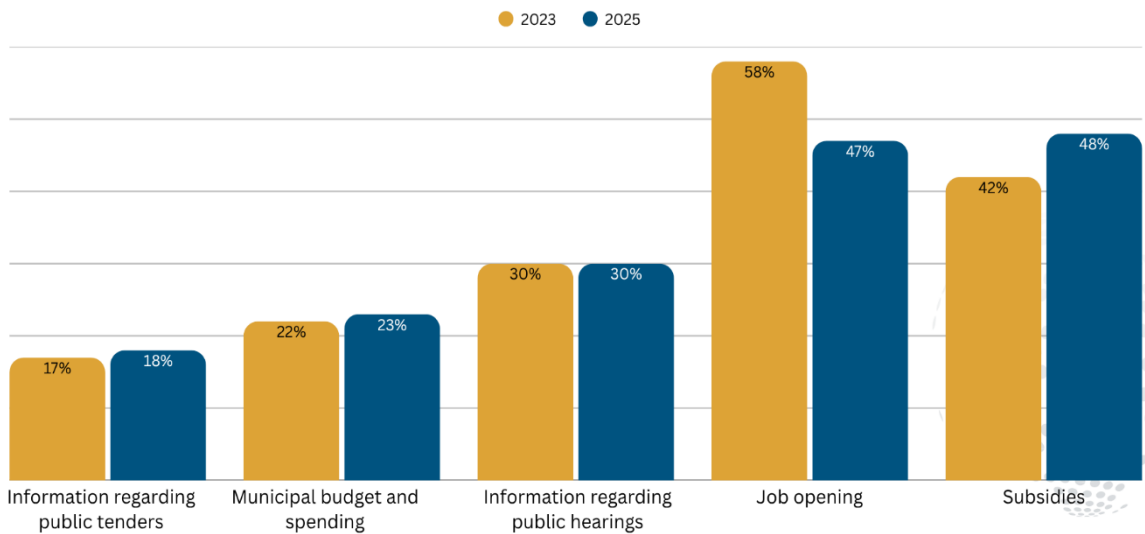


Figure 5. For what reason the visit of the platforms did take place?

Among respondents who reported not visiting municipal platforms (25% of all respondents), the most common reason is a lack of interest in municipal updates, cited by 48% of respondents (Figure 6). A further 23% indicate that they were not aware of the existence of such platforms, pointing to persistent visibility and outreach gaps. Additionally, 14% of respondents prefer to obtain information from other sources, while 12% report that municipal platforms are difficult to navigate. Overall, these findings suggest that limited engagement with municipal platforms is driven more by low perceived relevance and insufficient awareness than by any technical barriers or other difficulties. Lack of interest in municipal updates is cited at similar rates by men (49%) and women (47%). Navigation difficulties are reported somewhat more often by women (14%) than by men (11%), suggesting a small gender gap in perceived platform usability, though the difference is modest. Results are broadly similar across age groups, with no clear age-related pattern observed.

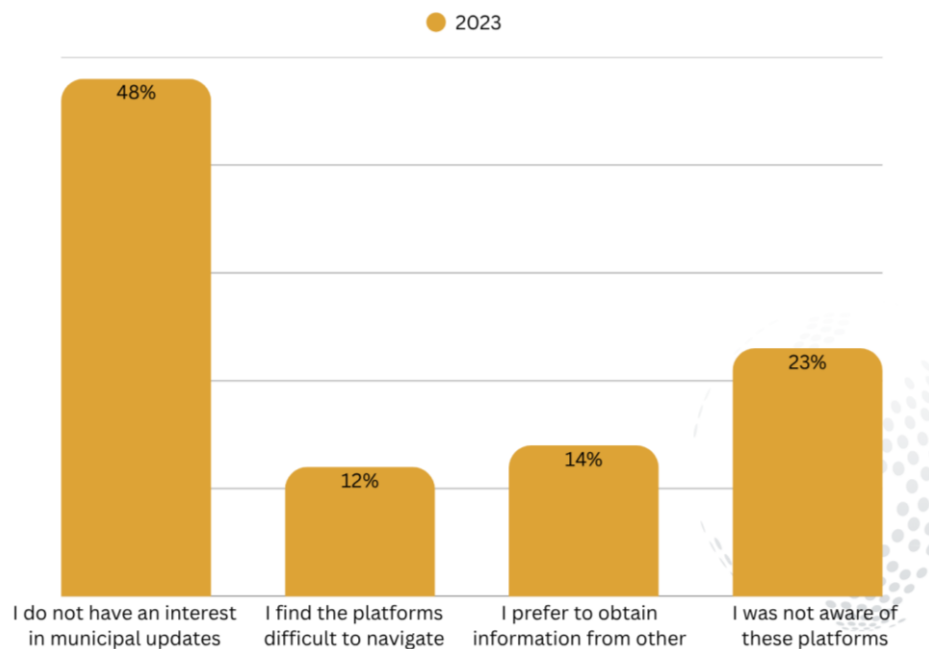


Figure 6. Why haven't you visited any of the municipal platforms?

Moreover, the findings indicate that the majority of citizens who accessed municipal platforms were able to obtain the information or service they were seeking. In 2025, around three-quarters of respondents report successfully finding the requested information, a level that remains broadly consistent with 2023 (Figure 7). At the same time, roughly one quarter of respondents in both survey rounds indicate that they did not find what they were looking for. This stability over time suggests that while municipal platforms are generally effective in meeting citizens' information needs, a persistent minority continues to face challenges, highlighting the need for improvements in content clarity, organization, and user guidance. Differences between rural and urban areas are minimal. The success rate is identical (51.7%), with urban respondents slightly more likely to report not finding

the information. Overall, there is no significant rural–urban divide. From the gender perspective, a slightly higher share of men (74%) than women (71%) report that they found the requested information or service, while the share reporting unsuccessful searches is correspondingly higher among women (29%) than men (26%). No consistent differences by age are observed, with results broadly similar across age groups.

A large majority of respondents from both Albanian community (72.8%) and non-majority communities (74.8%) report that they were able to find the requested information or service. Conversely, around 27.2% of Albanian respondents and 25.2% of respondents from non-majority communities reported that they were not able to find the requested information.

At the municipal level, the highest success rates are observed in Zvečan (100%), Obiliq (94.8%), Fushë Kosova (91.3%), North Mitrovica (91.7%), Klllokot (90.0%), Dragash (89.3%), Ferizaj (86.9%), and Klina (86.7%), which mean there are relatively well-functioning municipal digital platforms in these areas. In contrast, notably lower shares of positive responses are reported in Glogovc (46.5%), Kacanik (42.5%), and Malisheva (55.7%), where a proportion of users were unable to find the information, they sought. This points to the fact that although most users are able to retrieve information successfully, the results show that different municipalities perform differently. A cross-check of higher-performing municipalities against their reported communication channels suggests some differences in platform mix, although no single model explains performance on its own. Several high-success municipalities, such as Obiliq, Dragash, Ferizaj, and North Mitrovica, show strong use of Facebook (around 68–73%) often combined with either municipal websites (e.g., Fushë Kosova 46%, Dragash 36%, Klina 29%) or local TV/radio (e.g., Ferizaj 51%, Klina 52%, North Mitrovica 62%). By contrast, Zvečan, while showing very high success rates, relies heavily on local TV/radio (92%) and word-of-mouth (67%) with no reported website use, indicating that effective reach can also occur through traditional and informal channels. A similar cross-check for municipalities with lower success rates suggests that differences in outcomes are not driven by communication platform choice alone.

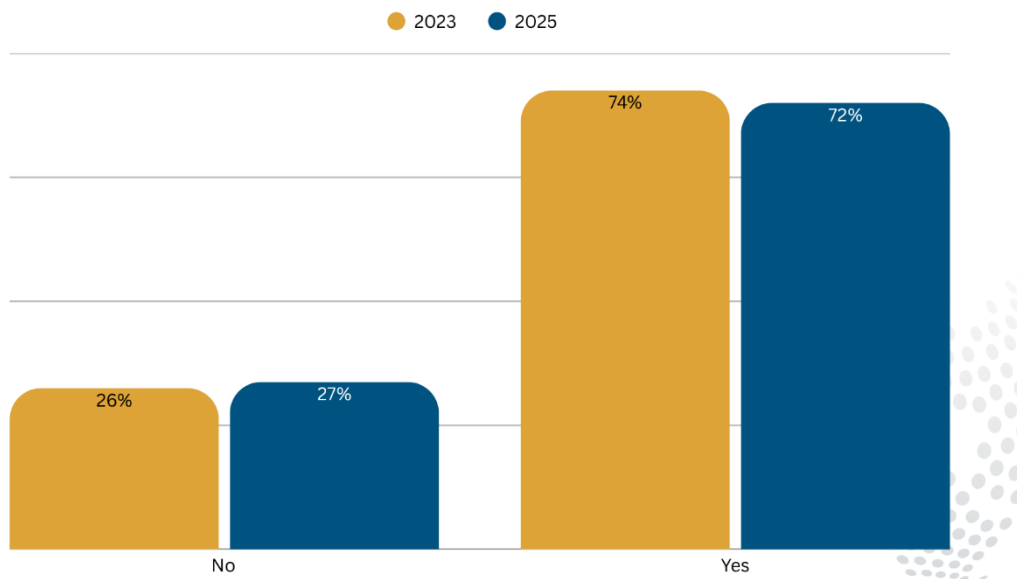


Figure 7. Did you find the requested information/service?

Furthermore, based on the results, the information published by municipalities is generally perceived as easy to understand, with only minor changes over time. In 2025, 48% of respondents report that municipal information is somewhat understandable, while 46% find it very understandable, meaning that over 94% of respondents perceive the information as understandable to some degree (Figure 8). Compared to 2023, the share of respondents who find the information very understandable has increased slightly (from 44% to 46%), while the share reporting it as somewhat understandable has declined marginally (from 52% to 48%). The proportion of respondents who find municipal information not understandable remains very small in both years.

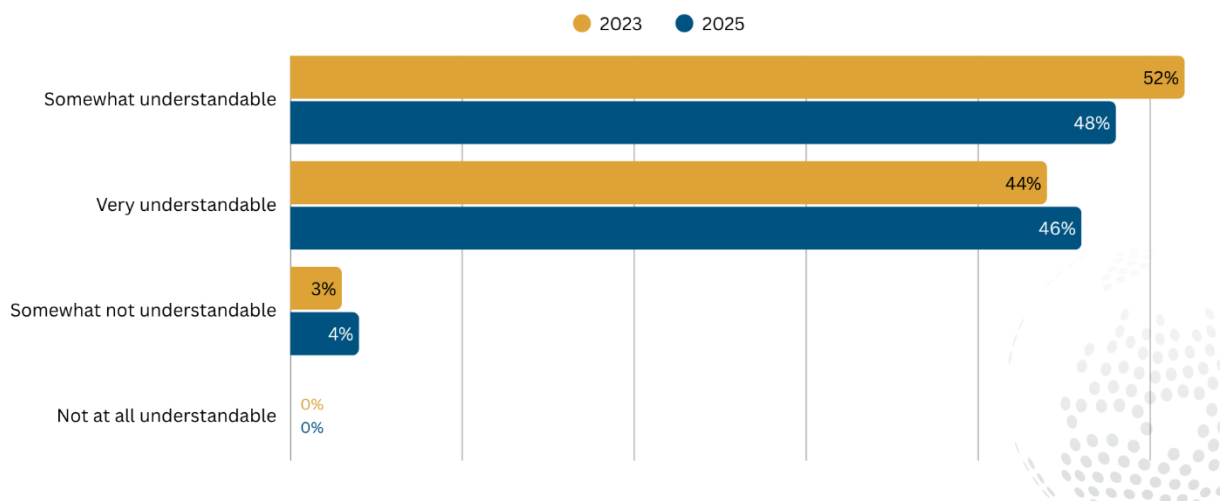


Figure 8. How easily did you understand the information published by the municipality?

5.2 Citizen Participation (Engagement)

Civic participation is a foundation of democratic local governance and plays a critical role in ensuring accountability and responsiveness at the municipal level. Based on the survey data, in this section, we analyse the extent and quality of civic participation at the municipal level in Kosovo. This section examines how frequently citizens interact with municipal authorities, the issues they raise, how municipalities respond to these concerns, and how citizens assess opportunities for participation in decision-making processes, including budgeting and public meetings.

The results show that citizen engagement with municipalities remains limited, although some improvement is observed compared to 2023. In 2025, 74% of respondents report having had no interaction with their municipality in the past 12 months, down from 86% in 2023, indicating a modest increase in engagement (Figure 9). Participation in public meetings and interaction through joint community initiatives rose equally from 5% in 2023 to 12% in 2025. Similarly, individual meetings with municipal officials became more common, rising from 7% to 11%. Even with these advancements, most citizens still report no interaction with their municipality, implying that engagement mechanisms are still only reaching a limited segment of the population. Despite improvement compared to 2023, interaction levels remain structurally low.

Differences between rural and urban areas are limited across all forms of engagement. Participation in public meetings is almost identical (12.5% in rural areas compared to 12.1% in urban areas). Slightly higher shares of participation in individual meetings and joint community initiatives are observed in rural areas (12.1% vs. 9.6% and 13.8% vs. 10.3%, respectively). Overall, the findings point to only minor variation by location, with no meaningful rural–urban divide in patterns of engagement. This indicates that limited engagement is a nationwide pattern rather than location specific.

Active forms of municipal engagement are more frequently reported by men than by women across all participation channels. Men account for about 74% of reported participation in public meetings (vs 26% women), 74% of individual meetings with municipal officials (vs 26% women), and 76% of engagement through joint community initiatives (vs 24% women). By contrast, gender differences are smaller among respondents reporting no interaction (54% men and 45% women). This suggests that participation channels remain more accessible or attractive to men than to women. Respondents from Albanian communities report slightly higher levels of interaction with municipal authorities across different participation channels compared to respondents from non-majority communities. Participation in public meetings is reported by 12.5% of Albanian respondents compared to 8.0% among non-majority communities, while similar differences are observed for individual meetings and joint community initiatives. At the same time, a large majority of respondents

from both groups report having no interaction with municipal authorities (73.3% of Albanian respondents and 76.7% of non-majority communities), indicating generally low levels of direct engagement across communities.

At the municipal level, citizen–municipality interaction levels vary widely, with several municipalities recording very high shares of non-interaction. Municipal-level analysis reveals pronounced disparities in citizen participation across different forms of engagement. Participation in public meetings is highest in Istog (38%), followed by Peja (35%) and Killokot (25%), while no participation is reported in North Mitrovica, Partesh, and Zvečan. Similar variation is observed for individual meetings and community initiatives where Peja (32%), Kaçanik (30%), and Hani i Elezit (27%) record the highest engagement, compared to 0% in North Mitrovica, Zubin Potok, and Zvečan. Engagement through joint community initiatives is also uneven, with higher participation in Hani i Elezit and Mitrovica (30% each) and Junik (26%), but minimal or no participation in Istog, North Mitrovica, and Zvečan.

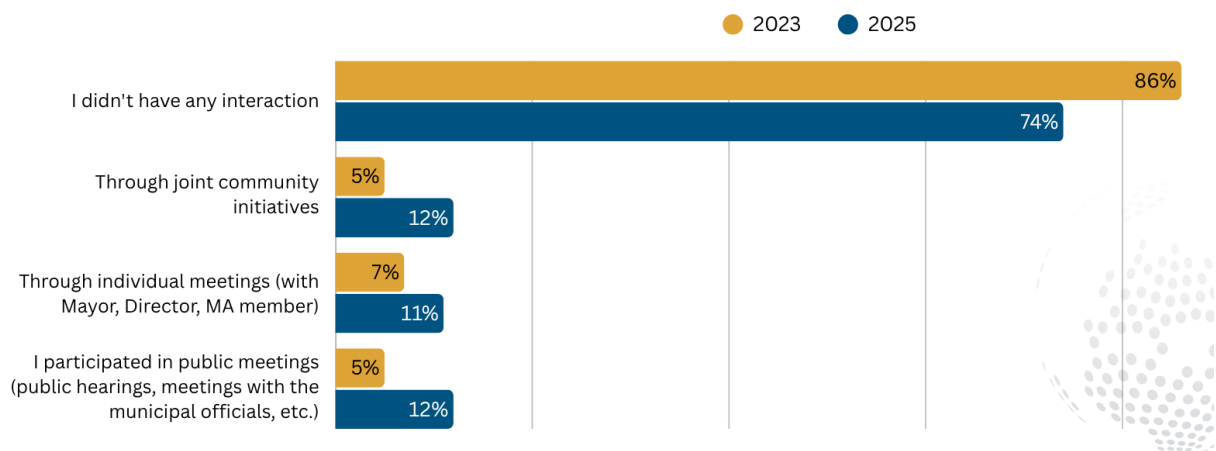


Figure 9. How did you interact with your municipality in the past 12 months?

Reported citizen-municipality interactions most frequently concern core local service delivery issues. In 2025, local infrastructure, including roads, sidewalks, and public lighting, is the most cited topic (54%), although this represents a decline compared to 2023 (65%) (Figure 10). At the same time, the shares citing education, public safety, and traffic and transport have increased, each reaching roughly 28–30% in 2025 compared to lower levels in 2023. Environmental issues (25%) and health (23%) also show moderate increases, while cultural and recreational activities remain less frequently cited (14%). Issues affecting women and marginalized groups remain rarely reported topics in both years.

Differences between rural and urban respondents in the types of issues raised with municipalities are generally limited. Local infrastructure remains the most frequently reported concern in both areas

(around 54%). Education-related issues are raised somewhat more often in rural areas (33 %), while environmental, public safety, and especially traffic-related concerns are more frequently reported in urban areas (33 % compared to 22 % in rural areas).

Gender-disaggregated results show some variation in the issues raised with municipalities. Men more frequently report concerns related to local infrastructure, environment, public safety, and traffic, while women report slightly higher engagement on education and health issues. Issues affecting women and marginalized groups are raised more often by women than by men, although overall reporting remains limited. Albanian respondents report raising concerns more frequently across most issue categories compared to respondents from non-majority communities, particularly regarding local infrastructure (55.6% vs. 24.1%), traffic (28.5% vs. 6.9%), public safety (29.0% vs. 13.8%), and environmental issues (25.8% vs. 17.2%). Differences are smaller in areas such as education and cultural activities.

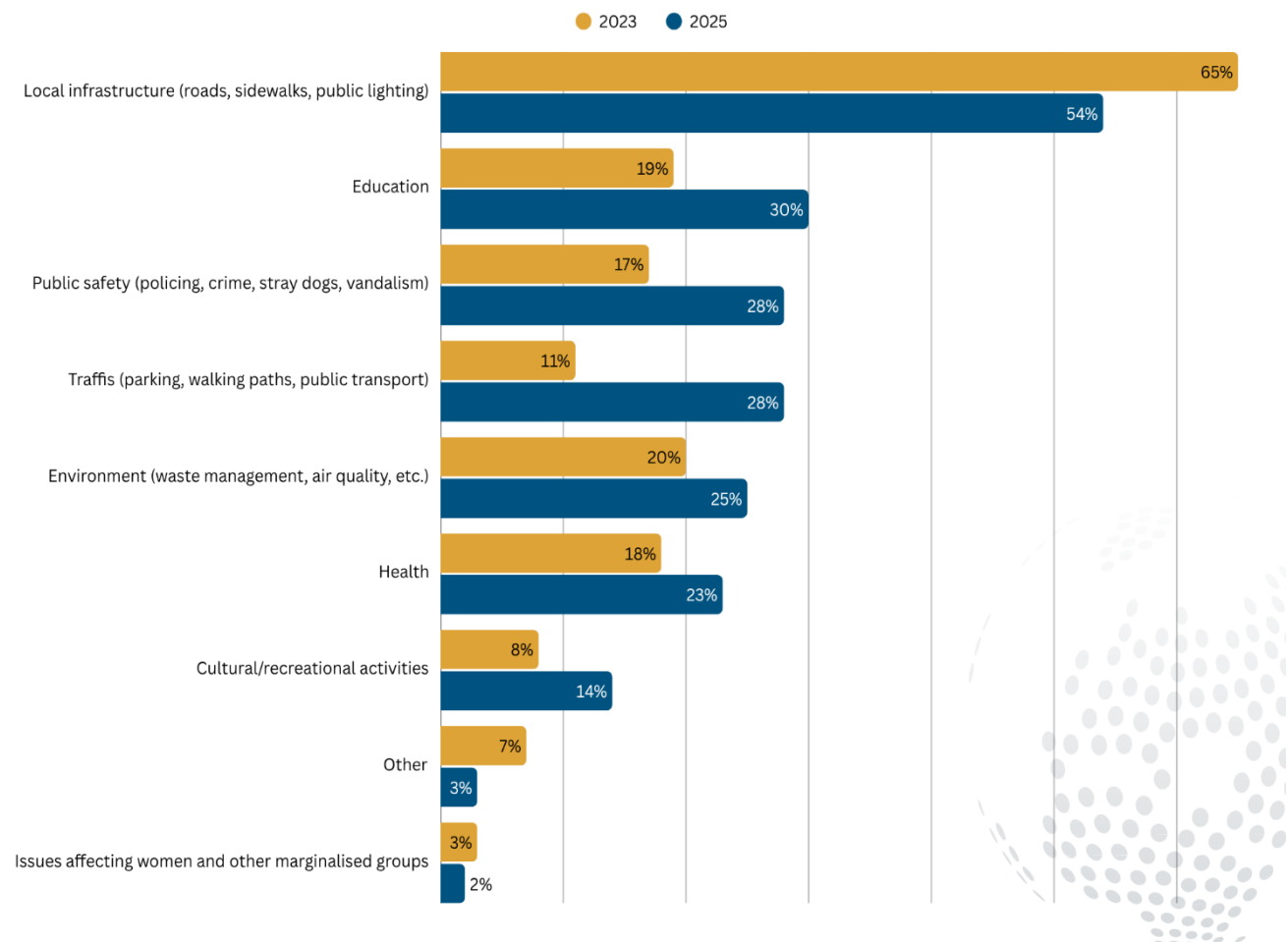


Figure 10. What kind of issues did you raise with the municipality?

Education-related concerns are especially prominent in Prizren (34.8%) and Graçanica (31.8%), whereas health emerges as the primary or co-primary issue in Kamenica (57.1%) and Hani i Elezit (33.3%). Additionally, public safety is particularly salient in Istog (40%), while traffic-related issues feature more strongly in Peja (18.7%) and Fushë Kosova (20.4%). Overall, these patterns highlight variation in citizen priorities across municipalities, reflecting differing local conditions and service delivery challenges.

Beyond the types of issues raised, citizens' perceptions of how municipalities respond to reported concerns provide an important indicator of institutional responsiveness. The findings suggest a deterioration in perceived responsiveness over time. In 2025, only 47% of respondents report that the municipality responded to the issue they raised, compared to 56% in 2023 (Figure 11). Conversely, the share of respondents indicating that they did not receive a response increased from 44% in 2023 to 53% in 2025. These results indicate that, despite increased citizen engagement in recent years, municipal follow-up and feedback mechanisms may not have advanced at the same pace. This suggests that improvements in participation have not yet translated into stronger institutional responsiveness.

Differences between rural and urban respondents are visible in perceptions of whether municipalities responded to issues raised. A slightly higher share of urban respondents (52.5%) report receiving a response compared to rural respondents (47.5%), while rural residents more frequently report not receiving a response (62.7% compared to 37.3% among urban respondents).

Gender-disaggregated results show modest differences in perceived municipal responsiveness. Among respondents who reported receiving a response, men account for a larger share (77.3%) compared to women (22.4%). A similar pattern is observed among those reporting no response, where men also represent the majority (73.4%). Overall, the results suggest that men are more likely than women to report interaction outcomes with municipalities, reflecting their higher participation levels in raising issues with local authorities. Differences by ethnicity in municipal responses to issues raised by citizens are minimal. Similar shares of respondents from Albanian communities (47.4%) and non-majority communities (48.3%) report that municipalities responded to their requests, while slightly more than half of respondents in both groups indicate that they did not receive a response.

Municipal-level analysis reveals pronounced differences in perceived responsiveness to issues raised by citizens. A small group of municipalities stands out for very high shares of respondents reporting that the municipality responded to their concerns, including Istog (100%), Peja (92.2%), Obiliq (77.8%), Dragash (75.0%), and Shtërpca (72.7%), suggesting comparatively strong follow-up and communication practices. High response rates are also observed in Viti (92.3%), Kaçanik

(86.7%), and Mitrovica (82.4%), indicating generally positive perceptions of municipal action in these cases. In contrast, several municipalities report complete lack of responsiveness. In Hani i Elezit, Kamenica, and Klina recording all respondents (100%) report that the municipality did not respond meaning that none of the respondents who raised issues felt that the municipality had taken any action.

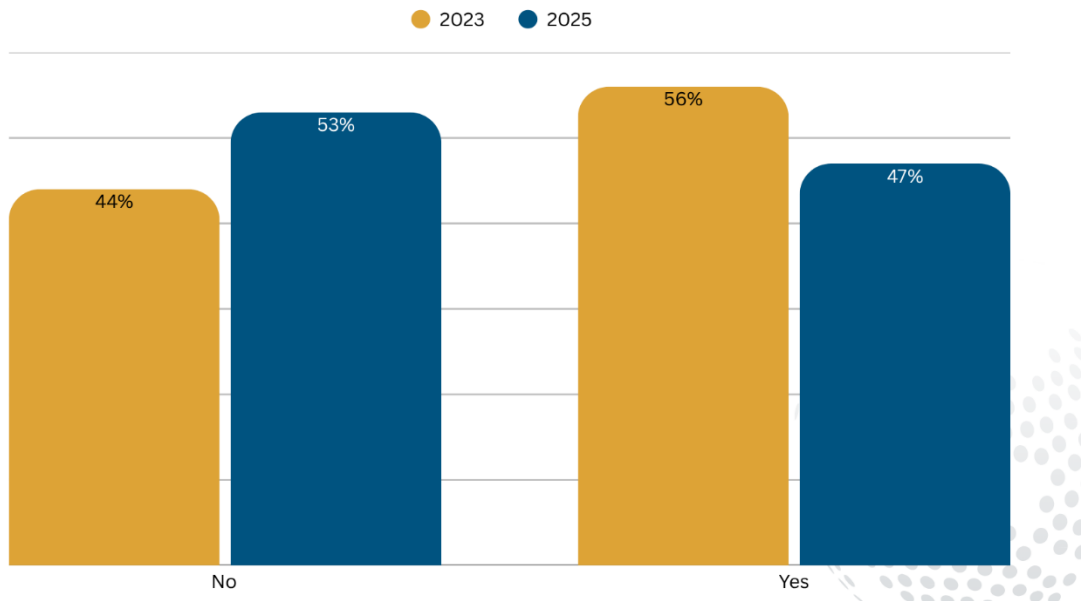


Figure 11. If you have raised an issue, has the municipality responded to the issue you raised?

Citizens' satisfaction with how municipalities responded to the issues they raised shows a marked improvement in 2025 compared to 2023, among those respondents who report having received a response. In 2025, most of the respondents' report being either completely satisfied (51%) or somewhat satisfied (38%), indicating that nearly nine in ten respondents express a positive assessment of municipal responses (Figure 12). This represents an improvement compared to 2023, when satisfaction was more moderate and dissatisfaction more pronounced. The share of respondents who feel somewhat dissatisfied declined from 19% in 2023 to 8% in 2025, while those who are not at all satisfied decreased from 11% to 3%. This indicates that when municipalities respond, citizens tend to evaluate responses positively.

Urban respondents report higher levels of complete satisfaction (60.3%) compared to rural respondents (39.7%), while rural residents are more represented among those expressing dissatisfaction, particularly in the category of not at all satisfied (87.5%). These findings suggest somewhat stronger perceived responsiveness among municipalities in urban areas, although both groups include substantial shares of respondents reporting moderate satisfaction.

When disaggregating results by gender, women are slightly less likely than men to report that municipalities responded to the issues they raised. Among female respondents who reported raising an issue, 43% state that the municipality responded, compared to 49% of male respondents. Conversely, 57% of women report that they did not receive a response, compared to 51% of men.

Disaggregation by ethnicity shows that around 45% of Albanian respondents report receiving a response, while 53% indicate that they did not. A similar pattern is observed among non-majority communities, where 46% report receiving a response and 54% report not receiving one. When disaggregated by age, the results suggest that younger respondents are somewhat more likely to report receiving a response from the municipality after raising an issue, while older respondents more often indicate that no response was received.

Municipal-level results reveal stark contrasts in citizens' satisfaction with how municipalities responded to the issues raised. Several municipalities stand out for exceptionally high satisfaction levels, with Deçan, Istog, and Malisheva reporting 100% of respondents as completely satisfied. Very high levels of complete satisfaction are also observed in Prishtina (87%), Vushtri (88%), Obiliq (71%), and Suhareka (75%), indicating strong perceived responsiveness and effectiveness. In contrast, a small number of municipalities display clear signs of dissatisfaction: Skenderaj records 100% of respondents as somewhat dissatisfied, Rahovec shows a particularly strong negative signal with 50% not at all satisfied, and Shtërpca also registers notable dissatisfaction.

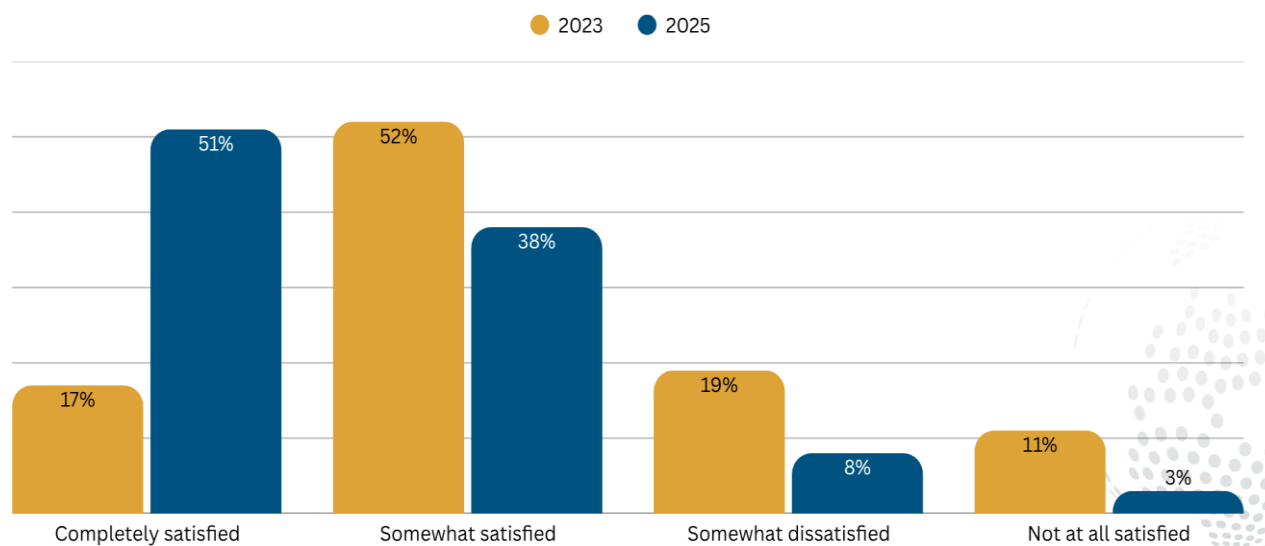


Figure 12. How satisfied were you with the municipality's response to the issue you raised?

Among respondents who reported being dissatisfied with the municipal response, the most frequently cited concern is that the response took too long, and the issue remained unresolved (66%), followed by perceptions that the actions taken were insufficient to address the issue (56%) (Figure 13). In addition, 44% of respondents indicate that the municipality did not communicate effectively or provide clear information, while 25% report a lack of follow-up or ongoing support after the initial response. In all, these results point to ongoing shortcomings in the way that citizen issues are finally addressed, suggesting that responsiveness is not just about whether municipalities respond, but also about the promptness, sufficiency, and clarity of their activities.

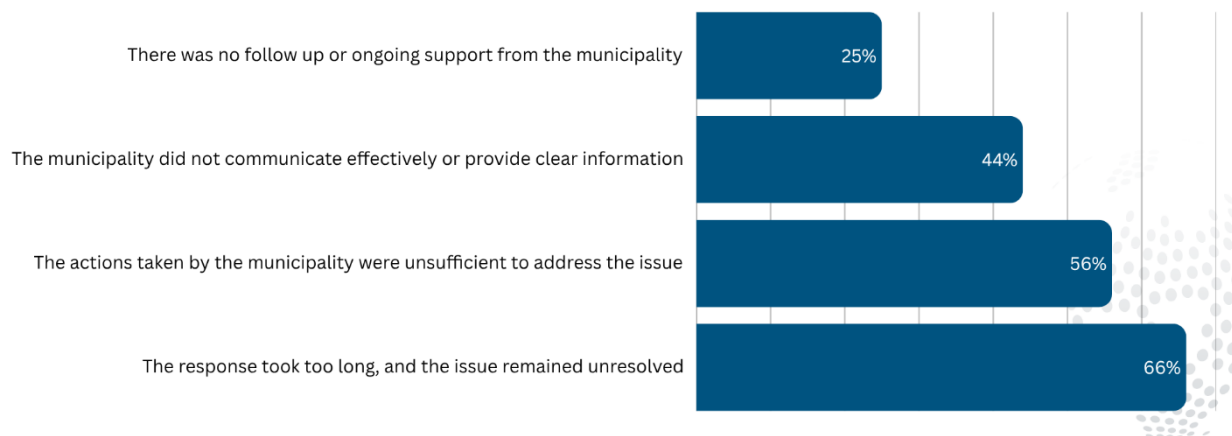


Figure 13. Why were you not satisfied with the municipality's response?

The way municipalities engage citizens during public meetings has shifted noticeably over time. In 2025, 50% of respondents report that they are only informed about decisions that are going to happen or have already happened, a substantial increase compared to 29% in 2023, indicating a more one-directional form of communication (Figure 14). Concurrently, the share of respondents who report that the municipality provides different options and actively asks for feedback or opinions declined from 51% in 2023 to 36% in 2025. Similarly, engagement through open feedback without predefined options decreased from 20% to 14%. Overall, these trends suggest a shift away from participatory approaches toward more informational communication, pointing to reduced opportunities for meaningful citizen input during public meetings.

Differences between rural and urban respondents in perceived engagement formats during public meetings are moderate but noticeable. Rural respondents are more likely to report one-way communication, stating that they are mainly informed about decisions that are going to happen or have already happened (54.8%), compared to urban respondents (45.2%). Similarly, rural residents slightly more often report open feedback formats without predefined options (53.6% compared to 46.4% in urban areas). In contrast, urban respondents are more likely to report participatory formats

where municipalities provide different options and actively request feedback (54.0% compared to 46.0% in rural areas).

When disaggregated by gender, men account for most of the reported engagement across all forms of interaction during public meetings, representing 56.7% of those who report being only informed, 72.3% of those asked for open feedback, and 76.5% of those offered different options for input. These results suggest a shift toward more informational rather than deliberative participation formats.

When disaggregated by ethnicity, Albanian respondents account for most of the reported engagement across all categories (over 90% in each case). Non-majority communities represent only a small share, with no clear differences in patterns of engagement. However, these findings should be interpreted with caution due to the limited number of respondents in smaller communities. Across age groups, younger respondents are more likely to report one-way engagement during public meetings, saying they are mainly only informed about decisions, while middle-aged groups more often report participatory formats where municipalities provide options and request feedback. In older age groups, responses again tilt toward one-way information.

Municipal-level patterns reveal substantial differences in how citizens are engaged during public meetings. In several municipalities, engagement is predominantly one-way and informational, with very high shares of respondents reporting that they are only informed about decisions that are going to happen or have already happened. This is particularly pronounced in Kamenica (93%), Glllogovc (87%), and Lipjan (83%). In contrast, a smaller group of municipalities demonstrates more structured participatory practices by actively presenting options and soliciting feedback from citizens, notably Klina and Obiliq (both 88%), as well as Graçanica (78%). Open-ended engagement, where citizens are invited to provide feedback without predefined options, remains the least common approach but is more evident in Istog (59%), Dragash (50%), and Shtime (42%). Overall, these patterns point to different models of citizen engagement across municipalities, ranging from largely informational approaches to more inclusive and deliberative practices. Perceptions regarding whether municipal authorities take participants' suggestions into account during public meetings show a mixed but slightly shifting pattern over time. In 2025, a combined 89% of respondents either agree (43%) or strongly agree (46%) that their suggestions are considered, compared to 84% in 2023 (Figure 15).

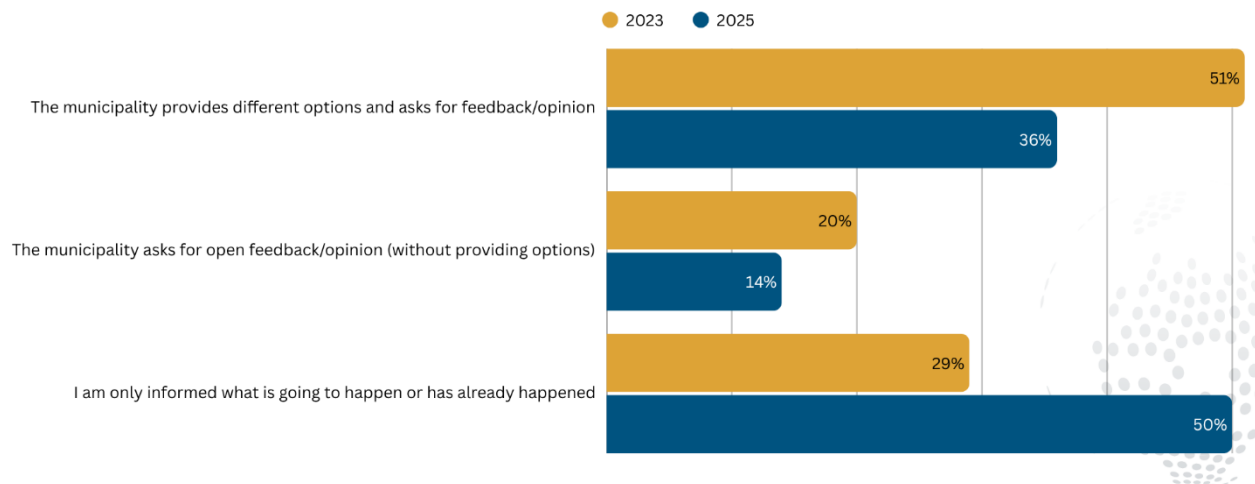


Figure 14. How does the municipality engage you during public meetings?

This increase is driven primarily by a notable rise in strong agreement, which almost doubled from 24% in 2023 to 46% in 2025, even as the share of respondents who simply agree declined from 60% to 43%. At the same time, disagreement decreased modestly, with the combined share of disagreement and strongly disagree falling from 16% in 2023 to 9% in 2025. Although previous data indicated that opportunities for active involvement during meetings have become increasingly limited, overall, these findings suggest a strengthening perception among involved residents that municipal authorities do take public opinion seriously. This suggests that although fewer participatory formats are reported, citizens who do participate increasingly perceive their input as meaningful.

Rural respondents are slightly more likely to report agreement with this statement (51.2%), while urban respondents report marginally higher levels of strong agreement (50.5%). At the same time, stronger disagreement is somewhat more pronounced among urban residents (54.3%). Overall, the findings suggest broadly similar perceptions across settlement types, with only minor variation in how citizens assess the extent to which their input is considered during public meetings. Respondents from Albanian community more frequently express disagreement (46.7% strongly disagree) compared to respondents from non-majority communities (26.7%), while respondents from non-majority communities more often report moderate agreement that suggestions are considered. Marked differences emerge at the municipal level in perceptions of whether municipal authorities take participants' suggestions into account during public meetings. Dragash stands out with exceptionally strong positive perceptions, with 90% of respondents strongly agreeing that their suggestions are considered, followed by Suhareka (76%), Lipjan (75%), and Obiliq (71%). In contrast, a small number of municipalities exhibit clearly negative or critical perceptions. In Kamenica, 100% of respondents strongly disagree that participants' suggestions are taken into

account, while in Ranillug, 100% disagree with this statement. These stark contrasts highlight highly uneven experiences of responsiveness across municipalities and suggest that while some local administrations foster meaningful participatory practices, others face serious challenges in integrating citizen input into decision-making processes.

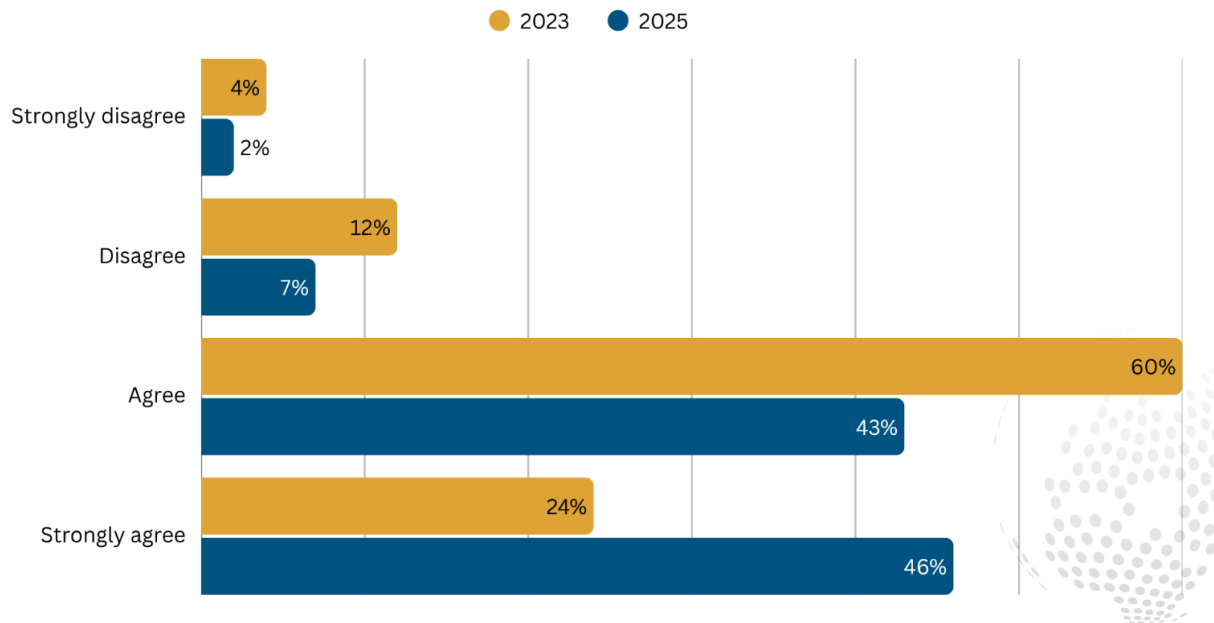


Figure 15. To what extent do you agree that municipal authorities consider participants' suggestions during public meetings?

Willingness to engage with municipalities through digital platforms has increased over time. In 2025, 71% of respondents indicate that they would be willing to use digital platforms to engage with their municipality, compared to 64% in 2023 (Figure 16). Correspondingly, the share of respondents who are not willing to engage digitally declined from 36% to 29%. This upward trend suggests growing openness among citizens to digital forms of participation, highlighting the potential for municipalities to expand and strengthen online engagement tools as a complement to traditional participation mechanisms. Gender and ethnicity disaggregated results show no meaningful difference in willingness to use digital platforms for municipal engagement. However, digital engagement potential is strongest among younger citizens and weakens steadily with age. Younger and middle-aged respondents show very high readiness, with around 75–88% of those aged roughly 18–40 willing to engage digitally. Willingness gradually declines among older age groups, falling to around 50–65% in the 50–60 age range and dropping further among those over 65, where unwillingness becomes the dominant response in most ages. This confirms growing readiness for digital participation as a complementary engagement channel.

Ethnic differences are evident in citizens' willingness to use digital platforms to engage with their municipalities. Respondents from Albanian communities report higher willingness to use digital

platforms (71.9%) compared to respondents from non-majority communities (57.6%), while reluctance to use such platforms is more pronounced among non-majority communities (42.4% compared to 28.1%).

Very high levels of openness are observed in Obiliq (98%), Novobërda (95%), and Killokot (92%), indicating strong digital readiness and acceptance of online engagement tools. In contrast, several municipalities display more mixed or lower levels of willingness. Ferizaj records the lowest level of digital engagement, with only 33% of respondents willing to use digital platforms and 67% unwilling. Relatively low willingness is also observed in Klina (47% Yes) and Leposaviq (49% Yes), while Zvečan (42% Yes) and Partesh and Zubin Potok (each showing a near 50–50 split) indicate ambivalence or potential barriers related to access, trust, or digital literacy. Overall, these patterns highlight uneven digital readiness across municipalities, underscoring the need for tailored approaches to digital participation.

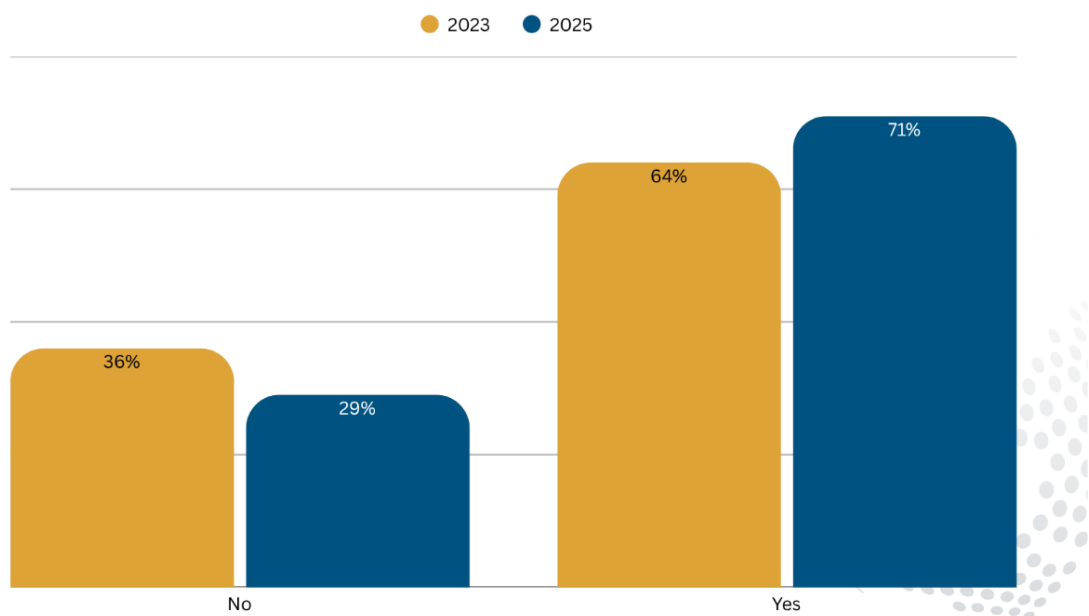


Figure 16. Would you be willing to use digital platforms to engage with your municipality?

Awareness of how municipal budgets are allocated remains low, despite some improvement over time. In 2025, only 32% of respondents reported having information on how their municipal budget is split, compared to 17% in 2023, indicating a noticeable increase in budget-related awareness (Figure 17). Nevertheless, a clear majority of citizens (68%) still report lacking such information, although this represents a decline from 83% in 2023. These results imply that although municipalities have made strides in disseminating financial information, citizen awareness of municipal budget allocation remains limited.

When disaggregated by location, differences between rural and urban respondents are negligible. Awareness of how the municipal budget is split is almost evenly distributed, with 49.3% of rural respondents and 50.7% of urban respondents reporting that they have such information. Conversely, slightly over half of respondents in both groups report not having this information. Looking at the results by gender, men report higher levels of budget information than women, with 38% of men saying they are informed compared to 24% of women. Conversely, 76% of women report not having such information, compared to 62% of men. Moreover, awareness is relatively higher among Albanian respondents (32.9%). In contrast, awareness appears notably lower among non-majority communities overall (around 19%), with particularly low levels observed across several groups, including cases where no awareness is reported.

At the municipal level, awareness of how the municipal budget is allocated varies considerably, although relatively high levels of awareness are observed in only a small number of municipalities. Lipjan stands out, with 65% of respondents reporting that they are informed about how the municipal budget is split, followed by Suhareka (58%) and Shtime (52%). In contrast, in most municipalities fewer than one-third of respondent's report having such information. Particularly low levels of budget awareness are recorded in Junik (11%), Podujeva (12%), and Glllogovc (13%). These patterns underscore significant disparities in fiscal transparency and suggest that, in many municipalities, efforts to communicate budgetary information remain insufficient to reach a broad part of citizens.

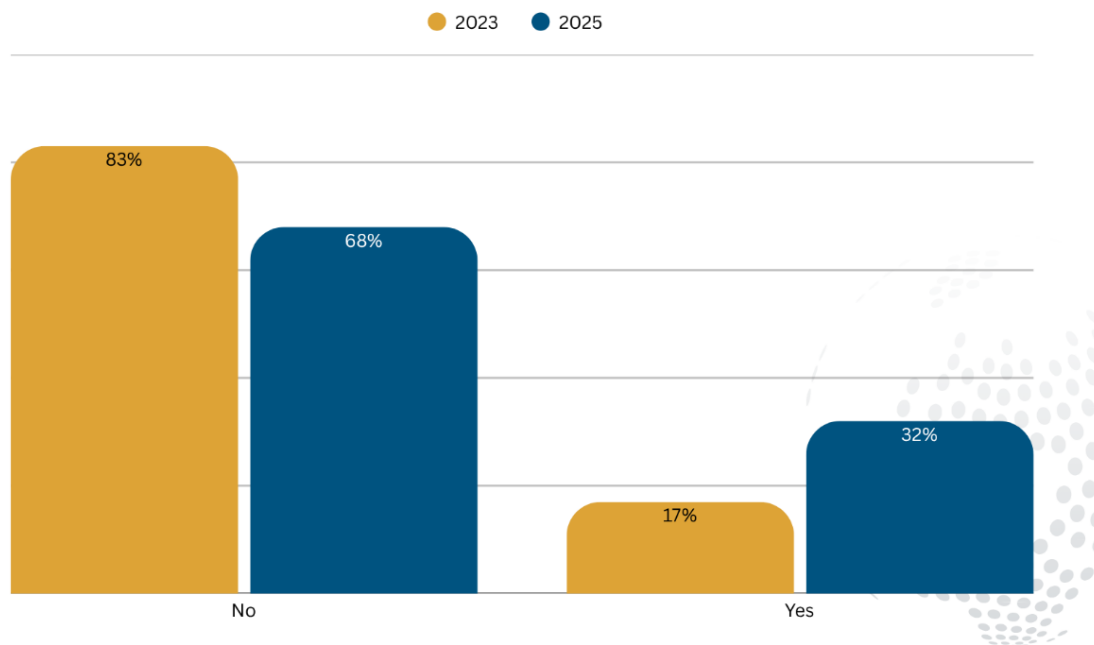


Figure 17. Do you have information on how the municipal budget is split?

Although opinions have changed over time, respondents who report having knowledge of the municipal budget are typically satisfied with the way project priorities are determined. In 2025, 27% of respondents report being completely satisfied, a notable increase from 18% in 2023, suggesting improved confidence among a segment of informed citizens (Figure 18). However, the share of respondents who are somewhat satisfied declined from 64% in 2023 to 50% in 2025, indicating a moderation in overall satisfaction. Levels of dissatisfaction remain relatively low and stable, with 12% somewhat dissatisfied and 4% not at all satisfied in 2025. Overall, the findings suggest a modest improvement in strong approval of municipal project prioritization, alongside a slight decline in more moderate satisfaction, pointing to mixed but broadly positive perceptions of budget decision-making among informed citizens.

Differences between rural and urban respondents in satisfaction with project priority setting in the municipal budget are generally moderate. Urban respondents report slightly higher levels of complete satisfaction (51.5%), while rural respondents are somewhat more represented among those who are somewhat satisfied (54.4%). At the same time, urban residents account for a larger share of those reporting no satisfaction (57.8%). Overall, the findings suggest broadly similar perceptions across settlement types, with only modest variation in satisfaction levels between rural and urban respondents.

Gender-disaggregated results show some variation in satisfaction with project priority setting in the municipal budget. Men account for a larger share of responses across all satisfaction categories, including complete satisfaction (53.3%) and somewhat satisfaction (62.6%), reflecting their higher representation among respondents expressing views on municipal budget priorities. Women are also represented across both satisfied and dissatisfied groups, suggesting that perceptions of project prioritisation are broadly shared across genders, with only moderate differences in reported satisfaction levels.

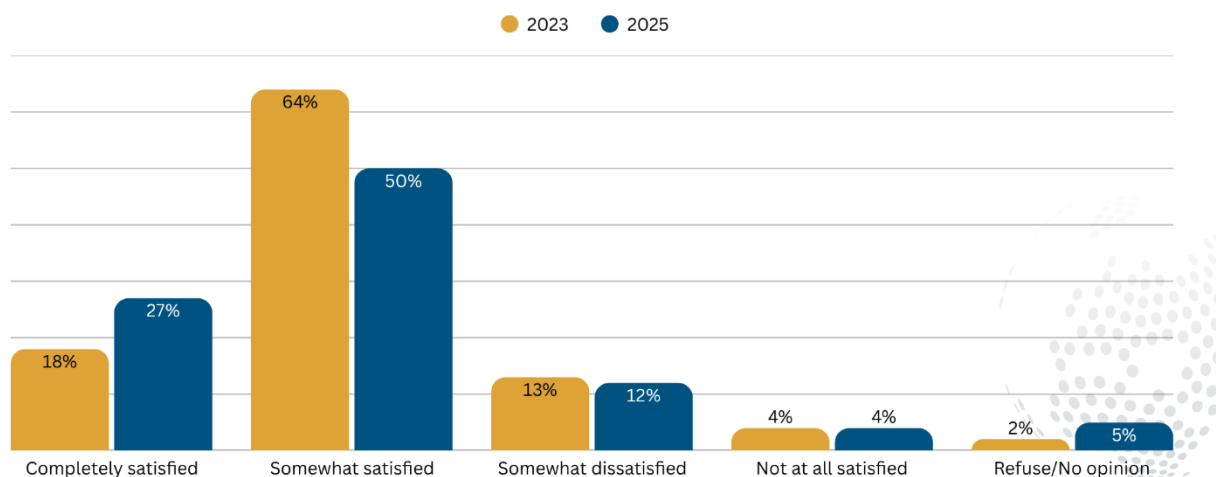


Figure 18. If yes, how satisfied are you with project priority setting in the municipal budget?

Overall, results indicate that citizen engagement remains limited but improving. Interaction with municipalities has increased modestly since 2023, although engagement remains uneven across gender and municipalities. While citizens who interact with municipalities tend to report high satisfaction with responses, perceptions of institutional responsiveness have declined. Participation formats during public meetings appear to be shifting toward more informational communication, even as willingness for digital engagement increases. Awareness of municipal budgeting remains limited, suggesting continued need for improved transparency and citizen involvement in local decision-making processes.

5.3 The Role of the Municipal Assembly

This section examines citizens' awareness of the role of Municipal Assembly members, their level of interaction with the Assembly, their participation in Assembly meetings, and their perceptions of the Assembly's ability to hold executive bodies accountable.

Overall, 38% of citizens in Kosovo demonstrate moderate awareness of the roles and responsibilities of Municipal Assembly members, an increase by 9 percentage points compared to 2023. Another 15% of respondents stated they were extremely aware, 26% were slightly aware, and 11% were not aware at all about the Assembly members' role). When grouped into broader categories, just over half of respondent's report being at least moderately aware of the role and responsibilities of Municipal Assembly members. Differences by location are limited, with slightly higher awareness observed in rural areas (54.8%) compared to urban areas (52.3%).

Disaggregating the data by gender, 18% of men express extreme awareness and 40% express moderate awareness regarding the roles and responsibilities of Municipal Assembly members, compared to 11% and 35% of women, respectively. Ethnicity-wise, awareness is somewhat higher among Albanian respondents (54.2%), while non-majority communities report lower overall levels of awareness and a higher tendency toward limited awareness or uncertainty. Awareness trends remain similar across different age groups, with most respondents being moderately aware, apart from those aged 65 or above who tend to have lower awareness levels. Differences in awareness levels are evident when comparing respondents by ethnicity.

At the municipal level, the results remain similar, with citizens generally reporting moderate or slight awareness. Klllokot (92%), Shtime (69%), Viti (68%) and Fushë Kosova (51%) are characterized by the highest citizen awareness². On the other hand, in municipalities with a Serbian-majority

² The percentages are cumulative for citizens who claimed to be either extremely aware or moderately aware of the role and responsibilities of the Municipal Assembly members.

population such as Ranillug, Zubin Potok, Zvečan, Partesh, and Leposaviq, citizens are less likely to be aware of the roles and responsibilities of the Assembly members, highlighting persistent information and engagement gaps. This suggests that awareness of the Assembly's role remains uneven across municipalities and may reflect differences in institutional visibility and citizen outreach.

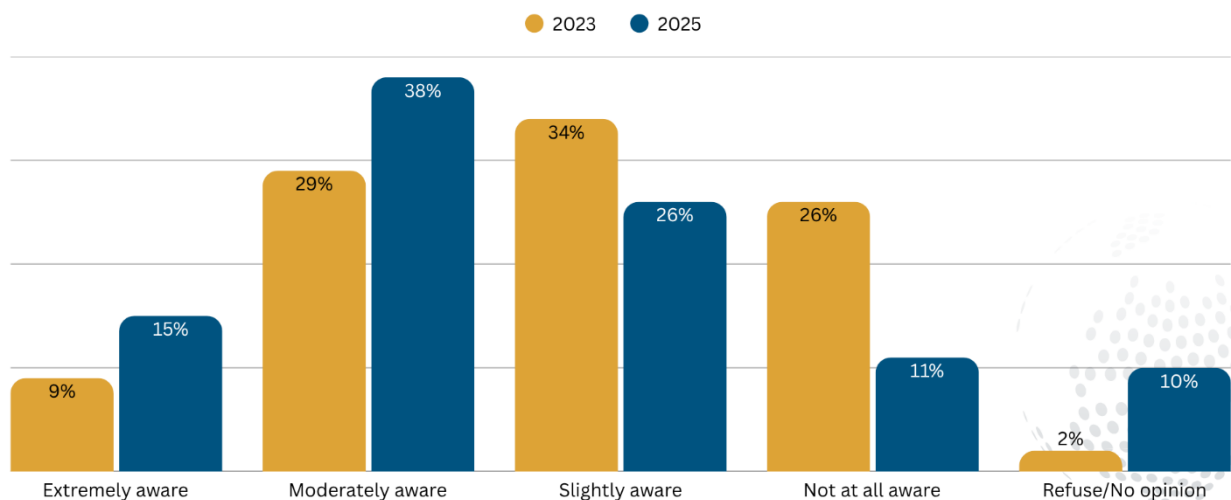


Figure 19. Citizens' awareness regarding the role and responsibilities of the Municipal Assembly members

Despite moderate levels of awareness, direct engagement with Assembly members remains limited. Only 28% of respondents reported meeting with an Assembly member in the past 12 months. Although this represents an improvement compared to 16% in 2023, it still reflects limited citizen engagement in local representative structures. The majority of 72% have never met with any assembly member in the past year. This suggests that higher awareness does not necessarily translate to greater citizen engagement in decision-making. Gender-disaggregated data indicate that men (34%) are more likely to meet with an assembly member compared to women (18%). Engagement is particularly low in municipalities that have recorded lower awareness levels, especially in Serbian-majority municipalities. Notably, even in Fushë-Kosovë and Viti, where most of the population is aware of the assembly members' role, citizens are less likely to meet an assembly member to discuss public issues.

Limited meetings with Assembly members are associated with lower participation of citizens in formal Municipal Assembly meetings. Among those who reported meeting an Assembly member in the past year, only 8% have also attended an Assembly meeting during the same period. Meanwhile, 19% did not attend any meetings, with stark differences between the municipalities.

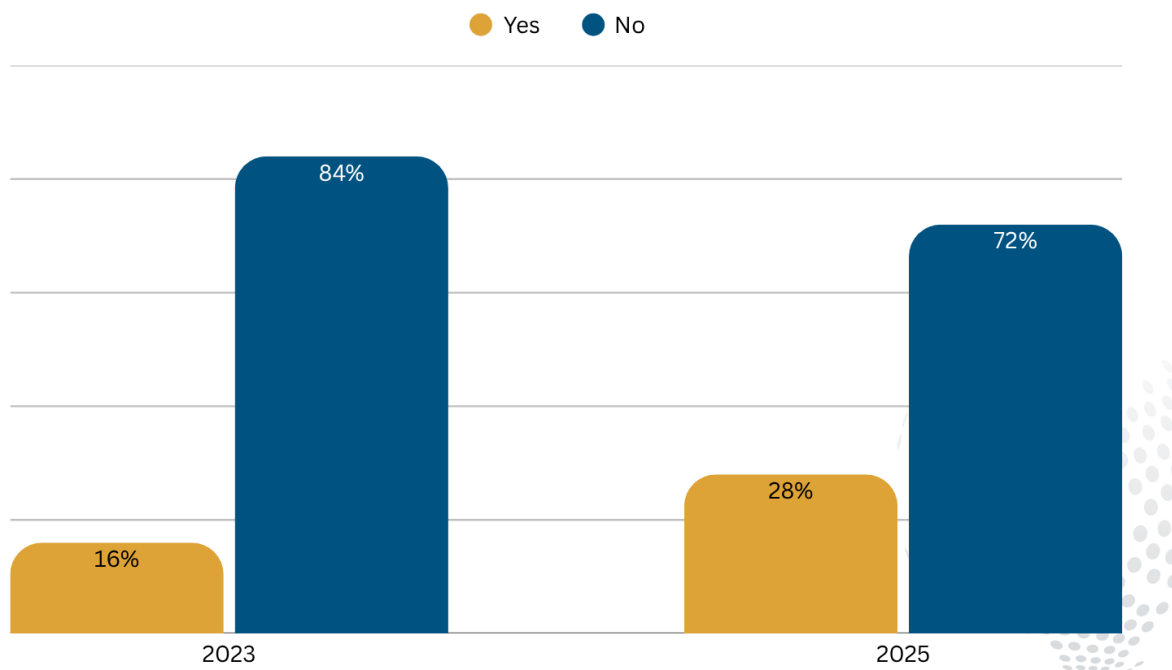


Figure 21. Citizens' involvement in meeting with at least a Municipal Assembly member in the past 12 months

Disaggregating the data by gender, age, and ethnicity, no significant differences emerge. Participation levels are slightly higher among respondents from non-majority communities (32.1%) compared to Albanian respondents (29.6%), although in both groups a clear majority report not participating in Assembly meetings (70.4% among Albanian respondents and 67.9% among non-majority communities). The majority of respondents have never attended a municipal assembly meeting in the past year. Higher participation rates are observed in Junik, Kaçanik, Leposaviq, Pejë, Shtërpçë and Deçan, while in most municipalities the majority of population reported no attendance at all.

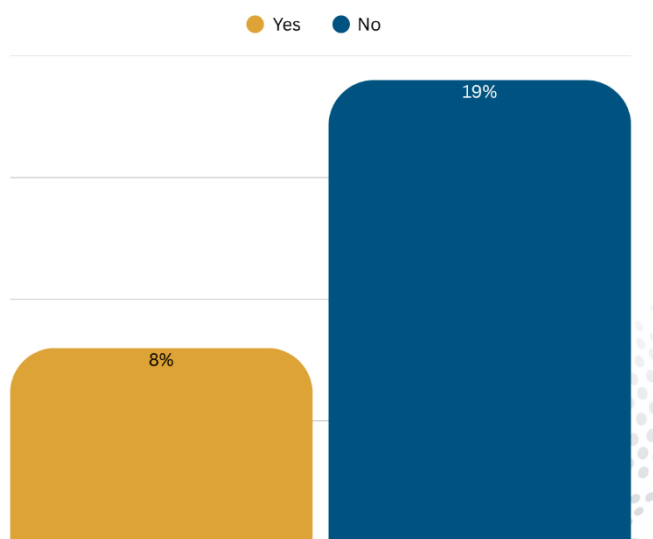


Figure 20. Citizens' involvement in any Municipal Assembly meeting in the past 12 months

Although overall attendance remains low, those who do attend these meetings, do so on a regular basis. Among attendees, 52% report participating in several meetings during the past year, while 48% attended rarely, often only once a year (24%). Differences between rural and urban respondents in attendance at Municipal Assembly meetings are minimal. In both areas, a clear majority report not attending any meetings (71.9% in rural areas and 73.0% in urban areas), while only a small share report participation (8.2% in both cases). This indicates similarly low levels of formal Assembly participation across settlement types.

Gender differences in attendance at Municipal Assembly meetings are more pronounced. Women are less likely to report participation (4.6%) compared to men (10.6%), and more likely to report no attendance (82.2% compared to 65.8% among men). These findings suggest lower levels of formal engagement with Assembly meetings among women. In addition, respondents from Albanian community report more regular participation, including attending meetings every month or several times per year (17.3% and 8.1%, respectively), whereas respondents from non-majority communities more frequently report attending only once (44.4%) or rarely (16.7%). Overall, these findings suggest that participation among non-majority communities tends to be more occasional and less frequent compared to participation among Albanian respondents.

At the municipal level, out of 38 municipalities, 20 of them citizens are less frequent in Assembly meetings, compared to 10 municipalities where attendance is more regular. Larger and more densely populated municipalities, including Prishtina, Fushë Kosova, Peja and Ferizaj, report higher frequencies of attendance.

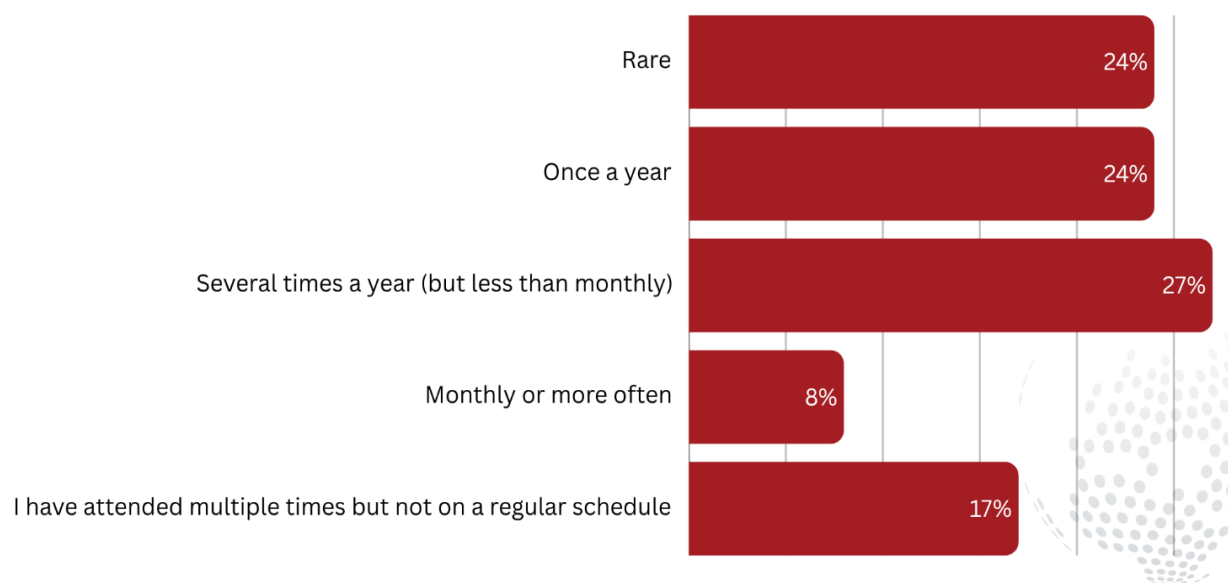


Figure 22. Attending Municipal Assembly meetings in the past 12 months

Among respondents who did not attend any Assembly meetings in the past year, the primary reason for not attending is being busy during the time meetings were held (46%). For another 34%, lack of interest was a barrier in participating, while 19% were not informed about their occurrence. These findings underscore the importance of improved communication and outreach by municipalities. Enhancing transparency and access to information could significantly increase citizen participation, thereby strengthen local decision-making and aligning public investments more closely with citizens' needs.

Differences between rural and urban respondents in the reasons for not attending Municipal Assembly meetings are limited. In both areas, lack of interest is the most frequently reported reason (45.8% in rural areas and 49.7% in urban areas), followed by being busy (26.7% and 24.2%, respectively) and not being informed about meetings (18.5% and 17.4%). Overall, the results suggest broadly similar barriers to participation across settlement types, with low interest remaining the main constraint in both rural and urban areas.

Disaggregation by gender reveals notable differences in reported barriers. Men are more likely than women to cite time constraints as the primary reason for non-attendance (32% compared to 21%). In contrast, a majority of women (59%) report lack of interest as their main reason for not participating, compared to 47% of men. Differences by ethnicity in the reasons for not attending Municipal Assembly meetings are relatively moderate. Lack of interest remains the most frequently reported reason among both Albanian respondents (51.4%) and respondents from non-majority communities (61.4%). Albanian respondents more often report being busy as a reason for non-participation (28.4% compared to 16.6%), while respondents from non-majority communities slightly more frequently report not being informed about meetings (20.3% compared to 19.5%).

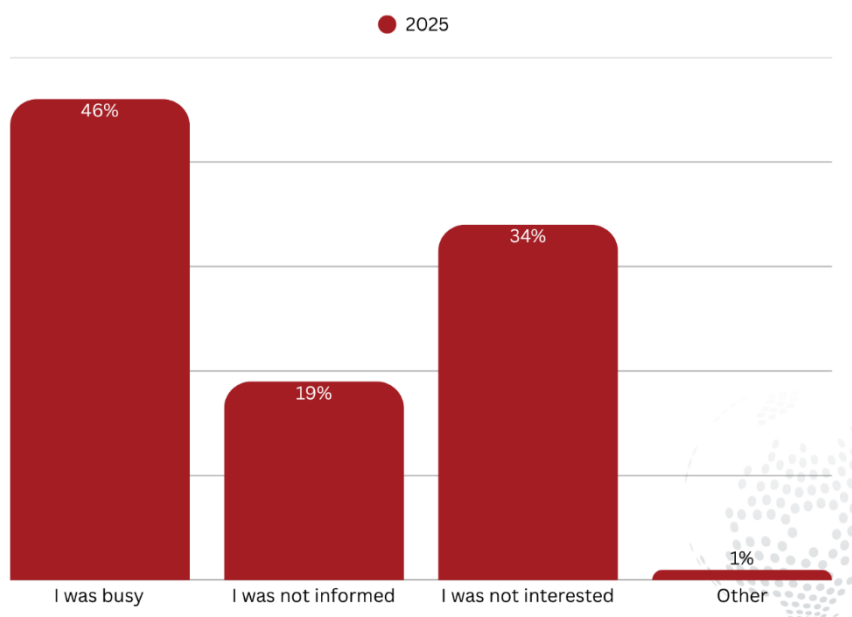


Figure 23. Citizens' primary reasons for not attending Municipal Assembly meetings in the past 12 months

Despite low engagement rates with the Assembly, citizens' perceptions of the Assembly's accountability role remain relatively positive. More than half of respondents (63%) believe that the Assembly has the means to hold the mayor and/or other executive directors accountable. In 2023, the share of respondents believing this was 64%. In contrast, 18% of respondents express distrust in the Assembly's oversight role, a decline by 4 percentage point compared to 2023.

Differences between rural and urban respondents in perceptions of the Assembly's ability to hold executive bodies accountable are minimal. Similar shares of respondents in both areas agree with this statement (48.1% in rural areas and 47.6% in urban areas), while levels of disagreement also remain comparable. Urban respondents report slightly higher levels of strong agreement (15.1%), whereas strong disagreement is marginally higher among urban residents as well (4.8%). Overall, the findings suggest broadly similar perceptions across settlement types regarding the Assembly's oversight role. Disaggregating data by gender, both men and women are inclined to trust the Assembly's accountability function, with similar patterns observed across different ethnic groups. At the municipal level, Shtërpçë stands out as the only municipality with most respondents expressing distrust.

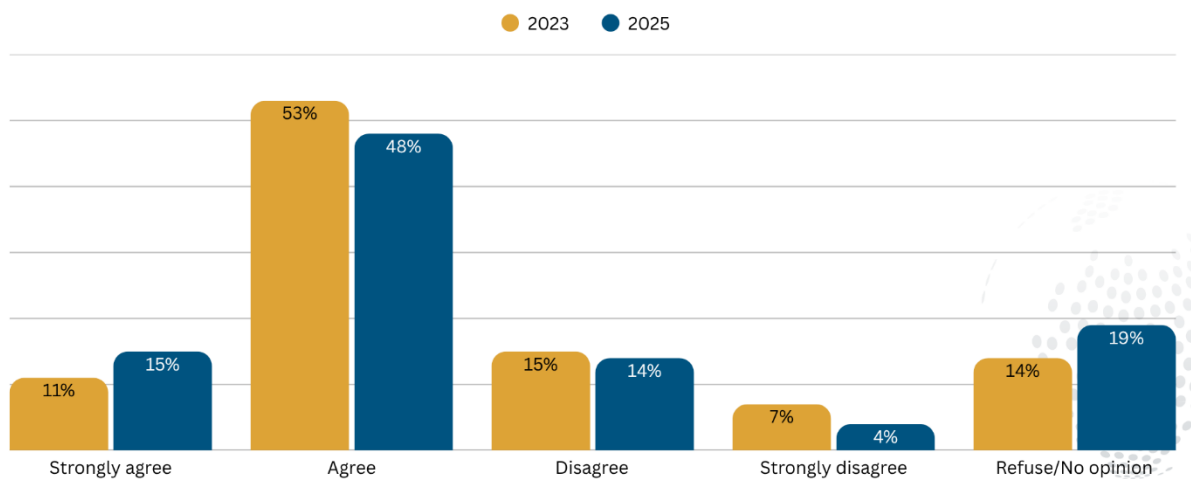


Figure 24. Citizens' perceptions on Assembly's ability to hold executive bodies accountable

5.4 Municipal Management

The data on local governance examines citizens' satisfaction with municipal budget management, their perceptions of public infrastructure projects, and their views on recruitment practices within municipalities. Overall, respondents report relatively high levels of satisfaction with budget management. The majority of respondents (75%) report being satisfied, showing an increase by 12 percentage points compared to 2023. Levels of dissatisfaction remain relatively stable over time.

Satisfaction remains high across both genders, all ethnic groups and across all ages, suggesting broadly shared perceptions of municipal budget performance. Respondents from both Albanian and non-majority communities report broadly similar levels of satisfaction, with slightly higher shares of respondents from non-majority communities reporting complete satisfaction (34.9% compared to 31.2%). At the same time, respondents from non-majority communities report somewhat higher levels of dissatisfaction (19.0% somewhat dissatisfied compared to 15.9% among Albanian respondents).

At the municipal level, highest satisfaction rates are observed in: Istog (98%), Dragash (94%), and Mamushë (92%), On the contrary, lower satisfaction is observed in: Malishevë (64%), Prishtinë (63%), Mitrovicë (62%). These differences suggest that perceptions of budget management vary substantially across municipalities.

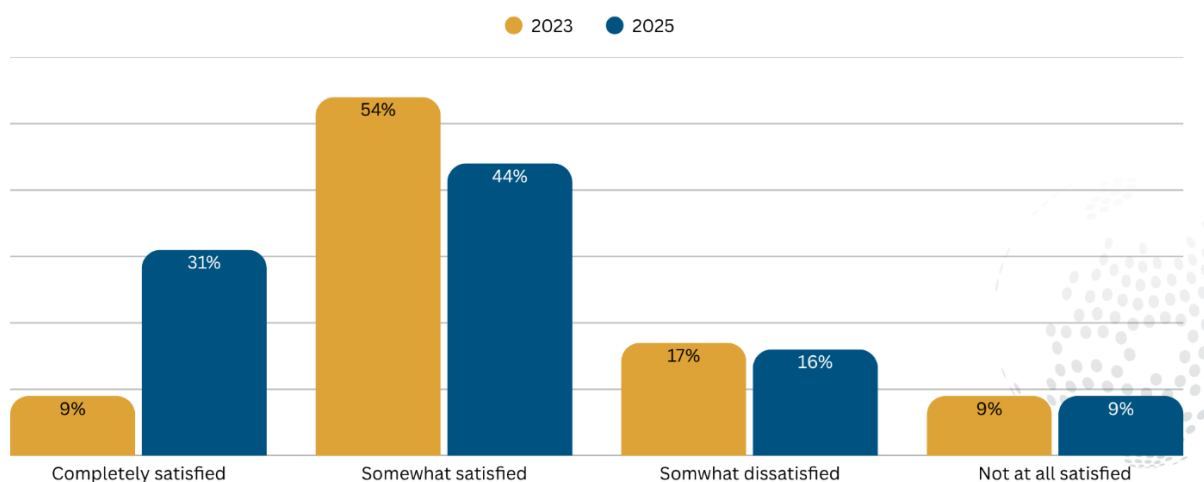


Figure 25. Citizens' satisfaction towards municipality's budget management

Following their overall satisfaction with budget management on the municipal level, citizens were then asked to assess public infrastructure projects. The analysis focuses on three key areas: quality of work, duration of work, and environmental sustainability. At level of quality of work, 62% of respondents are satisfied, although this share has declined by 10 p.p. compared to 2023 (Figure 26). Dissatisfaction rates have increased from 26% in 2023, to 29% in 2025, and are particularly pronounced in several Serbian-majority municipalities, indicating persistent concerns regarding project standards.³

Disaggregation by gender reveals higher satisfaction rates among men (67%) compared to women (55%). Whereas, ethnic differences are also observed, with Albanian respondents reporting higher

³ The highest dissatisfaction rates about the quality of work are observed in: Klinë (65%), Shtërpçë (65%), Gjilan, Ranillug, Viti and Zvečan (58%), Novobërdë (53%), Zubin Potok and Zvečan (50%).

levels of satisfaction with the quality of work (63%), compared to around 49% among non-majority communities.

Dissatisfaction is even more pronounced in citizens' perceptions regarding the duration of infrastructure projects. While in 2023, 39% of respondents reported being either somewhat or completely dissatisfied, by 2025 this share went up to 43% (Figure 26), suggesting longer implementation periods or delays in project completion. Comparing data by gender, men again lead with higher satisfaction rates (57%) compared to women (45%). Although 29% of overall respondents showed satisfaction of some kind, and 19% showed complete satisfaction, in several Serbian-majority municipalities, dissatisfaction rates exceed 60% of the total share.⁴ Ethnicity-wise, dissatisfaction with the duration of infrastructure projects is higher among non-majority communities, with around 51% reporting low satisfaction, compared to 42.1% among Albanian respondents.

Given the increased importance of environmental sustainability, citizens were also asked about their satisfaction with environmental efforts municipalities have integrated in their projects. While 70% of respondents in 2023 claimed to be satisfied, this share fell to 49% in 2025, showing a steep decrease in satisfaction level. On the contrary, the dissatisfaction rates increased from 27% in 2023 to a total of 38% in 2025 (Figure 26). These trends may reflect both insufficient integration of environmental protection measures in infrastructure projects and/or rising public awareness of environmental issues.

Disaggregating results by gender, men remain more satisfied (52%), compared to women (42%) whereas ethnicity-wise, Albanian respondents report higher levels of satisfaction with environmental protection efforts (around 50%), whereas dissatisfaction is considerably more pronounced among non-majority communities, with around 64% reporting low satisfaction. In the municipal level, Serbian-majority municipalities continue to lead with the highest dissatisfaction rates, although dissatisfaction is widespread in several Albanian-majority municipalities as well, including Gjiilan, Mitrovicë and Prishtinë.⁵ Overall, consistent patterns emerge in Serbian-majority municipalities, pointing to structural governance challenges in infrastructure planning and implementation.

An important extension of this section concerns citizens' perceptions on recruitment practices within municipalities. Comparing the results from 2023, in 2025, a positive trend is observed towards perceptions in the recruiting practices. While a bigger majority believed that political affiliation (63%) and family connections (64%) affect recruiting in 2023, in 2025 citizens are more likely to believe

⁴ The highest dissatisfaction rates on the duration of work are observed in: Zubin Potok (83%), Ranillug (75%), North Mitrovica (73%), Klinë (72%), Gjiilan and Podujevë (68%), Shtërpçë and Zveçan (67%), Leposaviq (62%) and Skënderaj (60%).

⁵ The highest dissatisfaction rates on the environmental efforts are observed in Zubin Potok (83%), Shtërpçë (74%), Mitrovicë e Veriut (73%), Leposaviq (70%), Ranillug and Zveçan (67%).

that education (57%) has a more important role in the recruiting process. Work experience is an important determinant of accumulated human capital, and 43% of respondents perceive it to be a common recruiting criterion. Political affiliation (49%) and family connections (48%) remain a barrier in equal and fair recruitment practices, however the positive trend towards the increased role of education and work experience in hiring suggests a fall in nepotism and increased trust in fair hiring practices within the municipalities.

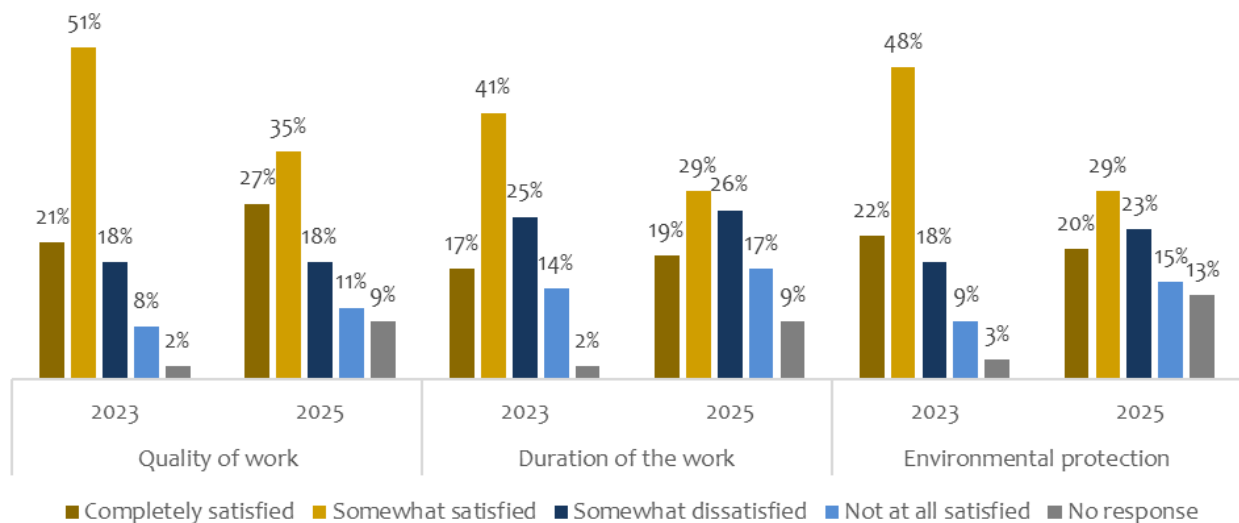


Figure 26. Citizens' satisfaction regarding municipality's public infrastructure projects

Gender-disaggregated results show broadly similar perceptions regarding the most common recruitment criteria in municipalities. Both women (55.1%) and men (58.2%) most frequently identify education level as an important recruitment factor, followed by work experience, reported somewhat more often by men (45.1%) than women (39.8%). At the same time, perceptions that political affiliation and family connections influence recruitment remain present across both groups, with around half of respondents in each gender indicating these factors as relevant. Overall, the findings suggest moderate gender differences, with broadly shared views on the role of merit-based and informal criteria in municipal recruitment practices.

Respondents from both Albanian and non-majority communities most frequently identify education level as an important criterion (57.1% and 54.2%, respectively), followed by work experience (42.9% and 43.2%). However, respondents from Albanian communities are more likely to perceive political affiliation (49.4%) and family connections (48.2%) as influential factors compared to respondents from non-majority communities (39.4% and 37.0%, respectively).

At the municipal level, citizens in Dragash (56%), Istog (52%) and Novoberda (47%) report the highest perceptions of their municipality's active role in fostering an inclusive and accepting environments for all citizens, regardless of gender, age, and/or ability. On the contrary, in

municipalities of Malisheva (36%), Mitrovica e Veriut (32%), Mitrovica (26%), Gjilan (25%), Graçanica (24%), and Viti (23%), citizens perceive that their municipalities fall short in promoting inclusivity and acceptability in their environment (see Table 26 in Annex).

Dragash, Obiliq and Rahovec continue to be perceived positively with regard to offering equal leadership opportunities to marginalized groups, including women, old people, people with disabilities and minorities. In other municipalities, citizens tend to believe that leadership positions are more likely to be offered to women and ethnic minorities, rather than old people and those with disabilities (see Table 27 in Annex).

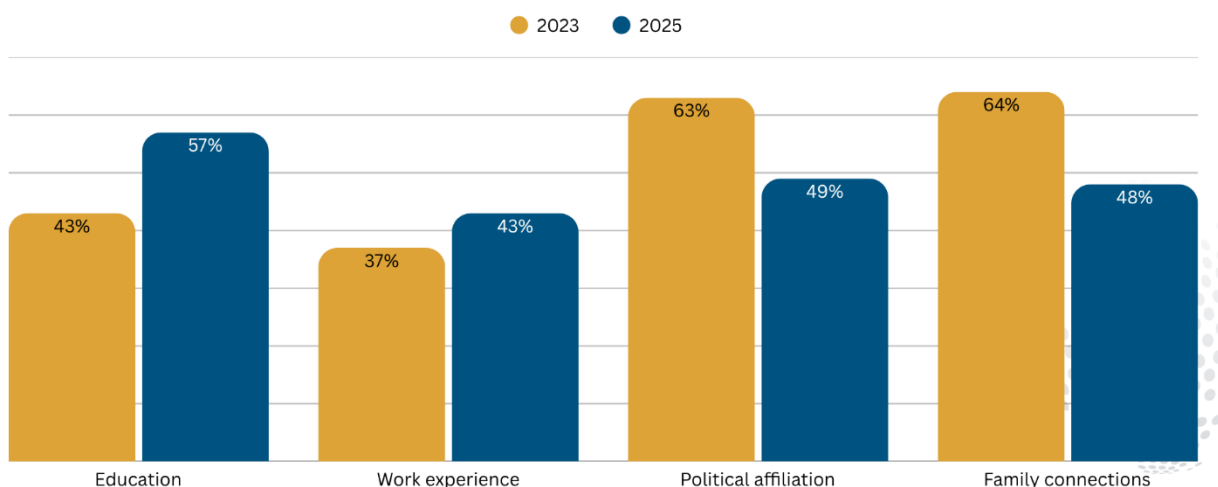


Figure 27. Citizens' perceptions on most common recruiting criteria in the municipalities

5.5 Municipal Services

Access to and quality of municipal services are central to citizens' everyday interactions with local government and shape overall trust in public institutions. This section portrays the study findings on citizens' usage and satisfaction with municipal services, comparing results from 2023 and 2025. The data point to uneven patterns of service utilization across the country, revealing substantial variation at the local level as well as notable differences between service categories. Looking across different categories of municipal services, the use of administrative services shows a modest upward trend over the period. Between 2023 and 2025, the share of respondents who declared using at least one administrative service increased from 66% to 72%. Gender-disaggregated results show some variation in usage patterns. In 2025, 77.1% of men reported having used administrative services in the past 12 months, compared to 65.3% of women.

At the local level, Obiliq (97.96%), Istog (98.52%), and Junik (84.21%) report high levels of administrative service use, whereas Kline (29.69%) and North Mitrovica (2.70%) remain at the lower levels, suggesting significant differences in utilization.

On the other hand, most municipalities continue to report low levels of usage of construction permits services. Nevertheless, survey results indicate a modest increase in usage over time, rising from 6% of respondents in 2023 to 16% in 2025. Usage by gender indicates that 21.6% of men versus 7.3% of women reported using construction permit services in 2025. Despite this gradual growth, several municipalities- including North Mitrovica, Zvecan, and Ranilug report no usage of this service at all, whereas higher levels of usage have been reported in Prizren (33.6%), Junik (31.5%) and Rahovec (28.9%).

At the national level, primary health care services continue to have comparatively high levels of use (73% in both years). Usage patterns are broadly similar between women and men, with 71.2% of women and 74.5% of men reporting use of health care services in 2025, indicating only minor differences. At the municipal level, usage is 100% in Han i Elezit and Dragash, but significantly lower levels are shown in Graçanice (17.65%) and North Mitrovica (37.84%).

Public transport is among the less frequently used municipal services. Overall, only 37.2% of respondents report having used public transport in the last 12 months, while 62.8% report no usage. At the local level, public transport usage varies substantially across municipalities, with very high usage rates observed in Shtërpçë (99%) and Prishtina (96%), moderate usage in municipalities such as Ferizaj (63.5%), Prizren (53.15%), and Rahovec (50.87%), and extremely low or no usage reported in Skenderaj (0%), Podujeva (2%), and Klinë (10.94%). This may be partly explained by the limited availability or absence of public transport services in these municipalities, which constrains residents' ability to use such services.

Utilization of pre-university education services is generally consistent throughout time, rising slightly from 49% in 2023 to 53% in 2025. Municipalities like Ranilug (91.67%) and Dragash (89.83%) have higher utilization rates, but Zubin Potok and North Mitrovica have lower usage rates. Public spaces, including parks, theatres, and sports facilities, continue to be among the most used municipal services. Usage levels remain relatively high, standing at 68% in 2023 and 65% in 2025. Particularly high levels of use are observed in Junik (100%), Obiliq (96.94%), and Prishtina (60.57%), whereas lower usage rates are reported in municipalities such as Kline (25.78%) and Peja (32.15%).

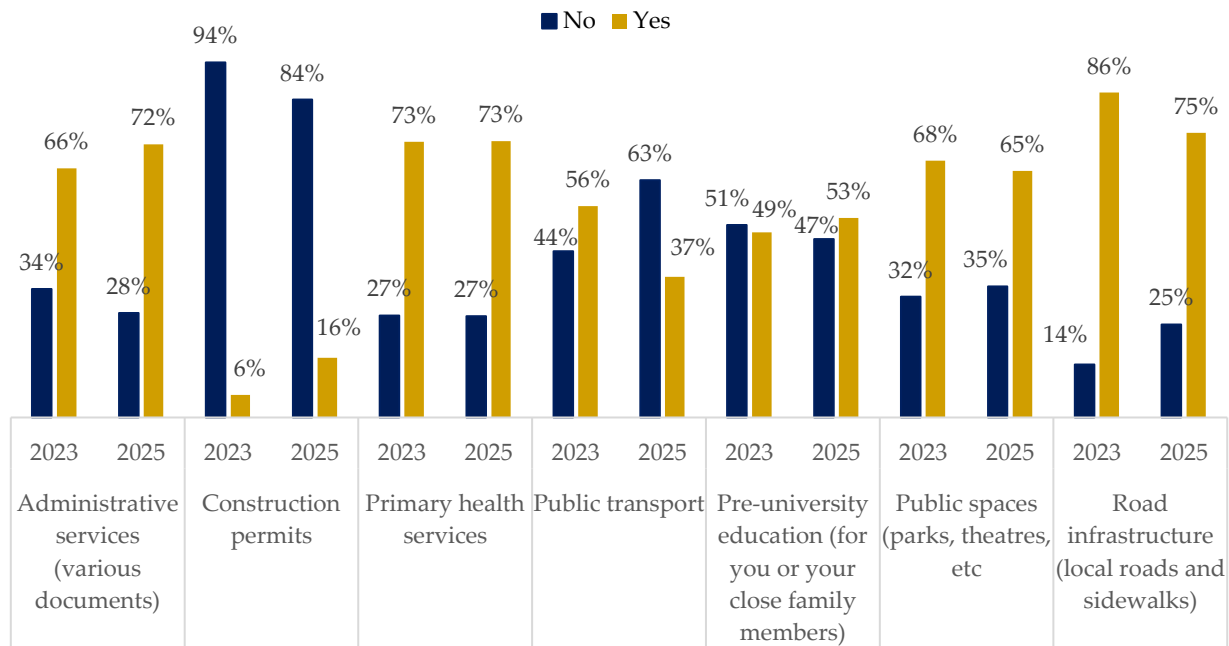


Figure 28. Use of Municipal Services (2023–2025)

At the national level, satisfaction with municipal services shows an overall positive but uneven pattern, with differences between service categories and some changes compared to 2023. Administrative and health services continue to be among the more positively assessed services, while construction permits and public transport display more mixed evaluations.

Although satisfaction with administrative services remains comparatively high relative to other service areas, there is a noticeable shift toward more moderate evaluations. About 91% of respondents who used the services said they were either somewhat or completely satisfied in 2023 (48% and 43%, respectively). This percentage drops to around 80% in 2025 (44% somewhat satisfied and 36% completely satisfied). At the same time, 4.5% of respondents express no opinion while approximately 15% report dissatisfaction (12% somewhat dissatisfied and 4% not at all satisfied), suggesting a gradual diversification of assessments and a shift toward more moderate or critical evaluations of administrative services.

Nevertheless, satisfaction patterns closely reflect this usage distribution across categories, with no meaningful gender disparities. Specifically, 79.8% of women and 80.7% of men report being either somewhat or completely satisfied, indicating broadly comparable perceptions of service quality across genders. Across age groups, both younger and older respondents report broadly similar experiences with administrative services, with satisfaction levels remaining relatively consistent across age groups.

Similar trends appear in health services, where satisfaction is still quite high but marginally lower than it was in 2023. The percentage of respondents who used the services reported being somewhat or entirely satisfied falls from 79% in 2023 to 73.4% in 2025. In terms of satisfaction levels, the distribution remains broadly balanced between genders. Women account for 39.7% of those somewhat satisfied and 36.5% of those completely satisfied, while men account for 60.0% and 63.5%, respectively, reflecting their higher representation among service users. Overall, no substantial gender differences in satisfaction are observed. Furthermore, in the category of medical service provision, respondents of Albanian ethnicity expressed a more optimistic opinion, with approximately 66% of respondents within this group reporting satisfaction, compared to around 38% among non-majority communities.

Construction permits show a slight decline in satisfaction. While nearly three-quarters of respondents reported being somewhat or fully satisfied in 2023, in 2025 this share stands at approximately 68%, with 39.6% reporting being somewhat satisfied and 28.3% completely satisfied. At the same time, dissatisfaction accounts for roughly 25% of responses (18.1% somewhat dissatisfied and 6.8% not at all satisfied), while 7.3% express no clear opinion. From a gender perspective, the use of construction permit services is highly uneven. Only 18.7% of users are women, compared to 81.2% men, indicating a substantial gender gap in direct interaction with this administrative service. This disparity likely reflects broader structural factors in Kosovo's socio-economic context. Property ownership remains predominantly male, and construction activities—whether residential, commercial, or agricultural, are more often formally registered under men's names. In addition, men are more likely to be engaged in construction-related businesses or to act as official applicants in permitting procedures.

A similar trend is observed for public transport. In 2023, a clear majority of respondents (76%) reported being satisfied to some extent, whereas by 2025 this share falls to 66.5%. Public transport usage appears relatively consistent across age groups, with both younger and older respondents reporting similar levels of use. At the local level, municipalities with higher satisfaction ratings include Dragash, Istog, and Obiliq. North Mitrovica, Zvečan, and Zubin Potok have significantly lower average scores, especially for administrative services, development permits, and public transportation. Differences were also observed in the Public Transport sector, where approximately 39% of Albanian respondents reported being satisfied with public transport, compared to around 18% among non-majority communities.

On the other hand, regarding satisfaction with infrastructure development and the provision of public spaces such as parks, sports fields, or theaters, 58.7% of respondents at the national level expressed satisfaction with access to these spaces, while nearly the same proportion reported satisfaction with road infrastructure in their respective municipalities. Citizens of the Municipality of

Mitrovica, approximately 60.8%, were the most dissatisfied, whereas respondents in the municipalities of Deçan, Obiliq, and Shtime expressed the highest levels of satisfaction with public infrastructure, including parks and road infrastructure in their municipalities.

Table 1. Citizens' Satisfaction with Municipal Services by Service Category, 2023 and 2025 (%)

		Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse / No opinion
Administrative Services	2023	3%	6%	48%	43%	0%
	2025	4%	12%	44%	36%	4%
Construction permits	2023	7%	17%	42%	32%	2%
	2025	7%	18%	40%	28%	7%
Health services	2023	5%	17%	47%	32%	0%
	2025	7%	16%	42%	31%	3%
Public transport	2023	7%	17%	44%	32%	0%
	2025	9%	20%	42%	24%	4%
Pre-university education	2023	3%	12%	56%	28%	1%
	2025	4%	17%	45%	30%	3%
Public spaces (parks, theatres, sport fields, etc.)	2023	7%	20%	47%	26%	0%
	2025	6%	18%	44%	29%	4%
Road infrastructure (local roads and sidewalks)	2023	7%	18%	49%	24%	1%
	2025	9%	21%	41%	26%	4%

With only minor changes compared to 2023, satisfaction with spatial planning, including land-use planning and municipal development remains largely stable in 2025. Although the share of respondents expressing some level of satisfaction declined from 59% to 52%, simultaneously, the percentage of respondents who are fully satisfied with spatial planning increased from 10% to 14%, suggesting more positive perceptions among a segment of residents. On the other hand, dissatisfaction with spatial planning has increased slightly, from 8% to 9%, while the percentage of respondents with no clear opinion rises from 6% to 9%. Overall, the findings imply that opinions on spatial planning have not altered significantly, with just minor swings toward both greater positivity and greater uncertainty.

At the municipal level, Deçan (91%), Obiliq (90%), and Istog (89%) record the highest overall satisfaction with spatial planning, In contrast, the highest levels of overall dissatisfaction are observed in Rahovec (47%), Klinë (44%), Fushë Kosovë (44%) also showing relatively elevated dissatisfaction.

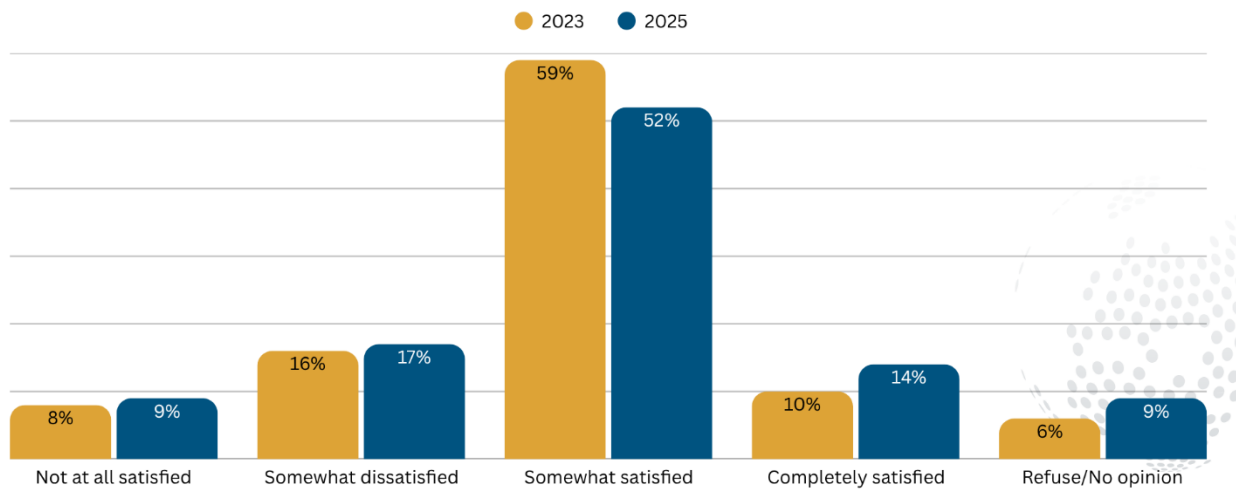


Figure 29. Satisfaction with Spatial Planning - Municipal Development and Land Use

5.6 General Satisfaction with Municipalities

Among other aspects, the 2025 Citizen Satisfaction Survey enabled respondents to assess their satisfaction with the overall performance of municipalities, mayors, municipal assemblies, local administrations, and municipal services.

Compared to 2023, citizens' assessments of local governance have become less favourable across all key dimensions measured. When considering the four core dimensions of local governance assessed by the survey, namely satisfaction with the Mayor, Municipal Assembly, Local Administration, and Municipal Services, the average satisfaction rate declined from 75.8% in 2023 to 63.8% in 2025. This points to a broad-based decline in citizens' perceptions across all key municipal institutions and services. Despite this decline, a majority of respondents continue to express satisfaction with municipal institutions and services, although this satisfaction is increasingly driven by respondents reporting that they are somewhat satisfied rather than completely satisfied.

The largest decline was recorded in satisfaction with municipal services, which fell from 83% in 2023 to 67% in 2025. Satisfaction with local administration decreased from 78% to 62%, while satisfaction with mayors declined from 73% to 66%. Satisfaction with Municipal Assemblies also decreased from 69% to 60%, making them the lowest rated municipal institution in 2025.

While overall satisfaction remains relatively high, levels of complete satisfaction are considerably lower across all dimensions. Only 36% of respondents reported being completely satisfied with the mayor, while complete satisfaction reached 28% for overall municipal performance, 27% for municipal services, 24% for local administration, and 22% for Municipal Assemblies. This indicates that citizens' positive assessments are often qualified and that confidence in local institutions remains fragile.

The decline in satisfaction appears to be linked to broader changes in how citizens experience and interact with local government. Although awareness of municipal activities has increased and confidence in some governance aspects, such as budget management, has improved, citizens report lower levels of responsiveness and less meaningful engagement in decision making processes. In particular, fewer respondents report receiving responses from municipalities when raising concerns, while public meetings are increasingly perceived as opportunities for one way information sharing rather than genuine dialogue. At the same time, declining satisfaction with municipal services, project implementation, environmental integration, and municipal responsiveness appears to have contributed to the overall reduction in positive perceptions observed in 2025.

Differences between rural and urban respondents in satisfaction with key municipal institutions are relatively small. Satisfaction with the overall performance of municipalities is slightly higher in rural areas, where 67.6% of respondents report being satisfied (36.8% somewhat satisfied and 30.8% completely satisfied), compared to 62.4% in urban areas (37.2% somewhat satisfied and 25.2% completely satisfied). A similar pattern is observed in evaluations of the mayor, with 66.9% of rural respondents expressing satisfaction compared to 65.2% in urban areas. Perceptions of the Municipal Assembly are also broadly comparable, although urban respondents report slightly higher dissatisfaction (30.7%) compared to rural respondents (29.1%). Overall, the findings suggest largely similar perceptions of institutional performance across settlement types, with only moderate variation between rural and urban respondents.

Gender-disaggregated results show modest differences in satisfaction with municipal institutional performance. Men report slightly higher levels of complete satisfaction with the overall performance of municipalities (30.6%) compared to women (24.5%), while overall satisfaction levels remain broadly similar across genders (67.0% among men and 62.2% among women). A comparable pattern is observed in evaluations of the mayor, where complete satisfaction is reported by 38.5% of men and 32.7% of women. Perceptions of the Municipal Assembly also remain similar between genders, although women report slightly higher levels of dissatisfaction (30.6%) compared to men (29.3%). Overall, the results suggest that satisfaction with municipal institutions is broadly consistent across genders, with only moderate variation in reported satisfaction levels.

From an ethnic perspective, Albanian respondents reported higher levels of satisfaction, with 67% expressing satisfaction with municipal mayors. In contrast, minorities respondents exhibited comparatively higher levels of dissatisfaction, with 53% indicating that they were dissatisfied. Regarding age groups, respondents aged 35 to 44 demonstrated the highest level of satisfaction, with 70% reporting that they were satisfied with the performance of municipal mayors.

Overall, the findings point to a broad decline in citizen satisfaction with local governance compared to 2023. While municipalities continue to enjoy generally positive assessments, the results suggest growing expectations among citizens regarding service quality, responsiveness, participation, and institutional performance. The consistently lower ratings of Municipal Assemblies and the significant decline in satisfaction with municipal services indicate that strengthening citizen engagement, accountability, and service delivery remains an important challenge for local governments in the coming years.

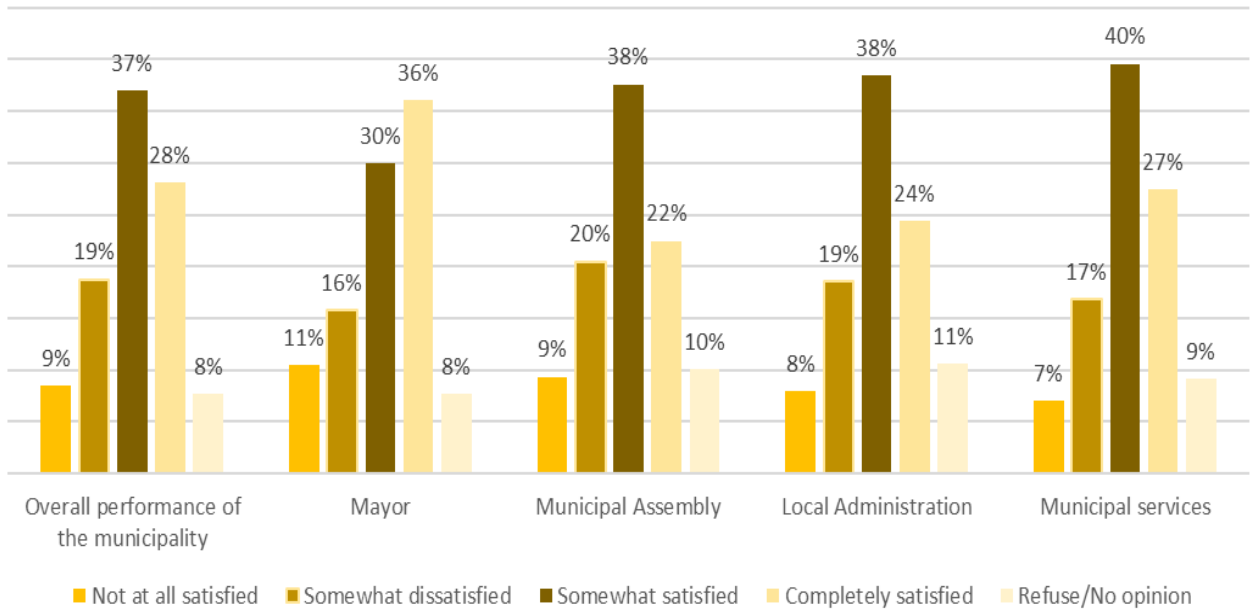


Figure 30. Please rate your level of satisfaction with the following aspects

Regarding air quality, citizens' perceptions are generally moderate to positive at the national level. Around 40% of respondents report being somewhat or completely satisfied with air quality, while approximately 29% express dissatisfaction. Most responses are concentrated in the moderately satisfied category (around 29%), suggesting that although air quality is viewed relatively positively compared to other environmental service areas, concerns remain present in several municipalities. Differences between rural and urban respondents are noticeable in perceptions of air quality. Respondents in rural areas report higher satisfaction levels (48.5% somewhat or completely satisfied) compared to urban respondents (32.8%). At the same time, dissatisfaction is more pronounced in urban areas (35.7%) than in rural areas (24.5%), suggesting that environmental pressures affecting air quality are perceived more strongly in urban municipalities. Gender-disaggregated results show very similar perceptions of air quality. Satisfaction levels remain comparable between women (41.5%) and men (40.2%), while dissatisfaction is slightly higher among men (30.5%) compared to women (29.1%). Overall, perceptions of air quality remain broadly consistent across genders.

At the municipal level, the most negative opinions regarding air quality are reported in Obiliq (81.6%), Hani i Elezit (73%), and North Mitrovica (73%), likely reflecting the impact of historically polluting industries such as the Kosovo A and B power plants and cement production facilities. In contrast, the most positive perceptions are recorded in municipalities of the Dukagjini region, including Deçan and Junik (100%), as well as Dragash (93.2%) and Kamenica (82.8%), where environmental pressures are comparatively lower.

Traffic conditions receive the lowest satisfaction levels among environmental service indicators at the national level. Only around 27% of respondents report being somewhat or completely satisfied, while more than 41% express dissatisfaction. Most responses remain concentrated in the moderately satisfied category (around 32%), suggesting that traffic infrastructure and congestion remain important concerns for citizens across municipalities. Clear differences between rural and urban respondents emerge in perceptions of traffic conditions. Respondents in rural areas report higher satisfaction levels (31.1% somewhat or completely satisfied) compared to urban respondents (21.6%). Conversely, dissatisfaction is more pronounced in urban areas (45.5%) than in rural areas (37.8%), reflecting greater congestion and mobility challenges in larger municipalities. Gender-disaggregated results show very similar perceptions of traffic conditions. Satisfaction levels remain nearly identical between women (26.4%) and men (26.6%), while dissatisfaction is also comparable (41.4% among women and 41.7% among men). These findings suggest that concerns related to traffic conditions are shared broadly across genders. At the municipal level, citizens in Shtime report the highest levels of satisfaction with traffic conditions (87.7%). In contrast, dissatisfaction is most

pronounced among citizens in Klina (75.7%), Prishtina (62%), and Podujeva (61%), where traffic congestion and infrastructure challenges are more frequently reported.

Perceptions of waste management remain moderate at the national level. Around 30% of respondents report being somewhat or completely satisfied, while approximately 37% express dissatisfaction. Most responses are concentrated in the moderately satisfied category (around 33%), suggesting mixed evaluations of municipal waste services across the country. Differences between rural and urban respondents in perceptions of waste management are relatively limited. Satisfaction levels are slightly higher in rural areas (33.1%) compared to urban areas (27.4%), while dissatisfaction remains broadly similar across settlement types. Overall, the findings suggest comparable perceptions of waste management services between rural and urban respondents. Gender-disaggregated results indicate very similar perceptions of waste management services. Satisfaction levels are nearly identical between women (30.5%) and men (30.3%), while dissatisfaction levels also remain comparable across genders. This suggests broadly shared evaluations of municipal waste services among men and women. At the municipal level, the highest dissatisfaction with environmental issues and waste management is reported in Hani i Elezit (63.5%), Podujeva (61.8%), Mitrovica (58.6%), and Prishtina (55.7%). In contrast, citizens in Istog (87.7%), Dragash (74.5%), and Obiliq (73.4%) report the most positive opinions regarding environmental management in their municipalities.

Citizens' perceptions of municipal environmental protection efforts remain moderate at the national level. Around 30% of respondents report being somewhat or completely satisfied, while approximately 40% express dissatisfaction. Most responses are concentrated in the moderately satisfied category (around 31%), indicating mixed evaluations of municipal environmental protection performance. Differences between rural and urban respondents in perceptions of environmental protection efforts are relatively small. Satisfaction levels are slightly higher in rural areas (31.1%) compared to urban areas (27.6%), while dissatisfaction levels remain broadly comparable across settlement types. Overall, the findings suggest similar perceptions of environmental protection performance between rural and urban respondents. Gender-disaggregated results show largely similar perceptions of environmental protection efforts. Satisfaction levels remain comparable between women (30.3%) and men (28.6%), while dissatisfaction levels also differ only marginally across genders.

Perceptions of municipal disaster management remain moderate at the national level. Around 36% of respondents report being somewhat or completely satisfied, while approximately 34% express dissatisfaction. Most responses remain concentrated in the moderately satisfied category (around 30%), suggesting balanced but cautious evaluations of municipal preparedness and response capacity. Differences between rural and urban respondents in perceptions of disaster management

are limited. Satisfaction levels are slightly higher in urban areas (36.1%) compared to rural areas (35.2%), while dissatisfaction remains broadly comparable across settlement types. Overall, perceptions of municipal disaster preparedness appear relatively consistent between rural and urban respondents. Gender-disaggregated results show only minor variation in perceptions of disaster management. Satisfaction levels are slightly higher among women (37.1%) compared to men (34.7%), while dissatisfaction remains broadly similar across genders. These findings suggest generally consistent perceptions of municipal disaster preparedness between male and female respondents.

Differences by ethnicity are apparent across several aspects of satisfaction with living conditions in the municipality. Respondents from Albanian communities generally report higher satisfaction levels with air quality, traffic conditions, waste management, environmental protection efforts, and disaster management compared to respondents from non-majority communities, who more frequently select lower satisfaction categories. The largest differences are observed in perceptions of traffic conditions, environmental protection efforts, and disaster management. Overall, the findings suggest somewhat lower levels of satisfaction among non-majority communities regarding environmental and service-related conditions at the municipal level.

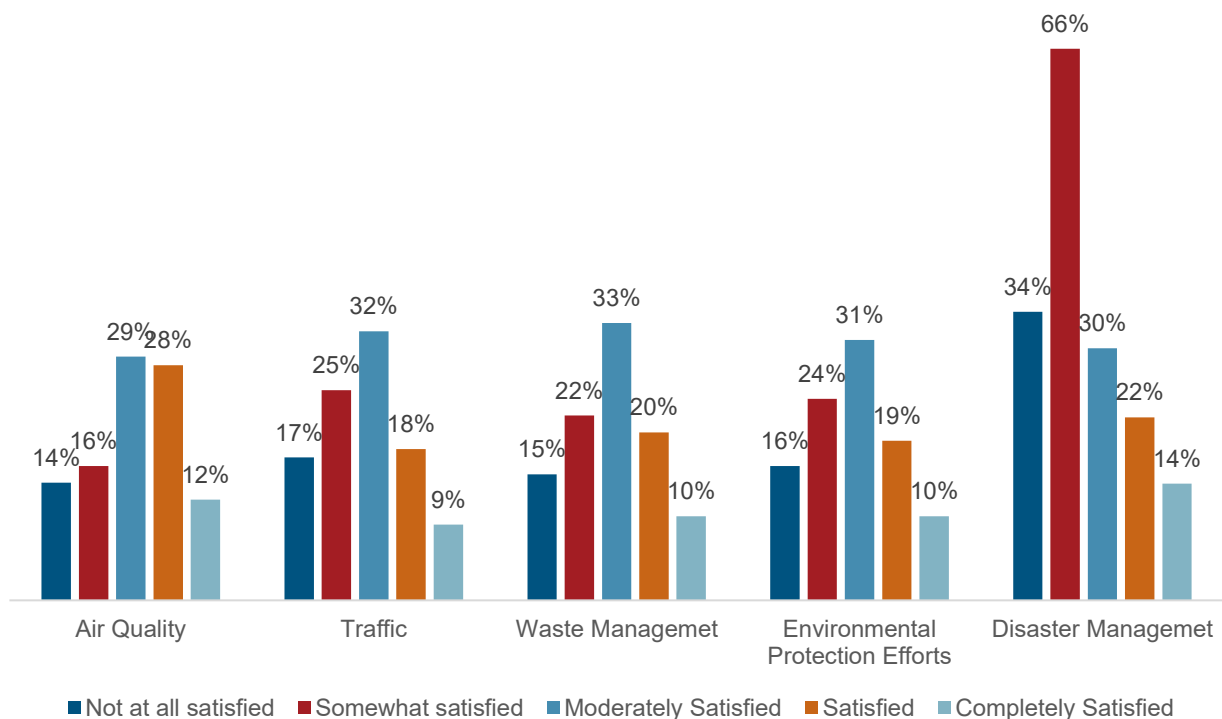


Figure 31. Levels of satisfaction with various aspects of life in the municipality

6 CONCLUSIONS

The Citizen Satisfaction Survey 2025 provides a comprehensive overview of citizens' perceptions of local governance, municipal services, and democratic participation in Kosovo. The findings present a mixed picture of local governance performance. While improvements are evident in several areas, including access to information, awareness of local governance processes, confidence in municipal budget management, and perceptions of recruitment practices, the survey also reveals declining satisfaction with municipal institutions and services, lower perceived responsiveness, and continued challenges in citizen participation and engagement.

Access to information has improved considerably since previous survey rounds. Citizens are increasingly informed about municipal decision-making and make greater use of municipal communication channels, particularly municipal websites and social media platforms. Nevertheless, access to information remains uneven across municipalities and population groups, and many citizens continue to report only partial awareness of municipal decisions. These findings suggest that municipalities should continue investing in more structured, inclusive, and accessible communication approaches that reach diverse groups of citizens.

Despite improvements in awareness, citizen participation remains limited. Participation in public meetings, Municipal Assembly sessions, and joint community initiatives continues to involve only a minority of citizens. Time constraints, lack of interest, and insufficient information about participation opportunities remain among the main barriers to engagement. Furthermore, citizens increasingly perceive public meetings as mechanisms for information sharing rather than genuine opportunities to influence municipal decision-making, highlighting the need to strengthen participatory approaches and create more meaningful avenues for citizen involvement.

Perceptions of Municipal Assemblies reflect a similar pattern. While awareness of their role and responsibilities has increased and trust in their oversight function remains generally positive, direct interaction between citizens and Assembly members remains limited. Attendance at Municipal Assembly meetings continues to be low, suggesting that greater efforts are needed to strengthen accountability, visibility, and citizen engagement in local democratic processes.

The survey also highlights important challenges related to municipal responsiveness. Compared to 2023, fewer citizens report receiving a response when raising issues with municipalities, while dissatisfaction among those who do not receive responses is primarily linked to delays, unresolved problems, and insufficient communication. These findings indicate that responsiveness remains a critical determinant of citizens' perceptions of local government performance and trust.

Municipal governance presents a mixed picture. Confidence in municipal budget management has improved considerably, and perceptions of recruitment practices have become more merit-oriented, with citizens increasingly associating employment opportunities with education and work experience rather than political affiliation or family connections. At the same time, concerns regarding political influence and nepotism have not disappeared entirely, suggesting that continued efforts are needed to strengthen public confidence in municipal governance processes.

Satisfaction with municipal services varies across service categories and municipalities. Administrative and health services continue to receive relatively positive assessments, although satisfaction levels have declined compared to 2023. Infrastructure projects are generally assessed positively in terms of quality, but concerns persist regarding implementation timelines and environmental integration. Citizens' perceptions of municipal environmental protection efforts remain comparatively low, reflecting growing public expectations regarding environmental sustainability and quality of life.

Compared to the 2023 survey, the 2025 findings present a more nuanced picture of local governance. Positive developments are evident in improved access to information, higher awareness of municipal decision-making, stronger confidence in budget management, greater awareness of the role of Municipal Assemblies, and more favourable perceptions of recruitment practices. At the same time, satisfaction with municipal institutions and services declined across all major dimensions, perceptions of municipal responsiveness weakened, and citizens increasingly viewed public meetings as mechanisms for information sharing rather than opportunities for meaningful participation. While citizens appear to be better informed about local governance processes than in previous years, this increased awareness has not translated into higher levels of engagement or satisfaction.

Citizens are more informed than in 2023, but not necessarily more satisfied.

Overall, the findings suggest that progress in local governance remains uneven. Improvements in transparency and information provision have not been accompanied by comparable gains in citizen participation, responsiveness, or overall satisfaction with municipal institutions. The survey also highlights significant differences across municipalities, age groups, genders, settlement types, and communities, underlining the importance of context-specific responses and targeted interventions. The evidence generated through this survey provides an important foundation for municipal decision-making, policy development, and future reforms aimed at strengthening responsiveness, accountability, citizen participation, and the quality of municipal services across Kosovo.

7 ANNEXES

i. Cross-tabulation of Data at the Municipal Level

1. How informed are you about the decisions your municipality takes?					
	Not at all informed	Somewhat informed	Pretty well informed	Completely informed	Refuse/No opinion
Decan	21.2%	73.7%	4.2%	0.8%	0.0%
Dragash	22.9%	38.1%	26.3%	9.3%	3.4%
Ferizaj	3.5%	52.7%	16.4%	2.4%	25.0%
Fushe Kosova	22.2%	50.4%	21.4%	5.3%	0.8%
Gjakove	9.5%	52.7%	17.4%	8.8%	11.6%
Gjilan	21.2%	61.8%	13.0%	3.1%	0.8%
Glogovac	27.9%	48.2%	16.2%	2.0%	5.6%
Gracanica	22.1%	47.1%	29.4%	1.5%	0.0%
Hani i Elezit	13.5%	45.9%	24.3%	8.1%	8.1%
Istog	19.3%	53.3%	19.3%	8.1%	0.0%
Junik	36.8%	52.6%	10.5%	0.0%	0.0%
Kacanik	9.3%	56.8%	20.3%	11.0%	2.5%
Kamenice	8.6%	74.2%	17.2%	0.0%	0.0%
Klina	26.6%	57.8%	5.5%	3.1%	7.0%
Klllokot	33.3%	50.0%	16.7%	0.0%	0.0%
Leposavic	45.9%	29.7%	13.5%	10.8%	0.0%
Lipjan	10.8%	26.4%	56.7%	5.6%	0.4%
Malisheve	28.1%	42.7%	15.7%	8.4%	5.1%
Mamusha	20.0%	48.0%	28.0%	4.0%	0.0%
Mitrovica	18.7%	61.5%	8.8%	3.3%	7.7%
Mitrovica e Veriut	45.9%	18.9%	29.7%	5.4%	0.0%
Novoberda	10.5%	68.4%	15.8%	5.3%	0.0%
Obiliq	17.3%	59.2%	13.3%	10.2%	0.0%
Partesh	58.3%	25.0%	16.7%	0.0%	0.0%
Peje	15.0%	37.2%	32.7%	12.7%	2.4%
Podujeva	6.4%	47.8%	39.3%	4.7%	1.7%
Prishtine	15.2%	55.9%	21.1%	6.7%	0.9%
Prizren	19.1%	47.2%	21.5%	6.0%	6.3%
Rahovec	8.1%	51.4%	26.6%	5.2%	8.7%
Ranillug	25.0%	58.3%	8.3%	8.3%	0.0%
Shterpce	23.3%	58.1%	14.0%	4.7%	0.0%
Shtime	9.4%	58.5%	17.0%	15.1%	0.0%
Skenderaj	9.0%	66.5%	19.2%	2.4%	3.0%
Suhareke	10.9%	58.3%	21.9%	8.9%	0.0%
Viti	10.7%	54.4%	27.5%	4.7%	2.7%
Vushtrri	17.9%	61.2%	15.2%	5.3%	0.4%
Zubin Potok	25.0%	33.3%	25.0%	16.7%	0.0%
Zvecan	41.7%	33.3%	25.0%	0.0%	0.0%

2. In what ways are these decisions communicated?

	Published in the municipality's webpage	Communicated by mail	Communicated through Facebook	Communicated through local TV/Radio	Communicated through word-of-mouth	Other
Decan	26.3%	0.8%	66.9%	8.5%	46.6%	3.4%
Dragash	36.4%	5.1%	68.6%	0.0%	3.4%	26.3%
Ferizaj	23.7%	0.9%	68.4%	50.9%	1.1%	16.4%
Fushe Kosova	46.2%	0.4%	55.3%	7.9%	49.2%	18.8%
Gjakove	55.2%	1.2%	57.9%	36.0%	21.0%	19.5%
Gjilan	50.4%	0.3%	80.7%	35.7%	13.3%	6.0%
Gllogovc	21.8%	3.0%	61.9%	6.1%	10.2%	31.5%
Gracanica	60.3%	5.9%	48.5%	44.1%	60.3%	4.4%
Hani i Elezit	16.2%	0.0%	83.8%	48.6%	8.1%	10.8%
Istog	43.0%	2.2%	69.6%	59.3%	0.7%	17.0%
Junik	26.3%	0.0%	73.7%	5.3%	42.1%	0.0%
Kacanik	44.9%	1.7%	83.1%	32.2%	2.5%	3.4%
Kamenice	68.8%	0.0%	83.9%	23.7%	14.0%	4.3%
Klina	28.9%	0.0%	54.7%	52.3%	29.7%	13.3%
Klllokot	16.7%	0.0%	33.3%	0.0%	50.0%	16.7%
Leposavic	8.1%	0.0%	43.2%	54.1%	45.9%	43.2%
Lipjan	68.4%	1.3%	77.5%	10.8%	16.9%	7.3%
Malisheve	18.5%	1.7%	42.7%	26.4%	30.3%	33.7%
Mamusha	16.0%	0.0%	56.0%	56.0%	20.0%	8.0%
Mitrovica	31.1%	1.1%	49.8%	43.2%	50.5%	9.9%
Mitrovica e Veriut	0.0%	0.0%	73.0%	62.2%	32.4%	18.9%
Novoberda	42.1%	5.3%	36.8%	0.0%	31.6%	15.8%
Obiliq	18.4%	1.0%	73.5%	0.0%	6.1%	21.4%
Partesh	8.3%	0.0%	41.7%	0.0%	16.7%	41.6%
Peje	34.8%	6.2%	67.0%	54.3%	30.4%	10.3%
Podujeva	35.3%	9.2%	82.0%	48.5%	53.2%	5.1%
Prishtine	36.9%	3.5%	59.5%	49.4%	21.1%	7.2%
Prizren	12.6%	2.1%	57.1%	30.8%	23.2%	22.7%
Rahovec	31.8%	4.6%	60.1%	18.5%	46.2%	18.5%
Ranillug	16.7%	0.0%	41.7%	25.0%	33.3%	25.0%
Shterpce	7.0%	2.3%	44.2%	41.9%	46.5%	25.6%
Shtime	54.7%	30.2%	68.9%	31.1%	22.6%	14.2%
Skenderaj	40.7%	2.4%	67.1%	8.4%	21.6%	17.4%
Suhareke	19.8%	3.6%	65.1%	56.8%	10.9%	0.5%
Viti	47.0%	0.7%	63.8%	30.9%	20.8%	11.4%
Vushtrri	58.6%	0.4%	80.6%	32.3%	20.5%	0.0%
Zubin Potok	16.7%	0.0%	25.0%	58.3%	58.3%	8.3%
Zvecan	0.0%	0.0%	58.3%	91.7%	66.7%	0.0%

3. In the last 12 months, have you visited the following?

	Municipal website	Municipal Facebook page	Public consultation platform	Other	None
Decan	21.2%	46.6%	0.8%	6.8%	44.9%
Dragash	32.2%	69.5%	6.8%	4.2%	28.8%
Ferizaj	20.1%	61.3%	0.7%	8.4%	37.6%
Fushe Kosova	32.3%	38.0%	0.4%	39.8%	39.5%
Gjakove	45.4%	59.5%	4.9%	23.2%	25.6%
Gjilan	27.2%	62.3%	2.8%	29.5%	16.4%
Glllogovc	21.3%	57.9%	2.5%	38.1%	19.3%
Gracanica	44.1%	45.6%	5.9%	20.6%	27.9%
Hani i Elezit	8.1%	29.7%	0.0%	83.8%	10.8%
Istog	37.8%	77.0%	2.2%	19.3%	18.5%
Junik	10.5%	47.4%	0.0%	0.0%	47.4%
Kacanik	12.7%	45.8%	5.9%	79.7%	4.2%
Kamenice	14.0%	78.5%	2.2%	11.8%	10.8%
Klina	15.6%	18.0%	4.7%	19.5%	64.8%
Klllokot	16.7%	33.3%	0.0%	50.0%	16.7%
Leposavic	13.5%	45.9%	0.0%	13.5%	51.4%
Lipjan	61.0%	49.4%	7.8%	18.6%	9.1%
Malisheve	14.0%	36.0%	6.7%	12.4%	50.6%
Mamusha	8.0%	48.0%	0.0%	24.0%	32.0%
Mitrovica	9.5%	16.8%	0.7%	35.2%	48.4%
Mitrovica e Veriut	2.7%	27.0%	0.0%	56.8%	35.1%
Novoberda	15.8%	26.3%	5.3%	26.3%	42.1%
Obiliq	11.2%	52.0%	4.1%	11.2%	40.8%
Partesh	0.0%	41.7%	0.0%	8.3%	58.3%
Peje	33.9%	51.3%	20.4%	17.4%	37.8%
Podujeva	33.9%	76.3%	15.9%	49.5%	13.6%
Prishtine	30.8%	45.8%	6.9%	30.2%	29.7%
Prizren	12.6%	50.9%	10.6%	14.8%	29.2%
Rahovec	14.5%	52.0%	5.8%	17.9%	36.4%
Ranillug	16.7%	58.3%	16.7%	16.7%	25.0%
Shterpce	18.6%	58.1%	4.7%	39.5%	27.9%
Shtime	32.1%	27.4%	3.8%	39.6%	33.0%
Skenderaj	28.1%	68.9%	3.0%	13.2%	18.6%
Suhareke	17.2%	64.6%	6.8%	18.8%	21.9%
Viti	28.2%	62.4%	4.0%	40.9%	15.4%
Vushtrri	35.0%	74.9%	1.9%	5.7%	19.8%
Zubin Potok	8.3%	25.0%	0.0%	8.3%	75.0%
Zvecan	0.0%	41.7%	8.3%	0.0%	58.3%

3a. How frequently have you visited the municipal website during the past 12 months?

	Daily	Weekly	Monthly	Every three months	Once a year	Never
Decan	4.00%	12.00%	48.00%	36.00%	0.00%	0.00%
Dragash	31.58%	36.84%	26.32%	5.26%	0.00%	0.00%
Ferizaj	14.29%	9.89%	70.33%	5.49%	0.00%	0.00%
Fushe Kosova	3.49%	24.42%	58.14%	6.98%	6.98%	0.00%
Gjakove	12.08%	52.35%	28.86%	4.70%	2.01%	0.00%
Gjilan	14.58%	23.96%	32.29%	21.88%	6.25%	1.04%
Glllogovc	33.33%	38.10%	11.90%	11.90%	4.76%	0.00%
Gracanica	3.33%	26.67%	33.33%	20.00%	16.67%	0.00%
Hani i Elezit	0.00%	0.00%	33.33%	66.67%	0.00%	0.00%
Istog	1.96%	35.29%	52.94%	7.84%	1.96%	0.00%
Junik	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
Kacanik	0.00%	0.00%	46.67%	26.67%	20.00%	6.67%
Kamenice	53.85%	38.46%	0.00%	7.69%	0.00%	0.00%
Klina	0.00%	20.00%	30.00%	50.00%	0.00%	0.00%
Klllokot	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
Leposavic	60.00%	20.00%	0.00%	20.00%	0.00%	0.00%
Lipjan	3.55%	2.84%	26.95%	50.35%	16.31%	0.00%
Malisheve	8.00%	56.00%	8.00%	20.00%	4.00%	4.00%
Mamusha	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
Mitrovica	7.69%	3.85%	23.08%	53.85%	11.54%	0.00%
Mitrovica e Veriut	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
Novoberda	0.00%	33.33%	33.33%	33.33%	0.00%	0.00%
Obiliq	27.27%	18.18%	18.18%	36.36%	0.00%	0.00%
Partesh	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Peje	10.43%	20.87%	17.39%	21.74%	16.52%	13.04%
Podujeva	2.00%	10.00%	56.00%	23.00%	9.00%	0.00%
Prishtine	6.14%	23.89%	43.69%	16.04%	8.53%	1.71%
Prizren	12.50%	31.25%	45.00%	5.00%	2.50%	3.75%
Rahovec	0.00%	28.00%	32.00%	24.00%	4.00%	12.00%
Ranillug	0.00%	0.00%	0.00%	50.00%	50.00%	0.00%
Shterpce	0.00%	62.50%	12.50%	12.50%	12.50%	0.00%
Shtime	0.00%	23.53%	35.29%	26.47%	14.71%	0.00%
Skenderaj	0.00%	12.77%	55.32%	25.53%	6.38%	0.00%
Suhareke	3.03%	9.09%	39.39%	21.21%	27.27%	0.00%
Viti	4.76%	19.05%	66.67%	9.52%	0.00%	0.00%
Vushtrri	31.52%	32.61%	20.65%	3.26%	9.78%	2.17%
Zubin Potok	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
Zvecan	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

3b. Why haven't you visited any of the municipal platforms?

	I do not have an interest in municipal updates	I find the platforms difficult to navigate	I prefer to obtain information from other sources	I was not aware of these platforms	Other
Decan	22.64%	7.55%	43.40%	26.42%	0.00%
Dragash	76.47%	0.00%	2.94%	20.59%	0.00%
Ferizaj	89.41%	2.35%	0.00%	4.71%	3.53%
Fushe Kosova	27.62%	24.76%	22.86%	24.76%	0.00%
Gjakove	71.43%	8.33%	2.38%	14.29%	3.57%
Gjilan	50.00%	17.24%	25.86%	6.90%	0.00%
Gllogovc	10.53%	7.89%	5.26%	60.53%	15.79%
Gracanica	31.58%	36.84%	15.79%	15.79%	0.00%
Hani i Elezit	50.00%	50.00%	0.00%	0.00%	0.00%
Istog	24.00%	12.00%	0.00%	56.00%	8.00%
Junik	55.56%	0.00%	22.22%	22.22%	0.00%
Kacanik	100.00%	0.00%	0.00%	0.00%	0.00%
Kamenice	50.00%	0.00%	50.00%	0.00%	0.00%
Klina	42.17%	14.46%	32.53%	9.64%	1.20%
Klllokot	50.00%	50.00%	0.00%	0.00%	0.00%
Leposavic	78.95%	10.53%	5.26%	5.26%	0.00%
Lipjan	47.62%	4.76%	19.05%	19.05%	9.52%
Malisheve	25.56%	1.11%	10.00%	60.00%	3.33%
Mamusha	37.50%	37.50%	0.00%	25.00%	0.00%
Mitrovica	29.55%	26.52%	21.97%	21.21%	0.76%
Mitrovica e Veriut	46.15%	15.38%	23.08%	0.00%	15.38%
Novoberda	37.50%	25.00%	25.00%	12.50%	0.00%
Obiliq	57.50%	2.50%	22.50%	17.50%	0.00%
Partesh	28.57%	57.14%	0.00%	0.00%	14.29%
Peje	67.97%	4.69%	2.34%	21.09%	3.91%
Podujeva	30.00%	27.50%	20.00%	0.00%	22.50%
Prishtine	44.33%	15.25%	15.96%	22.70%	1.77%
Prizren	41.62%	11.35%	4.86%	42.16%	0.00%
Rahovec	47.62%	3.17%	3.17%	42.86%	3.17%
Ranillug	33.33%	66.67%	0.00%	0.00%	0.00%
Shterpce	41.67%	0.00%	16.67%	8.33%	33.33%
Shtime	71.43%	5.71%	5.71%	17.14%	0.00%
Skenderaj	38.71%	3.23%	6.45%	48.39%	3.23%
Suhareke	23.81%	33.33%	33.33%	9.52%	0.00%
Viti	47.83%	17.39%	4.35%	17.39%	13.04%
Vushtrri	65.38%	0.00%	26.92%	7.69%	0.00%
Zubin Potok	44.44%	11.11%	44.44%	0.00%	0.00%
Zvecan	57.14%	42.86%	0.00%	0.00%	0.00%

4. For what reasons?

	Information regarding public tenders	Information regarding public hearings	Job openings	Subsidies	Municipal budget and spending	Other
Decan	52.3%	27.7%	16.9%	33.8%	29.2%	0.0%
Dragash	14.3%	19.0%	50.0%	86.9%	14.3%	0.0%
Ferizaj	3.2%	13.5%	57.4%	54.3%	19.9%	1.4%
Fushe Kosova	41.0%	29.8%	51.6%	80.7%	36.6%	5.0%
Gjakove	26.2%	28.7%	69.3%	36.9%	17.6%	12.3%
Gjilan	14.9%	29.5%	46.1%	48.5%	19.3%	4.1%
Glllogovc	18.9%	27.0%	66.0%	56.0%	16.4%	9.4%
Gracanica	18.4%	16.3%	28.6%	38.8%	14.3%	14.3%
Hani i Elezit	15.2%	24.2%	81.8%	54.5%	6.1%	0.0%
Istog	8.2%	47.3%	38.2%	62.7%	7.3%	3.6%
Junik	50.0%	40.0%	30.0%	30.0%	40.0%	0.0%
Kacanik	15.0%	38.1%	45.1%	46.0%	13.3%	0.0%
Kamenice	21.7%	31.3%	48.2%	44.6%	8.4%	0.0%
Klina	17.8%	35.6%	42.2%	71.1%	33.3%	2.2%
Klllokot	0.0%	10.0%	30.0%	70.0%	0.0%	10.0%
Leposavic	38.9%	33.3%	33.3%	88.9%	27.8%	0.0%
Lipjan	16.7%	38.1%	29.0%	71.9%	51.9%	3.3%
Malisheve	22.7%	25.0%	39.8%	28.4%	15.9%	1.1%
Mamusha	11.8%	47.1%	35.3%	52.9%	11.8%	5.9%
Mitrovica	10.6%	27.0%	43.3%	63.1%	13.5%	14.2%
Mitrovica e Veriut	0.0%	8.3%	29.2%	83.3%	0.0%	29.2%
Novoberda	9.1%	9.1%	45.5%	54.5%	9.1%	9.1%
Obiliq	15.5%	37.9%	25.9%	48.3%	17.2%	12.1%
Partesh	0.0%	0.0%	80.0%	60.0%	0.0%	0.0%
Peje	17.5%	37.0%	51.7%	53.6%	26.5%	0.5%
Podujeva	20.8%	64.7%	58.8%	43.5%	47.5%	3.9%
Prishtine	16.1%	15.7%	47.4%	29.3%	23.5%	16.9%
Prizren	17.8%	19.8%	45.7%	33.4%	22.3%	2.7%
Rahovec	24.5%	34.5%	25.5%	71.8%	50.9%	1.8%
Ranillug	11.1%	22.2%	11.1%	66.7%	0.0%	11.1%
Shterpce	0.0%	12.9%	32.3%	38.7%	9.7%	25.8%
Shtime	14.1%	35.2%	26.8%	59.2%	31.0%	7.0%
Skenderaj	32.4%	27.9%	74.3%	65.4%	13.2%	0.7%
Suhareke	16.0%	36.7%	34.7%	42.7%	16.0%	0.0%
Viti	6.3%	40.5%	37.3%	48.4%	15.1%	4.0%
Vushtrri	10.4%	54.0%	28.0%	22.3%	12.3%	13.7%
Zubin Potok	33.3%	33.3%	0.0%	100.0%	0.0%	0.0%
Zvecan	60.0%	60.0%	100.0%	80.0%	0.0%	0.0%

5. Did you find the requested information/service?

	No	Yes
Decan	20.00%	80.00%
Dragash	10.71%	89.29%
Ferizaj	13.12%	86.88%
Fushe Kosova	8.70%	91.30%
Gjakove	19.26%	80.74%
Gjilan	17.97%	82.03%
Glllogovc	53.46%	46.54%
Gracanica	32.65%	67.35%
Hani i Elezit	84.85%	15.15%
Istog	20.91%	79.09%
Junik	30.00%	70.00%
Kacanik	57.52%	42.48%
Kamenice	32.53%	67.47%
Klina	13.33%	86.67%
Klllokot	10.00%	90.00%
Leposavic	16.67%	83.33%
Lipjan	15.24%	84.76%
Malisheve	44.32%	55.68%
Mamusha	17.65%	82.35%
Mitrovica	26.24%	73.76%
Mitrovica e Veriut	8.33%	91.67%
Novoberda	27.27%	72.73%
Obiliq	5.17%	94.83%
Partesh	40.00%	60.00%
Peje	18.01%	81.99%
Podujeva	36.08%	63.92%
Prishtine	38.12%	61.88%
Prizren	28.51%	71.49%
Rahovec	33.64%	66.36%
Ranillug	33.33%	66.67%
Shterpce	25.81%	74.19%
Shtime	29.58%	70.42%
Skenderaj	27.21%	72.79%
Suhareke	16.67%	83.33%
Viti	26.98%	73.02%
Vushtrri	27.49%	72.51%
Zubin Potok	33.33%	66.67%
Zvecan	0.00%	100.00%

6. How easily did you find the information that you needed?

	Municipal website	Facebook page	Other
Decan	2.29	3.72	
Dragash	3.86	3.86	
Ferizaj	3.69	3.68	
Fushe Kosova	3.78	3.78	
Gjakove	3.84	2.95	
Gjilan	3.21	3.38	
Gllogovc	3.40	3.48	
Gracanica	3.62	3.38	
Hani i Elezit	4.00	4.00	
Istog	3.75	3.93	
Junik	3.00	4.00	
Kacanik	3.61	3.70	
Kamenice	3.57	3.56	
Klina	3.71	3.43	
Klllokot	2.43	2.38	
Leposavic	2.92	3.50	3.21
Lipjan	3.56	3.58	
Malisheve	3.58	3.82	
Mamusha	3.50	3.64	
Mitrovica	2.58	2.89	
Mitrovica e Veriut	2.62	3.38	
Novoberda	2.67	3.25	
Obiliq	3.45	3.69	
Partesh	3.33	3.00	
Peje	3.65	3.52	
Podujeva	3.13	3.43	
Prishtine	3.50	3.44	
Prizren	2.78	3.60	
Rahovec	3.17	3.66	
Ranillug	2.33	3.33	
Shterpce	2.40	3.15	
Shtime	3.41	3.80	
Skenderaj	3.05	3.04	
Suhareke	3.39	3.71	
Viti	3.38	3.77	
Vushtrri	3.43	3.75	
Zubin Potok	3.00	3.50	
Zvecan	2.80	3.60	

7. How easily did you understand the information published by the municipality?

	Not at all understand able	Somewhat not understand able	Somewhat understand able	Very understand able	Refuse/No opinion
Decan	0.00%	3.85%	59.62%	36.54%	0.00%
Dragash	0.00%	5.33%	54.67%	40.00%	0.00%
Ferizaj	0.00%	2.45%	51.02%	44.49%	2.04%
Fushe Kosova	0.68%	1.36%	29.93%	66.67%	1.36%
Gjakove	0.00%	4.57%	51.27%	43.15%	1.02%
Gjilan	0.00%	3.72%	50.83%	44.21%	1.24%
Glogovac	0.00%	4.05%	59.46%	28.38%	8.11%
Gracanica	3.03%	3.03%	24.24%	69.70%	0.00%
Hani i Elezit	0.00%	0.00%	80.00%	20.00%	0.00%
Istog	0.00%	1.15%	62.07%	35.63%	1.15%
Junik	0.00%	0.00%	71.43%	28.57%	0.00%
Kacanik	0.00%	10.42%	47.92%	39.58%	2.08%
Kamenice	0.00%	0.00%	42.86%	57.14%	0.00%
Klina	0.00%	0.00%	30.77%	69.23%	0.00%
Kilokot	0.00%	0.00%	55.56%	33.33%	11.11%
Leposavic	0.00%	0.00%	60.00%	33.33%	6.67%
Lipjan	0.56%	3.93%	71.35%	23.60%	0.56%
Malisheve	0.00%	2.04%	28.57%	69.39%	0.00%
Mamusha	0.00%	0.00%	50.00%	50.00%	0.00%
Mitrovica	1.92%	2.88%	58.65%	36.54%	0.00%
Mitrovica e Veriut	0.00%	0.00%	68.18%	27.27%	4.55%
Novoberda	0.00%	25.00%	25.00%	50.00%	0.00%
Obiliq	0.00%	1.82%	47.27%	49.09%	1.82%
Partesh	0.00%	0.00%	66.67%	33.33%	0.00%
Peje	0.00%	6.36%	44.51%	49.13%	0.00%
Podujeva	0.00%	11.66%	40.49%	47.85%	0.00%
Prishtine	0.97%	6.52%	49.52%	42.03%	0.97%
Prizren	0.00%	4.05%	34.27%	60.12%	1.56%
Rahovec	0.00%	0.00%	64.38%	30.14%	5.48%
Ranillug	0.00%	16.67%	66.67%	16.67%	0.00%
Shterpce	0.00%	0.00%	56.52%	43.48%	0.00%
Shtime	0.00%	10.00%	32.00%	58.00%	0.00%
Skenderaj	0.00%	4.04%	77.78%	16.16%	2.02%
Suhareke	0.00%	2.40%	47.20%	50.40%	0.00%
Viti	0.00%	3.26%	35.87%	60.87%	0.00%
Vushtrri	0.65%	0.65%	28.76%	69.28%	0.65%
Zubin Potok	0.00%	0.00%	50.00%	50.00%	0.00%
Zvecan	0.00%	0.00%	80.00%	20.00%	0.00%

8. How have you interacted with your municipality in the last 12 months?

	I participated in public meetings (public hearings, meetings with the municipal officials, etc.)	Through individual meetings (with Mayor, Director, MA member)	Through joint community initiatives (village/neighbourhood council, CSOs, etc.)	I didn't have any interaction	Other
Decan	16.95%	7.63%	16.10%	63.56%	0.00%
Dragash	5.08%	14.41%	13.56%	78.81%	0.00%
Ferizaj	4.65%	6.86%	4.42%	88.94%	0.00%
Fushe Kosova	8.27%	15.04%	17.29%	75.94%	0.00%
Gjakove	12.20%	14.02%	12.20%	67.38%	0.00%
Gjilan	11.90%	4.82%	7.08%	80.45%	0.00%
Glllogovc	13.71%	17.77%	6.09%	68.53%	0.00%
Gracanica	7.35%	16.18%	19.12%	60.29%	0.00%
Hani i Elezit	18.92%	27.03%	29.73%	45.95%	0.00%
Istog	37.78%	5.19%	1.48%	61.48%	0.00%
Junik	10.53%	0.00%	26.32%	63.16%	0.00%
Kacanik	24.58%	29.66%	18.64%	47.46%	0.00%
Kamenice	16.13%	6.45%	21.51%	65.59%	0.00%
Klina	6.25%	3.13%	16.41%	77.34%	0.00%
Killokot	25.00%	16.67%	8.33%	58.33%	0.00%
Leposavic	10.81%	0.00%	2.70%	86.49%	0.00%
Lipjan	19.48%	11.26%	13.42%	65.37%	0.00%
Malisheve	8.43%	14.04%	5.62%	74.16%	0.00%
Mamusha	16.00%	4.00%	16.00%	68.00%	0.00%
Mitrovica	24.18%	10.62%	29.67%	62.27%	0.00%
Mitrovica e Veriut	0.00%	0.00%	0.00%	100.00%	0.00%
Novoberda	21.05%	10.53%	10.53%	63.16%	0.00%
Obiliq	3.06%	20.41%	4.08%	75.51%	0.00%
Partesh	0.00%	8.33%	16.67%	75.00%	0.00%
Peje	35.40%	32.45%	24.78%	53.10%	0.00%
Podujeva	3.39%	13.22%	15.25%	74.92%	0.34%
Prishtine	8.83%	3.36%	7.78%	83.81%	0.11%
Prizren	6.62%	6.78%	7.10%	80.91%	0.16%
Rahovec	9.83%	6.36%	16.76%	77.46%	0.00%
Ranillug	16.67%	8.33%	16.67%	58.33%	0.00%
Shterpce	9.30%	23.26%	11.63%	51.16%	6.98%
Shtime	16.98%	16.04%	11.32%	67.92%	0.00%
Skenderaj	1.80%	24.55%	23.95%	58.08%	0.00%
Suhareke	16.15%	6.77%	12.50%	66.15%	0.00%
Viti	18.12%	16.11%	18.12%	59.73%	0.00%
Vushtrri	9.89%	4.56%	4.94%	84.41%	0.00%
Zubin Potok	8.33%	0.00%	8.33%	83.33%	0.00%
Zvecan	0.00%	0.00%	0.00%	100.00%	0.00%

9. What issues have you raised in the municipality?

	Local infrastructure (i.e. road)	Education	Environment (waste management)	Health	Cultural/recreational	Public safety (police, crime)	Traffic (parking, walking)	Issues affecting women	Other
Decan	16.67%	0.00%	16.67%	50.00%	0.00%	16.67%	0.00%	0.00%	0.00%
Dragash	43.75%	62.50%	37.50%	12.50%	25.00%	25.00%	25.00%	6.25%	0.00%
Ferizaj	36.36%	40.91%	27.27%	31.82%	36.36%	22.73%	9.09%	4.55%	0.00%
Fushe Kosova	39.53%	6.98%	11.63%	6.98%	0.00%	32.56%	25.58%	2.33%	0.00%
Gjakove	59.18%	10.20%	26.53%	8.16%	10.20%	16.33%	24.49%	0.00%	6.12%
Gjilan	53.85%	23.08%	38.46%	38.46%	7.69%	0.00%	7.69%	7.69%	0.00%
Glllogovc	33.33%	66.67%	33.33%	41.67%	8.33%	8.33%	25.00%	0.00%	0.00%
Gracanica	21.43%	50.00%	21.43%	14.29%	21.43%	14.29%	14.29%	0.00%	7.14%
Hani i Elezit	0.00%	100.00%	50.00%	100.00%	0.00%	0.00%	50.00%	0.00%	0.00%
Istog	100.00%	0.00%	0.00%	50.00%	0.00%	100.00%	0.00%	0.00%	0.00%
Junik	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Kacanik	60.00%	60.00%	26.67%	80.00%	0.00%	26.67%	13.33%	0.00%	0.00%
Kamenice	11.11%	22.22%	22.22%	88.89%	11.11%	0.00%	0.00%	0.00%	0.00%
Klina	75.00%	37.50%	25.00%	62.50%	0.00%	62.50%	37.50%	12.50%	0.00%
Kllokot	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Leposavic	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Lipjan	60.0%	60.0%	20.0%	20.0%	20.0%	20.0%	60.0%	20.0%	0.0%
Malisheve	78.6%	7.1%	0.0%	7.1%	7.1%	0.0%	0.0%	0.0%	0.0%
Mamusha	100.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mitrovica	88.2%	2.9%	44.1%	14.7%	0.0%	55.9%	38.2%	0.0%	2.9%
Mitrovica e Veriut	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Novoberda	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Obiliq	50.00%	5.56%	16.67%	5.56%	33.33%	5.56%	16.67%	0.00%	0.00%
Partesh	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Peje	89.22%	20.59%	38.24%	11.76%	21.57%	64.71%	56.86%	0.98%	0.00%
Podujeve	35.71%	39.29%	17.86%	28.57%	3.57%	25.00%	28.57%	0.00%	17.86%
Prishtine	32.20%	37.29%	16.95%	32.20%	6.78%	23.73%	37.29%	5.08%	3.39%
Prizren	32.69%	75.00%	34.62%	26.92%	11.54%	15.38%	19.23%	0.00%	0.00%
Rahovec	90.91%	27.27%	72.73%	45.45%	27.27%	36.36%	63.64%	0.00%	0.00%
Ranillug	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Shterpce	18.18%	0.00%	0.00%	9.09%	18.18%	18.18%	0.00%	0.00%	36.36%
Shtime	50.00%	27.78%	0.00%	11.11%	22.22%	16.67%	5.56%	5.56%	0.00%
Skenderaj	33.33%	33.33%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%
Suhareke	56.52%	13.04%	21.74%	21.74%	8.70%	8.70%	0.00%	4.35%	0.00%
Viti	61.54%	69.23%	0.00%	46.15%	53.85%	23.08%	15.38%	0.00%	0.00%
Vushtrri	53.85%	30.77%	0.00%	7.69%	23.08%	0.00%	15.38%	7.69%	7.69%
Zubin Potok	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Zvecan	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

10. If you have raised an issue, has the municipality responded to the issue you raised?		
	No	Yes
Decan	50.00%	50.00%
Dragash	25.00%	75.00%
Ferizaj	31.82%	68.18%
Fushe Kosova	48.84%	51.16%
Gjakove	73.47%	26.53%
Gjilan	64.29%	35.71%
Glllogovc	33.33%	66.67%
Gracanica	71.43%	28.57%
Hani i Elezit	100.00%	0.00%
Istog	0.00%	100.00%
Junik	0.00%	0.00%
Kacanik	86.67%	13.33%
Kamenice	100.00%	0.00%
Klina	100.00%	0.00%
Klllokot	0.00%	0.00%
Leposavic	0.00%	0.00%
Lipjan	60.00%	40.00%
Malisheve	35.71%	64.29%
Mamusha	100.00%	0.00%
Mitrovica	82.35%	17.65%
Mitrovica e Veriut	0.00%	0.00%
Novoberda	100.00%	0.00%
Obiliq	22.22%	77.78%
Partesh	0.00%	0.00%
Peje	7.84%	92.16%
Podujeve	75.00%	25.00%
Prishtine	61.02%	38.98%
Prizren	80.77%	19.23%
Rahovec	81.82%	18.18%
Ranillug	100.00%	0.00%
Shterpce	27.27%	72.73%
Shtime	33.33%	66.67%
Skenderaj	66.67%	33.33%
Suhareke	47.83%	52.17%
Viti	92.31%	7.69%
Vushtrri	38.46%	61.54%
Zubin Potok	0.00%	0.00%
Zvecan	0.00%	0.00%

11. How satisfied were you with the municipality's response to the issue you raised?						
	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Decan	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
Dragash	0.00%	0.00%	16.67%	0.00%	83.33%	0.00%
Ferizaj	0.00%	0.00%	53.33%	0.00%	46.67%	0.00%
Fushe Kosova	22.73%	9.09%	50.00%	0.00%	18.18%	0.00%
Gjakove	0.00%	0.00%	69.23%	0.00%	30.77%	0.00%
Gjilan	0.00%	0.00%	80.00%	0.00%	20.00%	0.00%
Glllogovc	0.00%	0.00%	37.50%	0.00%	62.50%	0.00%
Gracanica	0.00%	0.00%	0.00%	50.00%	50.00%	0.00%
Hani i Elezit	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Istog	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
Kacanik	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
Kamenice	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Klina	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Lipjan	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
Malisheve	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
Mamusha	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Mitrovica	0.00%	0.00%	50.00%	0.00%	33.33%	16.67%
Novoberda	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Obiliq	0.00%	0.00%	28.57%	0.00%	71.43%	0.00%
Peje	0.00%	18.09%	34.04%	0.00%	47.87%	0.00%
Podujeve	14.29%	14.29%	57.14%	0.00%	14.29%	0.00%
Prishtine	0.00%	0.00%	13.04%	0.00%	86.96%	0.00%
Prizren	0.00%	0.00%	80.00%	0.00%	20.00%	0.00%
Rahovec	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%
Ranillug	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Shterpce	0.00%	25.00%	0.00%	50.00%	25.00%	0.00%
Shtime	8.33%	8.33%	41.67%	0.00%	41.67%	0.00%
Skenderaj	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
Suhareke	0.00%	0.00%	25.00%	0.00%	75.00%	0.00%
Viti	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
Vushtrri	0.00%	0.00%	12.50%	0.00%	87.50%	0.00%

12. How does the municipality engage you during public meetings?

	I am only informed what is going to happen or has already happened	The municipality asks for open feedback/opinion (without providing options)	The municipality provides different options and asks for feedback/opinion
Decan	57.14%	0.00%	42.86%
Dragash	28.57%	50.00%	21.43%
Ferizaj	22.22%	7.41%	70.37%
Fushe Kosova	22.86%	8.57%	68.57%
Gjakove	51.02%	12.24%	36.73%
Gjilan	77.78%	6.67%	15.56%
Glllogovc	86.67%	3.33%	10.00%
Gracanica	11.11%	11.11%	77.78%
Hani i Elezit	71.43%	0.00%	28.57%
Istog	0.00%	58.82%	41.18%
Junik	50.00%	0.00%	50.00%
Kacanik	48.39%	9.68%	41.94%
Kamenice	93.33%	6.67%	0.00%
Klina	12.50%	0.00%	87.50%
Klllokot	0.00%	33.33%	66.67%
Leposavic	50.00%	25.00%	25.00%
Lipjan	82.98%	6.38%	10.64%
Malisheve	54.17%	29.17%	16.67%
Mamusha	75.00%	0.00%	25.00%
Mitrovica	52.78%	6.94%	40.28%
Mitrovica e Veriut	0.00%	0.00%	0.00%
Novoberda	75.00%	0.00%	25.00%
Obiliq	0.00%	11.76%	88.24%
Partesh	0.00%	0.00%	0.00%
Peje	76.60%	8.51%	14.89%
Podujeve	41.18%	35.29%	23.53%
Prishtine	36.45%	12.15%	51.40%
Prizren	53.85%	11.54%	34.62%
Rahovec	55.56%	16.67%	27.78%
Ranillug	50.00%	0.00%	50.00%
Shterpce	41.67%	8.33%	50.00%
Shtime	20.83%	41.67%	37.50%
Skenderaj	50.00%	25.00%	25.00%
Suhareke	60.47%	0.00%	39.53%
Viti	40.74%	11.11%	48.15%
Vushtrri	13.33%	23.33%	63.33%
Zubin Potok	100.00%	0.00%	0.00%
Zvecan	0.00%	0.00%	0.00%

13. To what extent do you agree that municipal authorities take into account participants' suggestions during public meetings?

	Strongly disagree	Disagree	Agree	Strongly agree	Refuse/ No opinion
Decan	0.00%	0.00%	44.44%	55.56%	0.00%
Dragash	0.00%	0.00%	10.00%	90.00%	0.00%
Ferizaj	0.00%	4.76%	57.14%	38.10%	0.00%
Fushe Kosova	0.00%	3.70%	88.89%	7.41%	0.00%
Gjakove	0.00%	4.17%	45.83%	45.83%	4.17%
Gjilan	0.00%	0.00%	70.00%	20.00%	10.00%
Glllogovc	0.00%	25.00%	50.00%	25.00%	0.00%
Gracanica	12.50%	25.00%	25.00%	25.00%	12.50%
Hani i Elezit	0.00%	0.00%	50.00%	50.00%	0.00%
Istog	0.00%	0.00%	60.78%	39.22%	0.00%
Junik	0.00%	0.00%	0.00%	100.00%	0.00%
Kacanik	0.00%	12.50%	31.25%	56.25%	0.00%
Kamenice	100.00%	0.00%	0.00%	0.00%	0.00%
Klina	0.00%	28.57%	71.43%	0.00%	0.00%
Klllokot	0.00%	0.00%	66.67%	33.33%	0.00%
Leposavic	0.00%	0.00%	50.00%	50.00%	0.00%
Lipjan	0.00%	0.00%	25.00%	75.00%	0.00%
Malisheve	9.09%	0.00%	27.27%	63.64%	0.00%
Mamusha	0.00%	0.00%	0.00%	0.00%	100.00%
Mitrovica	2.94%	14.71%	38.24%	32.35%	11.76%
Mitrovica e Veriut	0.00%	0.00%	0.00%	0.00%	0.00%
Novoberda	0.00%	0.00%	100.00%	0.00%	0.00%
Obiliq	0.00%	5.88%	23.53%	70.59%	0.00%
Partesh	0.00%	0.00%	0.00%	0.00%	0.00%
Peje	0.00%	12.12%	33.33%	54.55%	0.00%
Podujeve	0.00%	0.00%	20.00%	70.00%	10.00%
Prishtine	1.47%	10.29%	35.29%	50.00%	2.94%
Prizren	0.00%	4.17%	45.83%	50.00%	0.00%
Rahovec	0.00%	0.00%	37.50%	50.00%	12.50%
Ranillug	0.00%	100.00%	0.00%	0.00%	0.00%
Shterpce	0.00%	28.57%	57.14%	14.29%	0.00%
Shtime	15.79%	15.79%	36.84%	31.58%	0.00%
Skenderaj	0.00%	0.00%	100.00%	0.00%	0.00%
Suhareke	0.00%	5.88%	17.65%	76.47%	0.00%
Viti	0.00%	6.25%	50.00%	43.75%	0.00%
Vushtrri	0.00%	3.85%	34.62%	61.54%	0.00%
Zubin Potok	0.00%	0.00%	0.00%	0.00%	0.00%
Zvecan	0.00%	0.00%	0.00%	0.00%	0.00%

14. Would you be willing to use digital platforms to engage with your municipality?		
	No	Yes
Decan	27.12%	72.88%
Dragash	18.64%	81.36%
Ferizaj	67.48%	32.52%
Fushe Kosova	33.08%	66.92%
Gjakove	35.67%	64.33%
Gjilan	20.96%	79.04%
Glllogovc	48.73%	51.27%
Gracanica	50.00%	50.00%
Hani i Elezit	16.22%	83.78%
Istog	26.67%	73.33%
Junik	15.79%	84.21%
Kacanik	11.86%	88.14%
Kamenice	39.78%	60.22%
Klina	53.13%	46.88%
Kilokot	8.33%	91.67%
Leposavic	51.35%	48.65%
Lipjan	11.69%	88.31%
Malisheve	46.07%	53.93%
Mamusha	36.00%	64.00%
Mitrovica	32.23%	67.77%
Mitrovica e Veriut	27.03%	72.97%
Novoberda	5.26%	94.74%
Obiliq	2.04%	97.96%
Partesh	50.00%	50.00%
Peje	23.60%	76.40%
Podujeve	10.17%	89.83%
Prishtine	26.71%	73.29%
Prizren	27.13%	72.87%
Rahovec	13.29%	86.71%
Ranillug	33.33%	66.67%
Shterpce	18.60%	81.40%
Shtime	26.42%	73.58%
Skenderaj	16.77%	83.23%
Suhareke	29.69%	70.31%
Viti	16.78%	83.22%
Vushtrri	14.07%	85.93%
Zubin Potok	50.00%	50.00%
Zvecan	58.33%	41.67%

15. Do you have information on how the municipal budget is split?		
	No	Yes
Decan	84.75%	15.25%
Dragash	72.88%	27.12%
Ferizaj	63.05%	36.95%
Fushe Kosova	53.01%	46.99%
Gjakove	59.45%	40.55%
Gjilan	75.64%	24.36%
Glllogovc	86.80%	13.20%
Gracanica	73.53%	26.47%
Hani i Elezit	56.76%	43.24%
Istog	49.63%	50.37%
Junik	89.47%	10.53%
Kacanik	63.56%	36.44%
Kamenice	66.67%	33.33%
Klina	81.25%	18.75%
Klllokot	58.33%	41.67%
Leposavic	83.78%	16.22%
Lipjan	35.50%	64.50%
Malisheve	80.90%	19.10%
Mamusha	60.00%	40.00%
Mitrovica	76.56%	23.44%
Mitrovica e Veriut	100.00%	0.00%
Novoberda	84.21%	15.79%
Obiliq	56.12%	43.88%
Partesh	83.33%	16.67%
Peje	74.34%	25.66%
Podujeve	88.47%	11.53%
Prishtine	67.40%	32.60%
Prizren	63.88%	36.12%
Rahovec	75.72%	24.28%
Ranillug	83.33%	16.67%
Shterpce	62.79%	37.21%
Shtime	48.11%	51.89%
Skenderaj	71.86%	28.14%
Suhareke	41.67%	58.33%
Viti	63.76%	36.24%
Vushtrri	77.19%	22.81%
Zubin Potok	83.33%	16.67%
Zvecan	100.00%	0.00%

16. How satisfied are you with the setting of priorities within the municipal budget?

	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Decan	5.56%	11.11%	61.11%	11.11%	11.11%
Dragash	0.00%	3.13%	43.75%	53.13%	0.00%
Ferizaj	0.60%	8.98%	61.68%	20.96%	7.78%
Fushe Kosova	6.40%	23.20%	54.40%	5.60%	10.40%
Gjakove	0.75%	9.77%	68.42%	18.80%	2.26%
Gjilan	18.60%	17.44%	51.16%	10.47%	2.33%
Gllogovc	0.00%	11.54%	46.15%	42.31%	0.00%
Gracanica	5.56%	77.78%	0.00%	16.67%	0.00%
Hani i Elezit	18.75%	12.50%	56.25%	12.50%	0.00%
Istog	0.00%	0.00%	61.76%	38.24%	0.00%
Junik	0.00%	0.00%	50.00%	50.00%	0.00%
Kacanik	4.65%	11.63%	44.19%	39.53%	0.00%
Kamenice	0.00%	6.45%	67.74%	25.81%	0.00%
Klina	12.50%	12.50%	58.33%	8.33%	8.33%
Kllokot	0.00%	60.00%	0.00%	40.00%	0.00%
Leposavic	0.00%	50.00%	0.00%	50.00%	0.00%
Lipjan	6.04%	2.01%	54.36%	36.91%	0.67%
Malisheve	11.76%	11.76%	20.59%	50.00%	5.88%
Mamusha	10.00%	0.00%	50.00%	40.00%	0.00%
Mitrovica	12.50%	14.06%	43.75%	25.00%	4.69%
Mitrovica e Veriut	0.00%	0.00%	0.00%	0.00%	0.00%
Novoberda	0.00%	0.00%	0.00%	33.33%	66.67%
Obiliq	0.00%	0.00%	58.14%	41.86%	0.00%
Partesh	0.00%	100.00%	0.00%	0.00%	0.00%
Peje	3.45%	5.75%	40.23%	45.98%	4.60%
Podujeve	17.65%	8.82%	55.88%	17.65%	0.00%
Prishtine	10.00%	14.19%	42.58%	28.71%	4.52%
Prizren	4.37%	7.42%	51.09%	27.95%	9.17%
Rahovec	4.76%	9.52%	52.38%	11.90%	21.43%
Ranillug	50.00%	50.00%	0.00%	0.00%	0.00%
Shterpce	6.25%	62.50%	0.00%	18.75%	12.50%
Shtime	27.27%	21.82%	29.09%	20.00%	1.82%
Skenderaj	4.26%	29.79%	55.32%	8.51%	2.13%
Suhareke	2.68%	8.04%	46.43%	41.07%	1.79%
Viti	3.70%	18.52%	53.70%	20.37%	3.70%
Vushtrri	5.00%	11.67%	60.00%	21.67%	1.67%
Zubin Potok	0.00%	100.00%	0.00%	0.00%	0.00%
Zvecan	0.00%	0.00%	0.00%	0.00%	0.00%

17. To what extent are you aware of the role and responsibilities of Municipal Assembly members?

	Not at all aware	Slightly aware	Moderately aware	Extremely aware	Refuse/No opinion
Decan	12.71%	44.92%	34.75%	6.78%	0.85%
Dragash	5.08%	8.47%	55.93%	14.41%	16.10%
Ferizaj	0.66%	17.04%	38.05%	15.93%	28.32%
Fushe Kosova	14.29%	24.06%	24.06%	26.69%	10.90%
Gjakove	5.18%	29.88%	40.24%	11.59%	13.11%
Gjilan	13.88%	28.05%	36.26%	18.41%	3.40%
Glllogovc	13.20%	29.44%	36.04%	4.06%	17.26%
Gracanica	13.24%	39.71%	33.82%	8.82%	4.41%
Hani i Elezit	8.11%	43.24%	29.73%	10.81%	8.11%
Istog	5.19%	20.00%	43.70%	28.89%	2.22%
Junik	21.05%	42.11%	31.58%	5.26%	0.00%
Kacanik	7.63%	40.68%	28.81%	18.64%	4.24%
Kamenice	10.75%	29.03%	43.01%	11.83%	5.38%
Klina	8.59%	29.69%	28.13%	6.25%	27.34%
Klllokot	0.00%	0.00%	50.00%	41.67%	8.33%
Leposavic	29.73%	5.41%	35.14%	8.11%	21.62%
Lipjan	7.79%	20.35%	53.68%	16.88%	1.30%
Malisheve	14.61%	38.20%	18.54%	14.04%	14.61%
Mamusha	16.00%	24.00%	44.00%	16.00%	0.00%
Mitrovica	8.42%	23.08%	49.45%	9.52%	9.52%
Mitrovica e Veriut	24.32%	13.51%	54.05%	2.70%	5.41%
Novoberda	10.53%	36.84%	21.05%	10.53%	21.05%
Obiliq	8.16%	28.57%	33.67%	27.55%	2.04%
Partesh	25.00%	8.33%	25.00%	8.33%	33.33%
Peje	5.90%	22.12%	50.44%	15.93%	5.60%
Podujeve	8.47%	21.69%	52.20%	14.58%	3.05%
Prishtine	18.82%	24.29%	33.54%	15.25%	8.10%
Prizren	12.15%	26.50%	36.12%	8.20%	17.03%
Rahovec	7.51%	20.23%	38.15%	26.59%	7.51%
Ranillug	25.00%	25.00%	33.33%	8.33%	8.33%
Shterpce	4.65%	23.26%	39.53%	27.91%	4.65%
Shtime	7.55%	17.92%	33.02%	35.85%	5.66%
Skenderaj	6.59%	43.11%	40.72%	7.78%	1.80%
Suhareke	12.50%	26.56%	41.67%	18.23%	1.04%
Viti	4.03%	22.15%	36.91%	31.54%	5.37%
Vushtrri	18.63%	30.04%	34.98%	14.45%	1.90%
Zubin Potok	25.00%	33.33%	25.00%	0.00%	16.67%
Zvecan	33.33%	25.00%	33.33%	8.33%	0.00%

18. Did you meet any municipal assembly member in the past 12 months to discuss common public issues?		
	No	Yes
Decan	67.80%	32.20%
Dragash	71.19%	28.81%
Ferizaj	48.45%	51.55%
Fushe Kosova	74.81%	25.19%
Gjakove	77.74%	22.26%
Gjilan	76.20%	23.80%
Glllogovc	82.74%	17.26%
Gracanica	77.94%	22.06%
Hani i Elezit	91.89%	8.11%
Istog	75.56%	24.44%
Junik	68.42%	31.58%
Kacanik	77.97%	22.03%
Kamenice	74.19%	25.81%
Klina	85.16%	14.84%
Klllokot	41.67%	58.33%
Leposavic	86.49%	13.51%
Lipjan	68.83%	31.17%
Malisheve	69.10%	30.90%
Mamusha	80.00%	20.00%
Mitrovica	84.98%	15.02%
Mitrovica e Veriut	100.00%	0.00%
Novoberda	84.21%	15.79%
Obiliq	47.96%	52.04%
Partesh	66.67%	33.33%
Peje	60.18%	39.82%
Podujeve	73.90%	26.10%
Prishtine	79.28%	20.72%
Prizren	75.71%	24.29%
Rahovec	64.74%	35.26%
Ranillug	83.33%	16.67%
Shterpce	79.07%	20.93%
Shtime	47.17%	52.83%
Skenderaj	82.63%	17.37%
Suhareke	64.58%	35.42%
Viti	61.74%	38.26%
Vushtrri	73.38%	26.62%
Zubin Potok	100.00%	0.00%
Zvecan	100.00%	0.00%

19. Have you attended any Municipal Assembly sessions in the last 12 months?		
	No	Yes
Decan	31.6%	68.4%
Dragash	67.6%	32.4%
Ferizaj	90.6%	9.4%
Fushe Kosova	70.1%	29.9%
Gjakove	84.9%	15.1%
Gjilan	86.9%	13.1%
Glogovac	94.1%	5.9%
Gracanica	80.0%	20.0%
Hani i Elezit	33.3%	66.7%
Istog	75.8%	24.2%
Junik	0.0%	100.0%
Kacanik	42.3%	57.7%
Kamenice	87.5%	12.5%
Klina	78.9%	21.1%
Klllokot	85.7%	14.3%
Leposavic	20.0%	80.0%
Lipjan	55.6%	44.4%
Malisheve	63.6%	36.4%
Mamusha	60.0%	40.0%
Mitrovica	70.7%	29.3%
Mitrovica e Veriut	0.0%	0.0%
Novoberda	66.7%	33.3%
Obiliq	88.2%	11.8%
Partesh	75.0%	25.0%
Peje	24.4%	75.6%
Podujeve	94.8%	5.2%
Prishtine	64.5%	35.5%
Prizren	54.5%	45.5%
Rahovec	73.8%	26.2%
Ranillug	100.0%	0.0%
Shterpce	44.4%	55.6%
Shtime	55.4%	44.6%
Skenderaj	93.1%	6.9%
Suhareke	72.1%	27.9%
Viti	91.2%	8.8%
Vushtrri	88.6%	11.4%
Zubin Potok	0.0%	0.0%
Zvecan	0.0%	0.0%

20. How frequently have you attended these sessions?

	Monthly or more often	Several times a year (but less than monthly)	Once a year	Rare	Only once	I have attended multiple times but not on a regular schedule
Decan	26.92%	57.69%	3.85%	7.69%	0.00%	3.85%
Dragash	0.00%	9.09%	0.00%	63.64%	9.09%	18.18%
Ferizaj	4.55%	27.27%	4.55%	36.36%	4.55%	22.73%
Fushe Kosova	0.00%	25.00%	0.00%	20.00%	20.00%	35.00%
Gjakove	0.00%	9.09%	36.36%	18.18%	36.36%	0.00%
Gjilan	9.09%	18.18%	18.18%	9.09%	36.36%	9.09%
Gllogovc	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%
Gracanica	0.00%	33.33%	0.00%	66.67%	0.00%	0.00%
Hani i Elezit	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%
Istog	0.00%	12.50%	37.50%	12.50%	37.50%	0.00%
Junik	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
Kacanik	6.67%	40.00%	6.67%	26.67%	0.00%	20.00%
Kamenice	0.00%	33.33%	0.00%	66.67%	0.00%	0.00%
Klina	0.00%	25.00%	0.00%	50.00%	25.00%	0.00%
Klllokot	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
Leposavic	0.00%	25.00%	25.00%	50.00%	0.00%	0.00%
Lipjan	12.50%	6.25%	12.50%	59.38%	0.00%	9.38%
Malisheve	20.00%	10.00%	20.00%	20.00%	15.00%	15.00%
Mamusha	0.00%	0.00%	50.00%	0.00%	50.00%	0.00%
Mitrovica	16.67%	0.00%	25.00%	33.33%	0.00%	25.00%
Mitrovica e Veriut	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Novoberda	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
Obiliq	16.67%	33.33%	33.33%	0.00%	16.67%	0.00%
Partesh	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
Peje	15.69%	34.31%	3.92%	21.57%	1.96%	22.55%
Podujeve	0.00%	25.00%	0.00%	50.00%	25.00%	0.00%
Prishtine	1.43%	35.71%	11.43%	5.71%	32.86%	12.86%
Prizren	2.86%	17.14%	14.29%	22.86%	15.71%	27.14%
Rahovec	6.25%	12.50%	0.00%	37.50%	6.25%	37.50%
Ranillug	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Shterpce	20.00%	20.00%	20.00%	20.00%	20.00%	0.00%
Shtime	0.00%	40.00%	16.00%	16.00%	20.00%	8.00%
Skenderaj	0.00%	0.00%	0.00%	50.00%	50.00%	0.00%
Suhareke	0.00%	21.05%	10.53%	15.79%	42.11%	10.53%
Viti	20.00%	20.00%	0.00%	20.00%	20.00%	20.00%
Vushtrri	12.50%	37.50%	0.00%	37.50%	0.00%	12.50%
Zubin Potok	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Zvecan	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

21. For what reason did you not participate in these sessions?				
	I was busy	I was not informed	I was not interested	Other
Decan	30.43%	11.96%	57.61%	0.00%
Dragash	46.73%	6.54%	46.73%	0.00%
Ferizaj	53.72%	3.26%	42.33%	0.70%
Fushe Kosova	28.46%	17.89%	53.66%	0.00%
Gjakove	12.30%	35.96%	49.84%	1.89%
Gjilan	21.93%	17.54%	60.23%	0.29%
Glllogovc	14.87%	32.31%	50.77%	2.05%
Gracanica	15.38%	43.08%	41.54%	0.00%
Hani i Elezit	45.71%	17.14%	37.14%	0.00%
Istog	10.24%	14.17%	74.02%	1.57%
Junik	23.08%	30.77%	46.15%	0.00%
Kacanik	56.31%	12.62%	31.07%	0.00%
Kamenice	33.33%	10.00%	55.56%	1.11%
Klina	16.13%	8.87%	74.19%	0.81%
Klllokot	63.64%	27.27%	9.09%	0.00%
Leposavic	3.03%	0.00%	96.97%	0.00%
Lipjan	18.59%	11.06%	70.35%	0.00%
Malisheve	32.91%	29.75%	36.71%	0.63%
Mamusha	17.39%	34.78%	47.83%	0.00%
Mitrovica	41.38%	25.67%	32.18%	0.77%
Mitrovica e Veriut	2.70%	2.70%	94.59%	0.00%
Novoberda	27.78%	33.33%	38.89%	0.00%
Obiliq	72.83%	1.09%	26.09%	0.00%
Partesh	18.18%	18.18%	63.64%	0.00%
Peje	64.56%	2.11%	33.33%	0.00%
Podujeve	17.87%	34.02%	46.05%	2.06%
Prishtine	19.98%	25.54%	53.69%	0.79%
Prizren	25.71%	22.34%	51.77%	0.18%
Rahovec	27.39%	41.40%	31.21%	0.00%
Ranillug	16.67%	33.33%	50.00%	0.00%
Shterpce	23.68%	18.42%	42.11%	15.79%
Shtime	28.40%	8.64%	61.73%	1.23%
Skenderaj	13.94%	13.94%	72.12%	0.00%
Suhareke	32.37%	21.39%	46.24%	0.00%
Viti	22.92%	20.83%	53.47%	2.78%
Vushtrri	12.94%	6.27%	80.39%	0.39%
Zubin Potok	16.67%	0.00%	83.33%	0.00%
Zvecan	0.00%	0.00%	100.00%	0.00%

22. To what extent do you agree that the Municipal Assembly manages to hold the executive (Mayor and directors of municipal directorates) accountable?

	Strongly disagree	Disagree	Agree	Strongly agree	Refuse/No opinion
Decan	0.00%	1.69%	61.02%	18.64%	18.64%
Dragash	0.85%	5.08%	46.61%	29.66%	17.80%
Ferizaj	0.66%	5.75%	49.78%	6.64%	37.17%
Fushe Kosova	4.51%	16.17%	34.21%	15.79%	29.32%
Gjakove	0.91%	18.29%	49.09%	13.41%	18.29%
Gjilan	5.10%	15.30%	48.44%	17.28%	13.88%
Glllogovc	4.57%	21.32%	42.64%	8.12%	23.35%
Gracanica	7.35%	35.29%	47.06%	2.94%	7.35%
Hani i Elezit	18.92%	16.22%	43.24%	13.51%	8.11%
Istog	0.00%	2.22%	55.56%	25.19%	17.04%
Junik	0.00%	15.79%	68.42%	10.53%	5.26%
Kacanik	5.93%	14.41%	50.00%	23.73%	5.93%
Kamenice	2.15%	8.60%	59.14%	12.90%	17.20%
Klina	4.69%	7.03%	17.19%	4.69%	66.41%
Klllokot	16.67%	25.00%	25.00%	16.67%	16.67%
Leposavic	0.00%	5.41%	51.35%	5.41%	37.84%
Lipjan	5.19%	13.85%	68.40%	9.52%	3.03%
Malisheve	8.99%	27.53%	23.03%	21.91%	18.54%
Mamusha	12.00%	4.00%	40.00%	32.00%	12.00%
Mitrovica	2.93%	12.09%	49.08%	23.44%	12.45%
Mitrovica e Veriut	8.11%	27.03%	43.24%	8.11%	13.51%
Novoberda	15.79%	21.05%	31.58%	21.05%	10.53%
Obiliq	2.04%	6.12%	66.33%	21.43%	4.08%
Partesh	25.00%	16.67%	8.33%	16.67%	33.33%
Peje	3.24%	14.16%	56.34%	17.70%	8.55%
Podujeve	4.41%	20.34%	57.97%	9.49%	7.80%
Prishtine	7.15%	12.41%	43.95%	16.19%	20.29%
Prizren	3.00%	13.72%	50.16%	10.09%	23.03%
Rahovec	9.25%	24.28%	35.84%	12.72%	17.92%
Ranillug	16.67%	8.33%	50.00%	0.00%	25.00%
Shterpce	23.26%	32.56%	18.60%	4.65%	20.93%
Shtime	1.89%	14.15%	40.57%	21.70%	21.70%
Skenderaj	1.80%	31.74%	55.09%	5.99%	5.39%
Suhareke	5.73%	15.63%	52.60%	21.88%	4.17%
Viti	4.70%	14.77%	38.26%	18.12%	24.16%
Vushtrri	0.76%	6.46%	54.75%	15.97%	22.05%
Zubin Potok	0.00%	25.00%	41.67%	0.00%	33.33%
Zvecan	0.00%	16.67%	50.00%	8.33%	25.00%

23. How satisfied are you with the management of the municipal budget?				
	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied
Decan	0.00%	10.2%	70.3%	19.5%
Dragash	0.00%	5.9%	49.2%	44.9%
Ferizaj	0.9%	8.8%	49.8%	40.5%
Fushe Kosova	8.3%	17.7%	34.6%	39.5%
Gjakove	0.3%	10.4%	50.6%	38.7%
Gjilan	29.5%	18.4%	37.1%	15.0%
Glllogovc	3.0%	16.8%	46.7%	33.5%
Gracanica	7.4%	39.7%	35.3%	17.6%
Hani i Elezit	13.5%	18.9%	40.5%	27.0%
Istog	0.00%	2.2%	68.1%	29.6%
Junik	5.3%	26.3%	42.1%	26.3%
Kacanik	9.3%	19.5%	38.1%	33.1%
Kamenice	5.4%	6.5%	54.8%	33.3%
Klina	16.4%	12.5%	17.2%	53.9%
Klllokot	8.3%	50.0%	25.0%	16.7%
Leposavic	0.00%	10.8%	48.6%	40.5%
Lipjan	11.7%	6.1%	58.9%	23.4%
Malisheve	7.3%	28.7%	27.5%	36.5%
Mamusha	8.0%	0.00%	60.0%	32.0%
Mitrovica	12.5%	25.6%	40.3%	21.6%
Mitrovica e Veriut	16.2%	16.2%	51.4%	16.2%
Novoberda	26.3%	0.00%	21.1%	52.6%
Obiliq	7.1%	4.1%	54.1%	34.7%
Partesh	16.7%	25.0%	25.0%	33.3%
Peje	3.2%	14.2%	50.7%	31.9%
Podujeve	10.5%	22.0%	46.8%	20.7%
Prishtine	15.4%	21.6%	30.9%	32.2%
Prizren	5.5%	12.9%	43.2%	38.3%
Rahovec	10.4%	13.3%	33.5%	42.8%
Ranillug	8.3%	16.7%	41.7%	33.3%
Shterpce	23.3%	25.6%	32.6%	18.6%
Shtime	15.1%	8.5%	34.0%	42.5%
Skenderaj	2.4%	24.0%	65.3%	8.4%
Suhareke	2.1%	13.0%	55.7%	29.2%
Viti	14.1%	26.2%	32.9%	26.8%
Vushtrri	6.8%	15.2%	52.9%	25.1%
Zubin Potok	0.00%	33.3%	33.3%	33.3%
Zvecan	0.00%	16.7%	50.0%	33.3%

24. How satisfied are you with the public infrastructure projects/works in your municipality?			
	Quality of the work	Duration of the work	Environmental protection efforts
Decan	3.83	3.78	3.74
Dragash	4.98	4.61	4.86
Ferizaj	4.54	3.97	4.68
Fushe Kosova	3.44	2.92	3.92
Gjakove	3.31	2.72	3.37
Gjilan	2.38	2.16	2.52
Glogovac	3.91	3.56	4.01
Gracanica	3.10	2.79	3.37
Hani i Elezit	3.54	3.68	2.95
Istog	4.50	4.07	4.44
Junik	3.11	2.74	3.11
Kacanik	5.01	5.18	4.76
Kamenice	3.41	3.32	3.48
Klina	2.57	2.50	2.88
Klllokot	2.92	3.00	2.83
Leposavic	3.08	2.84	2.76
Lipjan	3.40	3.38	3.40
Malisheve	3.26	3.24	3.11
Mamusha	2.72	2.68	3.00
Mitrovica	2.77	2.71	2.95
Mitrovica e Veriut	3.05	2.49	2.43
Novoberda	3.58	3.37	3.21
Obiliq	3.43	3.17	3.45
Partesh	2.83	2.50	2.67
Peje	4.96	4.86	4.86
Podujeve	2.95	2.27	4.28
Prishtine	3.21	2.89	2.97
Prizren	3.45	3.26	3.25
Rahovec	3.34	3.25	3.74
Ranillug	2.33	2.08	2.17
Shterpce	2.28	2.26	2.37
Shtime	3.19	2.82	3.22
Skenderaj	2.66	2.50	2.56
Suhareke	2.97	2.83	3.24
Viti	2.57	2.96	3.28
Vushtrri	3.02	2.68	2.63
Zubin Potok	3.00	2.50	2.42
Zvecan	3.42	3.25	3.25

25. In your opinion, what criteria are considered during the recruitment process of employees in the municipality?

	Education level	Work experience	Political affiliation	Family connections	Other
Decan	61.9%	66.9%	7.6%	50.0%	0.0%
Dragash	55.9%	19.5%	72.0%	91.5%	0.0%
Ferizaj	55.5%	39.8%	39.6%	37.8%	0.2%
Fushe Kosova	63.2%	39.8%	68.8%	71.4%	0.0%
Gjakove	78.7%	33.5%	44.8%	33.2%	4.6%
Gjilan	35.1%	22.9%	63.5%	68.6%	0.0%
Glllogovc	59.4%	52.3%	30.5%	38.6%	4.1%
Gracanica	25.0%	17.6%	60.3%	58.8%	1.5%
Hani i Elezit	56.8%	54.1%	16.2%	27.0%	0.0%
Istog	79.3%	1.5%	11.1%	11.1%	7.4%
Junik	78.9%	84.2%	15.8%	57.9%	0.0%
Kacanik	65.3%	53.4%	17.8%	25.4%	0.0%
Kamenice	37.6%	39.8%	46.2%	55.9%	0.0%
Klina	50.0%	39.1%	54.7%	63.3%	0.0%
Klllokot	41.7%	16.7%	41.7%	41.7%	0.0%
Leposavic	100.0%	100.0%	2.7%	0.0%	0.0%
Lipjan	80.1%	10.8%	64.5%	27.3%	0.4%
Malisheve	38.2%	41.6%	40.4%	48.3%	0.0%
Mamusha	52.0%	40.0%	40.0%	40.0%	0.0%
Mitrovica	57.9%	37.0%	56.8%	56.0%	0.0%
Mitrovica e Veriut	97.3%	100.0%	10.8%	5.4%	0.0%
Novoberda	57.9%	42.1%	36.8%	52.6%	0.0%
Obiliq	80.6%	57.1%	9.2%	5.1%	1.0%
Partesh	50.0%	33.3%	66.7%	66.7%	0.0%
Peje	70.5%	48.4%	54.3%	46.3%	0.0%
Podujeve	63.7%	58.6%	49.8%	46.8%	2.7%
Prishtine	41.5%	46.5%	52.5%	61.1%	0.5%
Prizren	50.9%	48.9%	59.6%	43.7%	0.8%
Rahovec	60.1%	42.8%	68.8%	64.2%	0.6%
Ranillug	58.3%	58.3%	58.3%	41.7%	0.0%
Shterpce	32.6%	16.3%	62.8%	48.8%	7.0%
Shtime	67.0%	30.2%	30.2%	15.1%	0.0%
Skenderaj	53.9%	64.7%	65.9%	26.3%	0.6%
Suhareke	53.6%	48.4%	47.9%	47.4%	0.0%
Viti	55.0%	41.6%	47.0%	50.3%	0.0%
Vushtrri	70.7%	55.5%	39.5%	52.5%	0.0%
Zubin Potok	100.0%	100.0%	0.0%	0.0%	0.0%
Zvecan	100.0%	100.0%	0.0%	0.0%	0.0%

26. Do you think that your municipality promotes a municipal environment that is inclusive and accepts everyone (regardless of gender, ethnicity, (dis)ability, etc.)?				
	I am unsure about the municipality's efforts in this regard.	No, it does not effectively foster a genuinely inclusive and accepting environment	Yes, but to a degree (there is room for improvement)	Yes, my municipality actively fosters a completely inclusive and accepting environment
Decan	5.93%	11.02%	67.80%	15.25%
Dragash	11.02%	2.54%	30.51%	55.93%
Ferizaj	30.09%	3.98%	61.73%	4.20%
Fushe Kosova	36.09%	5.26%	42.11%	16.54%
Gjakove	18.29%	6.40%	54.88%	20.43%
Gjilan	20.68%	25.21%	44.76%	9.35%
Gllgovc	18.27%	20.30%	40.61%	20.81%
Gracanica	25.00%	23.53%	41.18%	10.29%
Hani i Elezit	10.81%	18.92%	70.27%	0.00%
Istog	3.70%	0.00%	44.44%	51.85%
Junik	5.26%	10.53%	63.16%	21.05%
Kacanik	5.08%	8.47%	53.39%	33.05%
Kamenice	16.13%	15.05%	52.69%	16.13%
Klina	53.91%	7.81%	25.78%	12.50%
Kllokot	41.67%	0.00%	41.67%	16.67%
Leposavic	37.84%	10.81%	48.65%	2.70%
Lipjan	6.06%	6.49%	52.38%	35.06%
Malisheve	12.36%	36.52%	30.34%	20.79%
Mamusha	16.00%	4.00%	52.00%	28.00%
Mitrovica	13.19%	25.64%	40.66%	20.51%
Mitrovica e Veriut	18.92%	32.43%	48.65%	0.00%
Novoberda	15.79%	10.53%	26.32%	47.37%
Obiliq	6.12%	5.10%	12.24%	76.53%
Partesh	33.33%	16.67%	25.00%	25.00%
Peje	39.82%	4.13%	30.09%	25.96%
Podujeve	18.64%	14.92%	62.03%	4.41%
Prishtine	37.54%	8.83%	28.92%	24.71%
Prizren	21.77%	10.41%	30.76%	37.07%
Rahovec	35.26%	16.18%	40.46%	8.09%
Ranillug	33.33%	0.00%	50.00%	16.67%
Shterpce	18.60%	11.63%	62.79%	6.98%
Shtime	50.00%	16.98%	21.70%	11.32%
Skenderaj	28.74%	19.16%	40.72%	11.38%
Suhareke	4.17%	14.06%	52.08%	29.69%
Viti	10.07%	23.49%	41.61%	24.83%
Vushtrri	6.46%	18.25%	54.75%	20.53%
Zubin Potok	33.33%	33.33%	33.33%	0.00%
Zvecan	25.00%	8.33%	58.33%	8.33%

27. Do you consider that your municipality offers various marginalized groups equal opportunities for leadership positions (education, health, culture institutions and political positions in the municipality)?

	Women	Old people	Persons with disabilities	Ethnic minorities
Decan	2.70	2.57	1.98	1.99
Dragash	3.63	3.57	3.58	3.52
Ferizaj	2.96	2.50	2.48	2.55
Fushe Kosova	3.27	2.44	2.31	2.59
Gjakove	3.19	2.76	2.73	2.71
Gjilan	3.12	1.73	1.59	2.03
Glllogovc	2.95	2.65	2.50	2.16
Gracanica	2.97	2.10	2.31	2.64
Hani i Elezit	2.25	2.38	2.32	1.61
Istog	2.57	2.15	1.86	1.70
Junik	3.05	2.84	2.57	2.79
Kacanik	2.49	2.49	2.51	2.10
Kamenice	3.27	1.18	1.20	2.22
Klina	2.58	1.51	1.63	2.11
Klllokot	2.90	2.70	2.18	2.30
Leposavic	2.16	1.16	1.14	1.70
Lipjan	3.13	2.87	2.77	2.79
Malisheve	2.89	2.67	2.46	2.60
Mamusha	2.68	2.12	2.00	2.12
Mitrovica	3.06	2.39	1.85	1.57
Mitrovica e Veriut	2.97	1.42	1.22	2.56
Novoberda	2.07	2.56	2.41	2.41
Obiliq	3.37	3.39	3.36	3.38
Partesh	2.73	2.45	1.91	2.18
Peje	3.32	2.74	2.80	3.13
Podujeve	3.16	2.09	1.92	1.58
Prishtine	3.27	2.83	2.77	2.65
Prizren	3.02	2.92	2.95	2.83
Rahovec	3.02	3.06	2.49	3.13
Ranillug	2.42	2.25	2.00	2.58
Shterpce	3.02	2.60	1.98	2.95
Shtime	2.95	2.09	2.05	2.20
Skenderaj	2.95	2.57	2.48	2.52
Suhareke	2.98	2.32	2.39	2.53
Viti	3.03	2.65	2.15	2.85
Vushtrri	3.01	1.96	2.04	2.26
Zubin Potok	2.83	1.42	1.17	2.25
Zvecan	2.42	1.25	1.08	1.58

28. Have you used the following municipal services in the last 12 months?

	Administrative services (various documents)		Construction permits		Primary health services		Public transport		Pre-university education (for you or your close family members)		Public spaces (parks, theatres, sports fields, etc.)		Road infrastructure (local roads and sidewalks)	
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Decan	30.51%	69.49%	82.20%	17.80%	30.51%	69.49%	65.25%	34.75%	70.34%	29.66%	28.81%	71.19%	10.17%	89.83%
Dragash	5.93%	94.07%	78.81%	21.19%	5.08%	94.92%	99.15%	0.85%	10.17%	89.83%	11.02%	88.98%	10.17%	89.83%
Ferizaj	3.32%	96.68%	98.89%	1.11%	1.11%	98.89%	36.50%	63.50%	16.81%	83.19%	7.96%	92.04%	4.20%	95.80%
Fushe Kosova	32.71%	67.29%	75.94%	24.06%	23.68%	76.32%	25.19%	74.81%	41.35%	58.65%	28.20%	71.80%	9.02%	90.98%
Gjakove	13.72%	86.28%	73.48%	26.52%	9.45%	90.55%	49.09%	50.91%	24.39%	75.61%	27.44%	72.56%	8.23%	91.77%
Gjilan	25.50%	74.50%	91.22%	8.78%	13.88%	86.12%	95.47%	4.53%	54.11%	45.89%	38.53%	61.47%	17.00%	83.00%
Gllogovc	28.93%	71.07%	81.73%	18.27%	30.96%	69.04%	78.17%	21.83%	62.94%	37.06%	67.51%	32.49%	55.33%	44.67%
Gracanica	33.82%	66.18%	91.18%	8.82%	82.35%	17.65%	95.59%	4.41%	86.76%	13.24%	48.53%	51.47%	14.71%	85.29%
Hani i Elezit	2.70%	97.30%	83.78%	16.22%	0.00%	100.00%	100.00%	0.00%	27.03%	72.97%	45.95%	54.05%	35.14%	64.86%
Istog	1.48%	98.52%	88.15%	11.85%	3.70%	96.30%	100.00%	0.00%	34.07%	65.93%	4.44%	95.56%	2.22%	97.78%
Junik	15.79%	84.21%	68.42%	31.58%	21.05%	78.95%	42.11%	57.89%	26.32%	73.68%	0.00%	100.00%	0.00%	100.00%
Kacanik	15.25%	84.75%	78.81%	21.19%	5.93%	94.07%	90.68%	9.32%	25.42%	74.58%	24.58%	75.42%	22.88%	77.12%
Kamenice	49.46%	50.54%	93.55%	6.45%	8.60%	91.40%	94.62%	5.38%	47.31%	52.69%	45.16%	54.84%	3.23%	96.77%
Klina	70.31%	29.69%	92.97%	7.03%	41.41%	58.59%	89.06%	10.94%	64.84%	35.16%	74.22%	25.78%	32.03%	67.97%
Kllokot	25.00%	75.00%	75.00%	25.00%	58.33%	41.67%	75.00%	25.00%	75.00%	25.00%	16.67%	83.33%	8.33%	91.67%
Leposavic	70.27%	29.73%	97.30%	2.70%	32.43%	67.57%	83.78%	16.22%	78.38%	21.62%	21.62%	78.38%	2.70%	97.30%
Lipjan	51.52%	48.48%	92.21%	7.79%	26.41%	73.59%	58.44%	41.56%	36.80%	63.20%	16.88%	83.12%	16.02%	83.98%
Malisheve	26.40%	73.60%	78.65%	21.35%	20.79%	79.21%	71.91%	28.09%	40.45%	59.55%	37.64%	62.36%	29.21%	70.79%
Mamusha	40.00%	60.00%	88.00%	12.00%	16.00%	84.00%	68.00%	32.00%	52.00%	48.00%	44.00%	56.00%	44.00%	56.00%
Mitrovica	17.95%	82.05%	83.15%	16.85%	28.21%	71.79%	65.93%	34.07%	57.88%	42.12%	51.65%	48.35%	25.27%	74.73%
Mitrovica e Veriut	97.30%	2.70%	100.00%	0.00%	62.16%	37.84%	97.30%	2.70%	86.49%	13.51%	8.11%	91.89%	5.41%	94.59%
Novoberda	52.63%	47.37%	84.21%	15.79%	73.68%	26.32%	78.95%	21.05%	84.21%	15.79%	63.16%	36.84%	42.11%	57.89%
Obiliq	2.04%	97.96%	81.63%	18.37%	2.04%	97.96%	13.27%	86.73%	16.33%	83.67%	3.06%	96.94%	3.06%	96.94%
Partesh	0.00%	100.00%	75.00%	25.00%	66.67%	33.33%	83.33%	16.67%	66.67%	33.33%	16.67%	83.33%	8.33%	91.67%
Peje	48.08%	51.92%	86.14%	13.86%	53.69%	46.31%	72.27%	27.73%	71.39%	28.61%	67.85%	32.15%	55.75%	44.25%
Podujeve	3.05%	96.95%	93.90%	6.10%	5.08%	94.92%	49.83%	50.17%	38.31%	61.69%	31.19%	68.81%	12.88%	87.12%
Prishtine	41.75%	58.25%	88.33%	11.67%	39.33%	60.67%	38.59%	61.41%	52.47%	47.53%	39.43%	60.57%	40.38%	59.62%
Prizren	20.66%	79.34%	66.40%	33.60%	28.55%	71.45%	46.85%	53.15%	55.52%	44.48%	47.32%	52.68%	43.06%	56.94%
Rahovec	32.37%	67.63%	71.10%	28.90%	49.13%	50.87%	88.44%	11.56%	58.38%	41.62%	58.96%	41.04%	53.18%	46.82%
Ranillug	58.33%	41.67%	100.00%	0.00%	41.67%	58.33%	100.00%	0.00%	91.67%	8.33%	33.33%	66.67%	41.67%	58.33%
Shterpce	4.65%	95.35%	83.72%	16.28%	37.21%	62.79%	93.02%	6.98%	79.07%	20.93%	13.95%	86.05%	4.65%	95.35%
Shtime	11.32%	88.68%	81.13%	18.87%	28.30%	71.70%	70.75%	29.25%	42.45%	57.55%	10.38%	89.62%	4.72%	95.28%
Skenderaj	11.98%	88.02%	83.23%	16.77%	59.88%	40.12%	91.02%	8.98%	44.91%	55.09%	16.77%	83.23%	13.17%	86.83%
Suhareke	21.88%	78.13%	80.73%	19.27%	10.94%	89.06%	63.02%	36.98%	42.71%	57.29%	32.81%	67.19%	22.40%	77.60%
Viti	17.45%	82.55%	77.18%	22.82%	35.57%	64.43%	83.22%	16.78%	42.95%	57.05%	22.15%	77.85%	18.12%	81.88%
Vushtrri	55.13%	44.87%	92.78%	7.22%	36.88%	63.12%	95.44%	4.56%	51.33%	48.67%	9.89%	90.11%	9.51%	90.49%
Zubin Potok	83.33%	16.67%	91.67%	8.33%	25.00%	75.00%	66.67%	33.33%	91.67%	8.33%	8.33%	91.67%	0.00%	100.00%
Zvecan	91.67%	8.33%	100.00%	0.00%	66.67%	33.33%	100.00%	0.00%	58.33%	41.67%	33.33%	66.67%	0.00%	100.00%

29. On a scale from 1 to 4, where 1 = not at all satisfied, 2 = Somewhat dissatisfied, 3 = Somewhat satisfied and 4 = completely satisfied, please rate your level of satisfaction with the following municipal services. 9 = Refuse/No opinion

	Pre-university education	Public spaces	Administrative Services	Public transport	Health services	Construction permits
Decan	3.05	3.44	3.20	2.80	3.09	3.11
Dragash	3.78	3.71	3.98	2.89	3.90	3.65
Ferizaj	3.15	2.97	3.17	2.71	3.01	1.82
Fushe Kosova	3.17	3.05	3.30	2.72	3.00	2.96
Gjakove	3.29	3.20	3.25	3.09	3.15	3.08
Gjilan	2.67	2.46	2.92	1.58	2.89	2.41
Gllogovc	3.04	2.93	3.41	2.60	3.26	2.70
Gracanica	1.77	2.55	3.03	1.66	2.02	2.23
Hani i Elezit	2.65	2.53	3.03	1.68	3.47	2.63
Istog	3.41	3.72	3.46	2.67	3.48	3.44
Junik	3.16	3.47	3.17	2.74	2.95	3.00
Kacanik	3.21	3.08	3.25	2.52	3.68	2.99
Kamenice	2.43	2.41	3.00	1.66	2.39	2.85
Klina	2.48	2.21	2.67	2.04	2.61	2.26
Klllokot	2.10	2.55	3.00	2.40	2.73	2.63
Leposavic	2.33	2.83	1.90	1.60	2.18	1.18
Lipjan	3.24	3.24	3.31	3.13	3.19	3.02
Malisheve	2.98	2.95	3.04	2.84	3.35	2.35
Mamusha	2.71	2.50	2.85	2.07	2.92	2.30
Mitrovica	3.07	2.26	2.76	2.49	3.16	2.59
Mitrovica e Veriut	1.74	3.08	1.91	1.05	1.83	1.44
Novoberda	1.81	1.80	2.53	1.50	2.33	1.88
Obiliq	3.43	3.58	3.52	2.59	3.62	3.18
Partesh	2.09	2.91	2.75	1.92	2.33	2.17
Peje	2.43	3.15	3.18	2.32	2.69	2.64
Podujeve	2.67	2.97	3.23	2.41	3.08	2.51
Prishtine	2.77	2.64	2.87	2.81	2.78	2.17
Prizren	2.64	2.66	3.16	2.57	2.53	2.63
Rahovec	2.61	2.74	3.12	1.58	2.97	2.66
Ranillug	2.11	2.73	2.75	2.00	2.33	1.92
Shterpce	2.62	2.55	3.05	1.36	2.39	2.79
Shtime	3.11	3.28	3.28	2.65	2.57	2.70
Skenderaj	2.57	2.80	2.85	2.13	2.75	2.44
Suhareke	2.85	3.01	3.11	2.21	2.91	2.56
Viti	2.52	2.72	2.63	1.79	2.37	2.29
Vushtrri	2.73	2.50	3.20	1.32	2.84	2.35
Zubin Potok	3.00	3.09	1.67	2.40	2.44	1.50
Zvecan	2.17	2.64	1.88	1.00	1.88	1.38

30. How satisfied are you with spatial planning (municipal development and land use planning)?					
	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Decan	0.00%	9.32%	78.81%	11.86%	0.00%
Dragash	0.00%	8.47%	51.69%	24.58%	15.25%
Ferizaj	1.55%	12.83%	59.07%	4.42%	22.12%
Fushe Kosova	13.91%	30.08%	41.73%	4.14%	10.15%
Gjakove	1.52%	16.46%	61.59%	14.02%	6.40%
Gjilan	14.16%	25.50%	51.56%	5.67%	3.12%
Glllogovc	9.14%	14.21%	52.79%	9.14%	14.72%
Gracanica	2.94%	30.88%	57.35%	2.94%	5.88%
Hani i Elezit	13.51%	24.32%	43.24%	10.81%	8.11%
Istog	0.00%	4.44%	80.74%	8.15%	6.67%
Junik	5.26%	26.32%	52.63%	15.79%	0.00%
Kacanik	6.78%	20.34%	45.76%	23.73%	3.39%
Kamenice	2.15%	8.60%	75.27%	9.68%	4.30%
Klina	29.69%	14.06%	29.69%	5.47%	21.09%
Klllokot	8.33%	8.33%	66.67%	8.33%	8.33%
Leposavic	0.00%	16.22%	56.76%	10.81%	16.22%
Lipjan	6.49%	11.26%	55.41%	25.54%	1.30%
Malisheve	9.55%	28.09%	29.78%	24.72%	7.87%
Mamusha	4.00%	8.00%	56.00%	24.00%	8.00%
Mitrovica	8.42%	20.15%	52.38%	13.55%	5.49%
Mitrovica e Veriut	8.11%	18.92%	64.86%	2.70%	5.41%
Novoberda	21.05%	15.79%	26.32%	5.26%	31.58%
Obiliq	2.04%	2.04%	60.20%	29.59%	6.12%
Partesh	16.67%	8.33%	33.33%	0.00%	41.67%
Peje	1.77%	7.96%	65.19%	22.12%	2.95%
Podujeve	8.14%	21.69%	51.19%	15.25%	3.73%
Prishtine	17.14%	17.98%	40.17%	13.46%	11.25%
Prizren	7.41%	13.88%	48.26%	16.72%	13.72%
Rahovec	17.34%	30.06%	34.10%	12.72%	5.78%
Ranillug	8.33%	0.00%	58.33%	0.00%	33.33%
Shterpce	9.30%	32.56%	39.53%	4.65%	13.95%
Shtime	13.21%	5.66%	35.85%	17.92%	27.36%
Skenderaj	2.40%	19.16%	74.25%	1.80%	2.40%
Suhareke	6.77%	9.90%	59.90%	22.92%	0.52%
Viti	10.07%	24.83%	49.66%	10.74%	4.70%
Vushtrri	6.84%	12.93%	56.27%	15.97%	7.98%
Zubin Potok	0.00%	16.67%	58.33%	0.00%	25.00%
Zvecan	0.00%	25.00%	58.33%	8.33%	8.33%

31. Please rate your level of satisfaction with: (Rate from 1-4, where 1=Not at all satisfied, 2 = Somewhat dissatisfied, 3 = Somewhat satisfied and 4=Completely satisfied; 9=Refuse/No opinion)

	Overall performance of the municipality	Mayor	Local Administration	Municipal Assembly	Municipal services
Decan	3.36	3.51	3.28	3.34	3.31
Dragash	3.98	3.89	3.86	3.78	3.77
Ferizaj	2.88	3.35	2.89	2.91	2.92
Fushe Kosova	2.54	2.48	2.82	2.53	3.00
Gjakove	3.20	3.40	3.09	3.06	3.12
Gjilan	2.49	2.39	2.66	2.41	2.67
Glllogovc	3.10	3.13	2.73	2.56	2.87
Gracanica	3.05	2.81	2.78	2.48	3.02
Hani i Elezit	2.72	2.97	2.38	2.52	2.43
Istog	3.52	3.73	3.50	3.45	3.66
Junik	3.11	2.84	3.17	2.95	3.16
Kacanik	3.29	3.45	2.99	3.13	3.08
Kamenice	2.95	2.99	2.95	2.97	2.97
Klina	2.30	2.87	2.40	2.36	2.52
Klllokot	2.55	2.27	2.73	2.64	2.75
Leposavic	1.70	1.43	1.92	1.62	2.00
Lipjan	3.34	3.30	3.28	3.29	3.31
Malisheve	3.02	3.27	3.23	3.16	3.16
Mamusha	2.60	2.92	2.68	2.56	2.76
Mitrovica	2.63	2.59	2.50	2.26	2.91
Mitrovica e Veriut	2.00	1.83	2.11	1.81	2.14
Novoberda	2.31	2.00	2.79	2.38	2.31
Obiliq	3.49	3.53	3.44	3.40	3.51
Partesh	2.64	2.78	2.70	2.00	2.70
Peje	3.24	3.47	2.85	2.87	3.38
Podujeve	3.25	3.07	3.15	2.74	3.21
Prishtine	2.70	2.90	2.66	2.69	2.73
Prizren	3.01	2.93	2.88	2.93	2.87
Rahovec	2.98	2.80	3.01	3.03	3.02
Ranillug	2.25	2.00	2.58	1.80	2.42
Shterpce	2.60	2.67	2.73	2.23	2.44
Shtime	3.19	2.92	3.42	3.09	3.32
Skenderaj	2.82	2.63	2.58	2.65	2.57
Suhareke	2.97	3.24	2.96	2.89	2.97
Viti	2.28	2.09	2.38	2.82	2.58
Vushtrri	2.85	3.08	3.03	2.75	3.08
Zubin Potok	1.36	1.27	1.55	1.27	1.64
Zvecan	1.90	1.60	1.90	1.70	1.80

32. On a scale of 1 to 5, where 1 indicates "Not at all satisfied" and 5 indicates "Completely satisfied," please rate your satisfaction with the following aspects of living in your municipality

	Environmental protection efforts	Disaster management	Air quality	Waste management	Traffic
Decan	3.87	3.77	4.84	4.03	4.37
Dragash	3.85	3.81	4.17	3.92	4.08
Ferizaj	2.52	2.68	3.54	2.46	2.58
Fushe Kosova	2.62	2.72	2.79	2.99	2.32
Gjakove	3.23	3.27	3.41	3.40	3.35
Gjilan	2.71	2.75	3.03	2.77	2.66
Gllogovc	3.28	3.11	3.11	3.40	2.68
Gracanica	2.49	2.62	2.18	2.51	2.38
Hani i Elezit	2.05	2.11	1.76	2.35	2.41
Istog	4.04	4.71	3.81	4.66	3.64
Junik	3.68	3.53	4.89	3.53	3.84
Kacanik	3.66	3.61	3.65	3.65	3.69
Kamenice	3.56	3.46	3.85	3.56	3.53
Klina	2.30	2.15	2.03	2.65	1.86
Klllokot	2.58	1.92	3.08	2.33	2.83
Leposavic	2.00	1.92	3.30	2.08	2.38
Lipjan	3.47	3.50	3.84	3.52	3.67
Malisheve	3.04	3.39	2.89	3.23	3.02
Mamusha	2.84	3.20	3.08	2.60	2.44
Mitrovica	2.48	3.10	3.08	2.27	2.70
Mitrovica e Veriut	1.70	1.86	2.14	1.51	1.86
Novoberda	2.74	2.05	3.42	2.42	2.42
Obiliq	3.78	3.84	1.70	4.30	4.43
Partesh	2.75	2.33	2.50	3.33	2.33
Peje	3.13	3.21	3.97	2.96	2.81
Podujeve	2.37	2.65	2.39	2.30	2.29
Prishtine	2.52	2.88	2.45	2.42	2.19
Prizren	2.55	2.68	2.81	2.53	2.48
Rahovec	3.02	3.42	3.64	3.29	3.31
Ranillug	2.25	2.00	2.83	2.42	2.42
Shterpce	2.16	2.23	3.70	2.07	2.84
Shtime	3.10	3.21	3.42	3.00	2.83
Skenderaj	2.56	2.53	2.89	2.66	2.34
Suhareke	3.15	3.20	3.09	3.10	2.63
Viti	3.20	3.47	3.95	3.43	3.91
Vushtrri	2.51	3.19	2.69	2.84	2.51
Zubin Potok	2.00	1.83	3.25	2.08	2.17
Zvecan	1.83	1.58	1.58	1.83	1.83

33. Do you think your municipality is in the right direction to be a better place 5 years from now?		
	No	Yes
Decan	0.00%	100.00%
Dragash	7.63%	92.37%
Ferizaj	13.94%	86.06%
Fushe Kosova	24.81%	75.19%
Gjakove	17.99%	82.01%
Gjilan	41.93%	58.07%
Gllogovc	46.19%	53.81%
Gracanica	39.71%	60.29%
Hani i Elezit	35.14%	64.86%
Istog	8.89%	91.11%
Junik	15.79%	84.21%
Kacanik	19.49%	80.51%
Kamenice	23.66%	76.34%
Klina	20.31%	79.69%
Kilokot	33.33%	66.67%
Leposavic	45.95%	54.05%
Lipjan	18.18%	81.82%
Malisheve	23.60%	76.40%
Mamusha	16.00%	84.00%
Mitrovica	43.96%	56.04%
Mitrovica e Veriut	43.24%	56.76%
Novoberda	26.32%	73.68%
Obiliq	12.24%	87.76%
Partesh	25.00%	75.00%
Peje	24.78%	75.22%
Podujeve	26.78%	73.22%
Prishtine	39.33%	60.67%
Prizren	26.18%	73.82%
Rahovec	35.26%	64.74%
Ranillug	41.67%	58.33%
Shterpce	46.51%	53.49%
Shtime	41.51%	58.49%
Skenderaj	27.54%	72.46%
Suhareke	15.10%	84.90%
Viti	53.69%	46.31%
Vushtrri	25.48%	74.52%
Zubin Potok	33.33%	66.67%
Zvecan	66.67%	33.33%

34. Are you aware of the existence of local councils in your municipality?			
	No	Not sure	Yes
Decan	39.8%	0.00%	60.2%
Dragash	52.5%	43.2%	4.2%
Ferizaj	69.0%	23.2%	7.7%
Fushe Kosova	20.7%	31.2%	48.1%
Gjakove	39.0%	18.9%	42.1%
Gjilan	75.9%	15.6%	8.5%
Glllogovc	55.8%	31.0%	13.2%
Gracanica	33.8%	14.7%	51.5%
Hani i Elezit	21.6%	78.4%	0.00%
Istog	76.3%	2.2%	21.5%
Junik	36.8%	0.00%	63.2%
Kacanik	28.0%	50.8%	21.2%
Kamenice	68.8%	19.4%	11.8%
Klina	61.7%	7.8%	30.5%
Klllokot	16.7%	66.7%	16.7%
Leposavic	86.5%	0.00%	13.5%
Lipjan	31.6%	32.5%	35.9%
Malisheve	43.3%	9.6%	47.2%
Mamusha	52.0%	20.0%	28.0%
Mitrovica	53.8%	35.2%	11.0%
Mitrovica e Veriut	62.2%	35.1%	2.7%
Novoberda	36.8%	31.6%	31.6%
Obiliq	77.6%	8.2%	14.3%
Partesh	83.3%	0.00%	16.7%
Peje	39.5%	16.8%	43.7%
Podujeve	58.0%	35.6%	6.4%
Prishtine	54.3%	18.6%	27.1%
Prizren	57.9%	22.6%	19.6%
Rahovec	54.9%	30.6%	14.5%
Ranillug	41.7%	50.0%	8.3%
Shterpce	51.2%	39.5%	9.3%
Shtime	17.0%	25.5%	57.5%
Skenderaj	56.3%	37.1%	6.6%
Suhareke	49.5%	12.5%	38.0%
Viti	36.9%	27.5%	35.6%
Vushtrri	60.5%	20.5%	19.0%
Zubin Potok	100.0%	0.00%	0.00%
Zvecan	100.0%	0.00%	0.00%

35. Have you heard about or interacted with your local council in the last 12 months?		
	No	Yes
Decan	57.6%	42.4%
Dragash	81.4%	18.6%
Ferizaj	94.9%	5.1%
Fushe Kosova	75.2%	24.8%
Gjakove	74.7%	25.3%
Gjilan	89.2%	10.8%
Glllogovc	86.3%	13.7%
Gracanica	80.9%	19.1%
Hani i Elezit	81.1%	18.9%
Istog	58.5%	41.5%
Junik	68.4%	31.6%
Kacanik	68.6%	31.4%
Kamenice	79.6%	20.4%
Klina	78.1%	21.9%
Klllokot	91.7%	8.3%
Leposavic	86.5%	13.5%
Lipjan	82.3%	17.7%
Malisheve	66.3%	33.7%
Mamusha	76.0%	24.0%
Mitrovica	59.7%	40.3%
Mitrovica e Veriut	100.0%	0.00%
Novoberda	84.2%	15.8%
Obiliq	96.9%	3.1%
Partesh	75.0%	25.0%
Peje	61.4%	38.6%
Podujeve	91.2%	8.8%
Prishtine	88.0%	12.0%
Prizren	74.8%	25.2%
Rahovec	76.9%	23.1%
Ranillug	91.7%	8.3%
Shterpce	90.7%	9.3%
Shtime	80.2%	19.8%
Skenderaj	85.6%	14.4%
Suhareke	71.9%	28.1%
Viti	67.8%	32.2%
Vushtrri	92.0%	8.0%
Zubin Potok	100.0%	0.00%
Zvecan	100.0%	0.00%

ii. Survey Questionnaire

Demographics

D1. Municipality:

1. Deçan
2. Gjakovë
3. Glogovac
4. Gjilan
5. Dragash
6. Istog
7. Kaçanik
8. Klina
9. Fushë Kosovë
10. Kamenicë
11. Mitrovicë
12. Mitrovicë North
13. Leposaviq
14. Lipjan
15. Novobërdë
16. Obiliq
17. Rahovec
18. Pejë
19. Podujevë
20. Prishtinë
21. Prizren
22. Skenderaj
23. Shtime
24. Shtërpçë
25. Suharekë
26. Ferizaj
27. Viti
28. Vushtrri
29. Zubin Potok
30. Zveçan
31. Malishevë
32. Junik
33. Mamushë
34. Hani i Elezit
35. Graçanicë
36. Ranillug
37. Partesh
38. Klokot

D2. Name of street/village _____

D3. Location

- a. Urban
- b. Rural

D4. Gender

- a. Male
- b. Female
- c. Other
- d. Prefer not to disclose

D5. Do you consider yourself:

- a. Albanian
- b. Serb
- c. Goran
- d. Roma
- e. Ashkali
- f. Egyptian
- g. Turk
- h. Bosnian
- i. Other _____
- j. Ref.

D6. Age _____

D7. Level of education

- 1. Several years of elementary school
- 2. Elementary school
- 3. Several years of high school
- 4. High school
- 5. Student
- 6. University
- 7. Master or PhD
- 8. No education

D8. Status of employment

- 1. Unemployed,
 - a. If YES, do you receive social welfare
- 2. Employed in the private sector
- 3. Employed in the public sector
- 4. Self-employed
- 5. Pensioner
- 6. Stay at home parent
- 7. Student

D9. How many members are there in your family?

Write the total number of members _____ Under 18 _____ Over 65

MUNICIPAL GOVERNANCE

Access to information

- 1. How informed are you about the decisions your municipality takes? Rate from 1 to 4, where 1 = Not at all informed, 2 = Somewhat informed, 3 = Pretty well informed and 4 = Completely informed; 9 = Refuse/No opinion.
- 2. In what ways are these decisions communicated? – Multiple choice question
 - a. Published in the municipality’s webpage
 - b. Communicated by mail
 - c. Communicated through Facebook
 - d. Communicated through local TV/Radio
 - e. Communicated through word-of-mouth
 - f. Other (please specify)
 - g. Don’t know / Ref.

- 3. In the last 12 months, have you visited the following? (multiple choice)

a.	Municipal website (Continue with Q3a)	
b.	Municipal Facebook page (Continue with Q3a)	
c.	Other (please specify) (Continue with Q3a)	
d.	None (Go to Q3b and then Q8)	

- 3a. How often have you visited municipal platforms in the last 12 months?

- a. Daily
- b. Weekly
- c. Monthly
- d. Every three months
- e. Once a year
- f. Never

- 3b. Why haven’t you visited any of the municipal platforms?

- a. I find the platforms difficult to navigate
- b. I prefer to obtain information from other sources
- c. I do not have an interest in municipal updates
- d. I was not aware of these platforms
- e. Other (please specify)

- 4. For what reason? (multiple choice)

- a. Information regarding public tenders
- b. Information regarding public hearings
- c. Job openings
- d. Subsidies
- e. Municipal budget and spending
- f. Other, please specify

- 5. Did you find the requested information/service?

- a. Yes (Continue with Q6)
- b. No (Skip to Q8)

6. How easily did you find the information that you needed? Rate from 1 to 4, where 1 = Very difficult, 2= Pretty difficult, 3 = Easy and 4 = Very easy; 9 = Refuse/No opinion.

Municipal website				
1	2	3	4	9

Facebook page				
1	2	3	4	9

Other				
1	2	3	4	9

7. How easily did you understand the information published by the municipality? Rate from 1 to 4, where 1 = Not at all understandable, 2 = Somewhat not understandable, 3 = Somewhat understandable and 4 = Very understandable; 9 = Refuse/No opinion.

Citizen participation (engagement)

8. How did you interact with your municipality in the past 12 months? Multiple choice question
- I participated in public meetings (public hearings, meetings with the municipal officials, etc.) (Skip to Q13)
 - Through individual meetings (with Mayor, Director, MA member) (Continue with Q8a)
 - Through joint community initiatives (village/neighbourhood council, Civil Society Organizations, etc.) (Continue with Q8a)
 - I didn't have any interaction
 - Other (please specify)

8a. Did you raise any specific issues during these interactions?

- Yes (Continue with Q9)
- No (Skip to Q15)

9. For what kind of issues did you raise with the municipality? Multiple Choice
- Local infrastructure (i.e. roads, sidewalks, public lighting and signalling)
 - Education
 - Environment (waste management, air quality, etc.)
 - Health
 - Cultural/recreational activities
 - Public safety (policing, crime, stray dogs, vandalism)
 - Traffic (parking, walking paths, public transport)
 - Issues affecting women and other marginalised groups (please specify)
 - Other, please specify _____

10. If you raised an issue (from question 8a), did the municipality respond to the issue you raised?

- a. Yes (Continue with 11)
- b. No (Go to 15)

11. If yes, how many days did it take the municipality to respond to the issue you raised? _____

12. How satisfied were you with the municipality's response to the issue you raised? Rate from 1 to 4, where 1 = Not at all satisfied, 2 = Somewhat dissatisfied, 3 = Somewhat satisfied and 4 = Completely satisfied; 9 = Refuse/No opinion.

12a. If 12=1 or 2 (not at all satisfied or somewhat dissatisfied), why were you not satisfied with the municipality's response?

The response took too long, and the issue remained unresolved.

The municipality did not communicate effectively or provide clear information.

The actions taken by the municipality were insufficient to address the issue.

There was no follow-up or ongoing support from the municipality

Other (please specify)

13. How does the municipality engage you during public meetings?

- a. I am only informed what is going to happen or has already happened
- b. The municipality provides different options and asks for feedback/opinion (Continue with Q14)
- c. The municipality asks for open feedback/opinion (without providing options) (Continue with Q14)

14. If 13=b or 13=c, to what extent do you agree that municipal authorities take into account participants' suggestions during public meetings? Rate from 1 to 4, where 1 = Strongly disagree, 2 = Disagree, 3 = Agree and 4 = Strongly agree; 9 = Refuse/No opinion.

15. Would you be willing to use digital platforms to engage with your municipality?

- a. Yes
- b. No

16. Do you have information on how the municipal budget is split?

Note for the enumerators (Municipal budget typically covers capital investments (infrastructure), operating expenses, social services, public safety, environmental initiatives, recreation and culture, and debt servicing.

- a. Yes (Continue with Q17)
- b. No (Go to Q18)

17. If yes, how satisfied are you with project priority setting in the municipal budget? Rate from 1 to 4, where 1 = Not at all satisfied, 2 = Somewhat dissatisfied, 3 = Somewhat satisfied and 4 = Completely satisfied; 9 = Refuse/No opinion.

Role of Municipal Assembly

18. To what extent are you aware about the role and responsibilities of Municipal Assembly members? Rate from 1 to 4, where 1=Not at all aware, 2 = Slightly aware, 3= Moderately

aware and 4=Extremely aware; 9=Refuse/No opinion

19. Did you meet any municipal assembly member in the past 12 months to discuss common public issues?
- a. Yes (Skip Q20a and then Q21)
 - b. No (Go to Q21)

20. Have you attended any Municipal Assembly sessions in the last 12 months?
- a. Yes (Continue with 20a and then skip Q21)
 - b. No (Go to Q21)

- 20a. How frequently have you attended these sessions?
- a. Monthly or more often
 - b. Several times a year (but less than monthly)
 - c. Once a year
 - d. Rarely
 - e. Only once
 - f. I have attended multiple times but not on a regular schedule

21. If no in 19 or 20, what is the reason?
- a. I was not interested
 - b. I was not informed
 - c. I was busy
 - d. Other, please specify

According to the law on local government, the municipal assembly has the power to hold accountable the municipal executive (mayor and municipal directors).

22. To what extent do you agree that the Municipal Assembly manages to hold the executive (Mayor and directors of municipal directorates) accountable? Rate from 1 to 4, where 1 = Strongly disagree, 2 = Disagree, 3 = Agree and 4 = Strongly agree; 9 = Refuse/No opinion.

Municipal management

23. How satisfied are you with the management of the municipal budget? Rate from 1 to 4, where 1 = Not at all satisfied, 2 = Somewhat dissatisfied, 3 = Somewhat satisfied and 4=Completely satisfied; 9 = Refuse/No opinion
24. How satisfied are you with the public infrastructure projects/works in your municipality? Rate from 1 to 4, where 1 = Not at all satisfied, 2 = Somewhat dissatisfied, 3 = Somewhat satisfied and 4=Completely satisfied; 9 = Refuse/No opinion

Quality of the work	1	2	3	4	9 – Ref.
Duration of the work	1	2	3	4	9 – Ref.
Environmental protection efforts	1	2	3	4	9 – Ref.

25. In your opinion, what criteria is taken into account during the process of recruiting employees in the municipality? (multiple choice)

- Education level
- Work experience
- Political affiliation
- Family connections
- Other, please specify _____

26. Do you think your municipality fosters a municipality that is inclusive and accepting of all (irrespective of gender, ethnicity, (dis)ability, etc.)?

- a. Yes, my municipality actively fosters a completely inclusive and accepting environment.
- b. Yes, but to a degree (there is room for improvement).
- c. No, it does not effectively foster a genuinely inclusive and accepting environment.
- d. I am unsure about the municipality's efforts in this regard.

27. Do you consider that your municipality offers to various marginalized groups equal opportunities for leadership positions (education, health, culture institutions and political positions in the municipality)? Rate from 1 to 4, where 1 = Not at all, 2 = Very little, 3 = Somewhat and 4 = To a great extent; 9 = Refuse/No opinion

	1-Not at all	2-Very little	3-Somewhat	4-To a great extent	9-NA/Ref.
Women					
Old people					
Persons with disabilities					
Ethnic minorities					
Other (specify)					

Service delivery

28. Have you used the following municipal services in the last 12 months?

Administrative services (various documents)	Yes	No
Construction permits	Yes	No
Primary health services	Yes	No

Public transport	Yes	No
Pre-university education (for you or your close family members)	Yes	No
Public spaces (parks, theatres, sport fields, etc)	Yes	No
Road infrastructure (local roads and sidewalks)	Yes	No
Other, specify _____	Yes	No

29. On a scale from 1 to 4, where 1 = not at all satisfied, 2 = Somewhat dissatisfied, 3 = Somewhat satisfied and 4 = completely satisfied, please rate your level of satisfaction with the following municipal services. 9 = Refuse/No opinion

Administrative Services				
1	2	3	4	9

Construction permits				
1	2	3	4	9

Health services				
1	2	3	4	9

Public transport				
1	2	3	4	9

Pre-university education				
1	2	3	4	9

Public spaces (parks, theatres, sport fields, etc.)				
1	2	3	4	9

Road infrastructure (local roads and sidewalks)				
1	2	3	4	9

30. How satisfied are you with spatial planning (municipal development and land use planning)? Rate from 1-4, where 1=Not at all satisfied, 2 = Somewhat dissatisfied, 3 = Somewhat satisfied and 4=Completely satisfied; 9=Refuse/No opinion.

General satisfaction with municipalities

31. Please rate your level of statisfaction with:

Rate from 1-4, where 1=Not at all satisfied, 2 = Somewhat dissatisfied, 3 = Somewhat satisfied and 4=Completely satisfied; 9=Refuse/No opinion

Overall performance of the municipality				
1	2	3	4	9 – Ref.

Mayor				
1	2	3	4	9 – Ref.

Municipal Assembly				
1	2	3	4	9 – Ref.

Local Administration				
1	2	3	4	9 – Ref.

Municipal services				
1	2	3	4	9 – Ref.

32. On a scale of 1 to 5, where 1 indicates "Not at all satisfied" and 5 indicates "Completely satisfied," please rate your satisfaction with the following aspects of living in your municipality:

	1-Not satisfied at all	2	3	4	5- Completely satisfied
Air quality					
Traffic					
Waste management					
Environmental protection efforts					
Disaster management					

33. Do you think your municipality is in the right direction to be a better place 5 years from now?

- a. Yes
- b. No

34. Are you aware of the existence of local councils in your municipality?

- a) Yes (Continue with Q33a)
- b) No
- c) Not sure

34a. Have you heard about or interacted with your local council in the last 12 months?

- a. Yes
- b. No

35. In your opinion, what should be the 3 most important priorities of your municipality in the next 4 years:

- road infrastructure (roads, sidewalks, lighting)
- urban and rural planning (constructions, planning of public spaces, greenery, public transport)
- public services (water, sewage and waste management)
- education (schools, learning conditions, nurseries)
- health (investment in family centres, good services)
- local economic development (support for businesses, investment promotion, local markets)
- Other (specify)

