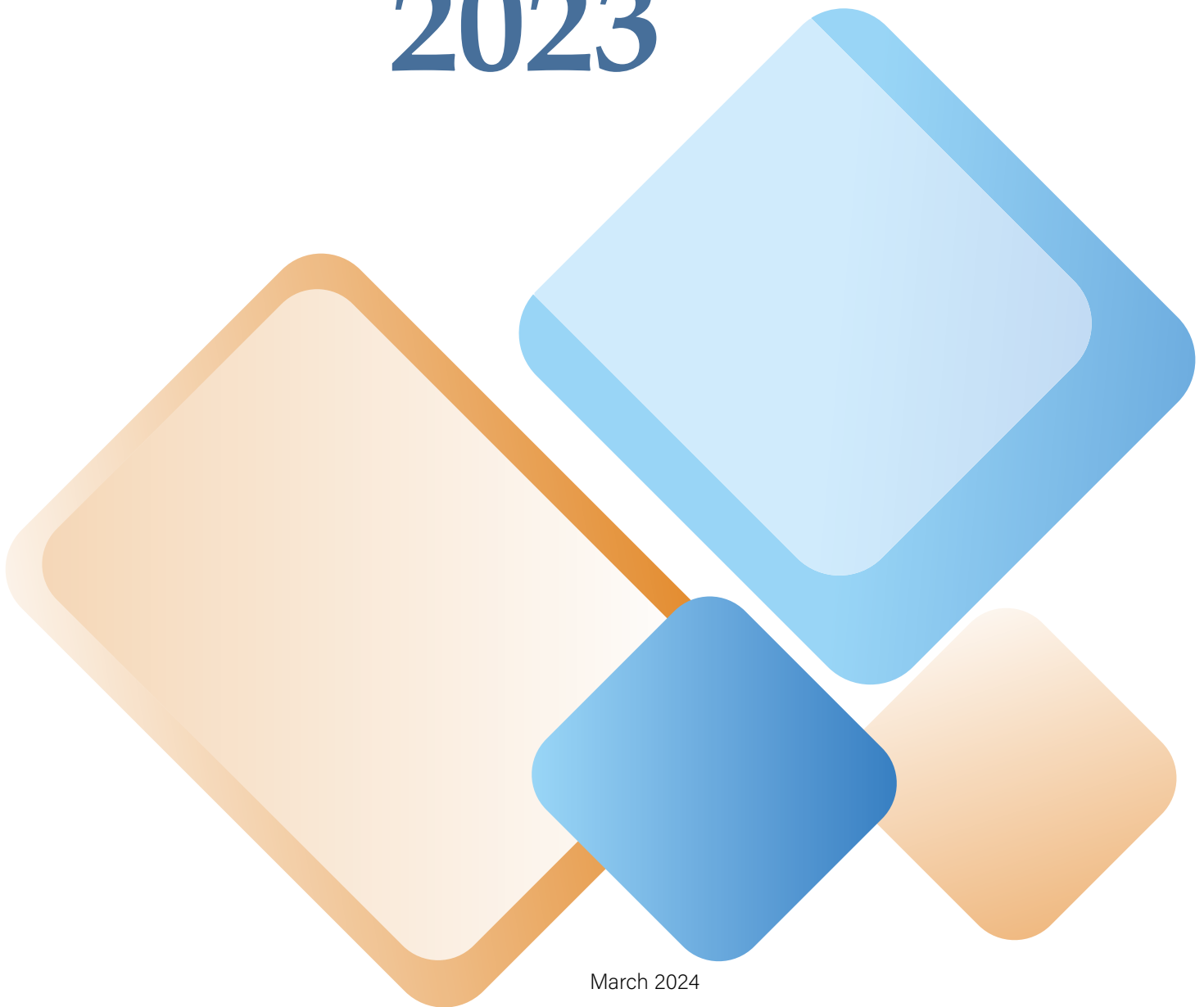


Citizen Satisfaction Survey 2023



CITIZEN SATISFACTION SURVEY 2023



March 2024

This report has been prepared by UBO Consulting for the DEMOS project, implemented by Helvetas Swiss Intercooperation.

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Executive Summary

The Citizen Satisfaction Survey 2023, an essential component of the DEMOS III project, plays a significant role in understanding Kosovo citizens' views on local governance and services. By delving into their viewpoints and perceptions, this survey provides invaluable insights that are pivotal in bolstering Kosovo's efforts towards improved democratic governance. An analysis of the data gathered from the Citizen Satisfaction Survey conducted in 2021 and data gathered from the 2023 survey reveals interesting trends in satisfaction levels and perceptions regarding the quality of services, local administration, municipal assembly, and the work of the mayor. By comparing the results of both surveys, it is possible to identify areas of improvement as well as areas where satisfaction levels have remained consistent or declined.

Structured across six sections, the report covers **Access to Information, Citizen Participation, Role of Municipal Assembly, Municipal Management, Service Delivery, and General Satisfaction**. Combining quantitative and qualitative data offers a comprehensive understanding of citizen perceptions.

Key Findings

The following summarizes the primary findings from the quantitative survey and focus group discussions.

- While 67% of respondents in 2023 **remain aware of their municipality's decisions**, there has been a noticeable decrease from the 78% reported in 2021. On the other hand, the percentage of respondents **indicating a lack of information has risen** to 33%, up from 21% in 2021. Municipal decisions are mainly **communicated through** word-of-mouth (49%), Facebook (47%), and local TV/Radio (44%). Most of the participants participating at focus group discussions also reported using TV/Radio and social media to become informed since they **perceive the municipality's website as untrustworthy**. When probing the motives for visiting municipal online platforms, **job openings** emerge as the predominant reason, cited by 58% of respondents. **Subsidies follow closely** at 30%, and **public hearings** garner attention from 30% of the surveyed population.

Despite the majority being informed about municipal decisions, 83% of survey participants reported no interaction with their municipality in the past 12 months, compared to 74% in 2021. Participation in public meetings decreased significantly from 16% in 2021 to 5% in 2023, and individual meetings declined from 13% to 7%. Joint community initiatives decreased from 12% to 5%, reducing collaborative community efforts.

- **Digital engagement** is embraced by more than half of the respondents (64%), indicating a willingness to use **online platforms** for municipal interactions and information access.
- Local infrastructure concerns, such as roads and lighting, remained a priority, increasing from 53% to 65%. Conversely, **environmental issues decreased** from 47%

to 20%. Notable shifts were observed in education, health, public safety, and cultural/recreational concerns over the two years. Simultaneously, 56 % **stated that the municipality did respond to their raised issues**. The latter faced an average waiting period of 17 days to receive a response. Overall **satisfaction with municipal responses increased** from 61% in 2021 to 69% in 2023.

- Perceptions that municipalities are considering **citizens' suggestions increased from 75% in 2021 to 84% in 2023**. In contrast, focus groups revealed that citizens do not interact with the municipality as much due to previous **disappointments with issues** they had faced wherein the municipality did not help resolving them or consider at all their suggestions.
- **Information on municipal budget allocation decreased** from 23% in 2021 to 17% in 2023. Overall satisfaction with project priority setting in the municipal budget increased from 77% in 2021 to 82% in 2023.
- A noteworthy **decline in awareness regarding the role and responsibilities of Municipal Assembly** members is observed, with 26% of respondents claiming to be not at all aware in 2023, compared to 10% in 2021.
- A substantial **decrease in respondents meeting with municipal assembly** members is evident, dropping from 29% in 2021 to 16% in 2023.
- **Attendance at Municipal Assembly sessions experiences a significant decrease**, from 14% in 2021 to 6% in 2023. Lack of interest becomes the predominant reason for non-attendance, increasing from 43% in 2021 to 58% in 2023.
- A decline in the perception of the **Municipal Assembly's ability to hold the executive accountable** is noted, with 64% agreeing/strongly agreeing in 2023, compared to 71% in 2021. Additionally, participants attending the focus groups emphasized that this is due to the fact that most **assembly members are only active during elections** for the purpose of gaining votes and being elected.

While only 56% perceive their municipality as being inclusive to all to some degree, 17% express negativity, and 8% remain uncertain. Only 18% perceive their municipality completely inclusive. Generally, respondents see opportunities for leadership positions for women (68%), the elderly (52%), persons with disabilities (53%), and ethnic minorities (59%). However, focus group discussions reveal that typically, for most marginalized groups, the inclusion rate is only correspondent to the legal margin of inclusion in municipal employment. Whereas for private sector employment, most participants perceive that opportunities for marginalized individuals remain low with an exception from Prizren/ Prizren where perception is that people with disabilities and ethnic minorities are hired in different positions.

- Participants from focus group discussions believe that **assembly members are influenced by political party affiliations** meaning that their political party principles/ beliefs are more of a priority than the citizens they represent. They also noted that family connections may influence their work within the Municipal Assembly. The latter is due to the **perception that assembly members' family members may receive preferential treatment** when it comes to resolving particular issues they may face.

- Satisfaction with **municipal budget management** remains stable at 63% in 2023.
- **Political affiliation and family connections** continue to be perceived as significant criteria in the **recruitment process**, with 63% and 64% in 2023. Education and work experience maintain their importance, with slight variations.
- Administrative services witnessed a decrease in usage from 77% in 2021 to 66% in 2023. Primary **health services experienced an increase** from 69% to 73%, while public spaces significantly rose from 49% to 68%. **Pre-university education** services remain relatively stable (47% to 49%), public transport usage increases from 40% to 44%, and construction permits decrease notably from **15% to 6%**. Road infrastructure services, specifically local roads and sidewalks are consistently utilized by 86% of respondents.
- According to most of the focus group participants, **administrative and healthcare services have seen the most improvement with notes to digitalization for the administrative services** (eKosova). In contrast, road infrastructure remains an issue for some municipalities, and construction permits are problematic and not transparent, according to participants from Pejë/Peć.

80% of respondents were satisfied with the overall performance of municipalities in 2023, compared to 75% in 2021. In 2023, 83% of respondent were satisfied with municipal services up from 78% in 2021. Satisfaction with local administration increased from 75% (2021) to 78% in 2023, and Mayor satisfaction increased from 66% (2021) to 73% in 2023. Municipal Assemblies satisfaction slightly decreased from 71% in 2021 to 69% in 2023. When evaluating combined satisfaction levels (municipal assemblies, municipal services, local administration, and the mayor), the average satisfaction rose to 76% in 2023, marking an increase from 73% in 2021.

- Examining **gender disparities**, **women exhibit lower satisfaction levels with the mayor**, with only 29% being completely satisfied, in contrast to **men, among whom 35% report being completely satisfied**. Only 14% of women express complete satisfaction with municipal assemblies, contrasting with 17% of men who report the same level of satisfaction. Equally, when it comes to **municipal services**, only 27% of women indicate complete satisfaction, whereas **men show a higher rate at 35% complete satisfaction with similar services**.
- There are significant differences in satisfaction levels between respondents in the municipalities, where **residents of Shtërpce are extremely dissatisfied with the Mayor (98%)** and the Municipal Assembly (96%). Ranillug shows an obvious division, with 75% of dissatisfaction with the Municipal Assembly. In **Graçanica, 73% of respondents expressed dissatisfaction with the local administration**, while in **Ranillug the level of dissatisfaction is 64%**.
- The participants of the focus group from **Gjakova are mostly satisfied with the Mayor of the Municipality** as they talked about the mayor's transparency and his continuous work on projects. This is in contrast to the participants from **Peja who were not satisfied with the Mayor** since they directed responsibility for most services directly to the Mayor.
- Respondents have expressed a moderate level of satisfaction regarding various aspects of the living environment: **air quality** (average score: 3.34 out of 5); **traffic**

(average score: 2.94 out of 5); **waste management** (average score: 3.29 out of 5), **environmental protection efforts** (average score: 3.10 out of 5), and **disaster management** (average score: 3.03 out of 5).

- Focus group participants in Pristina presented **air quality and traffic** as a growing problem due to major changes (reorganization of main squares) in the capital that have a major impact on traffic. Meanwhile, the participants in Peja emphasized the dissatisfaction with **disaster management** in the municipality.
- A significant majority (78%) **expressed optimism about the future trajectory of their municipality**, believing it is headed in the right direction for improvement.
- Only **29% of respondents were aware of the existence of local councils in their municipalities**, 60% unaware, and 11% uncertain. Rural areas demonstrate **higher awareness (35%) than urban areas (19%)**. Around 65% of respondents did not interact at all with their respective local councils in the past 12 months.

Introduction

The Citizen Satisfaction Survey serves as a comprehensive exploration of the attitudes and perceptions of Kosovo citizens regarding public services and local governance. By analyzing the trends and level of citizen satisfactions policymakers and municipal authorities gain valuable insights into areas of strength and opportunities for improvement. These insights can inform targeted interventions aimed at enhancing service delivery, improving governance practices, and ultimately bolstering citizen satisfaction. Moreover, the longitudinal aspect of the survey allows for a nuanced understanding of trends and shifts in citizen perceptions over time. By tracking changes in satisfaction levels and attitudes towards local governance, stakeholders can adapt strategies and policies to better meet the evolving needs of the population.

Within the DEMOS program, the Citizen Satisfaction Survey delves into critical aspects of municipal functioning, offering insights obtained through survey responses and focus group discussions and comparing results with the 2021 survey. By presenting the most pertinent results, this report aims to provide their perceptions on the performance of municipalities and their elected officials. The underlying assumption is that highlighting pressing issues can incentivize municipalities to respond proactively. The ultimate goal of this study is to drive improvements in service quality, thereby enhancing the overall quality of life for all citizens across Kosovo.

Structured into six main sections, Access to Information, Citizen Participation, Role of Municipal Assembly, Municipal Management, Service Delivery, and General Satisfaction with Municipalities - this Citizen Satisfaction Survey Report combines quantitative and qualitative data to provide a comprehensive understanding of the perceptions and expectations of Kosovo citizens.

Methodology

The survey was conducted using a mixed methodology, using quantitative and qualitative methods of data collection. Details of the methodology are described below.

Quantitative Methodology

The survey was undertaken via face-to-face interviews, employing the CAPI technique (computer-assisted personal interviews). The survey is representative at the municipal level, encompassing a substantial sample size of **6,700 respondents, with a 1% margin of error**. This extensive survey covered 38 municipalities across Kosovo, engaging respondents from various backgrounds, including Albanians, Serbians, and other minorities. Specifically, Albanian participants were interviewed in 35 municipalities, while Serbian respondents were represented in 17 municipalities. Data processing utilized survey management software.

The sampling framework was derived from the 2011 census, a standardized format in public opinion research. Utilizing population structure and distribution, quotas were established based on ethnicity (with an overestimation of minority communities), municipalities, and type of settlement (urban and rural). This structure facilitated a stratified alignment at the lowest level of sample organization according to population.

To pre-emptively address potential issues during questionnaire administration, UBO Consulting conducted a pilot test to validate content and logic. This test assessed the questionnaire's reliability and gauged the time needed for a successful interview, prompting necessary modifications.

UBO Consulting conducted survey fieldwork between October 9th and November 20th, 2023. Representatives of all communities living in Kosovo were included, ensuring equal coverage of urban and rural areas.

Qualitative Approach

Following up on quantitative data, UBO Consulting also included qualitative methods and techniques for data collection to verify and expand the data. Mixed-methods research designs are crucial as they allow for generalization from the quantitative data and verification and breadth through qualitative data. Through focus group discussions, the team was able to understand better citizens' personal experiences, beliefs, and perceptions regarding their respective municipalities.

Seven (7) focus group discussions were conducted utilizing a geographical coverage approach. This means six (6) focus groups were conducted throughout Kosovo's regions. Whereas one (1) focus group discussion was conducted with an ethnically Serbian minority in Graçanicë/Gračanica. The discussions were conducted as follows:

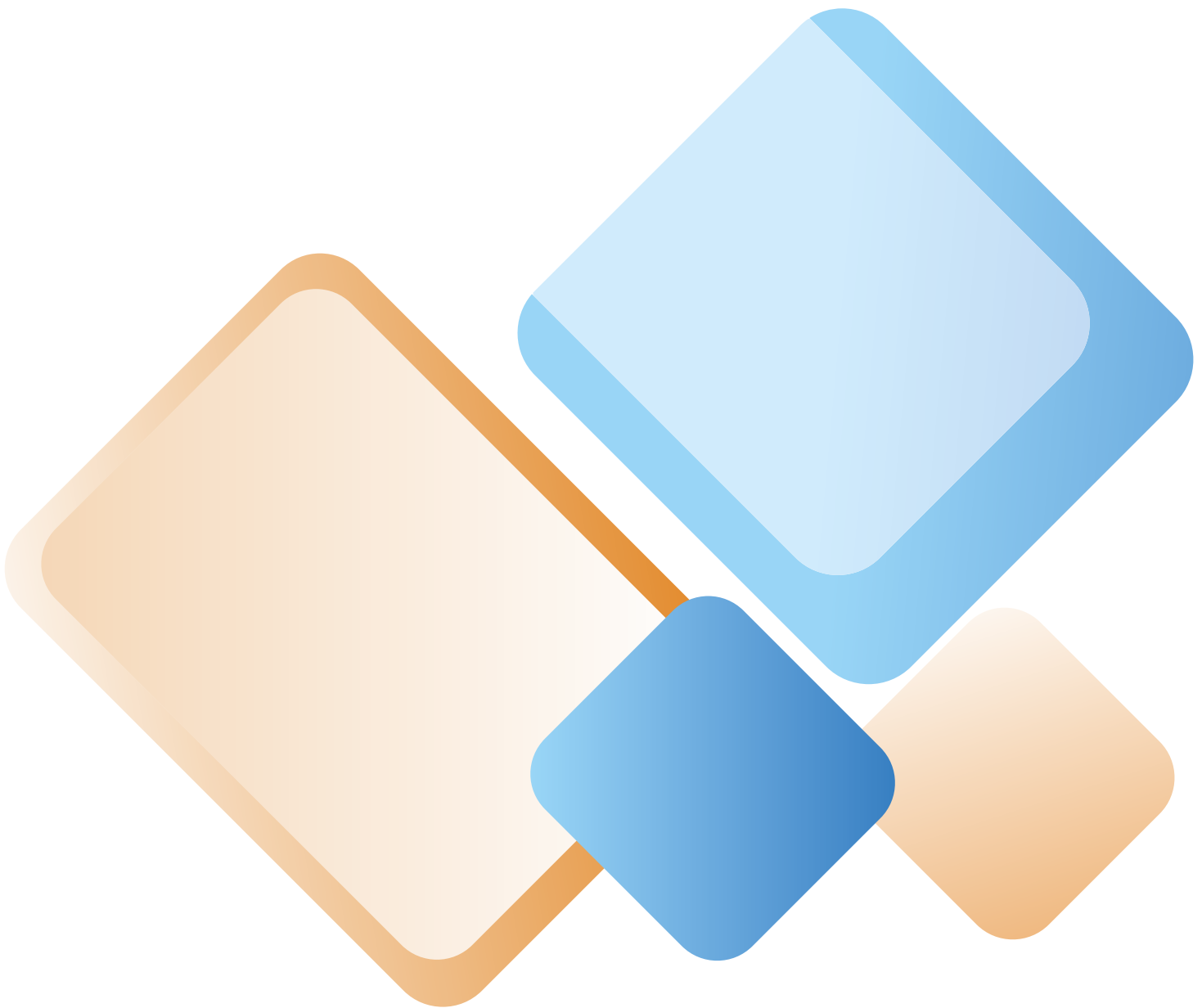
1. FGD in Prishtinë/Priština – covering the Prishtinë region.
2. FGD in Pejë/Pec– covering the Pejë region.
3. FGD in Gjakovë/Đakovica– covering the Gjakovë region.
4. FGD in Prizren/Prizren– covering the Prizren region.
5. FGD in Gjiilan/Gnjilane– covering the Gjiilan region.

6. FGD in Mitrovicë/Mitrovica – covering the Mitrovicë region, excluding Mitrovicë e Veriut/Severna Mitrovica.
7. FGD in Graçanicë/Gračanica– covering the ethnically Serbian minority.

It should be noted that due to external factors, some municipalities within these regions were not fully represented, such as Prishtinë/Priština. However, other regions were mainly covered by larger municipalities such as Pejë/Peć (villages and Klinë); Gjakovë/Đakovica (Junik, Deçan); Prizren/Prizren (Malishevë, Dragash); Gjiilan/Gnjilane (villages and Vitia); Mitrovicë/ Mitrovica (villages and Vushtrri).

FGDs were conducted throughout November 2023. These focus groups aimed to gain in-depth information and insight regarding citizens' perceptions of the work done by their municipalities as well as specific actors and services. For that purpose, in collaboration with the DEMOS team, the research team drafted a guideline with a set of questions within topics that were of interest to the assessment.

CITIZEN PERCEPTIONS



Access to Information

This section of the report, among others, provides both qualitative and quantitative data on respondents' awareness and perception levels regarding municipal decisions, the communication methods employed for these decisions, the challenges associated with locating and comprehending such information, and related aspects.

In analyzing the data concerning the level of information regarding the decisions their municipality takes, shifts between 2021 and 2023 were apparent. The percentage of respondents who were "Not informed at all" rose from 21% to 32%, implying potential dissatisfaction or a transparency deficit. Conversely, those feeling "Somewhat informed" increased from 43% to 53%. Consequently, a substantial decrease was observed from 2021 to 2023 in the proportion of feeling "Pretty well informed" (28% to 11%) and "Completely informed" (7% to 3%).

The percentage of respondents who consider themselves "Not at all informed" about municipal decisions increases progressively with age, reaching its top at 44% among respondents aged 65 and above. Conversely, the majority of respondents across all age groups categorize themselves as "Somewhat informed," with the highest percentage (57%) observed in the 18-24 age group. The category "Pretty well informed" ranges from 9% to 14%, with the 25-34 age group registering the highest percentage. Younger individuals tend to consider themselves "Somewhat informed," whereas older age groups show elevated percentages in the "Not at all informed" category. In this context, it is important to highlight that the "Completely informed" category consistently registers lower percentages. Segregated by communities, a higher proportion of Serb participants (45%) indicated being well or fully informed, contrasting with Albanian (12%) and Other (28%) respondents.

Regarding municipalities, respondents from Shtërpçë/Štrpce (73%) and Mamushë/Mamuša (63%) indicated the lowest levels of information about municipal decisions. In contrast, respondents from Leposaviq/Leposavić (84%) and Dragash/Dragaš (53%) reported the highest levels of information, expressing that they are pretty well/completely informed.

Data collected across all focus group discussions showed that participants were not informed regarding decisions taken by their respective municipalities. When discussing decisions, throughout all discussions, most participants reported only finding out about certain decisions (related to urban planning, construction, etc.) once the work had been underway.

Additionally, there was a duality between participants regarding the reasons behind their level of information or lack thereof. For example, many participants would shift the blame toward the municipalities for not being transparent. Whereas fewer participants expressed that citizens are not as interested in finding such information.

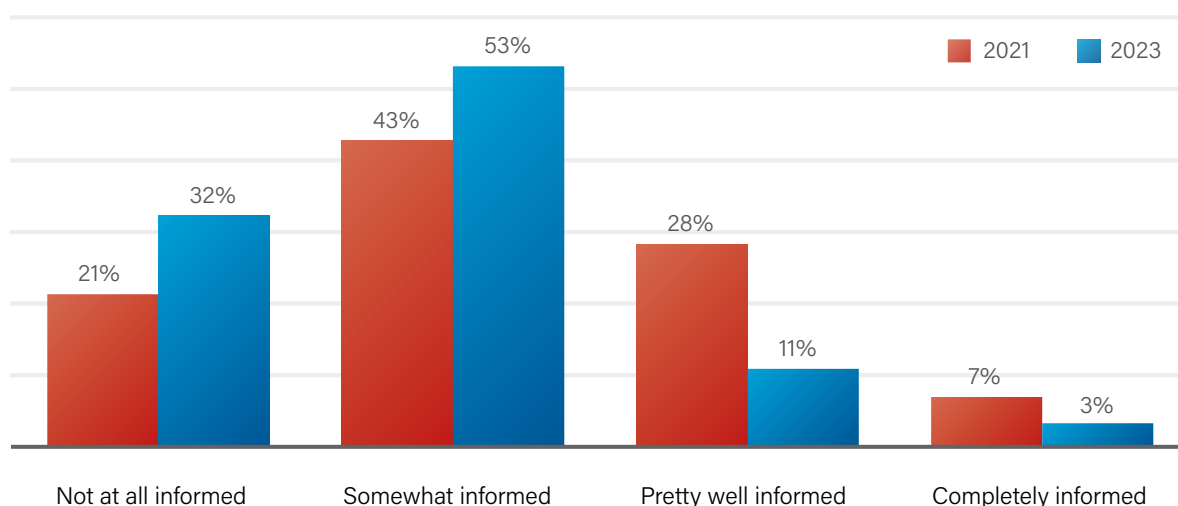


Figure 1. How informed are you about the decisions your municipality takes?

The findings from the survey illustrate how respondents receive information about municipal decisions in 2021 and 2023. Word-of-mouth remains the predominant method, experiencing a slight increase from 47 % to 49 %. There are also increases in reliance on Local TV/ Radio (44% to 47%) and Facebook (39% to 44%). A higher percentage of men respondents (51%) declared getting information through Facebook compared to women respondents (43%). Conversely, dependence on the municipality's webpage slightly declined from 29% to 25%, while communication via mail decreased from 8% to 2%. When analyzed by ethnicity, there is a significant difference in communication via mail, with the highest percentage among Serb respondents (19%) and the lowest among Albanians (2%).

Segregated by municipalities, almost all respondents from Malishevë/Mališevo stated that municipal decisions are communicated through local TV or radio (99%) and word-of-mouth (94%). Notably, word-of-mouth remains a prevalent method for disseminating information about municipal decisions. This trend is also evident in other municipalities, such as Junik/ Junik (94%) and Deçan/Deçani (91%), where many respondents rely on word-of-mouth to stay informed about their municipality's decisions. Additionally, 96% of respondents from Klinë/Klina reported that these decisions are communicated through Facebook.

The qualitative data almost fully complements the abovementioned responses as most of the participants explained how they will typically use means such as TV media and social media to gather information on decisions of the municipality. Although fewer participants mentioned word-of-mouth, it was still a prevalent answer among the focus group discussions for municipalities such as Junik/Junik and Klinë/Klina. However, a greater number of participants declared using local TV or Facebook groups/websites to gather information.

To scope further, participants from Gjiilan/Gnjilane noted the citizens' Facebook group "Gjilani Network" as their main source of information as they regarded any other source as untrustworthy. Similarly, participants in Gjakovë/Đakovica unanimously mentioned TV Syri as their main source of information, although they thought highly of the municipality's website as well. Other regions were more frequently mentioned on the municipality's website. However, this was always mentioned as a means of viewing job openings and announcements instead of looking into decisions made by the municipality. In Junik/ Junik, particularly, the satisfaction with information transparency was high since one of the participants reported that citizens can also follow public meetings online via the municipality's Facebook page. These meetings are publicized in real time so that the citizens may comment or simply be in touch with what is happening.

"They [municipal meetings] are open, and ordinary citizens can participate by following them live. I don't want to be subjective. Here, everyone will speak as citizens. The power of communal governance is crucial. In cases where decisions are made, they are officially called. We have the official website of the municipality, which is transparent."

- Junik/Junik (Men)

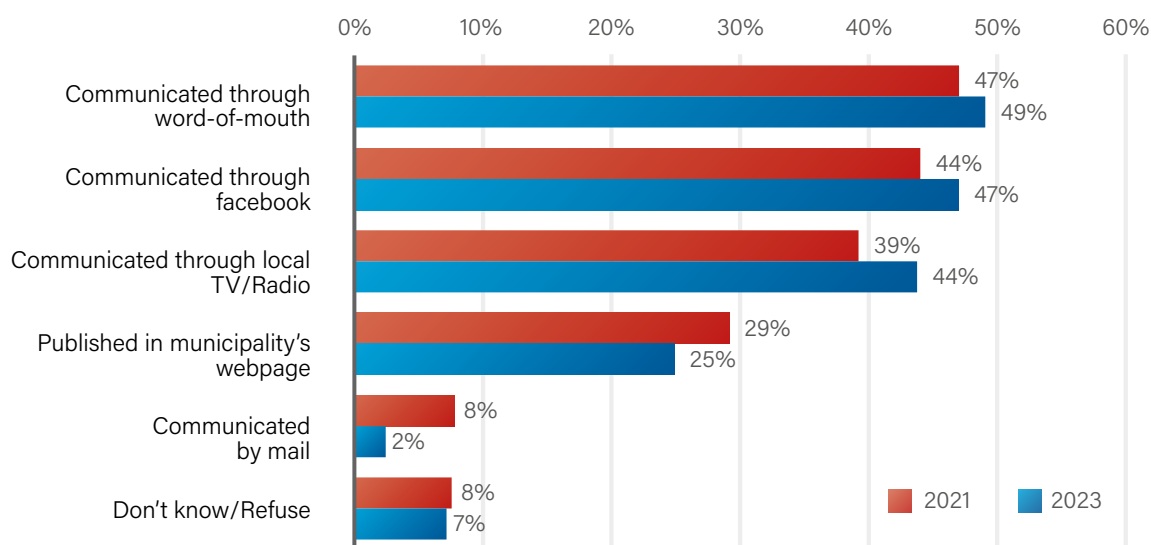


Figure 2. In what ways are these decisions communicated?

Further, the findings compare respondent visits to municipal online platforms in 2021 and 2023. Visits to the Municipal Facebook page slightly decreased from 45% in 2021 to 41% in 2023, while visits to the Municipal website significantly dropped from 26% to 16%. In contrast, the 'None' category increased from 49% to 54%, indicating a growing proportion of people not engaging with these platforms.

Moreover, respondents from Kllkot/Klokot (62%) and Partesh/Parteš (54%) primarily accessed the municipal website in the last 12 months. In contrast, a noteworthy portion of respondents from Junik/Junik (92%), Deçan/Dečani (89%), Leposaviq/Leposavić (89%), and Rahovec/Orahovac (84%) reported visiting the Municipal Facebook Page. Interestingly, all respondents from Shtërpçë/Štrpce (100%) stated that they had not visited any platforms. While not universal, a significant share of respondents who have not visited any of the platforms was observed in Ranillug/Ranilug (86%), Kaçanik/Kaçanik (80%), and Novobërdë/Novo Brdo (80%).

Analyzing respondent behavior regarding municipal platforms over the past 12 months, the results reveal diverse engagement patterns. A substantial 40% reported rare visits, emphasizing the need to address barriers to regular engagement. Weekly visits were noted by 26% and monthly visits by 21%, highlighting varying levels of consistent interaction. Additionally, 13% reported daily visits, indicating a smaller but active group relying on municipal platforms for frequent information access.

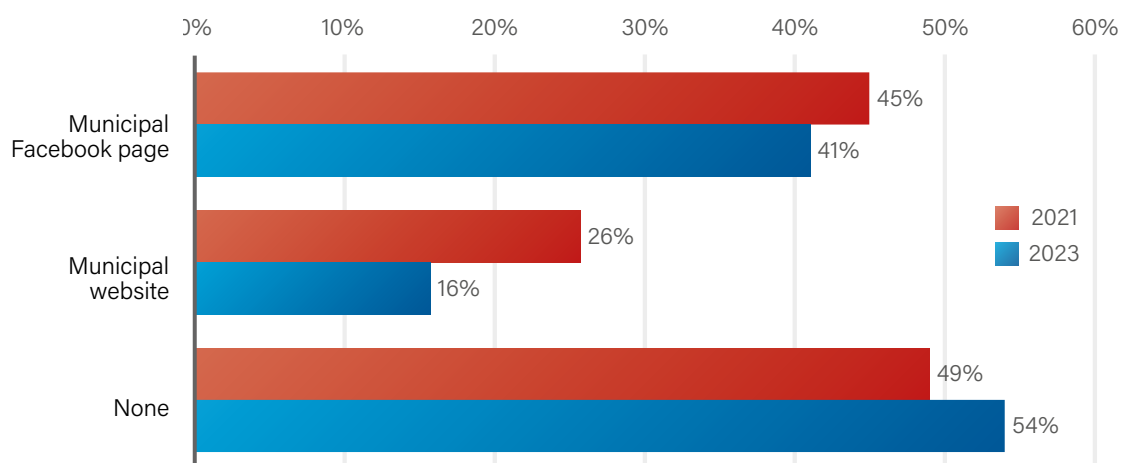


Figure 3. In the last 12 months, have you visited the following?

When analyzed by municipalities, most respondents who reported visiting municipal platforms daily are from Junik/Junik (40%). In contrast, respondents from Podujevë/Podujevo (97%) and Gllgovc/Glogovac (67%) predominantly visit municipal websites every week. Monthly visits are most common among respondents from Kllkot/Klokot and Mitrovicë e Veriut/Severna Mitrovica (54% in each municipality). Notably, respondents from Ranilug/Ranilug reported rare visits to municipal platforms (100%).

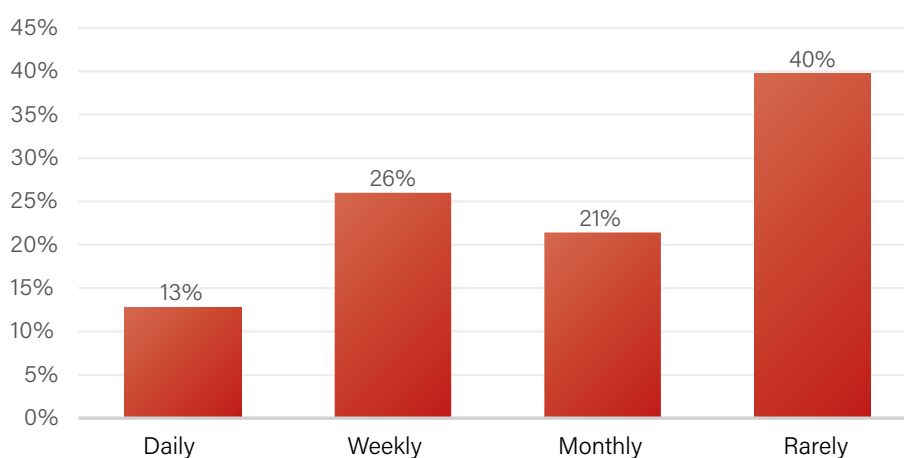


Figure 4. How often have you visited municipal platforms in the last 12 months?

Respondents who affirmed their engagement with municipal platforms in the previous question were further probed to elaborate on their motivations. The primary reasons cited for visiting their municipality's Facebook pages and/or websites included job openings, accounting for 71% in 2021 and 58% in 2023. This was followed by subsidies (38% in 2021 and 42% in 2023) and information on public hearings (34% in 2021 and 30% in 2023). Notably, there is an increase in respondents opting for the 'Other' category, rising from 2% in 2021 to 13% in 2023. When asked to specify, most respondents (306 out of 394) revealed that their visits to municipal platforms were solely for obtaining general information about their municipality.

Furthermore, all respondents from Ranilug/Ranilug indicated that their visits to municipal platforms were solely motivated by subsidies (100%). Respondents predominantly chose the desire to obtain information about public tenders from Kllkot/Klokot (58%) and Malishevë/Mališevo (54%). For respondents from Skenderaj/Srbica (72%) and Mitro-

vicë e Jugut/Južna Mitrovica (63%), the primary purpose of visiting the platforms was to gather information about public hearings. On the other hand, a significant portion of respondents from Junik/Junik and Deçan/Dečani (83%), Novobërdë/Novo Brdo (80%), Shtërpçë/Štrpce (79%), and Podujevë/Podujevo (78%) visited municipal websites primarily to search for job openings.

In addition, the data reveals distinct age-related trends in platform preferences. Notably, interest in public tenders' tops at 20% for the 55-64 age group and 19% for those 65 and above, contrasting with a lower interest of 10% among 18-24-year-olds. Public hearings attract significant interest across all age groups, with the highest levels observed in the 55-64 (39%) and 65+ (37%) demographics. Younger individuals, especially those aged 18-24 (59%) and 25-34 (64%), express paramount interest in job openings. Subsidies maintain relatively consistent interest across demographics, with the highest percentage being 54% in the 45-54 age group. Interest in municipal budget and spending increases with age, peaking at 47% for the 65+ age group, while the 18-24 age group exhibits the lowest interest at 15%.

Similarly, the data unveils notable ethnicity-related trends in platform preferences. Specifically, interest in information regarding public tenders is highest among the Other communities at 25%, contrasting with lower levels of interest among Serbs (8%) and Albanians (14%). Public hearings, on the other hand, attract significant interest across all ethnicities, with the highest levels observed among the Others at 52%, compared to 24% for Serbs and 29% for Albanians. When it comes to job openings, the findings indicate that Albanians show the highest interest at 59%, followed by Serbs at 48%, and Others at 44%. Interest in municipal budget and spending exhibits variations based on ethnicity, with Albanians showing the highest interest at 23%, followed by Serbs at 16%, and the Others at 14%.

Men respondents predominantly use municipal platforms for various purposes, with higher percentages in accessing information regarding public tenders (17%), subsidies (46%), and municipal budget and spending (25%). In contrast, women respondents demonstrate a higher interest in job openings (63%), while their percentages in other categories, such as public tenders (10%), subsidies (37%), and municipal budget and spending (18%), are comparatively lower. Both genders express relatively equal interest in information regarding public hearings (31% for men and 29% for women).

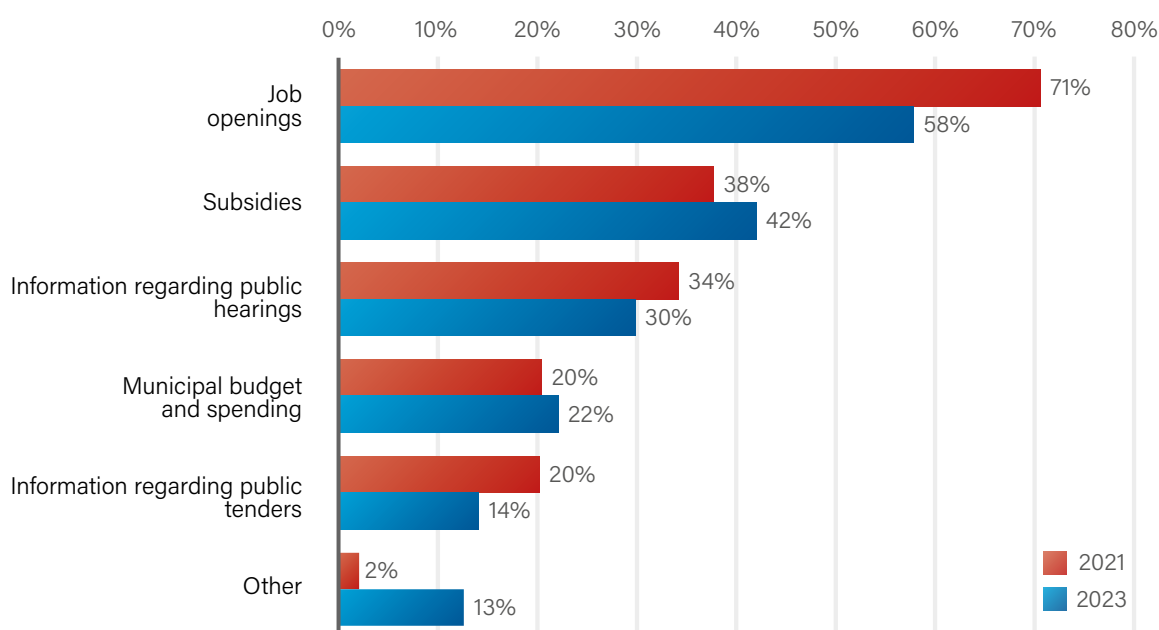


Figure 5. For what reason have you visited the specific platform?

On the other hand, the study also explored why respondents haven't visited municipal platforms in the last 12 months, shedding light on factors influencing non-engagement. The most prevalent reason, cited by 51% of respondents, is a lack of interest in municipal updates. This suggests that a significant portion of the population may not find the content on these platforms sufficiently compelling or relevant to warrant regular visits. In a more specific context, data shows that respondents who declared a lack of interest in municipal updates come from Podujevë/Podujevo (94%), Dragash/Dragaš (84%), Vushtrri/Vučitrn (80%), Shtërpçë/Štrpce (79%), and Ferizaj/Uroševac (78%). Furthermore, another 22 % mentioned unawareness of the existence of these platforms as the reason for non-engagement. This was more prevalent in Zvečan/Zvečan (77%) and Novobërdë/Novo Brdo (58%). This finding underscores a communication challenge for municipalities in effectively promoting and making residents aware of available digital resources. Preferences for obtaining information from alternative sources were expressed by 19% of respondents, while a smaller percentage, 7%, find the platforms difficult to navigate. In terms of municipalities, most respondents who prefer to obtain information from other sources are from Deçan/Deçani (79%) and Malishevë/Mališevo (78%).

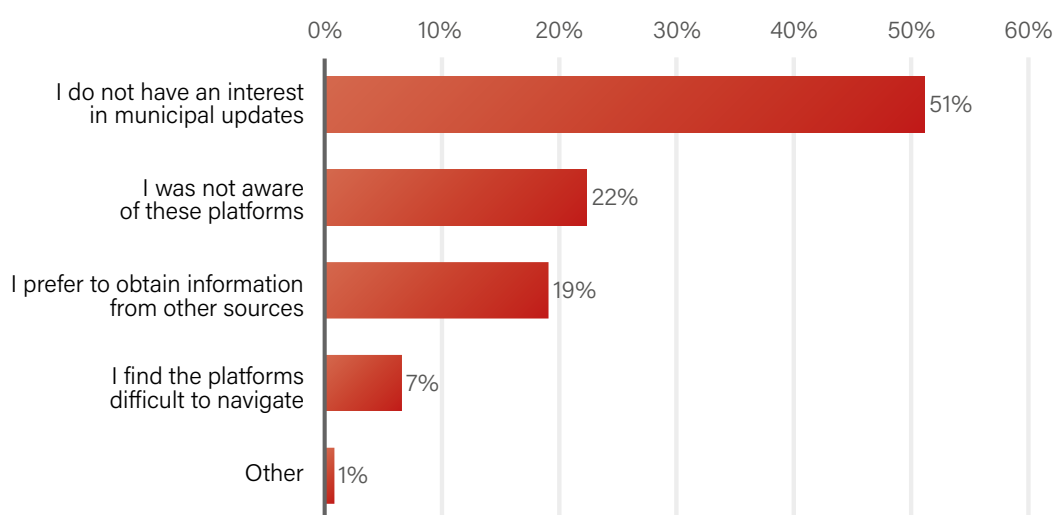


Figure 6. Why haven't you visited any of the municipal platforms?

Consistent with the trends observed in 2021, more respondents confirmed successfully finding the requested information or service when visiting municipal platforms. To be precise, 76% affirmed this in 2021, and a slightly reduced but still substantial 74% did so in 2023, with the remaining respondents expressing opposition to this experience. The municipalities where a notable percentage of respondents reported difficulties in this regard include Shtërpçë/Štrpce (69%), Zvečan/Zvečan (61%), Graçanicë/Gračanica (58%), Zubin Potok/Zubin Potok (57%), Novobërdë/Novo Brdo (56%), Ferizaj/Uroševac (54%), and Mitrovicë e Veriut/Severna Mitrovica (53%).

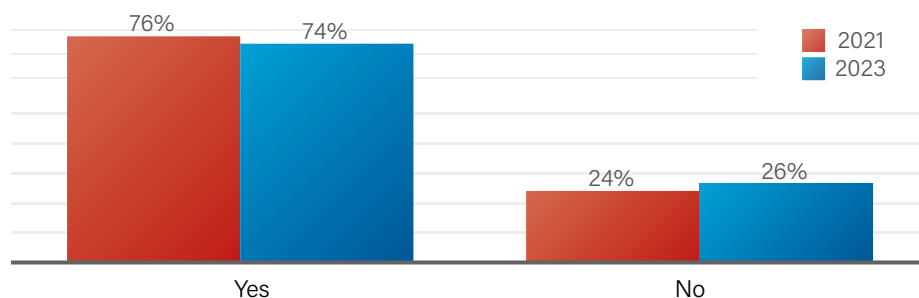


Figure 7. Did you find the requested information/service?

Moreover, the respondents consistently find it more convenient to locate the information they need on the municipality’s Facebook page than the municipal website. As depicted in the provided table, most respondents reported finding the required information either “Easy” or “Very easy” on both platforms. Specifically, for the municipal website in 2021, 77% of respondents found it easy or very easy; in 2023, this percentage increased to 96%. On the Facebook page, 84% of respondents in 2021 and 96% in 2023 reported finding the information easy or very easy. This pattern underscores a higher satisfaction level and perceived ease of access when using the municipality’s Facebook page instead of its official website.

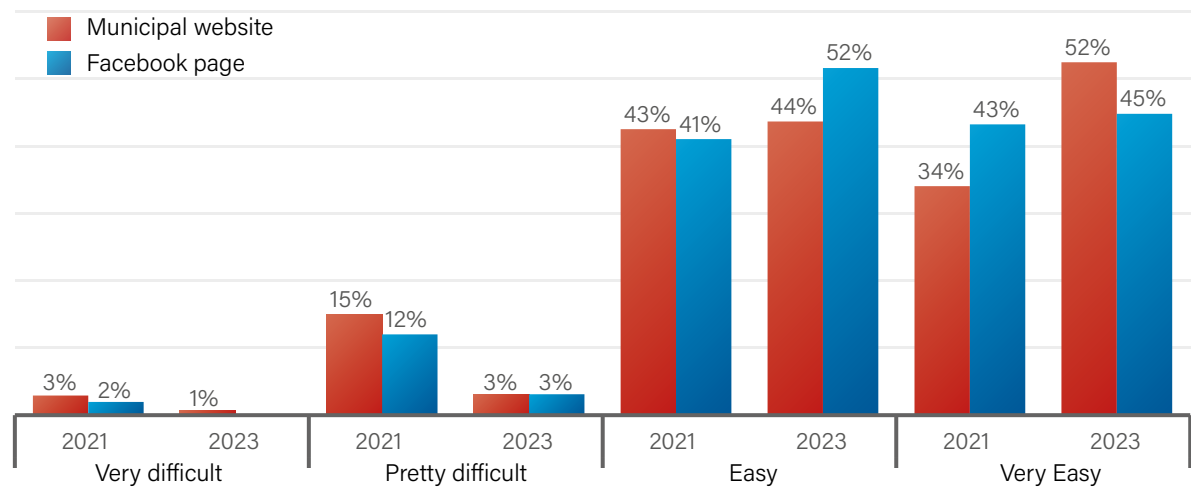


Figure 8. How easily did you find the information that you needed?

The data reflects respondents’ perceptions of the ease with which they understood information published by the municipality in 2021 and 2023. Most respondents in both years reported finding the information understandable, with notable shifts in the distribution. In 2021, 28% of respondents indicated the information was very understandable, while 55% found it somewhat understandable. However, in 2023, there was a significant increase in respondents finding the information very understandable, rising to 52%, and a corresponding decrease in those finding it somewhat understandable, dropping to 44% – a shift that suggests an improvement in the clarity and comprehensibility of information published by the municipality. Consequently, the percentage of respondents who found the information somewhat not understandable decreased from 14% in 2021 to 5% in 2023, indicating a positive trend in enhanced clarity.

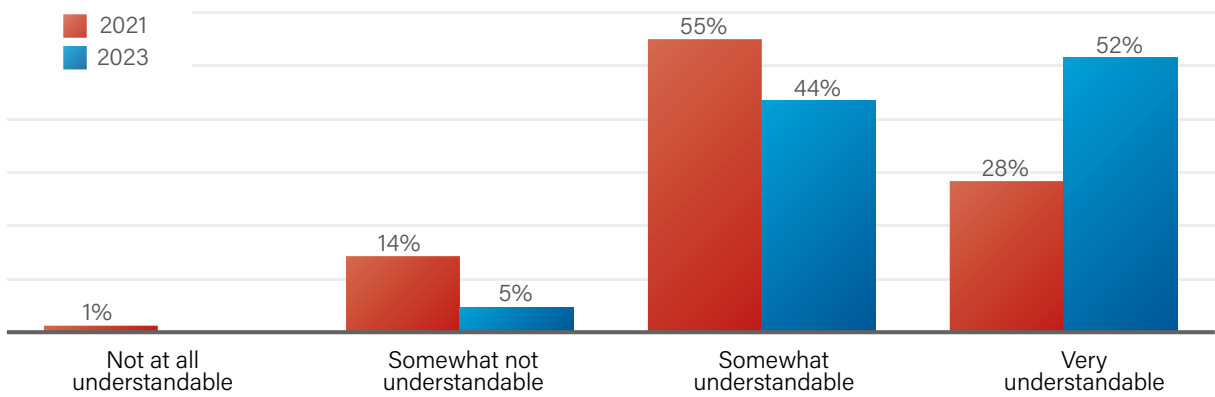


Figure 9. Did you easily understand the information you found published by the municipality?

Additionally, it is noteworthy that respondents from specific municipalities, including Graçanicë/Gračanica (100%), Ranillug (100%), Malishevë/Mališevo (100%), Suharekë/Suva Reka (100%), Klinë/Klina (100%), Shtime/Štimlje (100%), and Prishtinë/Priština (100%), universally reported finding the information published by the municipality to be somewhat/very understandable. In contrast, in Novobërdë/Novo Brdo, a notable 58% of respondents found the information to be somewhat not understandable, representing the highest percentage in this category among all municipalities surveyed.

Scoping further, a few elderly participants from the focus group discussions expressed difficulties understanding the website or the jargon used. Apart from Klinë/Klina and Junik/Junik, many participants regarded the websites as untrustworthy. They elaborated by stating that the information published is not transparent and is published only for formalities. For that reason, citizens are keener to receive information via other means.

Citizen Participation (engagement)

This section of the report analyzes how Kosovar citizens engage with their respective municipalities. Within this segment, readers will gain insights into the extent of respondent participation in public meetings, the nature of concerns expressed by citizens, their satisfaction levels with municipal responses, and pertinent information on the municipal budget.

The data further outlines respondents' interactions with their municipality in the past 12 months, excluding electoral campaign periods, comparing results from 2021 to 2023. The findings reveal notable changes in the patterns of engagement. Participation in public meetings, including public hearings and meetings with the mayor, significantly decreased from 16% in 2021 to 5% in 2023. On the other hand, individual meetings involving interactions with the mayor, director, or municipal assembly members decreased from 13% in 2021 to 7% in 2023. Engagement through joint community initiatives, such as village/neighborhood councils and Civil Society Organizations, also declined from 12% in 2021 to 5% in 2023. This decrease suggests reduced participation in collaborative community efforts. As a result, the majority of respondents, 74% in 2021 and an increased 86% in 2023, reported having no interaction with their municipality in the specified period. Breaking down the survey results in terms of gender, it is noticed that more women (93%) than men (80%) haven't interacted with their municipality in the past 12 months. Moreover, 88% of Albanian respondents and 80% of those categorized as Other similarly indicated a lack of interaction with their municipality. In contrast, 44% of Serb respondents reported not having interacted with their municipality. This substantial increase implies a growing population segment with limited engagement or involvement with municipal affairs.

As per the survey findings, individuals from Podujevë/Podujevo (100%) and Graçanicë/Gračanica (100%) reported no interaction with their municipality over the past 12 months. Notably, public meetings saw higher attendance in Klllokot/Klokot (38%) and Dragash/Dragaš (30%) compared to other municipalities. Klllokot/Klokot residents were also prominently involved in joint community initiatives, with 62% participation. It is worth highlighting that the top three municipalities with the highest respondent involvement in joint community initiatives are predominantly Serb-majority areas, including Klllokot/Klokot (62%), Leposaviq/Leposavić (49%), and Partesh/Parteš (34%).

During focus groups, participants from Gjilan/Gnjilane, Klinë/Klina, Junik/Junik, and Dragash/Dragaš reported that they usually participate in public meetings. However, the rest of the participants were unaware of public meetings in their municipalities. While it was observed that they allocated this responsibility to their neighborhood/village leader to inform them, not all neighborhood/village leaders do inform the rest of the citizens on public meetings or any discussions they may participate in the interest of the citizens.

When further asked why they do not interact with their municipalities, a majority of them informed that they become aware of decisions made by the municipalities after they have been made. Another set of participants also informed this assessment that they had previously participated in public or individual meetings. Nevertheless, due to the disappointment they had faced with the lack of consideration for their suggestions, they had withdrawn from participating altogether. According to them, this has had an impact on lowering their level of interest in municipal matters.

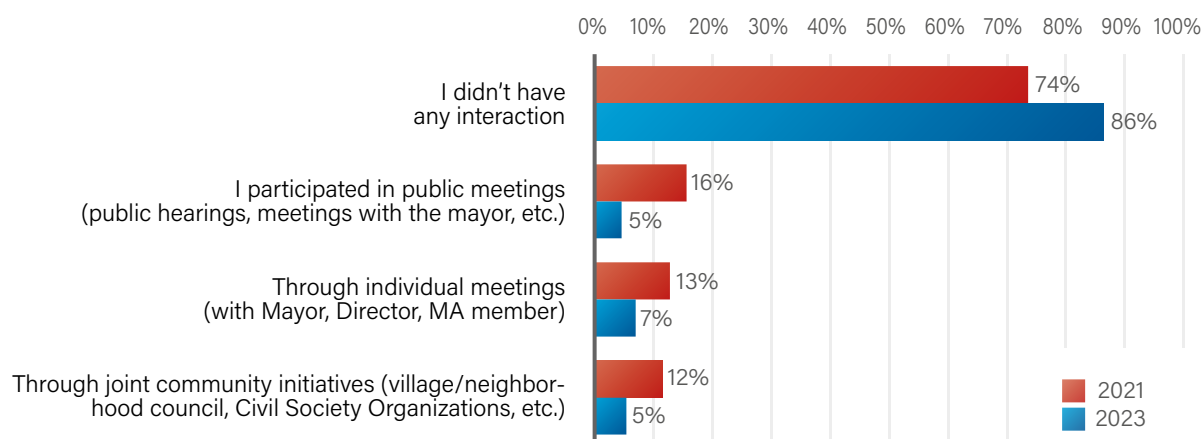


Figure 10. How did you interact with your municipality in the past 12 months (except during the electoral campaign)?

Respondents who confirmed engaging with their municipality through individual meetings were subsequently questioned about whether they raised specific issues during these encounters. Based on the findings, half of the respondents (54%) acknowledged raising concerns, while the remaining 46% indicated that they did not bring up any specific issues during these meetings. Notably, participants from Dečan/Dečani (100%), Rahovec/Orahovac (100%), and Novobërdë/Novo Brdo (100%) reported raising specific concerns during meetings. In contrast, respondents from Ranillug/Ranilug (100%) and Graçanicë/Gračanica (89%) indicated a lack of specific issue-raising during these sessions.

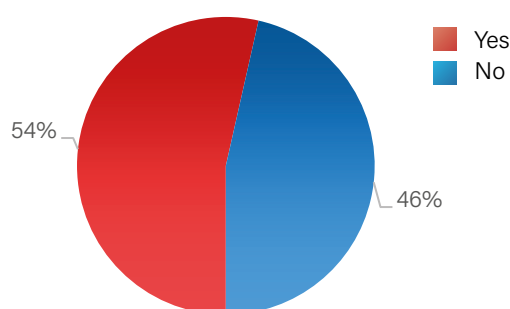


Figure 11. Did you raise any specific issues during these individual meetings? (n=467)

Likewise, among the respondents who confirmed involvement in joint community initiatives (5%) were asked about whether they raised specific issues during these endeavors. The data reveals a notable trend, with most respondents affirming that they have raised concerns (64%), while 36% indicated otherwise. Simultaneously, all respondents from Ranillug/Ranilug (100%) and the majority from Graçanicë/Gračanica (97%) did not raise specific issues during the meetings. In contrast, participants from Dečan/Dečani (100%), Rahovec/Orahovac (100%), and Novobërdë/Novo Brdo (100%) reported raising concerns.

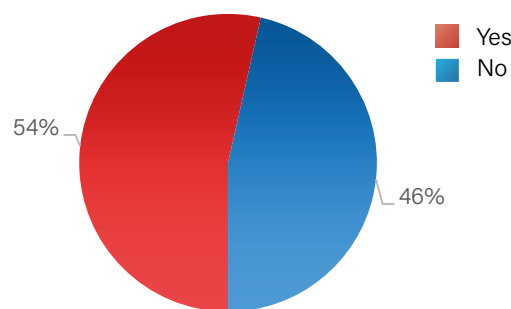


Figure 12. Did you raise any specific issues during these joint community initiatives? (n=360)

In 2021 and 2023, respondents raised various issues with the municipality, revealing notable trends. Local infrastructure concerns, such as roads, sidewalks, and lighting, remained a priority, increasing from 53% to 65%. Conversely, environmental issues declined from 47% to 20%, potentially indicating perceived improvements. Education and health-related concerns decreased from 45% to 19% and 35% to 18%, respectively. Public safety issues decreased from 34% to 17%, suggesting potential improvements. Cultural and recreational activities declined from 24% to 8%, and traffic-related issues decreased from 23% to 11%. Finally, concerns about issues affecting marginalized groups decreased from 15% to 3%, reflecting changing community priorities and perceptions over the two years.

The survey results indicate a low overall percentage (3%) of respondents, regardless of gender, raising issues related to women and other marginalized groups. Notably, women are more inclined than men to address environmental, education, and health concerns. In contrast, more men (71%) report raising issues about local infrastructure, while a lower proportion of women (46%) have done so. Separated by ethnic groups, the data reveals that individuals from the Albanian and Other communities primarily expressed concerns related to local infrastructure, with percentages of 72% and 52%, respectively. In contrast, a higher proportion of Serb respondents, accounting for 54%, raised environmental issues. Municipality-wise, there is a distinct pattern in the issues raised by respondents. All participants from Gjakovë/Đakovica (100%), Gjilan/Gnjilane (100%), Glogovc/Glogovac (100%), Shtime/Štimlje (100%), and Shtërpçë/Štrpce (100%) expressed concerns about local infra-

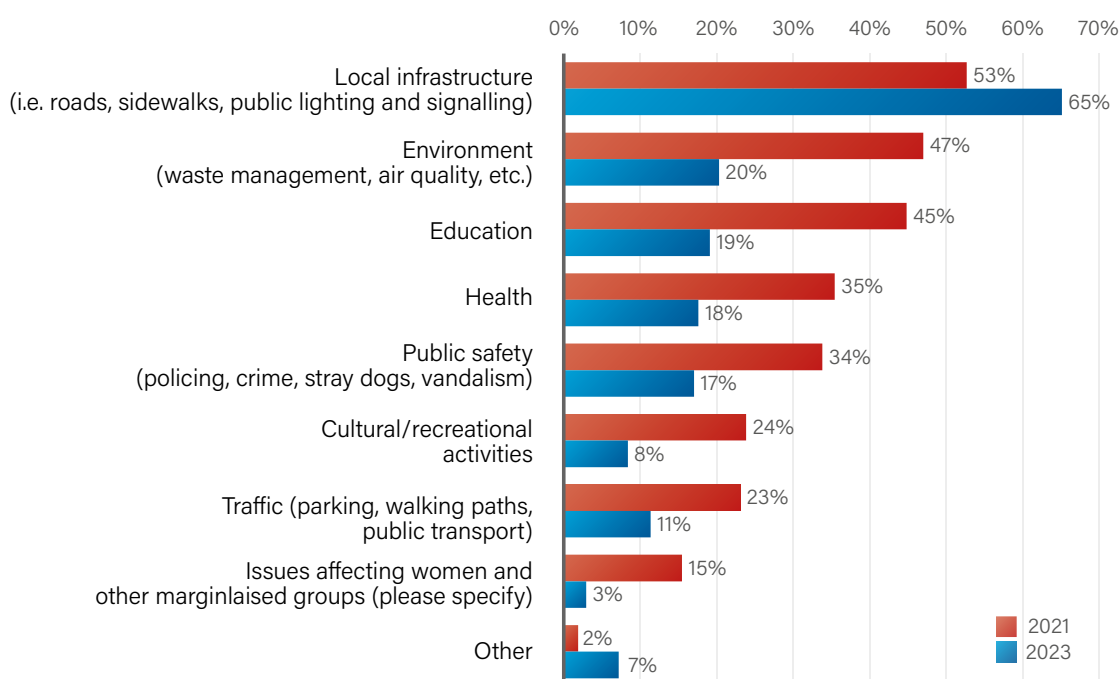


Figure 13. For what kind of issues did you raise with the municipality?

structure. In Novobërdë/Novo Brdo, respondents predominantly raised education-related issues (100%). Conversely, a notable portion of respondents from Ranillug/Ranilug (68%) and Kaçanik/Kaçanik (66%) addressed environmental concerns during the interactions.

The survey outcomes highlight the responsiveness of the municipality to issues raised by respondents in 2021 and 2023. The findings indicate a significant increase in respondents reporting that the municipality responded to their raised issues. In 2021, only 17% of respondents stated that the municipality responded to the raised issues. However, in 2023, this figure experienced a substantial increase to 56%. Analyzing responses by municipality highlights distinctive patterns in the responsiveness of local authorities. Municipalities such as Prizren/Prizren (100%), Gjilan/Gnjilane (100%), and Shtërpçë/Štrpce (100%) are notable for their high rates of responses by their municipalities. Conversely, all participants from Zubin Potok/Zubin Potok (100%), Graçanicë/Gračanica (100%), and Novobërdë/Novo Brdo (100%) reported that despite raising issues, their respective municipalities did not respond.

In addition to the increased responsiveness observed, the survey provides information about the average number of days it took for the municipality to respond to the issues raised by respondents. In 2021, the mean number of days for the municipality to respond was 16.8; in 2023, this increased slightly to 17.3 days. While the difference in mean response time is marginal, it indicates that, on average, respondents experienced a relatively consistent timeframe for the municipality's responses over the two years. This information offers context to the increased responsiveness noted previously, suggesting that despite a slight incline in the average response time, the municipality continued to address raised issues within a reasonable timeframe.

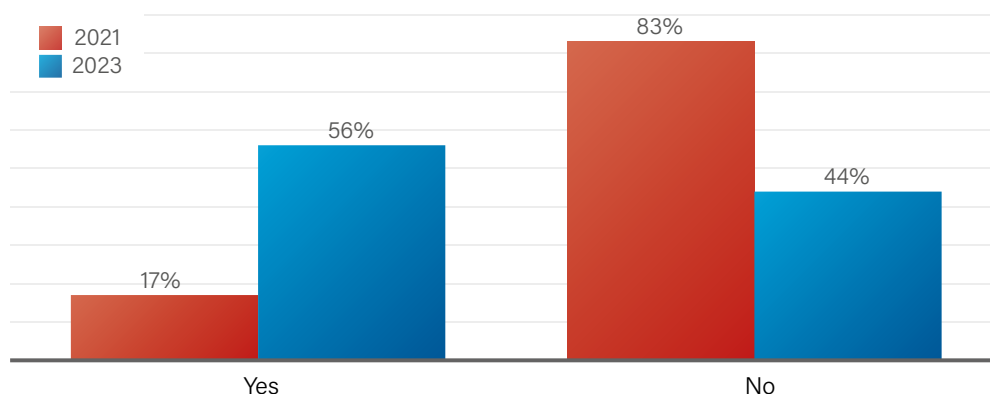


Figure 14. Since you raised an issue (from question 8a), did the municipality respond to the issue you raised?

In 2021, 60% of respondents expressed satisfaction with the municipality's response, with 12% stating they were completely satisfied and 49% indicating they were somewhat satisfied. Likewise, in 2023, 69% of respondents reported satisfaction. The percentage of satisfied respondents increased slightly to 17%, and those somewhat satisfied increased to 52%. Conversely, dissatisfaction levels showed a minimal increase, with 28% of respondents in 2021 and 30% in 2023 expressing dissatisfaction.

Among respondents who raised concerns during meetings, those expressing satisfaction with the municipality's response were predominantly from Gllgovc/Glogovac (100%), Prizren/Prizren (100%), Shtërpçë/Štrpce (100%), and Skenderaj/Srbica (88%). In contrast, dissatisfaction with the response was notably higher among respondents from Lipjan/Lipjan (81%), followed by those from Viti/Vitina (60%), Zubin Potok/Zubin Potok (55%), and Kamenicë/Kamenica (51%).

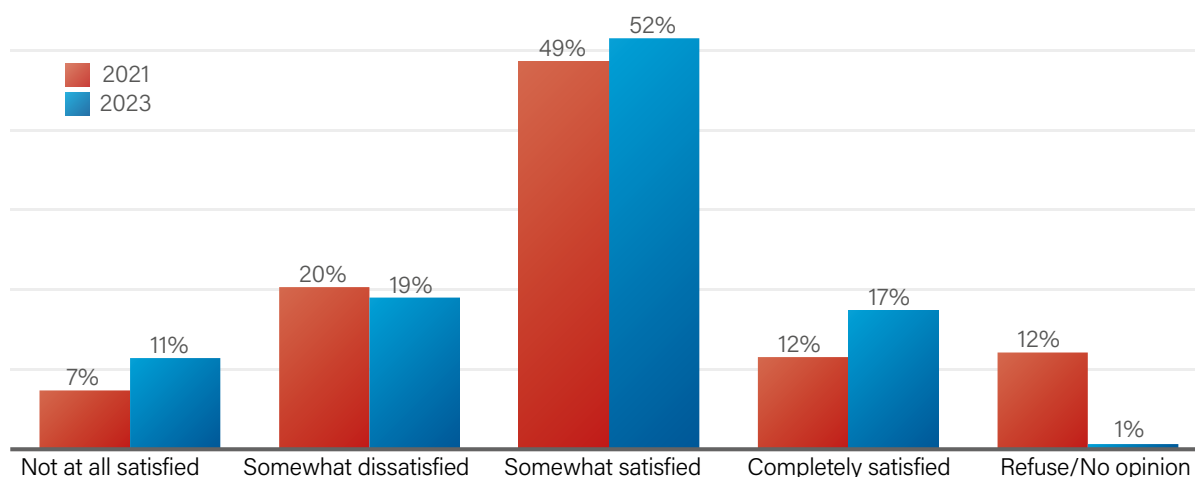


Figure 15. How satisfied were you with MUNICIPALITY'S response to the issue you raised?

Respondents who expressed dissatisfaction with the municipality's response to the raised issues were further asked to specify the reasons for their dissatisfaction. The most commonly cited reason for dissatisfaction was the lack of follow-up or ongoing support from the municipality, with 39% of respondents expressing this concern. This indicates a significant proportion of individuals who felt that the municipality's engagement concluded prematurely or lacked sustained involvement in addressing the raised issues. Another notable reason for dissatisfaction, reported by 24% of respondents, was that the actions taken by the municipality were deemed insufficient to address the issues raised adequately. Nearly the same proportion, 22%, indicated that the response took too long, and the issue remained unresolved. Additionally, 12% of respondents cited dissatisfaction from the municipality's perceived lack of effective communication or clear information provision.

In terms of municipalities, respondents from Fushë Kosovë/Kosovo Polje (100%), Zvečan/Zvečan (100%), Malishevë/Mališevo (100%), Graçanicë/Gračanica (100%), and Obiliq/Obilić (100%) reported dissatisfaction because there was no follow-up or ongoing support from the municipality. On the other hand, respondents from Zubin Potok/Zubin Potok (100%), Istog/Istok (67%), and Junik/Junik (67%) indicated that the response took too long, and the issue remained unresolved. Dissatisfaction due to ineffective communication or unclear information was expressed by respondents from Gjilan/Gnjilane (100%), Mamushë/Mamuša (100%), and Novobërdë/Novo Brdo (100%). Additionally, respondents from Prishtinë/Priština (67%), Leposaviq/Leposavić (60%), and Dragash/Dragaš (56%) stated that they were unsatisfied because the actions taken by the municipality were insufficient to address the issue.

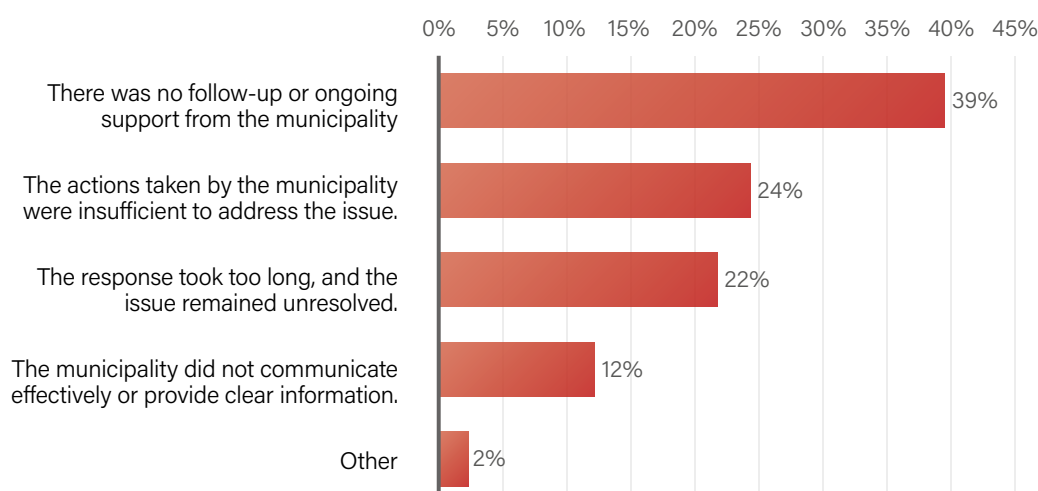


Figure 16. Why were you not satisfied with the municipality's response?

Examining respondents' perceptions of the municipality's engagement during public meetings in 2021 and 2023 reveals noteworthy shifts in the types of interaction reported. In 2021, most respondents (58%) felt primarily informed about past or upcoming events during public meetings. However, in 2023, there was a significant decline in this perception, with only 29% reporting one-way communication. Conversely, the percentage of respondents who felt the municipality provided different options and sought feedback/opinions increased from 32% in 2021 to 51% in 2023. This suggests a substantial shift toward more interactive engagement, where the municipality actively seeks input from attendees. Furthermore, respondents who felt the municipality encouraged open feedback/opinions (without providing options) increased from 10% in 2021 to 20% in 2023.

Analyzing communication methods, it is evident that Novobërdë/Novo Brdo (100%) and Shtërpçë/Štrpce (100%) municipalities primarily inform citizens about events and developments. Municipalities frequently seeking feedback and opinions through various options are Pejë/Peć (100%) and Istog (80%). In contrast, asking for open feedback without predefined options is most prevalent in Gjakovë/Đakovica, where 52% of respondents reported experiencing this approach.

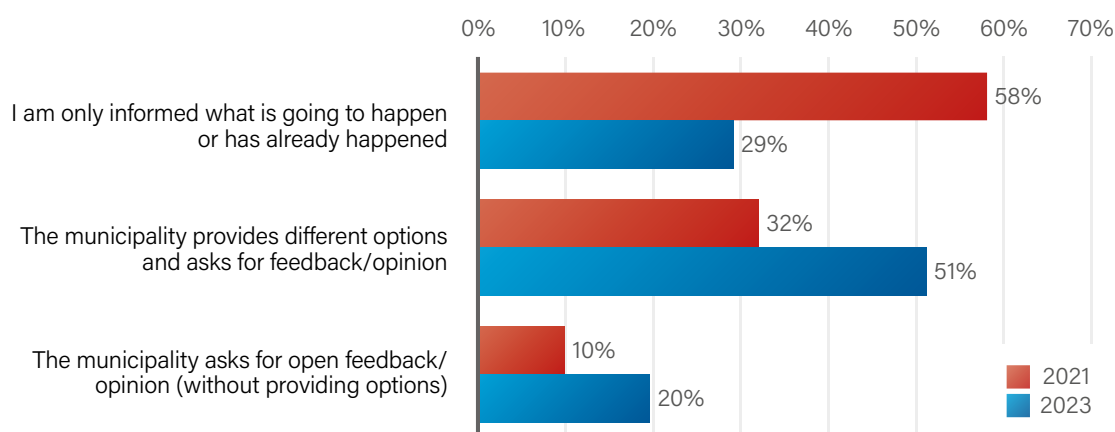


Figure 17. How does the municipality engage you during public meetings?

Furthermore, the respondents were asked about the extent to which municipal authorities took participants' suggestions into account during public meetings in 2021 and 2023. The findings indicate shifts in the levels of agreement over the two years. More specifically, in 2021, 75% of respondents agreed (48%) or strongly agreed (26%) that municipal authorities consider participants' suggestions during public meetings. However, in 2023, this perception experienced a notable increase, with 84% of respondents agreeing (60%) or strongly agreeing (24%). Conversely, the percentage of respondents who disagreed (21%) or strongly disagreed (3%) in 2021 decreased to a combined 16% in 2023.

When analyzed by ethnicity, it is noticed that a larger proportion of Serb respondents agreed/strongly agreed that the municipal authorities consider participants' suggestions during public meetings (45%), compared to Albanian (9%) and Other respondents (10%). Furthermore, the findings indicate that individuals aged 65 and above exhibited the highest level of optimism (90%) regarding the consideration of participants' suggestions by municipal authorities during public meetings. In contrast, although not notably low, the lowest percentage was observed among younger individuals, specifically those aged 18-24, with 75% expressing a similar sentiment. A higher percentage of men respondents (86%) expressed agreement or strong agreement, in contrast to 78% of women respondents.

Examining perspectives on whether municipal authorities consider participants' suggestions during public meetings, respondents from Novobërdë/Novo Brdo (94%) and Viti/Vitina (62%) express disagreement or strong disagreement with this notion. In contrast,

strong agreement on this matter is reported by respondents from Prishtinë/Priština, Mitrovicë e Jugut/Južna Mitrovica, Prizren/Prizren, Zubin Potok/Zubin Potok, Junik/Junik, Mamushë/Mamuša, Kamenicë/Kamenica, and Gjiilan/Gnjilane.

In somewhat of a contradiction, this was one of the highlights of most focus group discussions. When participants were asked about this, almost all of the citizens taking part unanimously agreed that citizen suggestions are not considered. Some even primarily sarcastically answered yes, only to later reveal that they agreed with the majority that said that. Those who were more predisposed to answer sarcastically to that question further transformed their answers by describing how suggestions are heavily ‘listened to and considered’ during the elections. However, this has not been the case once in the mandate. This belief was prevalent in the focus group discussions since the participants brought their own individual situations wherein, they had not been considered by their municipalities. In example, many participants would make remarks regarding lengthy complaints processes, whereby they had made complaints and not heard back from their municipalities. Some of the complaints reported even went on for one to two years without ever being acknowledged, according to the participants.

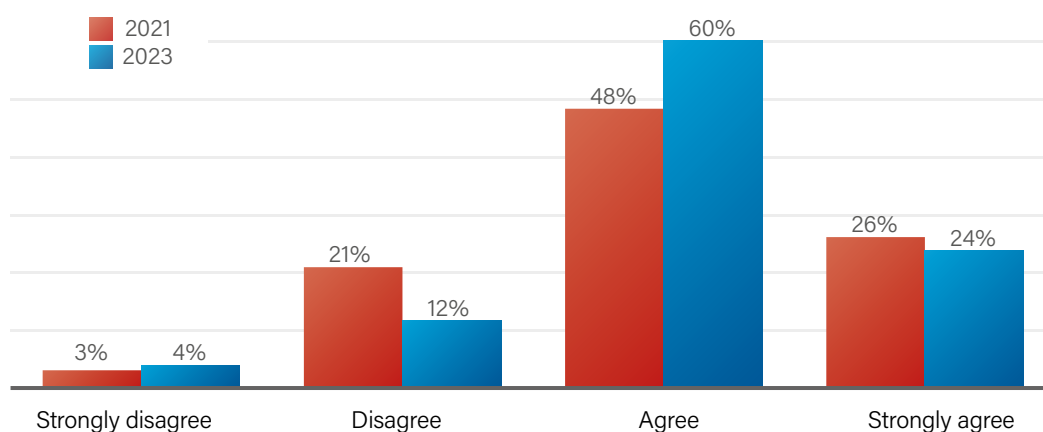


Figure 18. To what extent do you agree that municipal authorities take into account participants’ suggestions during public meetings?

Moreover, the study assesses respondents’ willingness to engage with their municipality using digital platforms, comparing responses from 2021 to 2023. In 2021, 62% of respondents expressed a willingness to use digital platforms, which slightly increased by two percentage points - to 64% in 2023. Conversely, the percentage of respondents unwilling to use digital platforms decreased from 38% in 2021 to 36% in 2023, indicating a minor reduction in resistance or skepticism toward adopting digital channels for municipal engagement. The data collectively underscores a persistent openness among respondents to embrace digital platforms for interacting with their municipality.

Significant age-related variations were evident in respondents’ willingness to use digital platforms for municipal engagement. Notably, 78% of those aged 25-34 expressed a strong inclination, compared to 34% among those aged 65 and above. The gender-segregated data reveals a 10% distinction. To be specific, 69% of men respondents express a willingness to engage with digital platforms, contrasting with 59% of women respondents who share the same inclination.

Analyzing the data, it is evident that respondents from Ferizaj/Uroševac (87%), Junik/Junik (85%), Klllokot/Klokot (84%), Prishtinë/Priština (81%), Rahovec/Orahovac (80%), and Istog/Istok (80%) express a higher willingness to use digital platforms for engagement with their municipalities. In contrast, respondents from Mitrovicë e Veriut/Severna Mitrovica

(78%), Novobërdë/Novo Brdo (71%), Mamushë/Mamuša (66%), Shtërpçë/Štrpce (66%), Podujevë/Podujevo (64%), and Leposaviq/Leposavić (63%) are less inclined to do so.

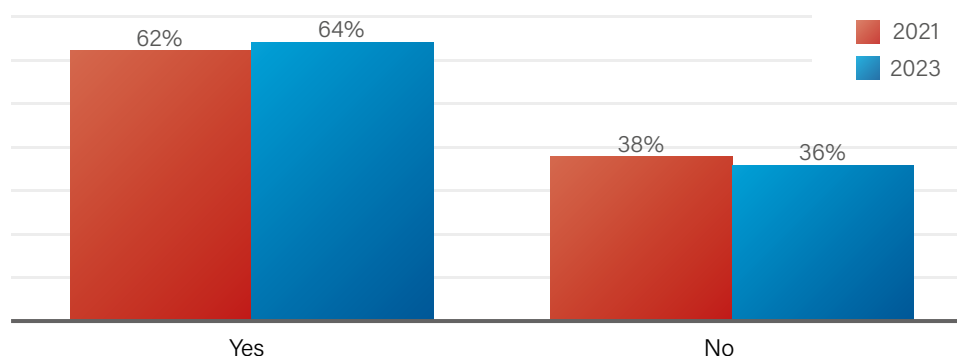


Figure 19. Would you be willing to use digital platforms to engage with your municipality?

Regarding the respondents' awareness of the municipal budget split, 23% of respondents in 2021 claimed to have information on the municipal budget allocation, whereas by 2023, this figure decreased to 17%. Simultaneously, the percentage of respondents stating they do not possess such information increased from 77% in 2021 to 83% in 2023. The data indicates that a notable portion of respondents from Leposaviq/Leposavić (58%) claimed to have information on how the municipal budget is split. However, respondents from other municipalities, especially Zubin Potok/Zubin Potok (100%), Ranillug/Ranilug (100%), and Shtërpçë/Štrpce (100%), reported lacking information regarding the municipal budget split. This decline in the proportion of individuals with knowledge about the municipal budget allocation suggests a potential decrease in public engagement or communication efforts related to budget transparency. The increase in respondents without information may indicate a need for enhanced strategies to educate and inform the public about how municipal budgets are allocated.

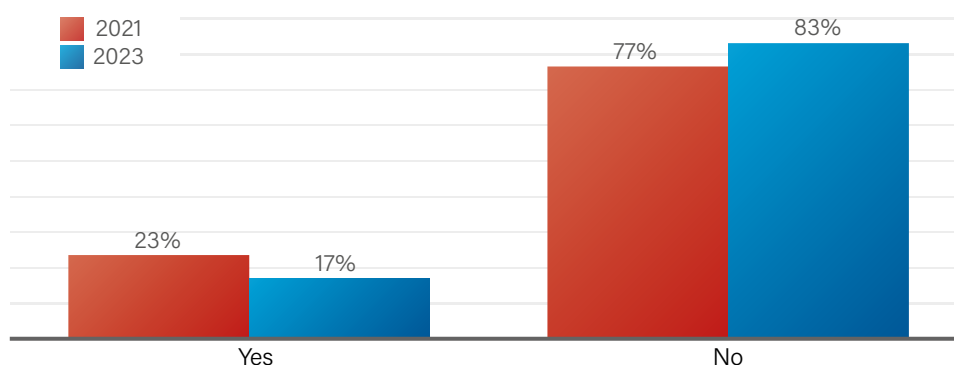


Figure 20. Do you have information on how the municipal budget is split?

In addition, the findings on satisfaction with project priority setting in the municipal budget, gathered in 2021 and 2023, demonstrate an overall positive trend. Most respondents expressed satisfaction, with a notable increase from 56% to 64% in the "Somewhat satisfied" category. While there were minor fluctuations, such as a slight decrease in the completely satisfied respondents (21% to 18%) and a small rise in those that are not satisfied at all (3% to 4%), these changes are relatively modest – especially considering that most of the respondents reported not being aware of budget allocation within their respective municipalities. The data reveals that a higher percentage of men respondents (84%) expressed satisfaction than women respondents, of whom 78% indicated satisfaction. When examining satisfac-

tion levels by municipality, a significant proportion of respondents across all municipalities reported satisfaction with project priority setting in the municipal budget. The only exception is the municipality of Gračanicë/Gračanica, where all respondents expressed being somewhat/completely dissatisfied (100%).

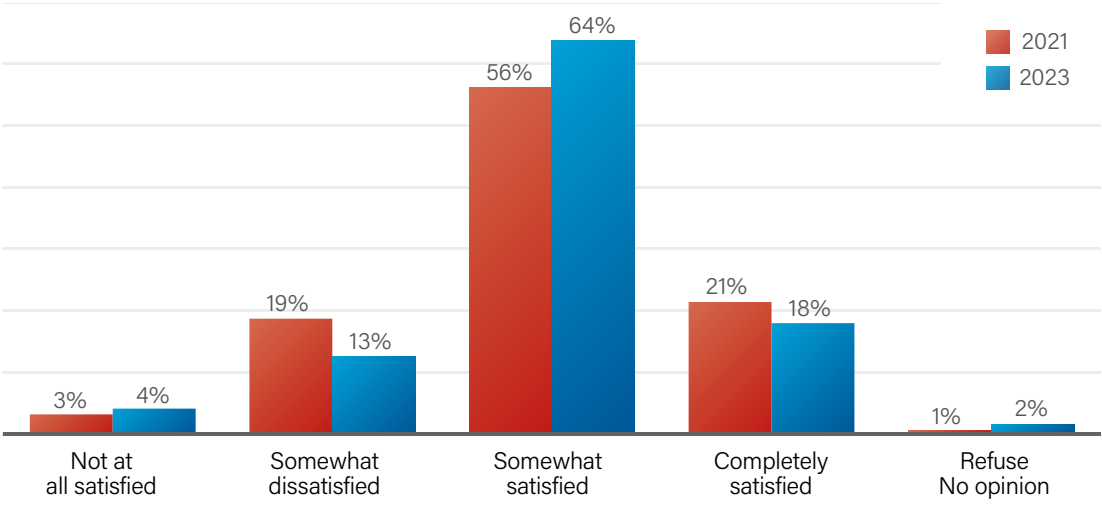


Figure 21. How satisfied are you with project priority setting in the municipal budget?

Role of Municipal Assembly

This section of the report is designed to offer insights into the awareness and perspectives of Kosovar citizens regarding the Municipal Assembly. It aims to explore their level of involvement in Municipal Assembly sessions and shed light on the underlying reasons that drive their participation in these deliberations.

When asked about the extent to which the respondents are aware of the role and responsibilities of the Municipal Assembly members, 10% of the respondents in 2021 claimed to be unaware. However, by 2023, this percentage doubled to 26%, indicating a notable decrease in awareness. The category of respondents who reported being slightly aware remained relatively stable, with 31% in 2021 and 34% in 2023. Conversely, those who considered themselves moderately aware decreased from 41% in 2021 to 29% in 2023, signifying a substantial drop in this category. Ultimately, the lowest percentage applies to the respondents who consider themselves extremely aware, accounting for 9%.

Among respondents, those in Klinë/Klina (87%) demonstrated the highest awareness of the role and responsibilities of their Municipal Assembly members, followed by Dragash/Dragaš (75%) and Junik/Junik (72%). In contrast, 94 % of survey participants in Shtërpçë/Štrpce expressed a lack of awareness about the role and responsibilities of Municipal Assembly members.

During the focus groups discussion, participants from Gjiilan/Gnjilane, Prishtinë/Priština, and Mitrovicë/Mitrovica were more informed on the responsibilities of the assembly members. At the same time, the participants from other regions were somewhat informed about the responsibilities of the municipal assembly. In general, they all unanimously agreed that the main duty of any assembly member is to represent the opinions of the citizens they represent depending on the neighborhoods or villages they cover.

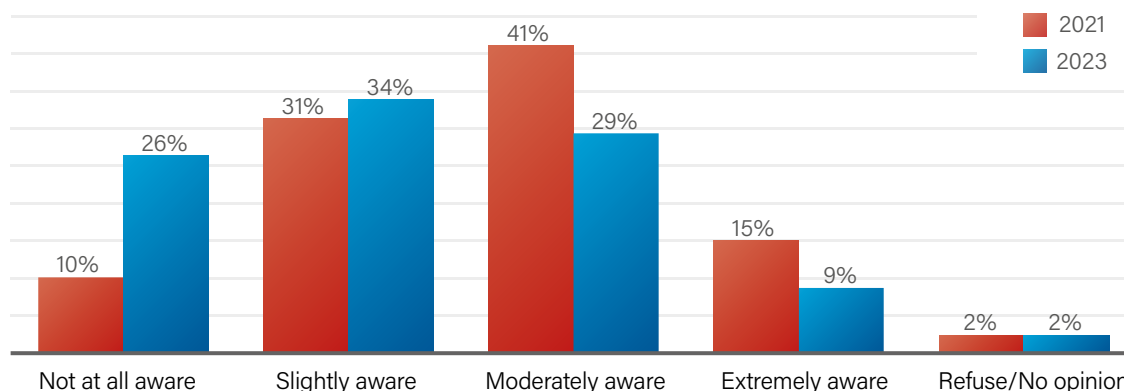


Figure 22. To what extent are you aware of the role and responsibilities of Municipal Assembly members?

In 2021, 29% of respondents reported meeting with municipal assembly members, while 71% indicated no such interaction. At the same time, by 2023, the percentage of respondents who met with any municipal assembly members decreased significantly to 16%, and the percentage of those who did not meet increased to 84%. When breaking down the study results in gender, it shows that more men (22%) than women (9%) have met with any Municipal Assembly members. In Klllokot/Klokot, 82% of respondents reported meeting with municipal assembly members in the past 12 months to discuss common public issues. This engagement was also notable in Rahovec/Orahovac (43%), Junik/Junik (42%), and Leposaviq/Leposavić (41%). In contrast, no respondents from Shtërpçë/Štrpce reported such

meetings. This pattern was followed by 99 % of respondents in Zubin Potok/Zubin Potok, 98 % in Novobërdë/Novo Brdo and Podujevë/Podujevo, 96 % in Gjiilan/Gnjilane, 95% in Graçanicë/Gračanica.

A considerable number of participants from focus group discussions also noted that they do not even know who their selected assembly members are. Instead, they began providing suggestions as to better means of communicating with them. Some suggested that the assembly members continue the door-to-door approach, while others suggested that the municipality create a database with contact information. The latter would provide them with means of contacting their elected representatives on issues they or their collective (neighborhood, villages) may be facing.

Although some participants revealed that some of their preferred (the assembly member candidates they voted for during elections) were elected, they had become “quiet” once in mandate. Particularly, one participant from the Prizren/ Prizren region admitted that she had voted for a distant family member for the assembly. Holding the belief that her family’s issues would be better considered, she was disappointed to find out that the elected assembly member did not keep in touch with them – despite the fact that the assembly member specifically communicated to her that they would be of aid, according to the participant.

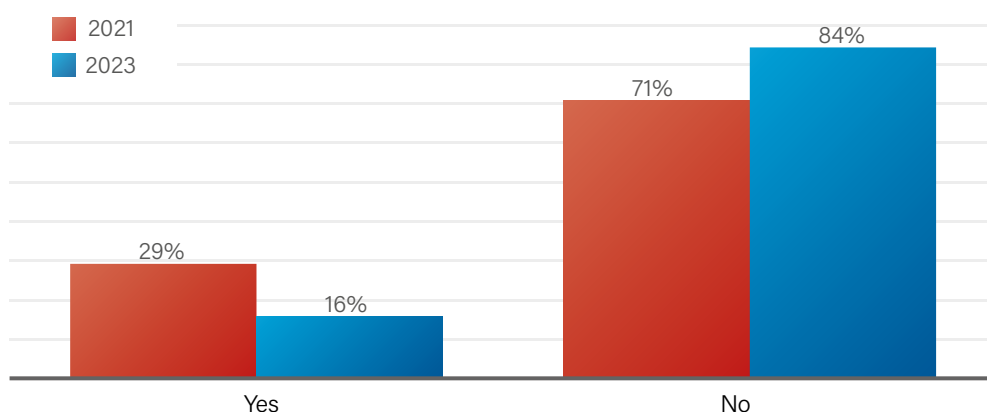


Figure 23. Did you meet any municipal assembly members in the past 12 months to discuss common public issues?

Additionally, 14% of respondents reported attending Municipal Assembly sessions, while the majority (86%) indicated no attendance. However, by 2023, the percentage of respondents who attended such sessions decreased notably to 6%, and those who did not attend increased to 94%. In terms of municipality breakdown, respondents from Novobërdë/Novo Brdo, Graçanicë/Gračanica, Shtërpçë/Štrpce, and Ranillug/Ranilug unanimously stated that they did not attend any Municipal Assembly sessions in the last 12 months. Conversely, 68% of Kllkot/Klokot respondents reported attending such sessions the past year, while 34% of Leposaviq/Leposavić respondents indicated the same.

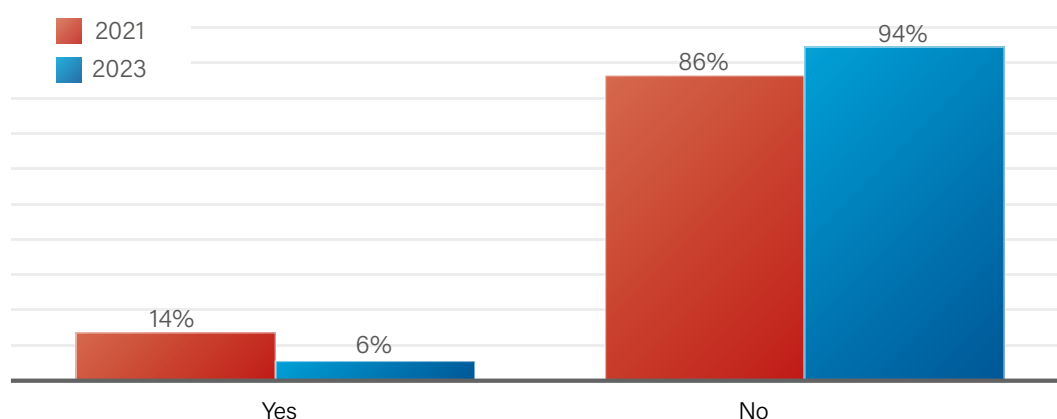


Figure 24. Have you attended any Municipal Assembly sessions in the last 12 months?

Respondents who attended Municipal Assembly sessions in the last 12 months reported diverse frequency patterns. A notable 30% attended once a year, while 26% attended several times yearly (but less than monthly). Monthly or more frequent attendance was reported by 7%, while 23% attended rarely. Additionally, 11% attended only once, and the remaining 3% attended multiple times but not regularly.

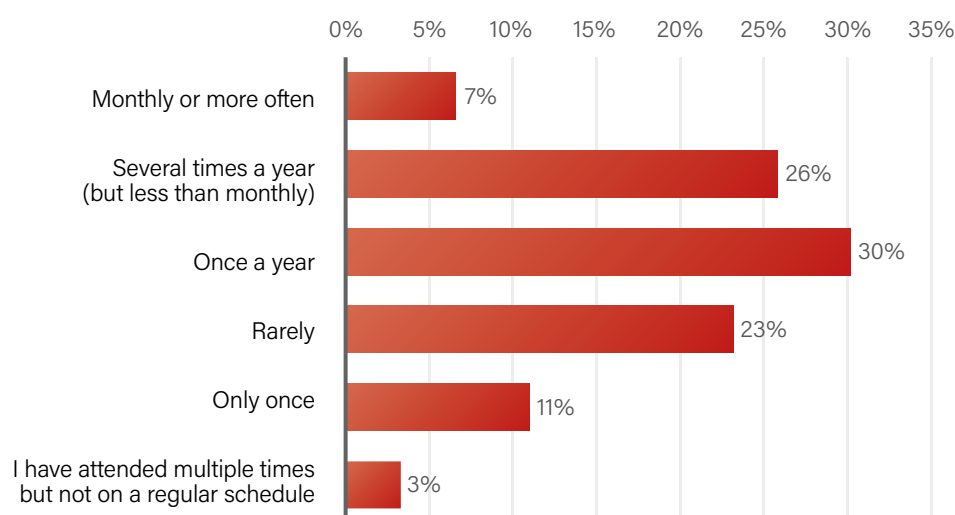


Figure 25. How frequently have you attended these sessions?

Comparing responses from 2021 to 2023, there is a notable shift in the reasons provided by respondents for not attending Municipal Assembly sessions. In 2021, 43% attributed their non-attendance to the lack of interest, while this percentage increased to 58% in 2023. Conversely, the percentage citing lack of information decreased from 37% in 2021 to 18% in 2023. Reasons for being busy remained relatively stable, with a slight increase from 20% to 23%. In a detailed breakdown, the majority of respondents from Podujevë/Podujevo (95%), Mamushë/Mamuša (84%), Ranillug/Ranilug (83%), and Vushtrri/Vučitrn (81%) indicated a lack of interest in attending Municipal Assembly sessions. Approximately half of the respondents in Zvečan/Zvečan (55%), Deçan/Deçani (52%), and Partesh/Parteš (50%) reported being uninformed about such sessions.

There was some frustration regarding this particular topic as a considerable number of participants would regard the assembly members as active only during elections. They

described in detail how candidates for the municipal assembly would have a door-to-door approach when collecting votes and hearing the citizens out, but in the participants' terms, they disappeared once elected. Apart from Pejë/Peć, all regions regarded the assembly members as heavily politically influenced by their political party and less in tune with the citizens' needs. They would further elaborate that another factor influencing the assembly members is their relatives who receive specific benefits. Thereby, it was noticeable that the participants were disappointed and were also not motivated to look into Municipal Assembly sessions or participate in them.

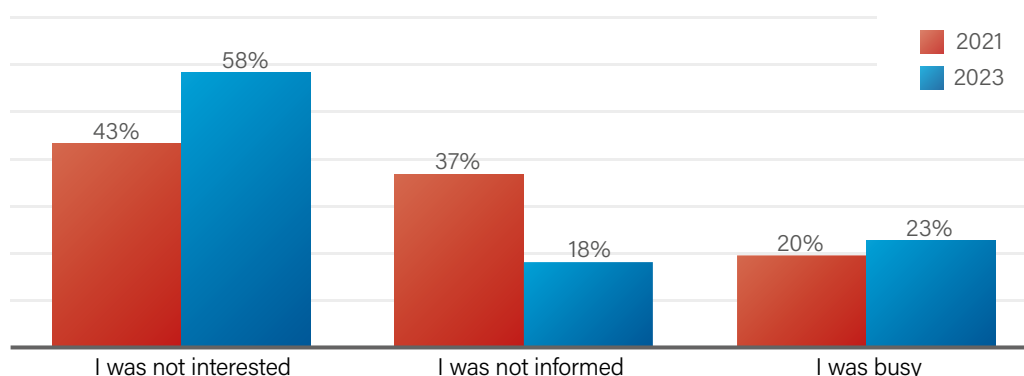


Figure 26. What is the reason?

Furthermore, the respondents were asked if the Municipal Assembly manages to hold the executive accountable. That said, 71% of the respondents in 2021 agreed/strongly agreed with the Assembly's accountability, while in 2023, this percentage decreased to 64%. In a more specific context, the majority of respondents who agreed or strongly agreed were from Dragash/Dragaš (96%), Klinë/Klina (95%), and Pejë/Peć (94%). Conversely, those who disagreed or strongly disagreed were mainly from Shtërpçë/Štrpce (87%) and Graçanicë/Gračanica (70%).

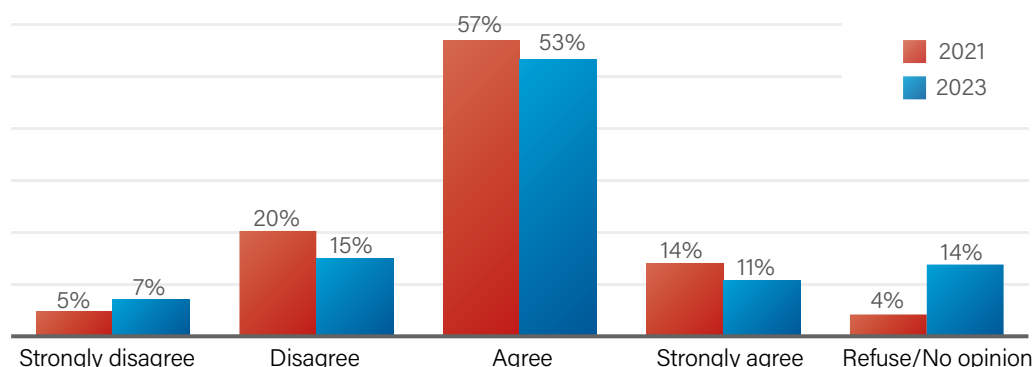


Figure 27. To what extent do you agree that the Municipal Assembly manages to hold the executive (Mayor and directors of municipal directorates) accountable?

Municipal Management

This segment provides a comprehensive overview of the data collected from all municipalities in Kosovo concerning citizens' opinions on municipal management. Survey participants express their satisfaction levels with various aspects, including managing the municipal budget, public infrastructure projects, and their views on the recruiting processes within municipalities.

Satisfaction levels with the municipal budget management remained relatively the same within two years. Specifically, a combined 67% of respondents in 2021 expressed satisfaction with the management of municipal budget – while a combined 28% reported the opposite. Likewise, 63% of the respondents in 2023 reported satisfaction levels, while the remainder were dissatisfied (27%). Respondents in Junik/Junik (88%), Suharekë/Suva Reka (84%), Malishevë/Mališevo (83%), Rahovec/Orahovac (82%), and Istog/Istok (80%) expressed the highest levels of satisfaction. Conversely, respondents in Shtërpçë/Štrpce (94%), Ranillug/Ranilug (73%), and Novobërdë/Novo Brdo (67%) were the least satisfied with the management of the municipal budget.

On several occasions, the participants noted that the municipality's budget has increased this year (2023) (Prishtinë/Priština, Viti/Vitina). However, these would be contradictory since, throughout the discussion, almost all participants reported not being informed about the municipal budget. However, they took responsibility for this lack of information.

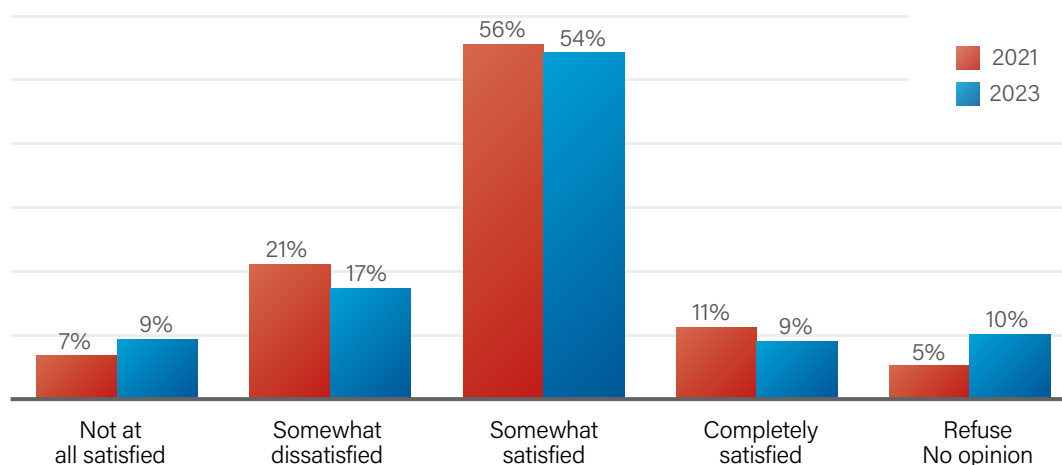


Figure 28. How satisfied are you with the management of the municipal budget?

Based on the results, there was a slight reduction in the percentage of respondents expressing dissatisfaction with the quality of work within their municipality from 30% in 2021 to 26% in 2023. Conversely, satisfaction levels experienced a minor increase from 69% in 2021 to 72% in 2023. Respondents from Ferizaj/Uroševac (94%), Leposaviq/Leposavić (93%), Suharekë/Suva Reka (91%), Partesh/Parteš (90%), and Dragash/Dragaš (90%) were most satisfied with the quality of works in their municipality.

On the other hand, when analyzing the duration of work, there was a modest rise in dissatisfaction, increasing from 34% in 2021 to 40% in 2023. Meanwhile, satisfaction levels remained relatively stable, with a decrease from 64% in 2021 to 58% in 2023. Respondents in Suharekë/Suva Reka (89%), Malishevë/Mališevo (89%), Ferizaj/Uroševac (87%), Mitrovicë e Veriut/Severna Mitrovica (86%), and Partesh/Parteš (81%) displayed the highest satisfaction levels with the duration of work in public infrastructure projects.

Regarding environmental protection efforts, the 2023 data indicates some dissatisfaction at 27%, while satisfaction levels at 70%. The aspect of environmental protection efforts within the municipalities received the highest satisfaction levels in Suharekë/Suva Reka (94%), Malishevë/Mališevo (94%), Istog/Istok (91%), and Pejë/Peć (90%).

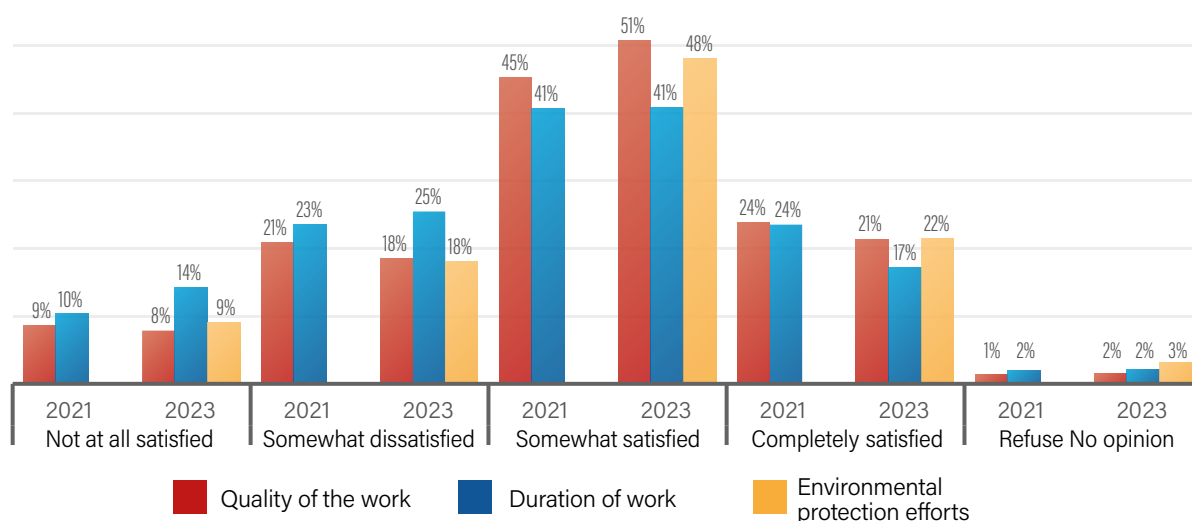


Figure 29. How satisfied are you with the public infrastructure projects/works in your municipality?

However, during the discussions, infrastructure projects had a more negative light. Although a majority of participants across focus group discussions were seemingly satisfied that work was being done, there were several mentions of the lack of follow-through with projects.

Such a case was noted in the Gjiilan/Gnjilane region, whereby most participants reported that many of the capital investments planned were not followed through as discussed during elections. They particularly noted such a case for particular connecting highways and streets. One participant revealed how their complaints about one particular street were not taken into consideration until the citizens blocked the road in protest.

Similarly, a case was noted in Gjakovë/Đakovica and surrounding villages. There were particular complaints from Rugovë village where the entrance to the village is through a misaligned street. In addition, some others raised the issue of the lack of protection of the cultural heritage, such as cobblestones (brick-lined streets) that are being demolished. Participants regarded this as a loss of authenticity to the village and the region, and their complaints were not heard. This influenced their satisfaction.

However, these were very specific cases mentioned during the discussions that did not fully impact the participants' satisfaction levels. This was noted since the participants all reported that the most work is done in infrastructure throughout all cities. However, it appears that the work is predominantly done in city centers and excludes villages in need of better roads and pavements.

"Yes, they [the municipality] focus on the aesthetic of the main center. But this fading of neighborhoods full of identity in the center, and building 5+ floor buildings, without no adequate infrastructure. This is unacceptable."

- Pejë/Peć (Women)

Employment per Municipality

An addition to the data collection was a more in-depth view of the situation with employment in the respective regions and their municipalities. Quantitative data collection only gathered data on the citizens' perceived criteria in recruitment processes for municipal employees. However, qualitative methods scoped further to understand better citizens' perception and satisfaction with employment within their municipalities.

General observations across all focus group discussions highlight that the discussions predominantly focused on employment regardless of the topic. When discussing general employment, most participants connected the youth's tendency to leave the country to the lack of employment opportunities and other opportunities for professional development. The only exception region was that of Prishtinë/Priština, where participants did not further elaborate on unemployment as an issue and were generally satisfied.

"Employment, both here and in every part of Kosovo, is a problem. And migration is the consequence of this unemployment."

- Dragash/Dragaš (Men)

Younger participants in Prizren/Prizren also noted how this influences their motive to stay in the country and live their lives in Kosovo, particularly in Prizren/Prizren.

"How can the youth not be demoralized now? Because if one wants to inquire about a job, they go to the municipality. Because before the votes, they promised to employ, only for their own interest. Now, all the youth go, make a complaint, and it's not taken into consideration. Why should one be interested now in something else when no one pays attention to you?"

- Prizren/Prizren (Men)

The highest dissatisfaction rate appeared to be in the region of Pejë/Peć, Prizren/Prizren, and Gjakovë/Đakovica. For Gjakovë/Đakovica, participants also agreed that besides the unemployment of the general population, there is not a lot of inclusivity and diversity in the current workforce. They noted that diversity may only be noticed in customer service-based private businesses and not so much in higher managerial positions. Additionally, the largest gender gap was noticed in Gjakovë/Đakovica since most women did not report a particular interest in working. Then, this was particularly noticed in women of older age.

“For women with hijab [practicing Islam], especially in public places with citizen entries and exits, like supermarkets, I haven’t seen any except in small markets. In large shopping centers, I haven’t seen any veiled women. There might be minorities, and it’s entirely normal to be part of various companies, but I haven’t seen them in good positions, only as maintenance staff.”

- Gjakovë/Đakovica (Women)

Moreover, participants were also asked to expand on the employment within the municipality and how they believe the recruitment process goes. There was a disbursement of answers whereby participants generally believed that municipal officials may be selected on a merit basis or be politically affiliated in some way. For this subtopic, the exception was the region of Prishtinë/Priština since they did not further elaborate on this apart from opportunities offered to marginalized groups to be a part of the municipality staff. Regarding the latter, participants in Prishtinë/Priština generally agreed that opportunities are offered to most marginalized groups, emphasizing Roma, Ashkali, and Egyptian communities.

On a quantitative aspect, regarding the criteria considered during the recruitment process for municipal employees, most respondents in 2021 and 2023 (64% and 63%) believed that political affiliation was a significant criterion. Family connections were considered important by 54 % in 2021, and this percentage increased by ten percentage points in 2023 (64%). While work experience was identified as another criterion, there was a slight decrease in their perceived significance. In 2021, work experience was deemed important by 43% in 2021, which decreased to 37% in 2023. Education levels remained similar in both waves (44% in 2021 and 43% in 2023).

Predominantly, respondents from Malishevë/Mališevo and Podujevë/Podujevo said that education level (95% and 93%) and work experience (89% in each municipality) are the main criteria considered in the process of recruiting employees. Political affiliations were considered the main criteria in Shtërpçë/Štrpce (100%), Gjakovë/ /Đakovica (97%), Deçan/Dečani (96%), Partesh/Parteš (96%), Junik/Junik (95%), Novobërdë/Novo Brdo (93%), and Rahovec/Orahovac (92%). Likewise, family connections were considered the main criteria in Shtërpçë/Štrpce (98%), Gjakovë/ /Đakovica (92%), Malishevë/Mališevo and Ferizaj/Uroševac (88%).

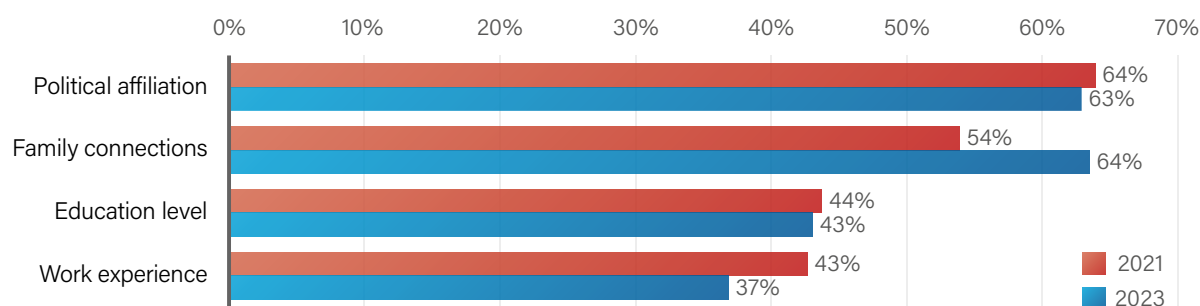


Figure 30. In your opinion, what criteria are taken into account during the process of recruiting employees in the municipality?

Respondents were also questioned about their perception of their municipality’s commitment to fostering an inclusive and accepting environment, irrespective of gender, ethnicity,

or disability. A predominant 56% recognize ongoing efforts in promoting inclusivity but feel there is room for improvement. In contrast, 18% hold a positive view, believing their municipality actively cultivates a completely inclusive environment. Conversely, 17% express a negative sentiment, stating their municipality falls short of fostering genuine inclusivity. Additionally, eight % remain uncertain about their municipality's inclusivity efforts.

In municipalities actively fostering inclusivity, Klinë/Klina leads with 80 %, followed by Mitrovicë e Veriut/Severna Mitrovica at 76% and Zvečan/Zvečan at 74%. For municipalities with room for improvement, Lipjan/Lipljan tops at 80%, followed by Glogovac/Glogovac at 74%, and Ferizaj/Uroševac at 73%. Shtërpcë/Štrpce has the highest percentage (70%) of respondents believing their municipality does not effectively foster inclusivity, followed by Podujevë/Podujevo at 54% and Novobërdë/Novo Brdo at 52%. In terms of uncertainty about municipality efforts, Zubin Potok/Zubin Potok leads at 53%, followed by Vushtrri/Vučitrn at 30% and Shtërpcë/Štrpce at 28%.

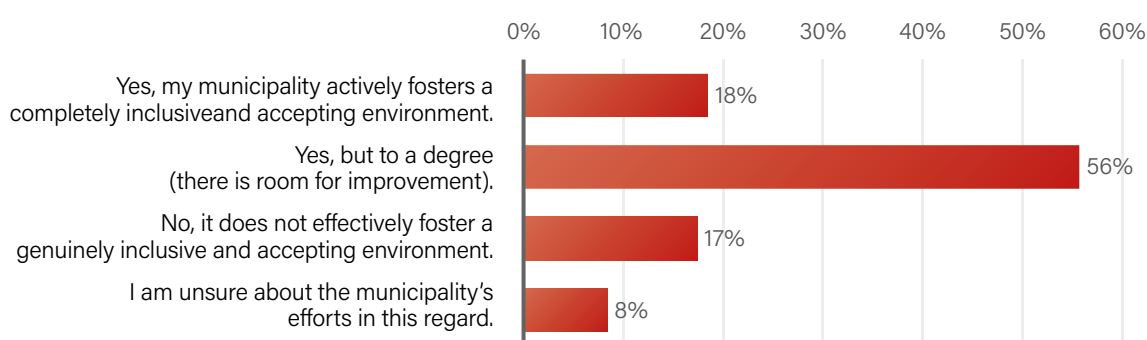


Figure 31. Do you think your municipality fosters a municipality that is inclusive and accepting of all (irrespective of gender, ethnicity, (dis)ability, etc.)?

The findings further reveal respondents' perceptions of equal opportunities for various marginalized groups in securing leadership positions across the municipality's education, health, cultural institutions, and political roles. The following graph shows that the municipalities generally offer leadership opportunities for various marginalized groups to an extent. For women, 43% of the respondents believe there are somewhat equal opportunities, while 25% see great extent opportunities. Older people face skepticism, with 23% stating no opportunities and 22% perceiving very little. Persons with disabilities encounter mixed perceptions, with 35% seeing somewhat equal opportunities and 18% believing in a great extent. For ethnic minorities, 36% stated somewhat equal opportunities, and 23% believe there are great opportunities for leadership positions.

When analyzed at the municipal level, the survey underscores a strong consensus on the need for gender equality in leadership roles, with nearly unanimous agreement among respondents in Klinë/Klina (98%), Dragash/Dragaš (97%), Klllokot/Klokot (95%), Suharekë/Suva Reka (94%), and Leposaviq/Leposavić (90%). In the context of affording leadership opportunities to older people, notable percentages favor this across various municipalities, particularly in Klinë/Klina (97%), Klllokot/Klokot (95%), and Suharekë/Suva Reka (93%). Regarding leadership opportunities for individuals with disabilities, Klllokot/Klokot takes the lead with 95%, followed by Suharekë/Suva Reka at 92%, and Klinë/Klina at 91%. A prevailing sentiment across diverse municipalities is the commitment to providing equal leadership opportunities for ethnic minorities. Once again, Klinë/Klina (96%), Klllokot/Klokot (95%), and Pejë/Peć (91%) emerge with substantial agreement, reflecting positive attitudes toward inclusivity and diversity in these regions.

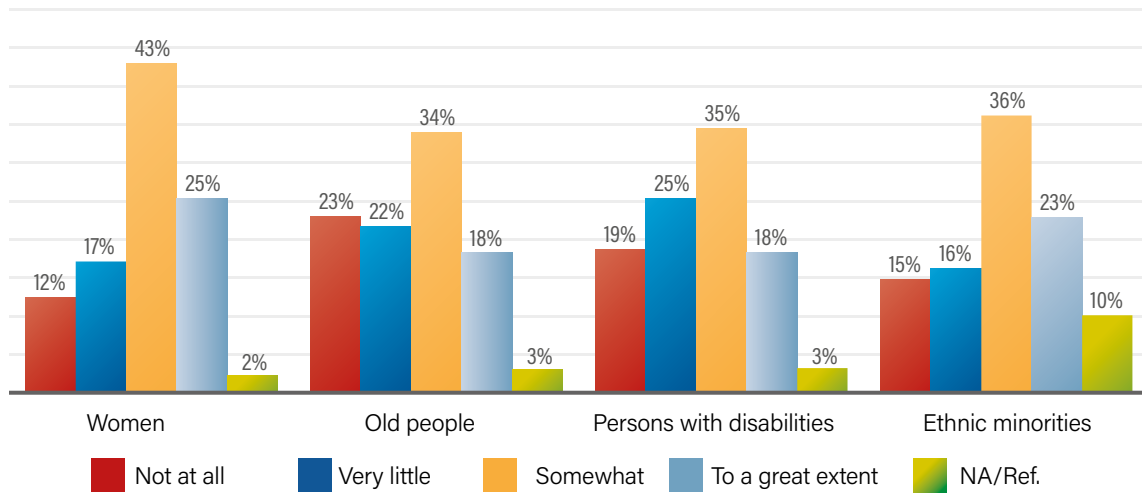


Figure 32. Do you consider that your municipality offers various marginalized groups equal opportunities for leadership positions (education, health, cultural institutions, and political positions in the municipality)?

Service Delivery

This section of the report will present the study findings regarding the municipal services utilized by Kosovar citizens and their corresponding levels of satisfaction with these services.

According to the survey findings, there are changes in the utilization of various municipal services over the last 12 months, comparing responses from 2021 to 2023. Administrative services experienced a decrease in usage from 77% in 2021 to 66% in 2023. Notably, 72% of men respondents utilized administrative services, in contrast to 60% of women respondents. Contrarily, primary health services saw an increase from 69% to 73%. Public spaces, such as parks and theatres, significantly increased usage from 49% to 68%. Pre-university education services remained relatively stable, slightly increasing from 47% to 49%. Moreover, public transport usage increased from 40% to 44%. Construction permits experienced a notable decrease in usage from 15% to 6%.

Analyzing municipal service utilization in the last 12 months highlights diverse patterns across municipalities. Notable findings include high engagement with administrative services in Dragash/Dragaš (98%) and Mitrovicë e Veriut/Severna Mitrovica (97%), contrasting with lower usage in Pejë/Peć (26%) and Shtërpçë/Štrpce (27%). Construction permit services see significant adoption in Mitrovicë e Veriut/Severna Mitrovica (90%) and Zvečan/Zvečan (86%), while Podujevë/Podujevo and Shtërpçë/Štrpce report no usage. Primary health services observe active participation of respondents from Mitrovicë e Veriut/Severna Mitrovica, Ranillug/Ranilug, and Kaçanik/Kaçanik (all at 96%), but a significantly lower utilization in Zubin Potok/Zubin Potok (10%). Public transport witnesses high usage in Shtërpçë/Štrpce (99%) and Prishtinë/Priština (96%), with minimal use in Skenderaj/Srbica (0%) and Podujevë/Podujevo (2%). Pre-university education sees substantial engagement in Mitrovicë e Veriut/Severna Mitrovica and Novobërdë/Novo Brdo (96% and 87%) but limited participation in Klinë/Klina (3%) and Zubin Potok/Zubin Potok (2%). The respondents actively use public spaces in Ranillug/Ranilug (100%) and Podujevë/Podujevo (99%), while Zubin Potok/Zubin Potok and Klinë/Klina stand way lower (1% and 5%).

Focus group discussions extracted the administrative services as the most used across all municipalities, with healthcare services being next as the most used. These were the same services most mentioned across all regions and municipalities. Particularly for Gjiilan/Gnjilane, the healthcare services were praised as most of the participants explained how the treatment from healthcare staff has improved immensely. When further asked regarding why they thought this had come about, they were not aware of any reasons that may have had an impact.

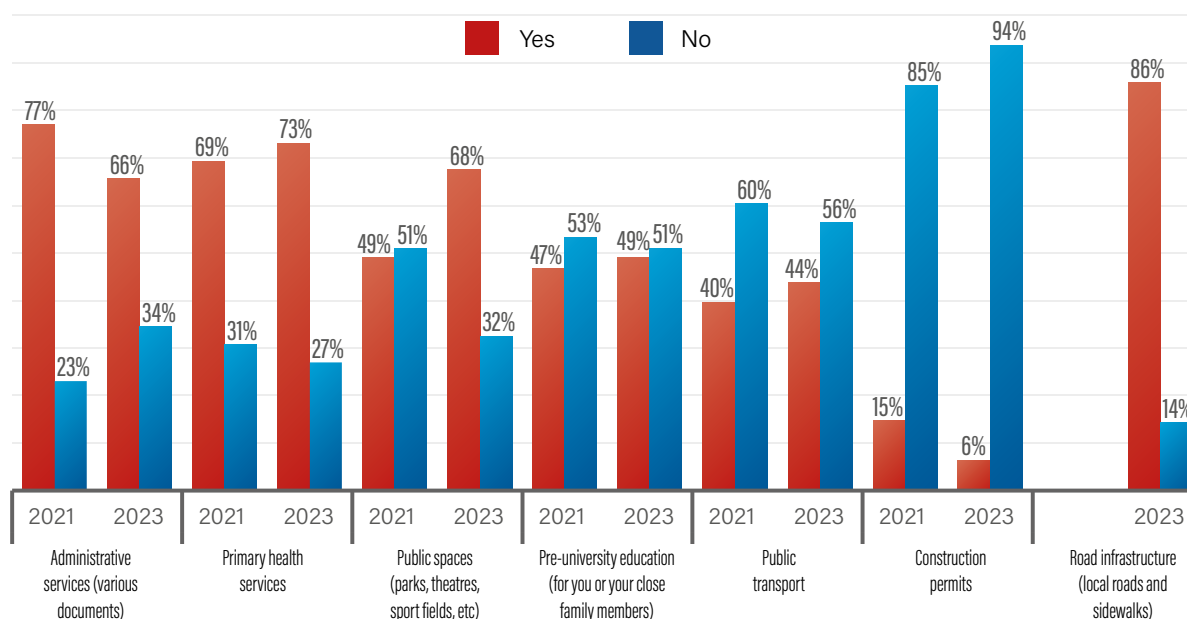


Figure 33. Have you used the following municipal services in the last 12 months?

The highest satisfaction with services was similar to all municipalities, and it was for administrative services for various documents, with several participants nodding and praising the digitalization of most procedures. A majority of participants across all municipalities revealed that there have been major improvements in public healthcare institutions, with factors such as attitudes towards patients and general conditions having improved.

Additionally, the satisfaction levels with various municipal services, rated on a scale from 1 to 4, have shown shifts from 2021 to 2023. For pre-university education, there is a decrease in the dissatisfied respondents (21% and 16%) and an increase in those satisfied (72% to 84%) from 2021 to 2023. In health services, there is an increase in the respondents who expressed satisfaction from 2021 to 2023 (68% to 79%). Administrative services declined in those somewhat satisfied (52% to 48%) and an increase in those completely satisfied (30% to 43%) from 2021 to 2023. The percentage of respondents that are completely satisfied with road infrastructure remained the same (24% in 2021 and 2023). Public transport experienced a small decrease in those not at all satisfied (10% to 7%) and an increase in those completely satisfied (24% to 32%) from 2021 to 2023. Lastly, 74 % of respondents showed satisfaction levels regarding construction permits. Furthermore, a higher percentage of men participants indicated contentment with construction permits (77%) and public spaces (76%) compared to women respondents (69% and 70%).

In terms of administrative services, Graçanicë/Gračanica has a somewhat/complete satisfaction rate of 32 %, while Shtërpçë/Štrpce and Zvečan/Zvečan show complete satisfaction at 100 %. Construction permits evoke complete dissatisfaction in Graçanicë/Gračanica and Novobërdë/Novo Brdo (100%), while multiple municipalities, including Glogovac/Glogovac, Lipjan/Lipljan, Hani i Elezit/Elez Han, Malishevë/Mališevo, Shtime/Štimlje, Klinë/Klina, Mamushë/Mamuša, Pejë/Peć, Skenderaj/Srbica, and Fushë Kosovë/Kosovo Polje, report 100% satisfaction. Primary health services generate a dissatisfaction rate of 74% in Ranillug/Ranilug, while Shtërpçë/Štrpce and Suharekë/Suva Reka indicate higher satisfaction at 98% and 99%, respectively. Public transport dissatisfaction is noted in Klinë/Klina (69%) and Graçanicë/Gračanica (58%), contrasting with complete satisfaction in Malishevë/Mališevo, Zubin Potok/Zubin Potok, Suharekë/Suva Reka, and Pejë/Peć. Pre-university education dissatisfaction varies, with Ranillug/Ranilug and Shtërpçë/Štrpce showing the highest dissatisfaction level (72% and 85%). On the other hand, Suharekë/Suva Reka (98%) showed somewhat/complete satisfaction. Dissatisfaction with public spaces

is prominent in Ranillug/Ranilug (86%) and Shtërpçë/Štrpce (85%), while Zubin Potok/Zubin Potok records 100% satisfaction. Concerning road infrastructure, Mitrovicë e Jugut/Južna Mitrovica and Ranillug/Ranilug exhibit dissatisfaction rates of 73% and 68%, respectively, while Istog and Suhareke report lower dissatisfaction rates at 3% and 4%. Whereas municipality specific services with the least satisfaction were engagement of youth in Prizren/Prizren, Pejë/Peć, Gjakovë/Đakovica, and Gjiilan/Gnjilane. The most mentioned in Prizren/Prizren and Gjiilan were sports facilities. Younger participants within the focus group in Prizren/Prizren noted that there is only one gym in the entire city, and it is insufficient. Meanwhile, in Gjiilan/Gnjilane, they attributed the lack of activities to the youth being the main contributor to the youth leaving the country.

In contrast, the least satisfied with services in Pejë/Peć was construction permits since residents of Pejë and surrounding villages did not regard construction permits as being transparent and of integrity. They elaborated on that by stating how familial relations and political interests may influence the municipality's services permissions for construction where there should not be.

Table 1. 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.

		Not at all satisfied	Somewhat dissatisfied	Somewhat satisfied	Completely satisfied	Refuse/No opinion
Pre-university education	2021	4%	18%	45%	27%	6%
	2023	3%	12%	56%	28%	1%
Health services	2021	4%	25%	42%	26%	3%
	2023	5%	17%	47%	32%	0%
Public spaces (parks, theatres, sports fields, etc.)	2021	5%	17%	49%	23%	6%
	2023	7%	20%	47%	26%	0%
Administrative services	2021	5%	11%	52%	30%	3%
	2023	3%	6%	48%	43%	0%
Road infrastructure (local roads and sidewalks)	2021	5%	17%	47%	24%	6%
	2023	7%	18%	49%	24%	1%
Public transport	2021	10%	17%	42%	24%	7%
	2023	7%	17%	44%	32%	0%
Construction permits	2023	7%	17%	42%	32%	2%

The satisfaction levels with spatial planning, encompassing municipal development and land use planning, have shown marginal shifts from 2021 to 2023. Notably, there is a slight increase in respondents expressing complete dissatisfaction (5% to 8%), a decrease in the respondents somewhat dissatisfied (21% to 16%), and a minor increase in the respondents completely satisfied (11% to 10%). Most respondents in both years indicate a level of satisfaction, with "Somewhat satisfied" being the most prevalent response (58% in 2021 and 59% in 2023).

Regarding spatial planning, Shtërpçë/Štrpce stands out with the highest dissatisfaction rate at 99%. Following closely is Ranillug/Ranilug, displaying a notable dissatisfaction lev-

el of 87%. Conversely, Klinë/Klina and Mamushë/Mamuša stand out for their positive reception, with 94% and 93% satisfaction rates, respectively.

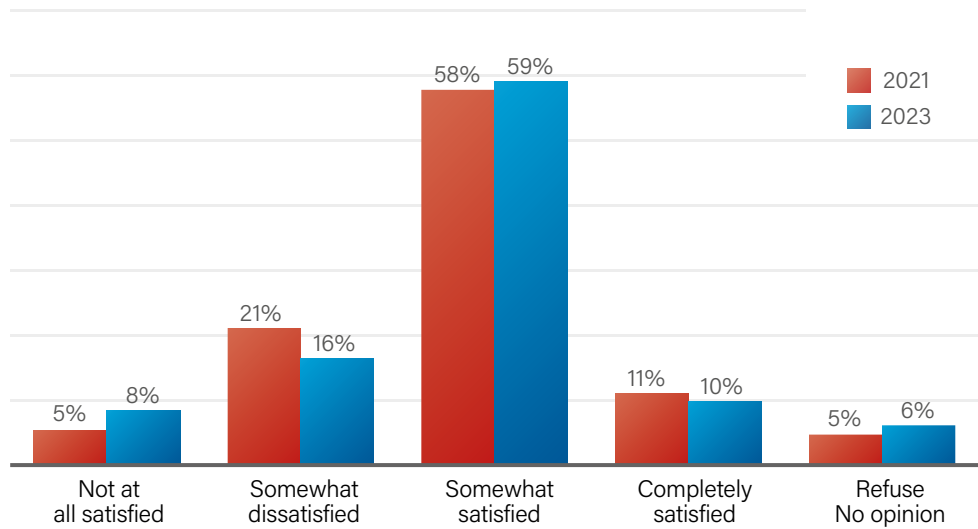


Figure 34. How satisfied are you with spatial planning (municipal development and land use planning)?

General Satisfaction with Municipalities

Among other aspects, this study allowed respondents to assess and rate their satisfaction levels concerning the overall performance of the municipality, mayor, municipal assembly, local administration, and municipal services.

The assessment of satisfaction levels in municipal governance, specifically focusing on respondents expressing “Somewhat satisfied” or “Completely satisfied,” indicates an average satisfaction rate of 76%, which shows a slight increase from 73% in 2021, excluding overall performance metrics. Examining specific dimensions, satisfaction with municipal services rose from 78% in 2021 to 83% in 2023. Similarly, satisfaction with local administration increased from 75% in 2021 to 78% in 2023. However, the Municipal Assembly saw a slight decrease from 71% in 2021 to 69% in 2023.

Conversely, satisfaction with the mayor increased from 66% in 2021 to 73% in 2023. There is a generally positive sentiment toward the Mayor among various age groups, with the older demographic (65+) expressing the highest satisfaction levels (76%). The age group 55-64 stands out as having a relatively higher proportion of dissatisfaction compared to the others (27%).

Across municipalities, satisfaction with key municipal entities and services varies significantly. Shtërpçë/Štrpce residents express overwhelming dissatisfaction with the Mayor and Municipal Assembly, at 98% and 96%, respectively.

In terms of Local Administration, Graçanicë/Gračanica and Ranillug/Ranilug show dissatisfaction rates of 73% and 64 %. In comparison, Klinë/Klina and Shtime/Štimlje exhibit higher satisfaction levels with the Local Administration at 98% and 95% respectively.

Regarding Municipal Services, residents of Ranillug/Ranilug (80%) and Graçanicë/Gračanica (73%) are predominantly dissatisfied, while Lipjan/Lipljan (98%) and Shtime/Štimlje (97%) show high levels of satisfaction.

Apart from the quantitative findings, the local administration was highly praised during the discussions alongside municipal services. At the same time, there were vast differences concerning mayors. Participants from the municipality of Gjakovë/Đakovica were generally more satisfied with their mayor as they consistently applauded him for the work he has done thus far. This satisfaction was followed by Mitrovicë/Mitrovica and Klinë/Klina, who reported being more satisfied overall with all aspects but made sure to specify the mayors’ efforts to improve services and performance.

Meanwhile, in Pejë/Peć, participants were generally displeased and dissatisfied with the mayor as they referred to the infrastructure, urban planning, and disaster management. They attributed this to the mayor since they widely believed that all of the above follow a chain, the top of which is the mayor. In Viti, there were some displeasures with the mayor since he has been there for three mandates and has not followed through on many projects during these mandates despite his election period promises. Thus, this lack of fulfillment of goals/ promises set out by the mayor left citizens feeling disappointed.

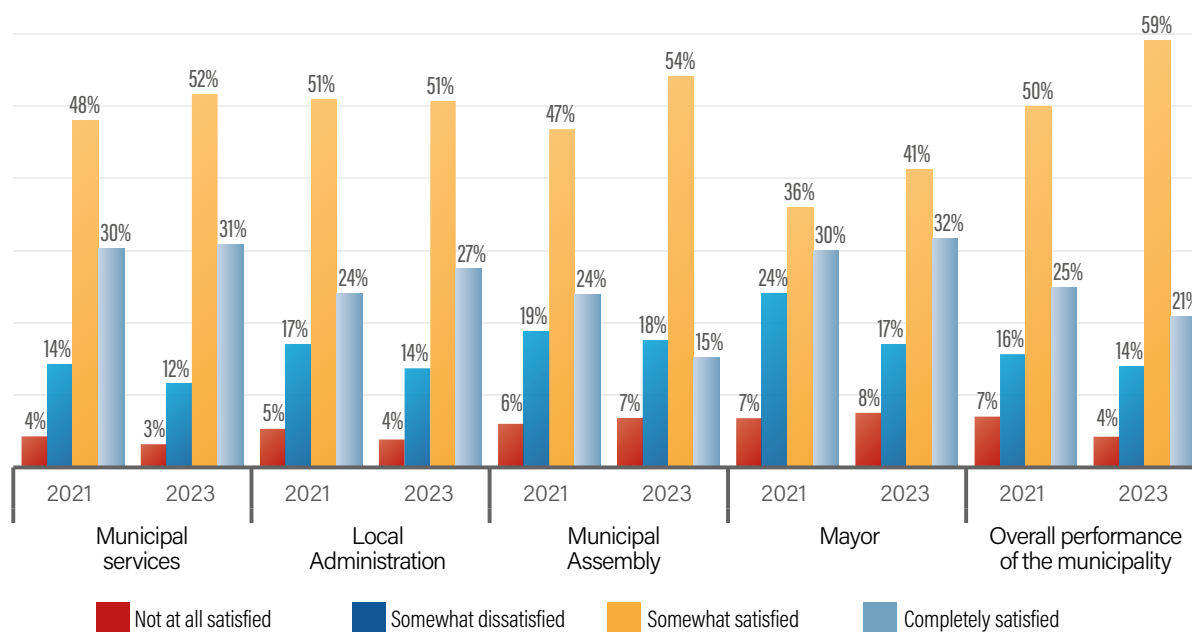


Figure 35. Please rate your level of satisfaction with the following:

Municipal residents generally express moderate satisfaction with various aspects of their living environment, as indicated by mean scores on a scale from 1 to 5. Air quality receives a relatively higher satisfaction rating, with a mean score of 3.34, suggesting a notable level of contentment. However, traffic satisfaction is lower, with a mean score of 2.94, indicating a less favorable sentiment. Waste management and environmental protection efforts both receive moderate satisfaction, with mean scores of 3.29 and 3.10, respectively. Disaster management, with a mean score of 3.03, also falls within the moderate satisfaction range.

Regarding this, participants in focus groups were mostly satisfied with waste management, which complements quantitative data. They particularly noted that the municipalities have improved with the companies they contract. However, they specifically mentioned the lack of awareness and consideration of other citizens on littering, which makes it harder. Therefore, they agreed by pointing out the duality of this and how much the citizens impact waste management.

In Prishtinë/Priština, participants were generally dissatisfied with the air quality and the traffic while mentioning that the new adjustments to the city's square have tremendously impacted moving around the city. Whereas in Pejë/Peć, there was high dissatisfaction with disaster management. Participants from the region of Pejë/Peć particularly reference the recent floods in recent years. According to them, the municipality's efforts have not been noticed as much since these floods are frequent, and they require a more permanent solution.

Data segregated by municipality shows that Klinë/Klina leads in air quality satisfaction with the highest score of 4.86, followed closely by Shtërpçë/Štrpce and Istog/Istok at 4.83. Regarding air quality, Zubin Potok/Zubin Potok is notably the least satisfied municipality, with the lowest score of 1.43, followed by Obiliq/Obilić (1.72) and Prishtinë/Priština (2.20). Istog/Istok is the most satisfied with traffic management, scoring 3.97, followed by Dragash/Dragaš (3.81) and Malishevë/Mališevo (3.65). On the other hand, Ranillug/Ranilug and Prishtinë/Priština are the least satisfied municipalities with traffic, scoring 2.07 and 2.20, respectively, with Fushë Kosovë/Kosovo Polje not far behind at 2.32. Further, Klinë/Klina takes the lead in waste management satisfaction with an impressive score of 4.97, followed by Istog/Istok and Pejë/Peć at 4.78 and 3.97. Meanwhile, Klllokot/Klokot and

Ranillug/Ranilug tie for the least satisfied in waste management, both scoring 2.09. Moreover, Istog/Istok leads in satisfaction with environmental protection efforts, scoring 4.51, followed by Klinë/Klina and Suharekë/Suva Reka at 4.20 and 3.90. In this aspect, Shtërpçë/Štrpce is the least satisfied municipality, scoring 1.89, followed by Zubin Potok/Zubin Potok and Klllokot/Klokot at 1.95 and 2.01. Ultimately, Dragash /Dragaš is the most satisfied with disaster management, scoring 4.14, followed by Lipjan/Lipljan and Istog/Istok at 3.89 and 3.85. Shtërpçë/Štrpce is the least satisfied municipality in disaster management, scoring 1.70, followed by Zubin Potok/Zubin Potok (2.13) and Graçanicë/Gračanica (2.14).

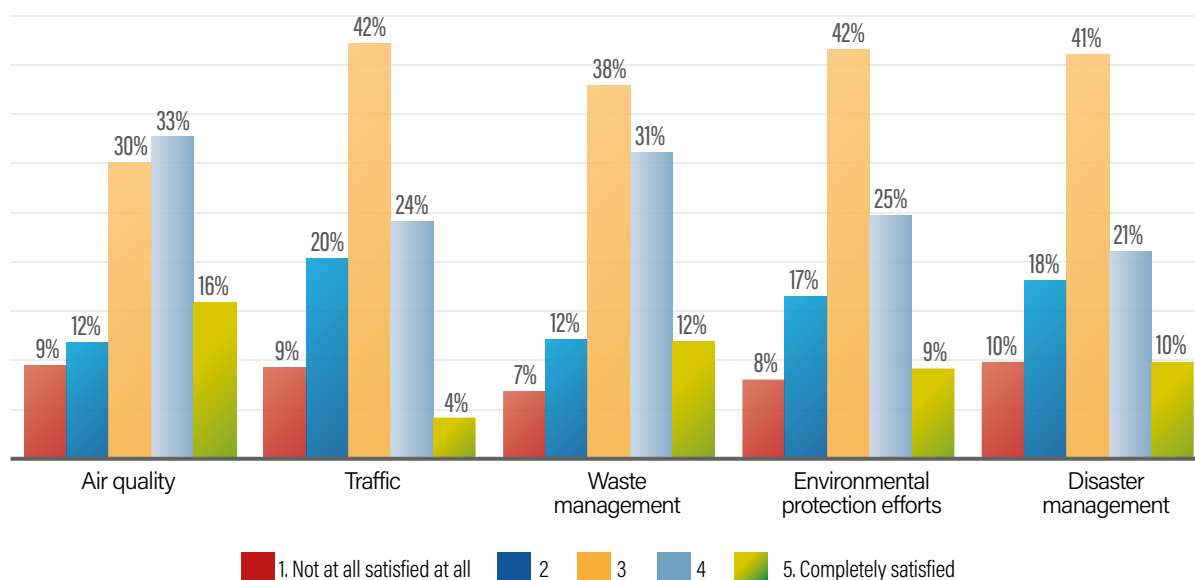


Figure 36. On a scale of 1 to 5, where 1 indicates “Not at all satisfied” and 5 indicates “Completely satisfied,” please rate your satisfaction with the following aspects of living in your municipality:

A significant majority of respondents, 78%, express optimism about the future trajectory of their municipality, believing it is headed in the right direction to become a better place five years from now. On the contrary, 22% hold a pessimistic view, indicating concern or skepticism about the municipality’s future development. Among those with a pessimistic outlook, a larger percentage comprises Serb respondents (78%), while the majority of Albanian (80%) and Other (75%) respondents’ express optimism regarding the direction of their municipality, believing it is headed towards improvement in the future. Podujevë/Podujevo stands out as the municipality where the largest percentage of residents, 9%, believe their municipality is heading in the right direction towards becoming a better place. On the other hand, Serb-majority municipalities – such as Leposaviq/Leposavić, Zvečan/Zvečan, Shtërpçë/Štrpce, Mitrovicë e Veriut/Severna Mitrovica, Novobërdë/Novo Brdo, Zubin Potok/Zubin Potok, Klllokot/Klokot, Ranillug/Ranilug, and Graçanicë/Gračanica - rank at the bottom, with the lowest percentages of residents expressing confidence in the positive trajectory of their municipality.

Complementarily, all regions participating in the focus group discussions reported that they are still hopeful for the future of their municipalities. After discussing potential issues, they may be facing, they would still let the positive outweigh the negative. In most discussions, they attributed this to the mentality of the generally more hopeful and positive population. Concretely, they also attributed this hopeful attitude to the improvements in infrastructure, healthcare, and administrative services they have witnessed thus far.

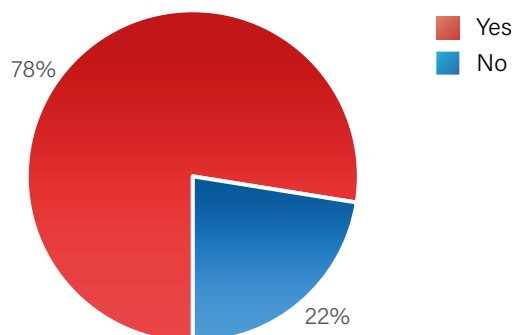


Figure 37. Do you think your municipality is in the right direction to be a better place 5 years from now?

The awareness of local councils in the municipality varies among respondents. A portion of respondents (29%) know their existence, indicating knowledge of this local governance structure. However, a majority (60%) are unaware of local councils in their municipality, suggesting a potential gap in public awareness or engagement with this aspect of local governance. On the other hand, 11% express uncertainty about the existence of local councils. A notable observation emerges when examining settlements; respondents from rural areas demonstrate a higher awareness of local councils in their municipalities (35%), surpassing 19% among urban residents. Additionally, the majority of respondents who were aware of local councils were from the municipalities of Junik/Junik (81%), Deçan/Dečani (80%), and Rahovec/Orahovac (79%).

A noteworthy finding emerges among those who were aware of the existence of local councils (n=1920). When asked if they had heard about or interacted with their local council in the last 12 months, 35% of respondents affirmatively stated that they had, indicating a certain level of engagement or awareness. However, a significant majority, 65%, did not report hearing or interacting with their local council in the specified timeframe.

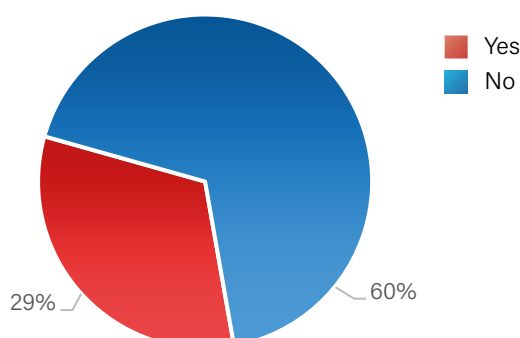


Figure 38. Are you aware of the existence of local councils in your municipality?

Conclusion

The Citizen Satisfaction Survey has provided invaluable insights into Kosovo citizens' perspectives on public services and local governance. This study structured around six critical dimensions: Access to Information, Citizen Participation, the Role of Municipal Assembly, Municipal Management, Service Delivery, and General Satisfaction, has explained various aspects of municipal governance.

Access to information emerged as a critical factor influencing citizen awareness, with most respondents expressing awareness of municipal decisions. However, a significant portion still faces challenges in accessing information, pointing to potential gaps in communication channels. The reliance on traditional mediums like word-of-mouth, Facebook, and local TV/Radio underscores the need for diversifying communication strategies to ensure widespread and inclusive dissemination of information.

Citizen participation faces a decline, particularly in public meetings and joint community initiatives, which reflects evolving community needs. While there is a positive trend in municipal responsiveness and satisfaction through digital platforms, participants cite a lack of interest due to delayed information from the municipality and past disappointments.

Although some awareness was noticeable regarding the role and responsibilities of the Municipal Assemblies, citizens perceive them as low in engagement and accountability. Reduced attendance at Municipal Assembly sessions and growing disinterest among respondents underscore the challenges in maintaining an informed and engaged citizenry. Municipal management satisfaction remains stable; however, there is a disconnect between satisfaction and information levels. The latter occurred since participants were seemingly satisfied with the municipal budget, however they also reported not being informed.

Service delivery experiences variations, with some services witnessing improvement and others declining. Overall satisfaction with municipal governance sees a slight increase, reflecting positive sentiments among respondents. However, notable disparities across municipalities indicate the need for tailored strategies to address specific concerns and enhance overall satisfaction.

Unemployment remains a pressing concern, particularly among youth, driving some to seek employment outside their municipalities or abroad. Limited diversity and inclusivity in marginalized groups were noted in most municipalities, except Prizren/Prizren. Participants expressed dissatisfaction with the recruitment process, citing political affiliations and nepotism. However, opportunities for leadership positions for women, older people, persons with disabilities, and ethnic minorities were viewed positively.

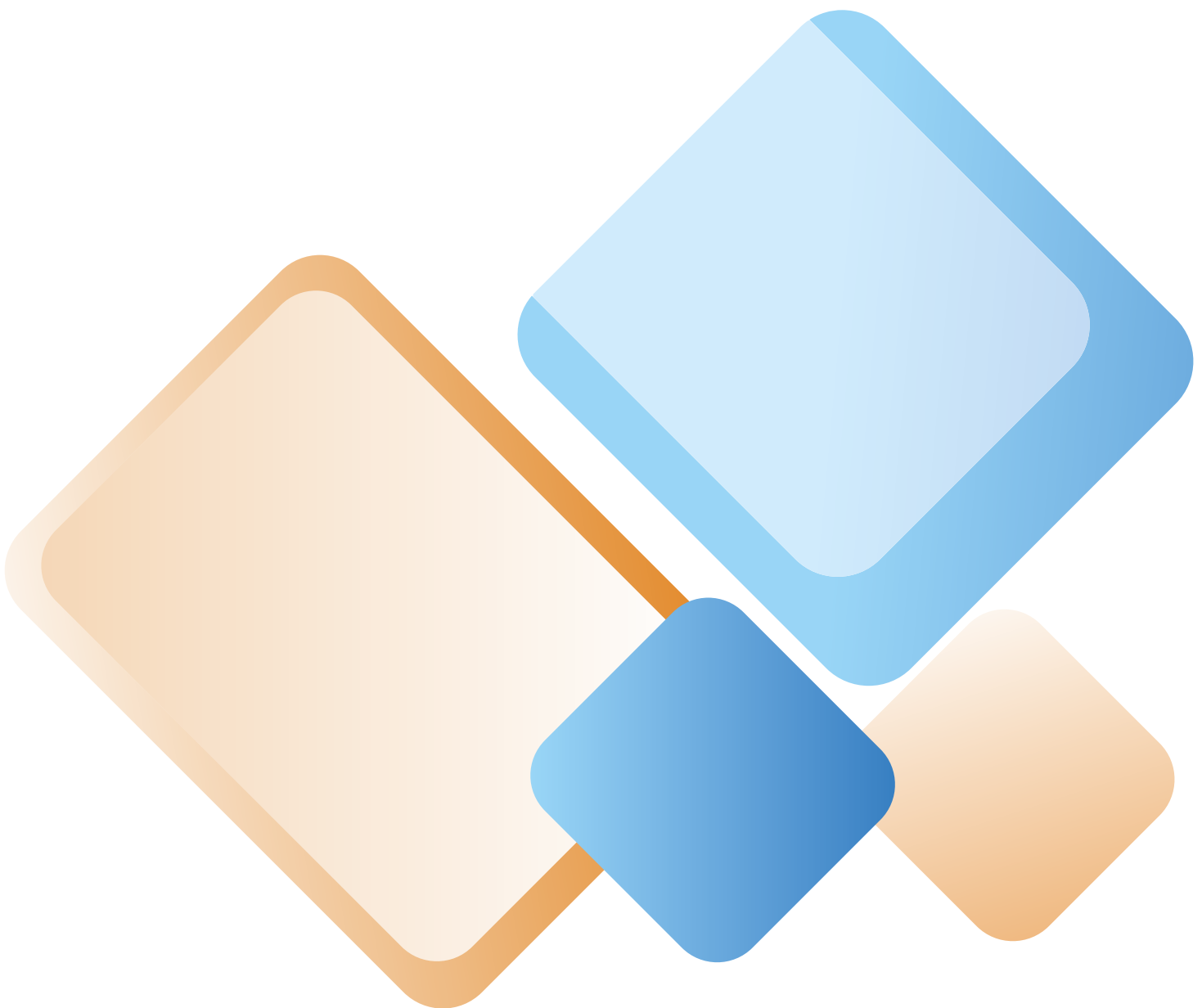
Despite these issues, participants generally expressed satisfaction with local administration and municipal services due to recent improvements. Mayors received criticism in some municipalities, as they were closely associated with other municipal processes and procedures (local administration, procurement, municipal services, etc.). The survey also highlighted areas of moderate satisfaction and concern in the living environment, emphasizing the importance of addressing traffic, waste management, environmental protection efforts, and disaster management issues.

The optimism expressed by a significant majority regarding the future trajectory of their municipality is encouraging, signaling a collective belief in positive change and improvement. This detailed analysis, conducted through quantitative and qualitative data, provides a comprehensive overview of municipal governance, citizen engagement, and satisfaction in Kosovo. These identified trends and challenges can serve as a foundation for informed

decision-making, policy adjustments, and community-driven initiatives to enhance the overall well-being and satisfaction of Kosovo's residents.

ANNEXES

Crosstabulations with municipalities



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

	1- Not at all informed	2- Somewhat informed	3- Pretty well informed	4 - Completely informed	9- Refuse/No opinion
	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	37.1%	51.5%	9.7%	1.7%	0.0%
Mitrovicë e Jugut/ Južna Mitrovica	30.4%	53.3%	11.8%	3.9%	0.6%
Gjilan/Gnjilane	48.3%	43.9%	4.7%	2.4%	0.8%
Pejë/Peć	31.8%	62.5%	4.8%	0.8%	0.0%
Prizren/Prizren	44.6%	45.2%	5.0%	4.1%	1.1%
Gjakovë/Đakovica	13.9%	55.3%	30.8%	0.0%	0.0%
Podujevë/Podujevo	49.5%	48.1%	2.4%	0.0%	0.0%
Vushtrri/Vučitrn	22.6%	58.5%	13.0%	5.8%	0.0%
Skenderaj/Srbica	36.3%	47.6%	11.2%	4.9%	0.0%
Leposaviq/Leposavić	0.0%	15.8%	55.9%	28.3%	0.0%
Klinë/Klina	15.5%	74.9%	4.2%	4.6%	0.7%
Istog/Istok	10.6%	79.2%	6.2%	4.1%	0.0%
Deçan/Dečani	8.0%	61.4%	30.6%	0.0%	0.0%
Dragash/Dragaš	3.7%	43.6%	24.0%	28.7%	0.0%
Suharekë/Suva Reka	11.3%	73.0%	10.0%	5.7%	0.0%
Rahovec/Orahovac	19.8%	46.7%	32.8%	0.7%	0.0%
Viti/Vitina	53.3%	38.4%	5.3%	1.1%	2.0%
Kamenicë/Kamenica	44.2%	35.6%	11.4%	8.9%	0.0%
Lipjan/Lipljan	35.8%	57.7%	5.7%	0.8%	0.0%
Shtime/Štimlje	42.1%	56.3%	1.6%	0.0%	0.0%
Ferizaj/Uroševac	39.1%	53.9%	2.0%	4.3%	0.7%
Kaçanik/Kačanik	38.5%	54.5%	6.0%	1.0%	0.0%
Fushë Kosovë/Kosovo Polje	50.3%	40.7%	7.0%	2.0%	0.0%
Obiliq/Obilić	50.4%	40.6%	7.3%	1.7%	0.0%
Novobërdë/Novo Brdo	55.5%	26.8%	14.9%	2.0%	0.8%
Zubin Potok/Zubin Potok	26.1%	58.4%	15.5%	0.0%	0.0%
Shtërpçë/Štrpce	72.9%	25.6%	0.0%	0.0%	1.5%
Zveçan/Zvečan	17.6%	59.5%	21.2%	1.0%	0.7%
Glllogovc/Glogovac	38.6%	55.8%	2.6%	3.0%	0.0%
Malishevë/Mališevo	0.9%	89.1%	10.0%	0.0%	0.0%
Junik/Junik	9.8%	49.2%	38.8%	2.3%	0.0%
Mamushë/Mamuša	62.9%	27.3%	8.3%	1.5%	0.0%
Hani i Elezit/Elez Han	33.4%	50.8%	13.1%	2.1%	0.5%
Gračanicë/Gračanica	38.1%	55.3%	6.6%	0.0%	0.0%
Ranillug/Ranilug	32.2%	67.8%	0.0%	0.0%	0.0%
Partesh/Parteš	27.0%	36.0%	29.6%	7.4%	0.0%
Klllokot/Klokot	33.0%	39.4%	21.6%	5.6%	0.4%
Mitrovicë e Veriut/ Severna Mitrovica	11.7%	38.7%	40.4%	8.1%	1.0%

2. In what ways are these decisions communicated?

	Published in the municipality's webpage	Communicated by mail	Communicated through Face-book	Communicated through local TV/ Radio	Communicated through word -of-mouth	Other	Don't know/ Refuse to answer
	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	35.7%	0.6%	36.5%	51.5%	23.0%	0.7%	4.9%
Mitrovicë e Jugut/ Južna Mitrovica	42.2%	2.6%	62.5%	30.4%	56.2%	1.0%	71%
Gjilan/Gnjilane	26.2%	2.3%	40.5%	29.4%	27.0%	0.0%	19.3%
Pejë/Peć	53.1%	0.0%	57.7%	31.7%	8.8%	0.5%	18.3%
Prizren/Prizren	10.4%	1.6%	35.9%	38.0%	51.2%	0.7%	11.3%
Gjakovë/Đakovica	2.8%	0.8%	74.4%	89.6%	93.9%	0.5%	0.0%
Podujevë/Podujevo	2.0%	0.0%	41.9%	67.6%	83.5%	0.0%	0.0%
Vushtrri/Vučitrn	26.4%	0.3%	52.9%	24.9%	69.9%	3.5%	8.0%
Skenderaj/Srbica	26.9%	0.9%	51.6%	48.6%	61.1%	0.0%	6.6%
Leposaviq/Leposavić	39.9%	50.4%	68.0%	36.5%	4.6%	0.0%	0.9%
Klinë/Klina	88.8%	0.0%	95.6%	7.3%	6.8%	0.0%	0.0%
Istog/Istok	59.6%	14.4%	78.9%	52.8%	27.0%	0.8%	1.6%
Deçan/Dečani	1.7%	4.2%	84.0%	91.2%	85.6%	0.0%	0.0%
Dragash/Dragaš	61.5%	11.3%	48.3%	16.1%	33.7%	0.0%	2.0%
Suharekë/Suva Reka	27.7%	1.6%	46.1%	73.1%	60.0%	4.6%	7.2%
Rahovec/Orahovac	2.5%	6.9%	84.2%	81.2%	89.7%	0.0%	0.4%
Viti/Vitina	25.8%	1.5%	53.2%	48.2%	21.3%	0.0%	18.7%
Kamenicë/Kamenica	18.0%	0.0%	39.6%	32.2%	33.3%	1.7%	20.9%
Lipjan/Lipljan	18.3%	0.4%	52.3%	22.8%	40.8%	1.0%	7.4%
Shtime/Štimlje	11.5%	0.7%	46.4%	21.4%	32.2%	2.5%	6.9%
Ferizaj/Uroševac	23.5%	1.6%	17.8%	3.3%	65.4%	0.6%	4.8%
Kaçanik/Kaçanik	27.7%	0.6%	39.1%	53.7%	47.3%	0.0%	0.0%
Fushë Kosovë/ Kosovo Polje	12.0%	0.5%	31.8%	35.9%	65.3%	0.0%	4.1%
Obiliq/Obilić	36.7%	0.0%	29.7%	44.9%	43.6%	0.0%	5.1%
Novobërdë/Novo Brdo	5.1%	0.0%	20.7%	23.5%	52.6%	0.0%	30.9%
Zubin Potok/ Zubin Potok	20.2%	0.0%	13.8%	5.2%	54.7%	0.0%	10.1%
Shtërpçë/Štrpce	0.0%	0.0%	0.0%	0.0%	89.9%	0.0%	10.1%
Zveçan/Zvečan	15.1%	4.0%	19.3%	4.7%	33.9%	0.0%	23.9%
Glogovc/Glogovac	17.3%	0.0%	42.7%	34.5%	29.1%	3.1%	4.1%
Malishevë/Mališevo	12.1%	0.7%	19.7%	99.3%	94.4%	2.4%	0.0%
Junik/Junik	1.0%	4.4%	89.3%	93.9%	82.8%	0.0%	0.0%
Mamushë/Mamuša	1.6%	0.0%	36.3%	0.4%	78.8%	0.6%	1.0%
Hani i Elezit/Elez Han	38.8%	0.4%	40.1%	36.6%	57.6%	1.2%	0.7%
Gračanicë/Gračanica	35.8%	4.3%	51.7%	51.6%	48.5%	0.0%	5.4%
Ranillug/Ranilug	37.9%	0.0%	52.6%	47.8%	42.2%	0.0%	5.3%
Partesh/Parteš	56.1%	9.7%	54.6%	4.1%	42.4%	0.0%	10.6%
Kllokot/Klokot	65.5%	2.8%	44.9%	1.5%	44.6%	0.0%	14.3%
Mitrovicë e Veriut/ Severna Mitrovica	9.1%	20.2%	31.1%	20.0%	9.2%	0.0%	12.8%

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

	Municipal website	Municipal Facebook page	Other	None
	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	12.1%	27.8%	0.0%	66.1%
Mitrovicë e Jugut/ Južna Mitrovica	32.8%	61.7%	0.0%	33.9%
Gjilan/Gnjilane	12.9%	34.7%	0.0%	58.2%
Pejë/Peć	5.1%	30.8%	0.0%	66.9%
Prizren/Prizren	18.9%	30.9%	0.0%	65.4%
Gjakovë/Đakovica	6.7%	75.3%	0.0%	23.8%
Podujevë/Podujevo	1.3%	41.0%	0.0%	58.4%
Vushtrri/Vučitrn	21.0%	52.0%	0.0%	42.0%
Skenderaj/Srbica	25.6%	48.0%	0.0%	45.6%
Leposaviq/Leposavić	46.2%	89.0%	0.0%	5.6%
Klinë/Klina	10.9%	44.4%	0.0%	53.6%
Istog/Istok	20.8%	58.0%	0.0%	35.2%
Deçan/Dečani	7.5%	89.0%	0.0%	9.9%
Dragash/Dragaš	36.0%	48.1%	0.0%	28.0%
Suharekë/Suva Reka	30.2%	41.9%	0.0%	57.4%
Rahovec/Orahovac	11.2%	83.9%	0.0%	13.0%
Viti/Vitina	4.8%	36.0%	0.0%	62.9%
Kamenicë/Kamenica	10.4%	41.4%	0.0%	56.1%
Lipjan/Lipljan	23.8%	42.1%	0.0%	52.3%
Shtime/Štimlje	13.8%	40.9%	0.0%	57.1%
Ferizaj/Uroševac	19.3%	22.7%	0.0%	66.3%
Kaçanik/Kačanik	10.6%	14.7%	0.0%	80.4%
Fushë Kosovë/Kosovo Polje	10.8%	20.2%	0.0%	73.5%
Obiliq/Obilić	4.5%	11.3%	0.0%	86.0%
Novobërdë/Novo Brdo	3.6%	16.2%	0.0%	80.2%
Zubin Potok/Zubin Potok	35.0%	13.8%	0.0%	51.2%
Shtërpçë/Štrpce	0.0%	0.0%	0.0%	100.0%
Zvečan/Zvečan	7.5%	38.0%	0.0%	54.5%
Glogovac/Glogovac	20.1%	41.0%	0.0%	55.2%
Malishevë/Mališevo	18.2%	21.4%	0.0%	77.7%
Junik/Junik	10.6%	92.6%	0.0%	5.8%
Mamushë/Mamuša	2.6%	32.2%	0.0%	66.1%
Hani i Elezit/Elez Han	28.5%	29.7%	0.0%	62.2%
Gračanicë/Gračanica	11.2%	14.9%	0.0%	77.1%
Ranillug/Ranilug	0.0%	4.2%	0.0%	95.8%
Partesh/Parteš	54.3%	42.6%	0.0%	37.4%
Kllokot/Klokot	62.1%	40.7%	0.0%	33.7%
Mitrovicë e Veriut/ Severna Mitrovica	14.9%	61.0%	0.0%	26.6%

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

	Daily	Weekly	Monthly	Rarely
	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	0.0%	7.8%	37.7%	54.5%
Mitrovicë e Jugut/Južna Mitrovica	17.0%	34.1%	20.4%	28.5%
Gjilan/Gnjilane	10.2%	6.2%	8.8%	74.8%
Pejë/Peć	8.9%	28.4%	14.5%	48.1%
Prizren/Prizren	14.0%	23.1%	19.7%	43.2%
Gjakovë/Đakovica	16.6%	19.1%	18.2%	46.1%
Podujevë/Podujevo	1.6%	96.8%	1.6%	0.0%
Vushtrri/Vučitrn	0.0%	3.3%	20.6%	76.1%
Skenderaj/Srbica	15.9%	33.9%	29.9%	20.2%
Leposaviq/Leposavić	0.7%	34.7%	49.3%	15.4%
Klinë/Klina	27.1%	29.0%	8.1%	35.8%
Istog/Istok	30.9%	35.1%	17.9%	16.2%
Deçan/Dečani	39.1%	8.3%	7.8%	44.9%
Dragash/Dragaš	2.9%	22.5%	38.9%	35.7%
Suharekë/Suva Reka	8.3%	29.5%	29.1%	33.1%
Rahovec/Orahovac	38.2%	14.8%	11.4%	35.6%
Viti/Vitina	13.6%	16.4%	0.0%	70.0%
Kamenicë/Kamenica	15.1%	18.0%	15.2%	51.7%
Lipjan/Lipljan	9.3%	54.3%	26.0%	10.4%
Shtime/Štimlje	10.9%	50.0%	15.7%	23.4%
Ferizaj/Uroševac	8.3%	17.8%	34.5%	39.4%
Kaçanik/Kaçanik	2.5%	17.2%	34.3%	46.0%
Fushë Kosovë/Kosovo Polje	0.0%	21.4%	47.2%	31.5%
Obiliq/Obilić	8.8%	22.2%	34.5%	34.5%
Novobërdë/Novo Brdo	0.0%	7.9%	0.0%	92.1%
Zubin Potok/Zubin Potok	0.0%	0.0%	9.0%	91.0%
Shtërpçë/Štrpce	0.7%	42.3%	51.1%	5.9%
Zvečan/Zvečan	0.0%	15.8%	38.2%	46.1%
Glogovc/Glogovac	1.9%	66.6%	12.1%	19.4%
Malishevë/Mališevo	12.6%	36.0%	23.4%	27.9%
Junik/Junik	39.7%	18.1%	8.0%	34.2%
Mamushë/Mamuša	15.2%	39.1%	15.4%	30.3%
Hani i Elezit/Elez Han	16.6%	19.8%	18.2%	45.4%
Gračanicë/Gračanica	7.4%	0.0%	20.6%	72.0%
Ranillug/Ranilug	0.0%	0.0%	0.0%	100.0%
Partesh/Parteš	1.7%	19.2%	35.0%	44.1%
Klllokot/Klokot	3.3%	22.9%	54.0%	19.8%
Mitrovicë e Veriut/Severna Mitrovica	1.9%	19.7%	53.8%	24.6%

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

	I find the plat- forms difficult to navigate	I prefer to obtain information from other sources	I do not have an interest in mu- nicipal updates	I was not aware of these plat- forms	Other (please specify)
	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	0.0%	20.6%	44.5%	34.9%	0.0%
Mitrovicë e Jugut/ Južna Mitrovica	26.0%	23.2%	32.5%	15.5%	2.8%
Gjilan/Gnjilane	0.0%	17.1%	56.2%	26.7%	0.0%
Pejë/Peć	15.8%	9.8%	31.8%	41.9%	0.6%
Prizren/Prizren	11.3%	16.1%	49.1%	23.5%	0.0%
Gjakovë/Đakovica	3.2%	40.6%	52.5%	1.8%	1.8%
Podujevë/Podujevo	1.6%	1.8%	93.6%	3.1%	0.0%
Vushtrri/Vučitrn	4.3%	6.5%	80.2%	5.6%	3.4%
Skenderaj/Srbica	21.6%	27.9%	30.2%	18.2%	2.1%
Leposaviq/Leposavić	0.0%	11.6%	52.5%	35.9%	0.0%
Klinë/Klina	25.4%	25.1%	27.0%	20.4%	2.1%
Istog/Istok	10.2%	17.8%	48.1%	16.8%	7.2%
Deçan/Dečani	11.6%	79.4%	9.0%	0.0%	0.0%
Dragash/Dragaš	1.3%	5.9%	84.0%	8.9%	0.0%
Suharekë/Suva Reka	11.8%	41.5%	36.8%	9.1%	0.6%
Rahovec/Orahovac	27.6%	31.9%	28.5%	11.9%	0.0%
Viti/Vitina	1.0%	13.8%	55.2%	30.0%	0.0%
Kamenicë/Kamenica	2.5%	17.1%	43.1%	37.4%	0.0%
Lipjan/Lipljan	6.3%	24.7%	56.1%	7.4%	5.5%
Shtime/Štimlje	15.1%	18.3%	49.8%	12.6%	4.2%
Ferizaj/Uroševac	4.1%	3.2%	78.5%	14.2%	0.0%
Kaçanik/Kačanik	0.0%	16.8%	53.9%	29.3%	0.0%
Fushë Kosovë/ Kosovo Polje	1.0%	6.7%	44.1%	48.2%	0.0%
Obiliq/Obilić	0.0%	19.6%	51.9%	28.5%	0.0%
Novobërdë/Novo Brdo	0.0%	13.5%	28.0%	58.5%	0.0%
Zubin Potok/ Zubin Potok	4.7%	29.9%	45.4%	20.0%	0.0%
Shtërpçë/Štrpce	1.5%	0.0%	78.8%	19.7%	0.0%
Zvečan/Zvečan	5.7%	4.6%	12.7%	76.9%	0.0%
Glogovc/Glogovac	9.2%	5.2%	69.0%	12.5%	4.1%
Malishevë/Mališevo	1.2%	77.9%	20.4%	0.5%	0.0%
Junik/Junik	13.8%	56.9%	29.2%	0.0%	0.0%
Mamushë/Mamuša	25.6%	11.0%	36.4%	25.2%	1.7%
Hani i Elezit/Elez Han	0.0%	12.4%	52.1%	35.5%	0.0%
Gračanicë/Gračanica	0.0%	25.5%	46.3%	28.2%	0.0%
Ranillug/Ranilug	8.0%	23.5%	39.1%	29.5%	0.0%
Partesh/Parteš	7.4%	13.2%	69.2%	10.3%	0.0%
Klllokot/Klokot	2.7%	23.5%	42.0%	31.9%	0.0%
Mitrovicë e Veriut/ Severna Mitrovica	1.6%	17.1%	68.3%	13.0%	0.0%

4. For what reason have you visited the specific platform?

	Information regarding public tenders	Information regarding public hearings	Job openings	Subsi- dies	Municipal budget and spending	Other
	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	8.3%	14.3%	60.3%	13.2%	16.8%	13.6%
Mitrovicë e Jugut/ Južna Mitrovica	10.3%	62.6%	59.2%	24.7%	9.4%	0.0%
Gjilan/Gnjilane	12.0%	3.8%	48.2%	28.8%	4.1%	35.1%
Pejë/Peć	25.5%	20.3%	51.9%	77.5%	29.6%	0.0%
Prizren/Prizren	29.7%	46.0%	45.3%	28.8%	20.1%	29.5%
Gjakovë/Đakovica	9.1%	33.7%	71.2%	65.0%	50.8%	0.0%
Podujevë/Podujevo	7.4%	28.6%	78.3%	63.7%	7.6%	4.6%
Vushtrri/Vučitrn	12.0%	12.4%	67.0%	39.5%	19.0%	23.1%
Skenderaj/Srbica	13.8%	71.6%	47.0%	37.0%	9.6%	1.5%
Leposaviq/Leposavić	8.2%	37.3%	69.6%	48.1%	20.0%	0.0%
Klinë/Klina	28.5%	39.6%	75.4%	58.4%	54.0%	3.3%
Istog/Istok	9.7%	41.9%	39.7%	33.3%	17.1%	9.2%
Deçan/Dečani	7.2%	39.5%	83.0%	68.8%	54.6%	0.5%
Dragash/Dragaš	33.4%	34.8%	58.4%	20.1%	13.9%	2.2%
Suharekë/Suva Reka	36.6%	24.1%	64.0%	47.3%	27.8%	14.9%
Rahovec/Orahovac	9.2%	40.1%	77.8%	75.6%	41.0%	1.3%
Viti/Vitina	10.9%	18.8%	63.7%	12.7%	9.1%	38.2%
Kamenicë/Kamenica	11.0%	23.0%	51.6%	19.4%	17.2%	39.2%
Lipjan/Lipljan	8.5%	71%	27.5%	32.2%	6.2%	34.5%
Shtime/Štimlje	8.6%	12.7%	17.9%	28.8%	6.8%	52.1%
Ferizaj/Uroševac	9.6%	25.6%	56.9%	48.6%	18.8%	8.2%
Kaçanik/Kačanik	13.7%	13.5%	57.8%	43.6%	15.9%	6.0%
Fushë Kosovë/Kosovo Polje	0.0%	18.8%	68.9%	26.5%	18.6%	2.6%
Obiliq/Obilić	0.0%	27.0%	53.4%	36.2%	9.9%	5.5%
Novobërdë/Novo Brdo	4.1%	0.0%	80.3%	5.1%	0.0%	39.1%
Zubin Potok/Zubin Potok	1.0%	20.5%	45.4%	43.5%	0.0%	0.0%
Shtërpcë/Štrpce	3.1%	52.5%	78.8%	35.3%	2.5%	0.0%
Zvečan/Zvečan	15.8%	6.9%	30.9%	25.6%	20.7%	0.0%
Glogovac/Glogovac	3.0%	16.5%	31.0%	17.1%	5.1%	43.0%
Malishevë/Mališevo	54.3%	20.5%	47.5%	63.3%	5.2%	0.0%
Junik/Junik	12.4%	48.3%	83.0%	70.8%	48.0%	0.0%
Mamushë/Mamuša	16.8%	1.8%	10.3%	46.2%	41.9%	27.0%
Hani i Elezit/Elez Han	13.8%	18.9%	53.7%	63.6%	11.4%	1.9%
Graçanicë/Gračanica	13.4%	29.0%	42.8%	35.6%	13.4%	0.0%
Ranillug/Ranilug	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Partesh/Parteš	34.7%	32.1%	50.2%	45.8%	24.1%	0.0%
Kllokot/Klokot	58.3%	34.8%	62.0%	57.5%	36.7%	0.0%
Mitrovicë e Veriut/ Severna Mitrovica	2.6%	18.7%	36.1%	33.2%	13.5%	0.0%

5. Did you find the requested information/service?

	Yes	No
	Row N %	Row N %
Prishtinë/Priština	53.1%	46.9%
Mitrovicë e Jugut/Južna Mitrovica	87.1%	12.9%
Gjilan/Gnjilane	66.2%	33.8%
Pejë/Peć	85.2%	14.8%
Prizren/Prizren	87.8%	12.2%
Gjakovë/Đakovica	72.0%	28.0%
Podujevë/Podujevo	60.9%	39.1%
Vushtrri/Vučitrn	80.7%	19.3%
Skenderaj/Srbica	90.7%	9.3%
Leposaviq/Leposavić	65.0%	35.0%
Klinë/Klina	86.7%	13.3%
Istog/Istok	83.2%	16.8%
Deçan/Dečani	65.4%	34.6%
Dragash/Dragaš	69.0%	31.0%
Suharekë/Suva Reka	91.6%	8.4%
Rahovec/Orahovac	76.1%	23.9%
Viti/Vitina	64.7%	35.3%
Kamenicë/Kamenica	65.4%	34.6%
Lipjan/Lipljan	91.9%	8.1%
Shtime/Štimlje	86.3%	13.7%
Ferizaj/Uroševac	46.4%	53.6%
Kaçanik/Kačanik	66.3%	33.7%
Fushë Kosovë/Kosovo Polje	65.6%	34.4%
Obiliq/Obilić	51.1%	48.9%
Novobërdë/Novo Brdo	43.6%	56.4%
Zubin Potok/Zubin Potok	43.2%	56.8%
Shtërpçë/Štrpce	31.4%	68.6%
Zvečan/Zvečan	38.7%	61.3%
Glogovac/Glogovac	86.7%	13.3%
Malishevë/Mališevo	100.0%	0.0%
Junik/Junik	74.5%	25.5%
Mamushë/Mamuša	72.7%	27.3%
Hani i Elezit/Elez Han	86.0%	14.0%
Gračanicë/Gračanica	41.6%	58.4%
Ranillug/Ranilug	100.0%	0.0%
Partesh/Parteš	72.0%	28.0%
Kllokot/Klokot	72.8%	27.2%
Mitrovicë e Veriut/Severna Mitrovica	47.0%	53.0%

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

	Municipal website	Facebook page	Other
	Mean	Mean	Mean
Prishtinë/Priština	3.44	3.48	
Mitrovicë e Jugut/Južna Mitrovica	3.52	3.49	
Gjilan/Gnjilane	3.05	3.39	
Pejë/Peć	3.71	3.42	
Prizren/Prizren	3.52	3.45	
Gjakovë/Đakovica	3.26	3.13	
Podujevë/Podujevo	4.00	3.84	
Vushtrri/Vučitrn	3.18	3.16	
Skenderaj/Srbica	3.65	3.58	
Leposaviq/Leposavić	3.51	3.40	
Klinë/Klina	3.91	3.92	
Istog/Istok	3.67	3.78	3.63
Deçan/Dečani	3.14	3.08	
Dragash/Dragaš	3.38	3.49	
Suharekë/Suva Reka	3.80	3.81	
Rahovec/Orahovac	3.18	3.08	
Viti/Vitina	3.05	3.36	
Kamenicë/Kamenica	3.79	3.36	
Lipjan/Lipljan	3.42	3.41	
Shtime/Štimlje	3.34	3.19	
Ferizaj/Uroševac	3.43	3.50	
Kaçanik/Kaçanik	3.46	3.58	
Fushë Kosovë/Kosovo Polje	3.80	3.38	
Obiliq/Obilić	3.40	3.85	
Novobërdë/Novo Brdo	4.00	3.00	
Zubin Potok/Zubin Potok	2.82	2.58	
Shtërpcë/Štrpce	3.90	3.20	
Zveçan/Zvečan	2.63	2.39	
Glogovac/Glogovac	3.39	3.41	
Malishevë/Mališevo	3.92	3.81	
Junik/Junik	3.02	3.08	
Mamushë/Mamuša	3.05	3.58	4.00
Hani i Elezit/Elez Han	3.32	3.39	4.00
Gračanicë/Gračanica	2.61	3.00	
Ranillug/Ranilug	3.53	4.00	
Partesh/Parteš	3.42	3.38	
Kllkot/Klokot	3.32	3.58	
Mitrovicë e Veriut/Severna Mitrovica	3.06	3.11	

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

	1 - Not at all understandable	2 - Somewhat not understandable	3 - Somewhat understandable	4 - Very understandable;	9 - Refuse/ No opinion
	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	0.0%	0.0%	41.4%	58.6%	0.0%
Mitrovicë e Jugut/ Južna Mitrovica	0.0%	1.9%	26.7%	71.3%	0.0%
Gjilan/Gnjilane	0.0%	3.5%	42.9%	53.7%	0.0%
Pejë/Peć	0.0%	1.8%	49.7%	48.5%	0.0%
Prizren/Prizren	1.5%	1.2%	50.8%	46.5%	0.0%
Gjakovë/Đakovica	0.0%	5.3%	67.1%	27.6%	0.0%
Podujevë/Podujevo	0.0%	2.7%	10.9%	86.4%	0.0%
Vushtrri/Vučitrn	0.0%	7.7%	46.1%	46.3%	0.0%
Skenderaj/Srbica	0.0%	1.6%	27.2%	71.1%	0.0%
Leposaviq/Leposavić	0.0%	18.7%	55.4%	26.0%	0.0%
Klinë/Klina	0.0%	0.0%	12.7%	87.3%	0.0%
Istog/Istok	0.8%	0.6%	25.7%	73.0%	0.0%
Deçan/Dečani	0.0%	9.9%	76.1%	14.1%	0.0%
Dragash/Dragaš	0.0%	2.6%	47.3%	50.1%	0.0%
Suharekë/Suva Reka	0.0%	0.0%	11.0%	89.0%	0.0%
Rahovec/Orahovac	0.0%	12.0%	75.2%	12.8%	0.0%
Viti/Vitina	0.0%	22.8%	48.2%	29.0%	0.0%
Kamenicë/Kamenica	1.5%	9.5%	37.5%	51.4%	0.0%
Lipjan/Lipljan	0.0%	3.4%	41.9%	54.7%	0.0%
Shtime/Štimlje	0.0%	0.0%	32.8%	67.2%	0.0%
Ferizaj/Uroševac	0.0%	4.1%	56.8%	39.1%	0.0%
Kaçanik/Kaçanik	0.0%	10.2%	21.2%	68.6%	0.0%
Fushë Kosovë/ Kosovo Polje	0.0%	8.5%	32.8%	58.7%	0.0%
Obiliq/Obilić	0.0%	5.5%	24.9%	69.6%	0.0%
Novobërdë/Novo Brdo	0.0%	58.1%	41.9%	0.0%	0.0%
Zubin Potok/ Zubin Potok	0.0%	3.1%	78.8%	15.1%	2.9%
Shtërpçë/Štrpce	0.0%	26.5%	53.3%	20.3%	0.0%
Zvečan/Zvečan	0.0%	23.6%	61.3%	15.1%	0.0%
Glogovac/Glogovac	0.0%	1.6%	35.5%	62.9%	0.0%
Malishevë/Mališevo	0.0%	0.0%	6.0%	94.0%	0.0%
Junik/Junik	0.0%	12.9%	73.8%	13.2%	0.0%
Mamushë/Mamuša	2.6%	0.0%	28.4%	69.0%	0.0%
Hani i Elezit/Elez Han	0.0%	5.8%	58.0%	36.2%	0.0%
Graçanicë/Gračanica	0.0%	0.0%	100.0%	0.0%	0.0%
Ranilug/Ranilug	0.0%	0.0%	100.0%	0.0%	0.0%
Partesh/Parteš	0.0%	2.3%	49.7%	48.0%	0.0%
Klllokot/Klokot	1.7%	8.1%	51.5%	38.8%	0.0%
Mitrovicë e Veriut/ Severna Mitrovica	3.6%	23.5%	56.7%	16.3%	0.0%

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

	I participated in public meetings (public hearings, meetings with the municipal officials, etc.)	Through individual meetings (with Mayor, Director, municipal officials)	Through joint community initiatives (village/neighborhood council, Civil Society Organizations, etc.)	I didn't have any interaction	Other
	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	5.8%	4.5%	6.7%	88.7%	0.0%
Mitrovicë e Jugut / Južna Mitrovica	4.1%	5.3%	4.2%	90.9%	0.0%
Gjilan/Gnjilane	1.4%	1.8%	1.2%	96.5%	0.0%
Pejë/Peć	3.6%	5.0%	6.0%	90.1%	1.1%
Prizren/Prizren	1.9%	3.2%	1.1%	96.0%	0.0%
Gjakovë/Đakovica	1.3%	1.9%	8.1%	90.2%	0.0%
Podujevë/Podujevo	0.0%	0.0%	0.0%	100.0%	0.0%
Vushtrri/Vučitrn	7.0%	14.7%	8.8%	70.7%	8.1%
Skenderaj/Srbica	4.2%	11.3%	2.1%	84.6%	0.0%
Leposaviq/Leposavić	25.5%	69.9%	48.9%	3.3%	0.0%
Klinë/Klina	10.8%	11.1%	15.0%	74.4%	0.0%
Istog/Istok	7.7%	7.7%	4.4%	85.1%	0.3%
Deçan/Dečani	1.1%	1.7%	14.3%	82.9%	0.0%
Dragash/Dragaš	30.1%	11.7%	15.9%	56.5%	0.0%
Suharekë/Suva Reka	2.3%	17.5%	3.7%	77.0%	0.0%
Rahovec/Orahovac	1.8%	4.5%	11.3%	83.3%	1.3%
Viti/Vitina	3.1%	2.9%	1.2%	94.4%	0.8%
Kamenicë/Kamenica	10.0%	5.8%	9.4%	80.1%	0.0%
Lipjan/Lipljan	3.6%	5.5%	1.4%	89.3%	0.6%
Shtime/Štimlje	2.2%	6.5%	0.5%	92.4%	0.0%
Ferizaj/Uroševac	2.9%	6.2%	0.8%	91.6%	0.0%
Kaçanik/Kačanik	4.8%	6.5%	3.5%	89.3%	0.0%
Fushë Kosovë/Kosovo Polje	2.0%	8.8%	0.0%	90.2%	0.0%
Obiliq/Obilić	3.9%	3.6%	6.0%	90.2%	0.0%
Novobërdë/Novo Brdo	0.0%	1.4%	1.6%	97.0%	0.0%
Zubin Potok/Zubin Potok	0.7%	18.7%	0.7%	79.9%	0.0%
Shtërpçë/Štrpce	0.0%	0.0%	2.4%	97.6%	0.0%
Zvečan/Zvečan	12.7%	2.0%	6.4%	78.9%	0.0%
Glogovac/Glogovac	3.1%	4.0%	3.1%	90.0%	1.0%
Malishevë/Mališevo	1.1%	19.0%	6.5%	75.9%	0.0%
Junik/Junik	2.0%	7.1%	12.3%	80.7%	0.0%
Mamushë/Mamuša	4.5%	2.5%	0.5%	93.6%	0.0%
Hani i Elezit/Elez Han	12.1%	10.8%	10.1%	82.9%	0.0%
Gračanicë/Gračanica	0.0%	0.0%	0.0%	100.0%	0.0%
Ranilug/Ranilug	10.9%	7.8%	0.0%	81.2%	0.0%
Partesh/Parteš	13.5%	21.0%	34.3%	53.8%	0.0%
Klllokot/Klokot	38.2%	17.1%	61.6%	33.7%	0.0%
Mitrovicë e Veriut/Severna Mitrovica	22.0%	31.3%	15.2%	32.0%	0.0%

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

	Local infrastructure (i.e. roads, sidewalks, public lighting and signalling)	Education	Environment (waste management, air quality, etc.)	Health	Cultural/recreational activities/vitinaes	Public safety (policing, crime, stray dogs, vandalism)	Traffic (parking, walking paths, public transport)	Issues affecting women and other marginalised groups (please specify)	Other
	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	54.5%	55.5%	26.4%	33.5%	9.4%	24.2%	6.5%	0.0%	0.0%
Mitrovicë e Jugut/ Juzna Mitrovica	91.7%	28.1%	9.2%	57.9%	15.8%	0.0%	19.0%	9.2%	0.0%
Gjilan/Gnjilane	100.0%	0.0%	0.0%	56.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Pejë/Peć	95.0%	6.5%	0.0%	19.2%	0.0%	0.0%	0.0%	0.0%	5.0%
Prizren/Prizren	37.8%	39.6%	13.2%	30.9%	37.8%	39.6%	13.2%	31.4%	0.0%
Gjakovë/Đakovica	100.0%	0.0%	30.2%	0.0%	11.7%	33.6%	0.0%	0.0%	0.0%
Podujevë/Podujevo	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Vushtri/Vučitrn	80.7%	0.0%	3.6%	4.9%	0.0%	20.2%	25.7%	0.0%	8.9%
Skenderaj/Srbica	56.0%	21.5%	3.6%	54.2%	4.8%	4.9%	9.8%	0.0%	9.8%
Leposaviq/Leposavić	24.7%	42.5%	55.9%	30.7%	6.7%	18.8%	25.4%	10.7%	0.0%
Klinë/Klina	55.2%	3.6%	21.7%	0.0%	6.6%	0.0%	0.0%	0.0%	23.6%
Istog/Istok	52.2%	19.6%	19.8%	0.0%	5.7%	5.7%	12.7%	0.0%	14.1%
Deçan/Dečani	85.6%	0.0%	4.8%	0.0%	9.7%	32.6%	10.6%	4.7%	8.0%
Dragash/Dragaš	48.3%	35.0%	36.9%	7.8%	32.5%	7.5%	23.7%	0.0%	0.0%
Suharekë/Suva Reka	30.6%	21.6%	0.0%	3.9%	3.9%	7.0%	5.3%	0.0%	46.3%
Rahovec/Orahovac	86.4%	7.2%	29.5%	0.0%	5.7%	41.6%	13.6%	0.0%	8.1%
Viti/Vitina	83.3%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Kamenicë/Kamenica	83.3%	0.0%	16.7%	18.0%	0.0%	0.0%	18.4%	0.0%	16.7%
Lipjan/Lipljan	74.7%	25.3%	0.0%	0.0%	13.6%	0.0%	13.6%	0.0%	0.0%
Shtime/Štimlje	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.5%	0.0%	11.3%
Ferizaj/Uroševac	74.5%	9.1%	12.7%	9.1%	0.0%	25.5%	20.5%	0.0%	0.0%
Kaçanik/Kaçanik	42.5%	30.5%	69.5%	62.8%	13.1%	0.0%	0.0%	0.0%	0.0%
Fushë Kosovë/Kosovo Polje	78.9%	28.8%	19.5%	28.8%	30.7%	0.0%	0.0%	0.0%	21.1%
Obiliq/Obilić	82.1%	15.6%	66.5%	35.5%	7.9%	15.6%	35.5%	0.0%	10.0%
Novobërdë/Novo Brdo	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Zubin Potok/Zubin Potok	0.0%	69.9%	26.1%	73.9%	0.0%	30.1%	0.0%	0.0%	0.0%
Shtërpçë/Štrpce	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Zveçan/Zvečan	61.8%	38.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Glogovac/Glogovac	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Malishevë/Mališevo	72.5%	0.0%	5.7%	0.0%	0.0%	0.0%	5.7%	0.0%	21.9%
Junik/Junik	75.4%	0.0%	9.7%	0.0%	31.0%	39.5%	8.9%	12.1%	0.0%
Mamushë/Mamuša	0.0%	0.0%	0.0%	52.4%	47.6%	0.0%	47.6%	0.0%	0.0%
Hani i Elezit/Elez Han	88.2%	19.5%	45.5%	11.8%	29.6%	15.9%	34.2%	5.8%	0.0%
Gračanicë/Gračanica	0.0%	58.2%	0.0%	0.0%	0.0%	41.8%	0.0%	0.0%	0.0%
Ranillug/Ranilug	50.2%	20.1%	78.1%	67.7%	19.6%	22.7%	16.3%	3.9%	0.0%
Partesh/Parteš	54.6%	27.7%	50.4%	23.8%	9.8%	41.2%	36.0%	5.3%	0.0%
Kllokot/Klokot	61.1%	12.9%	51.1%	8.2%	43.7%	32.5%	17.3%	11.8%	0.0%
Mitrovicë e Veriut/ Severna Mitrovica	0.0%	4.4%	59.1%	33.5%	3.0%	0.0%	0.0%	0.0%	0.0%

8. How did you interact with your municipality in the past 12 months?
I participated in public meetings (public hearings, meetings with the municipal officials, etc.)

	No	Yes
	Row N %	Row N %
Prishtinë/Priština	94.2%	5.8%
Mitrovicë e Jugut/Južna Mitrovica	95.9%	4.1%
Gjilan/Gnjilane	98.6%	1.4%
Pejë/Peć	96.4%	3.6%
Prizren/Prizren	98.1%	1.9%
Gjakovë/Đakovica	98.7%	1.3%
Podujevë/Podujevo	100.0%	0.0%
Vushtrri/Vučitrn	93.0%	7.0%
Skenderaj/Srbica	95.8%	4.2%
Leposaviq/Leposavić	74.5%	25.5%
Klinë/Klina	89.2%	10.8%
Istog/Istok	92.3%	7.7%
Deçan/Dečani	98.9%	1.1%
Dragash/Dragaš	69.9%	30.1%
Suharekë/Suva Reka	97.7%	2.3%
Rahovec/Orahovac	98.2%	1.8%
Viti/Vitina	96.9%	3.1%
Kamenicë/Kamenica	90.0%	10.0%
Lipjan/Lipljan	96.4%	3.6%
Shtime/Štimlje	97.8%	2.2%
Ferizaj/Uroševac	97.1%	2.9%
Kaçanik/Kačanik	95.2%	4.8%
Fushë Kosovë/Kosovo Polje	98.0%	2.0%
Obiliq/Obilić	96.1%	3.9%
Novobërdë/Novo Brdo	100.0%	0.0%
Zubin Potok/Zubin Potok	99.3%	0.7%
Shtërpçë/Štrpce	100.0%	0.0%
Zveçan/Zvečan	87.3%	12.7%
Glogovc/Glogovac	96.9%	3.1%
Malishevë/Mališevo	98.9%	1.1%
Junik/Junik	98.0%	2.0%
Mamushë/Mamuša	95.5%	4.5%
Hani i Elezit/Elez Han	87.9%	12.1%
Gračanicë/Gračanica	100.0%	0.0%
Ranillug/Ranilug	89.1%	10.9%
Partesh/Parteš	86.5%	13.5%
Kllokot/Klokot	61.8%	38.2%
Mitrovicë e Veriut/Severna Mitrovica	78.0%	22.0%

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

	Yes	No
	Row N %	Row N %
Prishtinë/Priština	42.8%	57.2%
Mitrovicë e Jugut/Južna Mitrovica	66.2%	33.8%
Gjilan/Gnjilane	100.0%	0.0%
Pejë/Peć	63.3%	36.7%
Prizren/Prizren	100.0%	0.0%
Gjakovë/Đakovica	39.1%	60.9%
Podujevë/Podujevo	0.0%	0.0%
Vushtri/Vučitrn	50.7%	49.3%
Skenderaj/Srbica	78.9%	21.1%
Leposaviq/Leposavić	46.9%	53.1%
Klinë/Klina	43.0%	57.0%
Istog/Istok	71.7%	28.3%
Deçan/Dečani	61.0%	39.0%
Dragash/Dragaš	54.0%	46.0%
Suharekë/Suva Reka	66.4%	33.6%
Rahovec/Orahovac	51.4%	48.6%
Viti/Vitina	22.9%	77.1%
Kamenicë/Kamenica	26.0%	74.0%
Lipjan/Lipljan	44.0%	56.0%
Shtime/Štimlje	44.9%	55.1%
Ferizaj/Uroševac	57.3%	42.7%
Kaçanik/Kačanik	40.9%	59.1%
Fushë Kosovë/Kosovo Polje	80.5%	19.5%
Obiliq/Obilić	44.5%	55.5%
Novobërdë/Novo Brdo	0.0%	100.0%
Zubin Potok/Zubin Potok	0.0%	100.0%
Shtërpçë/Štrpce	100.0%	0.0%
Zvečan/Zvečan	61.8%	38.2%
Glogovac/Glogovac	63.7%	36.3%
Malishevë/Mališevo	69.2%	30.8%
Junik/Junik	66.9%	33.1%
Mamushë/Mamuša	52.4%	47.6%
Hani i Elezit/Elez Han	73.0%	27.0%
Gračanicë/Gračanica	0.0%	100.0%
Ranillug/Ranilug	33.2%	66.8%
Partesh/Parteš	59.3%	40.7%
Klokot/Klokot	58.6%	41.4%
Mitrovicë e Veriut/Severna Mitrovica	57.7%	42.3%

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

	1 - Not at all satisfied	2 - Somewhat dissatisfied	3 - Somewhat satisfied	4 - Completely satisfied	9 - Refuse/ No opinion
	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	9.7%	19.9%	70.4%	0.0%	0.0%
Mitrovicë e Jugut/Južna Mitrovica	0.0%	24.6%	38.1%	37.3%	0.0%
Gjilan/Gnjilane	22.0%	0.0%	78.0%	0.0%	0.0%
Pejë/Peć	5.2%	25.0%	28.9%	40.9%	0.0%
Prizren/Prizren	0.0%	0.0%	60.4%	39.6%	0.0%
Gjakovë/Đakovica	23.4%	23.6%	52.9%	0.0%	0.0%
Podujevë/Podujevo	0.0%	0.0%	0.0%	0.0%	0.0%
Vushtrri/Vučitrn	14.7%	15.3%	59.0%	7.3%	3.6%
Skenderaj/Srbica	4.9%	6.7%	21.0%	67.4%	0.0%
Leposaviq/Leposavić	2.7%	21.0%	62.9%	13.4%	0.0%
Klinë/Klina	28.1%	11.0%	44.4%	10.0%	6.6%
Istog/Istok	14.1%	7.1%	33.2%	45.7%	0.0%
Deçan/Dečani	19.3%	19.2%	61.4%	0.0%	0.0%
Dragash/Dragaš	10.1%	25.8%	43.1%	21.0%	0.0%
Suharekë/Suva Reka	0.0%	35.7%	28.4%	35.9%	0.0%
Rahovec/Orahovac	8.1%	18.2%	68.5%	5.3%	0.0%
Viti/Vitina	39.5%	20.9%	16.7%	22.9%	0.0%
Kamenicë/Kamenica	18.0%	33.4%	39.3%	9.3%	0.0%
Lipjan/Lipljan	50.6%	30.7%	18.7%	0.0%	0.0%
Shtime/Štimlje	16.7%	28.0%	34.3%	21.1%	0.0%
Ferizaj/Uroševac	6.8%	26.4%	36.6%	30.1%	0.0%
Kaçanik/Kaçanik	0.0%	35.0%	42.5%	22.6%	0.0%
Fushë Kosovë / Kosovo Polje	19.5%	0.0%	59.4%	21.1%	0.0%
Obiliq/Obilić	19.9%	0.0%	72.1%	7.9%	0.0%
Novobërdë/Novo Brdo	48.0%	0.0%	52.0%	0.0%	0.0%
Zubin Potok/Zubin Potok	40.1%	15.0%	30.5%	0.0%	14.4%
Shtërpcë/Štrpce	0.0%	0.0%	100.0%	0.0%	0.0%
Zveçan/Zvečan	0.0%	38.2%	61.8%	0.0%	0.0%
Glogovac/Glogovac	0.0%	0.0%	100.0%	0.0%	0.0%
Malishevë/Mališevo	24.8%	7.1%	44.1%	24.0%	0.0%
Junik/Junik	4.4%	13.7%	73.8%	8.1%	0.0%
Mamushë/Mamuša	47.6%	0.0%	0.0%	52.4%	0.0%
Hani i Elezit/Elez Han	0.0%	23.6%	60.5%	15.9%	0.0%
Gračanicë/Gračanica	41.8%	0.0%	58.2%	0.0%	0.0%
Ranillug/Ranilug	5.7%	31.6%	57.0%	5.7%	0.0%
Partesh/Parteš	10.5%	13.9%	61.3%	14.3%	0.0%
Kllokot/Klokot	10.8%	13.8%	67.8%	7.6%	0.0%
Mitrovicë e Veriut/Severna Mitrovica	0.0%	35.9%	54.8%	9.3%	0.0%

12a. Why were you not satisfied with the municipality's response?

	The response took too long, and the issue remained unresolved.	The municipality did not communicate effectively or provide clear information.	The actions taken by the municipality were insufficient to address the issue.	There was no follow-up or ongoing support from the municipality	Other (please specify)
	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	0.0%	0.0%	671%	32.9%	0.0%
Mitrovicë e Jugut / Južna Mitrovica	50.0%	0.0%	50.0%	0.0%	0.0%
Gjilan/Gnjilane	0.0%	100.0%	0.0%	0.0%	0.0%
Pejë/Peć	59.4%	0.0%	40.6%	0.0%	0.0%
Prizren/Prizren	0.0%	0.0%	0.0%	0.0%	0.0%
Gjakovë/Đakovica	24.9%	0.0%	0.0%	75.1%	0.0%
Podujevë/Podujevo	0.0%	0.0%	0.0%	0.0%	0.0%
Vushtrri/Vučitrn	16.3%	51.0%	16.3%	16.3%	0.0%
Skenderaj/Srbica	42.4%	0.0%	0.0%	57.6%	0.0%
Leposaviq/Leposavić	10.5%	13.2%	59.6%	16.7%	0.0%
Klinë/Klina	24.6%	9.1%	6.7%	51.2%	8.3%
Istog/Istok	66.7%	0.0%	0.0%	33.3%	0.0%
Deçan/Dečani	18.7%	22.8%	22.8%	35.7%	0.0%
Dragash/Dragaš	0.0%	0.0%	56.3%	43.7%	0.0%
Suharekë/Suva Reka	0.0%	0.0%	34.5%	65.5%	0.0%
Rahovec/Orahovac	41.7%	20.1%	0.0%	38.2%	0.0%
Viti/Vitina	37.9%	0.0%	34.6%	27.6%	0.0%
Kamenicë/Kamenica	32.5%	0.0%	0.0%	0.0%	67.5%
Lipjan/Lipljan	16.7%	0.0%	0.0%	83.3%	0.0%
Shtime/Štimlje	0.0%	0.0%	37.3%	62.7%	0.0%
Ferizaj/Uroševac	41.1%	38.3%	0.0%	20.6%	0.0%
Kaçanik/Kaçanik	0.0%	50.0%	0.0%	50.0%	0.0%
Fushë Kosovë/Kosovo Polje	0.0%	0.0%	0.0%	100.0%	0.0%
Obiliq/Obilić	0.0%	0.0%	0.0%	100.0%	0.0%
Novobërdë/Novo Brdo	0.0%	100.0%	0.0%	0.0%	0.0%
Zubin Potok/Zubin Potok	100.0%	0.0%	0.0%	0.0%	0.0%
Shtërpçë/Štrpce	0.0%	21.9%	30.1%	47.9%	0.0%
Zveçan/Zvečan	0.0%	0.0%	0.0%	100.0%	0.0%
Glogovac/Glogovac	0.0%	0.0%	0.0%	0.0%	0.0%
Malishevë/Mališevo	0.0%	0.0%	0.0%	100.0%	0.0%
Junik/Junik	66.7%	0.0%	0.0%	33.3%	0.0%
Mamushë/Mamuša	0.0%	100.0%	0.0%	0.0%	0.0%
Hani i Elezit/Elez Han	24.5%	24.5%	0.0%	51.0%	0.0%
Graçanicë/Gračanica	0.0%	0.0%	0.0%	100.0%	0.0%
Ranilug/Ranilug	21.2%	54.3%	24.5%	0.0%	0.0%
Partesh/Parteš	37.7%	22.8%	10.8%	28.6%	0.0%
Klllokot/Klokot	15.5%	10.9%	29.1%	44.5%	0.0%
Mitrovicë e Veriut/ Severna Mitrovica	8.5%	8.5%	47.7%	35.2%	0.0%

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

	I am only informed what is going to happen or has already happened	The municipality provides different options and asks for feedback/opinion	The municipality asks for open feedback/opinion (without providing options)
	Row N %	Row N %	Row N %
Prishtinë/Priština	20.8%	52.8%	26.4%
Mitrovicë e Jugut/ Južna Mitrovica	57.9%	42.1%	0.0%
Gjilan/Gnjilane	73.7%	9.2%	17.1%
Pejë/Peć	0.0%	100.0%	0.0%
Prizren/Prizren	64.8%	26.1%	9.1%
Gjakovë/Đakovica	36.8%	11.4%	51.7%
Podujevë/Podujevo	0.0%	0.0%	0.0%
Vushtrri/Vučitrn	49.5%	40.8%	9.8%
Skenderaj/Srbica	21.3%	74.9%	3.8%
Leposaviq/Leposavić	12.2%	63.9%	23.9%
Klinë/Klina	17.5%	77.1%	5.3%
Istog/Istok	9.6%	79.7%	10.7%
Deçan/Dečani	31.2%	33.1%	35.7%
Dragash/Dragaš	17.8%	72.2%	9.9%
Suharekë/Suva Reka	13.4%	51.4%	35.2%
Rahovec/Orahovac	10.4%	59.1%	30.5%
Viti/Vitina	41.3%	29.5%	29.2%
Kamenicë/Kamenica	58.7%	23.3%	18.0%
Lipjan/Lipljan	27.3%	26.6%	46.1%
Shtime/Štimlje	20.4%	46.6%	33.0%
Ferizaj/Uroševac	57.6%	24.2%	18.2%
Kaçanik/Kaçanik	22.3%	69.9%	7.7%
Fushë Kosovë/Kosovo Polje	77.1%	5.3%	17.6%
Obiliq/Obilić	45.7%	50.3%	4.0%
Novobërdë/Novo Brdo	100.0%	0.0%	0.0%
Zubin Potok/Zubin Potok	84.5%	15.5%	0.0%
Shtërpçë/Štrpce	100.0%	0.0%	0.0%
Zveçan/Zvečan	62.7%	14.2%	23.1%
Glogovac/Glogovac	35.4%	45.3%	19.3%
Malishevë/Mališevo	18.1%	55.4%	26.4%
Junik/Junik	16.6%	51.5%	31.9%
Mamushë/Mamuša	70.5%	10.8%	18.7%
Hani i Elezit/Elez Han	20.8%	75.0%	4.2%
Graçanicë/Gračanica	28.7%	66.6%	4.7%
Ranillug/Ranilug	30.0%	28.1%	41.8%
Partesh/Parteš	18.5%	52.4%	29.1%
Klllokot/Klokot	35.7%	36.7%	27.6%
Mitrovicë e Veriut/ Severna Mitrovica	12.0%	70.9%	17.2%

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

	1 - Strongly disagree	2 - Disagree	3 - Agree	4 - Strongly agree	9 - Refuse/No opinion
	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	0.0%	0.0%	81.0%	19.0%	0.0%
Mitrovicë e Jugut/ Južna Mitrovica	0.0%	0.0%	15.5%	84.5%	0.0%
Gjilan/Gnjilane	0.0%	0.0%	100.0%	0.0%	0.0%
Pejë/Peć	16.3%	9.3%	31.2%	43.2%	0.0%
Prizren/Prizren	0.0%	0.0%	74.1%	25.9%	0.0%
Gjakovë/Đakovica	0.0%	7.7%	92.3%	0.0%	0.0%
Podujevë/Podujevo	0.0%	0.0%	0.0%	0.0%	0.0%
Vushtrri/Vučitrn	0.0%	15.3%	67.7%	17.0%	0.0%
Skenderaj/Srbica	0.0%	4.9%	11.9%	83.2%	0.0%
Leposaviq/Leposavić	9.0%	28.8%	46.8%	14.8%	0.5%
Klinë/Klina	6.1%	4.9%	68.3%	20.7%	0.0%
Istog/Istok	3.3%	0.0%	60.2%	36.5%	0.0%
Deçan/Dečani	4.2%	0.0%	88.5%	7.3%	0.0%
Dragash/Dragaš	0.0%	10.0%	43.7%	44.7%	1.6%
Suharekë/Suva Reka	0.0%	3.2%	73.1%	23.8%	0.0%
Rahovec/Orahovac	0.0%	7.8%	84.5%	7.7%	0.0%
Viti/Vitina	52.0%	10.4%	37.6%	0.0%	0.0%
Kamenicë/Kamenica	0.0%	0.0%	83.6%	16.4%	0.0%
Lipjan/Lipljan	4.2%	5.3%	65.7%	24.9%	0.0%
Shtime/Štimlje	0.0%	16.8%	57.4%	25.8%	0.0%
Ferizaj/Uroševac	0.0%	24.8%	38.2%	37.0%	0.0%
Kaçanik/Kaçanik	0.0%	8.3%	81.8%	9.9%	0.0%
Fushë Kosovë/Kosovo Polje	23.0%	0.0%	77.0%	0.0%	0.0%
Obiliq/Obilić	7.4%	38.8%	39.3%	0.0%	14.5%
Novobërdë/Novo Brdo	0.0%	93.7%	6.3%	0.0%	0.0%
Zubin Potok/Zubin Potok	0.0%	0.0%	79.6%	20.4%	0.0%
Shtërpçë/Štrpce	1.7%	25.6%	60.2%	12.5%	0.0%
Zveçan/Zvečan	0.0%	8.6%	91.4%	0.0%	0.0%
Glogovac/Glogovac	0.0%	9.8%	67.3%	22.9%	0.0%
Malishevë/Mališevo	0.0%	1.8%	69.7%	28.5%	0.0%
Junik/Junik	0.0%	0.0%	83.5%	16.5%	0.0%
Mamushë/Mamuša	0.0%	0.0%	36.6%	63.4%	0.0%
Hani i Elezit/Elez Han	0.0%	15.4%	64.0%	20.6%	0.0%
Graçanicë/Gračanica	4.4%	40.7%	50.7%	4.1%	0.0%
Ranillug/Ranilug	59.8%	0.0%	40.2%	0.0%	0.0%
Partesh/Parteš	0.0%	31.2%	50.7%	18.1%	0.0%
Kllokot/Klokot	0.0%	27.3%	56.2%	16.5%	0.0%
Mitrovicë e Veriut/ Severna Mitrovica	10.6%	46.0%	36.1%	5.3%	2.0%

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

	Yes	No
	Row N %	Row N %
Prishtinë/Priština	80.9%	19.1%
Mitrovicë e Jugut/Južna Mitrovica	75.7%	24.3%
Gjilan/Gnjilane	56.1%	43.9%
Pejë/Peć	49.0%	51.0%
Prizren/Prizren	59.3%	40.7%
Gjakovë/Đakovica	71.0%	29.0%
Podujevë/Podujevo	35.9%	64.1%
Vushtrri/Vučitrn	75.5%	24.5%
Skenderaj/Srbica	68.6%	31.4%
Leposaviq/Leposavić	36.9%	63.1%
Klinë/Klina	66.3%	33.7%
Istog/Istok	79.7%	20.3%
Deçan/Dečani	76.4%	23.6%
Dragash/Dragaš	64.8%	35.2%
Suharekë/Suva Reka	74.1%	25.9%
Rahovec/Orahovac	80.1%	19.9%
Viti/Vitina	58.2%	41.8%
Kamenicë/Kamenica	43.5%	56.5%
Lipjan/Lipljan	49.2%	50.8%
Shtime/Štimlje	54.6%	45.4%
Ferizaj/Uroševac	87.0%	13.0%
Kaçanik/Kačanik	58.2%	41.8%
Fushë Kosovë/Kosovo Polje	52.2%	47.8%
Obiliq/Obilić	57.4%	42.6%
Novobërdë/Novo Brdo	28.7%	71.3%
Zubin Potok/Zubin Potok	64.0%	36.0%
Shtërpcë/Štrpce	33.7%	66.3%
Zvečan/Zvečan	53.7%	46.3%
Glogovac/Glogovac	51.1%	48.9%
Malishevë/Mališevo	71.8%	28.2%
Junik/Junik	85.4%	14.6%
Mamushë/Mamuša	33.5%	66.5%
Hani i Elezit/Elez Han	67.3%	32.7%
Gračanicë/Gračanica	61.6%	38.4%
Ranillug/Ranilug	55.0%	45.0%
Partesh/Parteš	64.3%	35.7%
Klokot/Klokot	83.9%	16.1%
Mitrovicë e Veriut/Severna Mitrovica	22.0%	78.0%

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

	Yes	No
	Row N %	Row N %
Prishtinë/Priština	9.0%	91.0%
Mitrovicë e Jugut/Južna Mitrovica	26.6%	73.4%
Gjilan/Gnjilane	4.3%	95.7%
Pejë/Peć	31.3%	68.7%
Prizren/Prizren	12.1%	87.9%
Gjakovë/Đakovica	26.8%	73.2%
Podujevë/Podujevo	8.1%	91.9%
Vushtrri/Vučitrn	32.0%	68.0%
Skenderaj/Srbica	24.0%	76.0%
Leposaviq/Leposavić	57.7%	42.3%
Klinë/Klina	44.8%	55.2%
Istog/Istok	33.6%	66.4%
Deçan/Dečani	28.9%	71.1%
Dragash/Dragaš	39.4%	60.6%
Suharekë/Suva Reka	12.5%	87.5%
Rahovec/Orahovac	34.9%	65.1%
Viti/Vitina	4.1%	95.9%
Kamenicë/Kamenica	19.8%	80.2%
Lipjan/Lipljan	13.5%	86.5%
Shtime/Štimlje	10.9%	89.1%
Ferizaj/Uroševac	4.9%	95.1%
Kaçanik/Kačanik	6.9%	93.1%
Fushë Kosovë/Kosovo Polje	8.6%	91.4%
Obiliq/Obilić	5.8%	94.2%
Novobërdë/Novo Brdo	2.6%	97.4%
Zubin Potok/Zubin Potok	0.0%	100.0%
Shtërpcë/Štrpce	0.0%	100.0%
Zvečan/Zvečan	4.1%	95.9%
Glogovac/Glogovac	9.8%	90.2%
Malishevë/Mališevo	4.7%	95.3%
Junik/Junik	33.4%	66.6%
Mamushë/Mamuša	5.5%	94.5%
Hani i Elezit/Elez Han	13.5%	86.5%
Gračanicë/Gračanica	5.2%	94.8%
Ranillug/Ranilug	0.0%	100.0%
Partesh/Parteš	32.9%	67.1%
Kllkot/Klokot	23.9%	76.1%
Mitrovicë e Veriut/Severna Mitrovica	28.1%	71.9%

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

	1 - Not at all satisfied	2 - Somewhat dissatisfied	3 - Somewhat satisfied	4 - Completely satisfied	9 - Refuse/ No opinion
	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	4.5%	12.0%	43.3%	40.2%	0.0%
Mitrovicë e Jugut/Južna Mitrovica	3.2%	8.6%	60.3%	27.9%	0.0%
Gjilan/Gnjilane	0.0%	9.5%	71.3%	0.0%	19.2%
Pejë/Peć	3.5%	8.8%	79.0%	8.7%	0.0%
Prizren/Prizren	13.4%	5.9%	52.9%	19.2%	8.5%
Gjakovë/Đakovica	0.0%	20.3%	78.4%	1.3%	0.0%
Podujevë/Podujevo	0.0%	22.7%	63.8%	13.4%	0.0%
Vushtrri/Vučitrn	1.0%	16.8%	56.2%	20.4%	5.7%
Skenderaj/Srbica	10.2%	6.5%	34.4%	49.0%	0.0%
Leposaviq/Leposavić	0.0%	30.6%	49.0%	20.4%	0.0%
Klinë/Klina	3.2%	10.1%	81.5%	5.3%	0.0%
Istog/Istok	2.7%	7.0%	72.9%	17.3%	0.0%
Deçan/Dečani	0.0%	19.9%	80.1%	0.0%	0.0%
Dragash/Dragaš	1.9%	13.5%	53.6%	31.0%	0.0%
Suharekë/Suva Reka	0.0%	0.0%	63.8%	36.2%	0.0%
Rahovec/Orahovac	1.9%	13.3%	83.8%	1.0%	0.0%
Viti/Vitina	19.5%	11.0%	42.7%	26.8%	0.0%
Kamenicë/Kamenica	4.5%	13.6%	68.7%	13.1%	0.0%
Lipjan/Lipljan	10.2%	0.0%	82.2%	7.6%	0.0%
Shtime/Štimlje	0.0%	4.4%	77.6%	18.0%	0.0%
Ferizaj/Uroševac	0.0%	0.0%	47.2%	39.1%	13.7%
Kaçanik/Kačanik	7.0%	9.8%	49.8%	33.4%	0.0%
Fushë Kosovë / Kosovo Polje	13.3%	24.1%	35.6%	27.0%	0.0%
Obiliq/Obilić	12.6%	27.2%	27.8%	32.4%	0.0%
Novobërdë/Novo Brdo	40.9%	0.0%	59.1%	0.0%	0.0%
Zubin Potok/Zubin Potok	0.0%	0.0%	0.0%	0.0%	0.0%
Shtërpçë/Štrpce	0.0%	15.9%	67.5%	16.6%	0.0%
Zvečan/Zvečan	0.0%	39.4%	60.6%	0.0%	0.0%
Glogovac/Glogovac	6.5%	13.0%	67.3%	13.3%	0.0%
Malishevë/Mališevo	0.0%	0.0%	31.5%	68.5%	0.0%
Junik/Junik	11%	8.3%	90.6%	0.0%	0.0%
Mamushë/Mamuša	26.3%	11.9%	31.4%	30.5%	0.0%
Hani i Elezit/Elez Han	0.0%	41.6%	38.9%	19.5%	0.0%
Gračanicë/Gračanica	40.9%	59.1%	0.0%	0.0%	0.0%
Ranilug/Ranilug	0.0%	38.7%	35.6%	25.7%	0.0%
Partesh/Parteš	0.0%	16.2%	61.2%	22.6%	0.0%
Klllokot/Klokot	1.9%	11.0%	61.6%	25.5%	0.0%
Mitrovicë e Veriut/Severna Mitrovica	16.8%	26.9%	32.8%	22.2%	1.3%

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

	1 - Not at all aware	2 - Slightly aware	3 - Moderately aware	4 - Extremely aware	9 - Refuse/ No opinion
	Row Valid N %	Row Valid N %	Row Valid N %	Row Valid N %	Row Valid N %
Prishtinë/Priština	15.5%	47.0%	22.5%	13.4%	1.6%
Mitrovicë e Jugut/Južna Mitrovica	33.8%	25.0%	26.0%	11.5%	3.7%
Gjilan/Gnjilane	38.9%	42.0%	14.0%	5.1%	0.0%
Pejë/Peć	6.7%	34.8%	39.2%	19.3%	0.0%
Prizren/Prizren	37.7%	33.9%	18.4%	4.4%	5.6%
Gjakovë/Đakovica	2.6%	41.0%	54.6%	1.8%	0.0%
Podujevë/Podujevo	55.2%	20.1%	22.5%	1.8%	0.4%
Vushtrri/Vučitrn	11.4%	26.7%	44.4%	14.7%	2.8%
Skenderaj/Srbica	38.7%	24.8%	21.8%	11.8%	2.9%
Leposaviq/Leposavić	4.1%	27.8%	51.8%	16.0%	0.3%
Klinë/Klina	3.0%	9.9%	42.3%	44.7%	0.0%
Istog/Istok	5.0%	23.2%	45.2%	26.7%	0.0%
Deçan/Dečani	1.9%	31.2%	66.2%	0.7%	0.0%
Dragash/Dragaš	1.8%	22.7%	48.9%	26.6%	0.0%
Suharekë/Suva Reka	17.0%	37.8%	37.3%	5.7%	2.2%
Rahovec/Orahovac	9.1%	35.6%	53.0%	2.4%	0.0%
Viti/Vitina	43.6%	33.6%	20.7%	1.0%	1.2%
Kamenicë/Kamenica	33.4%	34.6%	24.9%	6.5%	0.5%
Lipjan/Lipljan	48.0%	25.1%	19.7%	4.6%	2.6%
Shtime/Štimlje	53.2%	25.9%	18.2%	2.3%	0.3%
Ferizaj/Uroševac	55.9%	21.1%	14.6%	5.8%	2.6%
Kaçanik/Kačanik	15.3%	59.6%	21.3%	3.8%	0.0%
Fushë Kosovë/Kosovo Polje	25.4%	47.8%	21.7%	4.6%	0.5%
Obiliq/Obilić	22.3%	47.3%	23.9%	4.5%	2.0%
Novobërdë/Novo Brdo	30.9%	31.4%	35.7%	0.0%	2.0%
Zubin Potok/Zubin Potok	9.3%	42.1%	47.9%	0.7%	0.0%
Shtërpçë/Štrpce	94.5%	5.5%	0.0%	0.0%	0.0%
Zveçan/Zvečan	13.2%	34.4%	48.6%	3.2%	0.6%
Glogovac/Glogovac	46.1%	27.0%	16.1%	8.6%	2.2%
Malishevë/Mališevo	12.1%	52.8%	28.6%	4.4%	2.1%
Junik/Junik	2.2%	25.4%	70.3%	2.2%	0.0%
Mamushë/Mamuša	51.1%	26.8%	18.6%	3.5%	0.0%
Hani i Elezit/Elez Han	18.5%	42.0%	29.9%	8.2%	1.4%
Graçanicë/Gračanica	18.2%	66.1%	13.5%	2.1%	0.0%
Ranillug/Ranilug	28.2%	61.4%	10.4%	0.0%	0.0%
Partesh/Parteš	11.0%	26.4%	53.2%	9.4%	0.0%
Kllokot/Klokot	12.9%	30.3%	42.7%	12.4%	1.7%
Mitrovicë e Veriut/Severna Mitrovica	22.8%	30.3%	40.1%	5.7%	1.1%

19. Did you meet any municipal assembly member in the past 12 months to discuss common public issues?

	Yes	No
	Row N %	Row N %
Prishtinë/Priština	15.7%	84.3%
Mitrovicë e Jugut/Južna Mitrovica	13.6%	86.4%
Gjilan/Gnjilane	4.0%	96.0%
Pejë/Peć	8.7%	91.3%
Prizren/Prizren	12.7%	87.3%
Gjakovë/Đakovica	29.2%	70.8%
Podujevë/Podujevo	2.1%	97.9%
Vushtri/Vučitrn	25.0%	75.0%
Skenderaj/Srbica	10.9%	89.1%
Leposaviq/Leposavić	41.3%	58.7%
Klinë/Klina	23.2%	76.8%
Istog/Istok	24.6%	75.4%
Deçan/Dečani	33.4%	66.6%
Dragash/Dragaš	14.0%	86.0%
Suharekë/Suva Reka	27.6%	72.4%
Rahovec/Orahovac	43.4%	56.6%
Viti/Vitina	7.7%	92.3%
Kamenicë/Kamenica	18.3%	81.7%
Lipjan/Lipljan	11.2%	88.8%
Shtime/Štimlje	7.2%	92.8%
Ferizaj/Uroševac	6.7%	93.3%
Kaçanik/Kačanik	13.4%	86.6%
Fushë Kosovë/Kosovo Polje	14.2%	85.8%
Obiliq/Obilić	8.3%	91.7%
Novobërdë/Novo Brdo	2.0%	98.0%
Zubin Potok/Zubin Potok	0.7%	99.3%
Shtërpçë/Štrpce	0.0%	100.0%
Zveçan/Zvečan	6.4%	93.6%
Glogovac/Glogovac	6.0%	94.0%
Malishevë/Mališevo	27.7%	72.3%
Junik/Junik	42.0%	58.0%
Mamushë/Mamuša	23.6%	76.4%
Hani i Elezit/Elez Han	21.0%	79.0%
Graçanicë/Gračanica	5.1%	94.9%
Ranillug/Ranilug	7.8%	92.2%
Partesh/Partesh	39.0%	61.0%
Kllokot/Klokot	81.8%	18.2%
Mitrovicë e Veriut/Severna Mitrovica	21.0%	79.0%

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

	Yes	No
	Row N %	Row N %
Prishtinë/Priština	3.6%	96.4%
Mitrovicë e Jugut/Južna Mitrovica	2.6%	97.4%
Gjilan/Gnjilane	2.2%	97.8%
Pejë/Peć	3.5%	96.5%
Prizren/Prizren	3.5%	96.5%
Gjakovë/Đakovica	9.8%	90.2%
Podujevë/Podujevo	3.7%	96.3%
Vushtrri/Vučitrn	2.3%	97.7%
Skenderaj/Srbica	1.5%	98.5%
Leposaviq/Leposavić	33.9%	66.1%
Klinë/Klina	3.9%	96.1%
Istog/Istok	7.0%	93.0%
Deçan/Dečani	4.4%	95.6%
Dragash/Dragaš	30.5%	69.5%
Suharekë/Suva Reka	6.2%	93.8%
Rahovec/Orahovac	7.3%	92.7%
Viti/Vitina	1.8%	98.2%
Kamenicë/Kamenica	13.3%	86.7%
Lipjan/Lipljan	6.8%	93.2%
Shtime/Štimlje	2.6%	97.4%
Ferizaj/Uroševac	5.2%	94.8%
Kaçanik/Kačanik	3.5%	96.5%
Fushë Kosovë/Kosovo Polje	1.0%	99.0%
Obiliq/Obilić	3.0%	97.0%
Novobërdë/Novo Brdo	0.0%	100.0%
Zubin Potok/Zubin Potok	1.6%	98.4%
Shtërpçë/Štrpce	0.0%	100.0%
Zvečan/Zvečan	5.0%	95.0%
Glogovac/Glogovac	6.0%	94.0%
Malishevë/Mališevo	1.9%	98.1%
Junik/Junik	6.2%	93.8%
Mamushë/Mamuša	5.8%	94.2%
Hani i Elezit/Elez Han	7.3%	92.7%
Graçanicë/Gračanica	0.0%	100.0%
Ranillug/Ranilug	0.0%	100.0%
Partesh/Parteš	29.8%	70.2%
Klllokot/Klokot	67.9%	32.1%
Mitrovicë e Veriut/Severna Mitrovica	31.4%	68.6%

20a. How frequently have you attended these sessions?

	Monthly or more often	Several times a year (but less than monthly)	Once a year	Rarely	Only once	I have attended multiple times but not on a regular schedule
	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	0.0%	17.0%	35.2%	47.8%	0.0%	0.0%
Mitrovicë e Jugut/Južna Mitrovica	0.0%	63.5%	0.0%	21.0%	0.0%	15.6%
Gjilan/Gnjilane	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Pejë/Peć	0.0%	19.3%	27.2%	53.5%	0.0%	0.0%
Prizren/Prizren	20.6%	48.9%	10.2%	20.3%	0.0%	0.0%
Gjakovë/Đakovica	6.8%	15.2%	18.6%	23.9%	25.6%	10.0%
Podujevë/Podujevo	0.0%	0.0%	32.6%	31.2%	18.8%	17.4%
Vushtrri/Vučitrn	0.0%	25.8%	27.6%	0.0%	46.6%	0.0%
Skenderaj/Srbica	0.0%	41.1%	0.0%	58.9%	0.0%	0.0%
Leposaviq/Leposavić	5.0%	11.1%	39.7%	21.9%	22.3%	0.0%
Klinë/Klina	31.8%	30.5%	37.8%	0.0%	0.0%	0.0%
Istog/Istok	5.1%	31.4%	45.4%	6.4%	11.7%	0.0%
Deçan/Dečani	0.0%	25.0%	24.7%	40.1%	10.3%	0.0%
Dragash/Dragaš	13.7%	27.3%	42.0%	8.2%	7.0%	1.7%
Suharekë/Suva Reka	0.0%	55.5%	44.5%	0.0%	0.0%	0.0%
Rahovec/Orahovac	18.1%	6.5%	36.6%	15.5%	23.3%	0.0%
Viti/Vitina	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Kamenicë/Kamenica	6.8%	25.1%	28.1%	29.9%	10.1%	0.0%
Lipjan/Lipljan	9.2%	20.5%	51.6%	18.7%	0.0%	0.0%
Shtime/Štimlje	0.0%	13.5%	40.1%	0.0%	46.4%	0.0%
Ferizaj/Uroševac	0.0%	17.3%	24.8%	29.3%	6.5%	22.1%
Kaçanik/Kačanik	0.0%	40.9%	13.3%	45.8%	0.0%	0.0%
Fushë Kosovë/Kosovo Polje	0.0%	50.8%	0.0%	49.2%	0.0%	0.0%
Obiliq/Obilić	0.0%	51.5%	48.5%	0.0%	0.0%	0.0%
Novobërdë/Novo Brdo	25.7%	41.7%	14.6%	0.0%	9.0%	9.0%
Zubin Potok/Zubin Potok	0.0%	38.1%	0.0%	61.9%	0.0%	0.0%
Shtërpçë/Štrpce	0.0%	4.7%	47.6%	34.0%	10.7%	3.0%
Zvečan/Zvečan	8.8%	0.0%	71.4%	0.0%	19.8%	0.0%
Glogovac/Glogovac	0.0%	18.5%	45.2%	0.0%	36.3%	0.0%
Malishevë/Mališevo	0.0%	80.9%	19.1%	0.0%	0.0%	0.0%
Junik/Junik	0.0%	21.2%	21.9%	19.7%	37.2%	0.0%
Mamushë/Mamuša	0.0%	27.0%	30.2%	11.9%	23.0%	7.9%
Hani i Elezit/Elez Han	45.7%	25.8%	0.0%	28.5%	0.0%	0.0%
Gračanicë/Gračanica	0.0%	0.0%	50.2%	44.3%	5.5%	0.0%
Ranillug/Ranilug	5.9%	28.9%	25.8%	15.3%	0.0%	24.0%
Partesh/Parteš	2.1%	44.1%	38.4%	4.6%	0.0%	10.7%
Kllokot/Klokot	18.7%	42.8%	28.0%	9.6%	0.9%	0.0%
Mitrovicë e Veriut/Severna Mitrovica	2.5%	15.4%	29.8%	39.2%	13.1%	0.0%

21. What is the reason?

	I was not interested	I was not informed	I was busy	Other, please specify
	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	51.2%	26.9%	21.9%	0.0%
Mitrovicë e Jugut/Južna Mitrovica	46.1%	27.1%	25.6%	1.1%
Gjilan/Gnjilane	59.9%	18.6%	21.2%	0.3%
Pejë/Peć	60.5%	16.1%	22.9%	0.5%
Prizren/Prizren	76.4%	7.2%	14.7%	1.7%
Gjakovë/Đakovica	61.0%	33.8%	5.2%	0.0%
Podujevë/Podujevo	95.0%	2.3%	2.0%	0.7%
Vushtri/Vučitrn	81.0%	10.5%	7.9%	0.7%
Skenderaj/Srbica	52.2%	22.7%	24.3%	0.7%
Leposaviq/Leposavić	19.3%	20.0%	60.7%	0.0%
Klinë/Klina	55.6%	9.8%	32.6%	2.0%
Istog/Istok	48.9%	11.2%	38.2%	1.7%
Deçan/Dečani	39.6%	51.7%	8.7%	0.0%
Dragash/Dragaš	49.0%	23.1%	28.0%	0.0%
Suharekë/Suva Reka	58.9%	11.6%	29.5%	0.0%
Rahovec/Orahovac	55.2%	40.0%	4.8%	0.0%
Viti/Vitina	63.0%	19.3%	17.7%	0.0%
Kamenicë/Kamenica	46.4%	22.9%	28.2%	2.6%
Lipjan/Lipljan	48.2%	3.0%	47.4%	1.4%
Shtime/Štimlje	42.0%	2.2%	55.1%	0.7%
Ferizaj/Uroševac	54.1%	9.2%	35.8%	0.9%
Kaçanik/Kačanik	61.6%	22.1%	16.4%	0.0%
Fushë Kosovë/Kosovo Polje	58.1%	17.8%	23.6%	0.5%
Obiliq/Obilić	61.7%	18.8%	19.0%	0.4%
Novobërdë/Novo Brdo	46.6%	40.9%	12.5%	0.0%
Zubin Potok/Zubin Potok	56.2%	34.7%	9.2%	0.0%
Shtërpçë/Štrpce	56.6%	29.7%	13.7%	0.0%
Zveçan/Zvečan	6.7%	55.1%	38.3%	0.0%
Glogovac/Glogovac	43.8%	1.9%	48.0%	6.3%
Malishevë/Mališevo	56.9%	9.7%	32.5%	0.9%
Junik/Junik	46.7%	44.5%	8.9%	0.0%
Mamushë/Mamuša	84.5%	10.3%	5.2%	0.0%
Hani i Elezit/Elez Han	38.2%	24.6%	37.2%	0.0%
Graçanicë/Gračanica	48.6%	28.9%	22.5%	0.0%
Ranillug/Ranilug	83.4%	8.4%	8.2%	0.0%
Partesh/Parteš	42.5%	50.4%	7.1%	0.0%
Kllokot/Klokot	52.0%	30.7%	17.3%	0.0%
Mitrovicë e Veriut/ Severna Mitrovica	21.9%	37.3%	40.8%	0.0%

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

	1 - Strongly disagree	2 - Disagree	3 - Agree	4 - Strongly agree	5 - Refuse/No opinion
	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	8.6%	22.9%	46.5%	12.6%	9.4%
Mitrovicë e Jugut/Južna Mitrovica	13.2%	10.4%	46.0%	10.8%	19.6%
Gjilan/Gnjilane	13.7%	14.1%	45.8%	10.2%	16.1%
Pejë/Peć	0.0%	4.1%	66.2%	27.8%	1.8%
Prizren/Prizren	6.0%	16.4%	44.2%	4.1%	29.2%
Gjakovë/Đakovica	0.8%	20.6%	72.0%	1.7%	5.0%
Podujevë/Podujevo	23.9%	18.0%	52.9%	3.9%	1.2%
Vushtrri/Vučitrn	0.0%	13.3%	55.3%	7.2%	24.3%
Skenderaj/Srbica	15.7%	7.1%	39.0%	17.8%	20.4%
Leposaviq/Leposavić	10.2%	30.2%	45.7%	13.5%	0.4%
Klinë/Klina	0.5%	4.8%	45.4%	49.3%	0.0%
Istog/Istok	3.4%	9.4%	57.1%	30.1%	0.0%
Deçan/Dečani	1.4%	24.4%	72.6%	1.7%	0.0%
Dragash/Dragaš	0.5%	2.9%	50.1%	45.9%	0.6%
Suharekë/Suva Reka	0.0%	3.2%	65.2%	12.0%	19.7%
Rahovec/Orahovac	0.0%	12.0%	85.2%	1.6%	1.3%
Viti/Vitina	14.0%	17.5%	50.9%	10.1%	7.6%
Kamenicë/Kamenica	15.1%	15.3%	38.4%	21.9%	9.3%
Lipjan/Lipljan	2.6%	4.7%	50.4%	6.3%	36.1%
Shtime/Štimlje	5.3%	6.0%	49.4%	6.1%	33.2%
Ferizaj/Uroševac	2.3%	3.5%	66.3%	7.5%	20.4%
Kaçanik/Kačanik	3.8%	42.8%	49.6%	0.0%	3.7%
Fushë Kosovë/Kosovo Polje	12.9%	30.8%	46.5%	2.1%	7.7%
Obiliq/Obilić	9.7%	27.8%	45.1%	1.8%	15.6%
Novobërdë/Novo Brdo	24.3%	18.9%	52.4%	1.4%	3.0%
Zubin Potok/Zubin Potok	4.2%	37.2%	56.6%	0.7%	1.3%
Shtërpçë/Štrpce	58.1%	29.2%	1.6%	0.0%	11.1%
Zvečan/Zvečan	8.6%	41.9%	49.2%	0.3%	0.0%
Glogovac/Glogovac	4.7%	10.0%	38.9%	4.8%	41.5%
Malishevë/Mališevo	0.0%	1.4%	71.0%	12.0%	15.6%
Junik/Junik	0.0%	18.2%	80.2%	1.6%	0.0%
Mamushë/Mamuša	6.4%	22.4%	53.4%	14.2%	3.6%
Hani i Elezit/Elez Han	8.0%	22.6%	57.0%	7.6%	4.7%
Gračanicë/Gračanica	21.1%	48.7%	19.3%	3.8%	7.1%
Ranilug/Ranilug	21.4%	31.0%	37.2%	0.0%	10.4%
Partesh/Parteš	4.4%	25.4%	60.8%	9.4%	0.0%
Klllokot/Klokot	3.0%	44.0%	35.9%	10.2%	6.9%
Mitrovicë e Veriut/ Severna Mitrovica	19.9%	38.3%	29.9%	10.7%	1.2%

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

	1 - Not at all satisfied	2 - Somewhat dissatisfied	3 - Somewhat satisfied	4-Completely satisfied	9 - Refuse/No opinion
	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	7.7%	20.6%	51.4%	10.1%	10.1%
Mitrovicë e Jugut/Južna Mitrovica	20.8%	13.6%	47.2%	6.9%	11.5%
Gjilan/Gnjilane	13.9%	18.6%	42.0%	4.3%	21.2%
Pejë/Peć	4.9%	15.3%	72.3%	4.7%	2.9%
Prizren/Prizren	8.6%	17.7%	49.6%	10.0%	14.1%
Gjakovë/Đakovica	10.3%	32.3%	54.5%	1.2%	1.7%
Podujevë/Podujevo	18.6%	19.7%	53.1%	7.7%	1.0%
Vushtrri/Vučitrn	3.0%	17.2%	47.2%	7.4%	25.2%
Skenderaj/Srbica	21.8%	9.2%	35.9%	17.5%	15.5%
Leposaviq/Leposavić	0.9%	26.4%	58.7%	14.0%	0.0%
Klinë/Klina	12.6%	10.1%	68.2%	4.7%	4.3%
Istog/Istok	5.8%	13.9%	60.0%	20.0%	0.3%
Deçan/Dečani	4.1%	20.5%	73.6%	1.8%	0.0%
Dragash/Dragaš	1.1%	7.9%	40.7%	25.3%	25.0%
Suharekë/Suva Reka	2.7%	5.0%	56.0%	28.4%	7.8%
Rahovec/Orahovac	2.4%	14.3%	80.7%	1.8%	0.8%
Viti/Vitina	18.7%	9.8%	53.1%	9.8%	8.7%
Kamenicë/Kamenica	14.2%	21.8%	34.6%	13.7%	15.7%
Lipjan/Lipljan	2.7%	9.6%	59.2%	10.5%	18.0%
Shtime/Štimlje	6.2%	7.8%	59.5%	9.7%	16.8%
Ferizaj/Uroševac	5.8%	6.2%	68.9%	3.7%	15.4%
Kaçanik/Kaçanik	4.8%	28.7%	51.4%	8.3%	6.8%
Fushë Kosovë/Kosovo Polje	11.5%	34.5%	42.4%	3.2%	8.4%
Obiliq/Obilić	8.9%	14.9%	54.4%	4.2%	17.6%
Novobërdë/Novo Brdo	39.1%	27.6%	24.7%	0.0%	8.6%
Zubin Potok/Zubin Potok	12.9%	38.7%	47.4%	0.7%	0.3%
Shtërpçë/Štrpce	58.3%	35.9%	0.0%	0.0%	5.8%
Zvečan/Zvečan	10.8%	41.5%	46.3%	1.4%	0.0%
Glogovac/Glogovac	9.8%	9.4%	58.2%	9.2%	13.5%
Malishevë/Mališevo	1.7%	12.0%	59.8%	23.7%	2.8%
Junik/Junik	1.3%	10.5%	86.8%	1.5%	0.0%
Mamushë/Mamuša	9.6%	19.9%	55.7%	14.3%	0.4%
Hani i Elezit/Elez Han	2.6%	29.0%	54.5%	7.5%	6.5%
Gračanicë/Gračanica	21.5%	34.0%	28.8%	3.3%	12.4%
Ranillug/Ranilug	30.9%	42.7%	16.0%	0.0%	10.4%
Partesh/Parteš	3.5%	27.0%	62.8%	6.7%	0.0%
Klllokot/Klokot	9.7%	44.6%	37.4%	3.3%	4.9%
Mitrovicë e Veriut/ Severna Mitrovica	7.7%	33.9%	41.8%	14.9%	1.6%

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

	Quality of the work	Duration of the work	Environmental protection efforts
	Mean	Mean	Mean
Prishtinë/Priština	2.54	2.47	2.63
Mitrovicë e Jugut/Južna Mitrovica	2.58	2.01	2.66
Gjilan/Gnjilane	2.48	1.72	2.59
Pejë/Peć	2.84	2.81	3.12
Prizren/Prizren	3.00	2.83	2.92
Gjakovë/Đakovica	2.58	1.98	2.20
Podujevë/Podujevo	2.81	2.63	2.49
Vushtrri/Vučitrn	2.77	2.76	2.69
Skenderaj/Srbica	2.85	2.45	3.13
Leposaviq/Leposavić	3.50	2.85	3.12
Klinë/Klina	2.72	2.61	3.09
Istog/Istok	3.27	3.09	3.39
Deçan/Dečani	2.95	2.34	2.90
Dragash/Dragaš	3.42	2.76	3.30
Suharekë/Suva Reka	3.27	3.25	3.56
Rahovec/Orahovac	2.98	2.43	2.91
Viti/Vitina	2.85	2.14	2.97
Kamenicë/Kamenica	2.95	2.55	3.00
Lipjan/Lipljan	3.13	2.99	3.08
Shtime/Štimlje	2.89	2.80	2.86
Ferizaj/Uroševac	3.42	3.29	3.00
Kaçanik/Kačanik	2.85	2.80	2.83
Fushë Kosovë/Kosovo Polje	2.50	2.53	2.45
Obiliq/Obilić	2.68	2.70	2.73
Novobërdë/Novo Brdo	2.33	2.06	2.31
Zubin Potok/Zubin Potok	2.37	2.33	2.29
Shtërpçë/Štrpce	2.79	2.81	1.89
Zvečan/Zvečan	2.34	2.43	2.34
Glogovac/Glogovac	2.94	2.82	2.87
Malishevë/Mališevo	3.24	3.17	3.44
Junik/Junik	3.02	2.56	3.01
Mamushë/Mamuša	3.00	2.92	3.00
Hani i Elezit/Elez Han	2.98	2.86	2.70
Gračanicë/Gračanica	2.33	2.42	2.33
Ranillug/Ranilug	2.17	2.12	2.05
Partesh/Parteš	3.13	2.98	2.90
Kllokot/Klokot	2.94	2.93	2.25
Mitrovicë e Veriut/Severna Mitrovica	3.28	3.30	3.32

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

	Education level	Work experience	Political affiliation	Family connections	Other
	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	22.8%	38.9%	58.6%	58.5%	0.7%
Mitrovicë e Jugut/ Južna Mitrovica	45.1%	42.5%	39.5%	71.3%	0.0%
Gjilan/Gnjilane	42.3%	19.1%	60.8%	54.4%	1.2%
Pejë/Peć	56.0%	31.4%	44.9%	53.1%	0.0%
Prizren/Prizren	51.5%	24.0%	66.4%	61.7%	0.7%
Gjakovë/Đakovica	22.6%	28.2%	96.8%	91.9%	0.0%
Podujevë/Podujevo	93.0%	89.2%	77.7%	82.8%	0.0%
Vushtrri/Vučitrn	59.9%	50.9%	59.1%	63.6%	0.8%
Skenderaj/Srbica	53.0%	52.8%	33.8%	65.7%	0.0%
Leposaviq/Leposavić	13.1%	39.9%	84.5%	62.7%	0.0%
Klinë/Klina	53.8%	46.6%	57.9%	69.9%	0.0%
Istog/Istok	36.0%	32.1%	40.6%	66.0%	0.0%
Deçan/Dečani	20.9%	16.7%	96.3%	77.4%	0.0%
Dragash/Dragaš	44.2%	49.4%	60.5%	41.3%	0.0%
Suharekë/Suva Reka	67.7%	61.0%	82.3%	74.4%	0.0%
Rahovec/Orahovac	23.9%	21.2%	91.6%	82.3%	0.0%
Viti/Vitina	55.8%	30.1%	48.2%	43.8%	0.3%
Kamenicë/Kamenica	43.1%	24.7%	47.5%	46.8%	0.5%
Lipjan/Lipljan	52.9%	40.8%	28.5%	35.0%	9.0%
Shtime/Štimlje	43.9%	24.2%	48.9%	49.2%	9.5%
Ferizaj/Uroševac	4.8%	4.5%	76.9%	87.8%	0.9%
Kaçanik/Kačanik	52.0%	54.1%	55.1%	43.9%	0.0%
Fushë Kosovë/Kosovo Polje	46.8%	45.3%	52.1%	50.0%	0.0%
Obiliq/Obilić	41.9%	48.9%	55.5%	48.6%	0.0%
Novobërdë/Novo Brdo	11.9%	0.0%	93.3%	42.3%	0.0%
Zubin Potok/Zubin Potok	7.3%	18.3%	63.0%	45.3%	0.0%
Shtërpçë/Štrpce	0.0%	2.3%	100.0%	97.7%	0.0%
Zveçan/Zvečan	1.8%	19.4%	77.5%	1.3%	0.0%
Glogovc/Glogovac	43.0%	27.5%	40.0%	48.6%	14.2%
Malishevë/Mališevo	95.5%	88.7%	90.6%	88.1%	0.0%
Junik/Junik	27.7%	25.6%	94.6%	69.9%	0.0%
Mamushë/Mamuša	68.9%	16.7%	16.6%	58.1%	0.0%
Hani i Elezit/Elez Han	60.2%	61.6%	53.0%	48.2%	0.0%
Graçanicë/Gračanica	31.1%	39.4%	62.4%	36.8%	2.1%
Ranillug/Ranilug	36.2%	34.0%	63.8%	45.1%	0.0%
Partesh/Parteš	23.9%	36.5%	96.1%	79.4%	0.0%
Kllokot/Klokot	25.3%	25.1%	85.2%	70.5%	0.0%
Mitrovicë e Veriut/ Severna Mitrovica	6.6%	14.8%	61.0%	49.4%	0.0%

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

	Yes, my municipality actively fosters a completely inclusive and accepting environment.	Yes, but to a degree (there is room for improvement).	No, it does not effectively foster a genuinely inclusive and accepting environment.	I am unsure about the municipality's efforts in this regard.
	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	14.0%	64.9%	16.4%	4.7%
Mitrovicë e Jugut/Južna Mitrovica	31.5%	45.3%	5.2%	18.0%
Gjilan/Gnjilane	11.5%	59.4%	21.0%	8.1%
Pejë/Peć	37.0%	53.4%	8.5%	1.0%
Prizren/Prizren	14.2%	70.1%	12.0%	3.7%
Gjakovë/Đakovica	0.0%	56.8%	30.2%	12.9%
Podujevë/Podujevo	13.7%	30.5%	54.3%	1.5%
Vushtrri/Vučitrn	21.4%	44.0%	4.3%	30.3%
Skenderaj/Srbica	34.3%	45.4%	7.8%	12.5%
Leposaviq/Leposavić	8.6%	33.7%	46.3%	11.4%
Klinë/Klina	80.4%	17.1%	2.5%	0.0%
Istog/Istok	66.3%	19.7%	10.5%	3.5%
Deçan/Dečani	1.5%	47.5%	44.2%	6.9%
Dragash/Dragaš	36.2%	57.6%	3.0%	3.1%
Suharekë/Suva Reka	29.1%	63.5%	5.0%	2.4%
Rahovec/Orahovac	3.8%	58.5%	34.8%	2.9%
Viti/Vitina	15.0%	48.3%	15.6%	21.1%
Kamenicë/Kamenica	19.8%	42.5%	26.9%	10.9%
Lipjan/Lipljan	3.9%	80.4%	9.5%	6.2%
Shtime/Štimlje	3.8%	69.6%	16.9%	9.6%
Ferizaj/Uroševac	5.1%	72.9%	6.2%	15.8%
Kaçanik/Kačanik	7.8%	63.7%	24.8%	3.7%
Fushë Kosovë/Kosovo Polje	4.1%	65.4%	26.9%	3.7%
Obiliq/Obilić	8.4%	67.3%	18.6%	5.7%
Novobërdë/Novo Brdo	0.0%	28.2%	51.7%	20.1%
Zubin Potok/Zubin Potok	19.4%	26.2%	0.9%	53.5%
Shtërpçë/Štrpce	0.0%	1.6%	70.2%	28.2%
Zvečan/Zvečan	73.8%	7.8%	14.2%	4.2%
Glogovc/Glogovac	2.8%	73.8%	15.4%	8.1%
Malishevë/Mališevo	14.6%	70.6%	9.0%	5.8%
Junik/Junik	2.0%	55.1%	37.0%	5.8%
Mamushë/Mamuša	40.0%	50.3%	8.6%	1.2%
Hani i Elezit/Elez Han	9.3%	63.7%	22.0%	5.0%
Graçanicë/Gračanica	0.0%	55.1%	36.0%	8.9%
Ranillug/Ranilug	7.8%	31.8%	44.7%	15.7%
Partesh/Parteš	37.5%	32.3%	23.3%	6.9%
Klllokot/Klokot	70.8%	9.4%	8.1%	11.8%
Mitrovicë e Veriut/Severna Mitrovica	75.7%	9.5%	6.4%	8.3%

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

	Women	Old people	Persons with disabilities	Ethnic minorities	Other
	Mean	Mean	Mean	Mean	Mean
Prishtinë/Priština	2.70	2.77	2.78	3.22	
Mitrovicë e Jugut/ Južna Mitrovica	2.82	2.47	2.56	2.73	
Gjilan/Gnjilane	2.97	1.64	2.02	2.40	1.00
Pejë/Peć	3.04	2.97	3.01	3.37	
Prizren/Prizren	2.84	2.74	2.78	2.90	1.00
Gjakovë/Đakovica	1.95	1.31	1.61	1.98	
Podujevë/Podujevo	2.09	1.90	1.91	1.68	
Vushtrri/Vučitrn	3.20	2.73	2.60	2.95	
Skenderaj/Srbica	2.85	2.57	2.59	2.69	
Leposaviq/Leposavić	3.40	2.52	2.44	2.75	2.76
Klinë/Klina	3.80	3.72	3.62	3.75	
Istog/Istok	3.54	3.19	2.88	3.29	
Deçan/Dečani	2.08	1.27	1.56	1.42	
Dragash/Dragaš	3.67	3.09	2.89	3.03	4.00
Suharekë/Suva Reka	3.42	3.29	3.28	3.34	
Rahovec/Orahovac	2.24	1.43	1.92	1.99	
Viti/Vitina	3.20	2.06	2.36	2.65	1.00
Kamenicë/Kamenica	2.82	2.24	2.22	2.53	
Lipjan/Lipljan	2.99	2.44	2.39	2.72	
Shtime/Štimlje	2.79	2.39	2.25	2.42	
Ferizaj/Uroševac	2.88	2.70	2.68	2.82	
Kaçanik/Kačanik	2.79	2.74	2.77	2.83	
Fushë Kosovë/Kosovo Polje	2.75	2.77	2.76	2.86	
Obiliq/Obilić	2.83	2.83	2.82	3.04	1.00
Novobërdë/Novo Brdo	2.39	2.19	2.24	3.07	
Zubin Potok/Zubin Potok	2.86	1.66	1.64	1.85	
Shtërpçë/Štrpce	1.56	1.44	1.46	1.49	
Zveçan/Zvečan	2.59	2.68	2.59	2.60	1.00
Glogovac/Glogovac	2.94	2.34	2.22	2.58	
Malishevë/Mališevo	3.12	3.06	3.07	3.15	
Junik/Junik	1.98	1.23	1.51	1.39	
Mamushë/Mamuša	3.20	2.95	3.05	3.19	
Hani i Elezit/Elez Han	2.86	2.79	2.77	2.97	
Gračanicë/Gračanica	2.46	2.36	2.56	2.54	
Ranillug/Ranilug	2.14	2.11	1.93	2.28	
Partesh/Parteš	3.03	3.01	3.01	2.99	
Kllokot/Klokot	3.79	3.76	3.82	3.81	
Mitrovicë e Veriut/ Severna Mitrovica	3.58	3.52	3.50	3.56	

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

	Administrative services (various documents)		Construction permits		Primary health services		Public transport		Pre-university education (for you or your close family members)		Public spaces (parks, theatres, sport fields, etc)		Road infrastructure (local roads and sidewalks)		Other	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	49.4%	50.6%	4.0%	96.0%	81.8%	18.2%	96.0%	4.0%	65.8%	34.2%	96.8%	3.2%	98.7%	1.3%	0.0%	100.0%
Mitrovicë e Jugut/Južna Mitrovica	86.3%	13.7%	7.5%	92.5%	39.4%	60.6%	11.8%	88.2%	16.6%	83.4%	46.0%	54.0%	48.6%	51.4%	0.0%	100.0%
Gjilan/Gnjilane	76.8%	23.2%	5.5%	94.5%	84.6%	15.4%	28.1%	71.9%	46.5%	53.5%	48.7%	51.3%	97.1%	2.9%	0.0%	100.0%
Pejë/Peć	26.3%	73.7%	1.9%	98.1%	54.7%	45.3%	8.6%	91.4%	32.8%	67.2%	14.5%	85.5%	50.5%	49.5%	0.0%	100.0%
Prizren/Prizren	76.4%	23.6%	6.0%	94.0%	85.0%	15.0%	52.5%	47.5%	66.7%	33.3%	71.0%	29.0%	92.1%	7.9%	0.0%	100.0%
Gjakovë/Đakovica	79.3%	20.7%	3.4%	96.6%	92.8%	7.2%	74.0%	26.0%	66.3%	33.7%	86.6%	13.4%	98.5%	1.5%	0.0%	100.0%
Podujevë/Podujevo	53.8%	46.2%	0.0%	100.0%	68.4%	31.6%	2.3%	97.7%	10.1%	89.9%	99.1%	0.9%	100.0%	0.0%	0.0%	100.0%
Vushtrri/Vučitrn	64.1%	35.9%	1.8%	98.2%	52.6%	47.4%	7.6%	92.4%	38.6%	61.4%	68.8%	31.2%	81.4%	18.6%	0.0%	100.0%
Skenderaj/Srbica	71.9%	28.1%	5.8%	94.2%	43.4%	56.6%	0.0%	100.0%	9.9%	90.1%	35.5%	64.5%	45.7%	54.3%	0.0%	100.0%
Leposaviq/Leposavić	56.2%	43.8%	40.4%	59.6%	82.1%	17.9%	64.1%	35.9%	62.0%	38.0%	79.9%	20.1%	88.3%	11.7%	0.0%	100.0%
Klinë/Klina	60.0%	40.0%	2.3%	97.7%	55.1%	44.9%	3.0%	97.0%	3.2%	96.8%	4.7%	95.3%	9.1%	90.9%	0.0%	100.0%
Istog/Istok	79.1%	20.9%	2.0%	98.0%	70.2%	29.8%	16.4%	83.6%	32.9%	67.1%	20.6%	79.4%	55.6%	44.4%	0.0%	100.0%
Deçan/Dečani	93.1%	6.9%	4.8%	95.2%	88.4%	11.6%	86.7%	13.3%	70.2%	29.8%	83.5%	16.5%	99.6%	0.4%	0.0%	100.0%
Dragash/Dragaš	97.9%	2.1%	30.1%	69.9%	66.2%	33.8%	30.3%	69.7%	58.7%	41.3%	56.9%	43.1%	72.3%	27.7%	0.0%	100.0%
Suharekë/Suva Reka	84.4%	15.6%	1.8%	98.2%	88.4%	11.6%	7.7%	92.3%	65.6%	34.4%	82.0%	18.0%	98.5%	1.5%	0.0%	100.0%
Rahovec/Orahovac	93.6%	6.4%	5.9%	94.1%	92.5%	7.5%	70.5%	29.5%	64.0%	36.0%	67.8%	32.2%	97.1%	2.9%	0.0%	100.0%
Viti/Vitina	70.9%	29.1%	6.9%	93.1%	79.9%	20.1%	39.4%	60.6%	56.7%	43.3%	41.0%	59.0%	98.6%	1.4%	0.0%	100.0%
Kamenicë/Kamenica	66.5%	33.5%	7.8%	92.2%	60.1%	39.9%	39.6%	60.4%	34.3%	65.7%	33.2%	66.8%	73.8%	26.2%	0.0%	100.0%
Lipjan/Lipljan	60.8%	39.2%	0.4%	99.6%	63.2%	36.8%	15.5%	84.5%	42.2%	57.8%	66.2%	33.8%	97.6%	2.4%	0.0%	100.0%
Shtime/Štimlje	61.7%	38.3%	0.7%	99.3%	58.4%	41.6%	24.8%	75.2%	39.8%	60.2%	59.2%	40.8%	91.6%	8.4%	0.0%	100.0%
Ferizaj/Uroševac	39.0%	61.0%	1.7%	98.3%	56.8%	43.2%	71.8%	28.2%	46.7%	53.3%	70.3%	29.7%	93.8%	6.2%	0.0%	100.0%
Kaçanik/Kaçanik	57.1%	42.9%	2.4%	97.6%	95.6%	4.4%	66.5%	33.5%	58.4%	41.6%	98.3%	1.7%	98.3%	1.7%	0.0%	100.0%
Fushë Kosovë/Kosovo Polje	40.4%	59.6%	2.9%	97.1%	82.5%	17.5%	79.4%	20.6%	59.8%	40.2%	93.4%	6.6%	96.2%	3.8%	0.0%	100.0%
Obiliq/Obilić	43.2%	56.8%	1.7%	98.3%	92.4%	7.6%	86.2%	13.8%	58.0%	42.0%	98.3%	1.7%	99.5%	0.5%	0.0%	100.0%
Novobërdë/ Novo Brdo	90.9%	9.1%	2.4%	97.6%	84.7%	15.3%	64.1%	35.9%	86.6%	13.4%	44.5%	55.5%	100.0%	0.0%	0.0%	100.0%
Zubin Potok/Zubin Potok	71.2%	28.8%	10.2%	89.8%	10.4%	89.6%	8.9%	91.1%	2.2%	97.8%	1.1%	98.9%	0.0%	100.0%	0.0%	100.0%
Shtërpçë/Štrpce	26.5%	73.5%	0.0%	100.0%	48.5%	51.5%	98.5%	1.5%	41.0%	59.0%	35.3%	64.7%	97.3%	2.7%	0.0%	100.0%
Zveçan/Zvečan	89.3%	10.7%	85.8%	14.2%	86.4%	13.6%	81.8%	18.2%	83.0%	17.0%	88.3%	11.7%	82.0%	18.0%	0.0%	100.0%
Glogovc/Glogovac	58.7%	41.3%	3.5%	96.5%	62.8%	37.2%	23.4%	76.6%	51.4%	48.6%	63.5%	36.5%	95.9%	4.1%	0.0%	100.0%
Malishevë/Mališevo	80.2%	19.8%	1.1%	98.9%	86.1%	13.9%	10.5%	89.5%	44.2%	55.8%	93.3%	6.7%	100.0%	0.0%	0.0%	100.0%
Junik/Junik	90.3%	9.7%	5.1%	94.9%	90.8%	9.2%	71.4%	28.6%	68.1%	31.9%	85.9%	14.1%	98.5%	1.5%	0.0%	100.0%
Mamushë/Mamuša	81.9%	18.1%	0.4%	99.6%	91.1%	8.9%	44.1%	55.9%	72.0%	28.0%	77.1%	22.9%	91.4%	8.6%	0.0%	100.0%
Hani i Elezit/ Elez Han	65.4%	34.6%	0.7%	99.3%	82.3%	17.7%	40.6%	59.4%	36.1%	63.9%	92.4%	7.6%	96.5%	3.5%	0.0%	100.0%
Gračanicë/ Gračanica	51.5%	48.5%	1.7%	98.3%	88.8%	11.2%	82.2%	17.8%	72.8%	27.2%	96.9%	3.1%	100.0%	0.0%	0.0%	100.0%
Ranilug/Ranilug	71.7%	28.3%	0.0%	100.0%	95.9%	4.1%	53.1%	46.9%	78.2%	21.8%	100.0%	0.0%	100.0%	0.0%	0.0%	100.0%
Partesh/Parteš	80.9%	19.1%	8.2%	91.8%	36.9%	63.1%	29.0%	71.0%	61.9%	38.1%	61.6%	38.4%	90.3%	9.7%	0.0%	100.0%
Klokot/Klokot	78.0%	22.0%	24.3%	75.7%	51.9%	48.1%	14.6%	85.4%	28.5%	71.5%	56.9%	43.1%	92.2%	7.8%	0.0%	100.0%
Mitrovicë e Veriut/Severna Mitrovica	97.2%	2.8%	90.3%	9.7%	97.7%	2.3%	77.8%	22.2%	96.5%	3.5%	95.6%	4.4%	90.8%	9.2%	0.0%	100.0%

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:

	Admini- strative services	Construction permits	Health services	Public trans- port	Pre-universi- ty education	Public spac- es (parks, theatres, sport fields, etc.)	Road infrastruc- ture (local roads and sidewalks)
	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Prishtinë/Priština	3.22	2.73	2.92	2.78	3.07	2.62	2.64
Mitrovicë e Jugut/Južna Mitrovica	3.24	3.07	2.75	3.06	3.10	2.33	1.89
Gjilan/Gnjilane	3.01	1.50	2.86	2.50	2.82	2.51	2.41
Pejë/Peć	3.51	3.45	2.98	3.06	3.05	2.91	2.96
Prizren/Prizren	3.15	3.05	3.17	3.14	3.20	3.19	3.30
Gjakovë/Đakovica	3.13	2.95	2.59	2.85	2.90	2.40	2.24
Podujevë/Podujevo	3.84		3.64	4.00	3.67	3.57	3.38
Vushtrri/Vučitrn	3.14	3.36	2.74	3.08	2.87	2.87	2.89
Skenderaj/Srbica	3.33	3.90	3.07		3.03	2.89	2.95
Leposaviq/Leposavić	3.50	2.98	2.73	2.82	2.81	3.07	3.22
Klinë/Klina	3.61	3.60	3.06	2.40	3.21	3.37	3.30
Istog/Istok	3.63	2.23	3.30	3.00	3.21	3.76	3.61
Deçan/Dečani	3.34	2.97	2.73	3.27	2.90	2.86	2.79
Dragash/Dragaš	3.41	2.94	3.00	3.12	3.31	3.19	3.41
Suharekë/Suva Reka	3.57	2.62	3.62	3.04	3.55	3.52	3.40
Rahovec/Orahovac	3.44	3.04	2.83	3.27	2.91	2.78	2.87
Viti/Vitina	3.36	3.03	3.14	2.74	2.75	2.74	3.02
Kamenicë/Kamenica	3.36	2.91	3.20	3.40	3.12	3.14	2.90
Lipjan/Lipljan	3.33	4.00	3.13	2.81	3.20	3.40	3.19
Shtime/Štimlje	3.33	3.00	3.23	3.13	3.08	3.00	3.08
Ferizaj/Uroševac	3.41	4.00	2.97	3.51	3.15	2.78	2.83
Kaçanik/Kačanik	3.27	3.41	3.22	3.08	3.10	3.01	2.96
Fushë Kosovë/Kosovo Polje	3.27	3.84	3.16	3.11	2.87	2.53	2.48
Obiliq/Obilić	3.11	2.57	3.13	2.72	3.06	2.91	2.75
Novobërdë/Novo Brdo	2.42	2.00	3.01	2.75	2.97	2.56	2.73
Zubin Potok/Zubin Potok	2.69	2.34	3.09	3.07	2.60	3.00	
Shtërpçë/Štrpce	3.06	3.49	3.14	2.59	3.03	2.09	2.30
Zvečan/Zvečan	2.40	2.55	2.51	2.45	2.46	2.46	2.50
Glogovac/Glogovac	3.39	3.29	3.16	2.76	3.22	3.13	3.11
Malishevë/Mališevo	3.86	4.00	3.80	3.87	3.80	3.18	3.24
Junik/Junik	3.46	2.81	2.83	3.23	3.07	2.93	2.91
Mamushë/Mamuša	3.53	4.00	3.64	3.55	3.42	3.41	3.50
Hani i Elezit/Elez Han	3.44	3.00	3.15	2.93	3.14	3.15	3.12
Gračanicë/Gračanica	2.24	2.00	2.25	2.43	2.62	2.33	2.32
Ranillug/Ranilug	2.56	3.02	2.27	2.36	2.14	1.98	2.12
Partesh/Parteš	3.32	3.38	3.02	3.27	3.14	3.15	3.24
Kllokot/Klokot	3.04	3.13	3.11	3.26	3.13	2.87	2.88
Mitrovicë e Veriut/Severna Mitrovica	3.47	3.46	3.48	3.54	3.53	3.56	3.65

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

	1 - Not at all satisfied	2 - Somewhat dissatisfied	3 - Somewhat satisfied	4 - Completely satisfied	9 - Refuse/ No opinion
	Row N %	Row N %	Row N %	Row N %	Row N %
Prishtinë/Priština	11.0%	25.8%	49.5%	8.9%	4.9%
Mitrovicë e Jugut/ Južna Mitrovica	17.2%	10.1%	46.4%	17.8%	8.5%
Gjilan/Gnjilane	14.0%	29.0%	28.6%	4.7%	23.7%
Pejë/Peć	0.4%	4.6%	84.2%	7.9%	2.9%
Prizren/Prizren	8.8%	16.4%	62.9%	9.7%	2.2%
Gjakovë/Đakovica	21.1%	27.4%	48.5%	2.6%	0.4%
Podujevë/Podujevo	12.5%	10.7%	68.6%	8.2%	0.0%
Vushtrri/Vučitrn	1.9%	17.9%	51.4%	7.4%	21.3%
Skenderaj/Srbica	16.8%	7.7%	48.3%	23.4%	3.7%
Leposaviq/Leposavić	0.0%	39.8%	54.4%	5.8%	0.0%
Klinë/Klina	1.9%	4.1%	82.4%	11.6%	0.0%
Istog/Istok	1.2%	7.0%	66.6%	25.2%	0.0%
Deçan/Dečani	2.6%	19.3%	75.8%	2.3%	0.0%
Dragash/Dragaš	0.0%	12.8%	69.7%	16.3%	1.3%
Suharekë/Suva Reka	2.3%	5.0%	61.4%	26.0%	5.4%
Rahovec/Orahovac	1.1%	12.1%	85.0%	1.8%	0.0%
Viti/Vitina	11.9%	22.0%	43.6%	9.0%	13.6%
Kamenicë/Kamenica	16.6%	18.0%	43.2%	14.2%	8.0%
Lipjan/Lipljan	1.3%	5.1%	64.1%	14.5%	15.0%
Shtime/Štimlje	4.3%	9.5%	64.4%	4.1%	17.7%
Ferizaj/Uroševac	6.9%	8.8%	78.1%	2.4%	3.8%
Kaçanik/Kačanik	3.4%	30.0%	55.9%	9.6%	1.0%
Fushë Kosovë/Kosovo Polje	25.1%	29.6%	35.7%	2.8%	6.8%
Obiliq/Obilić	7.0%	23.8%	57.2%	3.5%	8.6%
Novobërdë/Novo Brdo	31.2%	31.3%	30.8%	0.0%	6.7%
Zubin Potok/Zubin Potok	3.2%	34.8%	59.6%	2.5%	0.0%
Shtërpçë/Štrpce	43.5%	55.0%	0.0%	0.0%	1.5%
Zvečan/Zvečan	1.3%	15.9%	82.1%	0.7%	0.0%
Glogovac/Glogovac	3.5%	4.3%	68.7%	6.7%	16.8%
Malishevë/Mališevo	0.5%	10.2%	56.8%	26.4%	6.1%
Junik/Junik	0.0%	9.6%	88.4%	2.0%	0.0%
Mamushë/Mamuša	1.5%	5.2%	63.7%	29.6%	0.0%
Hani i Elezit/Elez Han	1.7%	23.4%	67.4%	5.8%	1.7%
Gračanicë/Gračanica	20.8%	43.3%	28.1%	1.6%	6.2%
Ranillug/Ranilug	18.0%	68.8%	13.1%	0.0%	0.0%
Partesh/Parteš	0.9%	16.4%	64.3%	18.5%	0.0%
Kllokot/Klokot	1.7%	41.9%	49.2%	6.1%	1.1%
Mitrovicë e Veriut/Severna Mitrovica	2.6%	24.3%	52.3%	19.0%	1.8%

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

	Overall performance of the municipality	Mayor	Municipal Assembly	Local Administration	Municipal services
	Mean	Mean	Mean	Mean	Mean
Prishtinë/Priština	2.83	3.11	2.72	2.77	2.97
Mitrovicë e Jugut/Južna Mitrovica	2.66	3.05	2.60	2.73	2.88
Gjilan/Gnjilane	2.72	2.60	2.29	2.72	2.68
Pejë/Peć	2.93	3.16	3.00	3.12	3.07
Prizren/Prizren	3.07	3.11	3.03	3.18	3.22
Gjakovë/Đakovica	2.79	2.67	2.72	2.95	2.99
Podujevë/Podujevo	3.64	2.75	2.75	3.47	3.53
Vushtrri/Vučitrn	2.92	2.88	2.76	2.89	2.92
Skenderaj/Srbica	2.87	2.88	2.78	2.88	3.01
Leposaviq/Leposavić	3.69	1.62	2.69	3.24	3.54
Klinë/Klina	2.96	3.17	3.08	3.33	3.22
Istog/Istok	3.17	3.37	3.06	3.27	3.29
Deçan/Dečani	2.93	2.59	2.85	3.20	3.17
Dragash/Dragaš	3.46	2.94	3.02	3.11	3.38
Suharekë/Suva Reka	3.22	3.41	3.20	3.55	3.54
Rahovec/Orahovac	3.01	2.65	2.93	3.16	3.29
Viti/Vitina	2.93	3.25	2.76	3.16	2.85
Kamenicë/Kamenica	3.02	2.91	2.70	3.06	3.02
Lipjan/Lipljan	3.13	3.37	3.08	3.31	3.33
Shtime/Štimlje	2.97	3.11	3.02	3.17	3.28
Ferizaj/Uroševac	2.99	3.33	2.88	3.06	3.37
Kaçanik/Kaçanik	3.16	3.11	2.86	2.97	3.08
Fushë Kosovë/Kosovo Polje	2.80	2.57	2.44	2.70	2.84
Obiliq/Obilić	3.05	3.29	2.85	2.91	3.11
Novobërdë/Novo Brdo	2.21	2.17	2.17	2.44	2.77
Zubin Potok/Zubin Potok	2.46	2.12	2.25	2.44	2.43
Shtërpçë/Štrpce	1.71	1.02	1.41	2.13	2.91
Zvečan/Zvečan	2.43	2.56	2.48	2.51	2.54
Glogovc/Glogovac	2.93	3.06	2.89	3.09	3.19
Malishevë/Mališevo	3.19	3.58	3.18	3.84	3.84
Junik/Junik	3.09	2.68	3.09	3.23	3.22
Mamushë/Mamuša	3.34	3.22	3.32	3.39	3.35
Hani i Elezit/Elez Han	3.17	3.10	2.98	3.18	3.34
Graçanicë/Gračanica	2.13	1.75	2.07	2.00	2.06
Ranillug/Ranilug	2.34	2.05	1.92	2.23	1.99
Partesh/Parteš	3.06	2.83	2.96	3.00	3.04
Klllokot/Klokot	2.75	2.53	2.67	2.82	3.22
Mitrovicë e Veriut/Severna Mitrovica	3.34	3.23	3.22	3.26	3.35

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

	Air quality	Traffic	Waste management	Environmental protection efforts	Disaster management
	Mean	Mean	Mean	Mean	Mean
Prishtinë/Priština	2.20	2.20	2.97	2.70	2.63
Mitrovicë e Jugut/Južna Mitrovica	2.61	2.38	2.59	2.75	2.62
Gjilan/Gnjilane	3.07	2.68	2.69	2.90	2.79
Pejë/Peć	4.36	2.92	3.97	3.76	3.20
Prizren/Prizren	3.39	3.03	3.14	3.14	3.32
Gjakovë/Đakovica	2.82	2.44	3.06	2.23	2.20
Podujevë/Podujevo	3.76	3.16	3.33	3.27	3.11
Vushtrri/Vučitrn	3.03	2.99	3.09	2.94	3.20
Skenderaj/Srbica	3.26	3.17	3.38	3.37	2.85
Leposaviq/Leposavić	3.40	2.38	2.35	2.82	3.40
Klinë/Klina	4.86	3.43	4.97	4.20	3.57
Istog/Istok	4.83	3.97	4.78	4.51	3.85
Deçan/Dečani	3.58	2.89	3.49	2.98	2.89
Dragash/Dragaš	4.45	3.81	3.69	3.83	4.14
Suharekë/Suva Reka	4.12	3.55	3.83	3.90	3.59
Rahovec/Orahovac	3.44	2.87	3.33	2.88	2.83
Viti/Vitina	3.63	2.98	3.60	3.22	2.78
Kamenicë/Kamenica	3.70	3.15	3.24	3.25	3.08
Lipjan/Lipljan	3.53	3.25	3.53	3.75	3.89
Shtime/Štimlje	3.64	3.31	3.50	3.66	3.72
Ferizaj/Uroševac	3.50	3.39	3.27	2.64	2.72
Kaçanik/Kaçanik	3.53	2.94	3.40	3.09	3.02
Fushë Kosovë/Kosovo Polje	2.25	2.32	2.80	2.36	2.51
Obiliq/Obilić	1.72	2.43	3.15	2.66	2.80
Novobërdë / Novo Brdo	4.02	3.26	2.82	2.51	2.37
Zubin Potok / Zubin Potok	1.43	2.34	2.14	1.95	2.13
Shtërpçë / Štrpce	4.83	2.69	3.40	1.89	1.70
Zveçan/Zvečan	2.35	2.51	2.46	2.47	2.49
Glogovac/Glogovac	3.14	3.13	3.23	3.30	3.64
Malishevë/Mališevo	4.47	3.65	3.75	3.69	3.27
Junik/Junik	3.54	2.86	3.32	3.06	2.92
Mamushë/Mamuša	3.75	3.53	3.79	3.71	3.64
Hani i Elezit/Elez Han	2.96	2.72	3.61	2.83	2.92
Gračanicë/Gračanica	2.53	2.53	2.52	2.10	2.14
Ranillug/Ranilug	2.65	2.07	2.09	2.10	2.20
Partesh/Parteš	3.26	3.06	3.14	3.03	3.05
Kllokot/Klokot	2.83	2.52	2.09	2.01	2.41
Mitrovicë e Veriut/Severna Mitrovica	3.38	3.28	3.30	3.31	3.44

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

	Yes	No
	Row N %	Row N %
Prishtinë/Priština	81.3%	18.7%
Mitrovicë e Jugut/Južna Mitrovica	71.7%	28.3%
Gjilan/Gnjilane	72.4%	27.6%
Pejë/Peć	90.6%	9.4%
Prizren/Prizren	86.5%	13.5%
Gjakovë/Đakovica	72.3%	27.7%
Podujevë/Podujevo	93.5%	6.5%
Vushtrri/Vučitrn	66.2%	33.8%
Skenderaj/Srbica	69.7%	30.3%
Leposaviq/Leposavić	50.4%	49.6%
Klinë/Klina	83.2%	16.8%
Istog/Istok	91.5%	8.5%
Deçan/Dečani	75.2%	24.8%
Dragash/Dragaš	66.5%	33.5%
Suharekë/Suva Reka	89.5%	10.5%
Rahovec/Orahovac	86.7%	13.3%
Viti/Vitina	72.3%	27.7%
Kamenicë/Kamenica	56.8%	43.2%
Lipjan/Lipljan	90.8%	9.2%
Shtime/Štimlje	84.8%	15.2%
Ferizaj/Uroševac	88.3%	11.7%
Kaçanik/Kačanik	82.7%	17.3%
Fushë Kosovë/Kosovo Polje	56.1%	43.9%
Obiliq/Obilić	74.1%	25.9%
Novobërdë/Novo Brdo	30.7%	69.3%
Zubin Potok/Zubin Potok	35.6%	64.4%
Shtërpçë/Štrpce	5.6%	94.4%
Zveçan/Zvečan	0.7%	99.3%
Gllgovc/Glogovac	80.8%	19.2%
Malishevë/Mališevo	92.1%	7.9%
Junik/Junik	85.5%	14.5%
Mamushë/Mamuša	77.5%	22.5%
Hani i Elezit/Elez Han	79.5%	20.5%
Graçanicë/Gračanica	29.3%	70.7%
Ranillug/Ranilug	40.3%	59.7%
Partesh/Parteš	78.0%	22.0%
Kllkot/Klokot	33.4%	66.6%
Mitrovicë e Veriut/Severna Mitrovica	3.4%	96.6%

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

	Yes	No	Not sure
	Row N %	Row N %	Row N %
Prishtinë/Priština	4.6%	95.4%	0.0%
Mitrovicë e Jugut/Južna Mitrovica	58.1%	33.2%	8.7%
Gjilan/Gnjilane	10.6%	60.6%	28.7%
Pejë/Peć	16.1%	83.9%	0.0%
Prizren/Prizren	27.0%	65.8%	7.2%
Gjakovë/Đakovica	68.5%	29.1%	2.4%
Podujevë/Podujevo	9.9%	89.5%	0.6%
Vushtrri/Vučitrn	40.4%	54.8%	4.8%
Skenderaj/Srbica	58.1%	31.6%	10.3%
Leposaviq/Leposavić	47.1%	41.9%	11.0%
Klinë/Klina	38.7%	61.3%	0.0%
Istog/Istok	34.9%	61.3%	3.8%
Deçan/Dečani	80.0%	19.0%	1.0%
Dragash/Dragaš	9.1%	75.3%	15.6%
Suharekë/Suva Reka	46.2%	44.1%	9.7%
Rahovec/Orahovac	79.0%	18.9%	2.1%
Viti/Vitina	25.6%	44.4%	29.9%
Kamenicë/Kamenica	24.1%	64.2%	11.6%
Lipjan/Lipljan	36.1%	54.9%	9.0%
Shtime/Štimlje	25.1%	59.6%	15.3%
Ferizaj/Uroševac	5.6%	47.7%	46.7%
Kaçanik/Kaçanik	3.7%	95.6%	0.7%
Fushë Kosovë/Kosovo Polje	4.1%	95.2%	0.7%
Obiliq/Obilić	3.4%	96.2%	0.4%
Novobërdë/Novo Brdo	10.3%	58.0%	31.7%
Zubin Potok/Zubin Potok	8.5%	40.2%	51.3%
Shtërpcë/Štrpce	0.0%	54.4%	45.6%
Zvečan/Zvečan	1.6%	94.7%	3.7%
Glogovac/Glogovac	38.1%	51.2%	10.8%
Malishevë/Mališevo	41.8%	36.4%	21.9%
Junik/Junik	80.9%	16.4%	2.6%
Mamushë/Mamuša	8.8%	86.7%	4.5%
Hani i Elezit/Elez Han	21.0%	68.1%	10.9%
Graçanicë/Gračanica	0.0%	93.4%	6.6%
Ranillug/Ranilug	0.0%	100.0%	0.0%
Partesh/Parteš	29.5%	55.4%	15.1%
Klllokot/Klokot	55.8%	19.3%	24.9%
Mitrovicë e Veriut/ Severna Mitrovica	21.4%	32.6%	46.0%

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

	Yes	No
	Row N %	Row N %
Prishtinë/Priština	68.5%	31.5%
Mitrovicë e Jugut/Južna Mitrovica	19.5%	80.5%
Gjilan/Gnjilane	24.0%	76.0%
Pejë/Peć	39.9%	60.1%
Prizren/Prizren	17.0%	83.0%
Gjakovë/Đakovica	35.1%	64.9%
Podujevë/Podujevo	11.5%	88.5%
Vushtri/Vučitrn	39.8%	60.2%
Skenderaj/Srbica	13.6%	86.4%
Leposaviq/Leposavić	81.7%	18.3%
Klinë/Klina	38.3%	61.7%
Istog/Istok	22.0%	78.0%
Deçan/Dečani	49.7%	50.3%
Dragash/Dragaš	45.0%	55.0%
Suharekë/Suva Reka	60.0%	40.0%
Rahovec/Orahovac	58.4%	41.6%
Viti/Vitina	17.2%	82.8%
Kamenicë/Kamenica	35.4%	64.6%
Lipjan/Lipljan	16.1%	83.9%
Shtime/Štimlje	10.5%	89.5%
Ferizaj/Uroševac	43.0%	57.0%
Kaçanik/Kačanik	41.9%	58.1%
Fushë Kosovë/Kosovo Polje	53.1%	46.9%
Obiliq/Obilić	11.5%	88.5%
Novobërdë/Novo Brdo	0.0%	100.0%
Zubin Potok/Zubin Potok	9.4%	90.6%
Shtërpçë/Štrpce	44.5%	55.5%
Zveçan/Zvečan	60.1%	39.9%
Glogovac/Glogovac	17.7%	82.3%
Malishevë/Mališevo	60.6%	39.4%
Junik/Junik	51.8%	48.2%
Mamushë/Mamuša	0.0%	100.0%
Hani i Elezit/Elez Han	37.7%	62.3%
Graçanicë/Gračanica	0.0%	100.0%
Ranillug/Ranilug	66.5%	33.5%
Partesh/Parteš	75.0%	25.0%
Kllokot/Klokot	81.4%	18.6%
Mitrovicë e Veriut/Severna Mitrovica	32.3%	67.7%

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 the municipality's webpage
- b. Communicated by mail
- c. Communicated through Facebook
- d. Communicated through local TV/Radio
- e. Communicated through word-of-mouth
- f. Other (please specify)
- g. Don't know / Ref.

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

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

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

- a. Daily
- b. Weekly
- c. Monthly
- d. Rarely

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

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

4. For what reason? (multiple choice)

- a. Information regarding public tenders
- b. Information regarding public hearings
- c. Job openings

- d. Subsidies
- e. Municipal budget and spending
- f. Other, please specify

5. Did you find the requested information/service?

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

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

Municipal website				
1	2	3	4	9

Facebook page				
1	2	3	4	9

Other				
1	2	3	4	9

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

Citizen participation (engagement)

8. How did you interact with your municipality in the past 12 months? Multiple choice question

- a. I participated in public meetings (public hearings, meetings with the municipal officials, etc.) (Skip to Q13)
- b. Through individual meetings (with Mayor, Director, municipal officials)(Continue with Q8a)
- c. Through joint community initiatives (village/neighborhood council, Civil Society Organizations, etc.) (Continue with Q8a)
- d. I didn't have any interaction
- e. Other (please specify)

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

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

9. For what kind of issues did you raise with the municipality? Multiple Choice

- a. Local infrastructure (i.e. roads, sidewalks, public lighting and signaling)
- b. Education
- c. Environment (waste management, air quality, etc.)

- d. Health
- e. Cultural/recreational activities
- f. Public safety (policing, crime, stray dogs, vandalism)
- g. Traffic (parking, walking paths, public transport)
- h. Issues affecting women and other marginalized groups (please specify)
- i. Other, please specify _____

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

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

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

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

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

- 1. The response took too long, and the issue remained unresolved.
- 2. The municipality did not communicate effectively or provide clear information.
- 3. The actions taken by the municipality were insufficient to address the issue.
- 4. There was no follow-up or ongoing support from the municipality
- 5. Other (please specify)

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

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

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

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

- a. Yes
- b. No

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

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

- a. Yes (Continue with Q17)

b. No (Go to Q18)

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

Role of Municipal Assembly

18. To what extent are you aware about the role and responsibilities of Municipal Assembly members? Rate from 1 to 4, where 1=Not at all aware, 2 = Slightly aware, 3= Moderately aware and 4=Extremely aware; 9=Refuse/No opinion

19. Did you meet any municipal assembly member in the past 12 months to discuss common public issues?

- a. Yes (Skip Q20a and then Q21)
- b. No (Go to Q21)

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

- a. Yes (Continue with 20a and then skip Q21)
- b. No (Go to Q21)

20a. How frequently have you attended these sessions?

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

21. If no in 19 or 20, what is the reason?

- a. I was not interested
- b. I was not informed
- c. I was busy
- d. Other, please specify

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

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

Municipal management

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

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

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

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

- a. Education level
- b. Work experience
- c. Political affiliation
- d. Family connections
- e. Other, please specify _____

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

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

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

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

Service delivery

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

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

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

Administrative Services				
1	2	3	4	9

Construction permits				
1	2	3	4	9

Health services				
1	2	3	4	9

Public transport				
1	2	3	4	9

Pre-university education				
1	2	3	4	9

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

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

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

General satisfaction with municipalities

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

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

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

- a) Yes
- b) No

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

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

33a. Have you heard about or interacted with your local council in the last 12 months?

- a) Yes

b) No

Demographics

D1. Municipality:

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

D2. Name of street/village _____

D3. Location

- a. Urban
- b. Rural

D4. Do you consider yourself:

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

D5. Gender

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

D6. Age _____

D7. Level of education

- | | |
|---------------------------------------|------------------|
| a. Several years of elementary school | d. High school |
| b. Elementary school | e. Student |
| c. Several years of high school | 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

INTRODUCTION

Dear participants,

We would like to thank you for finding and taking the time for today's discussion. Your participation and opinions are crucial to this study. As you may have been informed, you have been invited to participate in one of the discussions that are being held within the project which has the main purpose of assessing citizens' satisfaction with municipal services. Within this project, UBO Consulting is also collecting data through questionnaires across Kosovo regarding the topics we will discuss today. However, you have been specifically randomly selected from our panelists' list as representatives of your municipality (Prishtinë, Mitrovicë, Pejë, Prizren, Gjakovë, Ferizaj, Gjiilan) to participate in this discussion regarding your satisfaction with municipal governance.

Some of the topics that we will discuss today are: Access to information; Citizen Participation/Engagement; Role of Municipal Assembly; Municipal Management; Service Delivery; Employment per Municipality; and General Satisfaction with your Municipality.

The discussion will have up to 10 participants and will last approximately an hour and a half. Before we start with the discussion part, we would like to introduce you to some basic rules of the format of these discussions, which help us to have a more productive and comfortable discussion.

Basic Focus Group Rules

- We would love to hear from each of you. We will not call up by your names.
- However, if we notice that someone has not spoken yet, we can turn up to you and ask for his/her opinion.
- There is no need to raise your hand when you want to take the floor. Please do not hesitate to express your opinion on any questions. There is no right or wrong answer.
- Respect everyone's opinion and do not interrupt each other during the conversation.
- Please speak in order and raise your voice when speaking so that everyone in the room can hear you.
- We would appreciate if you could turn off your cell phones, and also appreciate if you could stay until the end of this focus group.

We also need your permission to record today's discussion. However, we assure you that your views will remain completely confidential and will be used for the purpose of this study ONLY. The recording will be used to transcribe/describe the discussion which will help us to report and analyze your thoughts. Once the discussion is transcribed, the record-

ing will be deleted. In addition, the opinions and information resulting from today's meeting will not be reported in any way on the basis of your personal data, which may identify you (e.g. name and surname). They will be reported only on the basis of ethnicity, gender and municipality.

If you do not have any questions, we can start the discussion.

Access to information

Note for facilitators: Around 77% of survey respondents have stated that they are somewhat/not informed at all about decisions that their municipality takes.

1. How informed are you regarding decisions that the municipality takes?

■ Probe questions:

- a. How do you get informed regarding municipality decisions OR how are these decisions communicated?
- b. What about the municipality's webpages (social media, official website)?
- c. What are the reasons you visit the municipality's website or Facebook page?
- d. How easy is it to find information on the municipality's website or social networks?
- e. Do you think the information provided by municipality is easy to understand?

Citizen participation (engagement)

Note for facilitators: The majority of survey respondents (71%) did not have any interaction with their municipality in the last 12 months.

2. How often do you interact with your municipality? (public meetings, individual meetings, joint community initiatives)

■ Probe questions:

- a. How do you interact with your municipality? Please think of examples.
- b. Have you ever taken part in public meetings organized by the municipality? If yes, what were some of the issues raised and how did the municipality proceed?
- c. How much do you think that citizens' suggestions are taken into consideration during public meetings?

Role of Municipal Assembly

Note for facilitators: Approximately, 67% of participants reported being slightly or moderately aware of the responsibilities of the Municipal Assembly, whereas about 62% revealed that they agree/strongly agree that the Municipal Assembly holds the executive accountable.

3. What are the role and responsibilities of the Municipal Assembly members?

■ Probe questions:

- a. How often do you contact your representative assembly member? On what issues?
 - b. How do you interact with your Municipal Assembly?
4. **According to you, does the Municipal Assembly hold the mayor and other municipal directors accountable? Please think of any examples that come to mind.**
- Probe questions:
 - a. How do they hold them accountable?

Municipal management

Note for facilitators: Management of the municipal budget is related to how this budget is allocated to respective directorates/institutions/offices, how it is spent, and compiled. Around 80% of survey respondents do not have information on how the municipal budget is split, and over half of respondents said that they are satisfied with its management.

5. **How informed are you on the municipal budget? Think of the past year (2023) and past years before that.**
- Probe questions:
 - a. Has there been a change in how informed you are? Why?
6. **How satisfied are you with the management of the municipal budget, specifically related on allocation, spending, and compilation?**
- Probe questions:
 - a. What priorities are not included in the compilation of municipal budgets?
 - b. How has this changed throughout the years?

Service delivery

Note for facilitators: Per each service provided in the survey questionnaire, a majority of respondents noted being only somewhat satisfied with the specific services.

7. **Have you used any municipal services in the last 12 months? (This includes administrative services, construction permits, health services, public transport, pre-university education, public spaces, road infrastructure (local roads and sidewalks))**
- Probe questions:
 - a. What services have you used?
 - b. How satisfied are you with these services? Is there a service that you are more satisfied with more than any other services?
 - c. How satisfied are you with the spatial planning (municipal development and land use planning)? Is there an aspect of spatial use planning that you are more satisfied with more than any other services?
 - d. What causes your satisfaction or dissatisfaction with the abovementioned services?

Employment per Municipality

8. How do you view employment in your municipality?

- Probe questions:
 - a. Are there enough opportunities for employment?
 - b. What about marginalized group such as the elderly, women, ethnic minorities, persons with disabilities?

9. How do you view official employment in the municipality?

- Probe questions:
 - a. What do you think about the recruitment process for recruiting employees within the municipality?
 - b. What about opportunities for marginalized group such as the elderly, women, ethnic minorities, persons with disabilities?

General satisfaction with municipalities

Note for facilitators: A majority of the respondents appear to be somewhat/completely satisfied with each of the actors of the municipality.

10. In general, how satisfied are you with your municipality?

- a. Regarding your municipality, how satisfied are you with the following actors:
 - i. Mayor? Why?
 - ii. Municipal Assembly? Why?
 - iii. Local Administration? Why?
 - iv. Municipal Services? Why?
- Probe questions:
 - b. Which institution are you most satisfied with? Why?
 - c. Which institution are you less satisfied with? Why?

Note for facilitators: Most of the survey respondents are somewhat satisfied/satisfied with the life in their municipality (e.g. air quality, traffic, waste management, environmental protection efforts, disaster management).

11. When thinking about air quality, traffic, waste management, environmental protection efforts, and disaster management, what is the role of the municipality?

- Probe questions:
 - a. How satisfied are you with life in your municipality?
 - b. Which of these are you more and less satisfied with? How come?
 - c. What do you think are the main reasons for the satisfaction with the quality of life in the municipality?

CONCLUSION

We have reached the end of this discussion. We thank you for sharing your thoughts on today's topic and your contribution to this discussion. Do any of you have any additional comments regarding the issues we have discussed?



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