



EU PERSPECTIVE
IN KOSOVO

"SURVEY OF AWARENESS OF THE EU AND EUROPEAN INTEGRATION IN KOSOVO"

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Survey conducted by UBO Consulting



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SURVEY OF AWARENESS OF THE EU AND EUROPEAN INTEGRATION AMONG KOSOVO RESIDENTS

BY



**REPORT COMMISSIONED BY
THE EU PERSPECTIVE IN KOSOVO PROJECT
AND
THE EUROPEAN UNION OFFICE IN KOSOVO**

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ABBREVIATIONS

EUROPEAN UNION	European Union
EUOK	European Union Office in Kosovo
EUPK	Europe Union Perspective in Kosovo
MEI	Ministry of European Integration
EC	European Commission
MEST	Ministry of Education, Science and Technology
EUICC	EU Information and Cultural Centre
KMI	Kosovo Media Institute

EXECUTIVE SUMMARY

This report presents the combined results of surveys commissioned in 2010 and 2012 by EU Perspective in Kosovo project, an EU-funded public-awareness and education project, on behalf of the EU Office in Kosovo and the Kosovo Government Ministry of EU Integration.

Using the two surveys carried out by UBO Consulting in 2010 and 2012, this report will both present an overview of public attitudes as they stand now, and how they have changed over the last two years. The first survey was carried out between June 16 and 26, 2010; the second survey was carried out between May 22 and June 1, 2012, and both had 1,500 respondents.

The survey carried out in 2010 was the first comprehensive study of the Kosovo population to look at attitudes towards EU integration.

Main findings

The survey brought the following main results to light:

Awareness of the EU and EU structures

- ◆ Regarding knowledge about the EU, its policies and institutions, the percentage of those who consider themselves as “very knowledgeable” in 2012 is three times lower compared to those in 2010. However, the percentage of the least knowledgeable respondents has decreased and the percentage of those having an average level of knowledge has considerably increased.
- ◆ More than 70 per cent of the respondents gave the correct answer to the question about the number of EU member states (i.e. “27”), up from 49 per cent in 2010.
- ◆ Forty-nine per cent of the respondents know that Jose Manuel Barroso is the President of the European Commission, marking an increase from 41 per cent in the previous study.

EU Integration: hopes and concerns

- ◆ Almost 90 per cent of respondents consider strengthening ties with the EU as important. The majority believe that Kosovo integration within the EU would be advantageous for the country. Furthermore, when asked whether they think Kosovo is ready to join the EU, 56 per cent said ‘yes’.
- ◆ Fifty-seven per cent of the respondents believe that Kosovo membership in the EU would benefit them personally, up from 54 per cent in 2010. Younger age groups (20-34) are more than twice more likely than older age groups to report that they would like to go to a European country to work and would permanently settle in an EU country.
- ◆ The most important issues facing Kosovo at the moment are corruption, unemployment and economic situation. On the other hand, the two main concerns regarding integration are the difficulty for Kosovo to fulfil integration reforms/criteria, and lack of information about the EU.
- ◆ More than 70 per cent of respondents are positively disposed towards possible solution of the existing problems in economy, travel, corruption, social welfare and agriculture fields due to the European integration. However, compared to the previous study results, a lower percentage of respondents think the EU will help Kosovo cope with its existing problems.

- ◆ If there were a referendum on joining the EU tomorrow, 72 per cent of respondents would vote yes. This percentage has remained unchanged compared to two years ago.
- ◆ The percentage of those who think that Kosovo-Serbia relations and EU integration of Kosovo are related has slightly increased compared to the previous study. In addition, a higher percentage of respondents think that EU integration will contribute to increased freedom of movement for both Kosovo-Serbs and Kosovo-Albanians in Kosovo.

Information channels

- ◆ The present survey reveals that 65 per cent, up from 64 per cent in 2010, pay attention to news about the EU. When asked whether they are interested in information about the EU, 71 per cent said they are.
- ◆ Regarding the quality and quantity of information about the EU provided by information channels, a greater percentage of respondents are satisfied with the quality than with the quantity of the information, with 60 per cent vs. 44 per cent.
- ◆ For those who are interested in obtaining more information about the EU, its policies and its institutions, the most popular information sources is television, followed by the internet and the daily newspapers.
- ◆ When asked about the EUPK awareness products, the majority of the respondents (62%) have seen episodes of *Kafeneja Jonë* with an EU storyline. Kosovo Serb respondents were only aware of the 'Europe Quiz' (7%). On the other hand, other Kosovo minorities were aware of all the EUPK products. The most seen/heard products among them are 'episodes of *Kafeneja Jonë*', 'An Ordinary Week in Kosovo', and 'Europe Quiz'. When asked to rate the products, over 90 per cent of those who have seen/heard them, found them "entertaining and informative".

1. INTRODUCTION

The “European Union Perspective in Kosovo” (EUPK) project is an EU-funded public awareness project managed by the European Union Office in Kosovo, working to raise awareness and understanding of the EU and EU integration issues among Kosovo citizens. The overall objective of the project is to broaden wider public understanding of the European Perspective in Kosovo, with particular regard to both the opportunities and challenges that building a closer relationship with the EU will present. The ‘ultimate aim’ of the project is to promote a sustainable, lasting dialogue about the EU in Kosovo, by encouraging and equipping Kosovo citizens to communicate effectively with their fellow-citizens about EU-related issues.

The fundamental role of the EU Office in Kosovo is promoting Kosovo’s approximation to the EU and ensuring that a permanent political and technical dialogue is maintained with the Brussels institutions. In the past year, EUPK has very closely worked with the media standing ‘at the heart of any serious communication and awareness raising programme’. The EUPK team has dedicated much time and effort to establish good working relations with journalists and editors, providing training, organizing retreats and study tours.

Using surveys carried out by UBO Consulting in 2010 and 2012, this report will both present an overview of public attitudes as they stand now, and how they have changed over the last two years. The first survey was carried out between June 16 and 26, 2010; the second survey was carried out between May 22 and June 1, 2012, and both had 1,500 respondents. The survey carried out in 2010 was the first comprehensive study of the Kosovo population to look at attitudes towards EU integration.

The present study was commissioned to assess the progress made and make recommendations in the field in years to come. This report not only addresses the public attitudes as they have changed over the last two years, but also assesses the progress made in increasing Kosovo public understanding of EU issues over the project duration.

The study used quantitative face-to-face survey among a nationally representative sample of 1,500 respondents across 38 municipalities of Kosovo. The ethnicity of respondents was pre-determined at 69 per cent Kosovo Albanians, 19 per cent Kosovo Serbs, and 12 per cent Kosovo non-Serb minority. The respondents were selected through random sampling. Geographical distribution of urban and rural respondents was 56 per cent vs. 44 per cent.

2. PROJECT BACKGROUND AND OBJECTIVES

EUPK communicates with the people of Kosovo about their EU ambitions and how to achieve them by working with leading Kosovo partners – government, civil society, media, municipal authorities, young people – to stimulate and inform discussion about EU issues, so that these groups can take the debate further amongst wider Kosovo public audiences. This involves using all available communication means – TV, radio, newspapers, internet, e-mail and “social networks” such as Facebook and Twitter– as well as providing communications training and support to project partners, developing educational material and carrying out traditional PR activities.

Together with the EU Office in Kosovo, the Ministry of European Integration (MEI) and other partners, EUPK has set out a plan to achieve this through a range of actions and activities, such as:

- ◆ Working with the government – in particular MEI – civil society, media, municipalities and other key players to design and carry out a communication strategy to raise awareness about the EU in Kosovo;
- ◆ Supporting MEI in their own EU-related communication actions;
- ◆ Working with and for the young people by designing EU-related educational materials for use in schools, organizing quizzes and competitions;
- ◆ Providing training and other support to the main players in the EU relationship – government (in particular MEI), civil society, media and municipalities
- ◆ Developing attractive, popular media products to raise awareness about important EU issues.

A programme of research and focus groups by the EUPK team and a scientific 1500 sample Kosovo-wide opinion research survey of 2010 provided EUPK with a starting point for the strategy for increasing awareness and understanding of the EU.

Young people have been one of project's core target audiences, therefore EUPK worked closely with the Ministry of Education, Science and Technology (MEST) on a number of projects. In cooperation with MEST, EUPK has produced two text books that will help to educate young people about their European neighbors: "Let's Head to Europe!" (14-15 year olds), and "Let's Go to Europe" (8-10 year olds).

The EU Information and Cultural Centre (EUICC) is one of EUPK's main stakeholders, which contributes to the "Frequently Asked Questions" column in the weekly *Zëri i BE-së* page. In addition, EUPK has supplied EUICC with a stock of EU publications for the shelves of the centre.

Kosovo Media Institute (KMI) collaborates with EUPK on the weekly radio programme, "Europe Today in Kosovo" (Evropa tani në Kosovë / Evropa sada na Kosovu) which is broadcasted several times a week Albanian and Serbian by 33 radio stations in the KMI network. The show, which has been broadcasting since February 2010, updates listeners on recent EU-related news and events in Kosovo.



Part of the campaign to increase awareness about the EU in Kosovo has been EUPK cooperation with CMB, producers of Kosovo's favourite sitcom *Kafeneja Jonë*, to produce eight EU-themed episodes. EUPK mobilized Slovenian scriptwriter and an EU expert to work with CMB to produce storylines that both informed and amused. The episodes have tackled important EU-related issues such as "EU Day" (screened on May 9th), "Student exchanges" (May 16th), "Recycling" (May 23), and "Grant opportunities" (May 30); "The Progress Report" (8 November – the day before the EU released its annual report on progress by the countries of the region), "Corruption" (15 November), "Environment" (22 November), "Kosovo's EU Perspective" (29 November).



Regarding print media, EUPK has been working with *Zëri* daily newspaper to publish a weekly page “Zëri i BE-së” (“The Voice of the EU”). The page, launched in February 2011, provides a summary of the previous week’s news about the EU in Kosovo; a column responding to questions about the EU and Kosovo’s integration; a weekly feature article about EU policies or EU projects in Kosovo and; announcements about forthcoming EU-related events.



Furthermore, a Kosovo media house was commissioned to produce a documentary road trip to Brussels from Pristina. “Rolling to Brussels”, a one-hour documentary released in May 2012, provides the Kosovo audience with an insight into the path of reform and reconstruction that Kosovo must undertake to become eligible for EU membership.



And last but not least, Europe Quiz was launched as an initiative aiming to promote awareness about Europe and provide young people with an understanding of the EU policies, objectives and how the EU works. During November and December 2011, 32 schools from across Kosovo took part in eight quarter-finals held in Prishtina, Peja, Prizren, Mitrovica, Gjakova, Ferizaj and Gjilan. The winners of the quiz, a team of five students from Gjilan, were awarded with a 12-day journey to five EU member states: Slovenia, Germany, France, Belgium and Italy. EUPK has cooperated with the EU-supported film festival *Dokufest* to identify young film-makers to make the 2011 Europe Quiz Road Trip documentary “Let’s Head to Europe!”



3. SURVEY METHODOLOGY

The research for this study was carried out during the fourth and fifth week of May 2012. The study used quantitative face-to-face survey among a nationally representative sample of 1,500 respondents. Geographical distribution of urban and rural respondents was 56 per cent vs. 44 per cent. Ethnicity of respondents was pre-determined at 69 per cent Kosovo Albanian, 19 per cent Kosovo Serb and 12 per cent Kosovo non-Serb minority. Serbs and other minorities were oversampled to make findings pertaining to those populations statistically reliable.

Out of 1,500 respondents, 54 per cent were male and 46 per cent female. The figures below show respondent profile based on age and education.

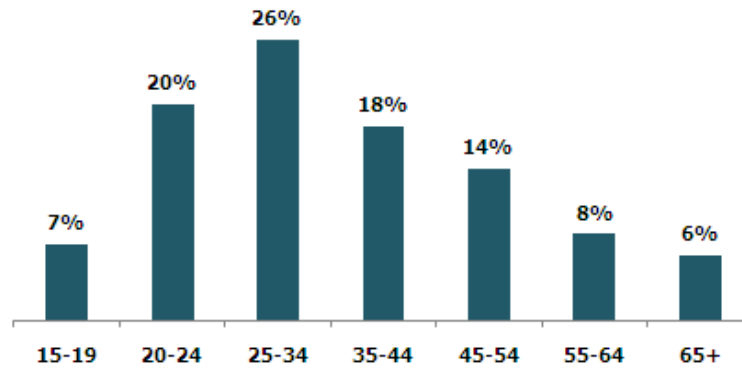


Figure 1. Respondent profile based on age

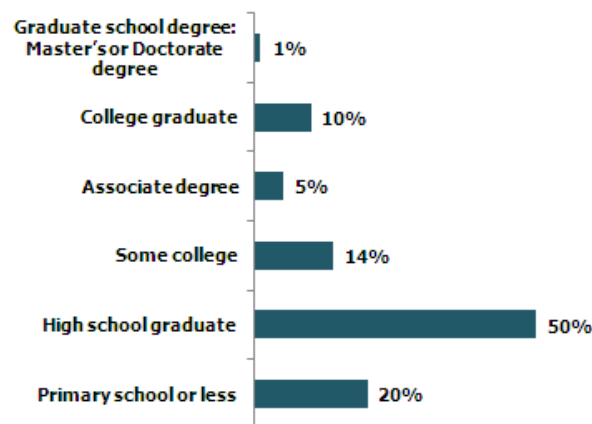


Figure 2. Respondent profile based on education

The questionnaire consisted of 41 questions agreed in advance by European Union Perspective in Kosovo (EUPK) and European Union Office in Kosovo; 31 questions were similar to those used in the previous survey in 2010 for comparison purposes. The questionnaire contained three sections: i) Awareness of the European Union and EU structures, ii) Integration: hopes and concerns, and iii) Information channels

3.1. Sampling method

The sample frame for this survey is determined by the most recent figures from the 2011 census. Such census work provides a valuable basis for setting up our population frame. The first stratification of the sample is by ethnicity. The sample design for the Kosovo ethnicities sub-samples is assumed to cover the entire population universe in Kosovo, producing sampling quotas based on municipality and settlement estimates of population maintaining probability proportionate to size (PPS). The second stratification is by municipality, third stratification is based on the settlement. The fourth stratification is conditional on the number of interviews allocated per settlement, applying a principle where not more than 10 interviews are conducted in the same street in the urban settlements or cluster of households in a rural settlement.

Execution of the sample corresponded to three stages: 1) household selection based on random walk process, 2) pre – screen question, identifying the eligible interview candidate making sure that the person is over 15 , and 3) conducting face-to-face interviews.

4. AWARENESS OF THE EUROPEAN UNION AND EU STRUCTURES

When asked about their visits to EU countries, 85 per cent of respondents said they have not been anywhere, compared to 80 per cent in 2010. Among those who have made visits, the majority of them have visited Germany (63 visits in 2012 vs. 89 visits in 2010), Greece (62 visits in 2012 vs. 24 visits in 2010), Italy (47 visits in 2012 vs. 43 visits in 2010), Bulgaria (42 visits in 2012 vs. 19 visits in 2010), Austria (26 visits in 2012 vs. 61 visits in 2010). Seven per cent have made visits to France, Slovenia, Hungary, Finland, and Belgium. The trend data suggests the travel in the region has increased while travel in the west Europe has slightly decreased.

4.1. Knowledge of the EU and EU structures

Kosovo residents were asked to assess their own state of knowledge regarding the EU, its policies and EU institutions. On a scale of 1 to 10, 25 per cent evaluated themselves as having little or no knowledge (1-3), 65 per cent evaluated themselves as having average level of knowledge (4-7), and only 10 per cent as having an advanced level of knowledge. Compared to the previous study, the percentage of those who consider themselves as “very knowledgeable” in 2012 is three times lower compared to those in 2010. (10% vs. 30%). The percentage of the least knowledgeable respondents has decreased, from 31 per cent to 25 per cent, while the percentage of those having an average level of knowledge has considerably increased, from 40 per cent to 65 per cent.

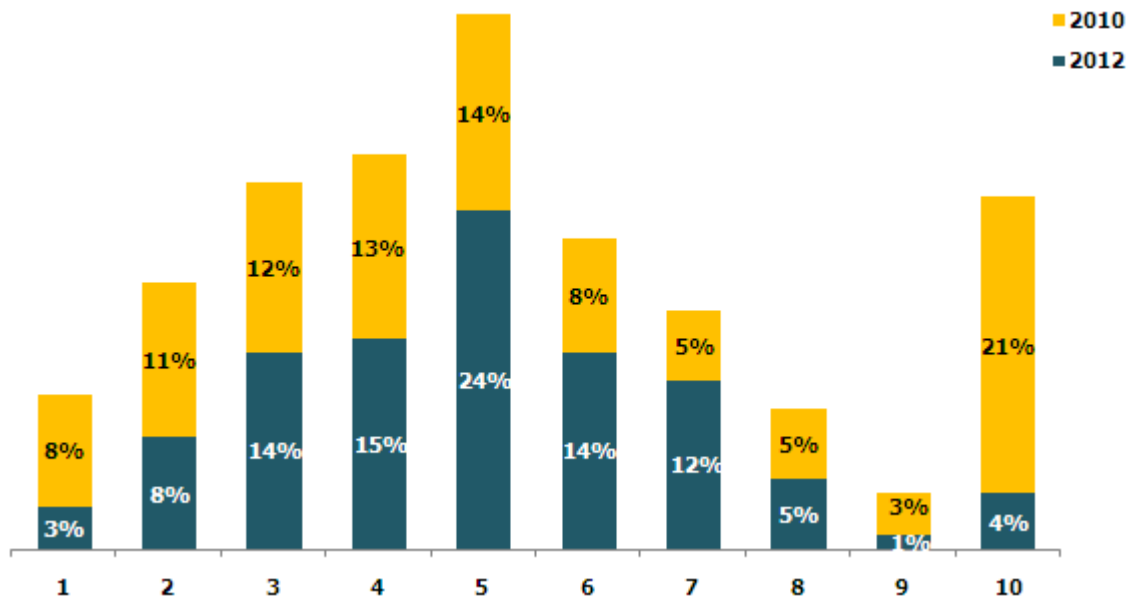


Figure 3. On a scale of 1-10 (1=No Knowledge, 10=Very Knowledgeable), how knowledgeable are you about the European Union (EU), its policies and institutions? / 2010 vs. 2012

The socio-demographic picture of awareness groups is presented in the following table. Based on gender, a higher percentage of men compared to women evaluate themselves as being very knowledgeable, as well as having an average level of knowledge.

According to the age groups, younger age groups evaluate themselves as having more knowledge than older age groups. The least knowledgeable respondent group is 15-19.

Considering ethnicity variations, Kosovo Albanian respondents deem themselves more knowledgeable than Kosovo Serbs and other Kosovo minorities. The least knowledgeable group is Kosovo Serbs.

	High knowledge group 2012	HKG 2010	Middle knowledge Group 2012	MKG 2010	Low knowledge group 2012	LKG 2010
Gender						
Male	13%	27%	66%	41%	21%	28%
Female	6%	33%	64%	36%	30%	27%
Age						
15-19	8%	23%	69%	33%	23%	42%
20-24	14%	27%	70%	43%	16%	28%
25-34	10%	27%	70%	42%	20%	27%
35-44	9%	30%	67%	40%	24%	29%
45-54	11%	25%	60%	42%	29%	28%
55-64	8%	28%	47%	31%	45%	34%
65+	7%	32%	45%	26%	48%	37%
Ethnicity						
Kosovo Albanians	12%	31%	71%	38%	17%	29%
Kosovo Serbs	7%	13%	47%	44%	46%	29%
Other Kosovo minorities	5%	27%	58%	35%	37%	38%

Figure 4. Socio-demographic picture of awareness groups / Trend 2010-2012

Respondents were given a showcard with five flags and were asked to identify each flag. The majority of the respondents answered correctly when asked to match the flags of U.S.A, NATO, EU, Germany, and UN. More than 82 percent correctly identified the flags of U.S.A., Germany and NATO. A slightly lower percentage of respondents correctly identified the EU and UN flag, with 80 percent and 72 percent respectively, however this marked a significant increase compared to the previous study where 64 per cent and 58 per cent, respectively, identified them correctly. Sixty-one per cent of the respondents answered all the 'quiz questions correctly, up from 47 per cent in 2010. Less than two percent wrongly identified all the flags.

More than 70 per cent of the respondents gave the correct answer to the question about the number of EU member states (i.e. “27”), marking a considerable increase compared to the previous study (49%). Less than 15 per cent answered incorrectly, with the remaining 15 per cent saying they did not know the answer.

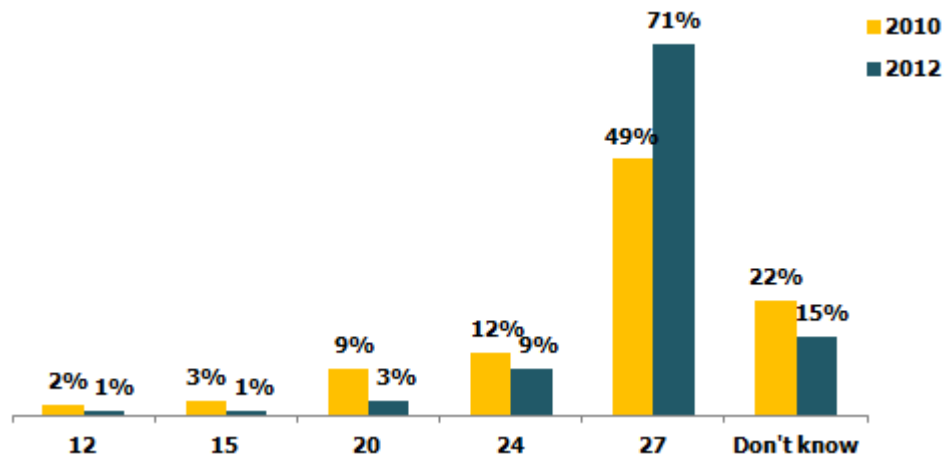


Figure 5. How many countries are members of the EU? / 2010 vs. 2012

Forty-nine per cent of the respondents know that Jose Manuel Barroso is the President of the European Commission, marking an increase from 41 per cent in the previous study. Thirty-four per cent answered incorrectly. Considering gender variations, more men than women were able to correctly identify the president of the EC, with 66 per cent vs. 34 per cent.

Regarding familiarity with EU institutions, the majority of respondents are mostly familiar with the “European Parliament” and “European Commission”, with 78 per cent and 76 per cent. On the other hand, they are the least familiar with the “Council of Ministers”. Compared to the previous study, awareness of the EU institutions has increased.

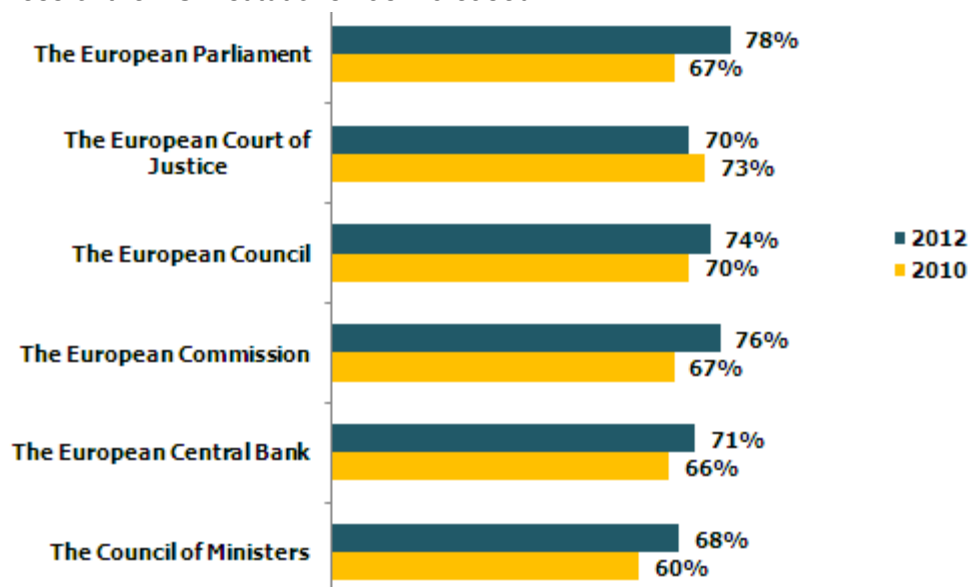


Figure 6. Percentage of respondents who have heard of the EU institutions / 2010 vs. 2012

4.2. Visibility of the EU in Kosovo

Regarding Kosovo EU accession, fifty-four per cent believe Kosovo will become a member of the EU within the next five years. Results show that while 60 per cent of respondents two years ago believed that Kosovo would become a member of the EU by 2015, now 34 per cent of respondents believe that Kosovo will become a member by 2014. In addition, the percentage of those who think that Kosovo will only become a member by 2030 has tripled, from 3 per cent in 2010 to 10 per cent in 2012.

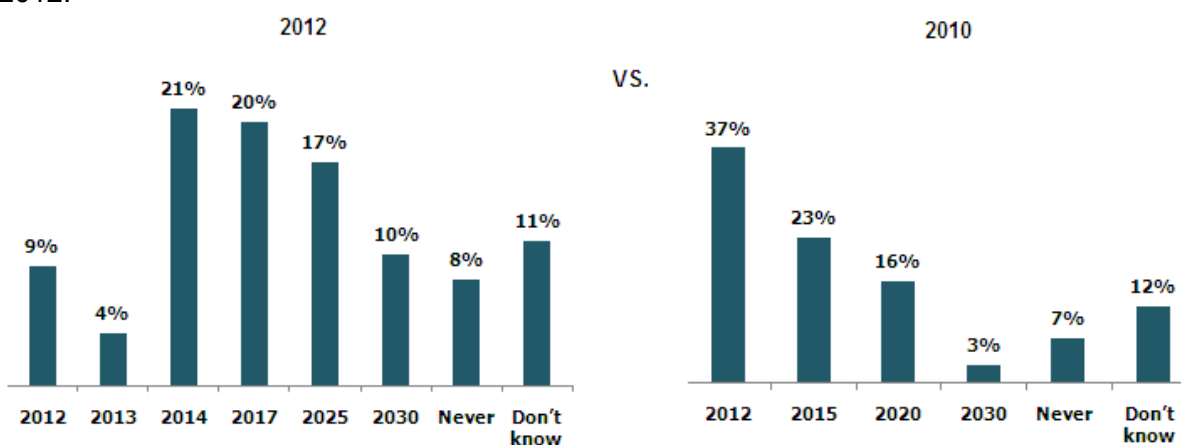


Figure 7. In your opinion, when will Kosovo become a member of the EU? / 2010 vs. 2012

Similar to two years ago, 72 per cent of the respondents are aware that EU is helping Kosovo to integrate by providing financial and technical assistance.

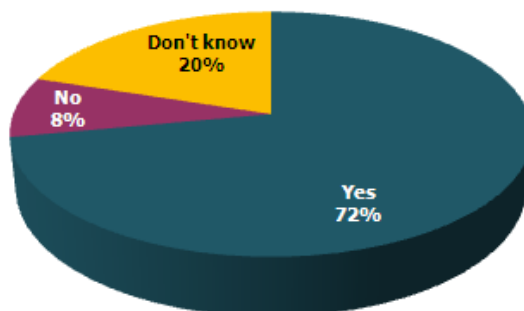


Figure 8. Is the EU helping Kosovo to integrate by providing financial and technical assistance?

However, there is less awareness regarding EUOK projects. The awareness level compared to the previous study has not changed much; currently, 40 per cent of respondents are aware of any EUOK project in Kosovo, compared to 39 per cent two years ago.

Fifty-one per cent of the respondents know that Samuel Žbogar is Head of the EUOK and the EU Special Representative in Kosovo. While 25 per cent expressed that they do not know, 22 per cent answered incorrectly by naming Pieter Feith (15%), Catherine Ashton (5%) and Stefan Fule (2%). More than 80 per cent of those who correctly identified head of the EUOK said that his impact has been 'positive' during his period.

5. EU INTEGRATION: HOPES AND CONCERNS

Eighty per cent of respondents reported that they are at least “somewhat satisfied” with their lives, up from 69 per cent in 2010. Respondents’ satisfaction depends to a large degree on their income. Forty-five per cent of those with income level less than 100€ per month are dissatisfied with their current situation. In addition, a slightly higher percentage of men than women are satisfied with their lives. Regarding ethnicity, the least satisfied group is ‘other Kosovo minorities’.

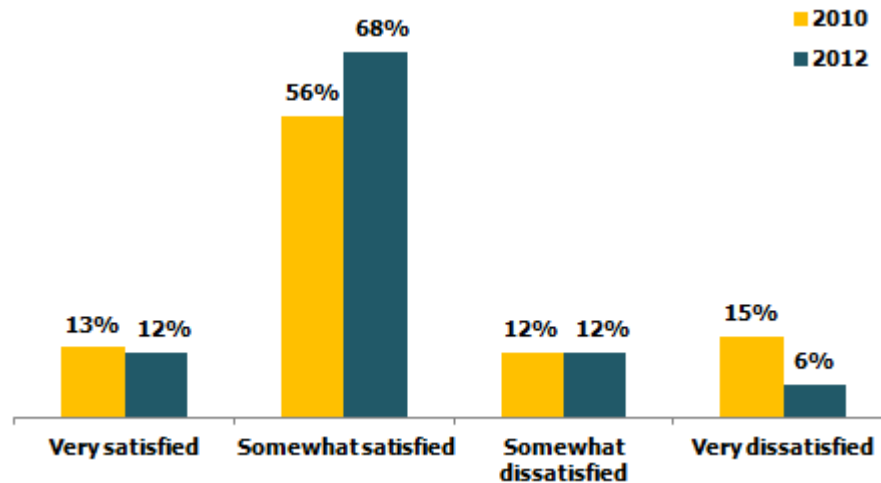


Figure 9. In general, how satisfied are you with your life? / 2010 vs. 2012

As compared to five years ago, more than half of respondents said that their personal situations have improved (53%). Compared to the previous study, personal situation of respondents has improved. The most unsatisfied respondent group based on ethnicity is ‘other Kosovo minorities’ who report that their living situations have not improved in the last five years.

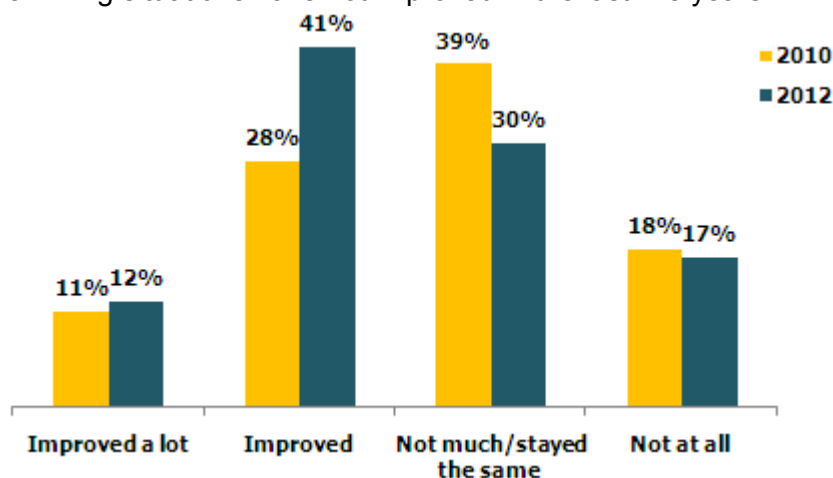


Figure 10. Has your present situation improved compared to five years ago? / 2010 – 2012

5.1. Perception of the EU in Kosovo

In the previous study, the same percentage of respondents who declared themselves ‘citizens of Kosovo’ also declared themselves ‘citizens of Kosovo and Europe’ (40%). However, a considerable change was noted in the current study. While 59 per cent of respondents declared themselves as ‘citizens of Kosovo’, 27 per cent declared themselves as ‘citizens of Kosovo and Europe’. Considering age variations, younger age groups (15-34) are more likely to identify themselves as both as citizens of Kosovo and as Europeans than older age groups (55-65+).

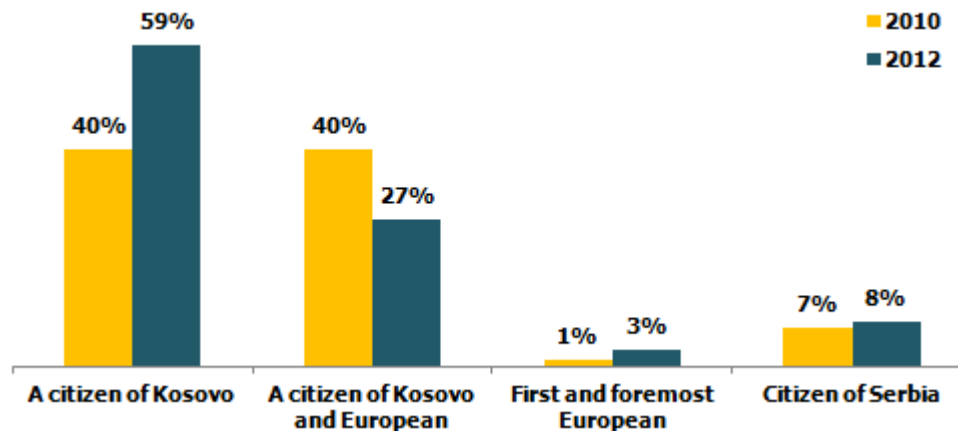


Figure 11. Do you perceive yourself to be...? / 2010-2012

The table below shows how each ethnic group perceives itself in terms of citizenship. The majority of Kosovo Albanians and ‘other Kosovo minorities’ perceive themselves as ‘citizens of Kosovo’. On the other hand, Kosovo Serbs perceive themselves as ‘citizens of Serbia’, and they are the least likely ethnic group to feel ‘European’.

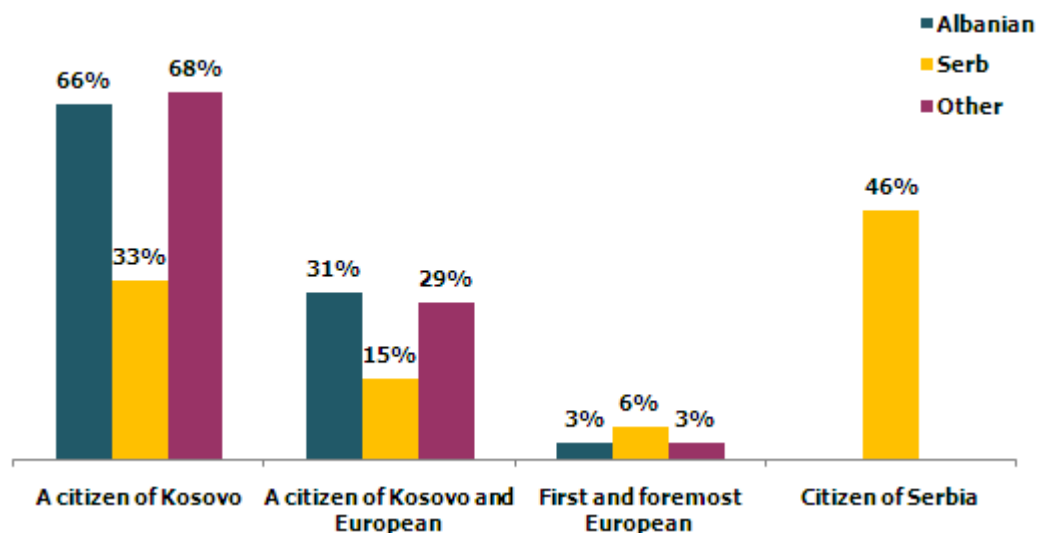


Figure 12. Do you perceive yourself to be...? / Based on ethnicity

In general, citizens have a positive perception of the EU, with 64 per cent of them rating the EU as at least “positive”. This percentage has slightly dropped compared to the previous study (65%). However, while negative attitude accounted for 15 per cent in the previous study, currently only 5 per cent of the respondents perceived the EU as negative.

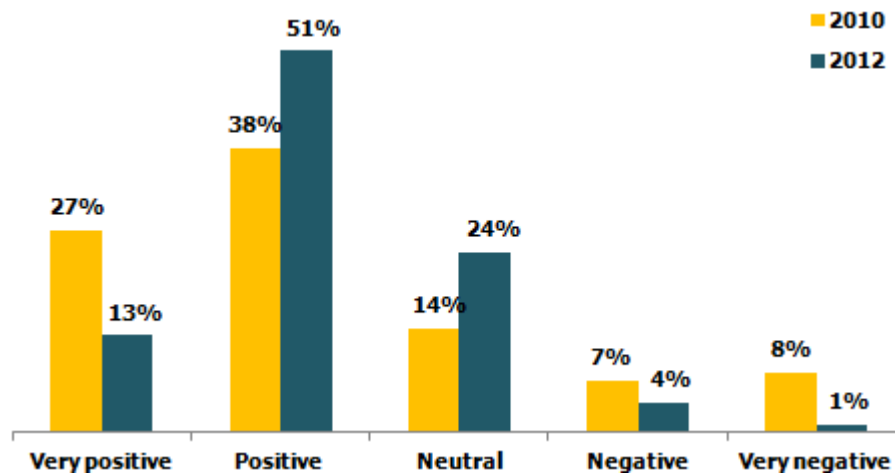


Figure 13. In general, what is your perception of the EU? / 2010-2012

Considering ethnicity variations, almost 80 per cent of Kosovo Albanians and almost 60 per cent of ‘other Kosovo minorities’ have a positive perception of the EU. It is interesting to note that only 24 per cent of the Kosovo Serbs perceive the EU as negative. Compared to the previous study where no Kosovo Serb respondents perceived the EU as positive, this study reveals that more than 30 per cent of them have a positive perception of the EU.

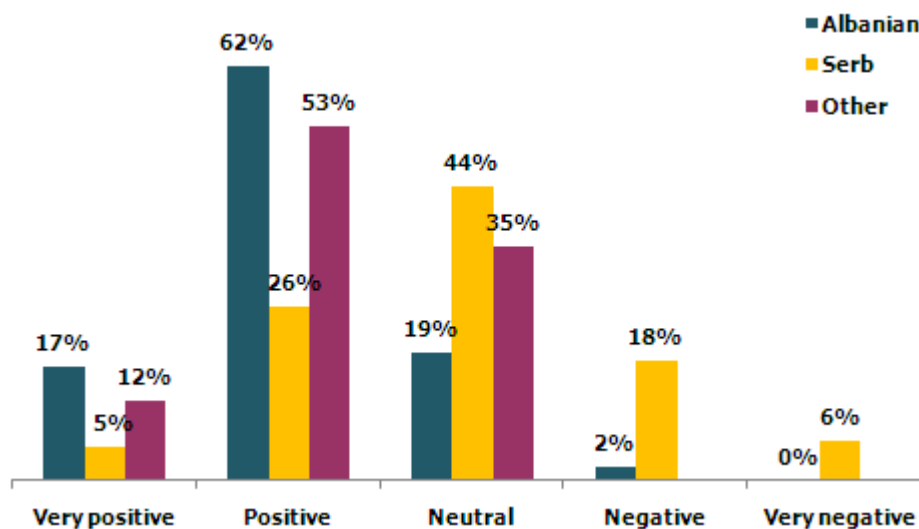


Figure 14. In general, what is your perception of the EU? / Based on ethnicity

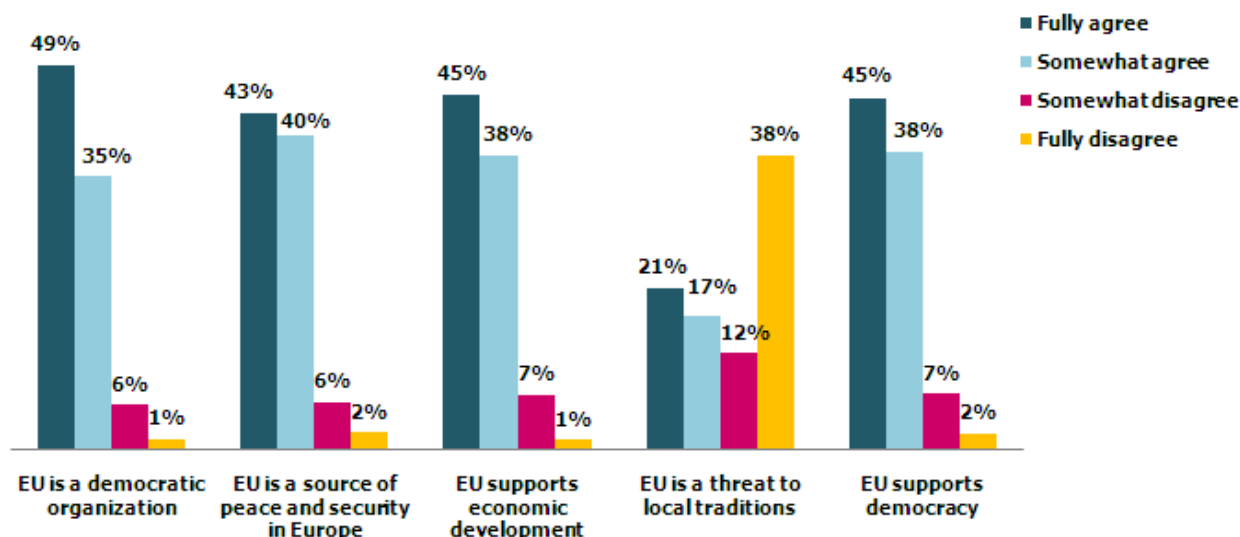


Figure 15. To what degree do you agree with the following statements about the EU?

Kosovo citizens believe the EU to be a benign institution overall. More than four-fifths of respondents agree that the EU is a democratic institution, it supports democracy, it is a source of peace and security in Europe, and it supports economic development. On the other hand, less than 40 per cent see the EU as 'a threat to local traditions'. Regarding ethnic group variations, it is worth noting that almost 80 per cent of Kosovo Serb respondents think that 'EU is a threat to local traditions'.

Almost 90 per cent of respondents think that it is important for Kosovo to strengthen ties with the EU. On the other hand, almost half of the Kosovo Serb respondents think that is 'not important at all'. When asked whether they think Kosovo is ready to join the EU, 56 per cent said 'yes', while 26 per cent said 'no'. Almost 70 per cent of Kosovo Serb respondents said 'no'.

If there were a referendum on joining the EU tomorrow, 72 per cent of respondents would vote 'yes'. Ten per cent would vote 'against', while eight per cent remain 'neutral'. Forty-eight per cent of Kosovo Serbs said they would vote against, while 27 per cent said they would vote 'yes'. On the other hand, 91 per cent of other Kosovo minorities would vote 'yes'.

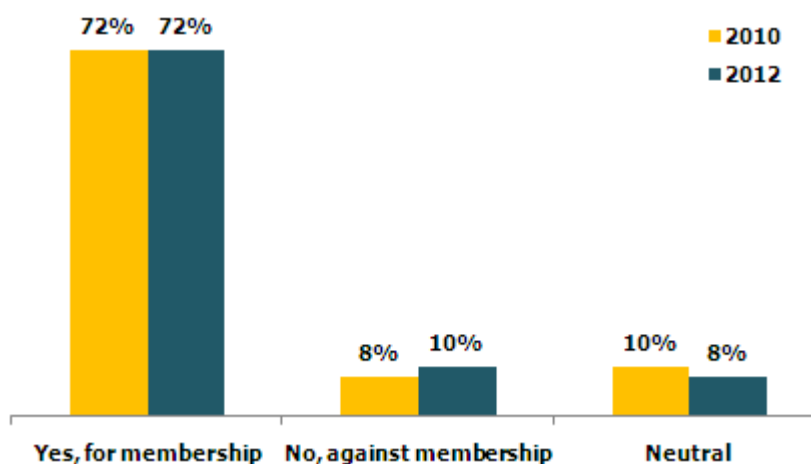


Figure 16. If there were to be a referendum tomorrow regarding Kosovo's membership of the EU, would you personally vote? 2010-2012

The percentage of those who think that Kosovo-Serbia relations and EU integration of Kosovo are related has slightly increased compared to the previous study. In addition, a higher percentage of respondents think that EU integration will contribute to increased freedom of movement for both Kosovo-Serbs and Kosovo-Albanians in Kosovo. While the majority of Kosovo Serb respondents also think that Kosovo-Serbia relations and EU integration of Kosovo are related, the majority of them do not think that that EU integration will contribute to increased freedom of movement.

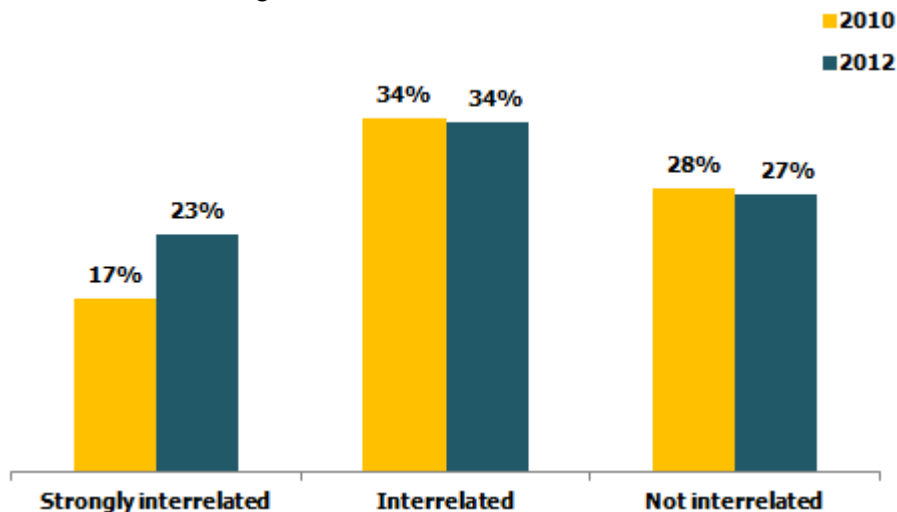


Figure 17. Do you think that Kosovo-Serbia relations and EU integration of Kosovo are interrelated? / Trend 2010-2012

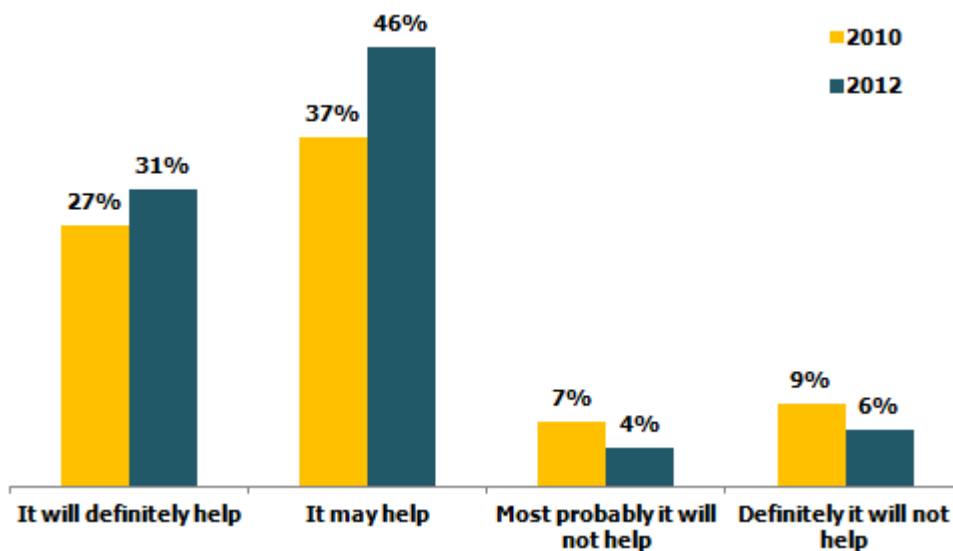


Figure 18. Do you think EU integration will contribute to increased freedom of movement for both Kosovo-Serbs and Kosovo-Albanians in Kosovo? / Trend 2010-2012

5.1. Hopes and concerns

When asked what EU means for them, 77 per cent said ‘freedom to travel, study, work, and live anywhere in the EU’ (compared to 61% in the previous study). The following most important statements were regarding better quality of life, better future for the youth, employment opportunity and security. As seen from the table below, all these issues have increased in importance compared to two years ago. On the other hand, issues like ‘economic situation’ ‘relations with neighbors’, ‘citizens’ rights’, ‘national sovereignty’, ‘bureaucracy’, ‘environment’, have decreased in importance compared to 2010.

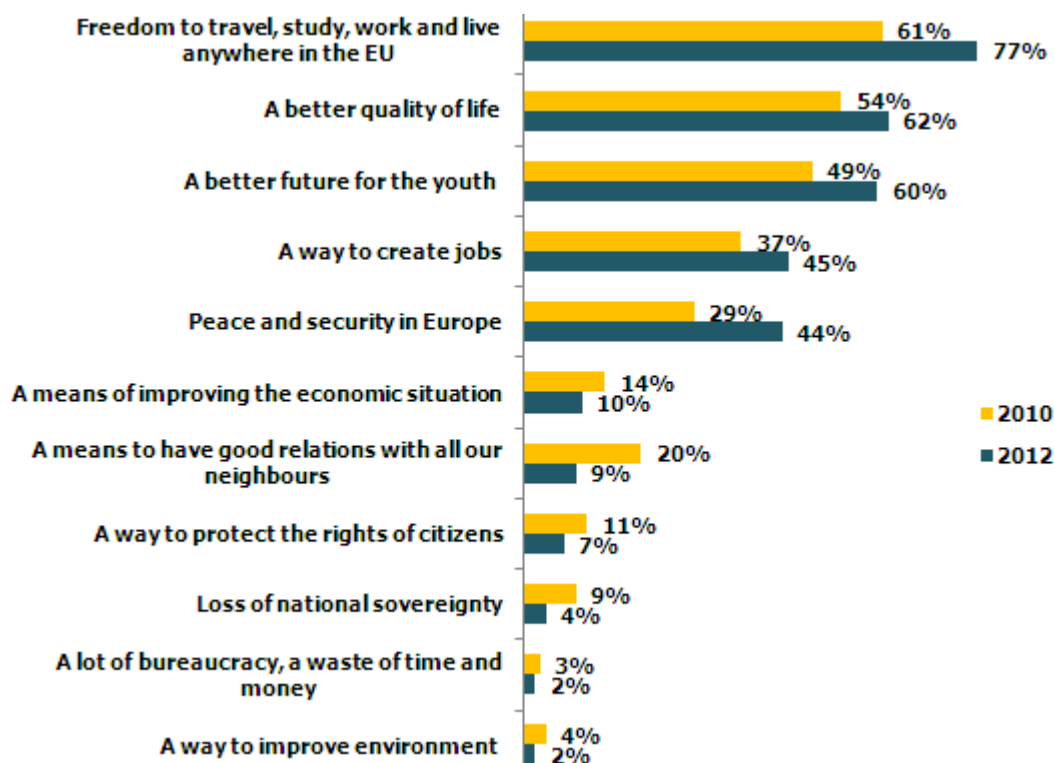


Figure 19. Which of the following statements best describe(s) what the EU means to you personally? / 2010-2012

Fifty-seven per cent of the respondents believe that Kosovo membership in the EU would benefit them personally, up from 54 per cent in 2010. Eleven per cent of respondents think it would not benefit them at all. Younger age groups (20-24) are more likely to believe than older age groups that membership would benefit them personally.

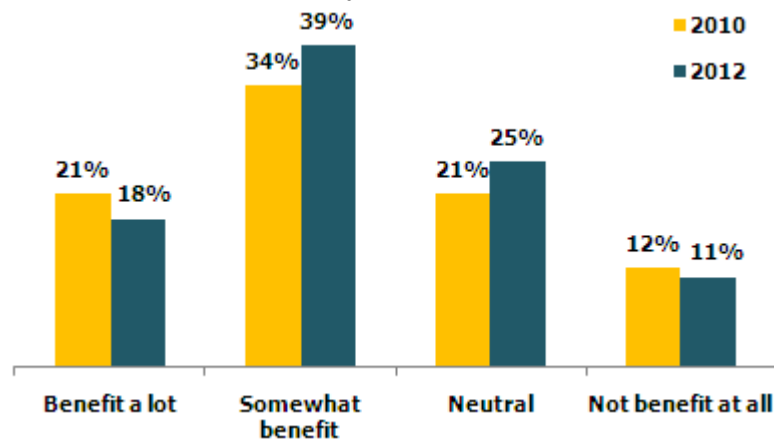


Figure 20. Do you think that becoming a member of the EU would benefit you personally, or not? / 2010-2012

The majority of Kosovo citizens (65%) think that Kosovo integration within the EU would be advantageous for the country.

When asked whether they would like to go to a European country to work, 61 per cent said yes. On the other hand, 61 per cent said they would not go to permanently settle in an EU country. Younger age groups (20-34) are more than twice more likely than older age groups to report that they would like to go to a European country to work and would permanently settle in an EU country.

According to the survey results, 32 per cent of respondents have no concerns regarding the European integration while 14 per cent have no opinion on the issue. The two main concerns among Kosovo citizens regarding integration are the difficulty for Kosovo to fulfil integration reforms/criteria, and their lack of information about the EU. Loss of national sovereignty and cultural identity are mentioned by five per cent and four per cent of respondents, respectively.

Considering ethnicity variations, the main concerns among Kosovo Serbs are lack of information about the EU, the difficulty for Kosovo to fulfil integration reforms/criteria, and loss of national sovereignty/independence. The main concerns among other Kosovo minorities are the difficulty for Kosovo to fulfil integration reforms/criteria and lack of information about the EU.

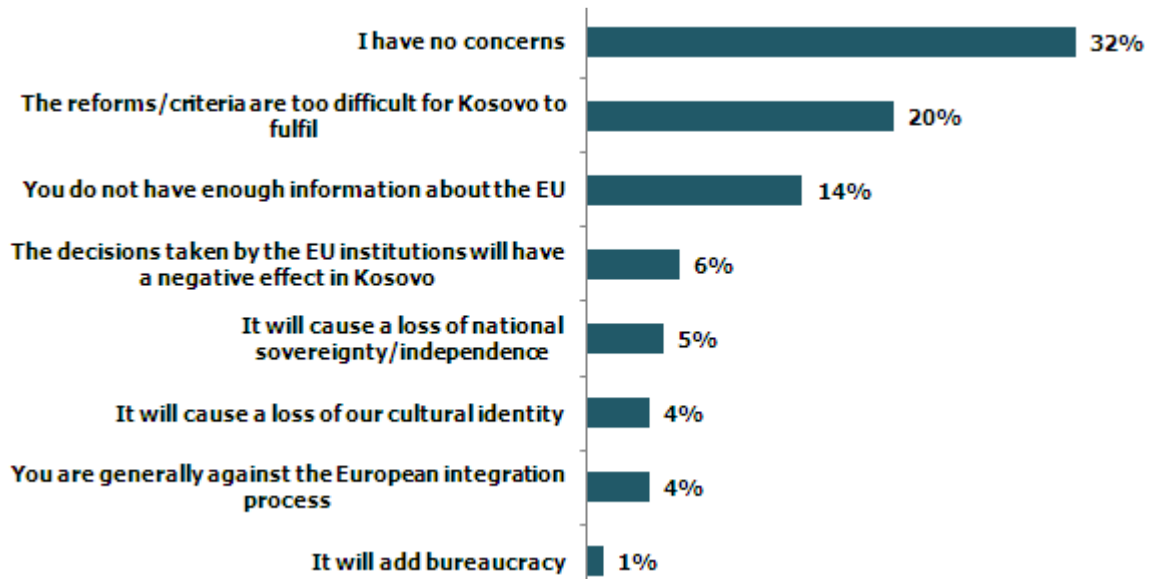


Figure 21. What are your concerns regarding EU integration?

According to the respondents' opinions, the most important issues facing Kosovo at the moment are 'corruption', 'unemployment' and the 'economic situation'. On the other hand, the least important issues are 'the environment' and 'relations with neighbors'.

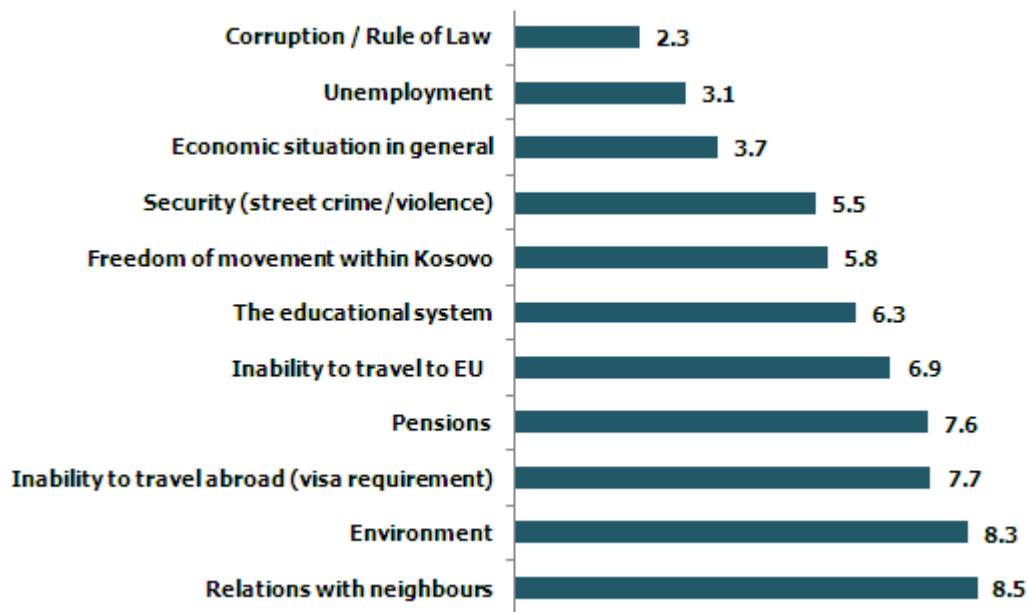


Figure 22. What do you think are the most important issues facing Kosovo at the moment? / 1= most important and 11=Least important

More than 70 per cent of respondents are positively disposed towards possible solution of the existing problems in economy, travel, corruption, social welfare and agriculture fields due to the European integration. However, compared to the previous study results, a lower percentage of respondents think the EU will help Kosovo cope with its existing problems (except for elections and competitiveness in the business environment).

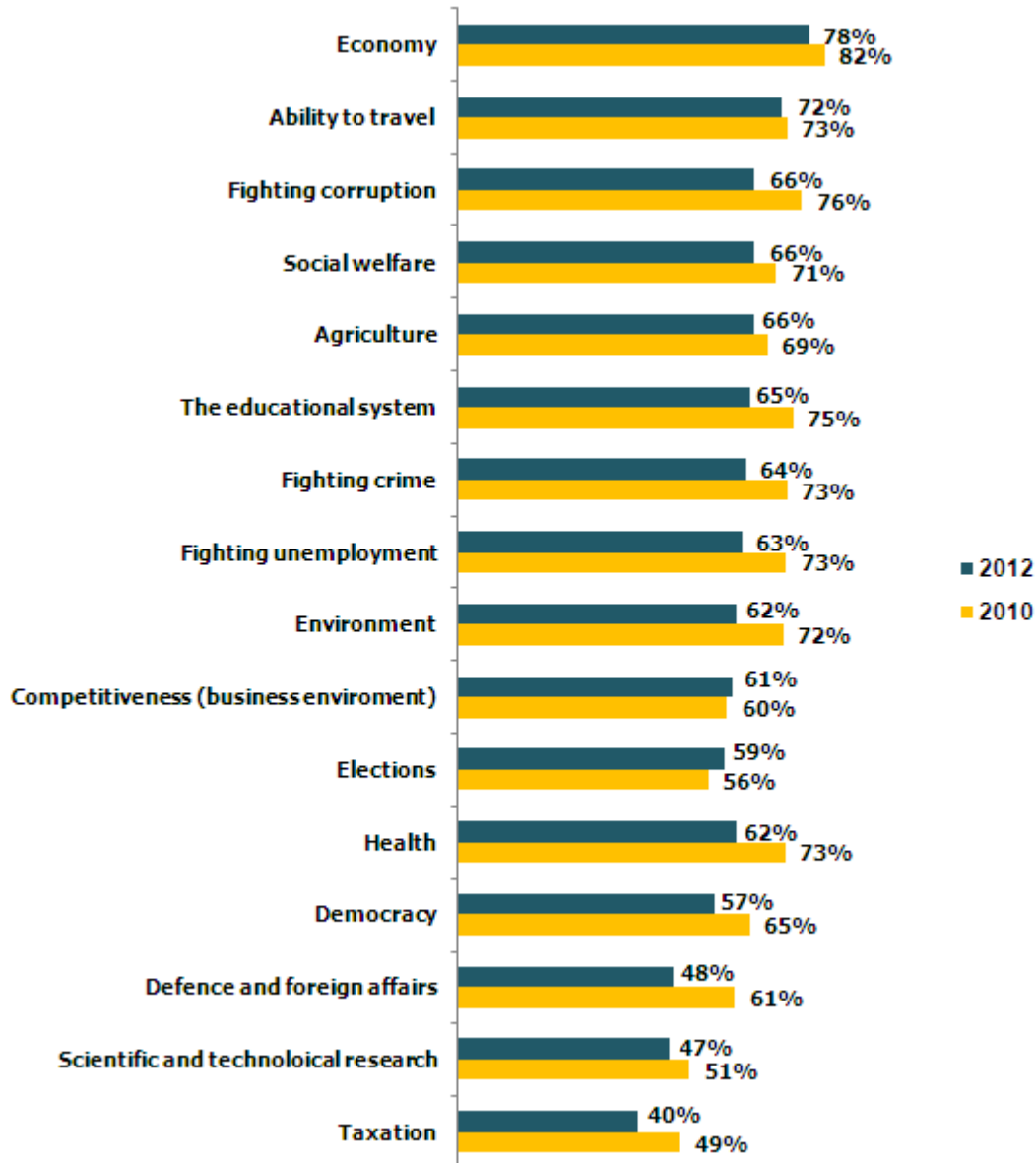


Figure 23. Do you think the EU integration will help Kosovo to cope with its existing problems?

Similar to the previous study results, the current results show that the top three groups that will incur more advantages with EU accession are those who speak foreign languages (82%), young people (79%) and teachers and academics (62%). The top three groups who are seen to have advantages as well as disadvantages are those who do not speak a foreign language, manual workers, private sector employees and small and medium sized businesses.

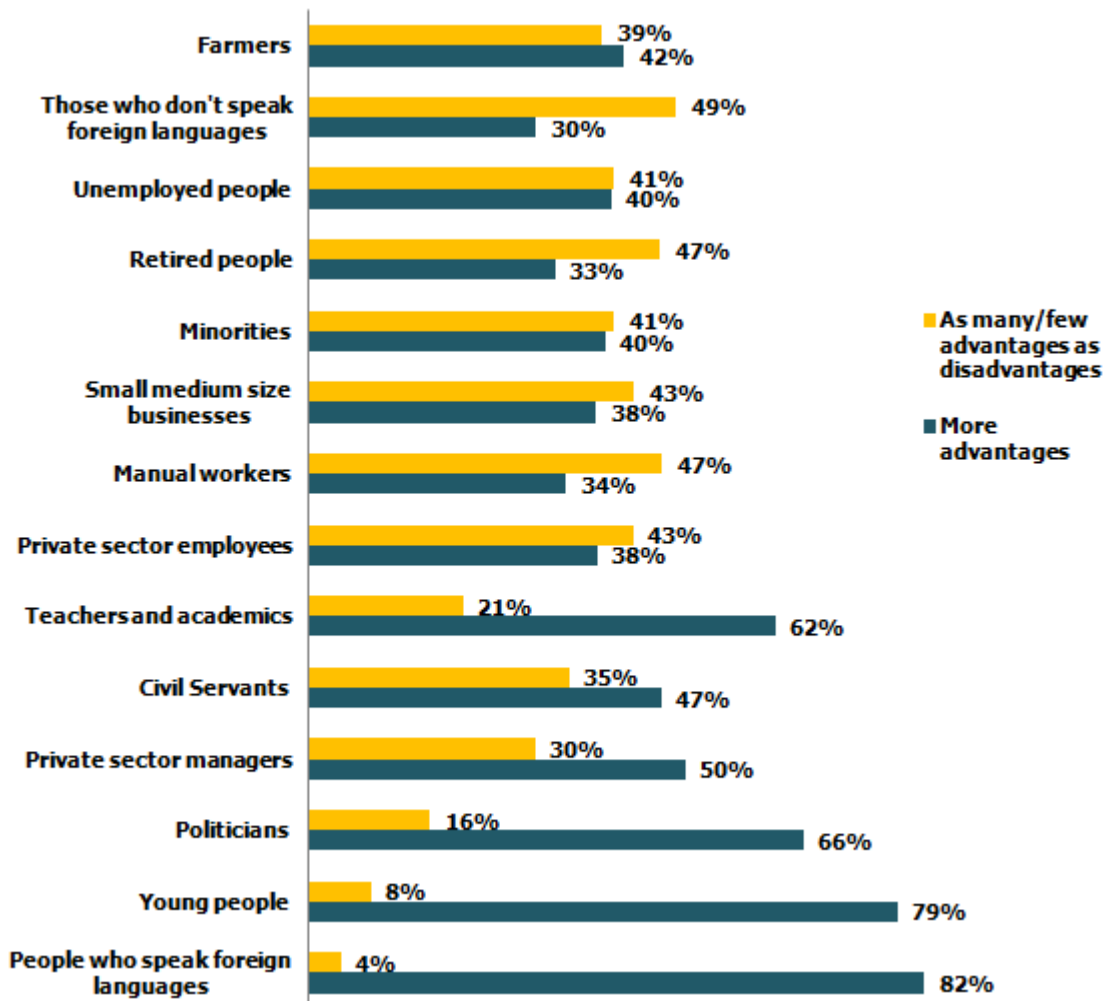


Figure 24. What advantages will the EU integration bring to the following groups in Kosovo society?

Respondents have been asked to what extent they feel they can trust a number of institutions. The majority of them displayed trust in NATO (77%) and United Nations (76%). The least trusted institutions are OSCE (55%) and the International Criminal Tribunal for the former Yugoslavia (41%). Compared to the previous study, trust has increased in all institutions, apart from OSCE and ICTY.

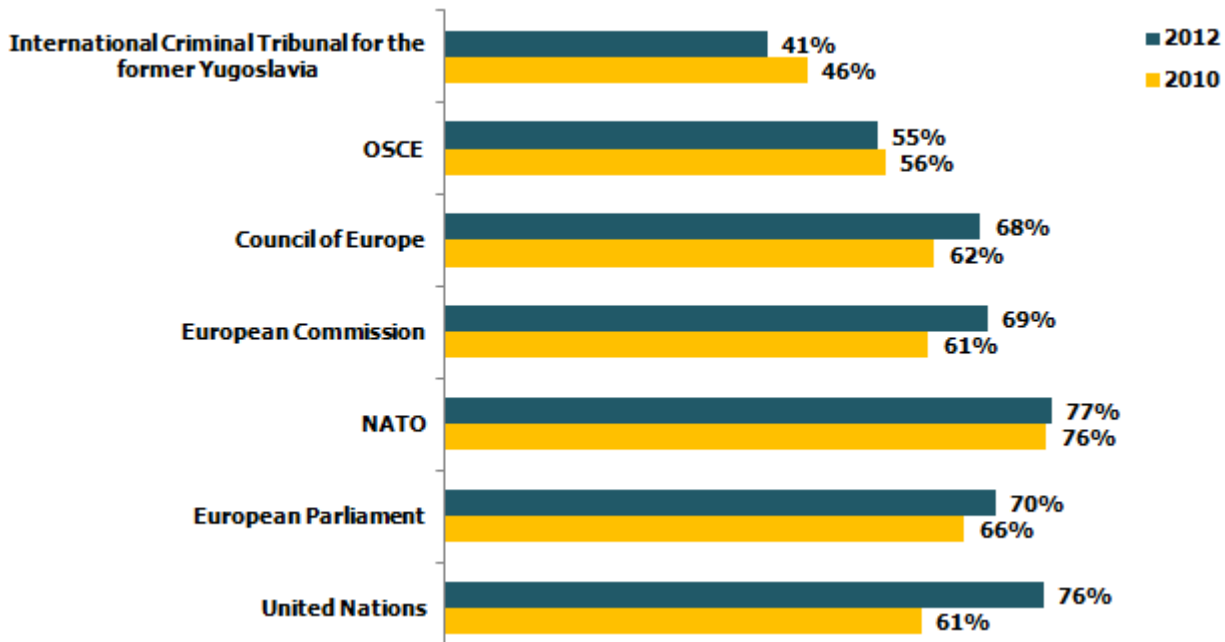


Figure 25. Do you trust the following organizations? / 2010-2012

6. INFORMATION CHANNELS

6.1. Most used and trusted information sources

When asked to point most frequently used information sources, the overwhelming majority of respondents cited TV (91%). The next most used source is the mobile phone (70%) followed by the internet (64%).

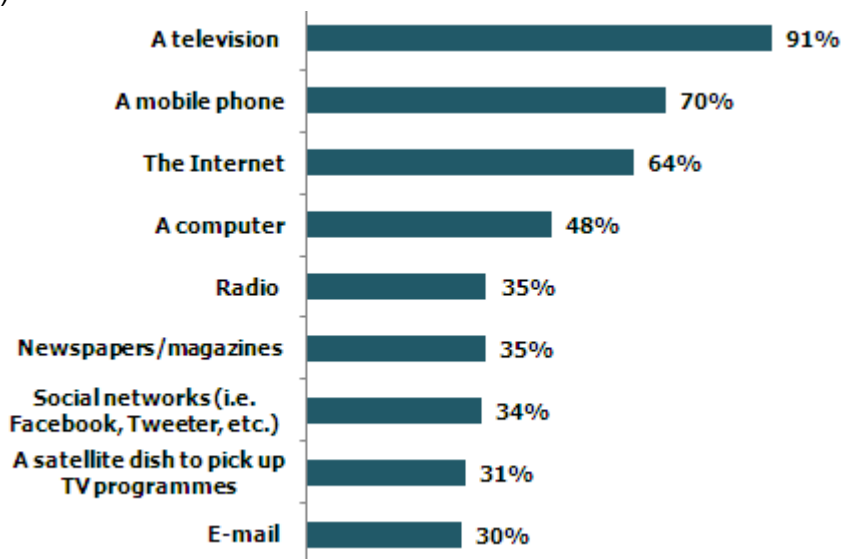


Figure 26. Do you use, on a regular basis (at least once a week) ...?

Forty-three per cent of those respondents who watch news programs, do so every day for 1 to 3 hours, while 21 per cent watch news television broadcasts each day for less than an hour. Regarding radio, less than 30 per cent of respondents listen to radio news broadcasts approximately a few times a week, while others do so for either less than an hour or each day for 1 to 3 hours (16% and 6% respectively).

While in the previous study, the internet was the fifth most frequently used information source, this year, it is the third. Almost 30 per cent read the news on the internet for 1 to 3 hours, while 20 per cent do so every day for less than an hour. Twenty-three per cent do not use the Internet for news at all.

Approximately 30 percent read newspapers a few times a week, 30 per cent do so every day for less than an hour, while 31 percent do not read newspapers at all.

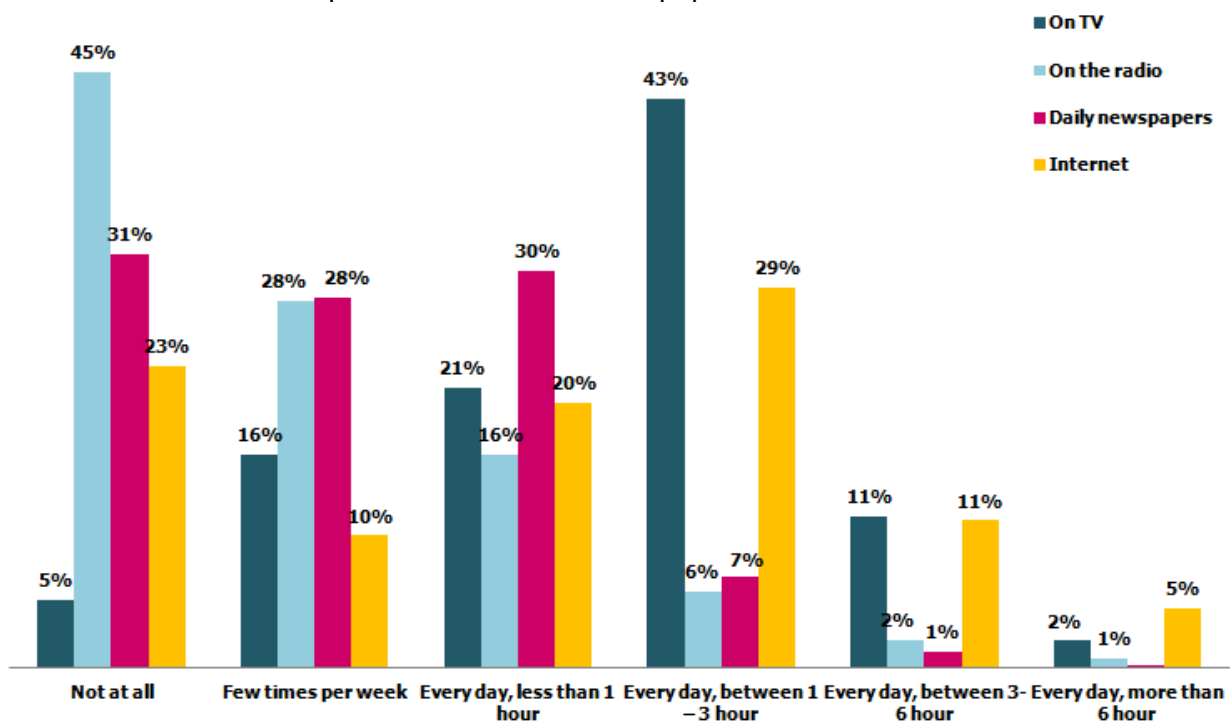


Figure 27. Roughly, how often do you watch/listen to/read the news ...?

Similar to the previous study results, all but one of the issues dominates the majority of the respondents' interest; foreign policy/international relations. The majority of respondents (79%) are mostly interested in news about social issues, followed by news on economy (74%), and news on 'national politics' (71%).

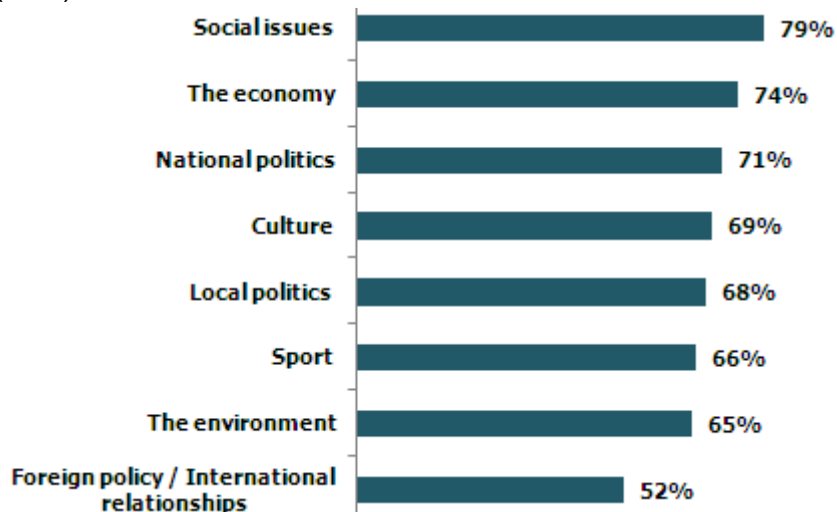


Figure 28. In general, do you pay attention to news about each of the following?

The figure below shows the most trusted groups of opinion leaders. Journalists enjoy the highest level of confidence 58 per cent, up from 53 per cent in 2010. EU decision makers are in the second place (12%), followed by religious leaders (11%). Politicians enjoy the confidence of five per cent of respondents. Businessmen are the least trusted. Compared to the previous study, the level of trust in NGOs/civil society representatives has dropped significantly, from 18 per cent to 7 per cent. The majority of Kosovo Serb respondents consider 'religious leaders' as the most trustful source of information.

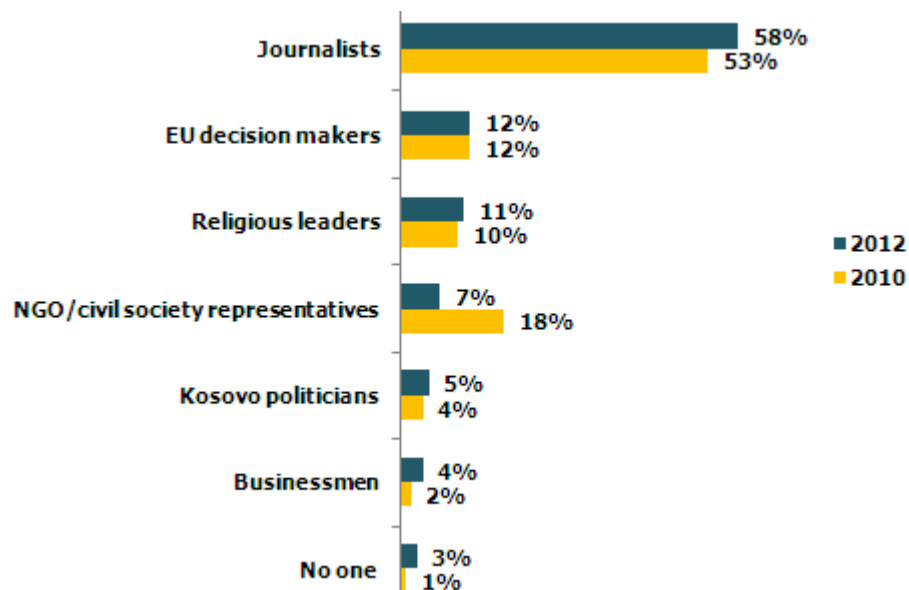


Figure 29. Who do you consider the most trustful source of information? Trend 2010-2012

6.1. EU-related information

Regarding whether respondents pay attention to news about the EU, the present survey reveals that 65 per cent, compared to 64 per cent in the previous study, do pay attention. When asked whether they are interested in information about the EU, 71 per cent said they are. Group age 25-34 is the one who mostly pays attention to news about the EU and is mostly interested in information about the EU.

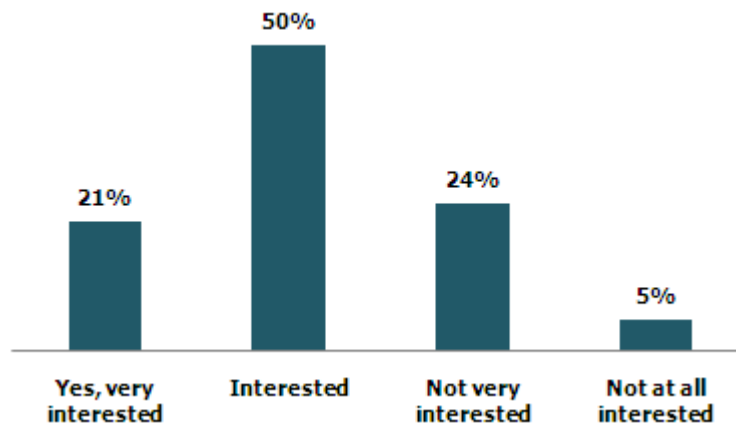


Figure 30. Are you interested in information about the EU?

Regarding the quality and quantity of information about the EU provided by the information channels, a greater percentage of respondents are satisfied with the quality of the information than with the quantity of the information, with 60 per cent vs. 44 per cent.

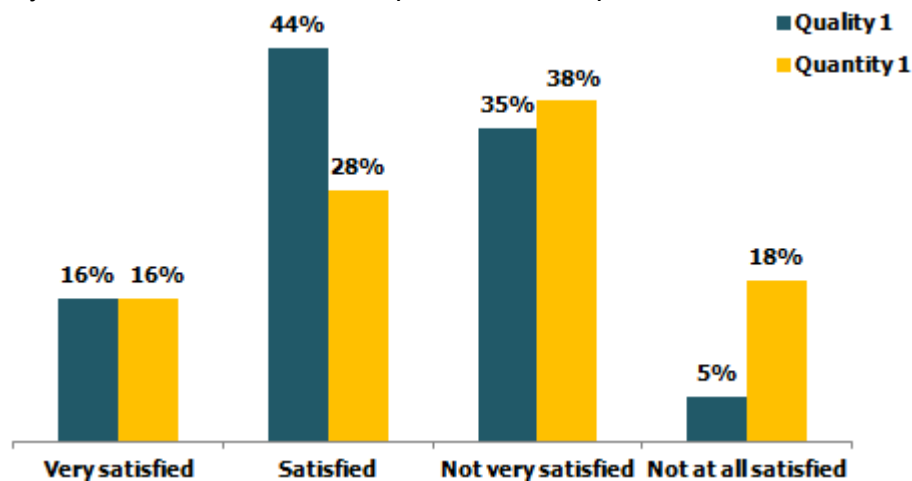


Figure 31. Are you satisfied with the quality and quantity of information of EU provided by the information channels?

For those who are interested in obtaining more information about the EU, its policies and its institutions, the most popular information source is television, followed by the internet and the daily newspapers. Compared to the previous study, the role of the internet has significantly increased, moving from being the fourth to being the second most used source (22% vs. 39%)

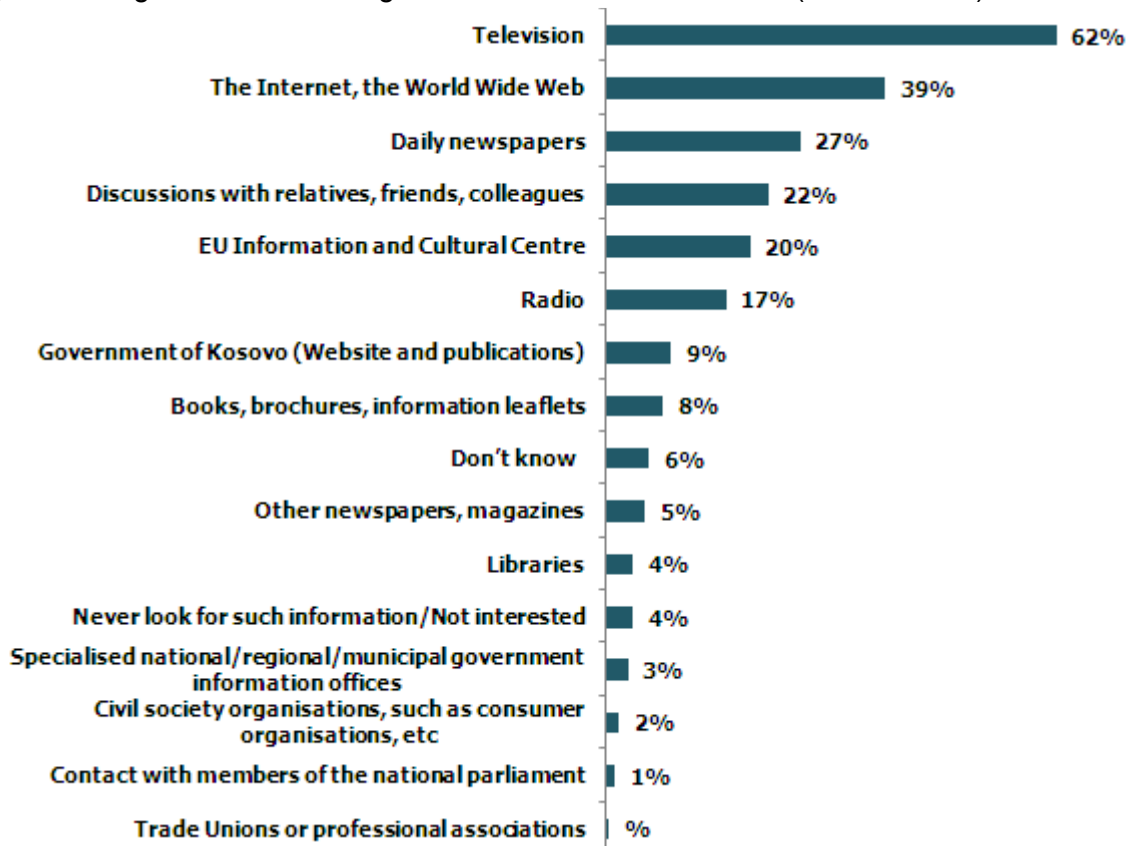


Figure 32. If you were to look for information about the EU, its policies, its institutions, which of the following sources would you use?

When asked on which EU-related topics they would like to get more information, the majority of respondents said 'youth policy' (15%), 'EU economy in general' (15%), and 'European citizenship' (12%). Compared to the previous study, interest in 'youth policy' has dropped from 22 per cent; interest in 'EU economy in general' has increased from 4 per cent; interest in 'European citizenship' has increased from 2 per cent; interest in 'social policy' has dropped from 16 per cent.

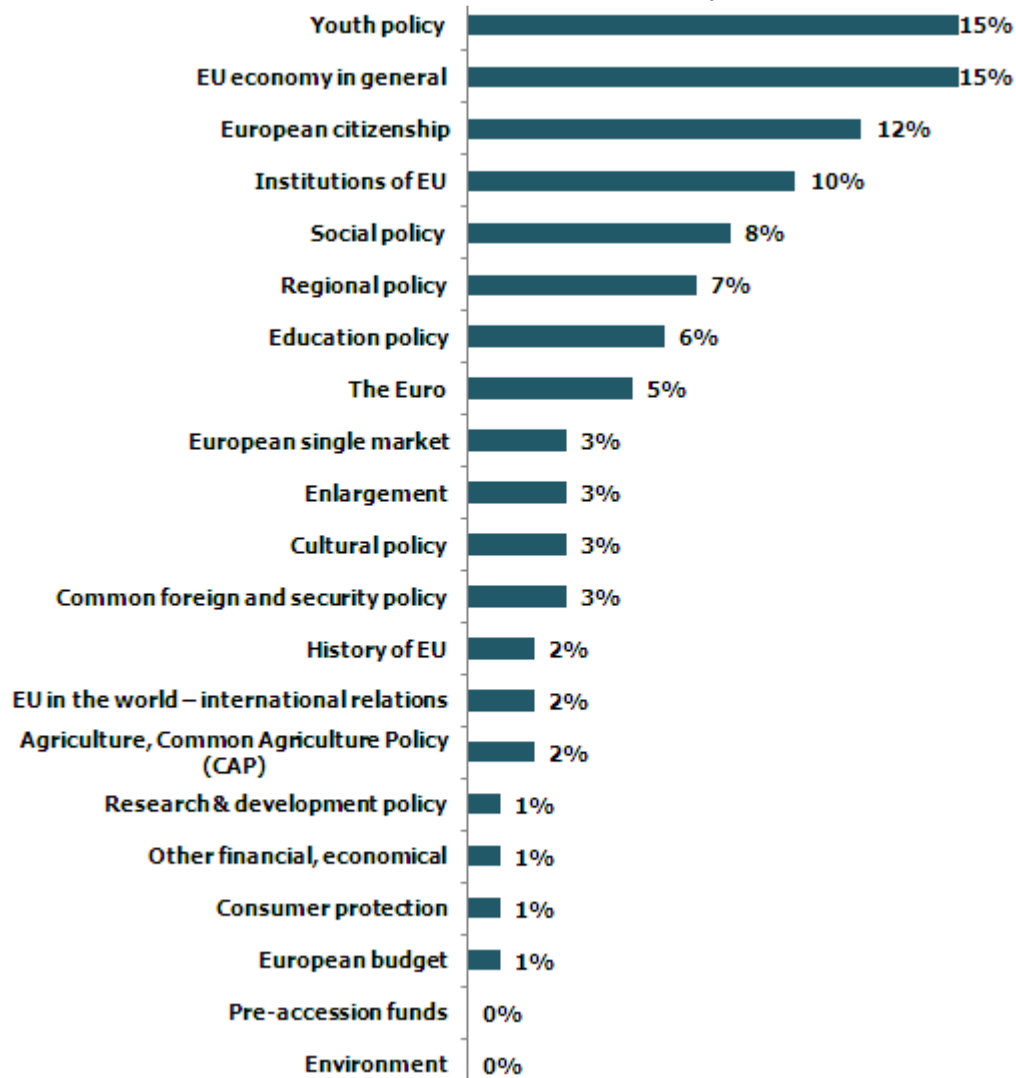


Figure 33. On which EU-related topics would you like to get more information?

When asked about the awareness products developed by EUPK in order to inform and raise public awareness about the EU in Kosovo, the majority of the respondents (62%) have seen episodes of *Kafeneja Jonë* with an EU storyline. The figure below reveals the percentage of respondents who have seen or heard of the EUPK informative products.

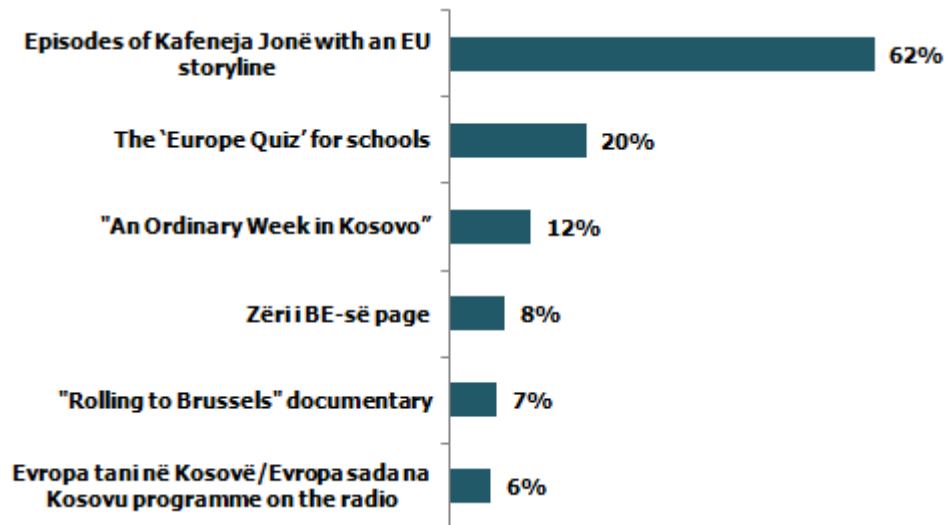


Figure 34. The percentage of those who have seen/heard EUPK awareness products

Considering ethnic groups, Kosovo Serb respondents were only aware of the 'Europe Quiz' (7%). On the other hand, other Kosovo minorities were aware of all EUPK products. The most seen/heard products among them are 'episodes of *Kafeneja Jonë*', 'An Ordinary Week in Kosovo', and the 'Europe Quiz'.

In addition respondents were asked to rate the products. Over 90 per cent who have seen/heard them, found them "entertaining and informative":

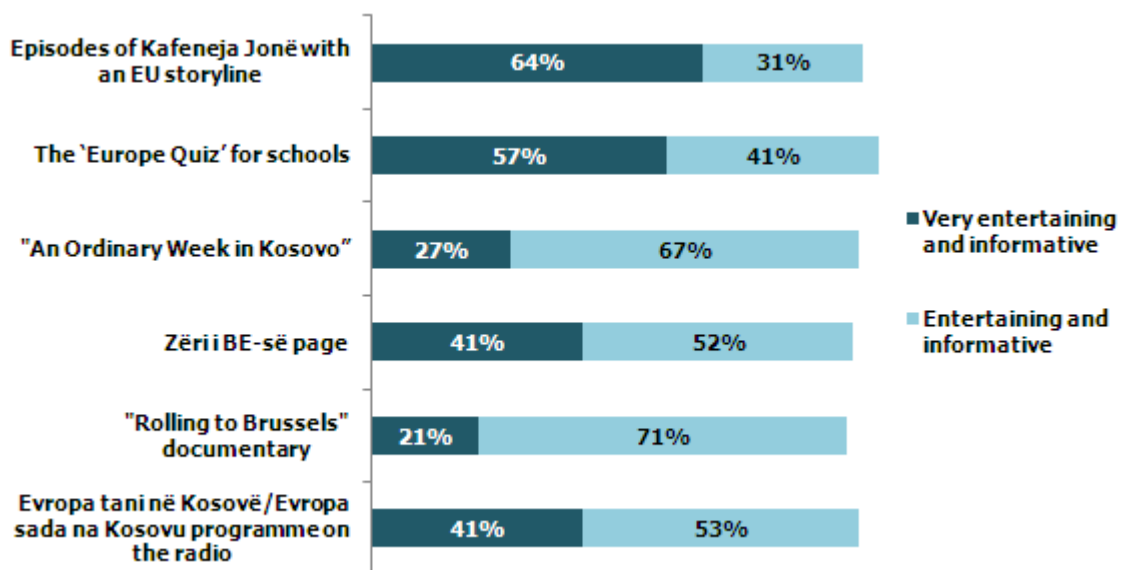


Figure 35. Ratings of the EUPK awareness products

7. CONCLUSION

Kosovo residents remain well disposed towards the EU. Not only do they regard Kosovo integration within the EU as advantageous for the country, they also believe Kosovo is ready to join the EU. Furthermore, the majority believe that Kosovo membership in the EU would benefit them personally. Although a greater percentage of respondents compared to the previous study reported that they are satisfied with their lives and that their personal situations have improved compared to five years ago, the majority of them still reported that they would like to go to a European country to work. Younger age groups (20-44) were twice more likely than older age groups to report that they would like to go to a European country to work and would permanently settle in an EU country.

Compared to two years ago, respondents showed higher awareness regarding 'quiz questions'. When asked to identify five flags, the majority of the respondents correctly matched the flags of U.S.A, NATO, EU, Germany, and UN. A lower percentage of respondents correctly identified the EU and UN flag, however marking a significant increase compared to the previous study. Sixty-one per cent of all respondents answered all the 'quiz questions correctly, compared to 47 per cent in 2010. In addition, a higher percentage of respondents identified correctly Jose Manuel Barroso as the President of the European Commission compared to the previous study

Regarding familiarity with EU institutions, awareness among Kosovo citizens has increased. However, regarding EUOK office projects and the EU financial and technical assistance to Kosovo, the awareness level has remained the same compared to two years ago.

Regarding perception towards the EU, the majority of Kosovo Albanians and other Kosovo minorities have a positive perception of the EU. It is interesting to note that only 24 per cent of the Kosovo Serbs perceive the EU as negative. Compared to the previous study where no Kosovo Serb respondents perceived the EU as positive, this study reveals that more than 30 per cent of them have a positive perception of the EU.

Regarding information channels, it is worth noting that the use of the internet as an information source has increased. While in the previous study internet was the fifth most frequently used information source, this year, it is the third. When respondents were asked to identify the most popular information sources when interested to obtain more information about the EU, its policies and its institutions, the most frequent mentioned sources were television, the internet and the daily newspapers. Compared to the previous study, the use of internet has significantly increased, and has moved from being the fourth to being the second most used source.

The most trusted opinion leaders among Kosovo residents are journalists and EU decision makers. Compared to the previous study, the level of trust in NGOs/Civil society representatives has significantly dropped. Among Kosovo Serb respondents, the most trusted source of information are considered 'religious leaders'.

ANNEX

Kosovo EU Perspective 2012 Questionnaire

Field Management Information

D1. Interview Number: _____

D2. Date of Interview: _____

D3. Region _____

[Codes: 1- Pristina, 2-Mitrovica, 3-Prizren, 4-Peja, 5-Ferizaj, 6-Gjakova, 7-Gjilan]

D3. 1. *Urban* 2. *Rural*

D4. *Municipality Code* _____

- | | | |
|-------------------------|------------------------|------------------------------------|
| 1. Prishtinë/Pristina | 14. Klinë/Klina | 27. Ferizaj/Urosevac |
| 2. Mitrovicë/Mitrovica | 15. Istog/Istok | 28. Kaçanik/Kacanik |
| 3. Gjilan/Gnjilane | 16. Deçan/Decani | 29. Fushë Kosovë/Kosovo Polje |
| 4. Peje/Pec | 17. Dragash/Dragash | 30. Obiliq/Obilic |
| 5. Prizren | 18. Suharekë/Suva Reka | 31. Novobërdë/Novo Brdo |
| 6. Gjakove/Djakovica | 19. Rahovec/Orahovac | 32. Zubin Potok |
| 7. Podujeve/Podujevo | 20. Viti/Vitina | 33. Shtërpcë/Strpce |
| 8. Vushtrri/Vucitrn | 21. Kamenicë/Kamenica | 34. Zveçan/Zvecan |
| 9. Skenderaj/Srbica | 22. Lipjan/Lipljan | 35. Gllgovc/Glogovac |
| 10. Leposaviq/Leposavic | 23. Shtime/Stimlje | 36. Malishevë/Malisevo |
| 11. Junik/Junik | 24. Mamusha/Mamus | 37. Hani i Elezit/General Jankovic |
| 12. Kllokot/Klokot | 25. Ranillug/Ranilug | 38. Graçanica/Gračanica |
| 13. Partesh/Partes | 26. North Mitrovica | |

D5. *NAME OF TOWN/VILLAGE* _____

NAME OF POLLSTER _____

QUALITY CONTROL Controller _____

FIELD CONTROL Controller _____

Awareness of the European Union and EU Structures

Q1. On a scale of 1-10, how knowledgeable are you about the European Union (EU), its policies and institutions?

No knowledge = 1 2 3 4 5 6 7 8 9 10 = Very knowledgeable

- 88. Don't know /
- 99. Refuse

Q2. In which countries in EU have you been in the last 5 years? (*Showcard: Provide a list of 27 EU member countries*)

1.		6.	
2.		7.	
3.		8.	
4.		9.	
5.		10.	Nowhere

Q3. Can you tell me, which organizations these flags/logos represent? (*Showcard*)



- 1. United States of America
- 2. NATO
- 3. United Nations
- 4. NAFTA
- 5. European Union
- 6. OSCE
- 7. Germany
- 8. Other (Please specify) _____

Flag	Correct	Incorrect	Don't know	Refuse
3.1	1	2	88	99
3.2	1	2	88	99
3.3	1	2	88	99
3.4	1	2	88	99
3.5	1	2	88	99

Q4. Which one of these people is President of the European Commission?



- 1. Correct
- 2. Wrong
- 88. Don't know
- 99. Refuse

Q5. How many countries are members of the EU?

1. 12
2. 15
3. 20
4. 24
5. 27
6. Other (Please specify) _____
88. Don't know
99. Refuse

Q6. In your opinion, when will Kosovo become a member of the EU?

1. 2014
2. 2017
3. 2025
4. 2030
5. Other (Please specify) _____
6. Never
88. Don't know
99. Refuse

Q7. Is the EU helping Kosovo to integrate by providing financial and technical assistance?

1. Yes
2. No
88. Don't know
99. Refuse

Q8. Who is Head of the European Union Office and EU Special Representative in Kosovo?

1. Peter Faith **[Skip to Q10]**
2. Samuel Žbogar **[Skip to Q19]**
3. Catherine Ashton **[Skip to Q10]**
4. Stefan Füle **[Skip to Q10]**
88. Don't know **[Skip to Q10]**
99. Refuse **[Skip to Q10]**

Q9. In your opinion, how positive has his impact been during this period?

1. Very positive
2. Positive
3. Negative
4. Very negative
88. Don't know
99. Refuse

Q10. The European Union Office in Kosovo is currently managing some 300 assistance projects in Kosovo. Are you aware of any projects that are happening, in your region or elsewhere?

1. Yes
2. No
88. Don't know
99. Refuse

Q11. Which institutions of the European Community have you heard of?

	Yes	No	Not Sure	DK	Ref
1. The Council of Ministers	1	2	3	88	99
2. The European Central Bank	1	2	3	88	99
3. The European Commission	1	2	3	88	99
4. The European Council	1	2	3	88	99
5. The European Court of Justice	1	2	3	88	99
6. The European Parliament	1	2	3	88	99
7. Other (Please specify) _____					

EU Integration: Hopes and Concerns

Q12. In general, how satisfied are you with your life?

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
88. Don't know
99. Refuse

Q13. Has your present situation improved compared to five years ago (2007)?

1. Improved a lot
2. Improved
3. Not much/stayed the same
4. Not at all
88. Don't know
99. Refuse

Q14: Do you perceive yourself to be...?

1. A citizen of Kosovo
2. A citizen of Kosovo and European
3. First and foremost European
4. Other (Please specify) _____
88. Don't know
99. Refuse

Q15. In general, what is your perception of the EU?

1. Very positive
2. Positive
3. Neutral
4. Negative
5. Very negative
88. Don't know
99. Refuse

Q16. To what degree do you agree with the following statements about the EU?

	Fully agree	Somewhat agree	Somewhat disagree	Fully disagree	DK	Ref
EU is a democratic organization	1	2	3	4	88	99
EU is a source of peace and security in Europe	1	2	3	4	88	99
EU supports democracy	1	2	3	4	88	99
EU supports economic development	1	2	3	4	88	99
EU is a threat to local traditions	1	2	3	4	88	99

Q17. In your opinion, how important is it for Kosovo to strengthen ties with the EU?

1. Very important
2. Somewhat important
3. Somewhat not important
4. Not important at all
88. Don't know
99. Refuse

Q18. Which of the following statements best describe(s) what the EU means to you personally? *(Note: Respondent can give more than one answer)*

1. Freedom to travel, study, work and live anywhere in the EU
2. A better quality of life
3. A better future for the youth
4. A way to create jobs
5. Peace and security in Europe
6. A means to have good relations with all our neighbours
7. A way to protect the rights of citizens
8. A means of improving the economic situation
9. A way to improve environment
10. Loss of national sovereignty
11. A lot of bureaucracy, a waste of time and money
12. Other (Please specify) _____
88. Don't know

99. Refuse

Q19. In your opinion, is Kosovo ready to join the EU?

1. Yes
2. No
88. Don't know
99. Refuse

Q20. Do you think that becoming a member of the EU would benefit you personally, or not?

1. Benefit a lot
2. Somewhat benefit
3. Neutral
4. Not benefit at all
5. Other (Please specify) _____
88. Don't know
99. Refuse

Q21. Would you like to go to a European country to work?

1. Yes
2. No
88. Don't know
99. Refuse

Q22. Would you like to go to permanently settle in an EU country?

1. Yes
2. No
88. Don't know
99. Refuse

Q23. In your opinion, to what degree would Kosovo integration within the EU be advantageous?

1. Very advantageous
2. Advantageous
3. Neutral
4. Disadvantageous
5. Very disadvantageous
88. Don't know
99. Refuse

Q24. What are your concerns regarding EU integration?

1. The decisions taken by the EU institutions will have a negative effect in Kosovo
2. You do not have enough information about the EU
3. You are generally against the European integration process
4. It will cause a loss of our cultural identity
5. It will cause a loss of national sovereignty/independence
6. It will add bureaucracy
7. The reforms/criteria are too difficult for Kosovo to fulfil
8. I have no concerns
9. Other (Please specify) _____
88. Don't know
99. Refuse

Q25. What do you think are the most important issues facing Kosovo at the moment?

(Rate on the level of importance, 1 through 11; 1 – most important and 11 - least important)

1. Corruption / Rule of Law _____
2. Economic situation in general _____
3. Freedom of movement within Kosovo _____
4. Security (street crime/violence) _____
5. Unemployment _____
6. The educational system _____
7. Inability to travel to EU _____
8. Pensions _____
9. Environment _____
10. Inability to travel abroad (visa requirement) _____
11. Relations with neighbours _____
12. Other (Please specify) _____
88. Don't know
99. Refuse

Q26. Do you think the EU integration will help Kosovo to cope with its existing problems?

		Yes	No	DK	Ref
1.	Economy	1	2	88	99
2.	Competitiveness (business environment)	1	2	88	99
3.	Elections	1	2	88	99
4.	Scientific and technological research	1	2	88	99
5.	Agriculture	1	2	88	99
6.	Social welfare	1	2	88	99
7.	Democracy	1	2	88	99
8.	Health	1	2	88	99
9.	The educational system	1	2	88	99
10.	Defence and foreign affairs	1	2	88	99
11.	Fighting unemployment	1	2	88	99
12.	Taxation	1	2	88	99
13.	Fighting crime	1	2	88	99
14.	Fighting corruption	1	2	88	99
15.	Environment	1	2	88	99
16.	Ability to travel	1	2	88	99
17.	Other (Please specify) _____				

Q27. What advantages will the EU integration bring to the following groups in Kosovo society?

		More advantages	As many/few advantages as disadvantages	DK	Ref
1.	People who speak foreign languages	1	2	88	99
2.	Young people	1	2	88	99
3.	Politicians	1	2	88	99
4.	Private sector managers	1	2	88	99
5.	Civil servants	1	2	88	99
6.	Teachers and academics	1	2	88	99
7.	Private sector employees	1	2	88	99
8.	Manual workers	1	2	88	99
9.	Small medium size businesses	1	2	88	99
10.	Minorities	1	2	88	99
11.	Retired people	1	2	88	99
12.	Unemployed people	1	2	88	99
13.	Those who don't speak foreign languages	1	2	88	99
14.	Farmers	1	2	88	99
15.	Other (Please specify) _____				

Q28. Do you trust the following organizations?

Organizations	Trust	Don't trust	DK	Ref
1. United Nations	1	2	88	99
2. European Parliament	1	2	88	99
3. NATO	1	2	88	99
4. European Commission	1	2	88	99
5. Council of Europe	1	2	88	99
6. OSCE	1	2	88	99
7. International Criminal Tribunal for the former Yugoslavia	1	2	88	99
8. Other (Please specify) _____				

Q29. If there were to be a referendum tomorrow regarding Kosovo's membership of the EU, would you personally vote?

1. Yes, for membership
2. No, against membership
3. Neutral
4. Other (Please specify) _____
88. Don't know
99. Refuse

Q30. Do you think that Kosovo-Serbia relations and EU integration of Kosovo are interrelated?

1. Strongly interrelated
2. Interrelated
3. Not interrelated
4. Not interrelated at all
88. Don't know
99. Refuse

Q31. Do you think EU integration will contribute to increased freedom of movement for both Kosovo-Serbs and Kosovo-Albanians in Kosovo?

1. It will definitely help
2. It may help
3. Most probably it will not help
4. Definitely it will not help
88. Don't know
99. Refuse

Information Channels

Q32. Do you use, on a regular basis (at least once a week) ...? (Note: Respondent can give more than one answer)

1. A television
2. A mobile phone
3. Radio
4. A satellite dish to pick up TV programmes
5. A computer
6. The Internet
7. Newspapers/magazines
8. Social networks (i.e. Facebook, Tweeter, etc.)
9. E-mail
10. Other(Please specify) _____
88. Don't know
99. Refuse

Q33. Roughly, how often do you watch/listen to/read the news ...?

		Not at all	Few times per week	Every day, less than 1 hour	Every day, between 1 – 3 hour	Every day, between 3-6 hour	Every day, more than 6 hour	DK	Ref
1.	On TV	1	2	3	4	5	6	88	99
2.	On the radio	1	2	3	4	5	6	88	99
3.	Daily newspapers	1	2	3	4	5	6	88	99
4.	Internet	1	2	3	4	5	6	88	99

Q34. In general, do you pay attention to news about each of the following? (Note: Respondent can give more than one answer)

Issues	Yes	No	Don't know	Refuse
Social issues	1	2	88	99
National politics	1	2	88	99
The economy	1	2	88	99
Foreign policy / International relationships	1	2	88	99
Local politics	1	2	88	99
Sport	1	2	88	99
Culture	1	2	88	99
The environment	1	2	88	99
Other (Please specify) _____				

Q35. In general, do you pay attention to news about the EU?

1. Yes
2. No
88. Don't know
99. Refuse

Q36. Are you interested in information about the EU?

1. Yes, very interested
2. Interested
3. Not very interested
4. Not at all interested
88. Don't know
99. Refuse

Q37. Are you satisfied with the quality and quantity of information of EU provided by the information channels?

Very satisfied	Quality 1		Quantity 1	
Satisfied	Quality 2		Quantity 2	
Not very satisfied	Quality 3		Quantity 3	
Not at all satisfied	Quality 4		Quantity 4	
Don't know			88	
Refuse			99	

Q38. If you were to look for information about the EU, its policies, its institutions, which of the following sources would you use? (*Note: Respondent can give more than one answer*)

1. EU Information and Cultural Centre
2. Government of Kosovo (Website and publications)
3. Television
4. Radio
5. Daily newspapers
6. Other newspapers, magazines
7. Libraries
8. Discussions with relatives, friends, colleagues
9. Books, brochures, information leaflets
10. The Internet, the World Wide Web
11. Specialised national/regional/municipal government information offices
12. Contact with members of the national parliament
13. Civil society organisations, such as consumer organisations, etc
14. Trade Unions or professional associations
15. Never look for such information/Not interested
16. Other(Please specify) _____
88. Don't know
99. Refuse

Q39. On which EU-related topics would you like to get more information?

1. Youth policy
2. Institutions of EU
3. Education policy
4. The Euro
5. EU economy in general
6. Regional policy
7. European citizenship
8. Social policy
9. Common foreign and security policy
10. Cultural policy
11. Enlargement
12. European single market
13. Consumer protection
14. Environment
15. Agriculture, Common Agriculture Policy (CAP)
16. EU in the world – international relations
17. European budget
18. History of EU
19. Pre-accession funds
20. Other financial, economical
21. Research & development policy
22. Others (Please specify) _____
88. Don't know
99. Refuse

Q40. Who do you consider the most trustful source of information from the following list?

1. Journalists
2. Kosovo politicians
3. Businessmen
4. EU decision makers
5. NGO/civil society representatives
6. Religious leaders
7. Other (Please specify) _____
88. Don't know
99. Refuse

Q41. An EU-funded project, EU Perspective in Kosovo has developed a number of new information products to raise public awareness about the EU in Kosovo and inform the public about the EU. Do you know any of the following products and, if you have watched/heard/read them, how useful do you think they are?

		Yes or No	Very entertaining informative	Entertaining and informative	Entertaining but not informative	Boring, not informative	DK	Ref
1.	Episodes of Kafeneja Jonë with an EU storyline (i.e. stories about Kosovo's "EU Perspective", the environment, corruption, visa liberalisation – the episode featuring Ulrike Lunacek MEP or Minister for European Integration Vlora Çitaku?							
2.	Zëri i BE-së page in a Monday morning edition of Zëri newspaper							
3.	<i>Evropa tani në Kosovë/Evropa sada na Kosovu</i> programme on the radio							
4.	"An Ordinary Week in Kosovo" short documentaries recently shown on RTK and Klan TV about the EU (titles: <i>The Road To Skorobishte; At School; A roof over our heads; A Farmer And His Potatoes; A Boring Playback; New Born; Debating The Future</i>)							
5.	'Rolling to Brussels' documentary film about a trip by Hana and Bojan to Brussels and back?							
6.	The 'Europe Quiz' for schools, in which teams of students answer questions about Europe and the EU, and the winners go on a trip across Europe							

Socio-demographics information

S1. 1. Male 2. Female

S2. How old are you?

1. 15-19
2. 20-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. 65+

S3. *Currently you are...*

1. Single
2. Married
3. Divorced
4. Widow
5. Co-habitation
99. Refuse

S4. *How would you describe your household's financial situation at the present time. Would you say that it is:*

1. Very good
2. Somewhat good
3. Somewhat bad
4. Very bad
99. Refuse

S5. Which of these categories best describes the approximate monthly income in your household?

1. Less than 100€
2. Between 100€ and 200€
3. Between 200€ and 300€
4. Between 300€ and 400€
5. More than 400€
6. Other (Please specify) _____
99. Refuse

S6. What is the highest level of education you have completed?

1. Primary school or less
2. High school graduate
3. Some college
4. Associate degree
5. College graduate
6. Graduate school degree: Master's or Doctorate degree
99. Refuse

S7.	CURRENT OCCUPATION	
1.	SKILLED MANUAL WORKER	
	UNSKILLED WORKER	
3.	EMPLOYED POSITION IN A SERVICE JOB (DRIVER, RESTAURANT WAITER, POLICE, FIREMAN, ETC.)	
4.	GENERAL MANAGEMENT, DIRECTOR OR TOP MANAGEMENT	
5.	OWNER OF A COMPANY (SELF-EMPLOYED)	
6.	PROFESSIONAL (LAWYER, MEDICAL PRACTITIONER, ACCOUNTANT, ARCHITECT, ETC.)	
7.	UNEMPLOYED OR TEMPORARILY NOT WORKING	
8.	SELF EMPLOYED	
9.	RETIRED	
10.	STUDENT	
11.	PUBLIC SERVANT (TEACHER, POLICE, ETC.)	
12.	FARMER	
13.	OTHER (PLEASE SPECIFY) _____	

S8.	FIELD OF OCCUPATION	
1.	TRADE	
2.	PRODUCTION	
3.	SERVICE (PUBLIC TRANSPORT, RESTAURANT ETC.)	
4.	TELECOMMUNICATIONS	
5.	CONSTRUCTION	
6.	HEALTH	
7.	EDUCATION	
8.	AGRICULTURE	
9.	OTHER (PLEASE SPECIFY) _____	

S9. Ethnicity

- | | | |
|-------------|----------|-----------------|
| 1. Albanian | 4. Goran | 7. Roma |
| 2. Serb | 5. Turk | 8. Ashkali |
| 3. Bosniak | 6. Croat | 9. Egyptian |
| | | 10. Other _____ |

INTERVIEW DURATION |__|__| min

Data entry: _____

