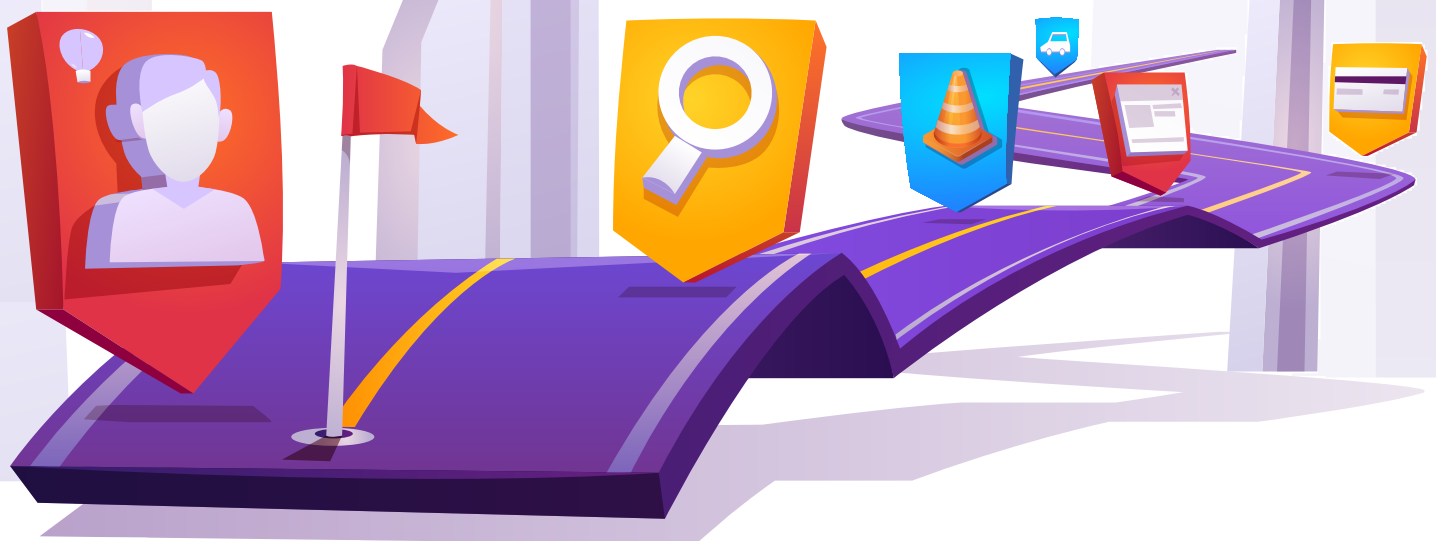


CITIZEN SATISFACTION SURVEY



JUNE 2022

CITIZEN SATISFACTION SURVEY

JUNE 2022

Contents

Executive Summary	5
Key Findings	5
Introduction	6
Methodology Approach	6
Quantitative Approach	6
Qualitative Approach	7
Study Results	7
Access to Information	7
Citizen participation (engagement)	12
Role of Municipal Assembly	20
Municipal Management	23
Service delivery	27
General satisfaction with municipalities	30
Conclusion	34
Annex	35
Crosstabs with municipalities	35
Survey Questionnaire	86
Focus Group Discussion Guide	93

List of Figures

Figure 1.	How informed are you about the decisions your municipality takes?	8
Figure 2.	In what ways are these decisions communicated?	9
Figure 3.	In the last 12 months, have you visited the following?	10
Figure 4.	For what reason?	10
Figure 5.	Did you find the requested information/service?	11
Figure 6.	How easy did you find the information that you needed?	11
Figure 7.	Did you understand easily the information you found published by the municipality?	12
Figure 8.	How did you interact with your municipality in the past 12 months (except during the electoral campaign)?	12
Figure 9.	How did you interact with your municipality in the past 12 months (except during the electoral campaign)? Gender Breakdown	13
Figure 10.	For what kind of issues did you raise with the municipality?	14
Figure 11.	For what kind of issues did you raise with the municipality? Gender breakdown	14
Figure 12.	How does the municipality engage you during public meetings?	15
Figure 13.	To what extent do you agree that municipal authorities take into account participants' suggestions during public meetings?	16



Figure 14.	If you raised an issue, did the municipality respond to the issue you raised?	16
Figure 15.	If yes, how many days did it take the municipality to respond to the issue you raised? Gender breakdown	17
Figure 16.	How satisfied were you with the municipality's response to the issue you raised?	17
Figure 17.	Would you be willing to use digital platforms to engage with your municipality?	18
Figure 18.	Do you have information on how the municipal budget is split?	18
Figure 19.	How satisfied are you with project priority setting in the municipal budget?	19
Figure 20.	How satisfied are you with project priority setting in the municipal budget? Gender Breakdown	19
Figure 21.	To what extent are you aware about the role and responsibilities of Municipal Assembly members?	20
Figure 22.	Did you meet any municipal assembly members in the past 12 months to discuss common public issues?	21
Figure 23.	Did you meet any municipal assembly members in the past 12 months to discuss common public issues? Gender Breakdown	21
Figure 24.	Have you attended any Municipal Assembly sessions in the last 12 months?	21
Figure 25.	What is the reason?	22
Figure 26.	Have you followed Municipal Assembly sessions through media (TV/radio/social media)?	22
Figure 27.	To what extent do you agree that the Municipal Assembly manages to hold the executive (Mayor and directors of municipal directorates) accountable?	23
Figure 28.	How satisfied are you with the management of the municipal budget?	24
Figure 29.	How satisfied are you with the public infrastructure projects/works in your municipality?	25
Figure 30.	In your opinion, what criteria is taken into account during the process of recruiting employees in the municipality?	25
Figure 31.	Do you consider that your municipality offers to women equal opportunities for leadership positions (education, health, culture institutions and political positions in the municipality)?	27
Figure 32.	Have you used the following municipal services in the last 12 months?	28
Figure 34.	How satisfied are you with spatial planning (municipal development and land use planning)?	29
Figure 35.	Please rate your level of satisfaction with...	31
Figure 36.	Are you satisfied with living in your municipality?	31
Figure 37.	Do you think your municipality is in the right direction to be a better place 5 years from now?	32
Figure 38.	Did you vote in the last municipal elections (2021)?	33

Executive Summary

This report presents the findings from the "Citizen Satisfaction Survey", a study commissioned by HELVETAS Swiss Intercooperation/DEMOS Project and conducted by UBO Consulting. The aim of this research was to explore the attitudes and perceptions of Kosovo citizens regarding public services and their local government.

Key Findings

- The majority of the respondents (78%) are informed about the decisions that their municipality takes, whereas 21 percent are not informed. According to surveyed citizens, municipal decisions are communicated through word-of-mouth (47%), Facebook (44%) and local TV/Radio (39%). The main reasons survey respondents visit their municipality's Facebook pages and/or websites are job openings (71%), followed by subsidies (38%) and information regarding public hearings (34%). More than half of the respondents (62%) are willing to use digital platforms to engage with their municipalities.
- The majority of survey respondents (74%) did not have any interaction with their municipality in the past 12 months. Those that did interact with the municipality, mostly raised issues about local infrastructure (53%), issues about the environment (47%) or education (45%). A smaller share of the respondents raised an issue about health (35%) and public safety (34%). The majority of the respondents (83%) stated that the municipality did not respond to the issues they raised. The remaining 17 percent waited for an average of 17 days to get a response from the municipality.
- Only 23 percent of survey respondents are aware of how the municipal budget is split/distributed. The majority of respondents (78%) are satisfied with the priority setting in the municipal budget, whereas 22 percent are not satisfied with it. In addition, more than half of interviewed citizens across Kosovo (56%) reported to being somewhat satisfied with the management of the municipal budget.
- Less than half of respondents (41%) are moderately aware of the role and responsibilities of municipal assembly members, and a smaller share of the respondents (31%) are slightly aware of it. The majority of survey respondents (71%) didn't meet with any Municipal Assembly member in the past 12 months to discuss common public issues. In addition, the majority of respondents (86%) did not attend any Municipal Assembly sessions in the last 12 months. Reasons why the respondents did not attend such events include: lack of interest (43%), lack of information (37%) and lack of free time (20%).
- More than half of survey respondents (54%) believe that their municipality somewhat offers equal opportunities for leadership positions to women, whereas only 13 percent believed those opportunities are offered to a great extent.
- Most used municipal services among surveyed respondents include: construction permits (85%), administrative services (77%), primary health services (69%) and public transport services (60%). Slightly less of them used public spaces (49%) and pre-university education services (47%).
- The majority of the respondents are satisfied with their municipalities' services (78%), overall performance (75%), local administration (75%) and municipal assembly (71%). Survey results also show that 73 percent of the respondents believe that their municipality is in the right direction to be in a better place five years from now.

Introduction

Citizen Satisfaction Survey is a study aimed at exploring the attitudes and perceptions of Kosovo citizens regarding public services and their local government. CSS is being carried out within the Decentralization and Municipal Support project. The overall goal of DEMOS is to support Kosovo in its transition process towards a democratic, decentralized state in which municipalities exercise socially inclusive governance and provide effective services responding to citizens' priorities and needs.

This report outlines the most important results of the survey and focus group discussions. It provides information that can be used to scrutinize what citizens across Kosovo think on most pressing issues within municipality domain and provide with feedback on the work of municipalities and their elected officials. The assumption is that by outlining the most pressing issues, the municipalities may find the incentive to react. Further, results from this survey may be used by the Ministry of Local Government Administration and individual municipalities for evaluating their effectiveness in providing public services, which could ultimately lead to the improvement of services and hence, in the quality of life for all Kosovo citizens.

The Citizen Satisfaction Survey Report is divided into six main sections which include: Access to Information, Citizen Participation, Role of Municipal Assembly, Municipal Management, Service Delivery and General Satisfaction with Municipalities. Each of these sections presents quantitative and qualitative data which was gathered for the purpose of this study.

Methodology Approach

This study was conducted using a mixed methodology approach, that uses both quantitative and qualitative methods for data collection.

Quantitative Approach

The survey was conducted through personal interviews, using CAPI technique (computer-assisted personal interviews). This survey has been implemented in 38 municipalities throughout Kosovo, encompassing Albanians, Serbians and other minorities. More specifically, Albanian respondents were interviewed in 35 municipalities whereas Serbian respondents in 17 municipalities. The survey was conducted through face-to-face interviews and the data was processed through a survey management software.

The sampling structure comes from the 2011 census, which is a standard format in the field of public opinion research. Using population structure and its spread, quotas by ethnicity (over-estimation of minority communities), municipalities and type of settlement (urban and rural) are determined. This structure enables stratified alignment to the lowest level of sample organization based on population.

To identify the potential problems that may arise during the administration of the questionnaire in the field, UBO Consulting conducted a pilot-testing of the questionnaires to validate them in terms of content and logic. The pilot test also allowed to establish the reliability of the questionnaire, as well as to measure the time required to successfully

complete an interview. Necessary modifications were made to the questionnaire during this stage.

UBO Consulting conducted the survey fieldwork between 6th of December and 22nd of December 2021. The survey has been conducted with representatives of Albanian and Serb communities and has been carried out including both urban and rural areas, equally.

Qualitative Approach

For the purpose of this study, UBO Consulting also used a qualitative method, namely the focus groups. This research method is commonly used to extract in-depth information from participants' personal experiences, beliefs, perceptions and behaviours, through a moderate interaction of participants.

In terms of focus groups, UBO Consulting conducted 3 of them. The discussions were administered as follows:

1. FGD with women of ethnicities that speak Albanian
2. FGD with men of ethnicities that speak Albanian
3. FGD with women and men of ethnicities that speak Serbian

Focus groups were held on December 16th and December 29th, 2021. The purpose of these focus groups was to validate the results from face-to-face interviews. UBO Consulting, in collaboration with the DEMOS, drafted the discussion guide. The discussion guide consisted of an introduction and discussion section, providing the moderator with a summary of the issues to be discussed at these meetings.

Study Results

Access to Information

One of the aims of the study was to get a better understanding on the ways survey respondents access information regarding their municipality. This section of the report, among others, presents qualitative and quantitative data on the level of information survey respondents have about municipal decisions, ways which the decisions are communicated, the difficulty of finding and understanding such information, etc.

The graph below shows that the majority of the respondents (78%) are informed about the decisions that their municipality takes, whereas 21 percent are not informed.

When analysing the results in terms of municipality, respondents from Suharekë/Suva Reka were the ones who were informed the most (70%) about the decisions their municipality takes, closely followed by the survey respondents of Mitrovicë e Veriut/Severna Mitrovica (69%) and Partesh/Parteš (64%). On the other hand, 74 percent of the Novobërdë/Novo Brdo survey respondents said they are not at all informed about the decisions their municipality takes. In addition, respondents that have lack of information about decision making in their municipality are from Hani i Elezit/Elez Han (68%) and Klinë/Klina (64%).

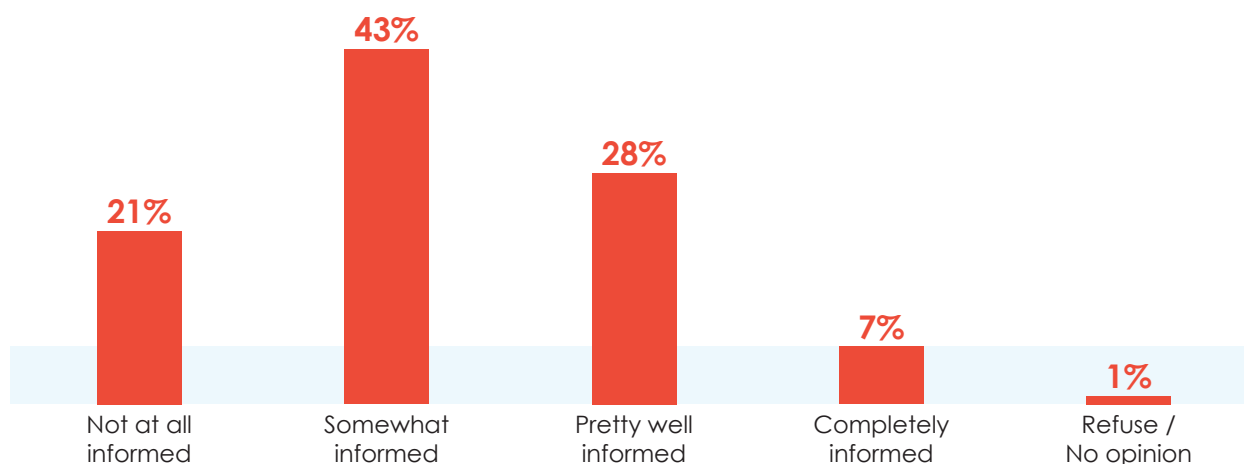


Figure 1. How informed are you about the decisions your municipality takes?

Concerning the considerable gap in information of citizens on the decisions that their municipality assumes, the qualitative component of the study aimed to unveil the reasons/factors that may have contributed to the misinforming of citizens. Generally, it seems that citizens believe that it is more beneficial for municipal authorities to keep citizens in the dark regarding their decisions. Focus group participants partaking in the study declared that it often occurs that municipal decisions or job announcements are not published in a timely manner. According to them, the posting of these announcements very close to the due date handicaps the regular process of recruitment, and allows for informalities to occur. By doing so, municipalities obey to the rules of transparency, nonetheless, they engage in acts of informality (nepotism/bias in recruitment process) by appearing fairly correct to the public.

By further investigating the factors that have influenced the lack of informing on municipal decisions amongst citizens, the study found that municipalities also do not regularly post decisions in their website. Moreover, information in the official website of the municipality is not posted in the official language of all communities that live in Kosovo. Thus, with the absence of regular posted information and lack of inclusivity, Kosovo citizens are not appropriately informed on the decisions that their municipality assumes. Another reason for the apparent gap in information is identified to be also the lack of citizens' interest to access the information. Participants in the study declared that citizens are not informed even of the existence of the official website of municipality. With that being, the main source of information amid citizens remains the verbal exchange of information. The information on municipal decisions is communicated more via gossip/ from mouth-of-mouth, rather than the official website of the municipality.

According to the quantitative data gathered from the survey, around 47 percent of respondents stated that decisions are communicated through word-of-mouth, followed by 44 percent of them who said that they are communicated through Facebook and 39 percent who mentioned local TV/Radio. Furthermore, survey respondents also claimed that these decisions are published on the municipality's webpage (29%). Lastly, only eight percent state that they are communicated by mail.

Survey results suggest that communication of municipal decisions through word-of-mouth is one of the most popular means to spread such information in most municipalities in Kosovo. Around 96 percent of survey respondents from Kačanik/Kaçanik get informed through word of mouth, whereas only nine percent of Mitrovicë e Veriut/Severna Mitrovica survey respondents use word-of-mouth as a form to get informed about the decisions their municipality takes. Data show that survey respondents of Prishtinë/Priština are mostly informed about such decisions through their municipality's website (66%), whereas only

one percent of respondents from Istog/Istok, Novobërdë/Novo Brdo, and Zveçan/Zvečan use the website of their Municipality to get informed. Moreover, the majority of survey respondents from Suharekë/Suva Reka get informed about municipal decisions through Facebook, whereas only six percent respondents from Novobërdë/Novo Brdo do the same. Around 76 percent of survey respondents from Prizren/Prizren said the decisions taken from their Municipality are communicated through local TV/Radio. On the other hand, according to respondents, municipal officials from Hani i Elezit/Elez Han do not use TV/Radio to communicate decisions to their citizens.

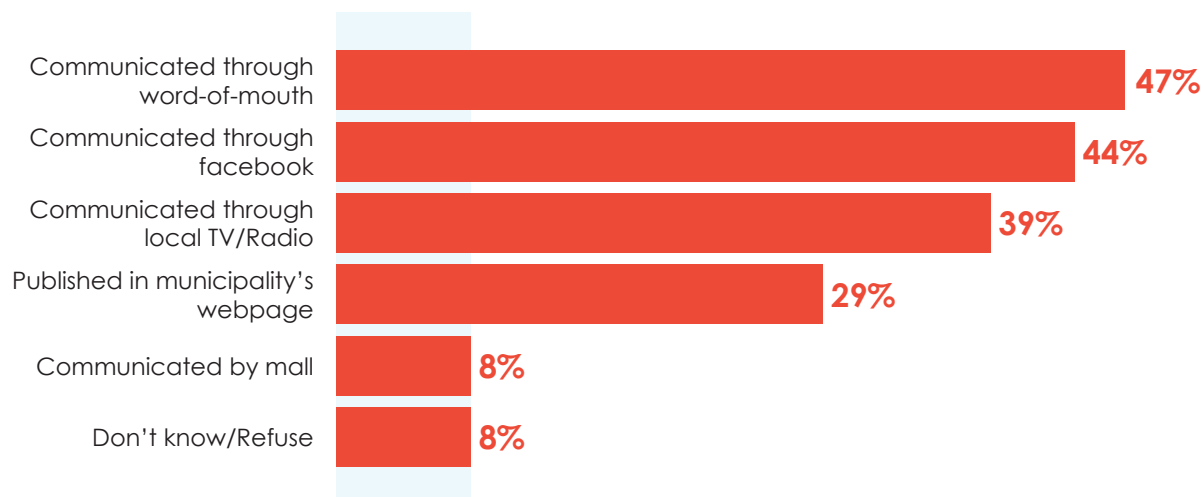


Figure 2. In what ways are these decisions communicated?

When asked about their preference on the channels of communications that should be employed by municipalities in communicating with citizens, qualitative data identified a variety of responses. Generally, the participants maintain the opinion that Television must be considered more as an informative channel on municipal issues, events and decisions. Considering that it is a media channel that is accessible by all citizens, the participants deemed it to be an appropriate form for municipalities to communicate information to their citizens. Moreover, they declared that it is important that municipalities organize campaigns to raise awareness and provide quick tutorials in accessing the official website of the Municipality. Other forms of communication for simplifying access to information identified in the present study include public hearings, mediation of information through a neighbourhood representative and social media platforms.

Contrastingly, with regard to information distribution for different age groups (young versus adults, etc.), participants in the study assumed that media channels such as Radio and Television are deemed as more appropriate platforms in reaching older age groups. Moreover, public hearings and other face-to-face events are more feasible for these groups due to their upbringing and unfamiliarity with modern technology. In the other hand, younger age groups are more vastly reached through the official website of the Municipality, Facebook, news portals and other forms of digital communication.

Respondents were further asked if they have visited the municipal website and/or municipal Facebook page during the last 12 months. Based on the results, 26 percent of the respondents declare that they have visited the municipal website in the last 12 months and 45 percent stated that they visited the municipal Facebook page. However, the share of respondents who stated that they did not visit neither of them in the last twelve months was higher (49%).

Survey respondents from Prishtinë/Priština have visited their Municipality's website in the last 12 months the most (60%), whereas less than one percent of the surveyed citizens

from Zvečan/Zvečan claimed to have visited their municipality's website in the past year. The municipality's Facebook page is more popular among respondents from Suharekë/Suva Reka (89%). According to survey results, 93 percent of Novobërdë/Novo Brdo's survey respondents have not visited their municipality's website nor Facebook page in the last 12 months.

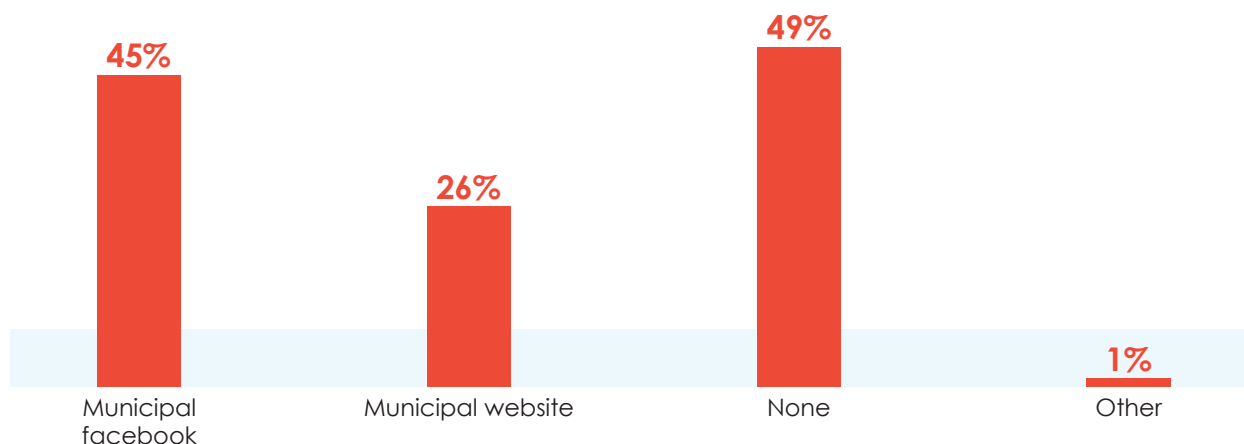


Figure 3. In the last 12 months, have you visited the following?

Respondents who answered positively in the previous question, were then asked to elaborate on the reasons why they did so. The main reasons survey respondents visit their municipality's Facebook pages and/or websites are job openings (71%), followed by subsidies (38%) and information regarding public hearings (34%). Moreover, in 20 percent of the cases, survey respondents said that they visited the aforementioned pages to gather information on municipal budget and spending and information regarding public tenders.

When breaking down the results in terms of municipality, we notice that around 60 percent of respondents from Ranillug/Ranilug used such pages to get information regarding public tenders. According to survey results, survey respondents from Suharekë/Suva Reka visited the municipality's Facebook page and/or website in order to get information regarding public hearings (66%). Moreover, with the purpose of looking for job openings, the vast majority of respondents from Shtërpçë/Štrpce (93%) visited their municipality's informational sites. Data show that survey respondents from Klinë/Klina (92%) and Novobërdë/Novo Brdo (66%) visited such pages to get informed about subsidies.

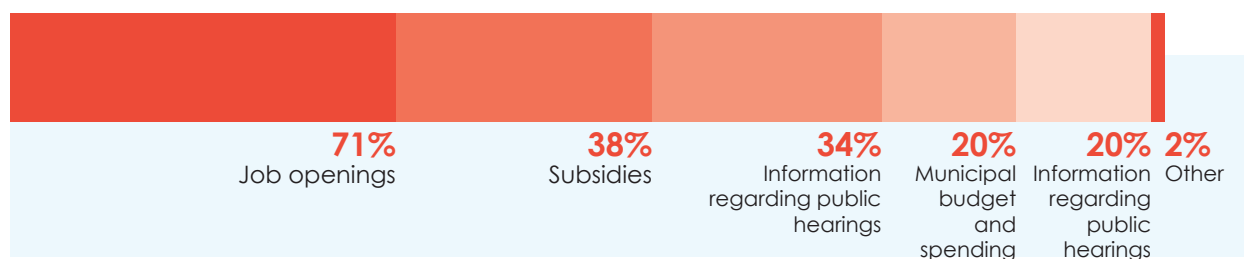


Figure 4. For what reason?

The graph below depicts that the majority of the respondents (76%) found the requested information/service on the municipal website and municipal Facebook page, whereas 24 percent of them declared the opposite.

All respondents from Mamushë/Mamuša and Malishevë/Mališevo (100%) said they found the information they were looking for, whereas all surveyed citizens from Zvečan/Zvečan

said that they did not find what they were looking for in the municipal website and/or Facebook page.

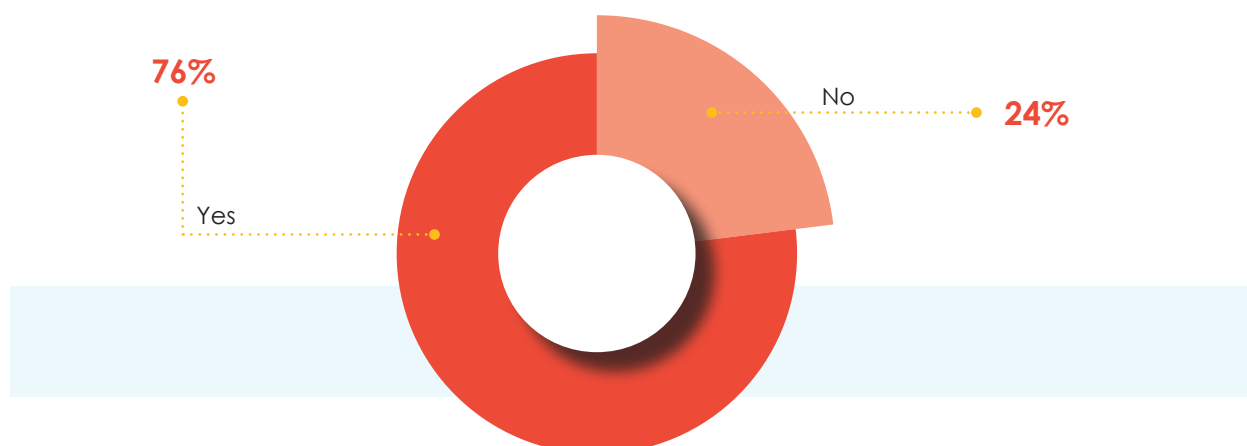


Figure 5. Did you find the requested information/service?

Data show that survey respondents find it easier to find needed information on the municipality's Facebook page rather than their website. According to the graph below, the majority of respondents declared that they found the information they needed easy/very easy when visiting the municipal website (77%) or Facebook page (84%).

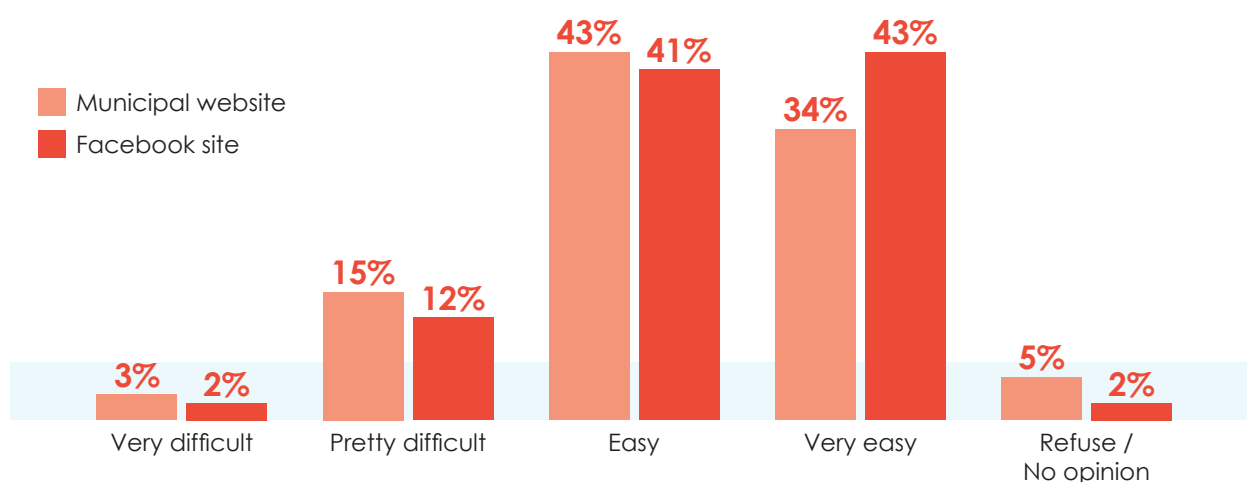


Figure 6. How easy did you find the information that you needed?

The qualitative data of the study support the findings that reveal that citizens typically visit the Facebook page and the official website of the municipality to access information. The information that is typically accessed concerns municipal services, public hearings, infrastructure issues and job vacancies. The participants declared that the Facebook page is easily accessible, however, it is not updated and lacks relevant information. The information on the official website in the other hand seems to be more of a general nature, rather than specific information on municipal decisions or actions. Further, participants alternatively raised the point that not every citizen owns a Facebook account and not everyone is equipped with relevant skills in employing modern technology as a mean of attaining information.

Survey respondents were asked to evaluate the level of comprehensibility regarding the information that was published by the municipality. The majority of the respondents (83%) state that the information published by the Municipality was somewhat/very understandable, whereas 14 percent of them declared that the information they found was somewhat not understandable. In addition, one percent of the respondents declared that the information is not at all understandable.

According to study results, all respondents from Junik/Junik, Mamushë/Mamuša and Novobërdë/Novo Brdo (100%) found the information published by their municipality as understandable, compared to half of respondents from of the Graçanicë/Gračanica (52%) who didn't understand the information.

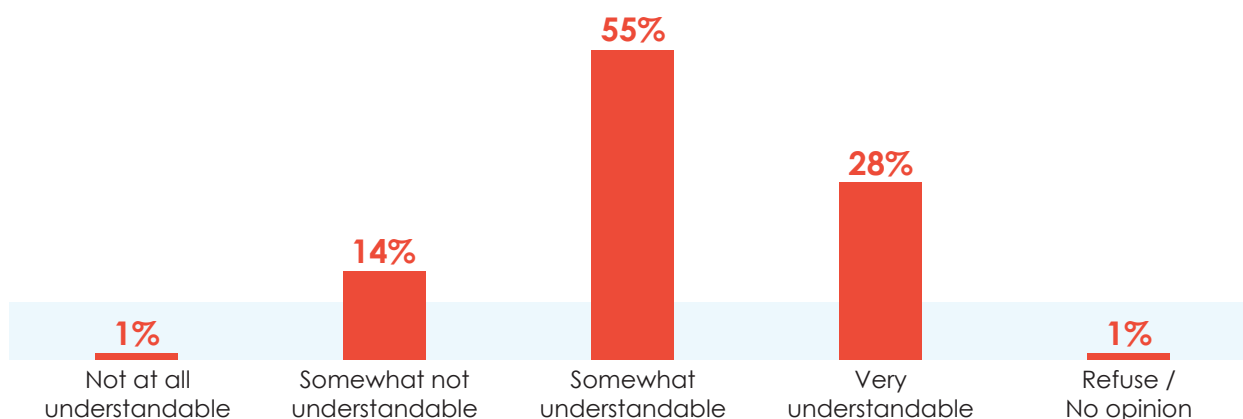


Figure 7. Did you understand easily the information you found published by the municipality?

Citizen participation (engagement)

This part of the report focuses on the ways Kosovar citizens engage with their municipalities. Through this section, the reader will be able to get an insight on the share of respondents that participate in public meetings, issues that citizens raise, their level of satisfaction with municipalities' responses, as well as information regarding the municipal budget.

The graph below depicts that around 74 percent of the respondents did not have any interaction with their municipality in the past 12 months. However, 16 percent of them declare that they participated in public meetings, followed by a smaller share of respondents (13%) who interacted with the municipality through individual meetings, and through joint community initiatives (12%).

Slightly more than half of survey respondents from the municipality of Prishtinë/Priština (53%) reported to having participated in public meetings in the last 12 months. On the other hand, none of the respondents from Kaçanik/Kaçanik and Novobërdë/Novo Brdo did the same. Around 45 percent of the survey respondents from Dragash/Dragaš interacted through individual meetings, compared to less than one percent of respondents from Novobërdë/Novo Brdo who took part in such meetings. According to survey results, respondents from Novobërdë/Novo Brdo (99%), Malishevë/Mališevo (98%) and Zubin Potok/Zubin Potok (98%) did not interact with their municipality at all in the past 12 months.

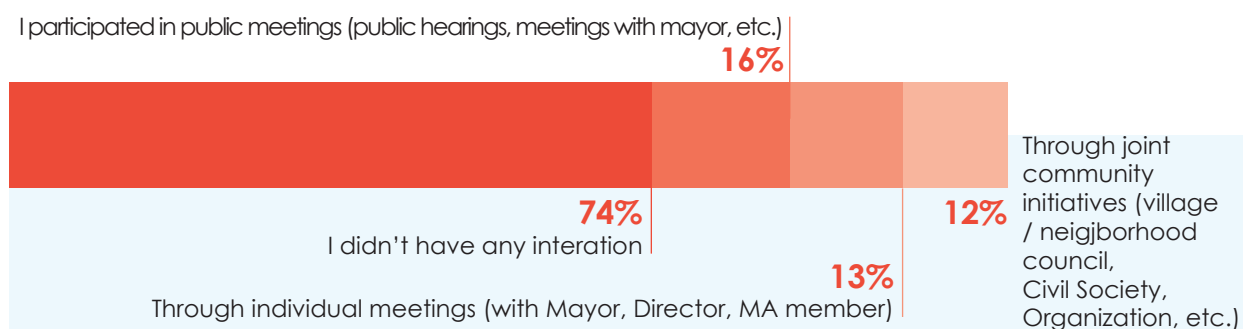


Figure 8. How did you interact with your municipality in the past 12 months (except during the electoral campaign)?

Breaking down the survey results in terms of gender, we notice that more women (78%) than men (69%) haven't had any interaction with their municipality in the past 12 months. In general, the graph below shows that men have interacted more with their municipality.

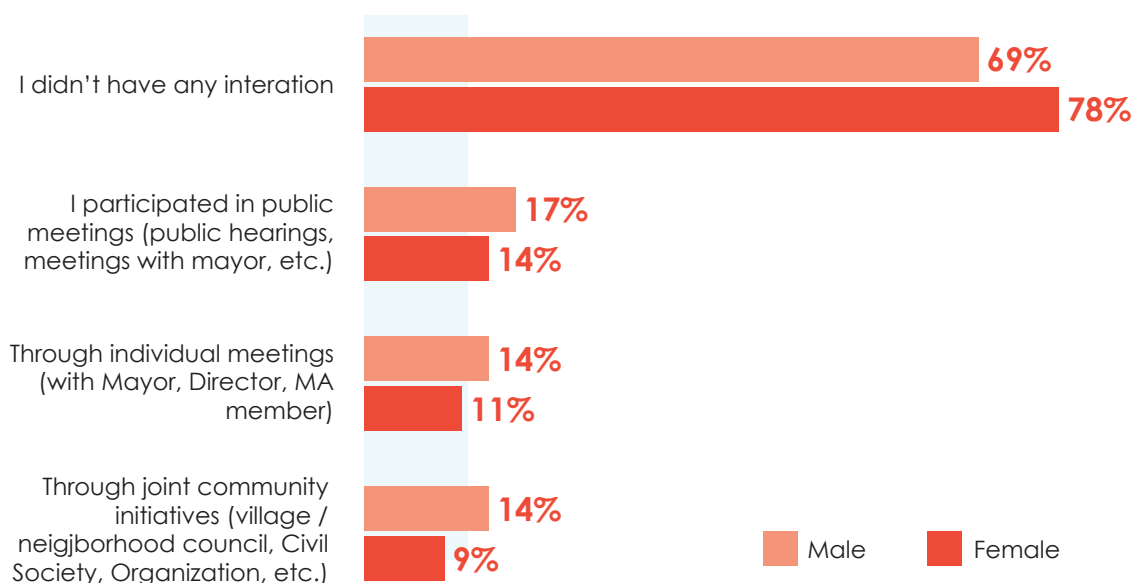


Figure 9. How did you interact with your municipality in the past 12 months (except during the electoral campaign)? Gender Breakdown

Considering that the quantitative data show that the majority of survey respondents (76%) did not have any interaction with their municipality in the last 12 months, the qualitative component of the study allocated attention in discovering the causes for the latter. One of the main factors that contributes to low levels of interaction with the municipality appear to be the long lines that citizens have to wait in order to access municipal officials. Participants in the study declared that municipal officials do not respect their working hours and do not perform their duties accordingly. According to them, municipal officials tend to not respect their work schedule and assume prolonged coffee breaks which inherently causes for long lines of citizens to be created waiting to receive services. Consequently, this also causes for citizens to not allocate full trust in their municipalities.

Other than that, participants also expressed that there is a lack of representation of youth in the municipality. They declared that public hearings typically target older age groups, which consequently excludes young participation in municipal decision-making.

When asked about their recommendations in increasing interaction between municipalities and citizens, the present study identified quite homogenous views. Generally, the participants believe that the municipality must enforce stricter regulations for their employees in performing their duties to the citizens. Other recommendations included broader information on public hearings, and enhanced inclusivity of all municipality residents. According to them, the latter can be achieved through election of a neighbourhood representative to represent the needs of citizens of all communities in municipal public hearings.

Respondents who have interacted with their municipalities in the past 12 months, were further asked on the issues they raised with the municipalities. Based on the results, 53 percent of the respondents raised issues about local infrastructure, followed by those who raised an issue about the environment (47%) or education (45%). A smaller share of the respondents raised an issue about health (35%) and public safety (34%). In addition, 24 percent of the surveyed citizens raised an issue about cultural/recreational activities or traffic (23%). Lastly, 15 percent of respondents reported to having raised an issue that affects women or marginalized groups.



When breaking down the results in terms of municipality, we notice that all of the respondent from Deçan/Dečane (100%) raised the issue of local infrastructure. Most of the surveyed citizens from Skenderaj/Srbica raised issues such as education (91%), health (91%) and public safety (83%). On the other hand, most of respondents from Suharekë/Suva Reka raised environmental issues (87%), cultural /recreational activities and traffic problems.

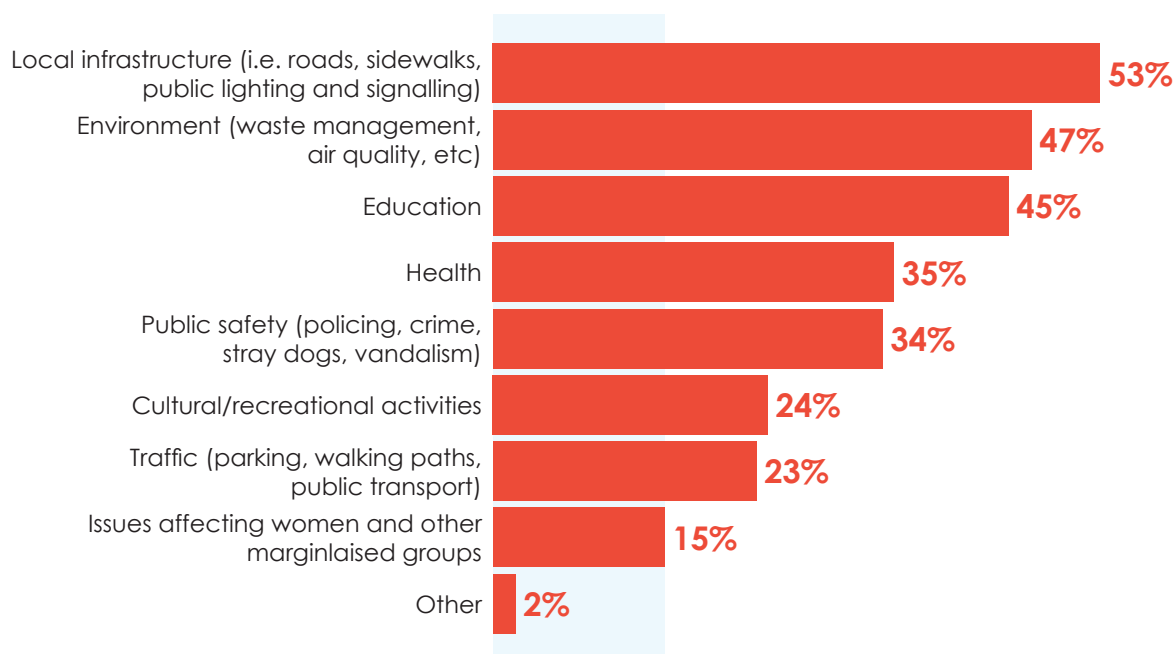


Figure 10. For what kind of issues did you raise with the municipality?

Results show that more women (18%) than men (13%) have raised issues affecting women and other marginalized groups of society. Women are also more likely than men to raise issues regarding the environment, education and health. However, 56 percent of men claim to have raised issues about local infrastructure, compared to 48 percent of women who have done the same.

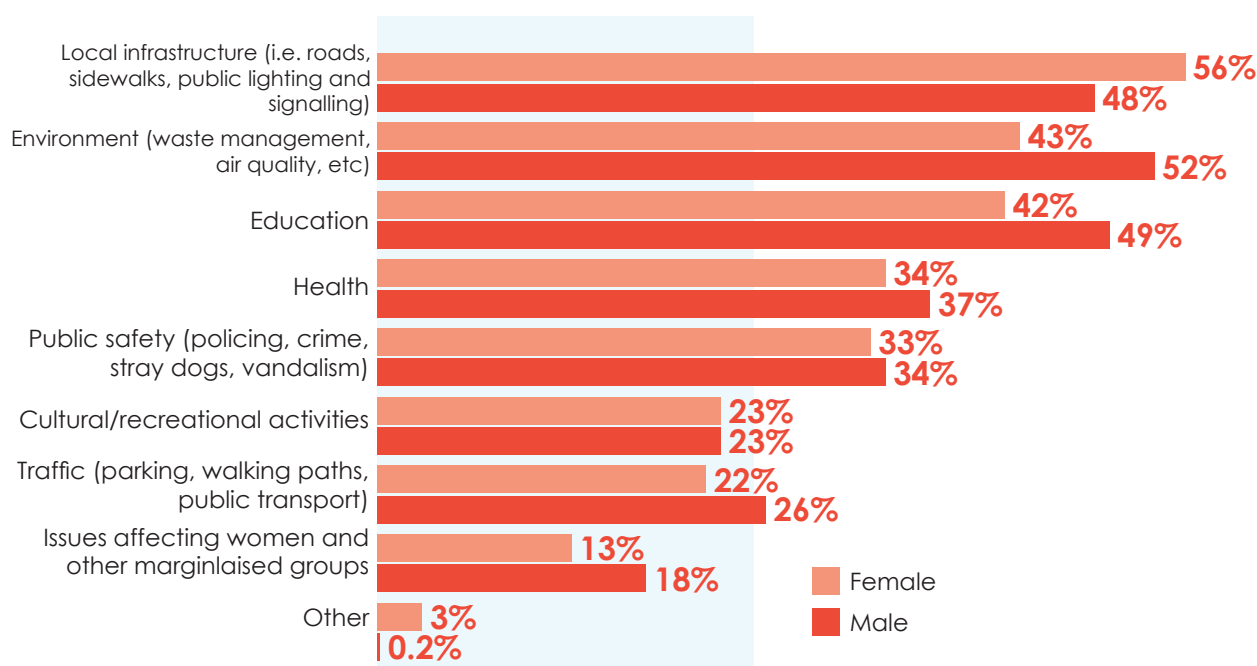


Figure 11. For what kind of issues did you raise with the municipality? Gender breakdown

In an attempt to get a better idea on how municipalities engage with citizens, the respondents were asked on the process of public hearing. As the graph below shows, more than half of the respondents (58%) are only informed of what is going to happen or has already happened during public meetings, while 32 percent declare that the municipality provides different options and asks for feedback/opinion from them. Lastly, only ten percent of respondents stated that the municipality asks for open feedback/opinion.

All respondents from Graçanicë/Gračanica (100%) said they are informed about what happens only after it has already happened, compared to all surveyed citizens from Hani i Elezit/Elez Han who said their municipality provides different options and asks for feedback/opinion and all respondents from Leposaviq/Leposavić who said their municipality asks for open feedback/opinion (without providing options).

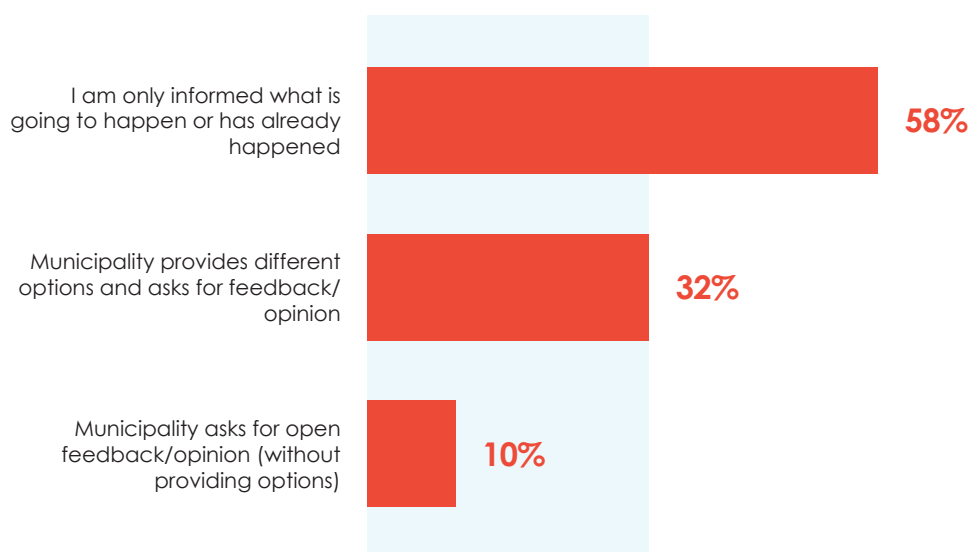


Figure 12. How does the municipality engage you during public meetings?

Moreover, the majority of survey respondents (74%) agree/strongly agree that municipal authorities take into account participants' suggestions during public meetings, whereas 24 percent of respondents disagree/strongly disagree with the aforementioned statement.

Data show that all respondents from the municipality of Gjakova, Glogovac/Glogovac, Hani i Elezit/Elez Han, Klinë/Klina, Leposaviq/Leposavić, Malishevë/Mališevo, Partesh/Parteš, Rahovec/Orahovac, Ranillug/Ranilug, Suharekë/Suva Reka and Viti/Vitina strongly agree/agree that municipal authorities take into account participants' suggestions during public meetings. On the other hand, all respondent from Shtërpçë/štrpce strongly disagree/disagree with that statement.

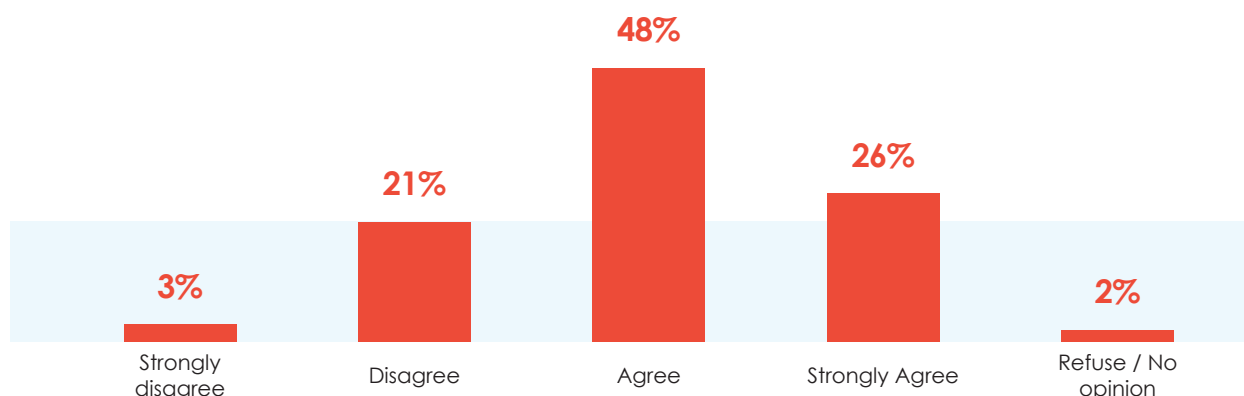


Figure 13. To what extent do you Agree that municipal authorities take into account participants' suggestions during public meetings?

When measuring the extent to which municipalities attend to participants' suggestions during public meetings, the qualitative data suggests that the municipalities do not take into account citizen suggestions. Moreover, there seems to be a political biased participation in public hearings. According to them, supporters of a certain political party typically attend these public meetings. Hence, this causes for a rarely substantial and favourable decision to be assumed.

“They do not take into account our suggestions. Recently they have constructed the road and did not take into account our suggestions, we told them to go wider for one additional meter, but they did not listen to us.”

- Participant from the Serbian focus group discussion

Respondents who declared that they raised any issue with their municipality, were further asked if the latter responded to the raised issues. According to study results, the majority of the respondents (83%) stated that the municipality did not respond to the issues they raised. On the contrary, 17 percent of the respondents said that the Municipality responded to their requests.

The majority of respondents from Pejë/Peć (88%), Kaçanik/Kaçanik (83%), Klinë/Klina (80%) and Deçan/Deçane (75%) said that their municipality responded to them when they raised an issue. On the contrary, all respondents from the municipalities of Graçanicë/Gračanica, Leposaviq/Leposavić, Malishevë/Mališevo, Mitrovicë e Veriut/Severna Mitrovica, Shtërpçë/Štrpce and Zveçan/Zvečan who raised an issue in the Municipality claimed that they didn't get a response back.

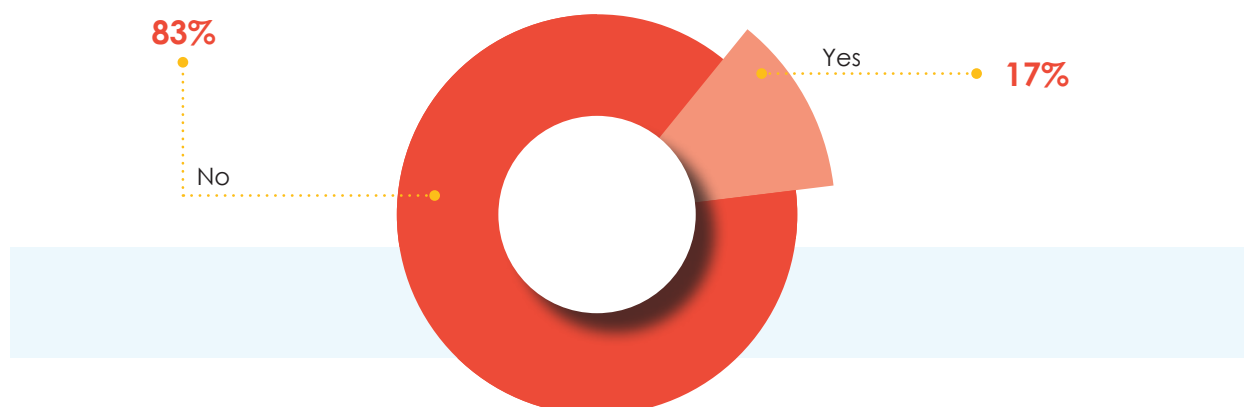


Figure 14. If you raised an issue, did the municipality respond to the issue you raised?

Surveyed respondents were also asked about the time that municipalities took to respond to the issues that they raised. Data show that it takes the municipality an average of 17 days to respond to an issue. However, according to results, it takes women 19 days to get a response, whereas the average answer of surveyed males is 15 days.



Figure 15. If yes, how many days did it take the municipality to respond to the issue you raised? Gender breakdown

The graph below shows that more than half of the respondents (60%) are somewhat/completely satisfied with the municipality's response to the issue they raised. However, 27 percent of them are somewhat/not at all satisfied with the municipality's response. Lastly, 12 percent of respondents have no opinion or refused to answer this question.

Around 97 percent of survey respondents from Suharekë/Suva Reka were satisfied with the response they got, whereas, the same share (81%) of respondents from Novobërdë/Novo Brdo and Shtërpçë/Štrpce stated the opposite.

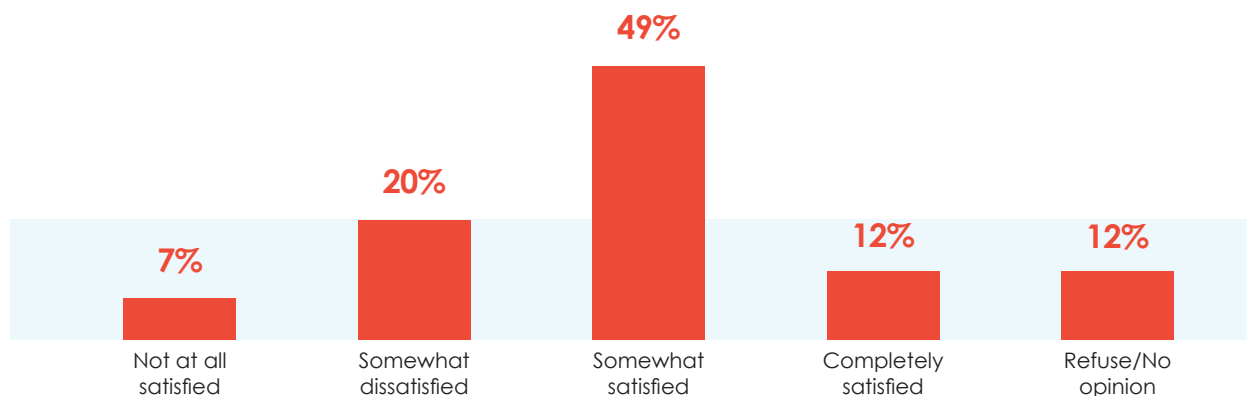


Figure 16. How satisfied were you with the municipality's response to the issue you raised?

When assessing the survey respondents' willingness to use digital platforms to engage with their municipalities, more than half of the respondents (62%) are willing to do so, whereas 38 percent of them declared the opposite. Data show that men (66%) are more willing than women (58%) to use digital platforms to engage with their municipality.

The vast majority of respondents from Skenderaj/Srbica (95%), Suharekë/Suva Reka (93%) and Mitrovica e Jugut/Južna Mitrovica (90%) said they would be willing to use digital platforms to engage with their municipality. On the other hand, all respondents from Leposaviq/Leposavić said they would not be willing use digital platforms to engage with the municipality.

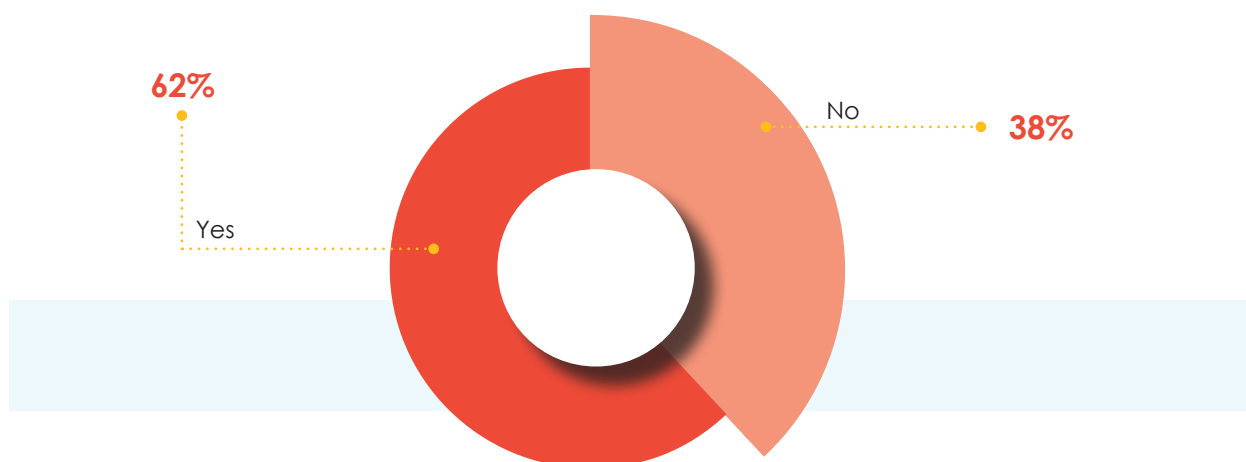


Figure 17. Would you be willing to use digital platforms to engage with your municipality?

Respondents were further asked on whether they have information on how the municipal budget is split. As seen in the graph below, only 23 percent of respondents are aware of how the municipal budget is split/distributed, whereas the majority of them (77%) do not have such information. Study results show that slightly more men (25%) than women (23%) are informed on how the municipal budget is split.

Survey respondents from Prishtinë/Priština are the most informed on how the municipal budget is split (48%) followed by survey respondents from Fushë Kosovë/Kosovo Polje (40%) and Mitrovica e Jugut/Južna Mitrovica (38%). Respondents from Hani i Elezit/Elez Han and Zubin Potok/Zubin Potok are Nuk jam informuar fare about the distribution of their Municipality's budget.

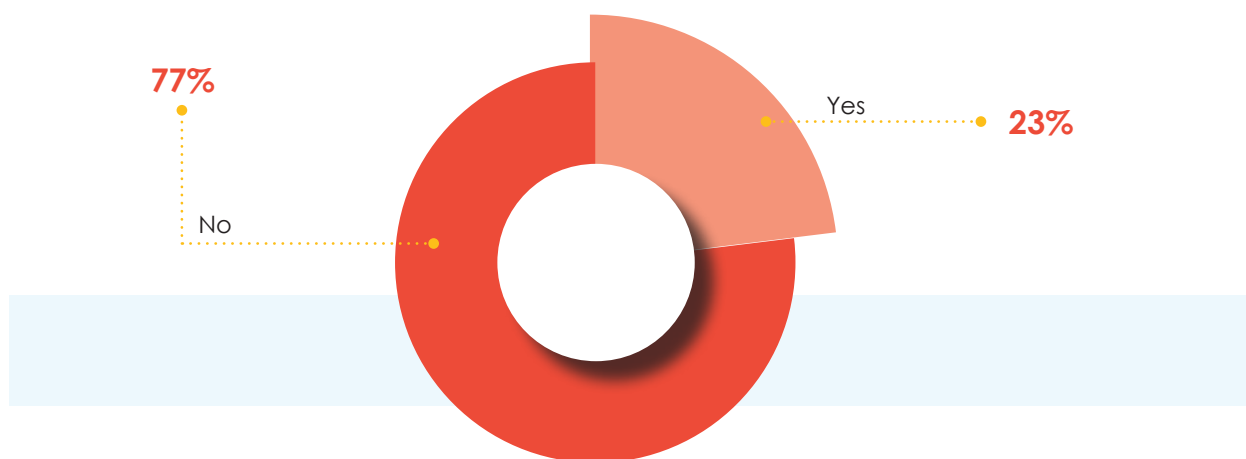


Figure 18. Do you have information on how the municipal budget is split?

With regard to the factors that contribute to the scarcity in information amid citizens on the distribution of municipal budget, focus group discussions with citizens recognized two key reasons. The responses deriving from the data analysis suggest that it is convenient for municipal authorities to keep the citizens uninformed on the budget. Thus, they are permitted to split the budget based on their own suitability, rather than that of citizens. The second reason for the lack of information on the municipal budget amongst citizens is the mere lack of interest shown by the citizens towards these issues.

The focus group participants further provided their recommendations for improvement of the situation with regard to information gaps on municipal budget. The participants believe that communication of information must be carried out through social media platforms, the official website of the Municipality, pamphlets, Radio and Television,

and/or through appointing neighbourhood representatives to act as facilitators of communication for better informing of the citizens.

Respondents who were aware of how the municipal budget is split/distributed, were further asked on their level of satisfaction with project priority setting in the municipal budget. The majority of respondents (78%) are satisfied with the priority setting in the municipal budget. On the other hand, 19 percent reported to being Somewhat dissatisfied with the project priority setting and three percent are Not at all satisfied.

There is a high level of satisfaction (100%) among survey respondents of Gračanicë/Gračanica, Junik/Junik, Klokot/Klokot, Mamushë/Mamuša, Partesh/Parteš, Ranillug/Ranilug, Skenderaj/Srbica and Suharekë/Suva Reka about the priority that their Municipality has given to projects. On the other hand, all respondents from Novobërdë/Novo Brdo and Shtërpçë/Štrpce are unsatisfied with the priority setting in the municipal budget.

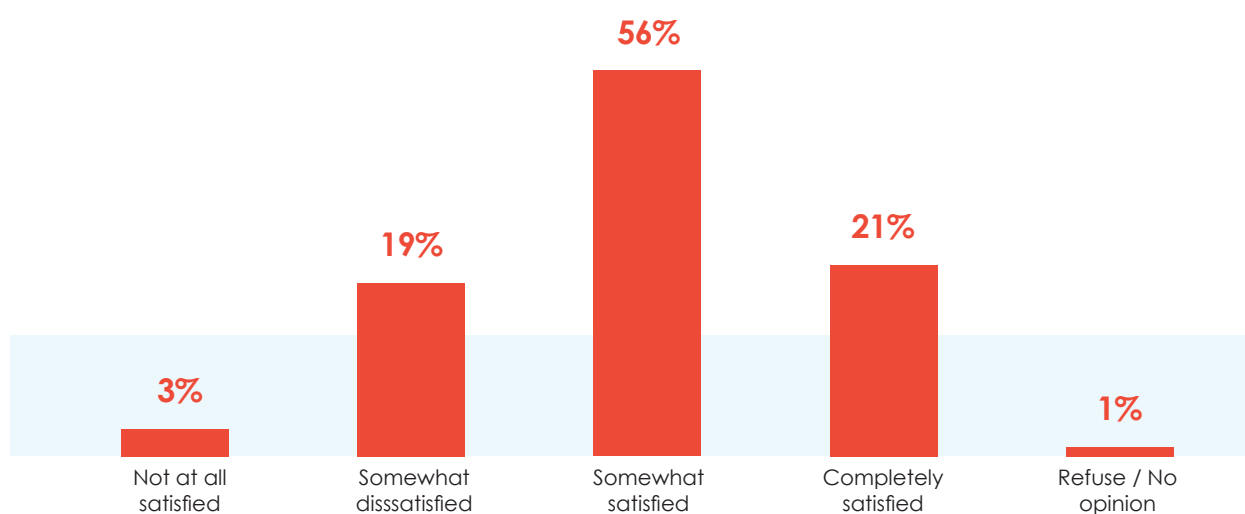


Figure 19. How satisfied are you with project priority setting in the municipal budget?

Breaking down the results of the above mentioned question in terms of gender, we notice that women (79%) are slightly more satisfied than men (76%) with the project priority setting in the municipal budget.

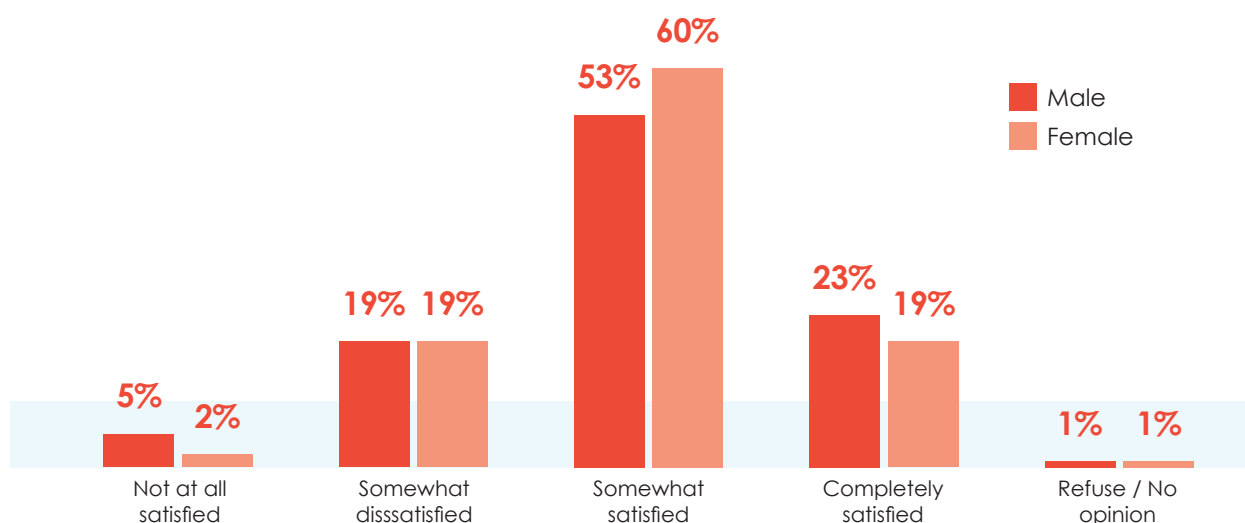


Figure 20. How satisfied are you with project priority setting in the municipal budget? Gender Breakdown

Role of Municipal Assembly

This section of the report aims to provide information regarding the awareness and opinions of Kosovar citizens about the Municipal Assembly, their engagement in MA sessions, as well as their reasons who doing so.

Survey respondents were asked about the extent of their awareness on the role and responsibilities of Municipal Assembly members. The graph below shows that 41 percent of the respondents are moderately aware of the role and responsibilities of municipal assembly members, and a smaller share of the respondents (31%) are slightly aware of it. Data show that ten percent of the surveyed citizens are not aware at all about the role and responsibilities of Municipal Assembly members. However, 15 percent of the respondents are extremely aware of municipal assembly members' roles and responsibilities.

The respondents that are most aware about the role and responsibilities of their Municipal Assembly members are those from Suharekë/Suva Reka (93%), followed by Klinë/Klina (91%) and Partesh/Parteš (85%). On the other hand, 61 percent of survey respondents of Novobërdë/Novo Brdo are not at all aware of the role and responsibilities of Municipal Assembly members.

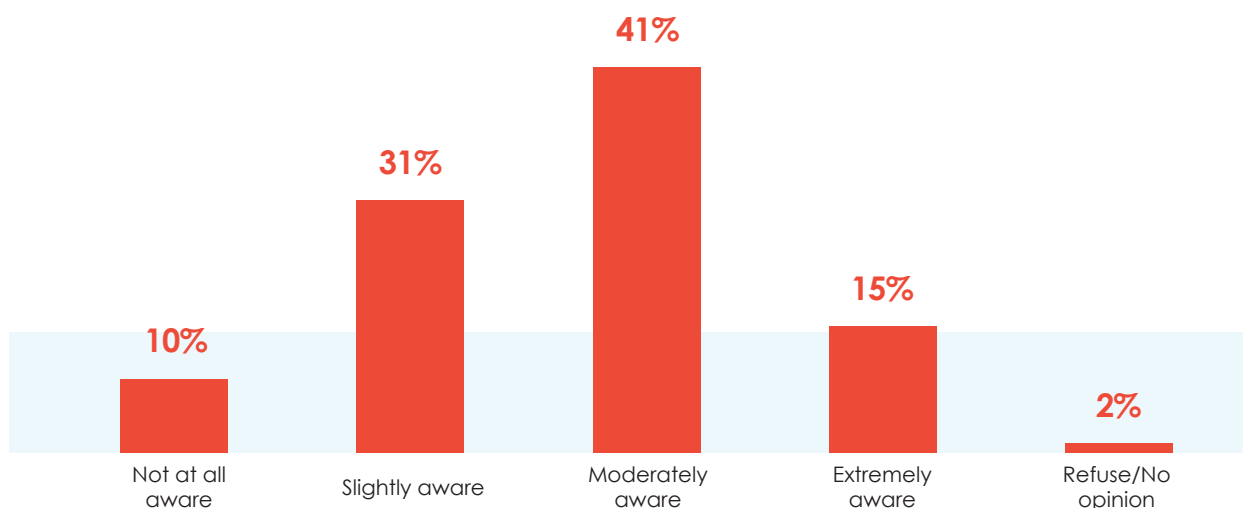


Figure 21. To what extent are you aware about the role and responsibilities of Municipal Assembly members?

The majority of surveyed citizens (71%) didn't meet with any municipal assembly member in the past 12 months to discuss common public issues. When breaking down the results in terms of municipality, we notice that none respondents from Zubin Potok/Zubin Potok declared to have met with a Municipal Assembly member in the past 12 months to discuss such issues. However, 71 percent of respondents Suharekë/Suva Reka declared the opposite, followed by 57 percent of those from Partesh/Parteš and 48 percent of those from Ranillug/Ranilug and Istog/Istok that have met with a Municipal Assembly member in the past 12 months to discuss common public issues.

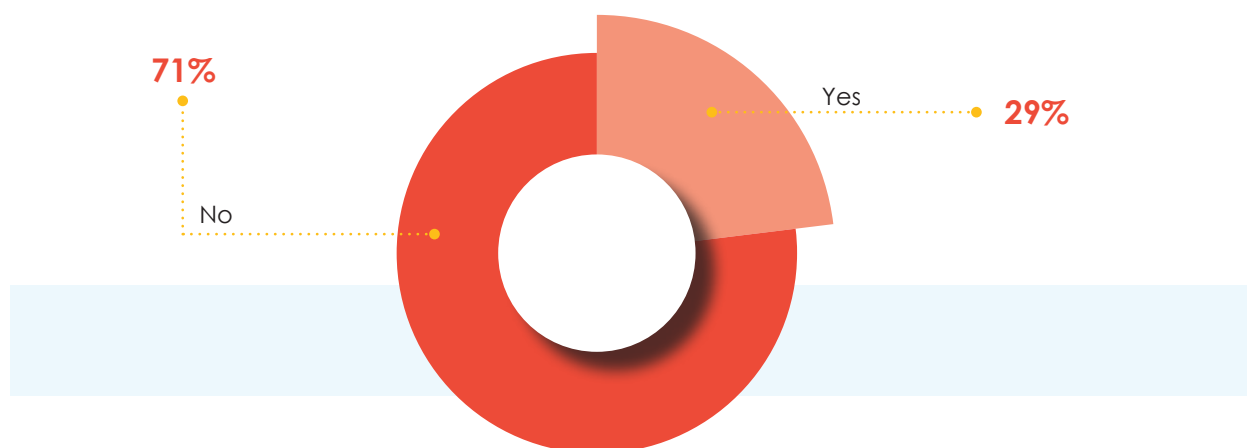


Figure 22. Did you meet any municipal assembly members in the past 12 months to discuss common public issues?

When breaking down the study results in terms of gender, we notice that more men (35%) than women (23%) have met with a Municipal Assembly member in the past 12 months to discuss common public issues.

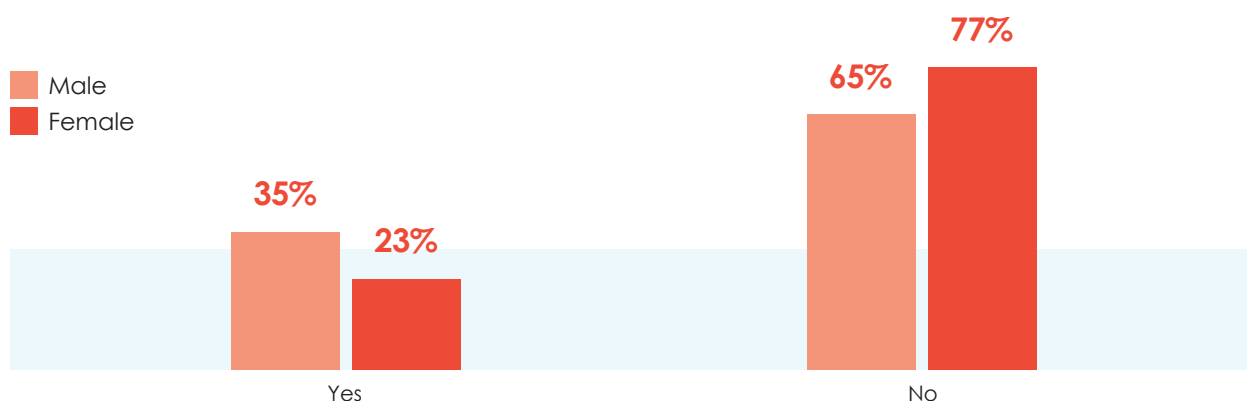


Figure 23. Did you meet any municipal assembly members in the past 12 months to discuss common public issues? Gender Breakdown

The majority of respondents (87%) said they haven't attended any Municipal Assembly sessions in the last 12 months. When segregated by municipality, all respondents from Hani i Elezit/Elez Han, Novobërdë/Novo Brdo, Zubin Potok/Zubin Potok and Zvečan/Zvečan declared to have not attended any Municipal Assembly sessions in the last 12 months. On the other hand, 41 percent of respondents from Istog/Istok said they attended such sessions in the past year, by 36 percent of respondents from Partesh/Parteš who declared the same.

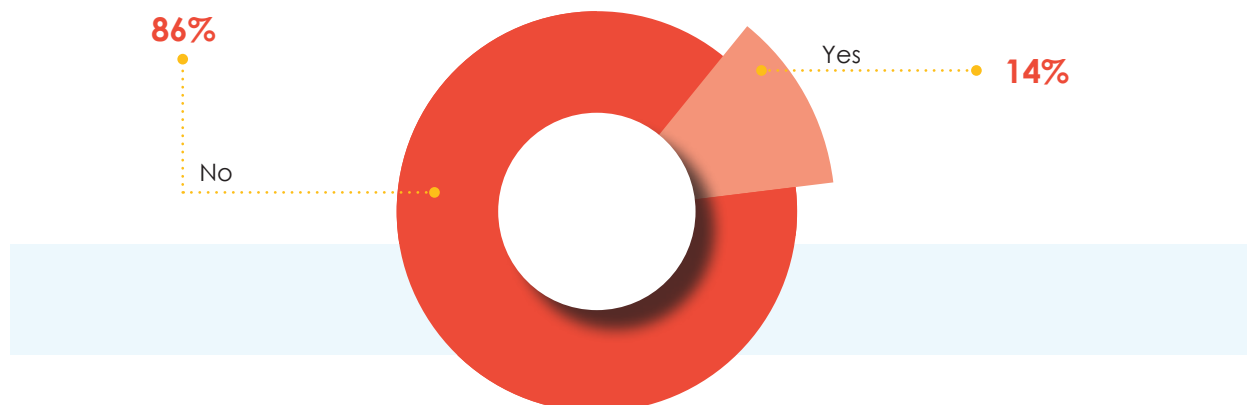


Figure 24. Have you attended any Municipal Assembly sessions in the last 12 months?

When elaborating on the reasons why the respondents did not attend any Municipal Assembly sessions, 43 percent declared that they were not interested, followed by 37 percent of them who stated that they were not informed and 20 percent of them who said that they were busy.

The majority of respondents from Kaçanik/Kaçanik (94%) said they weren't interested, followed by 78 percent of those from Deçan/Dečane who declared the same. All of respondents from Novobërdë/Novo Brdo (100%) said they weren't informed about such events, whereas 67 percent of respondents from Zubin Potok/Zubin Potok did not attend such events because they were busy.

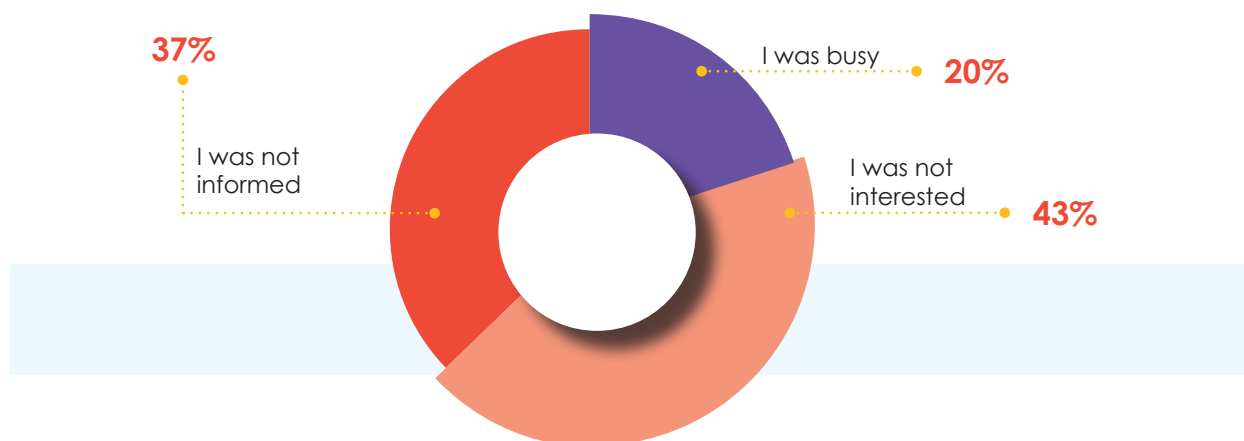


Figure 25. What is the reason?

The graph below depicts that 37 percent of the respondents followed municipal assembly sessions through various media. Sixty-three percent of them, on the other hand, declared that they did not follow those sessions.

All of the respondents from Zubin Potok/Zubin Potok, 97 percent of respondents from Kaçanik/Kaçanik and 92 percent of those from Klokot/Klokot and Ranillug/Ranilug have not follow Municipal Assembly sessions through media. On the contrary, 69 percent of respondents from Prishtinë/Priština and 53 percent of those from Dragash/Dragaš say they have followed Municipal Assembly sessions through media.

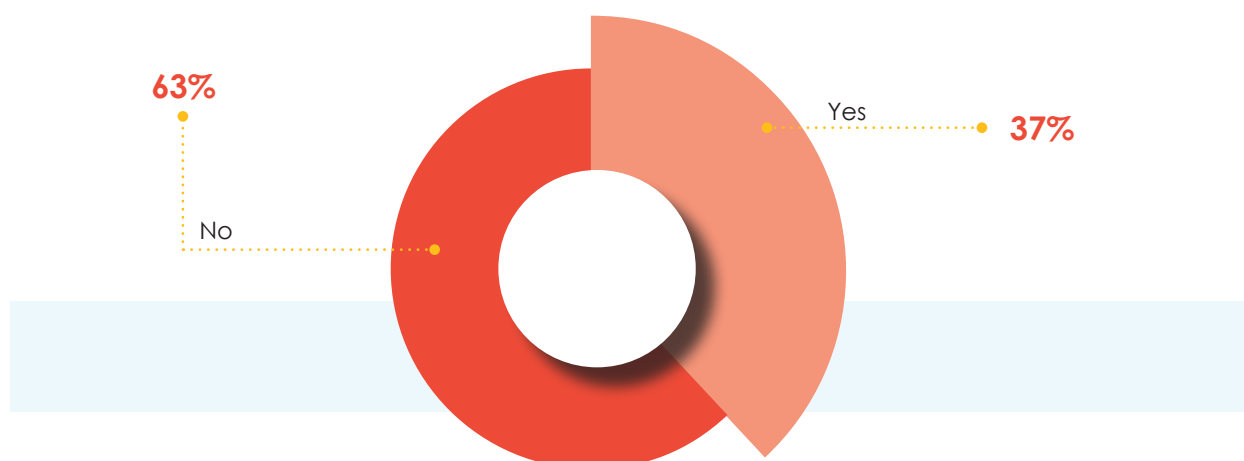


Figure 26. Have you followed Municipal Assembly sessions through media (TV/radio/social media)?

The graph below shows that the majority of the surveyed citizens (71%) agree/strongly agree that the Municipal Assembly manages to hold the executive accountable, whereas one in four respondents (25%) disagree/strongly disagree about the latter.

The vast majority of respondents from Suharekë/Suva Reka (98%) agree/strongly agree that the Municipal Assembly manages to hold the executive accountable. Moreover, 94 percent of the surveyed citizens from Malishevë/Mališevo and 93 percent of those from Pejë/Peć think the same. Around 87 percent of respondents from Novobërdë/Novo Brdo think that the Municipal Assembly manages are failing to hold the executive accountable, followed by 77 percent of respondents from Shtërpcë/Štrpce who think the same.

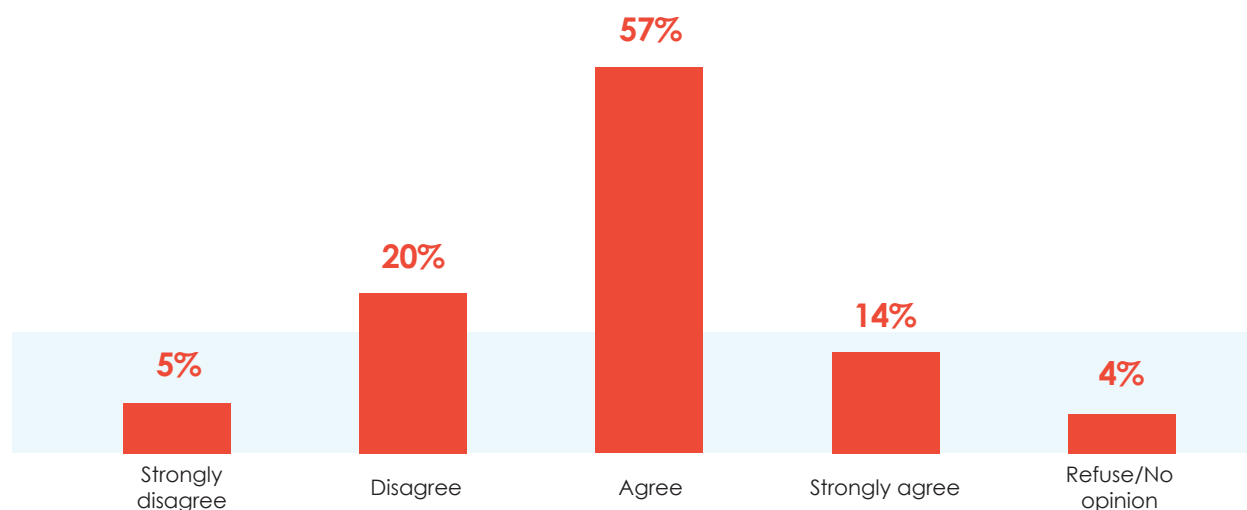


Figure 27. To what extent do you agree that the Municipal Assembly manages to hold the executive (Mayor and directors of municipal directorates) accountable?

Municipal Management

This section presents qualitative and quantitative data gathered across all municipalities in Kosovo regarding citizens' opinions about Municipal Management. Survey respondents share their level of satisfaction with the management of municipal budget, public infrastructure projects, as well as their opinions about the recruiting process in municipalities.

The graph below depicts respondents' satisfaction with municipal budget management. More than half of the respondents (56%) are somewhat satisfied with this, whereas only 11 percent are completely satisfied. Nevertheless, 21 percent are somewhat dissatisfied and seven percent are not at all satisfied with municipal budget management.

Around 93 percent of the survey respondents from Suharekë/Suva Reka are somewhat satisfied/completely satisfied with the management of the municipal budget followed by the same share of those from Kaçanik/Kaçanik and Partesh/Parteš who think the same (92%). On the other hand, the level of dissatisfaction is higher among respondents from Novobërdë/Novo Brdo (90%) and Shtërpcë/Štrpce (86%).

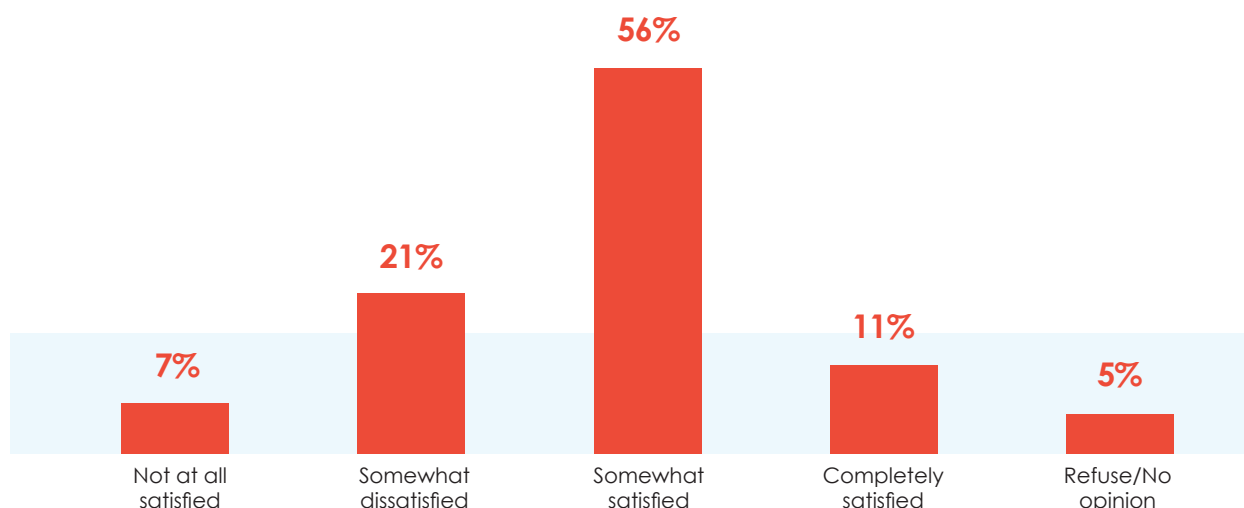


Figure 28. How satisfied are you with the management of the municipal budget?

The qualitative data further reveal that the dissatisfaction of citizens with the management of the municipal budget mostly stems from issues of employment. Citizens believe that municipality must allocate more funds to project/programs that may enhance citizens' chances of attaining employment. Other listed issues that participants deem to be set as priority include access to clean freshwater, the need for green spaces, infrastructure issues, mental health facilities, construction materials, urban planning etc.

Survey results show that 69 percent of the surveyed citizens are completely/somewhat satisfied with the quality of the work in infrastructure projects in their municipalities, whereas 30 percent are somewhat dissatisfied/not at all satisfied. Moreover, 65 percent of the respondents are somewhat/completely satisfied with the duration of the work in the public infrastructure projects. On the contrary, 33 percent of the respondents are somewhat dissatisfied/not at all satisfied with the time it takes the municipality to complete public infrastructure projects/works in their area.

The vast majority of the respondents from Suharekë/Suva Reka (98%) said they were completely/somewhat satisfied with the quality of the public infrastructure projects in their municipality, followed by 97 percent of respondents from Kaçanik/Kaçanik who feel the same. Moreover, the same share of respondents (95%) from the municipality of Deçan/Deçane and Ferizaj/Uroševac are satisfied with the quality of work on the public infrastructure of their municipality. On the contrary, survey respondents from the municipality of Leposviç/ Leposavić (82%), Mitrovicë e Veriut/Severna Mitrovica (81%) and Shtërpçë/Štrpce (73%) were somewhat dissatisfied/not at all satisfied with the quality of work regarding public infrastructure projects.

When looking at the level of satisfaction regarding duration of the work at different municipalities throughout Kosovo, we notice that the vast majority of respondents from Kaçanik/Kaçanik (98%) said they were somewhat /completely satisfied. Survey respondents from Suharekë/Suva Reka (95%), Partesh/Parteš (92%) and Pejë/Peć (92%) are also satisfied with the time it takes the municipality to complete public infrastructure projects/works. On the other hand, respondents from Shtërpça (93%), Novobërdë/Novo Brdo (74%) and Graçanicë/Gračanica (68%) are not at all satisfied/somewhat dissatisfied with the duration of the work done in public infrastructure projects.

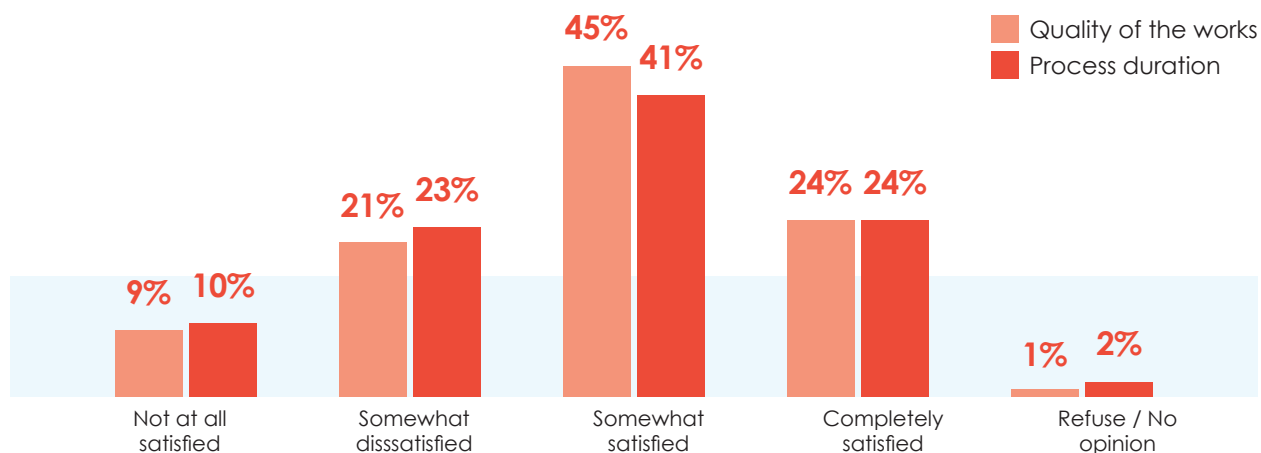


Figure 29. How satisfied are you with the public infrastructure projects/works in your municipality?

When evaluating the criteria that are taken into account during the process of recruiting employees in the municipality, respondents have different opinions. Based on the results, 64 percent of them believe that political affiliation is the most important factor considered when recruiting employees in the municipality, followed by family connections (54%). Nonetheless, some respondents believe that education (44%) and work experience (43%) are the most important factors that are taken into account when hiring employees in the municipality.

According to 88 percent of the respondents from Suharekë/Suva Reka, the education level is the main criteria during the process of recruiting employees in the municipality, followed by the same share of respondents from Kaçanik/Kaçanik and Partesh/Parteš who think the same (85%). Data show that 68 percent of respondents from Skenderaj/Srbica, 66 percent of those from Kaçanik/Kaçanik and 64 percent of respondents from Klinë/Klina think that work experience is the main criteria when recruiting employees in the municipality. On the other hand, all respondents from Malishevë/Mališevo think that political affiliation and family connections are taken most into account during the recruitments process in the municipality. Moreover, the vast majority of survey respondents from Partesh/Parteš (91%), Prizren/Prizren (89%) and Suharekë/Suva Reka (88%) think that political affiliation is taken into consideration when recruiting employees in their municipality. Around 82 percent of respondents from Partesh/Parteš, and the same share of respondents from Hani i Elezit/Elez Han and Mamushë/Mamuša (80%) think family connections are important in the recruitment process.

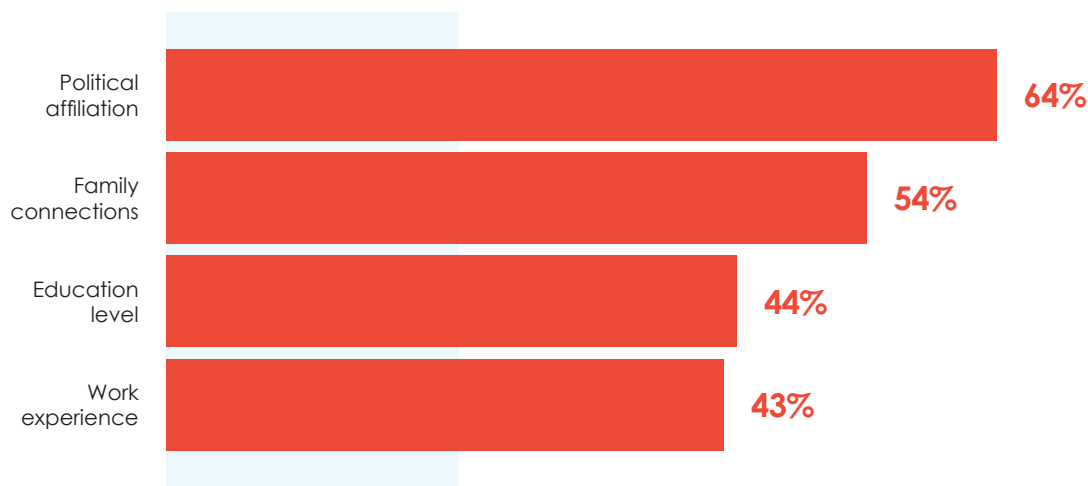


Figure 30. In your opinion, what criteria is taken into account during the process of recruiting employees in the municipality?



Responses attained from the focus group discussions further support the finding that political affiliation is the most important factor considered when recruiting employees in the municipality. They believe that the latter has become a tradition in Kosovo and it has only been growing as a phenomenon over the years. However, they believe that in the last few years, the situation has become ever graver. Participants explained that citizens are also to be held accountable for continuously feeding into this phenomenon by actively cooperating with the perpetrators in assuming acts of corruption. They alternatively proceeded to provide their own stories of being deprived of a job opportunity due to acts of nepotism:

"I had the case I applied to the tax administration, when I applied, I was told that I have to give 5 thousand euros to get a job. When the results came out, I saw that in the list was not my name but a person who was less prepared than I was. That person was hired because he gave him the required amount of money."

"So far, I have applied in the municipality in seven jobs and I have never received any answer although I think I was the most prepared candidate in the field of architecture."

"They have only formally opened other competitions, who is selected, I think that political orientation greatly influences."

- Participants from the focus group discussions

The participants present in the focus group discussion were further asked to reveal their opinion on what can be done to ensure a fair process in the recruitment of municipal staff. The participants believe that stronger mechanisms in monitoring of recruitment process through outside sources or via Civil Society Organizations must be ensured. Moreover, they maintain the opinion that Kosovo Anti-Corruption Agency also must be strengthened in order for them to adequately fulfil their role. Other recommendations included ensuring a social card for all Kosovo citizens so that employers could become aware of the social status of their employees.

Furthermore, survey respondents were asked whether they considered that their municipalities offer equal opportunities for leadership positions to women. More than half of the respondents (54%) believe that their municipality somewhat offers equal opportunities for leadership positions to women, whereas only 13 percent believed those opportunities are offered to a great extent. However, 24 percent of the respondents believe that women are very little offered equal opportunities for leadership positions. Additionally, seven percent of them believe that their municipalities do not offer equal opportunities for women in leadership positions at all. When analysing the results of this question in terms of gender, we do not notice any differences in the answers given by men and women.

The majority of respondents from Suharekë/Suva Reka (95%) think their municipality offers to women equal opportunities for leadership positions. The same way think 92 percent of surveyed survey respondents from Partesh/Parteš and 89 percent of those from Malishevë/Mališevo. On the other hand, 45 percent of surveyed citizens from Novobërdë/Novo Brdo said municipality offers women no equal opportunities at all, followed by respondents from Shtërpçë/Štrpce (42%) and Klinë/Klina (40%) who stated the same.

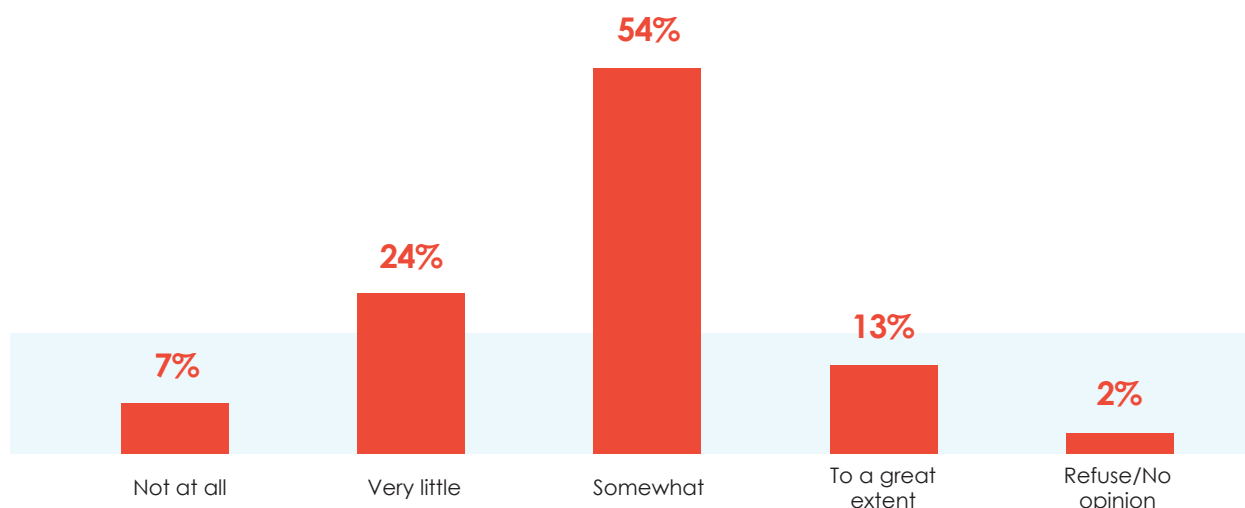


Figure 31. Do you consider that your municipality offers to women equal opportunities for leadership positions (education, health, culture institutions and political positions in the municipality)?

Qualitative data in the study attempt to recognize the underlying reason for the unequal opportunities allocated to women in exercising leadership positions in education, health, culture institutions and political positions in the municipality. The responses obtained suggest that stereotypes and prejudice on the role of women remain deep rooted in Kosovo society. Generally, it seems that women are not conveyed as competent to perform leadership and decision-making roles. Even women that already are in leadership positions do not assume full responsibility in making important decisions independently from male influence. Therefore, participants believe that municipalities recruit women mostly due to their obligation to the quota, as required by the law, rather than their expertise. Nonetheless, participants remain that the situation has improved over the years and is expected to further improve in the future.

Service delivery

This part of the report will present study findings on the municipal services that Kosovar citizens use, as well as their satisfaction with such services.

Respondents were asked if they used municipal services, such as administrative services, construction permits, primary health services, public transport, pre-university education (for them or their close family members) and public spaces (parks, theatres, sport fields, etc), during the last 12 months. The vast majority of respondents (85%) stated that they had used construction permits in the previous 12 months, followed by 77 percent of them declared that they used the administrative services. Further, most of them used primary health services (69%) and public transport services (60%). Slightly less of them used public spaces (49%) and pre-university education services (47%).

When divided by municipality, all respondents from Mamushë/Mamuq and Malishevë/Mališevo have used administrative services in the last 12 months, compared to 88 percent of the survey respondents from Zvečan/Zvečan said they did not. The majority of respondents from Malishevë/Mališevo (100%) followed by Kaçanik/Kaçanik (99%), Klinë/Klina (99%) and Pejë/Peć (98%) stated to not having used construction permit services. On the other hand, respondents that used construction permit services more were from Dragash/Dragaš (39%), Fushë Kosovë/Kosovo Polje (36%) and Shtërpçë/Štrpce (36%). Data show that all respondents from the municipality of Malishevë/Mališevo and Mamushë/Mamuq used primary health services in the last 12 months, whereas, 97 percent of survey respondents from Klinë/Klina did not. The majority of respondents

from Suharekë/Suva Reka (89%) used public transport in the last 12 months, compared to almost all respondents from Klinë/Klina (99%) who did not use it. In addition, 99 percent of surveyed citizens from Klinë/Klina used pre-university education (for them or a close family member) during the last year. Lastly, public spaces were mostly used by the respondents from the municipalities of Malishevë/Mališevo (99%), Suharekë/Suva Reka (97%) and Mamushë/Mamuša (93%).

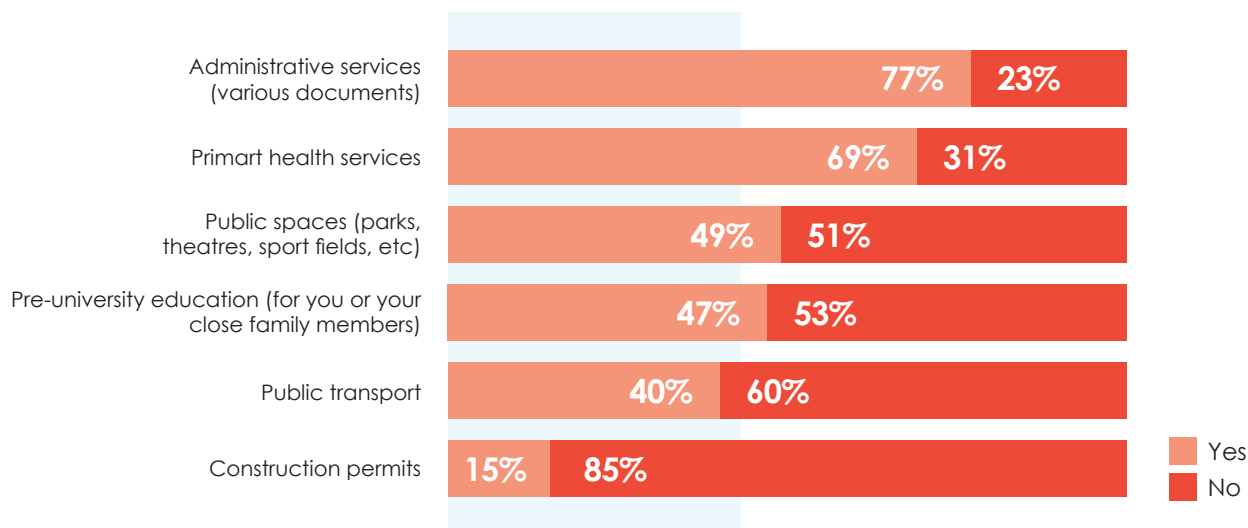


Figure 32. Have you used the following municipal services in the last 12 months?

Moreover, respondents were asked to rate their level of satisfaction with the following municipal services, such as administrative services, health services, public transport, pre-university education, public spaces (parks, theatres, sport fields, etc.) and road infrastructure (local roads and sidewalks).

The vast majority of respondents (81%) are satisfied with the administrative services provided by their municipality, followed by 68 percent of the respondents that are Disi/Completely satisfied with their municipality's health services and 66 percent of the respondents are Disi/Completely satisfied with their municipality's public transportation. Further, 22 percent of the respondents are Somewhat dissatisfied/Not at all satisfied with the pre-university education, followed by 17 percent of them who are Somewhat dissatisfied with public spaces. Lastly, the majority of the respondents (71%) are satisfied with the road infrastructure, while 17 percent are Somewhat dissatisfied with it.

Data show that all respondents from Mamushë/Mamuša, Partesh/Parteš and Suharekë/Suva Reka are satisfied with the administrative services provided within their municipality. Satisfactory levels are also shown among survey respondents from Malishevë/Mališevo (98%), Hani i Elezit/Elez Han (97%) and Gjakovë/Đakovica (96%). However, the vast majority of the surveyed citizens from Mitrovicë e Veriut/Severna Mitrovica (90%) and Leposaviq/Leposavić (88%) are dissatisfied with the administrative services in their municipality. Further, all respondents from Hani i Elezit/Elez Han, Kaçanik/Kaçanik, Mamushë/Mamuša, Partesh/Parteš and Suharekë/Suva Reka are satisfied with health services in their municipality, compared to 88 percent respondents from Mitrovicë e Veriut/Severna Mitrovica and 84 percent of respondents from Leposaviq/Leposavić who are dissatisfied with such services. Further, the level of satisfaction regarding public transportation is quite high amongst respondents from Kaçanik/Kaçanik (97%), Suharekë/Suva Reka (94%) and Partesh/Parteš (92%). However, the majority of respondents from Mitrovicë e Veriut/Severna Mitrovica (91%), Leposaviq/Leposavić (81%) and Malishevë/Mališevo (66%) are not satisfied with the public transportation system in their municipality.

According to survey results, all respondents from Mamushë/Mamuq and Partesh/Parteš are satisfied with the pre-university education services that their municipality provides. In addition, the level of satisfaction regarding public spaces is higher in Partesh/Parteš and Suharekë/Suva Reka (100%). Lastly, all respondents from Partesh/Parteš and the vast majority of respondents from Kaçanik/Kaçanik (98%), Suharekë/Suva Reka (97%) and Deçan/Deçane (95%) are satisfied with the road infrastructure in their municipality. On the contrary, respondents from Mitrovicë e Veriut/Severna Mitrovica stated the opposite (86%).

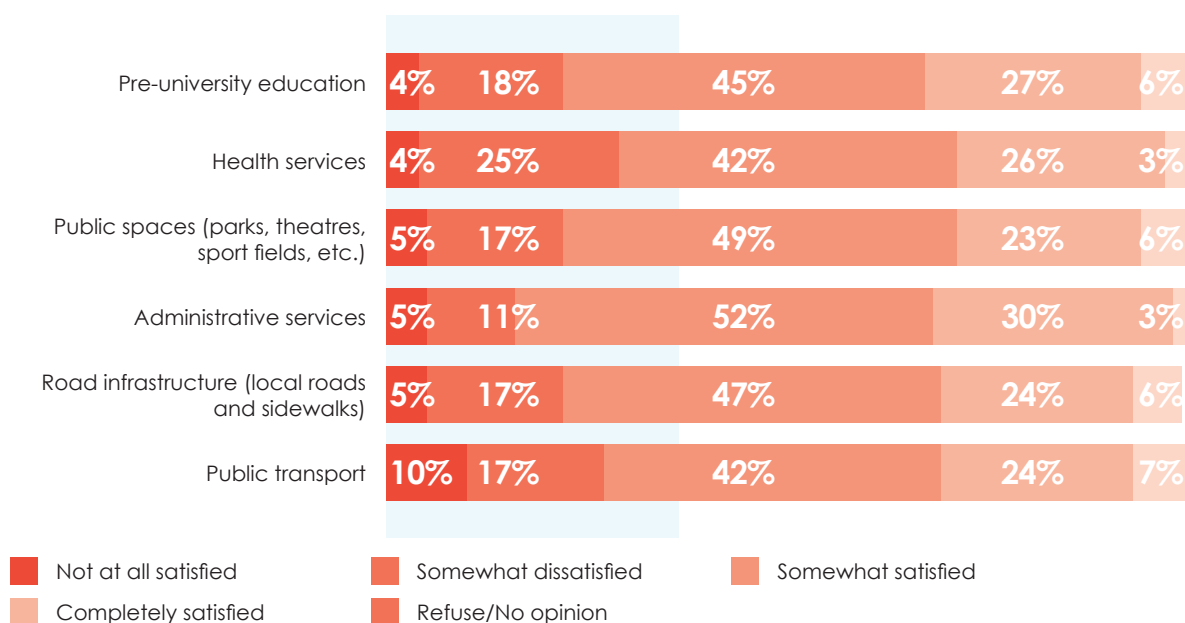


Figure 33. Please rate your level of satisfaction with the following municipal service

The qualitative data obtained suggests that participants in the focus group discussions were mainly engaged in obtaining administrative services such as tax documents, identification documents, property registration and legalization documents, etc. When asked about the satisfaction levels amid participants with the municipal services, the responses generally suggest a high satisfaction rate. The participants declared that the services were obtained in a timely manner and the services were delivered in a professional way.

Based on survey results, 69 percent of the respondents are somewhat satisfied/completely satisfied with spatial planning in their municipalities. Nevertheless, 21 percent of them are somewhat dissatisfied and five percent are not satisfied at all with those services.

When breaking down the results in terms of municipality, it is noticeable that around 98 percent of survey respondents from Suharekë/Suva Reka said they are satisfied with spatial planning in their municipality. The same share of respondents from Kaçanik/Kaçanik and Pejë/Peć (95%) are also satisfied. Eighty-four percent of respondents from Novobërdë/Novo Brdo are dissatisfied with spatial planning, followed by respondents from Shtërpçë/Štrpce (82%) and the same share of those from Graçanicë/Gračanica and Istok/Istok (65%).

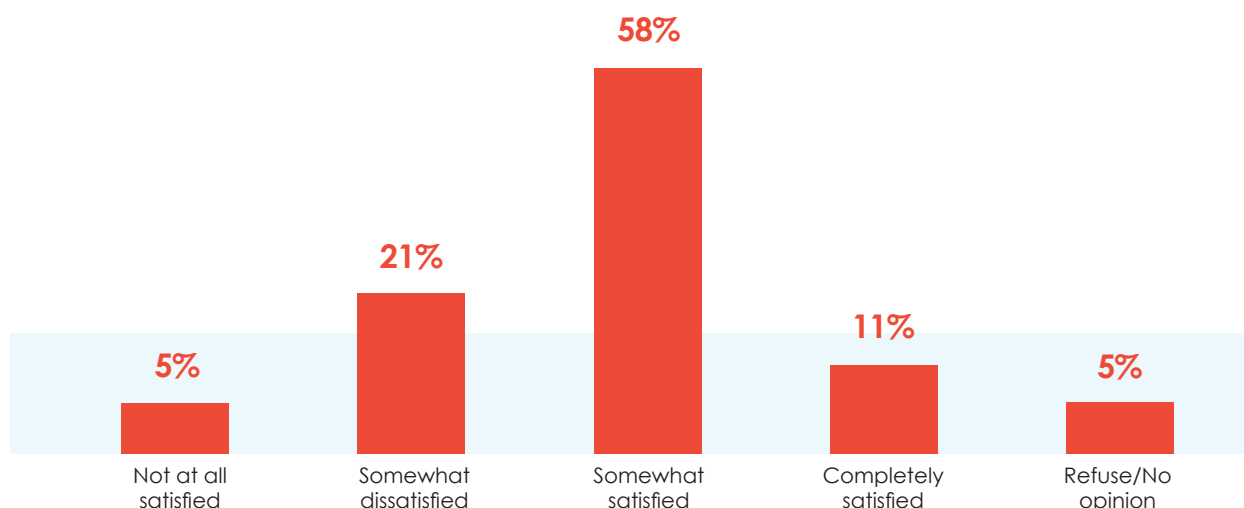


Figure 34. How satisfied are you with spatial planning (municipal development and land use planning)?

Citizens partaking in the focus group discussion declare to not be rather satisfied with the spatial planning (municipal development and land use planning). They expressed that they are rarely informed on the project planning and typically learn about these projects after their onset. Participants from the male focus group discussion expressed to be particularly unsatisfied with the fact that the majority of buildings in their municipality are yet to be legalized. Participants from the Serbian focus group discussion in the other hand raised their issues on infrastructure issues regarding schools and hospitals within their municipality. They declared that the Serbian government donated funds for the construction of various health facilities, however, the citizens remain uninformed of where these monetary means were situated.

The participants expressed that it is of vast importance that citizens are granted the opportunity to actively participate in planning of capital projects within their municipality. They believe that municipal authorities must broaden their informing towards citizens on spatial planning through brochures, communication via a neighbourhood representative, and/or through other informing channels. According to them, citizens must represent an essential component in spatial planning for their municipality, considering that they are the actors that remain most affected by any action that is assumed.

General satisfaction with municipalities

This study, among others, provided respondents the opportunity to rate the level of satisfaction regarding the overall performance of the municipality, mayor, municipal assembly, local administration and municipal services.

In general, the majority of the respondents (75%) are somewhat satisfied/completely satisfied with their municipalities' performance. Respondents from Partesh/Parteš have shown the highest level of satisfaction with the overall performance of their municipality, whereas respondents who have shown the highest level of dissatisfaction are from Leposaviq/Leposavić (92%) and Mitrovicë e Veriut/Severna Mitrovica (91%).

Moreover, 66 percent of the respondents are somewhat/completely satisfied with the mayor of their municipalities. When rating the level of satisfaction with the mayor, around 99 percent of respondents from Kaçanik/Kaçanik said they were completely satisfied/somewhat satisfied, followed by 98 percent of respondents from Suharekë/Suva Reka and the same share of those from Hani i Elezit/Elez Han and Pejë/Peć (98%). Completely satisfied/somewhat satisfied were also survey respondents from Deçan/Dečane (94%),

Partesh/Parteš (92%) and Klinë/Klina (86%). On the other hand, the vast majority of respondents from Novobërdë/Novo Brdo (97%) stated to be not at all satisfied/somewhat dissatisfied with their municipality's mayor. High levels of dissatisfaction were also shown among respondents from Mitrovicë e Veriut/Severna Mitrovica (90%), Leposaviq/Leposavić (90%), Shtërpcë/Štrpce (89%) and Graçanicë/Gračanica (72%).

Further, the majority of survey respondents (71%) reported to being satisfied with the Municipal Assembly. Nineteen percent are somewhat dissatisfied and around six percent are not satisfied at all. All respondents from Partesh/Parteš reported to being satisfied with their Municipal Assembly, followed by the vast majority of respondents from Suharekë/Suva Reka (99%), Kaçanik/Kaçanik (97%), Deçan/Dečane (94%), Mamushë/Mamuša (93%) and Pejë/Peć (91%). On the other hand, the majority of respondents from Mitrovicë e Veriut/Severna Mitrovica (90%), Leposaviq/Leposavić (86%) and Graçanicë/Gračanica (71%) are dissatisfied with the Municipal Assembly.

Data show that the level of satisfaction with the local administration in their municipalities is quite high (75%). However, 22 percent of respondents are somewhat dissatisfied/not satisfied at all with local administration. All survey respondents from Mamushë/Mamuša and Partesh/Parteš declared to be satisfied with their local administration. Moreover, according to survey results, respondents from Malishevë/Mališevo (98%), Suharekë/Suva Reka (98%), Kaçanik/Kaçanik (97%), Deçan/Dečane (94%) and Pejë/Peć (98%) are satisfied with their local administration. On the contrary, respondents from Mitrovicë e Veriut/Severna Mitrovica (89%), Leposaviq/Leposavić (88%), Shtërpcë/Štrpce (69%), Novobërdë/Novo Brdo (68%) and Istog/Istok (62%) are dissatisfied with their local administration.

Lastly, the majority of the surveyed citizens (78%) are somewhat/completely satisfied with the services in their municipalities. However, 14 percent of them are somewhat dissatisfied with those services and four percent are not satisfied at all. Breaking down the results in terms of municipality, we notice that almost all respondents from Kaçanik/Kaçanik (99%) are satisfied with their municipal services, followed by those from Suharekë/Suva Reka (98%) and the same share of survey respondents from Hani i Elezit/Elez Han and Malishevë/Mališevo (97%). Respondents from Mitrovicë e Veriut/Severna Mitrovica (85%), Leposaviq/Leposavić (83%) and Graçanicë/Gračanica (72%) are dissatisfied with such services.

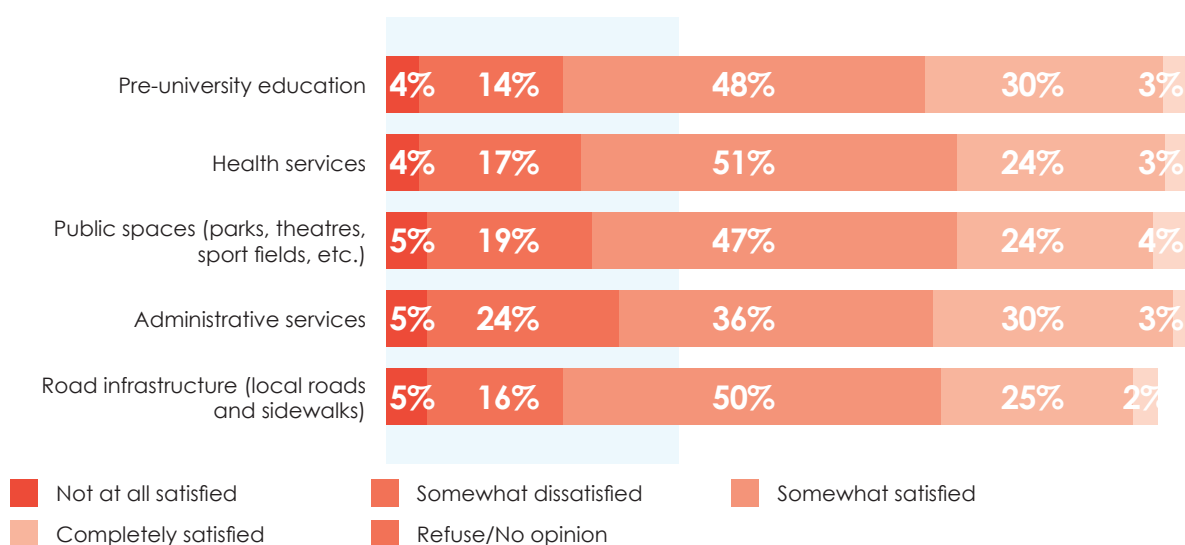


Figure 35. Please rate your level of satisfaction with...

The responses obtained from the focus group discussions with citizens imply that it is quite early to make assessments on the satisfaction with the above-mentioned institutions, considering that most participants belong to municipalities that have gone through a local government transition just recently. Nonetheless, participants from the male focus group discussion mentioned that great work has been done in terms of the mayor's decision in terminating construction in historic areas. Others however expressed their dissatisfaction with the work of previous local governments, especially by specifying that a lot of attention was allocated to construction and infrastructure, thus, leaving social issues fairly neglected.

Further, in order to increase the satisfaction of citizens with the afore-mentioned institutions, participants declared that it is of focal importance to increase the citizens' engagement in decision-making. They recommended for the assembly members to meet with citizens every month to discuss various issues that are of relevance within their municipality. Also, they once again stated the issue of informing of citizens on budget planning, spatial planning, and other municipality-relevant decisions.

When asked whether they were satisfied with living in their municipalities, 68 percent of survey respondents declared that they are satisfied, while 32 percent of them stated the opposite.

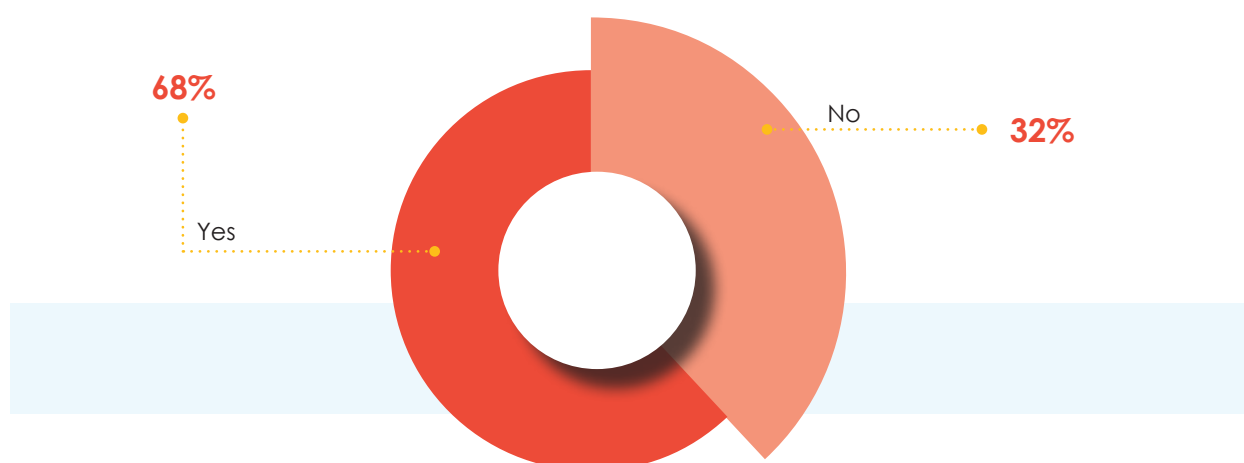


Figure 36. Are you satisfied with living in your municipality?

When presented with the afore-mentioned finding that suggests that 32 percent of respondents are not satisfied with living in their municipality, participants in the focus group discussions believed that this percentage is even more amplified in reality. They generally attributed the dissatisfaction of citizens to low levels of employment, poor quality of education, inadequate infrastructure, economy, substandard health system, and other issues that cause Kosovo' citizens to experience discontent with their living situation. Moreover, considering nepotism causing a root problem for Kosovo citizens, participants seem to have developed a feeling of learned helplessness. As such, they appear to have created the mentality that education does not reap fruitful outcomes in reaching employment due to recruitment being carried out grounded on political influence and family relation.

Respondents were also asked for an opinion on the vision they had for the future of their municipalities, namely whether they considered that their municipality is in the right direction to be a better place 5 years from now. Based on the results, 73 percent of the respondents believe that their municipality is in the right direction to be in a better place five years from now. However, 27 percent of those surveyed do not agree with the latter.

Around 97 percent of respondents from Kaçanik/Kaçanik think their municipality is in the

right direction to be a better place 5 years from now. The vast majority of respondents from Suharekë/Suva Reka (95%) think the same about their municipality. On the contrary, all respondents from Zubin Potok/Zubin Potok think their municipality isn't in the right direction to be a better place 5 years from now, followed by respondents from Leposaviq/Leposavić (98%), Mitrovicë e Veriut/Severna Mitrovica (97%) and Graçanicë/Gračanica (86%) who think the same.

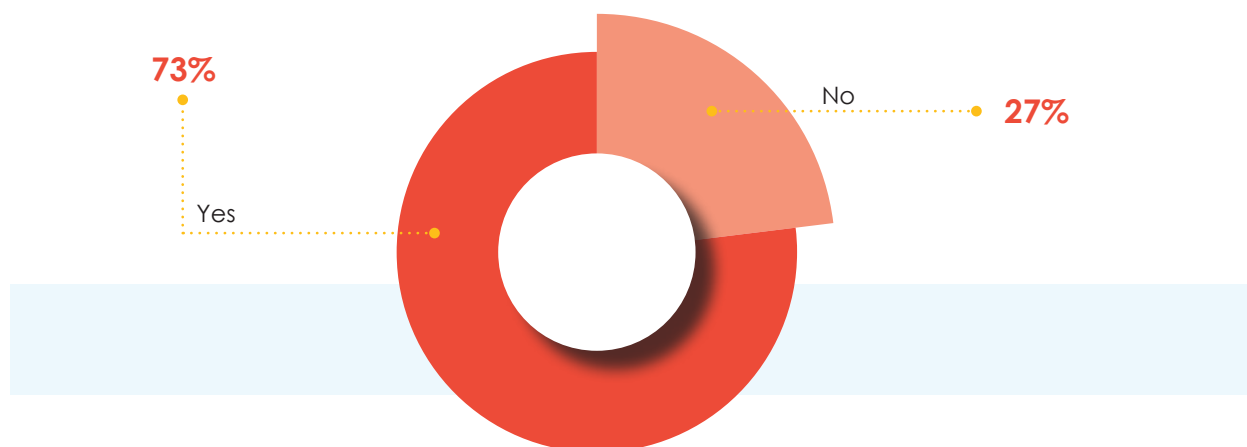


Figure 37. Do you think your municipality is in the right direction to be a better place 5 years from now?

With regard to the question on whether participants attending focus group discussions expect that life in the municipality will improve, deteriorate or remain the same in the next 4 years, responses seemed to variate. Participants from the Burra focus group provided more optimistic views by declaring that with the new elected mayor, they believe that the situation within their municipality will only improve. Participants from the Serbian focus group discussion in the other hand had little hopes to an improvement, in the contrary, they believed that the situation is only bound to worsen in future times. Participants believe that with the proper coordination and cooperation between the local and central level of governance, their leaders are granted the authority to create employment opportunities, which according to them is the only stepping-stone to a dignified way of living.

Lastly, respondents were asked whether they voted on the last municipal elections (2021). The vast majority of the respondents (81%) stated that they voted in the last municipal elections, while around 17 percent of them declared that they did not do so. One percent of those polled did not have the right to vote and one percent of them refused to answer.

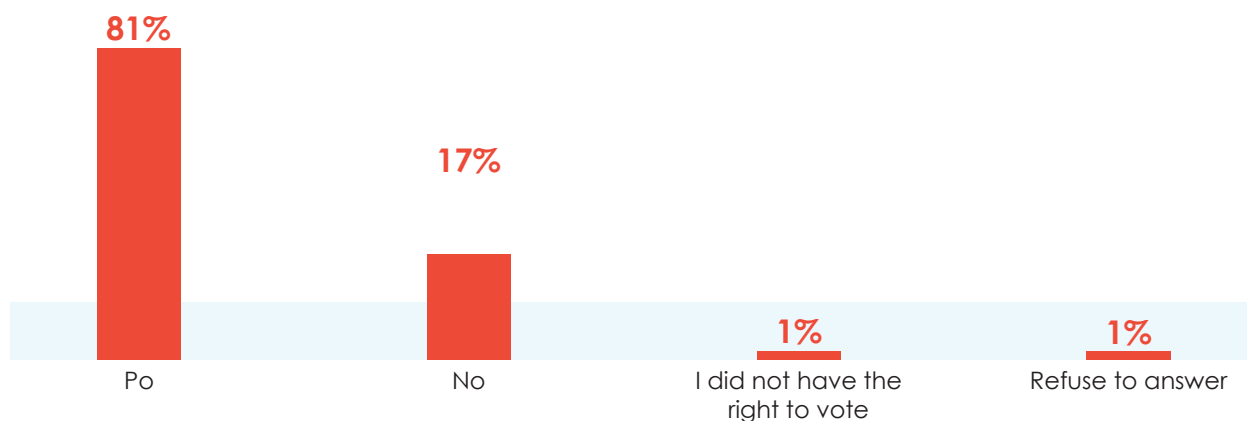


Figure 38. Did you vote in the last municipal elections (2021)?



Conclusion

In general, the study shows that the majority of the respondents are informed about the decisions that their municipality takes and almost half of these respondents get informed about these decisions through word-of-mouth. Even though survey respondents seem to be informed about the decisions, the majority of respondents seem to not have any interaction with their municipality in the last 12 months. Out of those who did engage with their municipality, more than half raised the issue about local infrastructure, whereas the majority of these citizens declared that the municipality did not respond to that. As per public meetings, the majority of interviewed citizens agree/strongly agree that the municipal authorities take into account participants' suggestions during these meetings.

As per the Municipal Assembly, more than half of respondents claimed to be moderately/extremely aware of its role, although the majority of them claimed to have not met any municipal assembly member nor have attended any municipal assembly session in the last 12 months. In addition, more than half of the respondents reported to be satisfied with the management of the municipal budget and quality of the work in infrastructure projects in their municipality. Equal opportunities for leadership positions are somewhat offered for women by the municipality, claimed by more than half of the survey respondents. Moreover, administrative and primary health services seem to be the most used municipal services in the last 12 months. Results show that citizens seem to be somewhat satisfied with spatial planning in their municipality.

The satisfaction level of interviewed citizens regarding the overall performance of the municipality, mayor, municipal assembly, local administration and municipal services seems to be at a high level since the majority of them reported to be somewhat/completely satisfied with their municipalities' performance. The respondents seem to also be satisfied with living in their municipality. Finally, they seem to be optimistic about the future since the majority of them think that their municipality is in the right direction to be a better place five years from now.

Annex

Crosstabs with municipalities

1. How informed are you about the decisions your municipality takes?					
Municipality	Not at all informed	Somewhat informed	Pretty well informed	Completely informed	Refuse/No opinion
Deçan/Dečani	15.2%	66.7%	18.2%		
Dragash/Dragaš	16.8%	43.8%	32.8%	5.1%	1.5%
Ferizaj/Uroševac	7.6%	53.1%	31.2%	4.0%	4.0%
Fushë Kosovë	1.8%	49.6%	35.4%	13.3%	
Gjakovë//Đakovica	6.6%	33.3%	58.3%	1.7%	
Gjilan/Gnjilane	33.2%	47.7%	12.4%	6.7%	
Glogovac/Glogovac	19.1%	41.1%	30.1%	8.6%	1.0%
Graçanicë/Gračanica	30.8%	49.2%	13.8%	6.2%	
Hani i Elezit/Elez Han	67.7%	29.0%	3.2%		
Istog/Istok	19.7%	62.0%	15.5%	2.8%	
Junik/Junik	19.0%	33.3%	38.1%	9.5%	
Kamenicë/Kamenica	36.2%	52.6%	11.2%		
Kaçanik/Kaçanik	9.3%	47.5%	39.0%	3.4%	0.8%
Klinë/Klina	63.8%	29.6%	3.9%	2.6%	
Klokot/Klokot	15.4%	61.5%	15.4%	7.7%	
Leposaviq/Leposavić	9.8%	37.3%	45.1%	5.9%	2.0%
Lipjan/Lipljan	16.2%	49.5%	21.1%	12.7%	0.5%
Malishevë/Mališevo	11.1%	77.4%	10.6%	0.4%	0.4%
Mamushë/Mamuša	26.7%	66.7%	6.7%		
Mitrovicë e Veriut/Severna Mitrovica	3.7%	26.9%	63.9%	5.6%	
Mitrovicë e Jugut/Južna Mitrovica	8.3%	50.9%	31.5%	9.3%	
Novobërdë/Novo Brdo	74.2%	16.1%	6.5%	3.2%	
Obiliq/Obilić	22.4%	32.9%	37.6%	7.1%	
Partesh/Parteš	7.1%	28.6%	50.0%	14.3%	
Pejë/Peć	34.9%	51.1%	12.9%	1.1%	
Podujevë/Podujevo	15.8%	29.9%	36.3%	18.0%	
Prishtinë/Priština	6.2%	36.8%	41.0%	16.1%	
Prizren/Prizren	37.7%	39.1%	21.0%	2.2%	
Rahovec/Orahovac	33.0%	32.6%	26.2%	8.1%	
Ranillug/Ranilug	37.0%	40.7%	18.5%	3.7%	
Shtime/Štimlje	20.4%	54.1%	18.4%	4.1%	3.1%
Shtërpçë/Štrpce	57.8%	24.4%	15.6%		2.2%
Skenderaj/Srbica	35.1%	36.0%	18.9%	9.2%	0.9%
Suharekë/Suva Reka	1.2%	28.9%	53.7%	16.1%	
Viti/Vitina	39.9%	43.4%	16.2%	0.6%	
Vushtrri/Vučitrn	23.1%	38.5%	31.8%	6.6%	
Zubin Potok/Zubin Potok	28.0%	8.0%	12.0%	8.0%	44.0%
Zvečan/Zvečan	11.5%	26.9%	46.2%	7.7%	7.7%



2. In what ways are these decisions communicated?

Municipality	Published in municipality's webpage	Communicated by mail	Communicated through Facebook	Communicated through local TV/Radio	Communicated through word-of-mouth	Other (please specify)	Don't know/Ref.
Deçan/Dečani	6.6%	0.5%	35.2%	48.3%	84.6%	0.0%	0.5%
Dragash/Dragaš	28.8%	20.9%	65.3%	48.2%	18.4%	0.0%	3.9%
Ferizaj/Uroševac	32.3%	3.0%	44.2%	11.3%	45.9%	0.0%	14.6%
Fushë Kosovë	15.4%	30.2%	34.5%	37.7%	44.1%	0.0%	1.1%
Gjakovë//Đakovica	4.7%	1.2%	30.3%	53.7%	68.7%	0.0%	0.0%
Gjilan/Gnjilane	29.2%	4.9%	37.3%	50.4%	37.3%	0.5%	18.8%
Glogovac/Glogovac	27.2%	7.2%	48.1%	25.3%	28.9%	0.0%	11.5%
Graçanicë/Gračanica	33.9%	1.3%	12.6%	37.5%	20.4%	0.0%	17.9%
Hani i Elezit/Elez Han	14.2%	2.5%	13.4%	0.0%	88.9%	0.6%	6.4%
Istog/Istok	0.5%	4.8%	37.4%	33.5%	38.4%	0.5%	17.8%
Junik/Junik	7.8%	1.7%	28.6%	15.6%	88.4%	0.0%	0.8%
Kamenicë/Kamenica	3.8%	0.9%	19.5%	7.0%	87.9%	0.0%	1.2%
Kaçanik/Kaçanik	66.2%	0.6%	69.6%	0.0%	95.5%	0.0%	3.4%
Klinë/Klina	8.5%	0.5%	26.8%	12.0%	85.4%	0.0%	5.1%
Klllokoť/Klokot	38.6%	2.2%	36.9%	1.2%	22.5%	0.0%	42.1%
Leposaviq/Leposavić	43.1%	4.6%	59.2%	11.9%	12.4%	0.0%	2.5%
Lipjan/Lipljan	50.8%	4.8%	60.9%	20.2%	16.9%	0.0%	10.9%
Malishevë/Mališevo	22.3%	0.0%	36.1%	51.9%	92.4%	0.0%	7.6%
Mamushë/Mamuša	8.3%	0.5%	26.1%	48.9%	91.3%	1.9%	4.0%
Mitrovicë e Veriut/Severna Mitrovica	51.0%	2.2%	82.0%	3.4%	8.7%	0.0%	0.5%
Mitrovicë e Jugut/Južna Mitrovica	21.8%	6.6%	68.3%	42.3%	37.0%	0.0%	4.9%
Novobërdë/Novo Brdo	1.0%	0.1%	5.9%	6.0%	82.5%	0.0%	9.0%
Obiliq/Obilić	20.5%	6.8%	20.8%	15.0%	53.5%	0.0%	4.6%
Partesh/Parteš	21.7%	6.4%	17.3%	4.3%	82.7%	0.0%	1.6%
Pejë/Peć	4.3%	0.0%	11.1%	60.8%	30.3%	0.0%	13.6%
Podujevë/Podujevo	22.6%	5.7%	42.7%	49.3%	34.1%	0.0%	2.7%
Prishtinë/Priština	65.8%	19.4%	66.7%	55.0%	38.1%	0.0%	2.8%
Prizren/Prizren	28.7%	6.8%	45.0%	76.4%	19.1%	0.0%	6.2%
Rahovec/Orahovac	24.6%	1.1%	23.7%	7.1%	62.6%	0.0%	14.1%
Ranillug/Ranilug	32.4%	8.8%	24.0%	13.1%	82.1%	0.0%	6.1%
Shtime/Štimlje	24.6%	1.2%	26.4%	32.9%	42.2%	1.7%	13.0%
Shtërpçë/Štrpce	13.1%	2.1%	7.3%	40.0%	40.8%	0.0%	14.4%
Skenderaj/Srbica	44.4%	41.8%	40.3%	9.1%	65.7%	0.5%	4.3%
Suharekë/Suva Reka	49.8%	15.5%	90.2%	49.3%	76.0%	0.0%	0.5%
Viti/Vitina	18.3%	6.0%	37.9%	38.9%	52.0%	1.0%	6.0%
Vushtrri/Vučitrn	23.5%	3.8%	45.3%	28.7%	60.9%	0.5%	8.4%
Zubin Potok/Zubin Potok	18.2%	1.2%	19.5%	0.0%	30.5%	0.0%	44.6%
Zveçan/Zvečan	1.3%	12.7%	26.1%	20.6%	33.1%	0.0%	15.5%

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

Municipality	Municipal website	Municipal facebook page	Other (please specify)	None
Deçan/Dečani	6.7%	26.5%	0.0%	73.0%
Dragash/Dragaš	44.5%	77.9%	0.0%	13.6%
Ferizaj/Uroševac	21.2%	54.5%	0.0%	43.0%
Fushë Kosovë	49.2%	42.7%	0.0%	30.0%
Gjakovë//Đakovica	5.9%	34.6%	0.5%	64.4%
Gjilan/Gnjilane	22.0%	26.3%	0.5%	61.3%
Glogovac/Glogovac	26.5%	60.7%	2.1%	25.4%
Graçanicë/Gračanica	3.8%	30.2%	0.0%	68.7%
Hani i Elezit/Elez Han	12.8%	15.0%	0.0%	83.9%
Istog/Istok	6.7%	9.9%	0.5%	86.6%
Junik/Junik	10.2%	24.3%	0.0%	75.0%
Kamenicë/Kamenica	4.4%	17.8%	0.0%	80.9%
Kaçanik/Kačanik	41.6%	67.0%	0.0%	31.1%
Klinë/Klina	5.1%	24.3%	0.0%	75.7%
Klokot/Klokot	37.0%	35.9%	0.0%	61.9%
Leposaviq/Leposavić	14.3%	83.3%	0.0%	9.5%
Lipjan/Lipljan	50.6%	72.8%	0.0%	19.1%
Malishevë/Mališevo	25.5%	39.8%	0.0%	60.7%
Mamushë/Mamuša	9.3%	25.4%	0.5%	74.6%
Mitrovicë e Veriut/Severna Mitrovica	11.5%	88.5%	0.0%	4.0%
Mitrovicë e Jugut/Južna Mitrovica	21.7%	60.6%	0.0%	34.8%
Novobërdë/Novo Brdo	2.0%	5.6%	0.0%	93.4%
Obiliq/Obilić	20.0%	29.8%	0.0%	57.9%
Partesh/Parteš	19.8%	21.2%	0.0%	75.4%
Pejë/Peć	5.8%	10.8%	0.0%	87.6%
Podujevë/Podujevo	19.6%	44.0%	1.9%	53.8%
Prishtinë/Priština	59.8%	66.5%	2.6%	13.1%
Prizren/Prizren	25.1%	39.3%	1.0%	58.6%
Rahovec/Orahovac	17.9%	21.0%	0.0%	75.7%
Ranillug/Ranilug	34.3%	26.8%	0.0%	66.0%
Shtime/Štimlje	14.0%	43.2%	1.7%	54.0%
Shtërpçë/Štrpce	9.7%	18.4%	0.0%	81.6%
Skenderaj/Srbica	19.6%	56.7%	0.5%	43.2%
Suharekë/Suva Reka	56.9%	89.2%	0.5%	9.2%
Viti/Vitina	12.7%	31.5%	0.0%	65.3%
Vushtri/Vučitrn	30.2%	41.7%	0.0%	49.7%
Zubin Potok/Zubin Potok	10.2%	26.1%	0.0%	66.4%
Zvečan/Zvečan	0.7%	24.7%	0.0%	74.6%



4. For what reason?						
Municipality	Information regarding public tenders	Information regarding public hearings	Job openings	Subsidies	Municipal budget and spending	Other, please specify
Deçan/Dečani	11.3%	5.0%	84.2%	50.7%	10.3%	0.0%
Dragash/Dragaš	19.9%	47.3%	57.1%	7.8%	9.6%	6.3%
Ferizaj/Uroševac	11.0%	30.0%	77.7%	42.1%	4.2%	0.0%
Fushë Kosovë	32.9%	50.5%	56.6%	24.8%	15.3%	0.0%
Gjakovë//Đakovica	5.9%	30.6%	68.4%	47.8%	21.9%	0.0%
Gjilan/Gnjilane	15.0%	11.1%	74.4%	14.7%	18.3%	19.0%
Glogovc/Glogovac	7.4%	35.2%	62.2%	19.8%	15.2%	1.4%
Graçanicë/Gračanica	9.3%	11.1%	73.4%	9.3%	5.7%	0.0%
Hani i Elezit/Elez Han	0.0%	26.7%	79.3%	48.9%	5.9%	0.0%
Istog/Istok	5.6%	21.1%	68.6%	17.6%	5.6%	3.9%
Junik/Junik	4.8%	7.6%	90.9%	63.8%	48.3%	0.0%
Kamenicë/Kamenica	15.8%	19.0%	50.7%	47.4%	21.4%	0.0%
Kaçanik/Kaçanik	0.0%	1.7%	64.2%	78.7%	1.7%	3.3%
Klinë/Klina	27.3%	47.4%	53.1%	92.6%	17.0%	3.1%
Kllkot/Klokot	17.9%	6.4%	73.0%	32.8%	37.3%	0.0%
Leposaviq/Leposavić	10.1%	7.8%	59.8%	25.7%	9.3%	0.0%
Lipjan/Lipljan	19.9%	18.5%	73.6%	42.9%	13.4%	2.8%
Malishevë/Mališevo	9.8%	44.3%	82.1%	7.6%	28.7%	0.0%
Mamushë/Mamuša	17.2%	26.9%	65.9%	25.8%	22.6%	7.0%
Mitrovicë e Veriut/Severna Mitrovica	7.8%	6.7%	70.4%	19.6%	3.3%	0.0%
Mitrovicë e Jugut/Južna Mitrovica	12.3%	28.3%	65.7%	14.9%	13.2%	3.1%
Novobërdë/Novo Brdo	0.0%	0.0%	84.7%	51.6%	66.6%	0.0%
Obiliq/Obilić	1.4%	14.9%	73.1%	24.7%	15.8%	0.0%
Partesh/Parteš	43.8%	40.9%	49.6%	65.9%	33.6%	0.0%
Pejë/Peć	29.7%	16.7%	43.3%	44.0%	16.7%	8.4%
Podujevë/Podujevo	14.8%	44.7%	57.2%	44.2%	24.7%	0.0%
Prishtinë/Priština	41.9%	43.2%	76.9%	44.1%	24.6%	0.0%
Prizren/Prizren	14.1%	42.2%	49.8%	58.6%	54.0%	1.1%
Rahovec/Orahovac	19.1%	13.6%	66.5%	60.6%	36.1%	0.0%
Ranillug/Ranilug	59.6%	35.4%	77.3%	75.8%	49.8%	0.0%
Shtime/Štimlje	6.1%	13.3%	75.6%	35.5%	8.3%	0.0%
Shtërpçë/Štrpce	20.4%	37.6%	93.3%	20.6%	20.2%	0.0%
Skenderaj/Srbica	30.6%	37.1%	83.7%	23.5%	6.6%	0.9%
Suharekë/Suva Reka	23.4%	66.1%	92.7%	58.7%	42.5%	0.0%
Viti/Vitina	7.4%	4.1%	75.9%	30.9%	6.1%	14.3%
Vushtri/Vučitrn	20.8%	40.7%	71.7%	26.9%	2.1%	2.4%
Zubin Potok/Zubin Potok	12.0%	4.9%	49.8%	27.1%	20.2%	0.0%
Zveçan/Zvečan	0.0%	0.0%	65.5%	53.6%	11.9%	0.0%

5. Did you find the requested information/service?		
Municipality	Yes	No
Deçan/Dečani	91.4%	8.6%
Dragash/Dragaš	57.1%	42.9%
Ferizaj/Uroševac	83.1%	16.9%
Fushë Kosovë	67.5%	32.5%
Gjakovë//Đakovica	65.3%	34.7%
Gjilan/Gnjilane	74.3%	25.7%
Glogovac/Glogovac	55.1%	44.9%
Graçanicë/Gračanica	20.0%	80.0%
Hani i Elezit/Elez Han	80.0%	20.0%
Istog/Istok	45.0%	55.0%
Junik/Junik	80.0%	20.0%
Kamenicë/Kamenica	40.9%	59.1%
Kaçanik/Kačanik	89.0%	11.0%
Klinë/Klina	86.5%	13.5%
Klokot/Klokot	80.0%	20.0%
Leposaviq/Leposavić	30.4%	69.6%
Lipjan/Lipljan	81.4%	18.6%
Malishevë/Mališevo	100.0%	
Mamushë/Mamuša	100.0%	
Mitrovicë e Veriut/Severna Mitrovica	23.8%	76.2%
Mitrovicë e Jugut/Južna Mitrovica	84.6%	15.4%
Novobërdë/Novo Brdo	50.0%	50.0%
Obiliq/Obilić	54.3%	45.7%
Partesh/Parteš	66.7%	33.3%
Pejë/Peć	68.2%	31.8%
Podujevë/Podujevo	65.3%	34.7%
Prishtinë/Priština	87.9%	12.1%
Prizren/Prizren	91.7%	8.3%
Rahovec/Orahovac	94.8%	5.2%
Ranillug/Ranilug	88.9%	11.1%
Shtime/Štimlje	69.6%	30.4%
Shtërpçë/Štrpce	44.4%	55.6%
Skenderaj/Srbica	93.1%	6.9%
Suharekë/Suva Reka	95.5%	4.5%
Viti/Vitina	50.0%	50.0%
Vushtrri/Vučitrn	50.3%	49.7%
Zubin Potok/Zubin Potok	12.5%	87.5%
Zvečan/Zvečan		100.0%



6. How easy did you find the information that you needed? Municipal website					
Municipality	Very difficult	Pretty difficult	Easy	Very easy	Refuse/No opinion
Deçan/Dečani		8.3%	41.7%	16.7%	33.3%
Dragash/Dragaš	2.5%	8.3%	52.5%	35.8%	0.8%
Ferizaj/Uroševac		5.8%	45.2%	45.2%	3.7%
Fushë Kosovë	12.5%	10.0%	28.8%	46.3%	2.5%
Gjakovë//Đakovica		34.4%	58.4%	1.6%	5.6%
Gjilan/Gnjilane	6.8%	6.8%	34.0%	49.7%	2.7%
Glogovac/Glogovac	0.6%	18.7%	50.3%	23.2%	7.1%
Graçanicë/Gračanica	4.8%	19.0%	52.4%	14.3%	9.5%
Hani i Elezit/Elez Han			80.0%	20.0%	
Istog/Istok	20.0%	15.0%	25.0%	35.0%	5.0%
Junik/Junik		16.7%	16.7%	50.0%	16.7%
Kamenicë/Kamenica	4.5%	31.8%	50.0%	13.6%	
Kaçanik/Kaçanik			34.1%	64.6%	1.2%
Klinë/Klina		5.4%	83.8%	8.1%	2.7%
Kllokot/Klokot			80.0%	20.0%	
Leposaviq/Leposavić	8.5%	55.3%	34.0%		2.1%
Lipjan/Lipljan	1.2%	7.2%	62.0%	26.5%	3.0%
Malishevë/Mališevo			60.6%	11.7%	27.7%
Mamushë/Mamuša	33.3%		33.3%	33.3%	
Mitrovicë e Veriut/Severna Mitrovica	1.9%	45.2%	43.3%	3.8%	5.8%
Mitrovicë e Jugut/Južna Mitrovica	4.9%	6.3%	58.7%	25.9%	4.2%
Novobërdë/Novo Brdo				50.0%	50.0%
Obiliq/Obilić	11.1%	13.9%	36.1%	36.1%	2.8%
Partesh/Parteš			66.7%	33.3%	
Pejë/Peć	9.1%		70.5%	11.4%	9.1%
Podujevë/Podujevo		11.8%	52.1%	32.6%	3.5%
Prishtinë/Priština	5.3%	16.9%	40.7%	34.4%	2.7%
Prizren/Prizren	1.1%	3.8%	31.6%	57.9%	5.6%
Rahovec/Orahovac		5.2%	44.8%	44.8%	5.2%
Ranillug/Ranilug			55.6%	44.4%	
Shtime/Štimlje	6.4%	4.3%	29.8%	51.1%	8.5%
Shtërpçë/Štrpce		12.5%	25.0%	50.0%	12.5%
Skenderaj/Srbica	2.3%	21.4%	46.6%	29.0%	0.8%
Suharekë/Suva Reka	0.5%	3.2%	17.6%	61.5%	17.2%
Viti/Vitina		26.7%	40.0%	31.7%	1.7%
Vushtri/Vučitër	2.8%	65.0%	21.0%	9.1%	2.1%
Zubin Potok/Zubin Potok		50.0%	25.0%	12.5%	12.5%
Zveçan/Zvečan			66.7%	33.3%	

6. How easy did you find the information that you needed? Facebook page

Municipality	Very difficult	Pretty difficult	Easy	Very easy	Refuse/No opinion
Deçan/Dečani		2.9%	34.3%	60.0%	2.9%
Dragash/Dragaš	1.7%	17.6%	45.4%	34.5%	0.8%
Ferizaj/Uroševac	0.8%	14.1%	34.0%	48.5%	2.5%
Fushë Kosovë	11.1%	11.1%	37.0%	39.5%	1.2%
Gjakovë//Đakovica		16.8%	30.4%	51.2%	1.6%
Gjilan/Gnjilane	8.8%	10.8%	27.0%	53.4%	
Glogovac/Glogovac	1.3%	19.2%	46.8%	27.6%	5.1%
Gračanicë/Gračanica	14.3%	33.3%	47.6%	4.8%	
Hani i Elezit/Elez Han			80.0%	20.0%	
Istog/Istok	21.1%	10.5%	26.3%	31.6%	10.5%
Junik/Junik			20.0%	80.0%	
Kamenicë/Kamenica		34.8%	43.5%	21.7%	
Kaçanik/Kaçanik			33.3%	65.4%	1.2%
Klinë/Klina		2.7%	86.5%	10.8%	
Klokot/Klokot			75.0%	25.0%	
Leposaviq/Leposavić	2.2%	17.4%	73.9%	4.3%	2.2%
Lipjan/Lipljan	0.6%	4.8%	47.9%	44.9%	1.8%
Malishevë/Mališevo			86.2%	13.8%	
Mamushë/Mamuša			50.0%	50.0%	
Mitrovicë e Veriut/Severna Mitrovica		26.9%	55.8%	11.5%	5.8%
Mitrovicë e Jugut/Južna Mitrovica		4.2%	52.4%	41.3%	2.1%
Novobërdë/Novo Brdo			50.0%	50.0%	
Obiliq/Obilić	5.6%	41.7%	25.0%	25.0%	2.8%
Partesh/Parteš			50.0%	50.0%	
Pejë/Peć	9.1%	4.5%	70.5%	11.4%	4.5%
Podujevë/Podujevo	1.4%	9.1%	42.0%	45.5%	2.1%
Prishtinë/Priština	1.2%	16.8%	45.3%	35.5%	1.2%
Prizren/Prizren		2.6%	35.0%	62.4%	
Rahovec/Orahovac			50.0%	46.6%	3.4%
Ranillug/Ranilug		11.1%	44.4%	44.4%	
Shtime/Štimlje	6.5%	6.5%	34.8%	45.7%	6.5%
Shtërpçë/Štrpce		25.0%	62.5%	12.5%	
Skenderaj/Srbica	0.8%	0.8%	29.0%	69.5%	
Suharekë/Suva Reka		1.8%	5.9%	90.4%	1.8%
Viti/Vitina		18.3%	46.7%	33.3%	1.7%
Vushtri/Vučitrn	8.3%	33.3%	37.5%	20.8%	
Zubin Potok/Zubin Potok		28.6%	42.9%	14.3%	14.3%
Zvečan/Zvečan		42.9%	57.1%		



7. Did you understand easily the information you found published by the municipality?					
Municipality	Not at all understandable	Somewhat not understandable	Somewhat understandable	Very understandable	Refuse/No opinion
Deçan/Dečani		5.7%	51.4%	42.9%	
Dragash/Dragaš	0.8%	17.6%	53.8%	27.7%	
Ferizaj/Uroševac		21.5%	49.2%	19.4%	9.9%
Fushë Kosovë	7.4%	30.9%	39.5%	21.0%	1.2%
Gjakovë//Đakovica		12.8%	71.2%	16.0%	
Gjilan/Gnjilane	6.8%	12.8%	40.5%	39.9%	
Glogovac/Glogovac	1.3%	16.0%	46.8%	35.9%	
Graçanicë/Gračanica	28.6%	23.8%	38.1%	9.5%	
Hani i Elezit/Elez Han		33.3%	50.0%	16.7%	
Istog/Istok	20.0%	15.0%	30.0%	35.0%	
Junik/Junik			75.0%	25.0%	
Kamenicë/Kamenica	4.5%	36.4%	31.8%	27.3%	
Kaçanik/Kaçanik		4.9%	69.1%	25.9%	
Klinë/Klina		2.7%	32.4%	64.9%	
Kllkot/Klokot		16.7%	66.7%	16.7%	
Leposaviq/Leposavić	2.2%	8.7%	82.6%	4.3%	2.2%
Lipjan/Lipljan	0.6%	12.0%	39.8%	47.0%	0.6%
Malishevë/Mališevo			42.6%	56.4%	1.1%
Mamushë/Mamuša			50.0%	50.0%	
Mitrovicë e Veriut/Severna Mitrovica		8.6%	80.0%	8.6%	2.9%
Mitrovicë e Jugut/Južna Mitrovica	1.4%	10.5%	55.9%	31.5%	0.7%
Novobërdë/Novo Brdo			100.0%		
Obiliq/Obilić	8.6%	22.9%	60.0%	8.6%	
Partesh/Parteš		25.0%	50.0%	25.0%	
Pejë/Peć		4.5%	50.0%	45.5%	
Podujevë/Podujevo		9.1%	62.9%	28.0%	
Prishtinë/Priština	0.7%	22.6%	50.5%	26.2%	
Prizren/Prizren		1.1%	88.3%	10.5%	
Rahovec/Orahovac		5.3%	43.9%	50.9%	
Ranilug/Ranilug		10.0%	50.0%	40.0%	
Shtime/Štimlje	4.3%	34.8%	43.5%	15.2%	2.2%
Shtërpçë/Štrpce		25.0%	75.0%		
Skenderaj/Srbica		12.2%	60.3%	26.7%	0.8%
Suharekë/Suva Reka		1.4%	48.6%	50.0%	
Viti/Vitina		20.0%	73.3%	6.7%	
Vushtrri/Vučitrn		28.5%	45.1%	26.4%	
Zubin Potok/Zubin Potok	11.1%		66.7%	11.1%	11.1%
Zveçan/Zvečan		42.9%	42.9%	14.3%	

8. How did you interact with your municipality in the past 12 months (except during the electoral campaign)?

Municipality	I participated in public meetings (public hearings, meetings with the mayor, etc.)	Through individual meetings (with Mayor, Director, MA member)	Through joint community initiatives (village/ neighborhood council, Civil Society Organizations, etc.)	I didn't have any interaction	Other (please specify)
Deçan/Dečani	4.9%	3.8%	6.4%	88.6%	0.0%
Dragash/Dragaš	40.2%	45.1%	19.7%	39.6%	0.0%
Ferizaj/Uroševac	21.7%	16.7%	9.4%	58.9%	0.0%
Fushë Kosovë	45.1%	40.0%	28.5%	32.4%	0.0%
Gjakovë//Đakovica	1.0%	3.7%	5.3%	94.2%	0.0%
Gjilan/Gnjilane	6.3%	4.7%	2.6%	89.1%	0.0%
Glogovac/Glogovac	4.8%	19.0%	20.2%	58.1%	0.0%
Gračanicë/Gračanica	3.7%	3.6%	2.5%	90.4%	0.0%
Hani i Elezit/Elez Han	2.2%	0.0%	1.0%	97.3%	0.0%
Istog/Istok	3.4%	8.7%	9.8%	84.4%	0.6%
Junik/Junik	1.5%	1.9%	0.5%	96.5%	0.6%
Kamenicë/Kamenica	4.8%	3.2%	11.6%	87.0%	0.0%
Kaçanik/Kaçanik	0.0%	4.9%	0.0%	95.1%	0.0%
Klinë/Klina	4.0%	0.8%	2.6%	94.0%	0.0%
Klokot/Klokot	6.4%	12.0%	9.2%	84.5%	0.0%
Leposaviq/Leposavić	1.2%	4.6%	10.7%	84.5%	0.0%
Lipjan/Lipljan	22.5%	9.4%	11.2%	68.7%	0.0%
Malishevë/Mališevo	0.5%	1.5%	0.5%	98.5%	0.0%
Mamushë/Mamuša	5.3%	1.1%	1.6%	93.7%	0.6%
Mitrovicë e Veriut/Severna Mitrovica	6.0%	0.0%	3.9%	92.0%	0.0%
Mitrovicë e Jugut/Južna Mitrovica	10.6%	15.9%	10.1%	69.0%	0.0%
Novobërdë/Novo Brdo	0.0%	0.2%	0.1%	99.8%	0.0%
Obiliq/Obilić	8.4%	15.4%	8.8%	72.8%	1.1%
Partesh/Parteš	10.1%	16.6%	23.8%	71.6%	0.0%
Pejë/Peć	7.0%	2.4%	3.9%	90.0%	0.0%
Podujevë/Podujevo	14.3%	11.3%	8.7%	77.3%	0.0%
Prishtinë/Priština	55.3%	30.6%	14.8%	43.9%	0.0%
Prizren/Prizren	9.9%	2.3%	8.1%	85.9%	0.0%
Rahovec/Orahovac	3.0%	2.1%	3.9%	93.0%	0.0%
Ranillug/Ranilug	17.8%	19.5%	36.0%	56.6%	0.0%
Shtime/Štimlje	5.1%	4.7%	6.8%	84.1%	0.5%
Shtërpçë/Štrpce	1.3%	1.7%	1.8%	96.4%	0.0%
Skenderaj/Srbica	19.6%	22.5%	41.4%	52.4%	0.6%
Suharekë/Suva Reka	33.4%	41.8%	38.4%	42.0%	0.0%
Viti/Vitina	4.5%	3.7%	4.4%	90.6%	0.0%
Vushtrri/Vučitrn	10.7%	16.9%	25.5%	55.5%	0.0%
Zubin Potok/Zubin Potok	1.3%	1.1%	0.5%	98.9%	0.0%
Zvečan/Zvečan	5.3%	41.8%	16.2%	40.6%	0.0%



9. For what kind of issues did you raise with the municipality									
Municipality	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
Deçan/Dečani	100.0%	10.5%	5.0%	0.0%	10.5%	0.0%	13.3%	5.0%	0.0%
Dragash/Dragaš	30.4%	45.7%	66.2%	32.1%	16.5%	7.9%	9.3%	0.0%	0.0%
Ferizaj/Uroševac	30.5%	55.2%	28.0%	28.1%	10.2%	6.3%	3.2%	0.0%	0.0%
Fushë Kosovë	42.8%	39.4%	61.9%	29.5%	22.8%	34.1%	13.2%	7.6%	0.0%
Gjakovë//Đakovica	57.3%	7.5%	14.1%	7.5%	0.0%	30.2%	29.4%	34.3%	0.0%
Gjilan/Gnjilane	61.7%	29.6%	15.6%	15.0%	17.4%	7.0%	0.5%	8.1%	23.5%
Glogovc/Glogovac	6.1%	11.4%	31.8%	27.5%	6.6%	10.8%	9.9%	8.6%	1.7%
Graçanicë/Gračanica	1.8%	57.2%	24.6%	55.3%	2.2%	15.8%	1.6%	1.7%	0.0%
Hani i Elezit/Elez Han	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	50.0%	0.0%	0.0%
Istog/Istok	45.2%	26.7%	8.5%	20.9%	20.0%	8.6%	8.5%	14.8%	14.5%
Junik/Junik	58.4%	41.6%	19.6%	41.6%	41.6%	0.0%	0.0%	0.0%	0.0%
Kamenicë/Kamenica	30.5%	80.0%	8.5%	27.1%	0.8%	14.4%	9.1%	2.1%	0.0%
Kaçanik/Kaçanik	73.6%	15.3%	0.0%	0.0%	10.8%	0.0%	0.0%	0.0%	23.6%
Klinë/Klina	61.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	38.1%
Kllokot/Klokot	78.8%	11.9%	45.6%	24.8%	23.2%	45.8%	41.9%	16.7%	0.0%
Leposaviq/Leposavić	0.0%	66.1%	22.4%	30.6%	8.5%	15.9%	16.3%	0.0%	0.0%
Lipjan/Lipljan	61.8%	26.6%	26.2%	7.2%	11.5%	30.9%	36.8%	10.6%	2.5%
Malishevë/Mališevo	66.9%	0.0%	0.0%	0.0%	33.1%	0.0%	0.0%	0.0%	66.9%
Mamushë/Mamuša	37.7%	0.0%	0.0%	0.0%	40.6%	21.5%	0.0%	0.0%	59.4%
Mitrovicë e Veriut/Severna Mitrovica	0.0%	35.0%	52.0%	0.0%	0.0%	0.0%	14.7%	13.0%	0.0%
Mitrovicë e Jugut/Južna Mitrovica	43.5%	45.9%	39.0%	27.5%	7.5%	16.4%	10.1%	9.9%	2.3%
Novobërdë/Novo Brdo	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Obiliq/Obilić	13.7%	29.9%	43.8%	24.8%	12.3%	19.0%	19.7%	5.1%	0.0%
Partesh/Parteš	53.2%	18.7%	49.6%	35.6%	19.3%	47.4%	20.9%	23.2%	0.0%
Pejë/Peć	84.6%	10.9%	15.4%	0.0%	0.0%	0.0%	10.9%	0.0%	0.0%
Podujevë/Podujevo	14.1%	30.4%	45.6%	43.5%	48.4%	37.4%	10.5%	7.4%	0.0%
Prishtinë/Priština	60.3%	46.6%	50.9%	35.8%	25.3%	36.4%	27.8%	16.7%	0.0%
Prizren/Prizren	67.4%	42.5%	59.7%	15.3%	42.3%	59.0%	27.4%	40.9%	4.8%
Rahovec/Orahovac	64.5%	17.1%	17.1%	19.9%	26.8%	9.8%	0.0%	29.8%	0.0%
Ranillug/Ranilug	53.6%	14.4%	64.4%	12.6%	22.3%	50.7%	35.7%	48.6%	0.0%
Shtime/Štimlje	40.2%	10.9%	16.8%	9.6%	12.0%	17.0%	16.0%	10.2%	6.2%
Shtërpçë/Štrpce	87.2%	36.3%	13.8%	0.0%	1.9%	38.8%	2.2%	0.0%	0.0%
Skenderaj/Srbica	98.6%	91.3%	85.1%	91.3%	14.2%	83.0%	20.6%	14.4%	0.0%
Suharekë/Suva Reka	98.1%	78.1%	87.3%	66.1%	60.0%	82.5%	87.2%	52.4%	0.0%
Viti/Vitina	39.2%	33.0%	0.0%	15.2%	21.9%	0.0%	0.0%	0.0%	13.9%
Vushtrri/Vučitrn	31.2%	29.7%	22.5%	27.8%	30.6%	18.9%	6.4%	4.5%	1.9%
Zubin Potok/Zubin Potok	30.0%	30.0%	0.0%	30.0%	0.0%	0.0%	0.0%	40.1%	0.0%
Zveçan/Zvečan	6.1%	19.2%	53.8%	22.7%	19.9%	16.7%	7.8%	4.7%	0.0%

10. How does the municipality engage you during public meetings?			
Municipality	I am only informed what is going to happen or has already happened	Municipality provides different options and asks for feedback/opinion	Municipality asks for open feedback/opinion (without providing options)
Deçan/Dečani	33.3%	50.0%	16.7%
Dragash/Dragaš	16.1%	82.1%	1.8%
Ferizaj/Uroševac	45.1%	54.9%	
Fushë Kosovë	37.3%	49.0%	13.7%
Gjakovë//Đakovica		100.0%	
Gjilan/Gnjilane	62.5%	37.5%	
Glogovac/Glogovac	30.0%	70.0%	
Graçanicë/Gračanica	100.0%		
Hani i Elezit/Elez Han		100.0%	
Istog/Istok	40.0%	40.0%	20.0%
Junik/Junik			
Kamenicë/Kamenica	50.0%	33.3%	16.7%
Klinë/Klina	71.4%	28.6%	
Klokot/Klokot			
Leposaviq/Leposavić			100.0%
Lipjan/Lipljan	43.5%	34.8%	21.7%
Malishevë/Mališevo		100.0%	
Mamushë/Mamuša		100.0%	
Mitrovicë e Veriut/Severna Mitrovica	14.3%	14.3%	71.4%
Mitrovicë e Jugut/Južna Mitrovica	52.2%	30.4%	17.4%
Obiliq/Obilić	28.6%	57.1%	14.3%
Partesh/Parteš		100.0%	
Pejë/Peć	52.0%	48.0%	
Podujevë/Podujevo	59.1%	29.5%	11.4%
Prishtinë/Priština	88.5%	6.5%	5.0%
Prizren/Prizren	87.1%		12.9%
Rahovec/Orahovac	33.3%	50.0%	16.7%
Ranillug/Ranilug	40.0%	20.0%	40.0%
Shtime/Štimlje		50.0%	50.0%
Shtërpçë/Štrpce		100.0%	
Skenderaj/Srbica	51.1%	33.3%	15.6%
Suharekë/Suva Reka	6.2%	75.3%	18.5%
Viti/Vitina	50.0%	12.5%	37.5%
Vushtrri/Vučitrn	9.7%	61.3%	29.0%
Zubin Potok/Zubin Potok			
Zvečan/Zvečan		50.0%	50.0%



11. To what extent do you agree that municipal authorities take into account participants' suggestions during public meetings?					
Municipality	Strongly disagree	Disagree	Agree	Strongly agree	Refuse/No opinion
Deçan/Dečani	20.0%	20.0%	20.0%	40.0%	
Dragash/Dragaš	6.5%	19.6%	60.9%	13.0%	
Ferizaj/Uroševac		58.0%	38.0%		4.0%
Fushë Kosovë	3.1%	43.8%	28.1%	21.9%	3.1%
Gjakovë//Đakovica			100.0%		
Gjilan/Gnjilane		25.0%	25.0%	50.0%	
Glogovac/Glogovac			85.7%	14.3%	
Gračanicë/Gračanica					
Hani i Elezit/Elez Han			100.0%		
Istog/Istok		33.3%		66.7%	
Junik/Junik					
Kamenicë/Kamenica		33.3%	33.3%	33.3%	
Klinë/Klina			50.0%	50.0%	
Kllot/Klokot					
Leposaviq/Leposavić			100.0%		
Lipjan/Lipljan		6.9%	48.3%	44.8%	
Malishevë/Mališevo			100.0%		
Mamushë/Mamuša					
Mitrovicë e Veriut/Severna Mitrovica	14.3%	28.6%	42.9%	14.3%	
Mitrovicë e Jugut/Južna Mitrovica	10.0%	40.0%	40.0%	10.0%	
Obiliq/Obilić	20.0%	20.0%	60.0%		
Partesh/Parteš			100.0%		
Pejë/Peć		16.7%	50.0%	33.3%	
Podujevë/Podujevo	11.9%	16.7%	52.4%	14.3%	4.8%
Prishtinë/Priština		7.1%	66.7%	26.2%	
Prizren/Prizren		44.4%	55.6%		
Rahovec/Orahovac			50.0%	50.0%	
Ranilug/Ranilug			66.7%	33.3%	
Shtime/Štimlje			20.0%	60.0%	20.0%
Shtërpçë/Štrpce		100.0%			
Skenderaj/Srbica		28.6%	61.9%	9.5%	
Suharekë/Suva Reka			36.8%	63.2%	
Viti/Vitina			75.0%	25.0%	
Vushtrri/Vučitrn	3.6%	25.0%	57.1%	7.1%	7.1%
Zubin Potok/Zubin Potok					
Zvečan/Zvečan		50.0%	50.0%		

12. If you raised an issue (from question 9), did the municipality respond to the issue you raised?		
Municipality	Yes	No
Deçan/Dečani	75.0%	25.0%
Dragash/Dragaš	12.0%	88.0%
Ferizaj/Uroševac	11.2%	88.8%
Fushë Kosovë	10.0%	90.0%
Gjakovë//Đakovica	30.8%	69.2%
Gjilan/Gnjilane	14.8%	85.2%
Glogovac/Glogovac	6.3%	93.7%
Graçanicë/Gračanica		100.0%
Hani i Elezit/Elez Han		
Istog/Istok	31.8%	68.2%
Junik/Junik		
Kamenicë/Kamenica	35.3%	64.7%
Kaçanik/Kaçanik	83.3%	16.7%
Klinë/Klina	80.0%	20.0%
Klokot/Klokot	50.0%	50.0%
Leposaviq/Leposavić		100.0%
Lipjan/Lipljan	38.5%	61.5%
Malishevë/Mališevo		100.0%
Mamushë/Mamuša		
Mitrovicë e Veriut/Severna Mitrovica		100.0%
Mitrovicë e Jugut/Južna Mitrovica	15.1%	84.9%
Novobërdë/Novo Brdo		
Obiliq/Obilić	31.6%	68.4%
Partesh/Parteš	25.0%	75.0%
Pejë/Peć	88.2%	11.8%
Podujevë/Podujevo	10.2%	89.8%
Prishtinë/Priština	16.2%	83.8%
Prizren/Prizren	10.9%	89.1%
Rahovec/Orahovac	53.8%	46.2%
Ranillug/Ranilug	50.0%	50.0%
Shtime/Štimlje	10.0%	90.0%
Shtërpçë/Štrpce		100.0%
Skenderaj/Srbica	2.9%	97.1%
Suharekë/Suva Reka	23.1%	76.9%
Viti/Vitina	16.7%	83.3%
Vushtrri/Vučitrn	7.6%	92.4%
Zubin Potok/Zubin Potok		
Zvečan/Zvečan		100.0%



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

Municipality	Mean
Deçan/Dečani	14.67
Dragash/Dragaš	15.38
Ferizaj/Uroševac	28.74
Fushë Kosovë	1.48
Gjakovë//Đakovica	30.00
Gjilan/Gnjilane	17.03
Glogovac/Glogovac	14.63
Graçanicë/Gračanica	5.00
Istog/Istok	131.89
Junik/Junik	20.00
Kamenicë/Kamenica	33.48
Kaçanik/Kačanik	1.00
Klinë/Klina	2.71
Klokot/Klokot	5.13
Lipjan/Lipljan	13.04
Mamushë/Mamuša	27.10
Mitrovicë e Jugut/Južna Mitrovica	21.18
Obiliq/Obilić	2.77
Partesh/Parteš	4.58
Pejë/Peć	18.03
Podujevë/Podujevo	3.99
Prishtinë/Priština	7.80
Prizren/Prizren	17.20
Rahovec/Orahovac	7.56
Ranillug/Ranilug	4.81
Shtime/Štimlje	30.00
Shtërpçë/Štrpce	9.40
Skenderaj/Srbica	75.85
Suharekë/Suva Reka	1.30
Viti/Vitina	34.64
Vushtrri/Vučitrn	35.45
Zvečan/Zvečan	4.00

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

Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani	1.5%	3.8%	22.7%	9.8%	62.1%
Dragash/Dragaš	5.8%	30.7%	46.7%	16.1%	0.7%
Ferizaj/Uroševac	7.1%	26.4%	41.0%	5.7%	19.8%
Fushë Kosovë	5.3%	26.3%	46.5%	21.1%	0.9%
Gjakovë//Đakovica	1.1%	16.9%	75.1%	3.2%	3.7%
Gjilan/Gnjilane	24.2%	18.8%	44.6%	5.6%	6.7%
Glogovac/Glogovac	4.3%	16.7%	41.1%	15.8%	22.0%
Gračanicë/Gračanica	18.8%	50.0%	25.0%	6.3%	
Hani i Elezit/Elez Han	6.5%	12.9%	54.8%	3.2%	22.6%
Istog/Istok	16.2%	33.1%	33.1%	7.7%	9.9%
Junik/Junik		5.0%	50.0%	15.0%	30.0%
Kamenicë/Kamenica	28.2%	35.9%	30.8%	5.1%	
Kaçanik/Kaçanik		6.0%	74.4%	16.2%	3.4%
Klinë/Klina	10.7%	8.0%	71.3%	8.7%	1.3%
Klokot/Klokot		30.8%	53.8%	7.7%	7.7%
Leposaviq/Leposavić	2.0%	23.5%	64.7%	5.9%	3.9%
Lipjan/Lipljan	3.9%	11.7%	46.8%	22.9%	14.6%
Malishevë/Mališevo	0.4%	2.1%	4.7%	0.4%	92.4%
Mamushë/Mamuša	6.3%	6.3%	18.8%	12.5%	56.3%
Mitrovicë e Veriut/Severna Mitrovica	0.9%	2.8%	83.3%	8.3%	4.6%
Mitrovicë e Jugut/Južna Mitrovica	2.8%	10.2%	57.4%	16.2%	13.4%
Novobërdë/Novo Brdo	48.4%	32.3%	9.7%	3.2%	6.5%
Obiliq/Obilić	8.3%	21.4%	52.4%	14.3%	3.6%
Partesh/Parteš		14.3%	57.1%	28.6%	
Pejë/Peć	2.0%	4.0%	45.9%	13.1%	35.0%
Podujevë/Podujevo	2.9%	23.2%	56.9%	13.8%	3.2%
Prishtinë/Priština	2.3%	25.1%	49.9%	22.3%	0.4%
Prizren/Prizren	4.6%	12.8%	77.7%	2.4%	2.4%
Rahovec/Orahovac	22.1%	23.4%	32.9%	16.7%	5.0%
Ranilug/Ranilug	18.5%	25.9%	33.3%	14.8%	7.4%
Shtime/Štimlje	8.2%	23.7%	42.3%	8.2%	17.5%
Shtërpçë/Štrpce	55.8%	25.6%	16.3%	2.3%	
Skenderaj/Srbica	8.8%	54.9%	27.0%	3.5%	5.8%
Suharekë/Suva Reka		2.5%	59.9%	36.8%	0.8%
Viti/Vitina	11.6%	33.5%	47.4%	5.2%	2.3%
Vushtrri/Vučitrn	8.0%	45.6%	29.3%	12.2%	4.9%
Zubin Potok/Zubin Potok	12.0%	8.0%	16.0%	8.0%	56.0%
Zvečan/Zvečan	7.4%	40.7%	40.7%	7.4%	3.7%



15. Would you be willing to use digital platforms to engage with your municipality?		
Municipality	Yes	No
Deçan/Dečani	62.6%	37.4%
Dragash/Dragaš	52.2%	47.8%
Ferizaj/Uroševac	81.7%	18.3%
Fushë Kosovë	49.1%	50.9%
Gjakovë//Đakovica	43.8%	56.2%
Gjilan/Gnjilane	63.7%	36.3%
Glogovac/Glogovac	71.3%	28.7%
Graçanicë/Gračanica	64.6%	35.4%
Hani i Elezit/Elez Han	64.5%	35.5%
Istog/Istok	59.4%	40.6%
Junik/Junik	55.0%	45.0%
Kamenicë/Kamenica	75.0%	25.0%
Kaçanik/Kaçanik	66.9%	33.1%
Klinë/Klina	32.5%	67.5%
Klokot/Klokot	30.8%	69.2%
Leposaviq/Leposavić	3.9%	96.1%
Lipjan/Lipljan	67.2%	32.8%
Malishevë/Mališevo	54.2%	45.8%
Mamushë/Mamuša	37.5%	62.5%
Mitrovicë e Veriut/Severna Mitrovica	3.7%	96.3%
Mitrovicë e Jugut/Južna Mitrovica	90.2%	9.8%
Novobërdë/Novo Brdo	32.3%	67.7%
Obiliq/Obilić	53.6%	46.4%
Partesh/Parteš	61.5%	38.5%
Pejë/Peć	31.9%	68.1%
Podujevë/Podujevo	49.5%	50.5%
Prishtinë/Priština	73.6%	26.4%
Prizren/Prizren	61.8%	38.2%
Rahovec/Orahovac	64.4%	35.6%
Ranillug/Ranilug	51.9%	48.1%
Shtime/Štimlje	58.2%	41.8%
Shtërpçë/Štrpce	45.5%	54.5%
Skenderaj/Srbica	95.1%	4.9%
Suharekë/Suva Reka	93.4%	6.6%
Viti/Vitina	66.5%	33.5%
Vushtri/Vučitrn	72.1%	27.9%
Zubin Potok/Zubin Potok		100.0%
Zveçan/Zvečan	18.5%	81.5%

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

Municipality	Yes	No
Deçan/Dečani	26.0%	74.0%
Dragash/Dragaš	30.4%	69.6%
Ferizaj/Uroševac	32.1%	67.9%
Fushë Kosovë	39.8%	60.2%
Gjakovë//Đakovica	21.5%	78.5%
Gjilan/Gnjilane	22.0%	78.0%
Glogovac/Glogovac	19.6%	80.4%
Gračanicë/Gračanica	6.2%	93.8%
Hani i Elezit/Elez Han		100.0%
Istog/Istok	9.2%	90.8%
Junik/Junik	20.0%	80.0%
Kamenicë/Kamenica	7.8%	92.2%
Kaçanik/Kačanik	9.3%	90.7%
Klinë/Klina	4.0%	96.0%
Kllkot/Klokot	14.3%	85.7%
Leposaviq/Leposavić	3.9%	96.1%
Lipjan/Lipljan	27.5%	72.5%
Malishevë/Mališevo	16.9%	83.1%
Mamushë/Mamuša	12.5%	87.5%
Mitrovicë e Veriut/Severna Mitrovica	3.7%	96.3%
Mitrovicë e Jugut/Južna Mitrovica	38.0%	62.0%
Novobërdë/Novo Brdo	6.5%	93.5%
Obiliq/Obilić	15.5%	84.5%
Partesh/Parteš	21.4%	78.6%
Pejë/Pec	10.8%	89.2%
Podujevë/Podujevo	25.0%	75.0%
Prishtinë/Priština	47.8%	52.2%
Prizren/Prizren	19.5%	80.5%
Rahovec/Orahovac	32.9%	67.1%
Ranillug/Ranilug	22.2%	77.8%
Shtime/Štimlje	5.1%	94.9%
Shtërpçë/Štrpce	11.1%	88.9%
Skenderaj/Srbica	0.4%	99.6%
Suharekë/Suva Reka	33.7%	66.3%
Viti/Vitina	15.0%	85.0%
Vushtrri/Vučitrn	34.8%	65.2%
Zubin Potok/Zubin Potok		100.0%
Zvečan/Zvečan	11.1%	88.9%



17. If yes, how satisfied are you with project priority setting in the municipal budget?					
Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani	5.7%	11.4%	34.3%	48.6%	
Dragash/Dragaš	2.3%	18.6%	60.5%	18.6%	
Ferizaj/Uroševac		28.4%	62.7%	9.0%	
Fushë Kosovë	2.2%	15.2%	50.0%	30.4%	2.2%
Gjakovë//Đakovica		20.0%	68.0%	9.3%	2.7%
Gjilan/Gnjilane		13.4%	81.7%	4.9%	
Glogovac/Glogovac	2.4%	34.1%	43.9%	17.1%	2.4%
Graçanicë/Gračanica			100.0%		
Istog/Istok	14.3%	28.6%	42.9%	14.3%	
Junik/Junik			66.7%	33.3%	
Kamenicë/Kamenica	10.0%	40.0%	40.0%	10.0%	
Kaçanik/Kaçanik		9.1%	81.8%	9.1%	
Klinë/Klina		16.7%	50.0%	33.3%	
Klokot/Klokot			100.0%		
Leposaviq/Leposavić	33.3%	33.3%	33.3%		
Lipjan/Lipljan		5.4%	53.6%	41.1%	
Malishevë/Mališevo		30.0%	60.0%	10.0%	
Mamushë/Mamuša			100.0%		
Mitrovicë e Veriut/Severna Mitrovica		75.0%	25.0%		
Mitrovicë e Jugut/Južna Mitrovica	4.9%	12.2%	61.0%	20.7%	1.2%
Novobërdë/Novo Brdo	100.0%				
Obiliq/Obilić		23.1%	38.5%	30.8%	7.7%
Partesh/Parteš			50.0%	50.0%	
Pejë/Peć		10.3%	66.7%	23.1%	
Podujevë/Podujevo		3.9%	64.9%	31.2%	
Prishtinë/Priština		20.0%	50.6%	29.4%	
Prizren/Prizren	4.1%	13.0%	78.9%	4.1%	
Rahovec/Orahovac	30.1%	28.8%	21.9%	17.8%	1.4%
Ranillug/Ranilug			80.0%	20.0%	
Shtime/Štimlje		20.0%	60.0%	20.0%	
Shtërpçë/Štrpce	50.0%	50.0%			
Skenderaj/Srbica				100.0%	
Suharekë/Suva Reka			45.1%	54.9%	
Viti/Vitina	3.8%	23.1%	73.1%		
Vushtrri/Vučitrn	8.0%	35.0%	41.0%	15.0%	1.0%
Zubin Potok/Zubin Potok					
Zveçan/Zvečan		66.7%	33.3%		

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

Municipality	Not at all aware	Slightly aware	Moderately aware	Extremely aware	Refuse/No opinion
Deçan/Dečani	5.3%	26.0%	51.1%	17.6%	
Dragash/Dragaš	5.1%	35.5%	45.7%	13.8%	
Ferizaj/Uroševac	3.8%	32.8%	45.1%	4.8%	13.5%
Fushë Kosovë	4.4%	27.4%	50.4%	16.8%	0.9%
Gjakovë/Đakovica	3.2%	62.8%	29.2%	4.9%	
Gjilan/Gnjilane	23.2%	30.8%	19.5%	26.5%	
Glogovc/Glogovac	16.3%	30.6%	36.4%	12.9%	3.8%
Graçanicë/Gračanica	34.4%	28.1%	32.8%	4.7%	
Hani i Elezit/Elez Han	21.9%	31.3%	34.4%		12.5%
Istog/Istok	9.9%	43.0%	38.0%	7.7%	1.4%
Junik/Junik	5.3%	21.1%	57.9%	15.8%	
Kamenicë/Kamenica	20.9%	53.9%	18.3%	7.0%	
Kaçanik/Kaçanik	0.8%	23.7%	69.5%	5.9%	
Klinë/Klina	4.6%	4.6%	79.5%	11.3%	
Klokot/Klokot	7.1%	42.9%	42.9%	7.1%	
Leposaviq/Leposavić	4.0%	26.0%	66.0%	2.0%	2.0%
Lipjan/Lipljan	13.7%	21.5%	45.4%	18.0%	1.5%
Malishevë/Mališevo	1.3%	40.3%	36.9%	19.9%	1.7%
Mamushë/Mamuša	18.8%	25.0%	31.3%	18.8%	6.3%
Mitrovicë e Veriut/Severna Mitrovica	0.9%	15.7%	75.0%	4.6%	3.7%
Mitrovicë e Jugut/Južna Mitrovica	4.6%	20.4%	45.4%	29.6%	
Novobërdë/Novo Brdo	61.3%	22.6%	9.7%		6.5%
Obiliq/Obilić	5.9%	36.5%	41.2%	14.1%	2.4%
Partesh/Parteš		15.4%	53.8%	30.8%	
Pejë/Peć	15.4%	41.9%	36.8%	5.4%	0.6%
Podujevë/Podujevo	4.5%	19.6%	47.3%	22.2%	6.4%
Prishtinë/Priština	7.1%	26.7%	43.6%	22.5%	
Prizren/Prizren	20.9%	33.1%	36.1%	9.1%	0.8%
Rahovec/Orahovac	16.2%	28.8%	35.1%	16.2%	3.6%
Ranillug/Ranilug	23.1%	34.6%	30.8%	11.5%	
Shtime/Štimlje	18.4%	31.6%	27.6%	7.1%	15.3%
Shtërpçë/Štrpce	38.6%	40.9%	18.2%	2.3%	
Skenderaj/Srbica	3.5%	21.6%	57.3%	17.6%	
Suharekë/Suva Reka		7.0%	38.8%	54.1%	
Viti/Vitina	14.4%	40.8%	42.0%	2.3%	0.6%
Vushtrri/Vučitrn	2.1%	43.6%	41.8%	12.2%	0.3%
Zubin Potok/Zubin Potok	12.0%	8.0%	16.0%	8.0%	56.0%
Zveçan/Zvečan	3.7%	44.4%	44.4%	3.7%	3.7%



19. Did you meet any municipal assembly member in the past 12 months to discuss common public issues?		
Municipality	Yes	No
Deçan/Dečani	24.4%	75.6%
Dragash/Dragaš	37.0%	63.0%
Ferizaj/Uroševac	44.8%	55.2%
Fushë Kosovë	36.0%	64.0%
Gjakovë//Đakovica	27.8%	72.2%
Gjilan/Gnjilane	35.2%	64.8%
Glogovac/Glogovac	42.6%	57.4%
Graçanicë/Gračanica	13.8%	86.2%
Hani i Elezit/Elez Han	29.0%	71.0%
Istog/Istok	47.6%	52.4%
Junik/Junik	25.0%	75.0%
Kamenicë/Kamenica	36.5%	63.5%
Kaçanik/Kaçanik	28.0%	72.0%
Klinë/Klina	27.2%	72.8%
Klokot/Klokot	15.4%	84.6%
Leposaviq/Leposavić	3.9%	96.1%
Lipjan/Lipljan	41.5%	58.5%
Malishevë/Mališevo	17.8%	82.2%
Mamushë/Mamuša	20.0%	80.0%
Mitrovicë e Veriut/Severna Mitrovica	1.9%	98.1%
Mitrovicë e Jugut/Južna Mitrovica	38.6%	61.4%
Novobërdë/Novo Brdo	12.9%	87.1%
Obiliq/Obilić	26.2%	73.8%
Partesh/Partesh	57.1%	42.9%
Pejë/Peć	13.4%	86.6%
Podujevë/Podujevo	19.0%	81.0%
Prishtinë/Priština	41.2%	58.8%
Prizren/Prizren	11.8%	88.2%
Rahovec/Orahovac	25.7%	74.3%
Ranilug/Ranilug	48.1%	51.9%
Shtime/Štimlje	21.4%	78.6%
Shtërpçë/Štrpce	22.7%	77.3%
Skenderaj/Srbica	1.8%	98.2%
Suharekë/Suva Reka	71.1%	28.9%
Viti/Vitina	21.4%	78.6%
Vushtri/Vučitrn	29.6%	70.4%
Zubin Potok/Zubin Potok		100.0%
Zveçan/Zvečan	3.7%	96.3%

20. Have you attended any Municipal Assembly sessions in the last 12 months?

Municipality	Yes	No
Deçan/Dečani	5.3%	94.7%
Dragash/Dragaš	23.4%	76.6%
Ferizaj/Uroševac	24.3%	75.7%
Fushë Kosovë	26.3%	73.7%
Gjakovë//Đakovica	4.3%	95.7%
Gjilan/Gnjilane	6.5%	93.5%
Glogovac/Glogovac	23.4%	76.6%
Gračanicë/Gračanica	9.4%	90.6%
Hani i Elezit/Elez Han		100.0%
Istog/Istok	41.3%	58.7%
Junik/Junik	10.0%	90.0%
Kamenicë/Kamenica	6.0%	94.0%
Kaçanik/Kačanik	1.7%	98.3%
Klinë/Klina	4.6%	95.4%
Klokot/Klokot	14.3%	85.7%
Leposaviq/Leposavić	3.9%	96.1%
Lipjan/Lipljan	27.8%	72.2%
Malishevë/Mališevo	1.7%	98.3%
Mamushë/Mamuša	6.7%	93.3%
Mitrovicë e Veriut/Severna Mitrovica	4.6%	95.4%
Mitrovicë e Jugut/Južna Mitrovica	9.7%	90.3%
Novobërdë/Novo Brdo		100.0%
Obiliq/Obilić	17.6%	82.4%
Partesh/Parteš	35.7%	64.3%
Pejë/Peć	2.8%	97.2%
Podujevë/Podujevo	7.1%	92.9%
Prishtinë/Priština	32.5%	67.5%
Prizren/Prizren	3.5%	96.5%
Rahovec/Orahovac	8.1%	91.9%
Ranillug/Ranilug	29.6%	70.4%
Shtime/Štimlje	6.1%	93.9%
Shtërpçë/Štrpce	4.4%	95.6%
Skenderaj/Srbica	0.4%	99.6%
Suharekë/Suva Reka	22.7%	77.3%
Viti/Vitina	11.5%	88.5%
Vushtri/Vučitrn	23.8%	76.2%
Zubin Potok/Zubin Potok		100.0%
Zvečan/Zvečan		100.0%



P21. What is the reason?				
Municipality	I was not interested	I was not informed	I was busy	Other
Deçan/Dečani	77.6%	4.0%	17.6%	0.8%
Dragash/Dragaš	26.0%	33.6%	37.4%	3.1%
Ferizaj/Uroševac	30.9%	41.4%	27.6%	
Fushë Kosovë	21.7%	60.9%	17.4%	
Gjakovë//Đakovica	29.1%	59.3%	11.6%	
Gjilan/Gnjilane	53.9%	15.3%	29.7%	1.2%
Glllogovc/Glogovac	32.5%	33.1%	34.3%	
Graçanicë/Gračanica	77.0%	4.9%	18.0%	
Hani i Elezit/Elez Han	77.4%	12.9%	9.7%	
Istog/Istok	12.9%	68.2%	14.1%	4.7%
Junik/Junik	36.8%	52.6%	10.5%	
Kamenicë/Kamenica	56.8%	14.4%	28.8%	
Kaçanik/Kaçanik	94.0%	4.3%	0.9%	0.9%
Klinë/Klina	75.2%	19.3%	4.8%	0.7%
Kllkot/Klokot	41.7%	50.0%	8.3%	
Leposaviq/Leposavić	3.9%	58.8%	37.3%	
Lipjan/Lipljan	50.6%	25.3%	24.0%	
Malishevë/Mališevo	53.2%	39.0%	7.8%	
Mamushë/Mamuša	60.0%	26.7%	6.7%	6.7%
Mitrovicë e Veriut/Severna Mitrovica	0.9%	62.6%	36.4%	
Mitrovicë e Jugut/Južna Mitrovica	58.6%	24.7%	16.2%	0.5%
Novobërdë/Novo Brdo		100.0%		
Obiliq/Obilić	13.3%	76.0%	10.7%	
Partesh/Parteš	25.0%	37.5%	37.5%	
Pejë/Peć	24.3%	67.2%	8.5%	
Podujevë/Podujevo	25.3%	60.1%	14.5%	
Prishtinë/Priština	56.1%	28.5%	15.4%	
Prizren/Prizren	72.6%	17.1%	8.8%	1.5%
Rahovec/Orahovac	26.3%	54.1%	18.2%	1.4%
Ranillug/Ranilug		89.5%	10.5%	
Shtime/Štimlje	38.7%	25.8%	35.5%	
Shtërpçë/Štrpce	18.6%	79.1%	2.3%	
Skenderaj/Srbica	36.9%	41.3%	21.8%	
Suharekë/Suva Reka	17.6%	8.6%	73.8%	
Viti/Vitina	67.1%	14.6%	18.4%	
Vushtrri/Vučitrn	26.2%	58.3%	15.5%	
Zubin Potok/Zubin Potok	4.2%	29.2%	66.7%	
Zveçan/Zvečan	11.1%	51.9%	37.0%	

22. Have you followed Municipal Assembly sessions through media (TV/radio/social media)?

Municipality	Yes	No
Deçan/Dečani	35.1%	64.9%
Dragash/Dragaš	52.9%	47.1%
Ferizaj/Uroševac	38.8%	61.2%
Fushë Kosovë	50.0%	50.0%
Gjakovë//Đakovica	46.1%	53.9%
Gjilan/Gnjilane	46.9%	53.1%
Glogovac/Glogovac	45.0%	55.0%
Graçanicë/Gračanica	40.0%	60.0%
Hani i Elezit/Elez Han	9.4%	90.6%
Istog/Istok	51.0%	49.0%
Junik/Junik	30.0%	70.0%
Kamenicë/Kamenica	7.8%	92.2%
Kaçanik/Kaçanik	2.6%	97.4%
Klinë/Klina	15.9%	84.1%
Kllkot/Klokot	7.7%	92.3%
Leposaviq/Leposavić	3.9%	96.1%
Lipjan/Lipljan	41.5%	58.5%
Malishevë/Mališevo	24.2%	75.8%
Mamushë/Mamuša	25.0%	75.0%
Mitrovicë e Veriut/Severna Mitrovica	3.7%	96.3%
Mitrovicë e Jugut/Južna Mitrovica	43.1%	56.9%
Novobërdë/Novo Brdo	9.7%	90.3%
Obiliq/Obilić	31.0%	69.0%
Partesh/Parteš	15.4%	84.6%
Pejë/Peć	30.5%	69.5%
Podujevë/Podujevo	29.8%	70.2%
Prishtinë/Priština	68.6%	31.4%
Prizren/Prizren	42.1%	57.9%
Rahovec/Orahovac	17.1%	82.9%
Ranillug/Ranilug	7.7%	92.3%
Shtime/Štimlje	18.4%	81.6%
Shtërpçë/Štrpce	13.6%	86.4%
Skenderaj/Srbica	42.5%	57.5%
Suharekë/Suva Reka	23.1%	76.9%
Viti/Vitina	28.9%	71.1%
Vushtri/Vučitrn	23.3%	76.7%
Zubin Potok/Zubin Potok		100.0%
Zvečan/Zvečan	3.7%	96.3%


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

Municipality	Strongly disagree	Disagree	Agree	Strongly agree	Refuse/No opinion
Deçan/Dečani	0.8%	6.9%	46.6%	42.7%	3.1%
Dragash/Dragaš	1.4%	29.0%	49.3%	18.8%	1.4%
Ferizaj/Uroševac	1.7%	26.2%	52.4%	5.0%	14.8%
Fushë Kosovë	11.3%	27.8%	38.3%	21.7%	0.9%
Gjakovë//Đakovica	0.6%	9.1%	87.7%	2.0%	0.6%
Gjilan/Gnjilane	18.9%	16.7%	43.7%	17.5%	3.2%
Glogovac/Glogovac	3.3%	22.5%	49.8%	15.8%	8.6%
Graçanicë/Gračanica	23.4%	35.9%	29.7%	6.3%	4.7%
Hani i Elezit/Elez Han		16.1%	58.1%	3.2%	22.6%
Istog/Istok	4.2%	63.6%	23.1%	2.1%	7.0%
Junik/Junik		15.0%	60.0%	20.0%	5.0%
Kamenicë/Kamenica	12.2%	34.8%	30.4%	22.6%	
Kaçanik/Kaçanik		11.0%	80.5%	7.6%	0.8%
Klinë/Klina	7.3%	9.3%	77.5%	5.3%	0.7%
Klllokot/Klokot		41.7%	58.3%		
Leposaviq/Leposavić	2.0%	22.0%	72.0%	2.0%	2.0%
Lipjan/Lipljan	7.8%	18.6%	52.9%	17.6%	2.9%
Malishevë/Mališevo		1.3%	83.9%	9.7%	5.1%
Mamushë/Mamuša		6.7%	73.3%	13.3%	6.7%
Mitrovicë e Veriut/Severna Mitrovica	0.9%	13.0%	77.8%	5.6%	2.8%
Mitrovicë e Jugut/Južna Mitrovica	2.3%	12.1%	54.9%	29.8%	0.9%
Novobërdë/Novo Brdo	45.2%	41.9%	9.7%		3.2%
Obiliq/Obilić	6.0%	32.5%	53.0%	6.0%	2.4%
Partesh/Partesh		7.7%	69.2%	23.1%	
Pejë/Peć	0.6%	4.5%	72.7%	19.9%	2.3%
Podujevë/Podujevo	7.1%	17.9%	51.6%	17.6%	5.8%
Prishtinë/Priština	0.6%	21.1%	52.4%	24.3%	1.6%
Prizren/Prizren	1.9%	13.4%	82.7%	1.9%	
Rahovec/Orahovac	14.0%	27.0%	38.3%	9.9%	10.8%
Ranillug/Ranilug	7.7%	57.7%	30.8%	3.8%	
Shtime/Štimlje	7.1%	25.5%	44.9%	7.1%	15.3%
Shtërpçë/Štrpce	47.7%	29.5%	18.2%		4.5%
Skenderaj/Srbica	2.6%	41.4%	35.7%	13.2%	7.0%
Suharekë/Suva Reka		2.1%	70.7%	27.3%	
Viti/Vitina	1.7%	27.6%	56.9%	13.2%	0.6%
Vushtri/Vučitrn	2.1%	42.2%	30.7%	18.8%	6.3%
Zubin Potok/Zubin Potok	12.0%	12.0%	20.0%	4.0%	52.0%
Zveçan/Zvečan	7.4%	40.7%	44.4%	7.4%	

24. How satisfied are you with the management of the municipal budget?

Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani	3.8%	14.5%	46.6%	33.6%	1.5%
Dragash/Dragaš	2.9%	25.4%	40.6%	30.4%	0.7%
Ferizaj/Uroševac	5.2%	22.9%	53.6%	6.2%	12.1%
Fushë Kosovë	4.4%	31.6%	43.9%	18.4%	1.8%
Gjakovë//Đakovica	0.6%	10.3%	87.1%	2.0%	
Gjilan/Gnjilane	23.7%	22.4%	50.4%	1.6%	1.9%
Glogovac/Glogovac	1.4%	22.6%	43.8%	13.9%	18.3%
Gračanicë/Gračanica	30.8%	38.5%	23.1%	7.7%	
Hani i Elezit/Elez Han	3.2%	19.4%	54.8%		22.6%
Istog/Istok	17.0%	47.5%	29.1%	5.7%	0.7%
Junik/Junik	4.8%	14.3%	57.1%	19.0%	4.8%
Kamenicë/Kamenica	14.8%	37.4%	34.8%	13.0%	
Kaçanik/Kaçanik		7.6%	78.0%	13.6%	0.8%
Klinë/Klina	11.3%	6.6%	74.8%	6.6%	0.7%
Klokot/Klokot		38.5%	53.8%	7.7%	
Leposaviq/Leposavić	2.0%	19.6%	74.5%	2.0%	2.0%
Lipjan/Lipjan	6.3%	19.5%	46.8%	22.9%	4.4%
Malishevë/Mališevo		18.6%	59.7%	4.2%	17.4%
Mamushë/Mamuša	5.9%	5.9%	52.9%	17.6%	17.6%
Mitrovicë e Veriut/Severna Mitrovica	0.9%	15.6%	76.1%	6.4%	0.9%
Mitrovicë e Jugut/Južna Mitrovica	7.0%	20.9%	48.8%	21.4%	1.9%
Novobërdë/Novo Brdo	51.6%	38.7%	9.7%		
Obiliq/Obilić	9.5%	29.8%	52.4%	7.1%	1.2%
Partesh/Parteš		7.7%	69.2%	23.1%	
Pejë/Peć	3.7%	6.6%	73.8%	11.7%	4.3%
Podujevë/Podujevo	2.6%	23.9%	54.8%	16.1%	2.6%
Prishtinë/Priština	0.6%	24.7%	57.9%	16.8%	
Prizren/Prizren	6.7%	13.3%	68.3%	2.9%	8.8%
Rahovec/Orahovac	21.1%	20.6%	38.6%	14.8%	4.9%
Ranillug/Ranilug	29.6%	29.6%	33.3%	7.4%	
Shtime/Štimlje	14.3%	21.4%	44.9%	6.1%	13.3%
Shtërpçë/Štrpce	56.8%	29.5%	11.4%	2.3%	
Skenderaj/Srbica	3.5%	33.5%	37.4%	8.8%	16.7%
Suharekë/Suva Reka		7.0%	67.1%	25.9%	
Viti/Vitina	5.2%	22.0%	54.9%	11.0%	6.9%
Vushtri/Vučitrn	4.5%	41.7%	42.7%	5.9%	5.2%
Zubin Potok/Zubin Potok	12.0%	4.0%	24.0%	4.0%	56.0%
Zveçan/Zvečan		42.3%	50.0%	7.7%	



25. How satisfied are you with the public infrastructure projects/works in your municipality? Quality of the work					
Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani		4.5%	33.3%	61.4%	0.8%
Dragash/Dragaš	2.9%	9.4%	50.4%	36.0%	1.4%
Ferizaj/Uroševac	0.5%	2.4%	45.7%	48.8%	2.6%
Fushë Kosovë	10.6%	8.8%	38.9%	38.9%	2.7%
Gjakovë//Đakovica	0.6%	28.9%	53.6%	16.9%	
Gjilan/Gnjilane	27.5%	22.4%	45.6%	4.6%	
Glogovac/Glogovac	5.3%	16.7%	47.8%	27.3%	2.9%
Graçanicë/Gračanica	24.6%	43.1%	23.1%	9.2%	
Hani i Elezit/Elez Han		15.6%	68.8%	3.1%	12.5%
Istog/Istok	17.6%	49.3%	19.0%	14.1%	
Junik/Junik		9.5%	28.6%	61.9%	
Kamenicë/Kamenica	11.2%	25.9%	43.1%	19.0%	0.9%
Kaçanik/Kaçanik		2.5%	73.7%	23.7%	
Klinë/Klina	11.8%	9.2%	67.1%	11.8%	
Kllokot/Klokot		7.7%	84.6%	7.7%	
Leposaviq/Leposavić	29.4%	52.9%	11.8%	2.0%	3.9%
Lipjan/Lipljan	6.9%	15.2%	37.7%	40.2%	
Malishevë/Mališevo		17.8%	68.6%	4.2%	9.3%
Mamushë/Mamuša	6.3%	6.3%	56.3%	31.3%	
Mitrovicë e Veriut/Severna Mitrovica	18.5%	63.0%	13.9%	2.8%	1.9%
Mitrovicë e Jugut/Južna Mitrovica	9.7%	26.9%	47.2%	15.7%	0.5%
Novobërdë/Novo Brdo	21.9%	12.5%	53.1%	9.4%	3.1%
Obiliq/Obilić	17.6%	17.6%	34.1%	29.4%	1.2%
Partesh/Parteš		7.7%	38.5%	53.8%	
Pejë/Peć	2.0%	4.9%	57.4%	35.7%	
Podujevë/Podujevo	14.5%	32.5%	39.2%	13.8%	
Prishtinë/Prishtina	6.9%	30.2%	32.7%	30.2%	
Prizren/Prizren	3.5%	10.4%	78.2%	7.8%	
Rahovec/Orahovac	28.4%	22.1%	27.9%	19.8%	1.8%
Ranilug/Ranilug	16.0%	8.0%	64.0%	12.0%	
Shtime/Štimlje	8.2%	14.3%	32.7%	28.6%	16.3%
Shtërpçë/Štrpce	45.5%	27.3%	25.0%	2.3%	
Skenderaj/Srbica	4.9%	39.4%	33.2%	22.6%	
Suharekë/Suva Reka		2.5%	19.4%	78.1%	
Viti/Vitina	11.5%	42.0%	33.3%	12.6%	0.6%
Vushtri/Vučitrn	9.4%	34.1%	44.9%	11.5%	
Zubin Potok/Zubin Potok	24.0%	28.0%		8.0%	40.0%
Zveçan/Zvečan		3.7%	81.5%	11.1%	3.7%

25. How satisfied are you with the public infrastructure projects/works in your municipality? Duration of the work					
Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani	0.8%	12.1%	29.5%	56.8%	0.8%
Dragash/Dragaš	2.9%	19.0%	38.0%	33.6%	6.6%
Ferizaj/Uroševac	0.5%	26.9%	28.8%	40.7%	3.1%
Fushë Kosovë	7.1%	16.8%	34.5%	40.7%	0.9%
Gjakovë//Đakovica	0.6%	28.1%	30.1%	40.7%	0.6%
Gjilan/Gnjilane	34.8%	18.1%	41.8%	5.4%	
Glogovac/Glogovac	4.8%	17.7%	48.8%	25.8%	2.9%
Gračanicë/Gračanica	46.2%	21.5%	27.7%	4.6%	
Hani i Elezit/Elez Han		15.6%	68.8%	3.1%	12.5%
Istog/Istok	37.1%	28.7%	21.0%	13.3%	
Junik/Junik		36.8%	36.8%	26.3%	
Kamenicë/Kamenica	17.2%	40.5%	37.1%	4.3%	0.9%
Kaçanik/Kaçanik		1.7%	72.9%	25.4%	
Klinë/Klina	11.9%	8.6%	67.5%	11.9%	
Klokot/Klokot		41.7%	50.0%	8.3%	
Leposaviq/Leposavić		25.5%	58.8%	11.8%	3.9%
Lipjan/Lipljan	6.3%	19.0%	36.1%	37.1%	1.5%
Malishevë/Mališevo		17.8%	68.6%	4.2%	9.3%
Mamushë/Mamuša	6.3%	6.3%	56.3%	31.3%	
Mitrovicë e Veriut/Severna Mitrovica		29.4%	59.6%	6.4%	4.6%
Mitrovicë e Jugut/Južna Mitrovica	20.5%	16.3%	34.4%	25.6%	3.3%
Novobërdë/Novo Brdo	22.6%	51.6%	22.6%		3.2%
Obiliq/Obilić	19.0%	41.7%	31.0%	7.1%	1.2%
Partesh/Parteš		7.7%	38.5%	53.8%	
Pejë/Peć	2.0%	6.0%	57.4%	34.6%	
Podujevë/Podujevo	19.0%	38.3%	33.8%	9.0%	
Prishtinë/Priština	5.1%	22.7%	38.3%	32.8%	1.2%
Prizren/Prizren	4.0%	28.6%	58.4%	8.2%	0.8%
Rahovec/Orahovac	29.3%	32.4%	32.9%	3.6%	1.8%
Ranilug/Ranilug	15.4%	38.5%	30.8%	15.4%	
Shtime/Štimlje	9.2%	14.3%	31.6%	24.5%	20.4%
Shtërpçë/Štrpce	42.2%	51.1%	6.7%		
Skenderaj/Srbica	17.2%	26.9%	16.7%	39.2%	
Suharekë/Suva Reka		4.5%	34.3%	61.2%	
Viti/Vitina	19.7%	28.3%	37.0%	14.5%	0.6%
Vushtri/Vučitrn	11.5%	40.6%	34.3%	13.6%	
Zubin Potok/Zubin Potok	4.0%	20.0%	20.0%	4.0%	52.0%
Zvečan/Zvečan		51.9%	40.7%	3.7%	3.7%



26. In your opinion, what criteria is taken into account during the process of recruiting employees in the municipality?					
Municipality	Education level	Work experience	Political affiliation	Family connections	Other
Deçan/Dečani	67.2%	44.3%	76.9%	46.3%	0.0%
Dragash/Dragaš	35.4%	45.5%	61.4%	15.7%	0.0%
Ferizaj/Uroševac	42.5%	43.9%	42.2%	31.9%	0.0%
Fushë Kosovë	41.5%	56.4%	48.6%	39.9%	0.0%
Gjakovë//Đakovica	15.6%	12.7%	85.3%	59.0%	0.0%
Gjilan/Gnjilane	54.6%	47.3%	42.3%	51.9%	0.0%
Glogovac/Glogovac	38.2%	41.9%	37.5%	34.2%	0.0%
Graçanicë/Gračanica	18.1%	24.5%	77.3%	65.3%	0.0%
Hani i Elezit/Elez Han	22.1%	20.2%	83.7%	80.3%	0.7%
Istog/Istok	7.3%	23.4%	60.8%	50.7%	2.1%
Junik/Junik	45.6%	32.3%	67.8%	53.3%	0.0%
Kamenicë/Kamenica	34.5%	26.0%	79.8%	78.1%	0.0%
Kaçanik/Kaçanik	84.8%	65.6%	29.1%	13.1%	0.5%
Klinë/Klina	75.7%	63.7%	32.2%	28.5%	1.5%
Kllokot/Klokot	14.2%	43.5%	67.9%	65.4%	0.0%
Leposaviq/Leposavić	1.1%	28.4%	72.7%	2.9%	0.0%
Lipjan/Lipljan	56.5%	58.0%	44.6%	46.9%	2.5%
Malishevë/Mališevo	28.7%	24.1%	100.0%	100.0%	0.0%
Mamushë/Mamuša	36.8%	17.2%	75.2%	79.7%	0.0%
Mitrovicë e Veriut/Severna Mitrovica	0.0%	30.5%	68.7%	3.0%	0.0%
Mitrovicë e Jugut/Južna Mitrovica	51.9%	44.3%	56.1%	57.2%	0.0%
Novobërdë/Novo Brdo	7.3%	5.7%	78.5%	57.2%	0.0%
Obiliq/Obilić	14.2%	29.0%	62.2%	49.3%	0.0%
Partesh/Parteš	85.1%	87.8%	90.8%	82.1%	0.0%
Pejë/Peć	44.0%	32.3%	44.1%	50.4%	1.1%
Podujevë/Podujevo	42.6%	47.5%	60.2%	37.7%	0.0%
Prishtinë/Priština	51.9%	53.6%	60.9%	55.9%	0.0%
Prizren/Prizren	64.9%	62.0%	88.9%	78.0%	0.0%
Rahovec/Orahovac	18.5%	24.5%	64.0%	62.1%	4.9%
Ranillug/Ranilug	34.0%	43.0%	73.9%	46.5%	0.0%
Shtime/Štimlje	28.7%	22.0%	61.9%	44.2%	1.6%
Shtërpcë/Štrpce	11.5%	13.4%	65.8%	59.5%	0.0%
Skenderaj/Srbica	49.9%	68.4%	55.4%	59.4%	0.0%
Suharekë/Suva Reka	88.0%	57.1%	87.8%	77.2%	0.0%
Viti/Vitina	44.2%	16.2%	80.9%	70.0%	0.0%
Vushtri/Vučitrn	24.0%	34.6%	79.6%	63.7%	0.0%
Zubin Potok/Zubin Potok	3.1%	9.9%	52.1%	45.7%	0.0%
Zveçan/Zvečan	11.9%	57.1%	76.0%	12.7%	0.0%

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

Municipality	Not at all	Very little	Somewhat	To a great extent	Refuse/No opinion
Deçan/Dečani	6.8%	22.0%	51.5%	19.7%	
Dragash/Dragaš	6.6%	35.0%	46.0%	10.9%	1.5%
Ferizaj/Uroševac	4.3%	40.2%	47.4%	5.5%	2.6%
Fushë Kosovë	2.6%	33.3%	45.6%	17.5%	0.9%
Gjakovë/Đakovica	0.6%	13.2%	79.4%	6.9%	
Gjilan/Gnjilane	20.8%	27.8%	46.9%	4.6%	
Glogovac/Glogovac	4.3%	20.1%	46.9%	27.3%	1.4%
Gračanicë/Gračanica	16.9%	44.6%	33.8%		4.6%
Hani i Elezit/Elez Han	32.3%	51.6%	16.1%		
Istog/Istok	13.4%	52.8%	24.6%	7.0%	2.1%
Junik/Junik		25.0%	65.0%	10.0%	
Kamenicë/Kamenica	20.5%	30.8%	33.3%	15.4%	
Kaçanik/Kaçanik		14.5%	65.0%	20.5%	
Klinë/Klina	40.4%	24.5%	27.8%	7.3%	
Klokot/Klokot		35.7%	57.1%	7.1%	
Leposaviq/Leposavić	1.9%	37.7%	56.6%	1.9%	1.9%
Lipjan/Lipljan	5.3%	14.6%	58.7%	19.4%	1.9%
Malishevë/Mališevo		7.6%	86.0%	2.5%	3.8%
Mamushë/Mamuša	6.7%	6.7%	66.7%	20.0%	
Mitrovicë e Veriut/Severna Mitrovica		30.3%	66.1%	1.8%	1.8%
Mitrovicë e Jugut/Južna Mitrovica	2.8%	9.3%	57.2%	28.8%	1.9%
Novobërdë/Novo Brdo	45.2%	38.7%	16.1%		
Obiliq/Obilić	7.1%	33.3%	54.8%	3.6%	1.2%
Partesh/Parteš		7.7%	61.5%	30.8%	
Pejë/Peć	9.4%	29.6%	55.0%	6.0%	
Podujevë/Podujevo	1.6%	24.7%	62.5%	10.6%	0.6%
Prishtinë/Priština	1.3%	13.6%	63.7%	21.4%	
Prizren/Prizren	8.6%	10.9%	72.4%	7.3%	0.8%
Rahovec/Orahovac	6.7%	22.4%	42.6%	9.9%	18.4%
Ranillug/Ranilug	14.8%	37.0%	33.3%	14.8%	
Shtime/Štimlje	7.2%	25.8%	48.5%	8.2%	10.3%
Shtërpçë/Štrpce	42.2%	26.7%	26.7%		4.4%
Skenderaj/Srbica	3.5%	31.3%	22.0%	43.2%	
Suharekë/Suva Reka	0.4%	5.0%	56.0%	38.6%	
Viti/Vitina	12.6%	30.5%	50.6%	6.3%	
Vushtri/Vučitrn	5.6%	43.9%	34.8%	14.6%	1.0%
Zubin Potok/Zubin Potok	8.0%	12.0%	24.0%	20.0%	36.0%
Zveçan/Zvečan		38.5%	50.0%	7.7%	3.8%



28. Have you used the following municipal services in the last 12 months? Administrative services (various documents)		
Municipality	Yes	No
Deçan/Dečani	77.3%	22.7%
Dragash/Dragaš	72.3%	27.7%
Ferizaj/Uroševac	82.9%	17.1%
Fushë Kosovë	85.1%	14.9%
Gjakovë//Đakovica	92.0%	8.0%
Gjilan/Gnjilane	77.6%	22.4%
Glogovac/Glogovac	79.4%	20.6%
Graçanicë/Gračanica	81.5%	18.5%
Hani i Elezit/Elez Han	61.3%	38.7%
Istog/Istok	65.5%	34.5%
Junik/Junik	85.0%	15.0%
Kamenicë/Kamenica	54.3%	45.7%
Kaçanik/Kaçanik	96.6%	3.4%
Klinë/Klina	41.7%	58.3%
Kllokot/Klokot	50.0%	50.0%
Leposaviq/Leposavić	94.1%	5.9%
Lipjan/Lipljan	57.4%	42.6%
Malishevë/Mališevo	99.6%	0.4%
Mamushë/Mamuša	100.0%	
Mitrovicë e Veriut/Severna Mitrovica	97.2%	2.8%
Mitrovicë e Jugut/Južna Mitrovica	82.9%	17.1%
Novobërdë/Novo Brdo	67.7%	32.3%
Obiliq/Obilić	77.6%	22.4%
Partesh/Parteš	15.4%	84.6%
Pejë/Peć	35.8%	64.2%
Podujevë/Podujevo	63.7%	36.3%
Prishtinë/Priština	79.5%	20.5%
Prizren/Prizren	80.6%	19.4%
Rahovec/Orahovac	82.1%	17.9%
Ranillug/Ranilug	84.6%	15.4%
Shtime/Štimlje	75.5%	24.5%
Shtërpçë/Štrpce	64.4%	35.6%
Skenderaj/Srbica	97.4%	2.6%
Suharekë/Suva Reka	98.8%	1.2%
Viti/Vitina	69.4%	30.6%
Vushtrri/Vučitrm	82.9%	17.1%
Zubin Potok/Zubin Potok	48.0%	52.0%
Zveçan/Zvečan	11.5%	88.5%

28. Have you used the following municipal services in the last 12 months? Construction permits		
Municipality	Yes	No
Deçan/Dečani	7.6%	92.4%
Dragash/Dragaš	39.4%	60.6%
Ferizaj/Uroševac	6.4%	93.6%
Fushë Kosovë	36.3%	63.7%
Gjakovë//Đakovica	16.6%	83.4%
Gjilan/Gnjilane	11.1%	88.9%
Glogovac/Glogovac	26.3%	73.7%
Graçanicë/Gračanica	14.1%	85.9%
Hani i Elezit/Elez Han	3.1%	96.9%
Istog/Istok	21.7%	78.3%
Junik/Junik	5.0%	95.0%
Kamenicë/Kamenica	15.7%	84.3%
Kaçanik/Kaçanik	0.9%	99.1%
Klinë/Klina	0.7%	99.3%
Klokot/Klokot	30.8%	69.2%
Leposaviq/Leposavić	29.4%	70.6%
Lipjan/Lipljan	16.1%	83.9%
Malishevë/Mališevo		100.0%
Mamushë/Mamuša	6.3%	93.8%
Mitrovicë e Veriut/Severna Mitrovica	18.5%	81.5%
Mitrovicë e Jugut/Južna Mitrovica	14.4%	85.6%
Novobërdë/Novo Brdo	21.9%	78.1%
Obiliq/Obilić	22.6%	77.4%
Partesh/Parteš	7.7%	92.3%
Pejë/Peć	1.7%	98.3%
Podujevë/Podujevo	11.6%	88.4%
Prishtinë/Priština	34.2%	65.8%
Prizren/Prizren	9.6%	90.4%
Rahovec/Orahovac	9.5%	90.5%
Ranillug/Ranilug	30.8%	69.2%
Shtime/Štimlje	11.3%	88.7%
Shtërpçë/Štrpce	35.6%	64.4%
Skenderaj/Srbica	1.3%	98.7%
Suharekë/Suva Reka	10.7%	89.3%
Viti/Vitina	3.5%	96.5%
Vushtri/Vučitrn	26.1%	73.9%
Zubin Potok/Zubin Potok	8.0%	92.0%
Zvečan/Zvečan	11.1%	88.9%



28. Have you used the following municipal services in the last 12 months? Primary health services		
Municipality	Yes	No
Deçan/Dečani	34.4%	65.6%
Dragash/Dragaš	91.3%	8.7%
Ferizaj/Uroševac	65.3%	34.7%
Fushë Kosovë	68.1%	31.9%
Gjakovë//Đakovica	85.7%	14.3%
Gjilan/Gnjilane	57.8%	42.2%
Glogovac/Glogovac	74.6%	25.4%
Graçanicë/Gračanica	52.3%	47.7%
Hani i Elezit/Elez Han	71.9%	28.1%
Istog/Istok	45.8%	54.2%
Junik/Junik	70.0%	30.0%
Kamenicë/Kamenica	69.0%	31.0%
Kaçanik/Kaçanik	96.6%	3.4%
Klinë/Klina	3.3%	96.7%
Klokot/Klokot	14.3%	85.7%
Leposaviq/Leposavić	82.4%	17.6%
Lipjan/Lipljan	57.1%	42.9%
Malishevë/Mališevo	100.0%	
Mamushë/Mamuša	100.0%	
Mitrovicë e Veriut/Severna Mitrovica	55.0%	45.0%
Mitrovicë e Jugut/Južna Mitrovica	50.9%	49.1%
Novobërdë/Novo Brdo	64.5%	35.5%
Obiliq/Obilić	90.6%	9.4%
Partesh/Parteš	15.4%	84.6%
Pejë/Peć	50.4%	49.6%
Podujevë/Podujevo	63.1%	36.9%
Prishtinë/Priština	75.9%	24.1%
Prizren/Prizren	66.1%	33.9%
Rahovec/Orahovac	92.8%	7.2%
Ranillug/Ranilug	57.7%	42.3%
Shtime/Štimlje	68.4%	31.6%
Shtërpçë/Štrpce	65.9%	34.1%
Skenderaj/Srbica	99.6%	0.4%
Suharekë/Suva Reka	98.8%	1.2%
Viti/Vitina	79.9%	20.1%
Vushtrri/Vučitn	68.3%	31.7%
Zubin Potok/Zubin Potok	20.8%	79.2%
Zveçan/Zvečan	7.4%	92.6%

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

Municipality	Yes	No
Deçan/Dečani	24.4%	75.6%
Dragash/Dragaš	37.7%	62.3%
Ferizaj/Uroševac	44.0%	56.0%
Fushë Kosovë	69.9%	30.1%
Gjakovë//Đakovica	60.5%	39.5%
Gjilan/Gnjilane	40.3%	59.7%
Glogovac/Glogovac	49.8%	50.2%
Graçanicë/Gračanica	10.8%	89.2%
Hani i Elezit/Elez Han	53.1%	46.9%
Istog/Istok	16.1%	83.9%
Junik/Junik	50.0%	50.0%
Kamenicë/Kamenica	20.7%	79.3%
Kaçanik/Kaçanik	11.1%	88.9%
Klinë/Klina	1.3%	98.7%
Klokot/Klokot	46.2%	53.8%
Leposaviq/Leposavić	35.3%	64.7%
Lipjan/Lipljan	37.1%	62.9%
Malishevë/Mališevo	4.2%	95.8%
Mamushë/Mamuša	13.3%	86.7%
Mitrovicë e Veriut/Severna Mitrovica	8.3%	91.7%
Mitrovicë e Jugut/Južna Mitrovica	37.2%	62.8%
Novobërdë/Novo Brdo	9.4%	90.6%
Obiliq/Obilić	46.4%	53.6%
Partesh/Parteš	7.1%	92.9%
Pejë/Peć	8.5%	91.5%
Podujevë/Podujevo	38.9%	61.1%
Prishtinë/Priština	55.6%	44.4%
Prizren/Prizren	46.3%	53.7%
Rahovec/Orahovac	40.5%	59.5%
Ranillug/Ranilug	19.2%	80.8%
Shtime/Štimlje	32.7%	67.3%
Shtërpçë/Štrpce	27.3%	72.7%
Skenderaj/Srbica	58.1%	41.9%
Suharekë/Suva Reka	88.9%	11.1%
Viti/Vitina	58.4%	41.6%
Vushtri/Vučitrn	31.4%	68.6%
Zubin Potok/Zubin Potok	4.0%	96.0%
Zvečan/Zvečan	3.7%	96.3%



28. Have you used the following municipal services in the last 12 months? Pre-university education (for you or your close family members)

Municipality	Yes	No
Deçan/Dečani	25.8%	74.2%
Dragash/Dragaš	63.0%	37.0%
Ferizaj/Uroševac	23.8%	76.2%
Fushë Kosovë	55.3%	44.7%
Gjakovë//Đakovica	51.3%	48.7%
Gjilan/Gnjilane	45.4%	54.6%
Glogovac/Glogovac	46.4%	53.6%
Graçanicë/Gračanica	10.8%	89.2%
Hani i Elezit/Elez Han	32.3%	67.7%
Istog/Istok	47.2%	52.8%
Junik/Junik	50.0%	50.0%
Kamenicë/Kamenica	17.2%	82.8%
Kaçanik/Kaçanik	11.0%	89.0%
Klinë/Klina	1.3%	98.7%
Klllokot/Klokot	15.4%	84.6%
Leposaviq/Leposavić	45.1%	54.9%
Lipjan/Lipljan	50.7%	49.3%
Malishevë/Mališevo	89.0%	11.0%
Mamushë/Mamuša	93.3%	6.7%
Mitrovicë e Veriut/Severna Mitrovica	10.1%	89.9%
Mitrovicë e Jugut/Južna Mitrovica	46.3%	53.7%
Novobërdë/Novo Brdo	32.3%	67.7%
Obiliq/Obilić	42.4%	57.6%
Partesh/Parteš	15.4%	84.6%
Pejë/Peć	29.5%	70.5%
Podujevë/Podujevo	41.8%	58.2%
Prishtinë/Priština	57.7%	42.3%
Prizren/Prizren	56.5%	43.5%
Rahovec/Orahovac	34.5%	65.5%
Ranilug/Ranilug	34.6%	65.4%
Shtime/Štimlje	24.5%	75.5%
Shtërpçë/Štrpce	40.9%	59.1%
Skenderaj/Srbica	63.9%	36.1%
Suharekë/Suva Reka	85.6%	14.4%
Viti/Vitina	62.6%	37.4%
Vushtrri/Vučitrn	63.4%	36.6%
Zubin Potok/Zubin Potok	8.0%	92.0%
Zveçan/Zvečan	3.7%	96.3%

28. Have you used the following municipal services in the last 12 months? Public spaces (parks, theatres, sport fields, etc)

Municipality	Yes	No
Deçan/Dečani	26.7%	73.3%
Dragash/Dragaš	77.5%	22.5%
Ferizaj/Uroševac	37.4%	62.6%
Fushë Kosovë	60.2%	39.8%
Gjakovë//Đakovica	81.7%	18.3%
Gjilan/Gnjilane	29.0%	71.0%
Glogovac/Glogovac	55.0%	45.0%
Graçanicë/Gračanica	7.7%	92.3%
Hani i Elezit/Elez Han	41.9%	58.1%
Istog/Istok	46.2%	53.8%
Junik/Junik	50.0%	50.0%
Kamenicë/Kamenica	13.8%	86.2%
Kaçanik/Kaçanik	5.1%	94.9%
Klinë/Klina	0.7%	99.3%
Klokot/Klokot	38.5%	61.5%
Leposaviq/Leposavić	35.3%	64.7%
Lipjan/Lipljan	60.3%	39.7%
Malishevë/Mališevo	98.7%	1.3%
Mamushë/Mamuša	93.3%	6.7%
Mitrovicë e Veriut/Severna Mitrovica	12.8%	87.2%
Mitrovicë e Jugut/Južna Mitrovica	34.3%	65.7%
Novobërdë/Novo Brdo	19.4%	80.6%
Obiliq/Obilić	51.8%	48.2%
Partesh/Parteš	7.7%	92.3%
Pejë/Peć	6.3%	93.7%
Podujevë/Podujevo	37.0%	63.0%
Prishtinë/Priština	70.1%	29.9%
Prizren/Prizren	57.3%	42.7%
Rahovec/Orahovac	63.2%	36.8%
Ranillug/Ranilug	55.6%	44.4%
Shtime/Štimlje	25.5%	74.5%
Shtërpçë/Štrpce	31.8%	68.2%
Skenderaj/Srbica	44.1%	55.9%
Suharekë/Suva Reka	96.7%	3.3%
Viti/Vitina	38.2%	61.8%
Vushtrri/Vučitrn	64.8%	35.2%
Zubin Potok/Zubin Potok	4.0%	96.0%
Zvečan/Zvečan	3.7%	96.3%



28. Have you used the following municipal services in the last 12 months? Other		
Municipality	Yes	No
Deçan/Dečani		100.0%
Dragash/Dragaš	1.4%	98.6%
Ferizaj/Uroševac		100.0%
Fushë Kosovë		100.0%
Gjakovë//Đakovica		100.0%
Gjilan/Gnjilane		100.0%
Glogovac/Glogovac		100.0%
Graçanicë/Gračanica		100.0%
Hani i Elezit/Elez Han		100.0%
Istog/Istok	4.2%	95.8%
Junik/Junik		100.0%
Kamenicë/Kamenica		100.0%
Kaçanik/Kaçanik		100.0%
Klinë/Klina		100.0%
Klllokot/Klokot		100.0%
Leposaviq/Leposavić		100.0%
Lipjan/Lipljan		100.0%
Malishevë/Mališevo		100.0%
Mamushë/Mamuša		100.0%
Mitrovicë e Veriut/Severna Mitrovica		100.0%
Mitrovicë e Jugut/Južna Mitrovica		100.0%
Novobërdë/Novo Brdo		100.0%
Obiliq/Obilić		100.0%
Partesh/Parteš		100.0%
Pejë/Peć		100.0%
Podujevë/Podujevo		100.0%
Prishtinë/Priština		100.0%
Prizren/Prizren		100.0%
Rahovec/Orahovac		100.0%
Ranillug/Ranilug		100.0%
Shtime/Štimlje		100.0%
Shtërpçë/Štrpce		100.0%
Skenderaj/Srbica		100.0%
Suharekë/Suva Reka		100.0%
Viti/Vitina		100.0%
Vushtri/Vučitrn		100.0%
Zubin Potok/Zubin Potok		100.0%
Zveçan/Zvečan		100.0%

29. Please rate your level of satisfaction with the following municipal services. Administrative Services

Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani		2.3%	28.8%	66.7%	2.3%
Dragash/Dragaš	2.2%	12.3%	45.7%	37.0%	2.9%
Ferizaj/Uroševac	0.7%	3.8%	61.9%	30.5%	3.1%
Fushë Kosovë	9.6%	23.7%	32.5%	33.3%	0.9%
Gjakovë//Đakovica		3.7%	77.9%	18.3%	
Gjilan/Gnjilane	12.1%	12.1%	51.1%	21.8%	3.0%
Glogovac/Glogovac	1.4%	11.0%	51.2%	34.0%	2.4%
Graçanicë/Gračanica	3.1%	47.7%	30.8%	16.9%	1.5%
Hani i Elezit/Elez Han			73.3%	23.3%	3.3%
Istog/Istok	17.5%	31.5%	14.0%	14.0%	23.1%
Junik/Junik		5.0%	15.0%	80.0%	
Kamenicë/Kamenica	3.5%	22.6%	42.6%	30.4%	0.9%
Kaçanik/Kaçanik	0.8%	0.8%	18.6%	79.7%	
Klinë/Klina	2.6%	10.6%	76.8%	9.9%	
Klokot/Klokot		7.7%	84.6%	7.7%	
Leposaviq/Leposavić	57.7%	30.8%	3.8%	1.9%	5.8%
Lipjan/Lipljan	6.3%	14.1%	52.7%	23.4%	3.4%
Malishevë/Mališevo		1.3%	83.8%	14.5%	0.4%
Mamushë/Mamuša			33.3%	66.7%	
Mitrovicë e Veriut/Severna Mitrovica	56.9%	33.0%	1.8%	1.8%	6.4%
Mitrovicë e Jugut/Južna Mitrovica	3.3%	15.3%	50.7%	26.5%	4.2%
Novobërdë/Novo Brdo	3.2%	9.7%	51.6%	35.5%	
Obiliq/Obilić	5.9%	5.9%	18.8%	65.9%	3.5%
Partesh/Parteš			33.3%	66.7%	
Pejë/Peć	0.6%	5.1%	57.7%	30.7%	6.0%
Podujevë/Podujevo	0.6%	17.3%	47.4%	33.7%	1.0%
Prishtinë/Priština	7.1%	13.0%	59.0%	20.4%	0.6%
Prizren/Prizren	1.9%	4.0%	75.7%	18.4%	
Rahovec/Orahovac	5.4%	24.3%	23.9%	44.1%	2.3%
Ranillug/Ranilug		18.5%	44.4%	37.0%	
Shtime/Štimlje	1.0%	7.2%	41.2%	40.2%	10.3%
Shtërpçë/Štrpce	2.2%	17.8%	60.0%	20.0%	
Skenderaj/Srbica		1.8%	75.3%	22.9%	
Suharekë/Suva Reka			7.9%	92.1%	
Viti/Vitina	1.1%	4.0%	32.8%	56.3%	5.7%
Vushtrri/Vučitrn	8.0%	27.4%	54.2%	9.0%	1.4%
Zubin Potok/Zubin Potok	50.0%	4.2%			45.8%
Zvečan/Zvečan			29.6%	59.3%	11.1%



29. Please rate your level of satisfaction with the following municipal services. Health services					
Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani	3.1%	16.0%	44.3%	36.6%	
Dragash/Dragaš	5.1%	20.3%	44.9%	29.0%	0.7%
Ferizaj/Uroševac	1.9%	31.0%	32.2%	22.2%	12.6%
Fushë Kosovë	6.1%	24.6%	43.9%	24.6%	0.9%
Gjakovë//Đakovica		58.2%	31.8%	10.0%	
Gjilan/Gnjilane	18.5%	20.7%	46.8%	11.3%	2.7%
Glogovac/Glogovac	5.3%	25.5%	38.5%	22.1%	8.7%
Graçanicë/Gračanica	18.5%	9.2%	29.2%	35.4%	7.7%
Hani i Elezit/Elez Han			83.3%	16.7%	
Istog/Istok	18.3%	28.9%	11.3%	1.4%	40.1%
Junik/Junik		31.6%	36.8%	31.6%	
Kamenicë/Kamenica	2.6%	45.7%	37.1%	13.8%	0.9%
Kaçanik/Kaçanik			18.6%	81.4%	
Klinë/Klina	5.3%	9.3%	76.8%	8.6%	
Kllokot/Klokot		38.5%	46.2%	15.4%	
Leposaviq/Leposavić	11.8%	72.5%	9.8%	2.0%	3.9%
Lipjan/Lipljan	4.9%	14.1%	47.6%	29.6%	3.9%
Malishevë/Mališevo		0.8%	86.1%	13.1%	
Mamushë/Mamuša			25.0%	75.0%	
Mitrovicë e Veriut/Severna Mitrovica	1.8%	86.2%	3.7%	1.8%	6.4%
Mitrovicë e Jugut/Južna Mitrovica	4.7%	18.6%	44.2%	27.0%	5.6%
Novobërdë/Novo Brdo	6.3%	62.5%	9.4%	21.9%	
Obiliq/Obilić	8.3%	26.2%	36.9%	27.4%	1.2%
Partesh/Parteš			33.3%	66.7%	
Pejë/Peć	1.1%	10.8%	55.8%	29.1%	3.1%
Podujevë/Podujevo	0.6%	42.9%	33.0%	22.4%	1.0%
Prishtinë/Priština	0.6%	22.4%	48.3%	28.8%	
Prizren/Prizren	1.6%	21.9%	63.1%	13.4%	
Rahovec/Orahovac	10.8%	35.6%	29.3%	23.4%	0.9%
Ranilug/Ranilug	3.8%	34.6%	34.6%	26.9%	
Shtime/Štimlje	2.0%	11.2%	33.7%	46.9%	6.1%
Shtërpçë/Štrpce	11.4%	50.0%	27.3%	11.4%	
Skenderaj/Srbica	0.9%	1.8%	31.0%	66.4%	
Suharekë/Suva Reka		0.4%	12.8%	86.8%	
Viti/Vitina	2.3%	24.3%	50.9%	22.0%	0.6%
Vushtrri/Vučitrn	5.9%	33.4%	31.4%	29.3%	
Zubin Potok/Zubin Potok	12.0%	44.0%			44.0%
Zveçan/Zvečan		25.9%	59.3%	7.4%	7.4%

29. Please rate your level of satisfaction with the following municipal services. Public transport

Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani		10.7%	27.5%	56.5%	5.3%
Dragash/Dragaš	10.9%	26.1%	29.7%	23.2%	10.1%
Ferizaj/Uroševac	0.5%	4.8%	41.8%	35.6%	17.3%
Fushë Kosovë	5.3%	15.9%	38.1%	39.8%	0.9%
Gjakovë//Đakovica		30.7%	55.6%	13.2%	0.6%
Gjilan/Gnjilane	31.0%	23.7%	33.4%	3.5%	8.4%
Glogovac/Glogovac	3.3%	19.6%	45.5%	26.3%	5.3%
Graçanicë/Gračanica	1.6%	42.2%	25.0%	23.4%	7.8%
Hani i Elezit/Elez Han		16.1%	71.0%	6.5%	6.5%
Istog/Istok	39.4%	10.6%	8.5%	1.4%	40.1%
Junik/Junik		10.0%	30.0%	55.0%	5.0%
Kamenicë/Kamenica	1.7%	37.4%	36.5%	17.4%	7.0%
Kaçanik/Kaçanik	0.8%	0.8%	28.8%	68.6%	0.8%
Klinë/Klina	55.6%	4.0%	33.8%	6.6%	
Klokot/Klokot		15.4%	76.9%	7.7%	
Leposaviq/Leposavić	28.8%	51.9%	13.5%		5.8%
Lipjan/Lipljan	5.4%	21.0%	46.8%	23.9%	2.9%
Malishevë/Mališevo	62.7%	3.4%	9.7%		24.2%
Mamushë/Mamuša	53.3%	6.7%	13.3%	20.0%	6.7%
Mitrovicë e Veriut/Severna Mitrovica	16.5%	74.3%	1.8%	0.9%	6.4%
Mitrovicë e Jugut/Južna Mitrovica	5.6%	14.8%	52.8%	21.8%	5.1%
Novobërdë/Novo Brdo	6.5%	22.6%	38.7%	9.7%	22.6%
Obiliq/Obilić	6.0%	29.8%	27.4%	26.2%	10.7%
Partesh/Parteš			30.8%	61.5%	7.7%
Pejë/Peć	4.5%	11.9%	51.4%	25.6%	6.5%
Podujevë/Podujevo	2.9%	11.9%	53.1%	19.0%	13.2%
Prishtinë/Priština		12.9%	54.8%	32.4%	
Prizren/Prizren		8.6%	64.6%	21.3%	5.4%
Rahovec/Orahovac	20.2%	23.8%	29.1%	20.6%	6.3%
Ranillug/Ranilug	3.8%	19.2%	42.3%	19.2%	15.4%
Shtime/Štimlje	5.2%	19.6%	30.9%	25.8%	18.6%
Shtërpçë/Štrpce	8.9%	42.2%	33.3%	6.7%	8.9%
Skenderaj/Srbica	1.3%	10.5%	52.6%	34.6%	0.9%
Suharekë/Suva Reka		5.8%	25.1%	69.1%	
Viti/Vitina	4.6%	28.2%	44.8%	19.0%	3.4%
Vushtri/Vučitrn	22.3%	28.2%	38.7%	9.1%	1.7%
Zubin Potok/Zubin Potok	28.0%	28.0%			44.0%
Zvečan/Zvečan		20.0%	64.0%	8.0%	8.0%



29. Please rate your level of satisfaction with the following municipal services. Pre-university education					
Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani		13.0%	31.3%	39.7%	16.0%
Dragash/Dragaš	2.2%	14.5%	40.6%	39.1%	3.6%
Ferizaj/Uroševac		9.8%	40.7%	32.1%	17.4%
Fushë Kosovë	2.6%	25.4%	41.2%	30.7%	
Gjakovë//Đakovica	0.6%	35.2%	45.8%	18.3%	
Gjilan/Gnjilane	23.2%	12.7%	43.4%	13.5%	7.3%
Glogovac/Glogovac	3.8%	19.6%	45.5%	26.8%	4.3%
Graçanicë/Gračanica	6.3%	34.4%	40.6%	15.6%	3.1%
Hani i Elezit/Elez Han		25.8%	41.9%	6.5%	25.8%
Istog/Istok	17.7%	30.5%	9.2%	1.4%	41.1%
Junik/Junik		10.0%	45.0%	30.0%	15.0%
Kamenicë/Kamenica	6.9%	25.9%	38.8%	19.8%	8.6%
Kaçanik/Kaçanik		1.7%	35.3%	62.2%	0.8%
Klinë/Klina	3.3%	11.8%	77.0%	7.9%	
Klokot/Klokot		30.8%	61.5%	7.7%	
Leposaviq/Leposavić	17.6%	66.7%	9.8%	2.0%	3.9%
Lipjan/Lipljan	2.9%	16.2%	46.1%	31.9%	2.9%
Malishevë/Mališevo		0.4%	77.0%	15.7%	6.8%
Mamushë/Mamuša			33.3%	66.7%	
Mitrovicë e Veriut/Severna Mitrovica	5.5%	84.5%	1.8%	0.9%	7.3%
Mitrovicë e Jugut/Južna Mitrovica	3.3%	14.0%	54.9%	25.1%	2.8%
Novobërdë/Novo Brdo	6.3%	40.6%	25.0%	9.4%	18.8%
Obiliq/Obilić	6.0%	15.5%	34.5%	25.0%	19.0%
Partesh/Parteš			30.8%	69.2%	
Pejë/Peć	1.1%	6.5%	54.8%	29.5%	8.0%
Podujevë/Podujevo		25.0%	42.3%	28.5%	4.2%
Prishtinë/Priština	1.2%	19.8%	45.1%	33.2%	0.7%
Prizren/Prizren	0.5%	5.4%	71.7%	16.6%	5.8%
Rahovec/Orahovac	6.3%	27.0%	38.3%	19.4%	9.0%
Ranilug/Ranilug	11.1%	22.2%	44.4%	22.2%	
Shtime/Štimlje	1.0%	12.4%	36.1%	28.9%	21.6%
Shtërpçë/Štrpce	2.2%	42.2%	40.0%	6.7%	8.9%
Skenderaj/Srbica	0.4%	10.6%	43.8%	44.2%	0.9%
Suharekë/Suva Reka		0.4%	23.1%	76.0%	0.4%
Viti/Vitina	1.7%	10.5%	39.0%	44.8%	4.1%
Vushtrri/Vučitrm	10.5%	32.9%	42.7%	13.6%	0.3%
Zubin Potok/Zubin Potok	8.3%	45.8%			45.8%
Zveçan/Zvečan		11.5%	65.4%	15.4%	7.7%

29. Please rate your level of satisfaction with the following municipal services. Public spaces (parks, theatres, sport fields, etc.)

Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani		3.1%	42.7%	51.1%	3.1%
Dragash/Dragaš	1.5%	10.9%	51.8%	34.3%	1.5%
Ferizaj/Uroševac	0.5%	17.4%	39.3%	24.5%	18.3%
Fushë Kosovë	2.6%	20.2%	50.9%	23.7%	2.6%
Gjakovë//Đakovica		32.2%	54.3%	13.5%	
Gjilan/Gnjilane	25.9%	18.1%	41.2%	7.5%	7.3%
Glogovac/Glogovac	6.3%	28.8%	33.7%	25.5%	5.8%
Graçanicë/Gračanica	3.1%	33.8%	36.9%	23.1%	3.1%
Hani i Elezit/Elez Han		32.3%	48.4%	3.2%	16.1%
Istog/Istok	19.0%	22.5%	14.8%	2.8%	40.8%
Junik/Junik		15.8%	36.8%	36.8%	10.5%
Kamenicë/Kamenica	3.4%	32.8%	36.2%	14.7%	12.9%
Kaçanik/Kaçanik		3.4%	35.9%	60.7%	
Klinë/Klina	2.7%	9.3%	78.7%	9.3%	
Klokot/Klokot		15.4%	69.2%	15.4%	
Leposaviq/Leposavić	33.3%	49.0%	11.8%	2.0%	3.9%
Lipjan/Lipljan	2.9%	16.2%	50.5%	29.4%	1.0%
Malishevë/Mališevo		3.8%	91.1%	1.7%	3.4%
Mamushë/Mamuša		6.7%	46.7%	46.7%	
Mitrovicë e Veriut/Severna Mitrovica	9.2%	81.7%	1.8%	0.9%	6.4%
Mitrovicë e Jugut/Južna Mitrovica	4.6%	18.5%	44.9%	21.8%	10.2%
Novobërdë/Novo Brdo	6.3%	37.5%	28.1%	6.3%	21.9%
Obiliq/Obilić	5.9%	10.6%	38.8%	24.7%	20.0%
Partesh/Parteš			33.3%	66.7%	
Pejë/Peć	0.6%	6.3%	58.1%	27.6%	7.4%
Podujevë/Podujevo	0.6%	18.3%	48.1%	24.0%	9.0%
Prishtinë/Priština	1.2%	9.8%	53.9%	34.5%	0.6%
Prizren/Prizren		6.4%	74.6%	17.7%	1.3%
Rahovec/Orahovac	17.9%	23.3%	31.8%	19.3%	7.6%
Ranilug/Ranilug	11.1%	29.6%	29.6%	29.6%	
Shtime/Štimlje	5.1%	13.3%	36.7%	20.4%	24.5%
Shtërpcë/Štrpce	22.2%	40.0%	20.0%	4.4%	13.3%
Skenderaj/Srbica	0.4%	9.3%	80.6%	8.4%	1.3%
Suharekë/Suva Reka		0.4%	26.4%	73.1%	
Viti/Vitina	4.0%	33.3%	32.8%	23.0%	6.9%
Vushtrri/Vučitrn	8.0%	32.1%	40.4%	18.1%	1.4%
Zubin Potok/Zubin Potok	12.5%	41.7%			45.8%
Zveçan/Zvečan		3.7%	59.3%	22.2%	14.8%



29. Please rate your level of satisfaction with the following municipal services. Road infrastructure (local roads and sidewalks)					
Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani	0.8%	2.3%	39.4%	56.1%	1.5%
Dragash/Dragaš	0.7%	7.2%	31.9%	39.9%	20.3%
Ferizaj/Uroševac		6.7%	37.8%	33.5%	22.1%
Fushë Kosovë	3.5%	7.0%	56.1%	27.2%	6.1%
Gjakovë//Đakovica		26.9%	57.9%	14.6%	0.6%
Gjilan/Gnjilane	20.2%	22.9%	46.4%	5.4%	5.1%
Glogovac/Glogovac	2.4%	13.4%	47.8%	33.0%	3.3%
Graçanicë/Gračanica	13.8%	35.4%	27.7%	20.0%	3.1%
Hani i Elezit/Elez Han		19.4%	67.7%	3.2%	9.7%
Istog/Istok	20.6%	26.2%	10.6%	2.1%	40.4%
Junik/Junik		10.0%	35.0%	40.0%	15.0%
Kamenicë/Kamenica	5.2%	32.2%	32.2%	15.7%	14.8%
Kaçanik/Kaçanik		1.7%	35.6%	62.7%	
Klinë/Klina	3.9%	11.2%	76.3%	8.6%	
Kllokot/Klokot		30.8%	61.5%	7.7%	
Leposaviq/Leposavić	17.6%	60.8%	11.8%	3.9%	5.9%
Lipjan/Lipljan	4.4%	13.7%	48.3%	31.7%	2.0%
Malishevë/Mališevo		16.2%	72.3%	6.4%	5.1%
Mamushë/Mamuša		6.3%	37.5%	56.3%	
Mitrovicë e Veriut/Severna Mitrovica	5.5%	80.7%	5.5%	0.9%	7.3%
Mitrovicë e Jugut/Južna Mitrovica	7.9%	16.7%	49.1%	24.1%	2.3%
Novobërdë/Novo Brdo	6.5%	32.3%	35.5%	3.2%	22.6%
Obiliq/Obilić	7.1%	16.5%	37.6%	20.0%	18.8%
Partesh/Partesh			33.3%	66.7%	
Pejë/Peć	0.6%	3.4%	59.3%	31.9%	4.8%
Podujevë/Podujevo	5.8%	22.5%	43.7%	19.9%	8.0%
Prishtinë/Priština	1.6%	14.0%	42.0%	41.1%	1.3%
Prizren/Prizren	1.4%	14.6%	71.3%	12.7%	
Rahovec/Orahovac	21.6%	21.2%	35.1%	15.3%	6.8%
Ranillug/Ranilug	3.8%	19.2%	50.0%	26.9%	
Shtime/Štimlje	2.0%	13.3%	31.6%	32.7%	20.4%
Shtërpçë/Štrpce	13.3%	37.8%	37.8%		11.1%
Skenderaj/Srbica	0.9%	14.1%	77.5%	6.6%	0.9%
Suharekë/Suva Reka		2.5%	33.9%	63.2%	0.4%
Viti/Vitina	2.3%	14.5%	50.9%	28.9%	3.5%
Vushtri/Vučitrn	21.5%	35.4%	28.1%	11.5%	3.5%
Zubin Potok/Zubin Potok	8.3%	45.8%			45.8%
Zveçan/Zvečan		3.7%	44.4%	37.0%	14.8%

30. How satisfied are you with spatial planning (municipal development and land use planning)?

Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani	0.8%	9.9%	52.7%	24.4%	12.2%
Dragash/Dragaš	2.9%	13.0%	63.0%	21.0%	
Ferizaj/Uroševac	2.9%	32.1%	49.6%	6.9%	8.6%
Fushë Kosovë	10.5%	26.3%	45.6%	17.5%	
Gjakovë//Đakovica	0.6%	13.2%	80.8%	1.7%	3.7%
Gjilan/Gnjilane	23.7%	20.2%	43.3%	7.8%	5.1%
Glogovac/Glogovac	4.3%	25.7%	48.1%	19.0%	2.9%
Gračanicë/Gračanica	24.6%	40.0%	32.3%	3.1%	
Hani i Elezit/Elez Han	3.2%	29.0%	51.6%	3.2%	12.9%
Istog/Istok	13.4%	52.1%	29.6%	2.1%	2.8%
Junik/Junik		10.0%	60.0%	15.0%	15.0%
Kamenicë/Kamenica	6.0%	51.7%	36.2%	6.0%	
Kaçanik/Kaçanik		7.6%	84.7%	6.8%	0.8%
Klinë/Klina	6.6%	10.6%	78.1%	4.6%	
Klokot/Klokot		35.7%	57.1%	7.1%	
Leposaviq/Leposavić	2.0%	29.4%	64.7%	3.9%	
Lipjan/Lipljan	4.4%	17.1%	58.0%	19.0%	1.5%
Malishevë/Mališevo		10.5%	39.7%	2.5%	47.3%
Mamushë/Mamuša		12.5%	50.0%	18.8%	18.8%
Mitrovicë e Veriut/Severna Mitrovica		21.3%	75.0%	2.8%	0.9%
Mitrovicë e Jugut/Južna Mitrovica	2.3%	16.7%	67.6%	8.8%	4.6%
Novobërdë/Novo Brdo	61.3%	22.6%	12.9%		3.2%
Obiliq/Obilić	11.9%	32.1%	45.2%	6.0%	4.8%
Partesh/Parteš		15.4%	61.5%	23.1%	
Pejë/Peć	1.1%	3.7%	74.7%	17.6%	2.8%
Podujevë/Podujevo	3.9%	18.0%	63.0%	13.2%	1.9%
Prishtinë/Priština		19.1%	54.0%	26.9%	
Prizren/Prizren	4.5%	12.3%	81.9%	0.8%	0.5%
Rahovec/Orahovac	14.9%	25.2%	43.2%	11.3%	5.4%
Ranillug/Ranilug	19.2%	30.8%	42.3%	7.7%	
Shtime/Štimlje	10.2%	26.5%	42.9%	7.1%	13.3%
Shtërpçë/Štrpce	35.6%	46.7%	15.6%	2.2%	
Skenderaj/Srbica	2.6%	40.5%	49.3%	4.4%	3.1%
Suharekë/Suva Reka		2.1%	73.6%	24.4%	
Viti/Vitina	4.0%	20.1%	64.4%	4.6%	6.9%
Vushtri/Vučitrn	2.8%	49.1%	35.5%	10.8%	1.7%
Zubin Potok/Zubin Potok	12.0%	12.0%	24.0%	12.0%	40.0%
Zvečan/Zvečan	3.8%	30.8%	57.7%	7.7%	



31. Please rate your level of satisfaction with: Overall performance of the municipality					
Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani		3.1%	34.4%	60.3%	2.3%
Dragash/Dragaš	2.9%	11.7%	50.4%	34.3%	0.7%
Ferizaj/Uroševac		2.6%	60.0%	25.2%	12.1%
Fushë Kosovë	12.4%	14.2%	43.4%	29.2%	0.9%
Gjakovë//Đakovica		9.7%	67.9%	22.3%	
Gjilan/Gnjilane	15.4%	15.9%	58.2%	8.6%	1.9%
Glogovac/Glogovac	2.4%	16.8%	50.5%	28.8%	1.4%
Graçanicë/Gračanica	6.2%	36.9%	30.8%	26.2%	
Hani i Elezit/Elez Han		12.5%	71.9%	3.1%	12.5%
Istog/Istok	47.2%	19.7%	21.1%	7.0%	4.9%
Junik/Junik		5.0%	15.0%	80.0%	
Kamenicë/Kamenica	4.3%	24.3%	40.9%	30.4%	
Kaçanik/Kaçanik		3.4%	58.5%	38.1%	
Klinë/Klina	4.0%	12.7%	76.7%	6.7%	
Kllokot/Klokot		7.7%	84.6%	7.7%	
Leposaviq/Leposavić	58.8%	33.3%	5.9%		2.0%
Lipjan/Lipljan	6.4%	12.3%	56.9%	24.5%	
Malishevë/Mališevo		19.1%	62.1%	7.7%	11.1%
Mamushë/Mamuša		6.7%	40.0%	53.3%	
Mitrovicë e Veriut/Severna Mitrovica	54.1%	36.7%	1.8%	1.8%	5.5%
Mitrovicë e Jugut/Južna Mitrovica	4.6%	17.6%	52.3%	24.5%	0.9%
Novobërdë/Novo Brdo	12.9%	12.9%	41.9%	32.3%	
Obiliq/Obilić	5.9%	11.8%	22.4%	57.6%	2.4%
Partesh/Parteš			38.5%	61.5%	
Pejë/Peć	0.6%	5.4%	63.0%	29.6%	1.4%
Podujevë/Podujevo	0.6%	23.1%	47.4%	28.8%	
Prishtinë/Priština	10.1%	17.8%	54.6%	17.5%	
Prizren/Prizren	5.1%	21.8%	63.0%	10.1%	
Rahovec/Orahovac	9.0%	26.1%	23.0%	39.6%	2.3%
Ranilug/Ranilug	3.8%	15.4%	53.8%	26.9%	
Shtime/Štimlje	1.0%	16.3%	42.9%	24.5%	15.3%
Shtërpçë/Štrpce	34.1%	15.9%	40.9%	9.1%	
Skenderaj/Srbica	2.6%	5.7%	56.1%	33.8%	1.8%
Suharekë/Suva Reka		2.5%	22.3%	75.2%	
Viti/Vitina	1.7%	12.6%	35.1%	46.6%	4.0%
Vushtrri/Vučitrn	7.0%	37.4%	39.9%	15.4%	0.3%
Zubin Potok/Zubin Potok	45.8%	8.3%			45.8%
Zveçan/Zvečan		3.7%	44.4%	51.9%	

31. Please rate your level of satisfaction with: Mayor

Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani	0.8%	5.3%	19.1%	74.8%	
Dragash/Dragaš	7.2%	28.8%	31.7%	31.7%	0.7%
Ferizaj/Uroševac		23.8%	13.8%	46.4%	16.0%
Fushë Kosovë	4.4%	20.4%	40.7%	32.7%	1.8%
Gjakovë//Đakovica		57.7%	28.9%	12.9%	0.6%
Gjilan/Gnjilane	11.9%	12.7%	56.1%	19.4%	
Glogovac/Glogovac	2.9%	23.9%	41.6%	30.1%	1.4%
Gračanicë/Gračanica	21.5%	50.8%	21.5%	4.6%	1.5%
Hani i Elezit/Elez Han		3.2%	45.2%	51.6%	
Istog/Istok	50.7%	14.1%	21.1%	7.7%	6.3%
Junik/Junik		15.0%	45.0%	40.0%	
Kamenicë/Kamenica	17.2%	36.2%	24.1%	21.6%	0.9%
Kaçanik/Kaçanik		0.8%	33.9%	65.3%	
Klinë/Klina	3.9%	10.5%	57.2%	28.3%	
Klokot/Klokot		35.7%	50.0%	14.3%	
Leposaviq/Leposavić	13.7%	76.5%	7.8%		2.0%
Lipjan/Lipljan	4.9%	14.1%	34.0%	47.1%	
Malishevë/Mališevo		18.7%	58.3%	14.9%	8.1%
Mamushë/Mamuša		6.3%	31.3%	62.5%	
Mitrovicë e Veriut/Severna Mitrovica	2.8%	87.2%	2.8%	1.8%	5.5%
Mitrovicë e Jugut/Južna Mitrovica	1.9%	18.1%	51.6%	20.9%	7.4%
Novobërdë/Novo Brdo	64.5%	32.3%	3.2%		
Obiliq/Obilić	8.2%	29.4%	35.3%	27.1%	
Partesh/Parteš		7.7%	30.8%	61.5%	
Pejë/Peć		2.3%	48.9%	48.0%	0.9%
Podujevë/Podujevo	1.6%	51.4%	28.0%	19.0%	
Prishtinë/Priština	2.2%	23.0%	41.7%	29.5%	3.6%
Prizren/Prizren	10.4%	27.6%	51.6%	9.9%	0.5%
Rahovec/Orahovac	19.8%	20.3%	26.6%	31.1%	2.3%
Ranilug/Ranilug	14.8%	37.0%	29.6%	18.5%	
Shtime/Štimlje	5.1%	12.2%	35.7%	33.7%	13.3%
Shtërpçë/Štrpce	55.6%	33.3%	11.1%		
Skenderaj/Srbica	1.8%	8.0%	25.7%	59.7%	4.9%
Suharekë/Suva Reka		2.5%	12.8%	84.7%	
Viti/Vitina	2.9%	18.5%	44.5%	33.5%	0.6%
Vushtri/Vučitrn	18.8%	27.9%	33.4%	18.8%	1.0%
Zubin Potok/Zubin Potok	8.3%	45.8%			45.8%
Zvečan/Zvečan		40.7%	55.6%	3.7%	



31. Please rate your level of satisfaction with: Municipal Assembly					
Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani		3.8%	29.5%	64.4%	2.3%
Dragash/Dragaš	3.6%	32.8%	38.0%	24.1%	1.5%
Ferizaj/Uroševac	0.5%	4.0%	44.3%	32.6%	18.6%
Fushë Kosovë	3.5%	12.4%	24.8%	52.2%	7.1%
Gjakovë/Đakovica		25.5%	57.9%	16.6%	
Gjilan/Gnjilane	16.4%	22.8%	45.7%	7.3%	7.8%
Glogovac/Glogovac	2.4%	18.7%	51.7%	25.8%	1.4%
Graçanicë/Gračanica	27.3%	43.9%	15.2%	9.1%	4.5%
Hani i Elezit/Elez Han		9.7%	64.5%	3.2%	22.6%
Istog/Istok	48.6%	15.5%	22.5%	7.7%	5.6%
Junik/Junik		10.0%	30.0%	60.0%	
Kamenicë/Kamenica	10.5%	32.5%	38.6%	16.7%	1.8%
Kaçanik/Kaçanik		3.4%	58.8%	37.8%	
Klinë/Klina	4.0%	12.6%	76.8%	6.6%	
Kllokot/Klokot		15.4%	76.9%	7.7%	
Leposaviq/Leposavić	35.3%	51.0%	11.8%		2.0%
Lipjan/Lipljan	5.9%	11.2%	52.2%	28.3%	2.4%
Malishevë/Mališevo		18.3%	63.8%	6.8%	11.1%
Mamushë/Mamuša		6.7%	40.0%	53.3%	
Mitrovicë e Veriut/Severna Mitrovica	7.3%	82.6%	2.8%	1.8%	5.5%
Mitrovicë e Jugut/Južna Mitrovica	1.9%	17.6%	47.2%	31.9%	1.4%
Novobërdë/Novo Brdo	16.1%	29.0%	48.4%	6.5%	
Obiliq/Obilić	5.9%	18.8%	41.2%	32.9%	1.2%
Partesh/Parteš			38.5%	61.5%	
Pejë/Peć	0.6%	6.5%	59.9%	31.5%	1.4%
Podujevë/Podujevo	1.0%	18.3%	61.1%	19.3%	0.3%
Prishtinë/Priština	1.3%	13.9%	45.5%	34.8%	4.5%
Prizren/Prizren	6.1%	25.6%	57.0%	10.5%	0.8%
Rahovec/Orahovac	13.1%	23.9%	34.2%	26.1%	2.7%
Ranilug/Ranilug	14.8%	3.7%	59.3%	22.2%	
Shtime/Štimlje	3.1%	12.2%	43.9%	23.5%	17.3%
Shtërpçë/Štrpce	35.6%	17.8%	35.6%	2.2%	8.9%
Skenderaj/Srbica	3.1%	11.9%	33.2%	48.7%	3.1%
Suharekë/Suva Reka		1.2%	50.2%	48.6%	
Viti/Vitina	7.5%	21.3%	39.1%	20.1%	12.1%
Vushtrri/Vučitrn	14.0%	38.8%	39.2%	7.7%	0.3%
Zubin Potok/Zubin Potok	24.0%	32.0%			44.0%
Zveçan/Zvečan		26.9%	61.5%	11.5%	

31. Please rate your level of satisfaction with: Local Administration					
Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani		3.8%	31.1%	62.9%	2.3%
Dragash/Dragaš	1.5%	8.8%	38.0%	48.9%	2.9%
Ferizaj/Uroševac		6.9%	47.0%	28.3%	17.8%
Fushë Kosovë	1.8%	14.0%	49.1%	30.7%	4.4%
Gjakovë//Đakovica		39.5%	48.4%	12.0%	
Gjilan/Gnjilane	16.2%	13.7%	60.4%	8.4%	1.3%
Glogovac/Glogovac	2.4%	23.9%	34.0%	38.3%	1.4%
Graçanicë/Gračanica	23.1%	32.3%	36.9%	7.7%	
Hani i Elezit/Elez Han		9.7%	64.5%	6.5%	19.4%
Istog/Istok	47.2%	14.8%	23.9%	8.5%	5.6%
Junik/Junik		10.0%	45.0%	45.0%	
Kamenicë/Kamenica	4.3%	31.6%	49.6%	12.8%	1.7%
Kaçanik/Kaçanik		2.5%	59.3%	38.1%	
Klinë/Klina	4.0%	11.9%	77.5%	6.6%	
Klokot/Klokot		30.8%	61.5%	7.7%	
Leposaviq/Leposavić	15.4%	73.1%	9.6%		1.9%
Lipjan/Lipljan	4.9%	14.1%	49.3%	31.7%	
Malishevë/Mališevo		1.7%	85.1%	12.8%	0.4%
Mamushë/Mamuša			13.3%	86.7%	
Mitrovicë e Veriut/Severna Mitrovica	4.6%	84.4%	3.7%	1.8%	5.5%
Mitrovicë e Jugut/Južna Mitrovica	0.9%	16.7%	52.6%	25.6%	4.2%
Novobërdë/Novo Brdo	16.1%	51.6%	22.6%	9.7%	
Obiliq/Obilić	4.8%	17.9%	40.5%	36.9%	
Partesh/Parteš			38.5%	61.5%	
Pejë/Peć		5.1%	63.0%	31.1%	0.9%
Podujevë/Podujevo	7.7%	19.6%	51.1%	21.5%	
Prishtinë/Priština	0.6%	17.5%	54.9%	27.0%	
Prizren/Prizren	3.7%	12.3%	71.2%	12.8%	
Rahovec/Orahovac	8.6%	27.9%	36.0%	25.2%	2.3%
Ranillug/Ranilug	15.4%	19.2%	46.2%	19.2%	
Shtime/Štimlje	3.0%	12.1%	38.4%	31.3%	15.2%
Shtërpçë/Štrpce	37.8%	31.1%	31.1%		
Skenderaj/Srbica	2.6%	11.0%	58.6%	25.1%	2.6%
Suharekë/Suva Reka		1.7%	39.3%	59.1%	
Viti/Vitina	3.5%	9.8%	52.0%	31.2%	3.5%
Vushtrri/Vučitrn	18.5%	25.8%	35.9%	19.9%	
Zubin Potok/Zubin Potok	12.0%	44.0%			44.0%
Zveçan/Zvečan		11.1%	70.4%	18.5%	



31. Please rate your level of satisfaction with: Municipal services					
Municipality	Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Deçan/Dečani		3.1%	26.7%	68.7%	1.5%
Dragash/Dragaš	0.7%	6.5%	38.4%	33.3%	21.0%
Ferizaj/Uroševac		11.0%	36.4%	33.1%	19.5%
Fushë Kosovë	2.6%	12.3%	37.7%	40.4%	7.0%
Gjakovë//Đakovica		20.1%	60.2%	19.8%	
Gjilan/Gnjilane	15.6%	14.0%	62.4%	8.1%	
Glogovac/Glogovac	1.4%	12.0%	48.3%	36.8%	1.4%
Graçanicë/Gračanica	13.8%	58.5%	16.9%	10.8%	
Hani i Elezit/Elez Han			62.5%	34.4%	3.1%
Istog/Istok	46.2%	14.7%	23.8%	8.4%	7.0%
Junik/Junik		15.0%	35.0%	50.0%	
Kamenicë/Kamenica	6.0%	31.9%	48.3%	12.1%	1.7%
Kaçanik/Kaçanik		0.8%	37.3%	61.9%	
Klinë/Klina	4.0%	12.0%	77.3%	6.7%	
Kllokot/Klokot		15.4%	76.9%	7.7%	
Leposaviq/Leposavić	17.3%	65.4%	15.4%		1.9%
Lipjan/Lipljan	4.9%	11.7%	46.8%	35.6%	1.0%
Malishevë/Mališevo		2.1%	84.7%	12.7%	0.4%
Mamushë/Mamuša		6.3%	12.5%	81.3%	
Mitrovicë e Veriut/Severna Mitrovica	5.5%	79.8%	7.3%	1.8%	5.5%
Mitrovicë e Jugut/Južna Mitrovica	2.8%	13.9%	52.3%	28.2%	2.8%
Novobërdë/Novo Brdo	16.1%	45.2%	38.7%		
Obiliq/Obilić	4.8%	20.2%	46.4%	28.6%	
Partesh/Parteš		7.1%	35.7%	57.1%	
Pejë/Peć	0.6%	5.7%	63.9%	29.0%	0.9%
Podujevë/Podujevo		25.6%	53.5%	20.2%	0.6%
Prishtinë/Priština	0.6%	2.5%	55.4%	39.8%	1.7%
Prizren/Prizren	1.0%	6.2%	59.4%	33.4%	
Rahovec/Orahovac	8.1%	27.0%	38.3%	24.3%	2.3%
Ranilug/Ranilug	15.4%	11.5%	53.8%	19.2%	
Shtime/Štimlje	2.0%	15.3%	30.6%	36.7%	15.3%
Shtërpçë/Štrpce	35.6%	20.0%	28.9%	15.6%	
Skenderaj/Srbica	2.2%	6.6%	26.1%	61.1%	4.0%
Suharekë/Suva Reka		2.5%	25.1%	72.4%	
Viti/Vitina	1.7%	20.7%	50.6%	25.9%	1.1%
Vushtrri/Vučitrn	12.2%	30.0%	33.4%	23.7%	0.7%
Zubin Potok/Zubin Potok	8.3%	45.8%			45.8%
Zveçan/Zvečan		3.8%	65.4%	26.9%	3.8%

32. Are you satisfied with living in your municipality?		
Municipality	Yes	No
Deçan/Dečani	89.4%	10.6%
Dragash/Dragaš	43.5%	56.5%
Ferizaj/Uroševac	74.8%	25.2%
Fushë Kosovë	73.7%	26.3%
Gjakovë//Đakovica	34.1%	65.9%
Gjilan/Gnjilane	56.7%	43.3%
Glogovac/Glogovac	56.5%	43.5%
Graçanicë/Gračanica	32.3%	67.7%
Hani i Elezit/Elez Han	51.6%	48.4%
Istog/Istok	71.1%	28.9%
Junik/Junik	90.0%	10.0%
Kamenicë/Kamenica	60.0%	40.0%
Kaçanik/Kaçanik	95.7%	4.3%
Klinë/Klina	76.2%	23.8%
Klokot/Klokot	23.1%	76.9%
Leposaviq/Leposavić		100.0%
Lipjan/Lipljan	70.6%	29.4%
Malishevë/Mališevo	95.3%	4.7%
Mamushë/Mamuša	93.8%	6.3%
Mitrovicë e Veriut/Severna Mitrovica	2.8%	97.2%
Mitrovicë e Jugut/Južna Mitrovica	68.5%	31.5%
Novobërdë/Novo Brdo	38.7%	61.3%
Obiliq/Obilić	60.0%	40.0%
Partesh/Parteš	92.3%	7.7%
Pejë/Peć	90.0%	10.0%
Podujevë/Podujevo	57.1%	42.9%
Prishtinë/Priština	76.7%	23.3%
Prizren/Prizren	72.5%	27.5%
Rahovec/Orahovac	59.0%	41.0%
Ranillug/Ranilug	55.6%	44.4%
Shtime/Štimlje	51.0%	49.0%
Shtërpçë/Štrpce	33.3%	66.7%
Skenderaj/Srbica	92.9%	7.1%
Suharekë/Suva Reka	99.6%	0.4%
Viti/Vitina	73.6%	26.4%
Vushtrri/Vučitrn	68.5%	31.5%
Zubin Potok/Zubin Potok		100.0%
Zvečan/Zvečan	7.7%	92.3%



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

Municipality	Yes	No
Deçan/Dečani	86.3%	13.7%
Dragash/Dragaš	62.8%	37.2%
Ferizaj/Uroševac	88.6%	11.4%
Fushë Kosovë	69.9%	30.1%
Gjakovë//Đakovica	39.5%	60.5%
Gjilan/Gnjilane	86.5%	13.5%
Glogovac/Glogovac	59.3%	40.7%
Graçanicë/Gračanica	14.1%	85.9%
Hani i Elezit/Elez Han	83.9%	16.1%
Istog/Istok	50.0%	50.0%
Junik/Junik	85.0%	15.0%
Kamenicë/Kamenica	63.8%	36.2%
Kaçanik/Kaçanik	96.6%	3.4%
Klinë/Klina	77.0%	23.0%
Kllokot/Klokot	23.1%	76.9%
Leposaviq/Leposavić	2.0%	98.0%
Lipjan/Lipljan	77.5%	22.5%
Malishevë/Mališevo	85.6%	14.4%
Mamushë/Mamuša	93.3%	6.7%
Mitrovicë e Veriut/Severna Mitrovica	2.8%	97.2%
Mitrovicë e Jugut/Južna Mitrovica	82.8%	17.2%
Novobërdë/Novo Brdo	29.0%	71.0%
Obiliq/Obilić	58.3%	41.7%
Partesh/Parteš	92.3%	7.7%
Pejë/Peć	92.9%	7.1%
Podujevë/Podujevo	74.6%	25.4%
Prishtinë/Priština	77.1%	22.9%
Prizren/Prizren	85.4%	14.6%
Rahovec/Orahovac	50.2%	49.8%
Ranillug/Ranilug	48.1%	51.9%
Shtime/Štimlje	69.4%	30.6%
Shtërpçë/Štrpce	15.6%	84.4%
Skenderaj/Srbica	92.5%	7.5%
Suharekë/Suva Reka	95.5%	4.5%
Viti/Vitina	86.7%	13.3%
Vushtrri/Vučitrn	61.3%	38.7%
Zubin Potok/Zubin Potok		100.0%
Zveçan/Zvečan	14.8%	85.2%

34. Did you vote in the last municipal elections (2021)?

Municipality	Yes	No	I did not have the right to vote	Refuse to answer
Deçan/Dečani	91.7%	7.6%	0.8%	
Dragash/Dragaš	76.1%	13.8%	10.1%	
Ferizaj/Uroševac	78.4%	19.0%	0.5%	2.1%
Fushë Kosovë	73.5%	24.8%	0.9%	0.9%
Gjakovë//Đakovica	82.8%	14.9%	2.3%	
Gjilan/Gnjilane	94.6%	4.9%		0.5%
Glogovac/Glogovac	74.6%	25.4%		
Gračanicë/Gračanica	76.6%	23.4%		
Hani i Elezit/Elez Han	93.5%	6.5%		
Istog/Istok	80.4%	16.8%	2.8%	
Junik/Junik	90.0%	10.0%		
Kamenicë/Kamenica	80.2%	19.8%		
Kaçanik/Kaçanik	83.1%	16.1%	0.8%	
Klinë/Klina	82.2%	17.8%		
Klokot/Klokot	69.2%	30.8%		
Leposaviq/Leposavić	9.6%	86.5%	1.9%	1.9%
Lipjan/Lipljan	77.0%	22.5%	0.5%	
Malishevë/Mališevo	80.9%	15.7%	3.4%	
Mamushë/Mamuša	93.3%	6.7%		
Mitrovicë e Veriut/Severna Mitrovica	6.4%	92.7%	0.9%	
Mitrovicë e Jugut/Južna Mitrovica	86.1%	8.8%	2.8%	2.3%
Novobërdë/Novo Brdo	90.3%	9.7%		
Obiliq/Obilić	71.4%	25.0%	3.6%	
Partesh/Parteš	100.0%			
Pejë/Peć	86.6%	13.4%		
Podujevë/Podujevo	93.9%	6.1%		
Prishtinë/Priština	77.7%	21.7%	0.6%	
Prizren/Prizren	88.3%	11.7%		
Rahovec/Orahovac	83.3%	16.2%		0.5%
Ranilug/Ranilug	70.4%	18.5%	3.7%	7.4%
Shtime/Štimlje	88.8%	10.2%		1.0%
Shtërpçë/Štrpce	95.6%	4.4%		
Skenderaj/Srbica	96.5%	3.1%	0.4%	
Suharekë/Suva Reka	95.0%	3.7%	1.2%	
Viti/Vitina	86.8%	8.6%		4.6%
Vushtri/Vučitrn	68.9%	28.3%	1.0%	1.7%
Zubin Potok/Zubin Potok	4.2%	91.7%		4.2%
Zvečan/Zvečan	15.4%	80.8%	3.8%	



Survey Questionnaire

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 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	
b.	Municipal facebook page	
c.	Other (please specify	
d.	None	

If options in question 3a, 3b or 3c are Yes, ask questions 4, 5, 6 and 7.

4. For what reason?
 - 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
 - b. No

6. How easy 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. Did you understand easily the information you found 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 (except during the electoral campaign)? Multiple choice question
- I participated in public meetings (public hearings, meetings with the mayor, etc.)
 - Through individual meetings (with Mayor, Director, MA member)
 - Through joint community initiatives (village/neighborhood council, Civil Society Organizations, etc.)
 - I didn't have any interaction
 - Other (please specify)
9. If 8=b or c, 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 8=a, how does the municipality engage you during public meetings?
- I am only informed what is going to happen or has already happened
 - Municipality provides different options and asks for feedback/opinion
 - Municipality asks for open feedback/opinion (without providing options)
11. If 10=b or 10=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.



12. If you raised an issue (from question 9), did the municipality respond to the issue you raised?
- Yes
 - No
13. If yes, how many days did it take the municipality to respond to the issue you raised? ____
14. 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. UBOConsulting2022?
15. Would you be willing to use digital platforms to engage with your municipality?
- Yes
 - No
16. Do you have information on how the municipal budget is split?
- Yes
 - No
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?
- Yes
 - No
20. Have you attended any Municipal Assembly sessions in the last 12 months?
- Yes
 - No
21. If no in 19 or 20, what is the reason?
- I was not interested
 - I was not informed
 - I was busy
 - Other, please specify
22. Have you followed Municipal Assembly sessions through media (TV/radio/social media)?
- Yes
 - No

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

23. 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

24. 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
25. 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.

26. 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 _____
27. Do you consider that your municipality offers to women 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

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
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
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 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				
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. Are you satisfied with living in your municipality?

- a. Yes
- b. No

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. Did you vote in the last municipal elections (2021)?

- a. Yes
- b. No
- c. I did not have the right to vote
- d. Refuse to answer

Demographics

D1. City _____

D2. Name of street/village _____

D3. Location

- a. Urban
- b. Rural

D4. Do you consider yourself:

- a. Albanian
- b. Serbian
- c. Roma/Ashkali/Egyptian
- d. Turkish
- e. Bosnian
- f. Other _____
- g. Ref.

D5. Gender

- a. Male
- b. Female
- c. Other

D6. Age _____



D7. Level of education

- a. Several years of elementary school
- b. Elementary school
- c. Several years of high school
- d. High school
- e. Student
- f. University
- g. Master or PhD
- h. No education

D8. Status of employment

- a. Unemployed,
 - a. If YES, do you receive social welfare
- b. Employed in the private sector
- c. Employed in the public sector
- d. Self-employed
- e. Pensioner
- f. Stay at home parent
- g. Student

D9. How many members are there in your family?

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

D10. Do you suffer from any disability?

- a. Yes
- b. No
- c. Do not wish to answer

D11. Do you own a smart phone?

- a. Yes
- b. No

D12. Do you have internet access?

- a. Yes
- b. No

Focus Group Discussion Guide

TOPIC I: MUNICIPAL GOVERNANCE

1. Around 64% of survey respondents have stated that they are somewhat/not informed at all about decisions that their municipality takes. Why does this happen? Please clarify your opinion?

Probe Questions:

- What are the reasons you visit the municipality's website or Facebook page?
 - How easy is it to find information on the municipality's website or social networks?
 - How can finding this information be simplified?
2. How municipalities should communicate with you (citizens about their decision so you are more informed and engaged in these decisions?
 3. Which channels should be used?
 4. How communication should be changed for different groups (young versus adults etc)
 5. The majority of survey respondents (74%) did not have any interaction with their municipality in the last 12 months. Why do you think that is?

Probe Questions:

- What can municipal authorities do to increase interaction with citizens?
- What needs to be done to increase interest from citizens to interact with municipalities?
- Do you agree that municipal authorities take into account participants' suggestions during public meetings?

TOPIC II: MUNICIPAL MANAGEMENT

6. Around 77% of survey respondents do not have information on how the municipal budget is split. Why does this happen?

Probe Questions:

- How municipality should inform you (better) about municipal budget?
 - How can this be improved?
7. How satisfied are you with the management of the municipal budget?
- #### Probe Questions:
- Why are you satisfied or dissatisfied with the management of the municipal budget?
 - What priorities are not included in the municipal budgets?
 - How has this changed throughout the years?
8. Around 64% of respondents think that political affiliation is taken most into account during the process of recruiting employees in the municipality, followed by 54% who attribute it to family connections. Why does this happen?

Probe Questions:

- How has this changed throughout the years?
- What can be done to ensure a fair process in the recruitment of municipal staff?



9. Around 31% of survey respondents think that their municipality offers not at all/very little equal opportunities for leadership positions to women (education, health, culture institutions and political positions in the municipality). Why does this happen?

Probe Questions:

- How has this changed throughout the years?
- What can be done to ensure a fair process in the recruitment of municipal staff?
- What is the role of municipalities on this front?

TOPIC III: SERVICE DELIVERY

10. Have you used any municipal services in the last 12 months?

Probe Questions:

- What municipal services have you used?
- How satisfied were you with the provided services?
- Is there any service you are more satisfied with than with any other service? Which services and why?

11. How satisfied are you with spatial planning (municipal development and land use planning)?

Probe Questions:

- How has this changed throughout the years?
- What can be done to increase the level of satisfaction with spatial planning (municipal development and land use planning)?

TOPIC IV: General satisfaction with municipalities

12. Are you satisfied with the mayor, municipal assembly and local administration?

Probe Questions:

- Which of the above institutions are you most satisfied with?
- What should be changed to increase satisfaction with the mayor, municipal assembly and local administration?
- With which aspects of the work of these institutions are you dissatisfied?

13. 32% of survey respondents are not satisfied with the life in their municipality. Why do you think that is?

Probe Questions:

- Who do you think is responsible for this level of satisfaction with life in the municipality?
- Do you expect that life in the municipality will improve, deteriorate or remain the same in the next 4 years?
- What is the role of the municipality in this aspect?



Co-funded by
the European Union



Sweden
Sverige



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Agency for Development
and Cooperation SDC



Norwegian Embassy
Prishtina