



EU PERSPECTIVE
IN KOSOVO

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

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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
IN ASSOCIATION WITH
THE KOSOVO GOVERNMENT MINISTRY OF EUROPEAN INTEGRATION**

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EXECUTIVE SUMMARY

This report contains the findings from a Kosovo-wide study commissioned by the 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.

Throughout the report, data from the 2013 survey are compared to data from previous studies conducted in 2012 and 2010. The surveys cover three main groups of issues:

- i) Awareness of the European Union at large, EU structures, and EU-Kosovo relations in particular;
- ii) Public sentiments toward European integration of Kosovo, related expectations and fears;
- iii) Information channels most used by public to form their opinion.

This report presents an overview of public attitudes as they currently stand, and how they have changed over the past years.

Main findings

The study revealed the following main findings:

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 2013 is almost two times higher compared to those in 2012 (10%), however still lower compared to those in 2010 (30%). On the other hand, the percentage of the least knowledgeable respondents has continued to decrease and the percentage of those having an average level of knowledge has slightly dropped.
- Approximately 72 per cent of the respondents gave the correct answer to the question about the number of EU member states (i.e. “27”), marking a slight increase compared to the previous study (71%).
- Fifty-nine per cent of the respondents know that Jose Manuel Barroso is the President of the European Commission, compared with 49 per cent in 2012 and 41 per cent in 2010.

EU Integration: hopes and concerns

- ◆ Eighty-four per cent of respondents think that it is important for Kosovo to strengthen ties with the EU. The percentage of those who think that it is ‘somewhat not important’ has slightly increased.
- ◆ When asked whether they think Kosovo is ready to join the EU, 53 per cent said ‘yes’, while 32 per cent said ‘no’, indicating slightly lower optimism among respondents about readiness of joining the EU, compared to the previous study with 56 per cent saying ‘yes’ and 26 per cent saying ‘no’. The majority of Kosovo citizens (71%) think that Kosovo integration within the EU would be advantageous for the country, up from 65 per cent in the previous study.
- ◆ Fifty-nine per cent of the respondents believe that Kosovo membership in the EU would benefit them personally, up from 57 per cent in 2012 and 54 per cent in 2010.

Seventeen per cent of respondents think it would not benefit them at all, up from 11 per cent in 2012 and 12 per cent in 2010.

- ◆ The most important issues facing Kosovo continue to be corruption, unemployment and the economic situation. On the other hand, the two main concerns regarding integration are the difficulty for Kosovo to fulfill integration reforms/criteria, and lack of information about the EU.
- ◆ Compared to the previous study, a slightly greater percentage of respondents think that the EU will help Kosovo cope with corruption, crime, unemployment, democracy, defense and foreign affairs, scientific and technological research and taxation. On the other hand, a lower percentage of respondents think the EU will help Kosovo cope with the economy, travel, agriculture, competitiveness in the business environment, health, education, social welfare, and elections.
- ◆ If there were a referendum on joining the EU tomorrow, 73 per cent of respondents would vote 'yes'. Ten per cent would vote 'against', while eight per cent remain 'neutral'. Compared to the previous studies, the trend has remained rather steady.
- ◆ The percentage of those who think that Kosovo-Serbia relations and EU integration of Kosovo are related has considerably increased to 72 per cent, from 51 per cent in 2010 and 57 per cent in 2012. In addition, a slightly 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

- ◆ When asked whether they are interested in information about the EU, 76 per cent said they are, up from 71 per cent last year. Respondents of ages 15-34 are the ones who are mostly 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 information than with the quantity of information, with 53 per cent vs. 47 per cent. However, there is a slight drop in the percentage of those satisfied with the quality of information, from 60 percent to 53 per cent.
- ◆ When asked about the EUPK awareness products, the majority of respondents (69%) have seen episodes of *Kafeneja Jonë* with an EU storyline. No Kosovo Serb respondents were aware of the 'EU-supported "Op-Ed" comments in Koha Ditore newspaper on Sunday' and 'The book for schools *Të nisemi për në Evropë! / Kremino ka Evropi*'. Regarding the other products, around one per cent of Kosovo Serb respondents were aware of them. On the other hand, 'other Kosovo minorities' were aware of all EUPK products.
- ◆ Between 60 per cent and 90 per cent who have seen/heard them find them "entertaining and informative".

1. INTRODUCTION

The data used in this report is taken from three waves of a survey entitled, “Survey of Awareness of the EU and European integration among Kosovo residents” conducted in Kosovo in 2010, 2012 and 2013. This study was commissioned to assess the progress made in raising awareness about what the EU is, what it stands for and the implications of Kosovo’s EU integration aspirations.

On the EU side, the EU Office in Kosovo (EUOK) is the EU’s main representative body responsible for EU integration issues. The fundamental role of the EU Office is promoting Kosovo’s approximation to the EU and ensuring that a permanent political and technical dialogue is maintained with the Brussels institutions.

The “European Union Perspective in Kosovo” (EUPK) project, an EU-funded public awareness project managed by the European Union Office in Kosovo, has been charged with helping to raise awareness and understanding of the EU and EU integration issues among Kosovo citizens. In the past years, EUPK has very closely worked with the media standing ‘at the heart of any serious communication and awareness raising programme’ (See Annex 1 for detailed description of a range of EUPK actions and activities carried out in the past three years).

This report addresses the public attitudes as they have changed over the past years and assesses the progress made in increasing Kosovo public understanding of EU issues over the project duration.

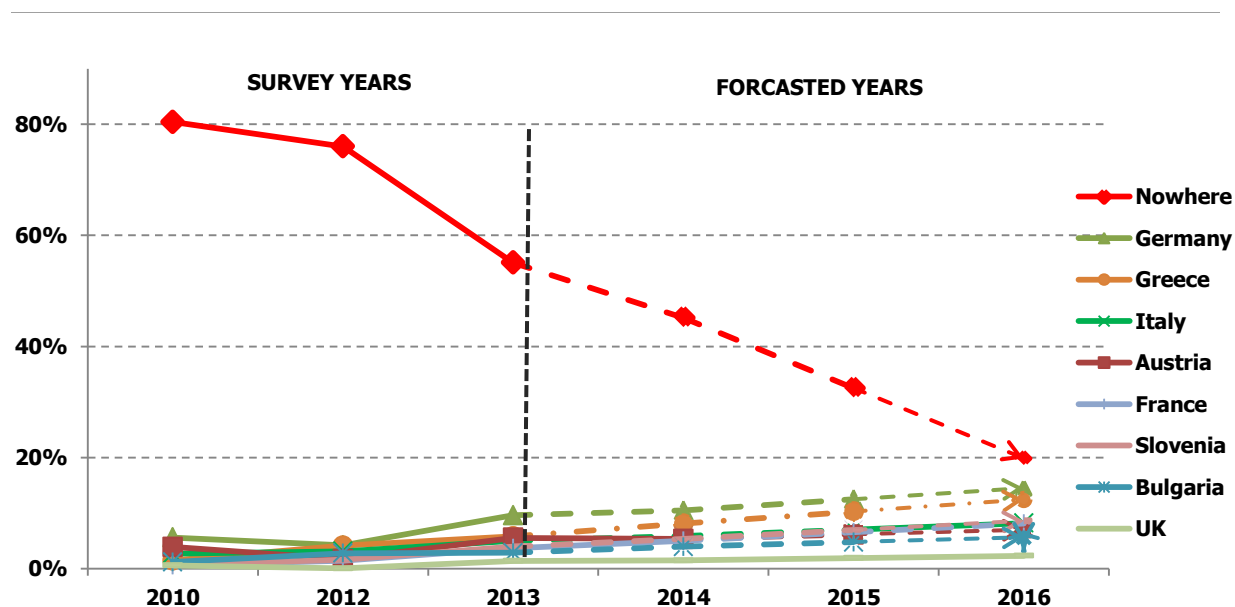
The study used quantitative face-to-face survey among a nationally representative sample of 1,500 respondents across 38 municipalities of Kosovo. The questionnaire consisted of 38 questions agreed in advance by European Union Perspective in Kosovo and European Union Office in Kosovo; 35 questions were similar to those used in the 2012 survey and 26 questions were similar to those used in the 2010 for comparison purposes (See Annex 2 for survey methodology).

2. AWARENESS OF THE EUROPEAN UNION AND EU STRUCTURES

Survey findings reveal that travel to EU countries has significantly increased compared to the previous studies. In 2012, 85 per cent of respondents said they have not been anywhere, compared to 80 per cent in 2010. This year, the percentage has dropped down to 67 per cent.

Among those who have made visits, the most visited countries are: Germany with 177 visits (63 visits in 2012 vs. 89 visits in 2010), Greece with 107 visits (62 visits in 2012 vs. 24 visits in 2010), Italy with 92 visits (47 visits in 2012 vs. 43 visits in 2010), and Austria with 102 visits (26 visits in 2012 vs. 61 visits in 2010). Moreover, travel to France and Slovenia has increased by three times.

Figure 1. In which countries in EU have you been in the past five years? / Trend forecast

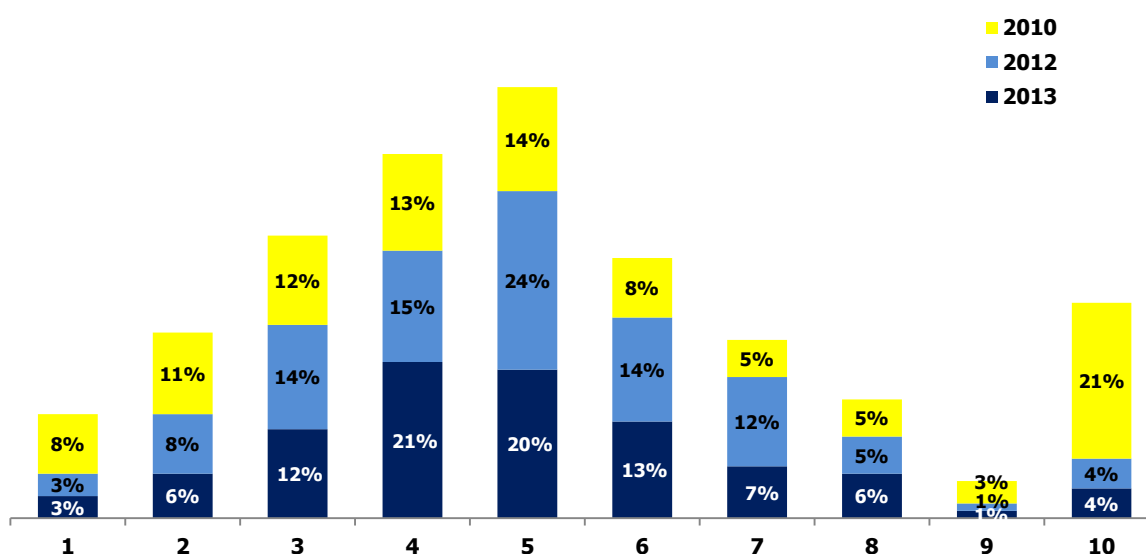


2.1. Knowledge of the EU and EU structures

Being asked to assess their own state of knowledge regarding the EU, its policies and EU institutions, on a scale of 1 to 10, 21 per cent evaluated themselves as having little or no knowledge (1-3), 60 per cent evaluated themselves as having an average level of knowledge (4-7), and 19 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 2013 is almost two times higher compared to those in 2012 (10%), however still lower compared to those in 2010 (30%).

The percentage of the least knowledgeable respondents has continued to decrease down to 21 per cent, from 31 per cent in 2010 and 25 per cent in 2012. On the other hand, the percentage of those having an average level of knowledge has slightly dropped down to 60 percent from 65 percent in 2012, but remains significantly higher than 40 per cent in 2010.

Figure 2. 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? / Three-year trend



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

Regarding age groups, the least knowledgeable respondent group is over 65 year olds. While age group 15-19 has been the least knowledgeable group in the previous two studies, this year data reveals that they represent the majority that consider themselves to be highly knowledgeable regarding the EU, its policies and EU institutions.

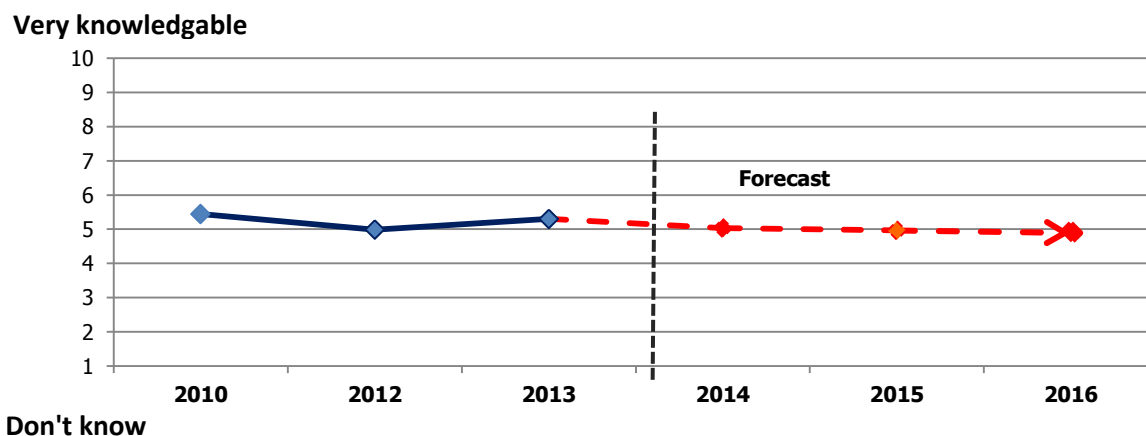
Considering ethnicity variations, Kosovo Albanian respondents deem themselves more knowledgeable than Kosovo Serbs and other Kosovo minorities. The least knowledgeable respondents are Kosovo Serbs, however they represent the highest percentage to evaluate themselves as having an average level of knowledge.

Figure 3. Socio-demographic picture of awareness groups / Three-year trend

	High knowledge group			Middle knowledge group			Low knowledge group		
	2010	2012	2013	2010	2012	2013	2010	2012	2013
Gender									
Male	27%	13%	19%	41%	66%	63%	28%	21%	16%
Female	33%	6%	17%	36%	64%	56%	27%	30%	25%
Age									
15-19	23%	8%	25%	33%	69%	57%	42%	23%	17%
20-24	27%	14%	17%	43%	70%	66%	28%	16%	15%
25-34	27%	10%	20%	42%	70%	63%	27%	20%	17%
35-44	30%	9%	17%	40%	67%	61%	29%	24%	20%
45-54	25%	11%	17%	42%	60%	56%	28%	29%	25%
55-64	28%	8%	21%	31%	47%	48%	34%	45%	27%
65+	32%	7%	9%	26%	45%	59%	37%	48%	32%
Ethnicity									
K-Albanians	31%	12%	23%	38%	71%	65%	29%	17%	16%
K-Serbs	13%	7%	6%	44%	47%	73%	29%	46%	28%
Other Minorities	27%	5%	13%	35%	58%	59%	37%	37%	25%

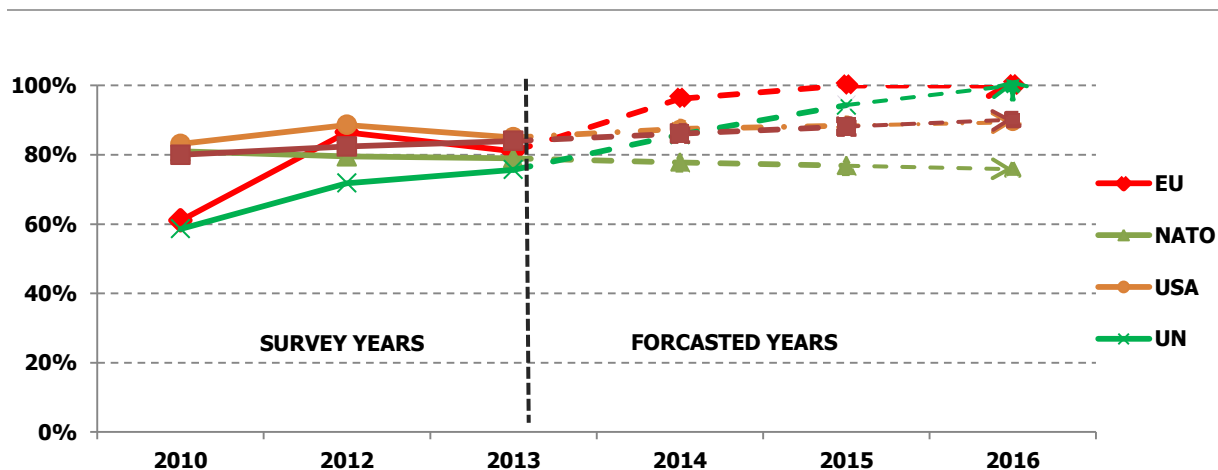
The chart below shows trend and forecast analysis.

Figure 4. 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? / Trend forecast



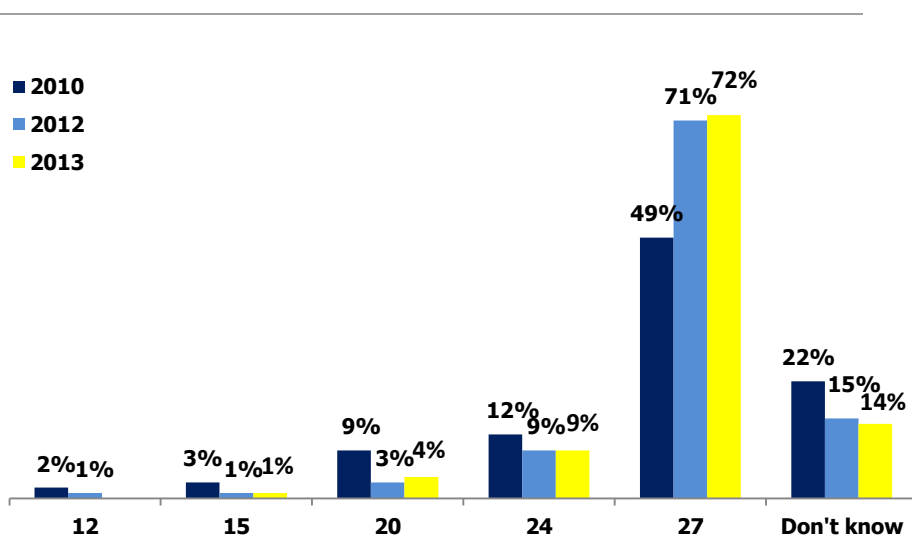
Respondents were given a showcard with five flags and were asked to identify each flag. Over 75 per cent of respondents answered correctly when asked to match the flags of U.S.A, NATO, EU, Germany, and UN. Awareness about the flags of the U.S.A., Germany, NATO and EU remained steady this year, compared to the previous year when there was a significant awareness increased from the first study in 2010. On the other hand, results indicate 76 per cent of respondents recognized the UN flag, compared with 72 per cent in 2012 and 58 per cent in 2010.

Figure 5. Which organizations do these flags/logos represent? Trend forecast



Approximately 72 per cent of respondents gave the correct answer to the question about the number of EU member states (i.e. “27”), marking a slight increase compared to the previous study (71%). Fourteen per cent answered incorrectly, with the remaining 14 per cent saying they did not know the answer.

Figure 6. How many countries are members of the EU? / Three year trend



Data suggest an upward trend regarding the correct identification of the European Commission President. Fifty-nine per cent of the respondents know that Jose Manuel Barroso is the President of the European Commission, compared with 49 per cent in 2012 and 41 per cent in 2010. Twenty-eight per cent answered incorrectly.

Considering gender variations, more men than women were able to correctly identify the president of the EC, with 68 per cent vs. 51 per cent. However, it is worth noting, that there is almost a 20 percent increase in the number of women who correctly identified the EC president.

Regarding familiarity with EU institutions, the majority of respondents are mostly familiar with the “European Parliament” (71%), “European Council” (70%), and the “Council of Ministers” (70%). On the other hand, they are the least familiar with the “European Central Bank”. Results suggest an increasing trend regarding the awareness about the “Council of Ministers”, however, awareness of the other EU institutions has slightly decreased compared to the previous study.

Figure 7. Percentage of respondents who have heard of the EU institutions / Three year trend

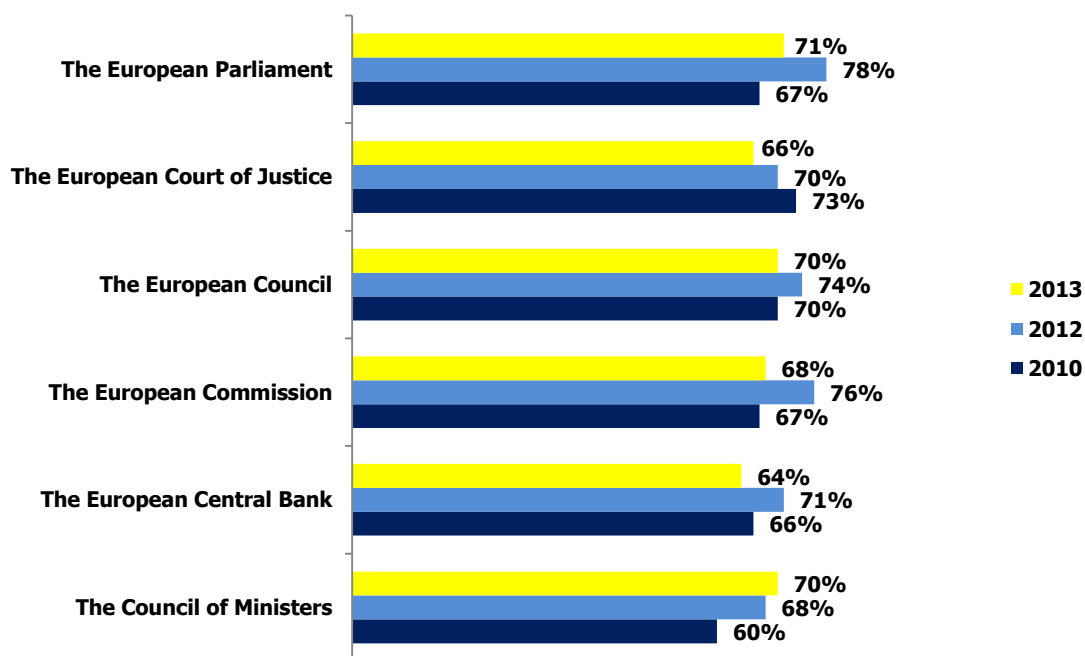
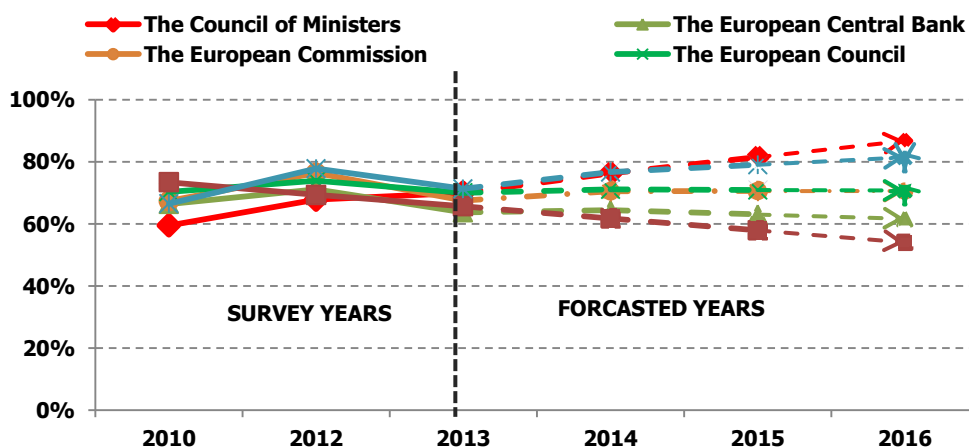


Figure 8. Which of the following EU institutions have you heard of? / Trend forecast

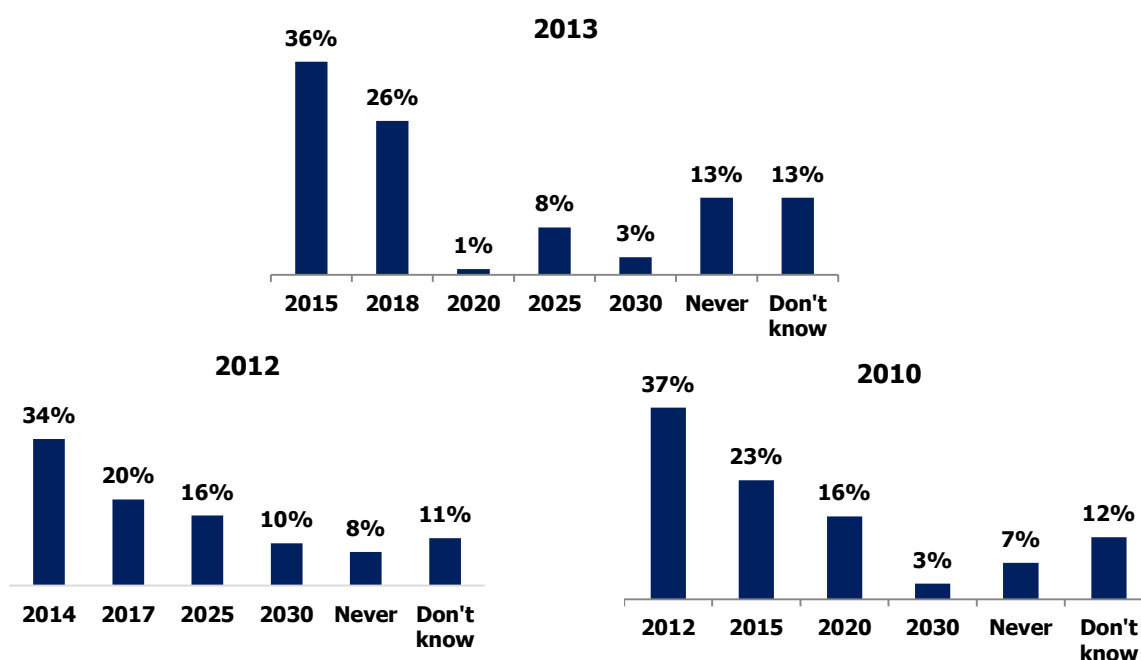


2.2. Visibility of the EU in Kosovo

Regarding Kosovo EU accession, respondents believe that the country will join the EU rather sooner than later: 62 per cent believe Kosovo will become a member of the EU within the next five years, marking an eight per cent increase compared to the previous survey. Results show that while 27 per cent of respondents in 2012 and 19 per cent of respondents in 2010 believed that Kosovo would become a member of the EU only between 2020 and 2030, now only 12 per cent of respondents believe so.

However, the percentage of those who do not believe that Kosovo will ever become a member of the EU has increased to 13 per cent, from 8 per cent in 2012 and seven per cent in 2010.

Figure 9. In your opinion, when will Kosovo become a member of the EU? / Three year trend



Seventy-three per cent of the respondents are aware that EU is helping Kosovo to integrate by providing financial and technical assistance, marking a one per cent increase from the previous study.

Figure 10. Is the EU helping Kosovo to integrate by providing financial and technical assistance? Three year trend

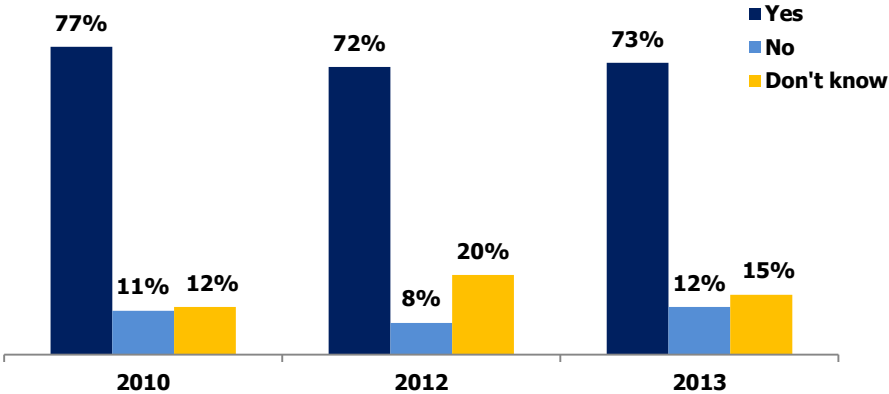
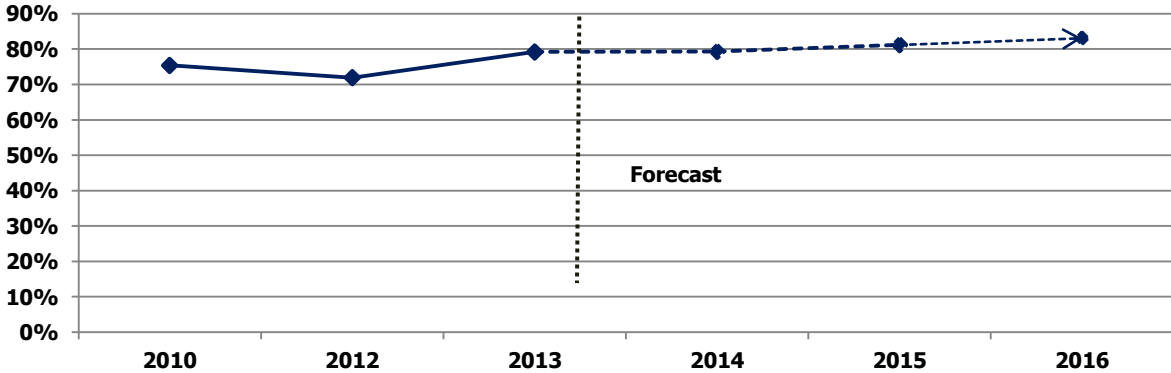


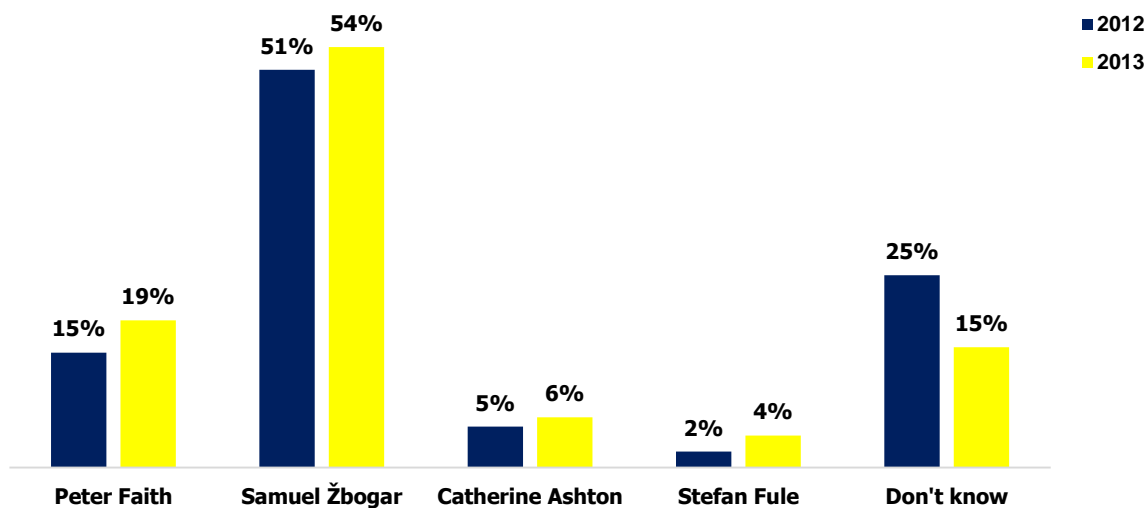
Figure 11. Is the EU helping Kosovo to integrate by providing financial and technical assistance? / Trend forecast



Regarding the level of awareness about the EU projects, 32 per cent of respondents are aware of any EU project in Kosovo, compared to 40 per cent in 2012 and 39 per cent in 2010.

Fifty-four per cent of respondents know that Samuel Žbogar is Head of the EU Office and the EU Special Representative in Kosovo, compared to 51 per cent in the previous study. While 15 per cent expressed that they do not know, 19 per cent answered incorrectly by naming Pieter Feith (15%), Catherine Ashton (6%) and Stefan Fule (4%). Seventy-nine per cent of those who correctly identified head of the EU Office said that that his impact has been 'positive' since his arrival at the beginning of 2012, marking a five per cent decrease compared to the previous study.

Figure 12. Who is Head of the European Union Office and EU Special Representative in Kosovo? / Two year trend



3. EU INTEGRATION: HOPES AND CONCERNS

Eighty-three per cent of respondents reported that they are at least “somewhat satisfied” with their lives, up from 80 per cent in 2012 and 69 per cent in 2010. Respondents’ satisfaction depends to a large degree on their income. Those with income level less than 100€ per month are the most dissatisfied with their current situation, while the highest earners (>400€) are the most satisfied group. Regarding ethnicity, the least satisfied respondents are Kosovo Serbs, while in the previous study the least satisfied ones were ‘other Kosovo minorities’.

Figure 13. In general, how satisfied are you with your life? Three year trend

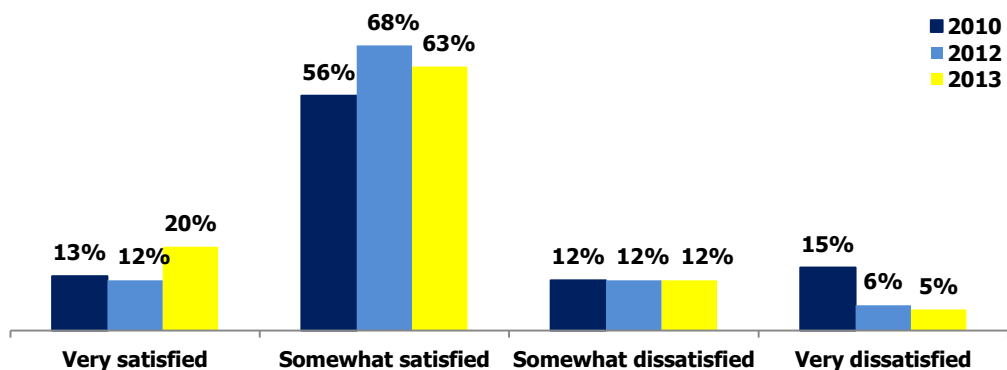
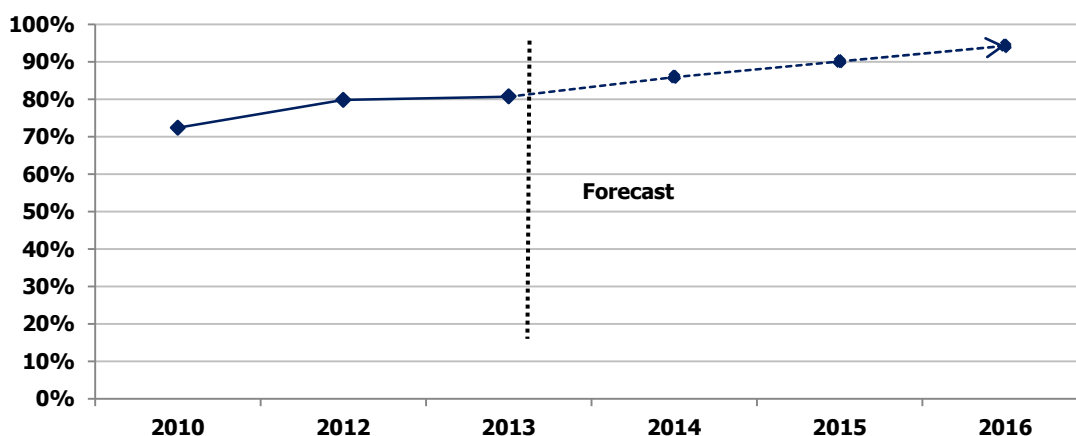


Figure 14. In general, how satisfied are you with your life? / Trend forecast



As compared to five years ago, almost half of respondents said that their personal situations have improved (49%). While the previous study revealed that for slightly more respondents personal situations have improved (54%), this year's data reveals that for more respondents personal situation 'has not changed much/remained the same' (36% in 2013 vs. 30% in 2012). The most unsatisfied respondent group based on ethnicity is Kosovo Serbs who report that their living situations have not improved in the last five years.

Figure 15. Has your present situation improved compared to five years ago? / Three year trend

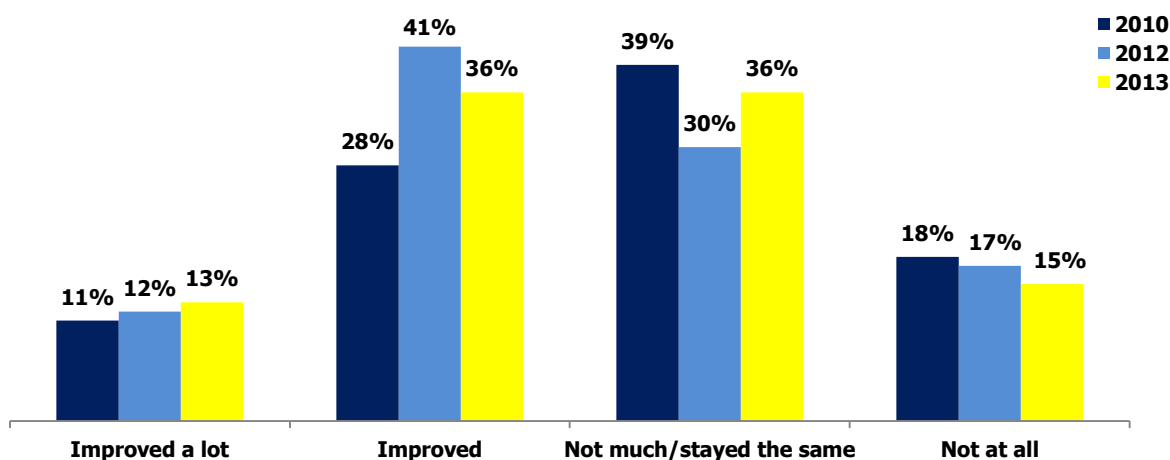
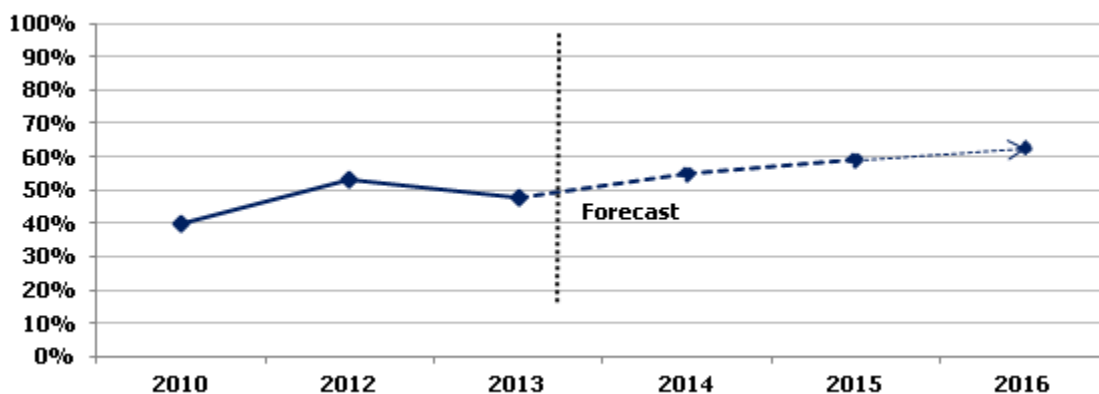


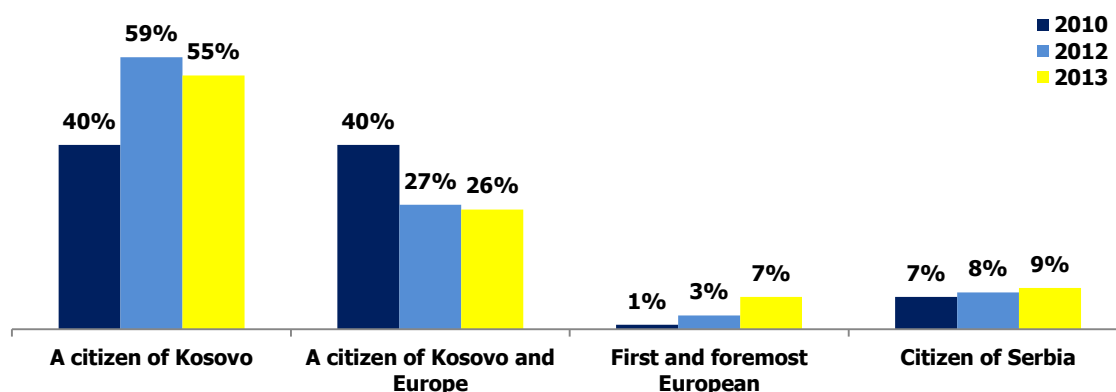
Figure 16. Has your present situation improved compared to five years ago? / Trend forecast



3.1. Perception of the EU in Kosovo

In 2010, the same percentage of respondents who declared themselves ‘citizens of Kosovo’ also declared themselves ‘citizens of Kosovo and Europe’ (40%). In 2012, 59 per cent of respondents declared themselves as ‘citizens of Kosovo’, 27 per cent declared themselves as ‘citizens of Kosovo and Europe’. This year, 55 per cent of respondents declared themselves as ‘citizens of Kosovo’, 26 per cent declared themselves as ‘citizens of Kosovo and Europe’. However, the percentage of those who declared themselves “first and foremost European” has more than doubled. Considering age variations, younger age groups (15-34) are more likely to identify themselves as first and foremost European than older age groups (55-65+).

Figure 17. Do you perceive yourself to be...? / Three year trend



The majority of Kosovo Albanians and ‘other Kosovo minorities’ perceive themselves as ‘citizens of Kosovo’. However, the percentage of Kosovo Serbs and ‘other Kosovo minorities’

who perceive themselves as ‘citizens of Kosovo’ has dropped (15% in 2013 vs. 33% in 2012 for Kosovo Serbs, and 54% in 2013 vs. 69% in 2012 for other Kosovo minorities).

This year’s results reveal that Kosovo Serbs and ‘other Kosovo minorities’ are twice more likely to consider themselves ‘first and foremost European’ compared to the previous study.

Figure 18. Do you perceive yourself to be...? / Based on ethnicity

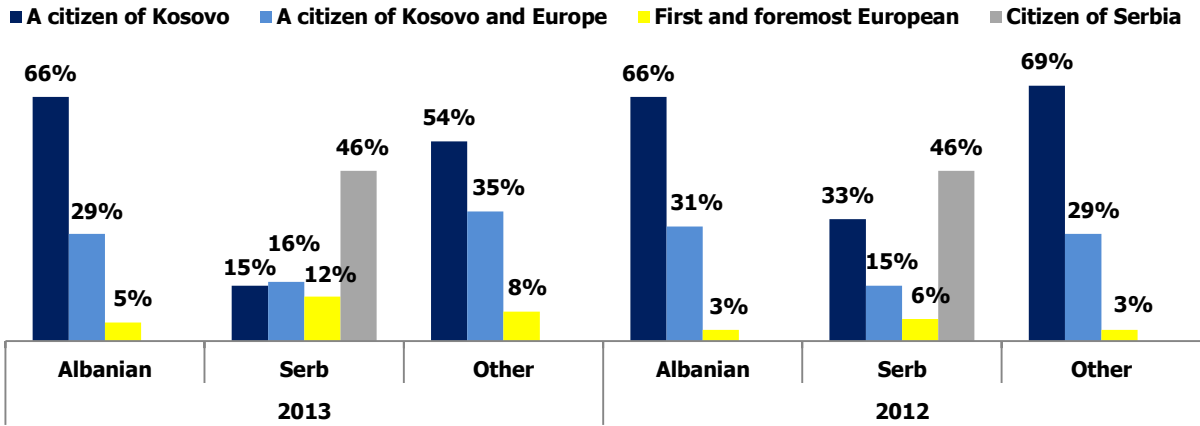
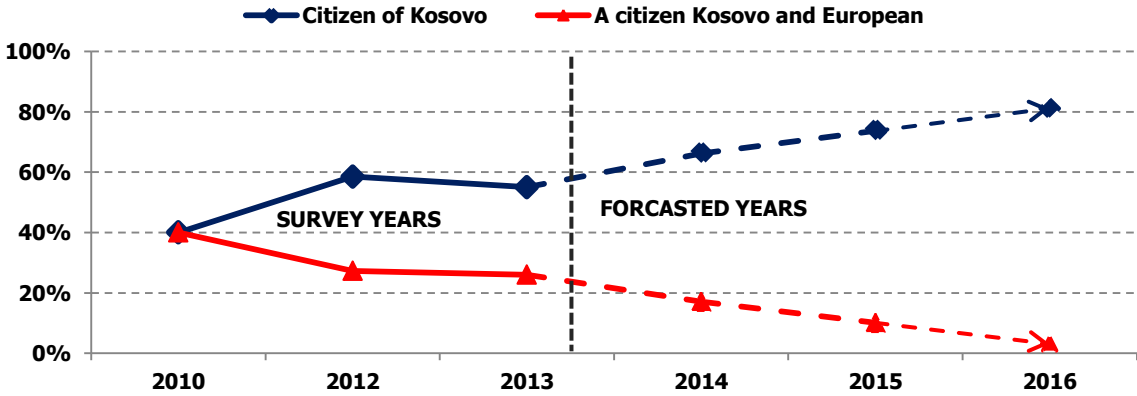
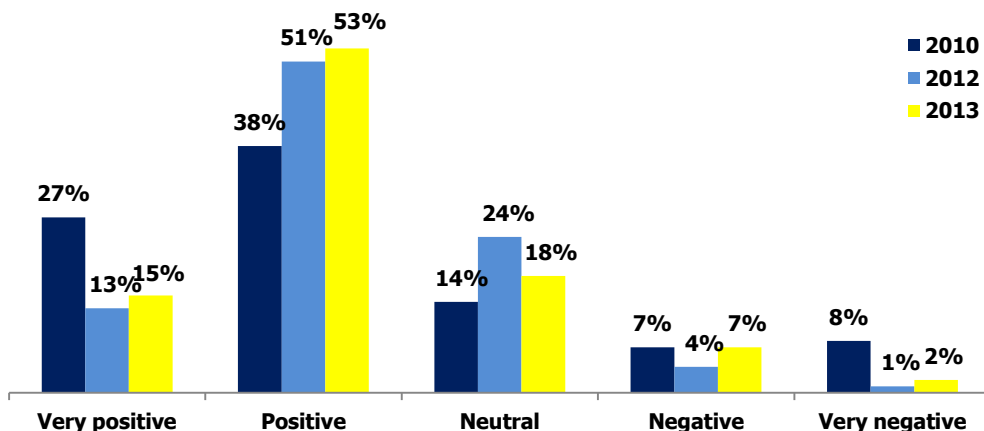


Figure 19. Do you perceive yourself to be...? / Trend forecast



In general, citizens have a positive perception of the EU, with 68 per cent of them rating the EU as at least “positive”. This percentage has slightly increased compared to the previous studies (64% in 2012 and 65% in 2010). However, while negative attitude accounted for 15 per cent in 2010 and five per cent in 2012, currently nine per cent of the respondents perceived the EU as negative.

Figure 20. In general, what is your perception of the EU? / Three year trend



Considering ethnicity variations, 80 per cent of Kosovo Albanians and 63 per cent of ‘other Kosovo minorities’ have a positive perception of the EU. The percentage of Kosovo Serbs who perceive the EU as negative has slightly increased compared to the previous year, from 24 per cent to 27 per cent. While data from the previous study revealed that no ‘other Kosovo minorities’ perceived the EU as negative, this year’s data reveal that eight per cent of them have a negative perception of the EU.

Figure 21. In general, what is your perception of the EU? / Based on ethnicity

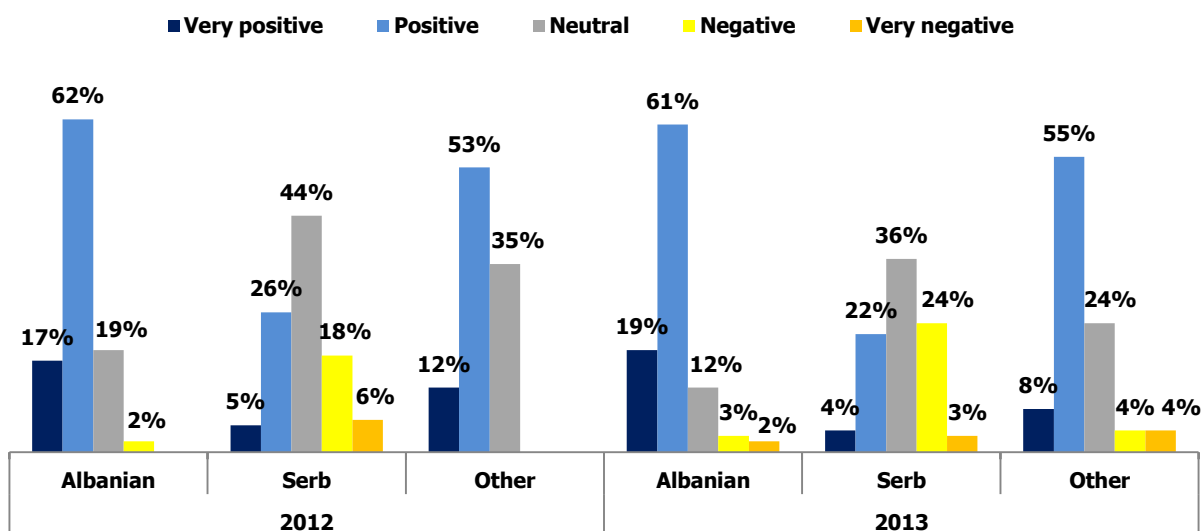
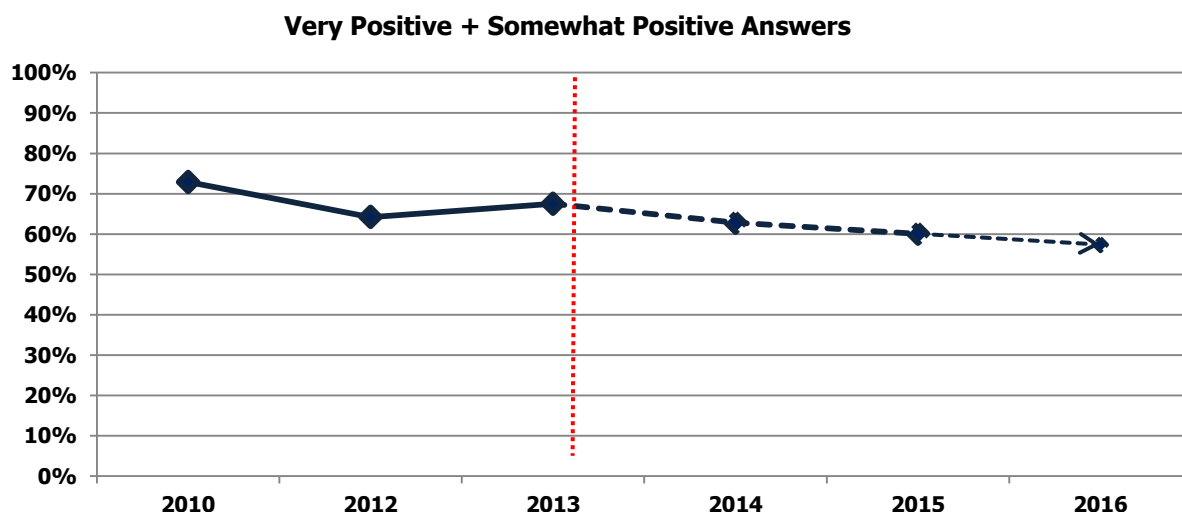


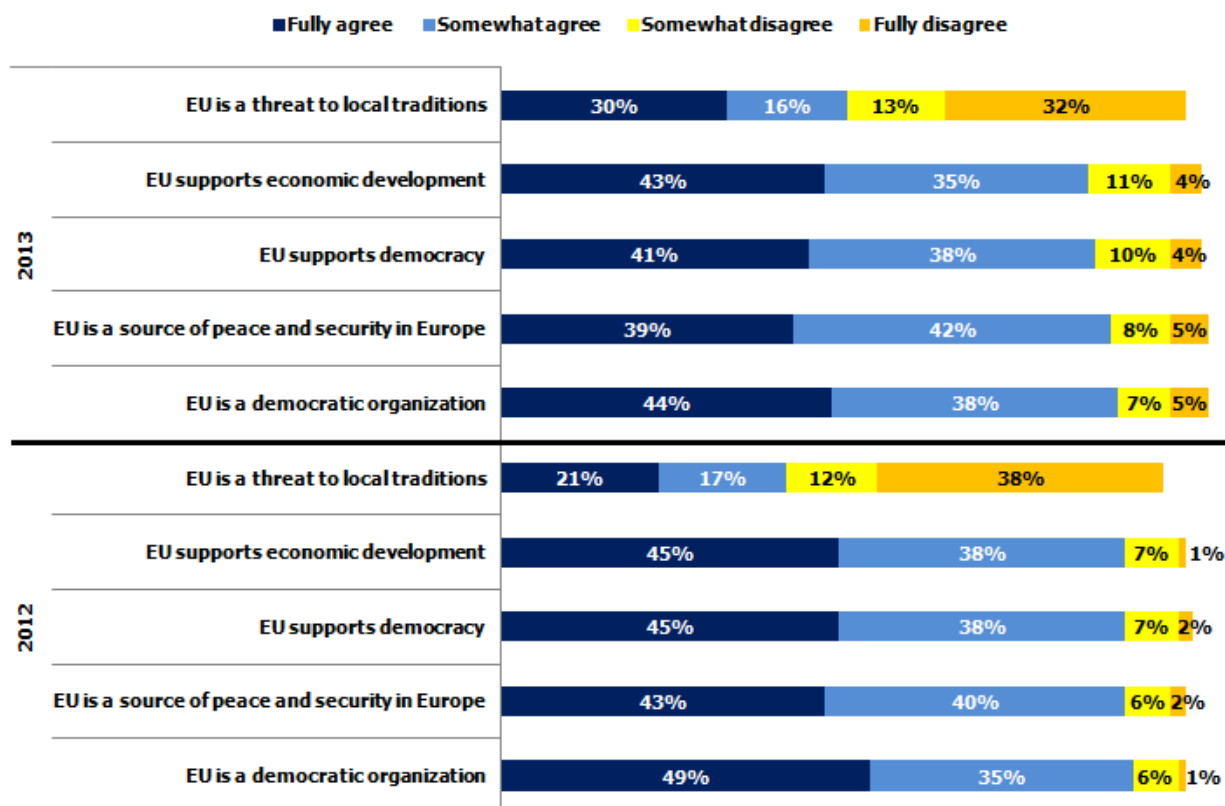
Figure 22. In general, what is your perception of the EU? / Trend forecast



Kosovo citizens continue to believe the EU to be a benign institution overall. More than three-fourths 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, 46 per cent see the EU as 'a threat to local traditions', marking an increase from 38 per cent in the previous study.

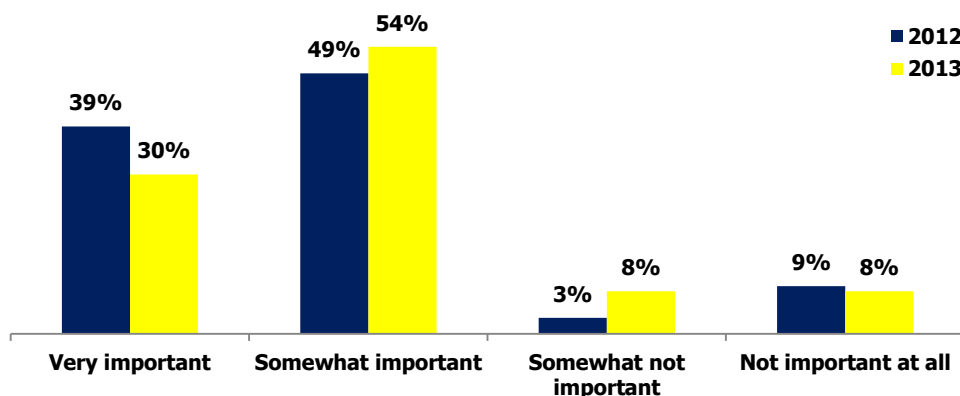
Regarding ethnic group variations, 63 per cent of Kosovo Serb respondents think that 'EU is a threat to local traditions', marking a significant decrease from 80 per cent in the previous study. However, the percentage of Kosovo Albanians and 'other Kosovo minorities' who think that 'EU is a threat to local traditions' has increased from 37 percent to 44 per cent, and from 23 per cent to 33 per cent, respectively.

Figure 23. To what degree do you agree with the following statements about the EU?



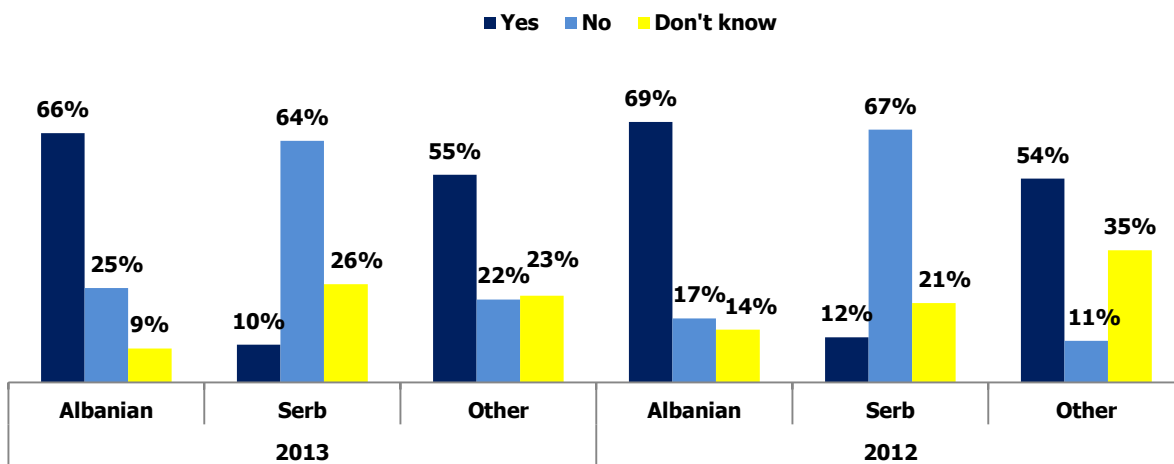
Eighty-four per cent of respondents think that it is important for Kosovo to strengthen ties with the EU. The percentage of those who think that it is 'somewhat not important' has slightly increased. On the other hand, while in the previous study almost 50 per cent of the Kosovo Serb respondents thought strengthening ties with the EU is 'not important at all', this year the percentage has dropped down to 25 per cent. However, the percentage of 'other Kosovo minorities' who think strengthening ties with the EU is 'somewhat not important' has increased from 0 per cent to 14 per cent.

Figure 24. How important is it for Kosovo to strengthen ties with the EU?



When asked whether they think Kosovo is ready to join the EU, 53 per cent said ‘yes’, while 32 per cent said ‘no’, indicating slightly lower optimism among respondents about readiness of joining the EU, compared to the previous study with 56 per cent saying ‘yes’ and 26 per cent saying ‘no’. Considering ethnic variations, more Kosovo Serbs are insecure whether Kosovo is ready to join the EU, but they slightly less pessimistic compared to the previous study. On the other hand, pessimism among Kosovo Albanians has increased, from 17 per cent to 25 per cent of those who do not think that Kosovo is ready to join the EU.

Figure 25. Is Kosovo ready to join the EU? / Two year trend



If there were a referendum on joining the EU tomorrow, 73 per cent of respondents would vote ‘yes’. Ten per cent would vote ‘against’, while eight per cent remain ‘neutral’. Compared to the previous studies, the trend has remained rather steady. Considering ethnic variations, a slightly greater number of Kosovo Albanians and Kosovo Serbs would vote ‘yes’ (90% in 2013 vs. 87% in 2012 for Kosovo Albanians, 30% in 2013 vs. 27% in 2012 for Kosovo Serbs). On the other hand, the percentage of ‘other Kosovo minorities’ who would vote ‘yes’ has slightly dropped, from 91 per cent to 87 per cent.

Figure 26. If there were to be a referendum tomorrow regarding Kosovo’s membership of the EU, would you personally vote? / Three year trend

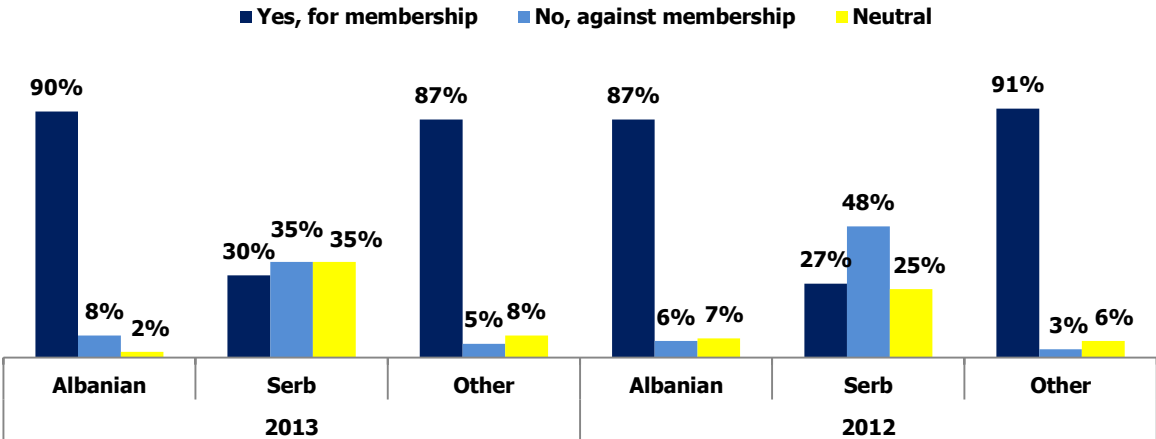
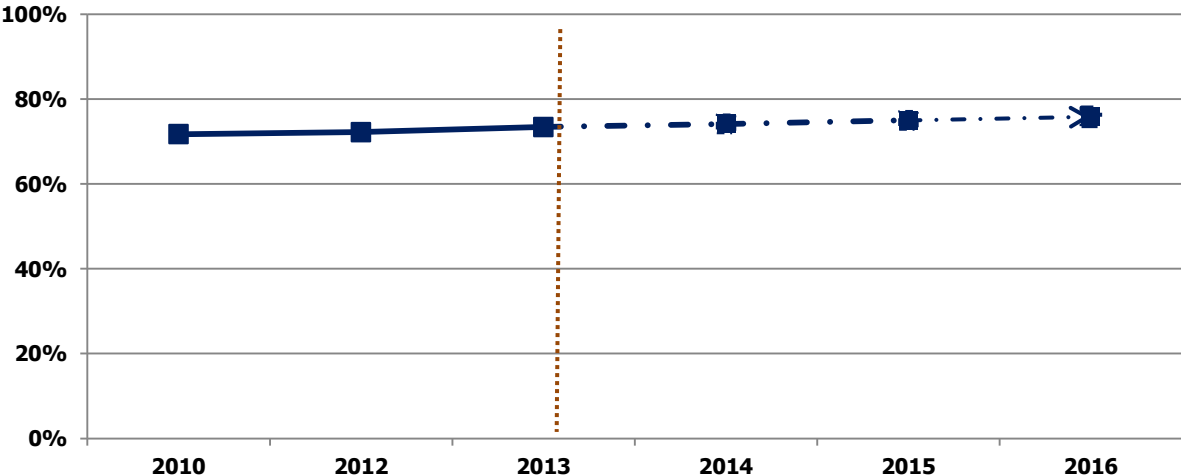


Figure 27. If there were to be a referendum tomorrow regarding Kosovo’s membership of the EU, would you personally vote? / Trend forecast



The percentage of those who think that Kosovo-Serbia relations and EU integration of Kosovo are related has considerably increased to 72 per cent, from 51 per cent in 2010 and 57 per cent in 2012. In addition, a slightly 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 28. Do you think that Kosovo-Serbia relations and EU integration of Kosovo are interrelated? / Three year trend

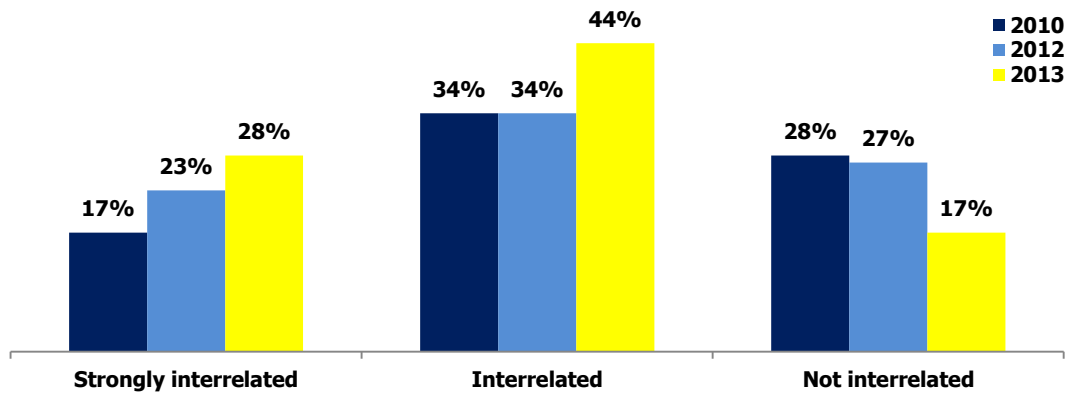


Figure 29. Do you think that Kosovo-Serbia relations and EU integration of Kosovo are interrelated? / Trend forecast

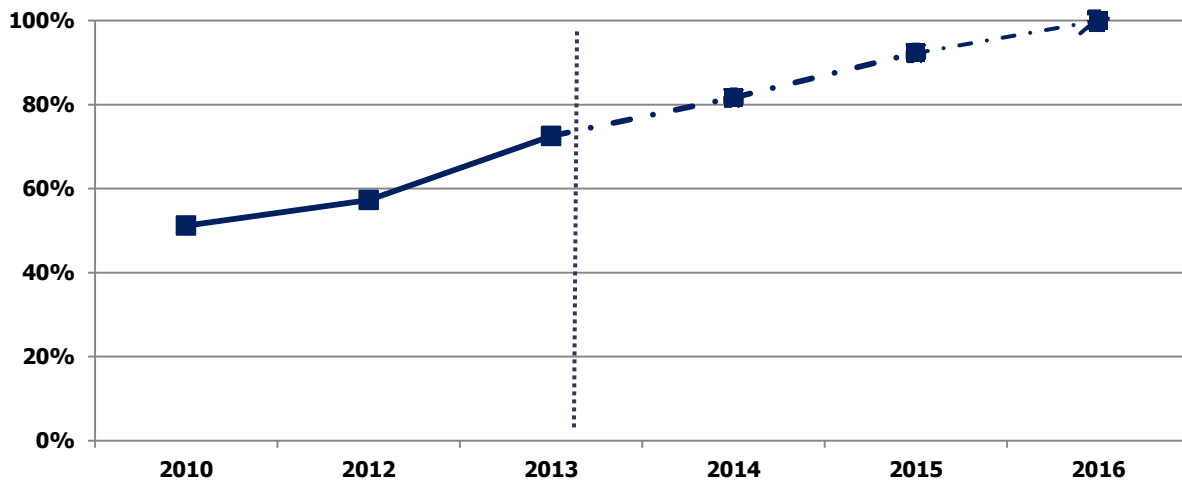


Figure 30. Do you think EU integration will contribute to increased freedom of movement for both Kosovo-Serbs and Kosovo-Albanians in Kosovo? / Three year trend

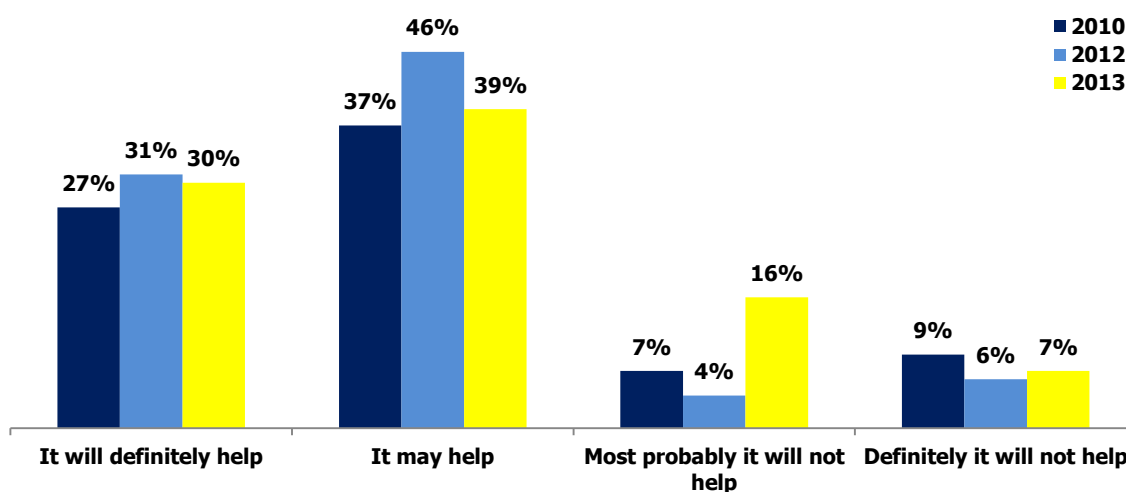
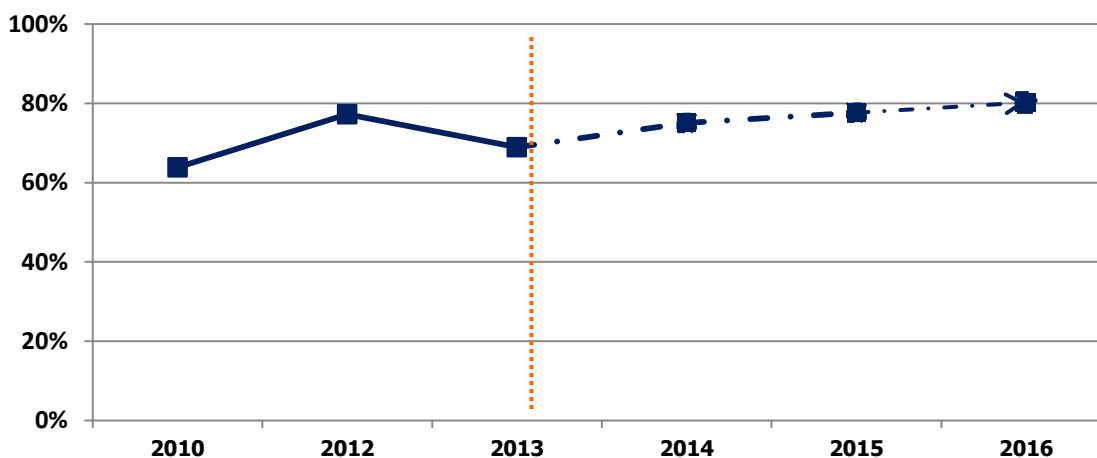


Figure 31. Do you think EU integration will contribute to increased freedom of movement for both Kosovo-Serbs and Kosovo-Albanians in Kosovo? / Trend forecast



3.2. Hopes and concerns

When asked what the EU means for them, issues such as ‘good relations with all neighbors’, ‘protection of citizens rights’, ‘improvement of the economic situation’, ‘improvement of environment’, and ‘creation of jobs’ have considerably become more important for the respondents, compared to the previous studies. On the other hand, ‘freedom to travel, study, work, and live anywhere in the EU’, ‘quality of life’, ‘future for the youth’, and ‘peace and security in Europe’ have decreased in importance compared to the previous study.

Figure 32. Which of the following statements best describe(s) what the EU means to you personally? / Three year trend

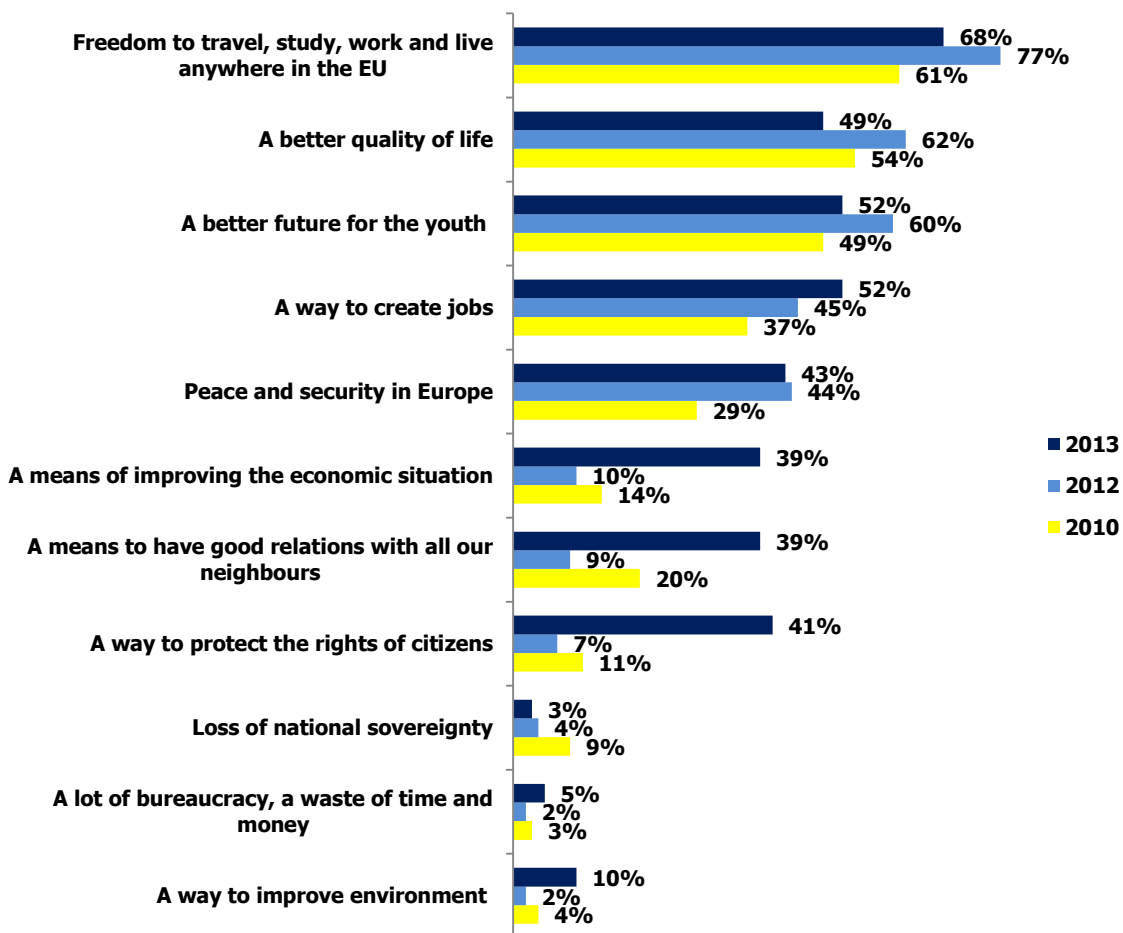
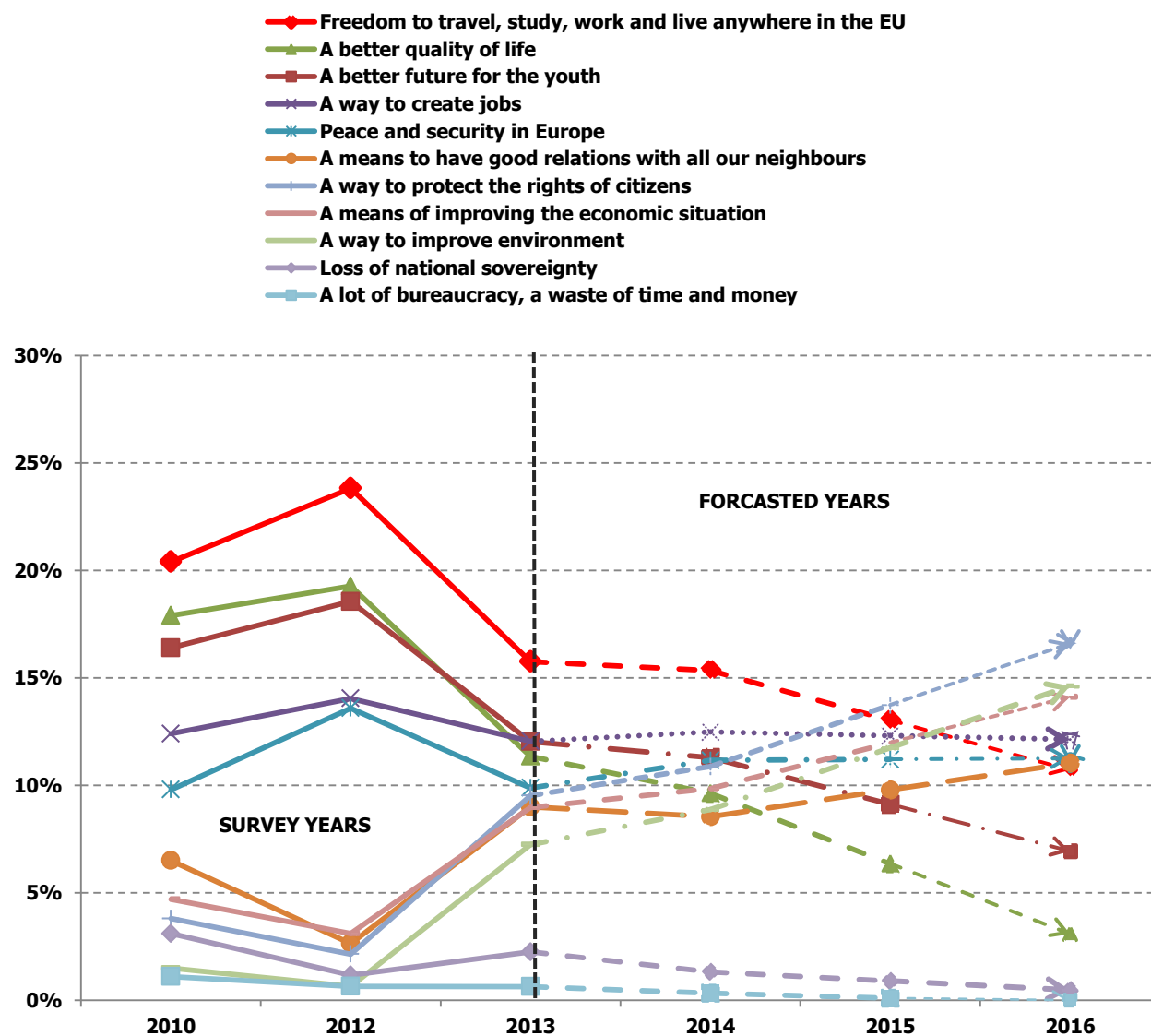


Figure 33. Which of the following statements best describe(s) what the EU means to you personally? / Trend forecast



Fifty-nine per cent of the respondents believe that Kosovo membership in the EU would benefit them personally, up from 57 per cent in 2012 and 54 per cent in 2010. Seventeen per cent of respondents think it would not benefit them at all, up from 11 per cent in 2012 and 12 per cent in 2010. Younger age groups (20-34) are more likely to believe than older age groups that membership would benefit them personally.

Figure 34. Do you think that becoming a member of the EU would benefit you personally, or not? / Three year trend

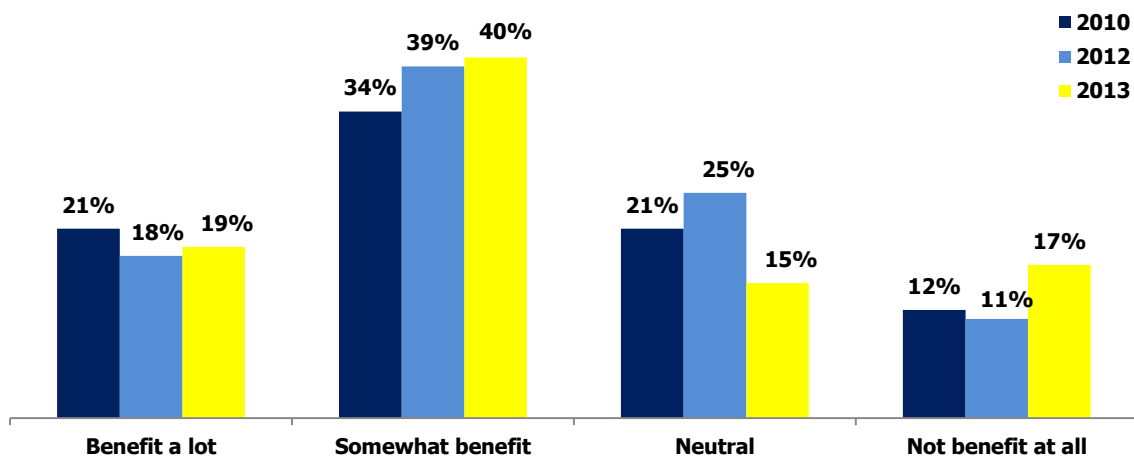
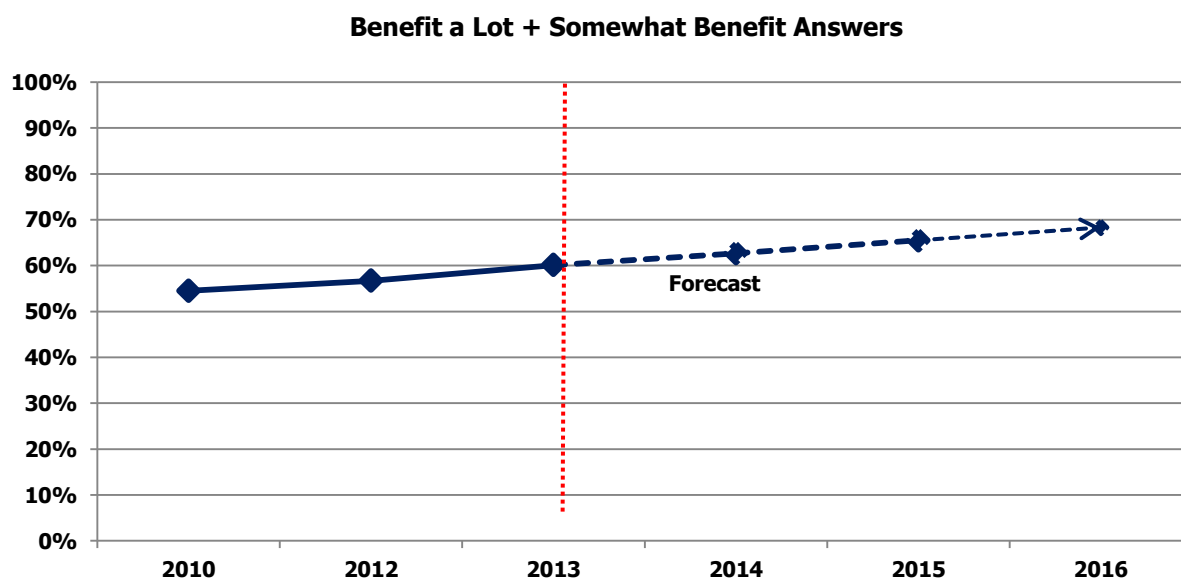
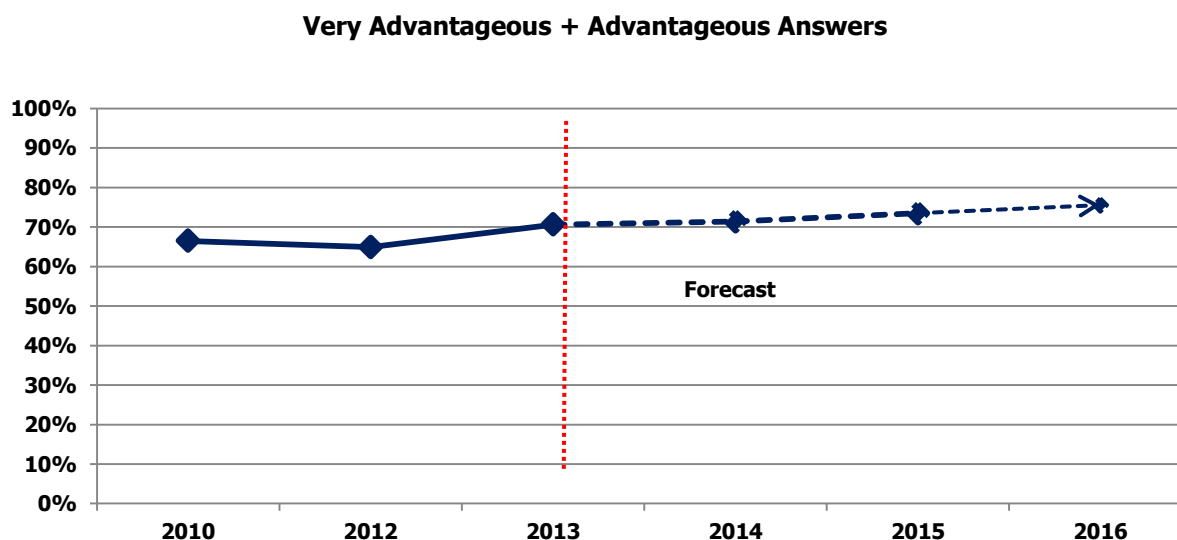


Figure 35. Do you think that becoming a member of the EU would benefit you personally, or not? / Trend forecast



The majority of Kosovo citizens (71%) think that Kosovo integration within the EU would be advantageous for the country, up from 65 per cent in the previous study.

Figure 36. To what degree would Kosovo integration within the EU be advantageous? / Trend forecast

When asked whether they would like to go to a European country to work, 62 per cent said yes (compared to 61% in the previous study). On the other hand, while last year's data revealed that 61 per cent said they would not go to permanently settle in an EU country, this year's data reveals a drop down to 50 per cent. Younger age groups (20-34) are 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.

Considering that the EU is currently passing through a serious financial and political crisis, the majority of respondents (46%) thought it makes it a less viable/attractive destination for Kosovo's future. When asked whether personally, their friends or family have suffered as a result of the EU financial and political crisis, 47 per cent said yes.

The two main concerns among Kosovo citizens regarding integration remain the difficulty for Kosovo to fulfill integration reforms/criteria, and their lack of information about the EU. The percentage of those who think that the integration criteria are too difficult for Kosovo to fulfill has considerably increased, from 20 per cent to 32 per cent. In addition, while the previous study revealed that 32 per cent of respondents have no concerns regarding the European integration, this year's study reveals a significant decrease down to 16 per cent.

Considering ethnicity variations, the main concerns among Kosovo Serbs are the difficulty for Kosovo to fulfill integration reforms/criteria, loss of national sovereignty/independence, and generally being against the European integration.

Figure 37. What are your concerns regarding EU integration? / Three year trend

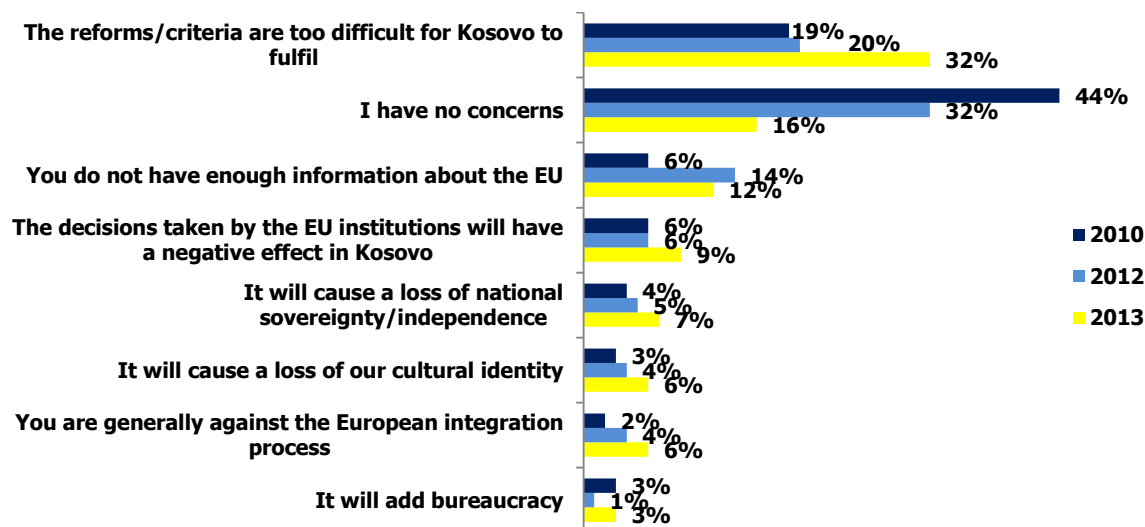
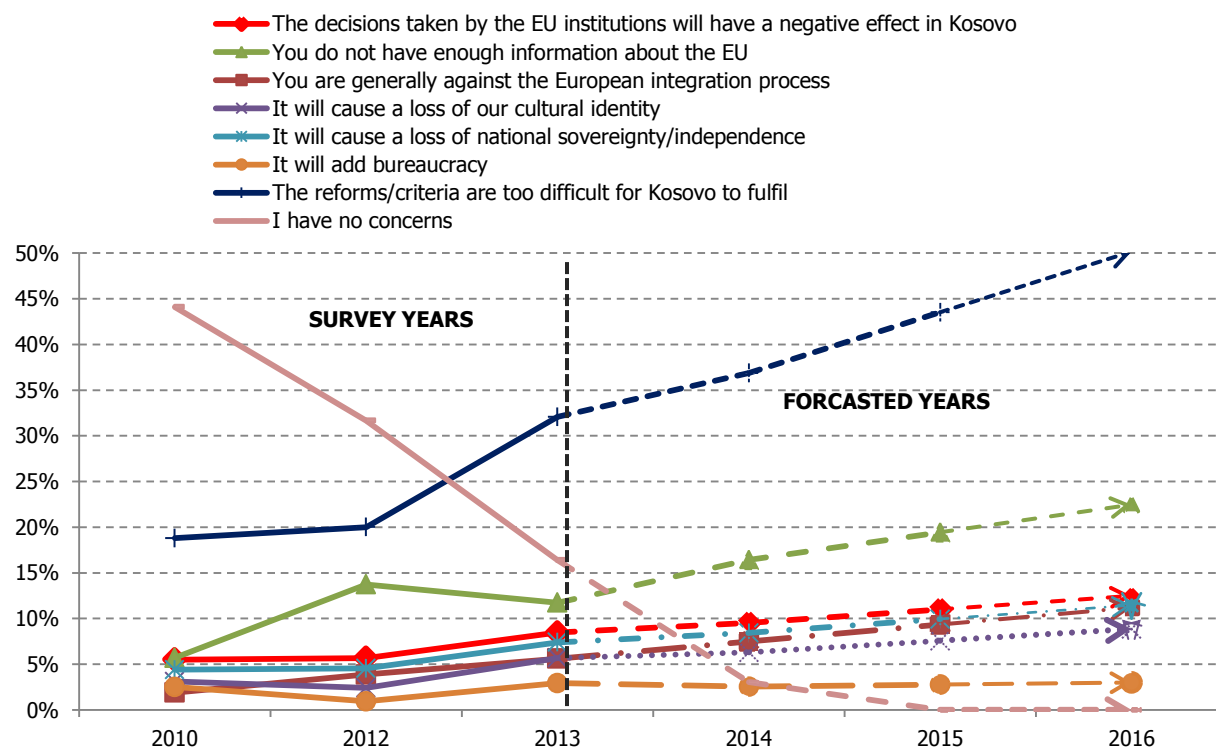
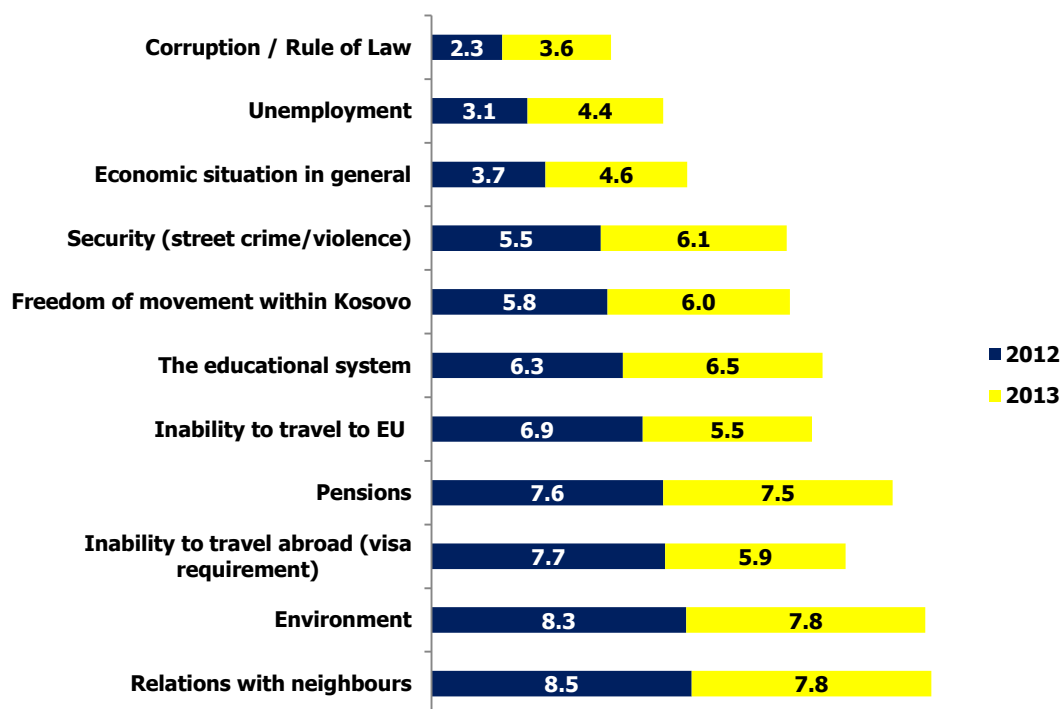


Figure 38. What are your concerns regarding EU integration? / Trend forecast



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

Figure 39. What do you think are the most important issues facing Kosovo at the moment? / 1= most important and 10=Least important



Compared to the previous study, a slightly greater percentage of respondents think that the EU will help Kosovo cope with corruption, crime, unemployment, democracy, defense and foreign affairs, scientific and technological research and taxation. On the other hand, a lower percentage of respondents think the EU will help Kosovo cope with the economy, travel, agriculture, competitiveness in the business environment, health, education, social welfare, and elections.

Figure 40. Do you think the EU integration will help Kosovo to cope with its existing problems? / Three year trend



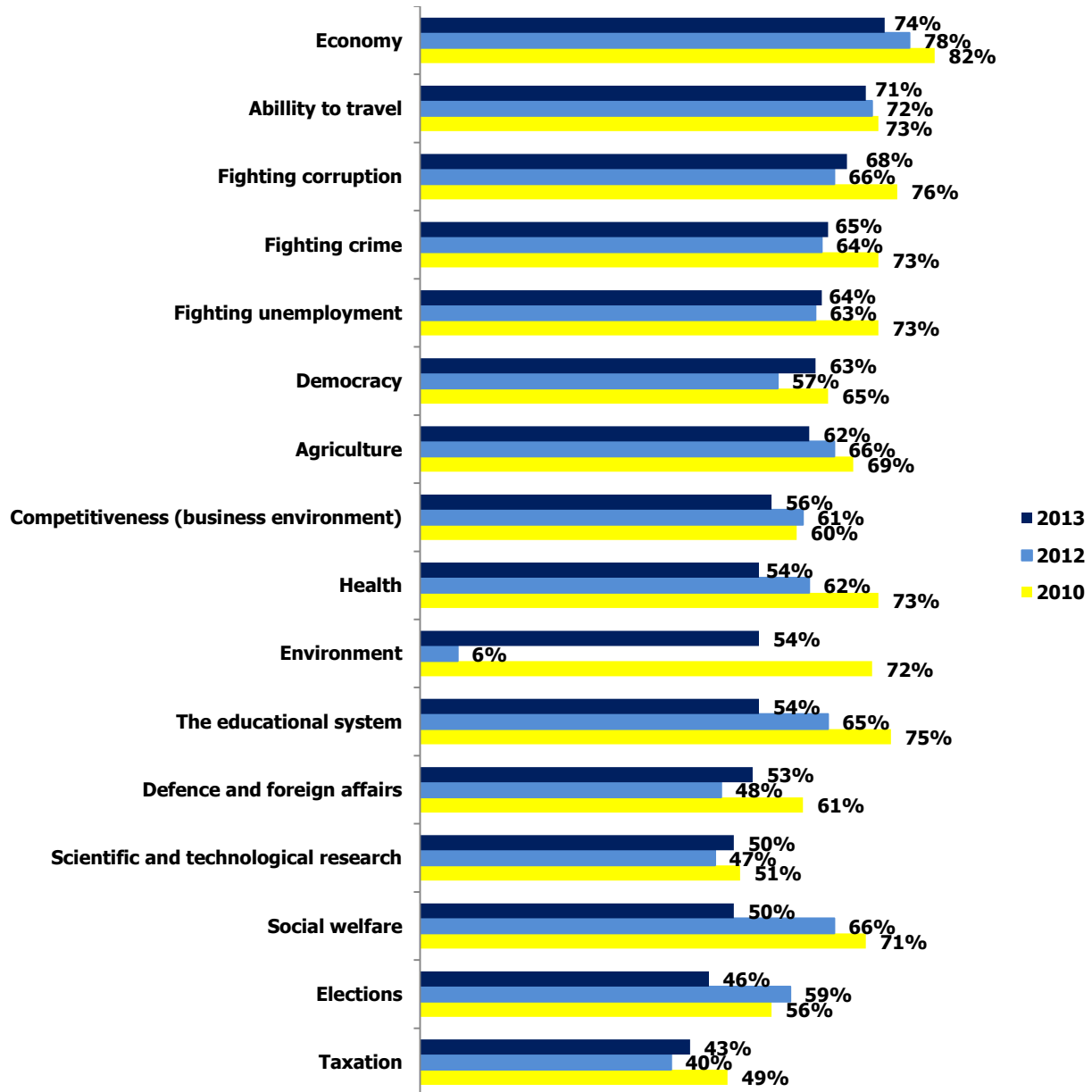
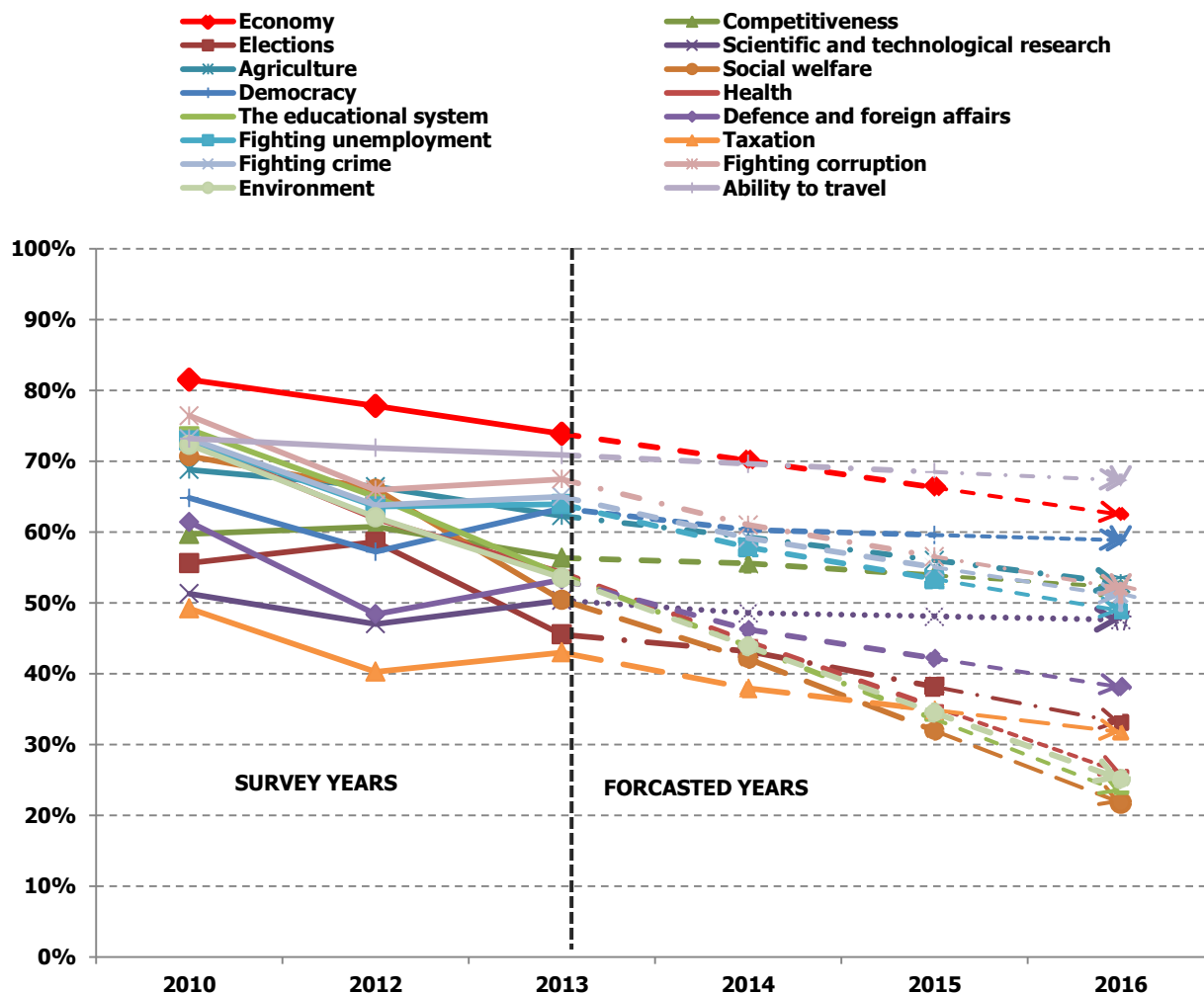


Figure 41. Do you think the EU integration will help Kosovo to cope with its existing problems? / Trend forecast



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 (67%), young people (67%) and teachers and academics (54%). 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, and the unemployed.

Figure 42. What advantages will the EU integration bring to the following groups in Kosovo society?

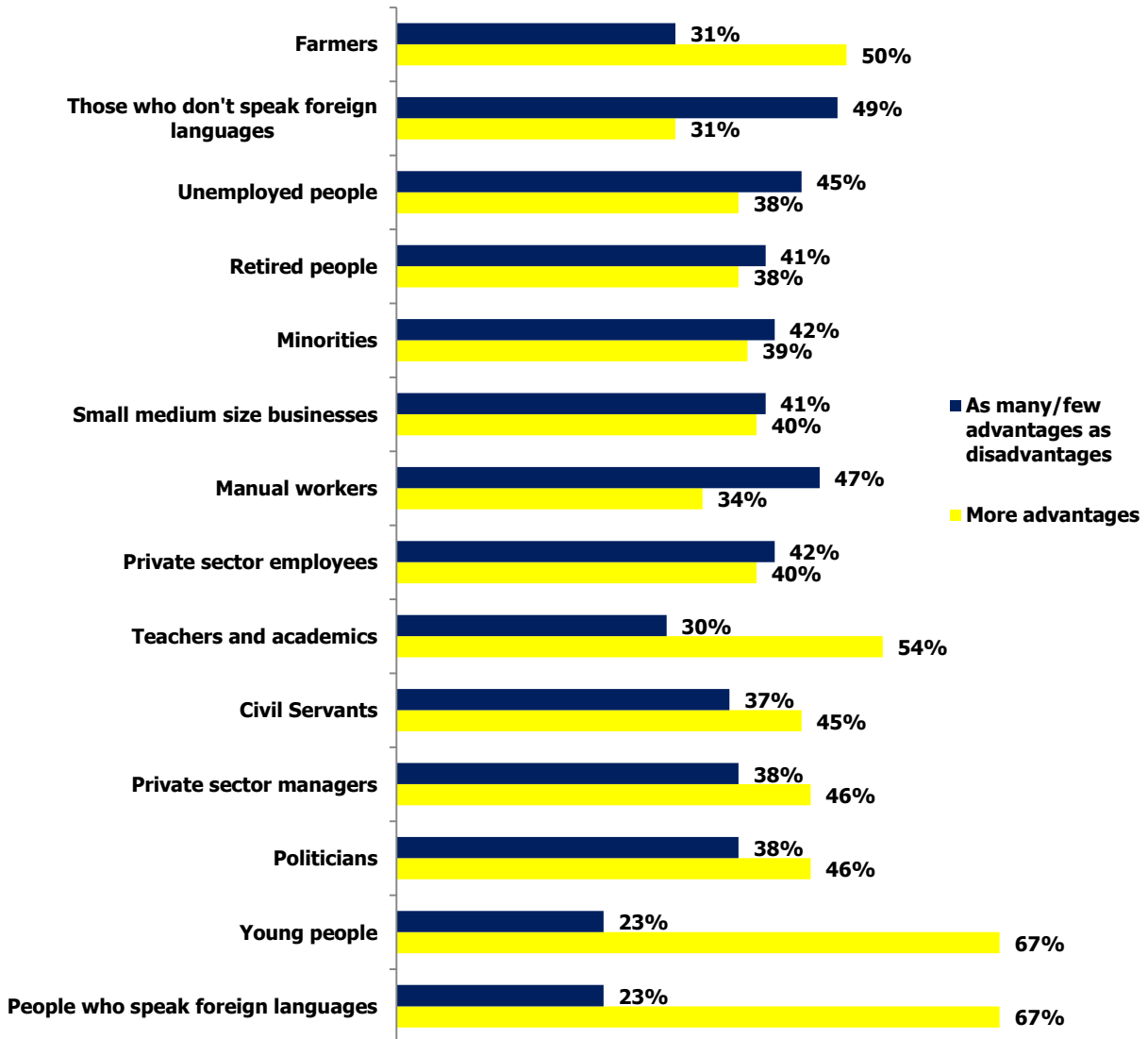
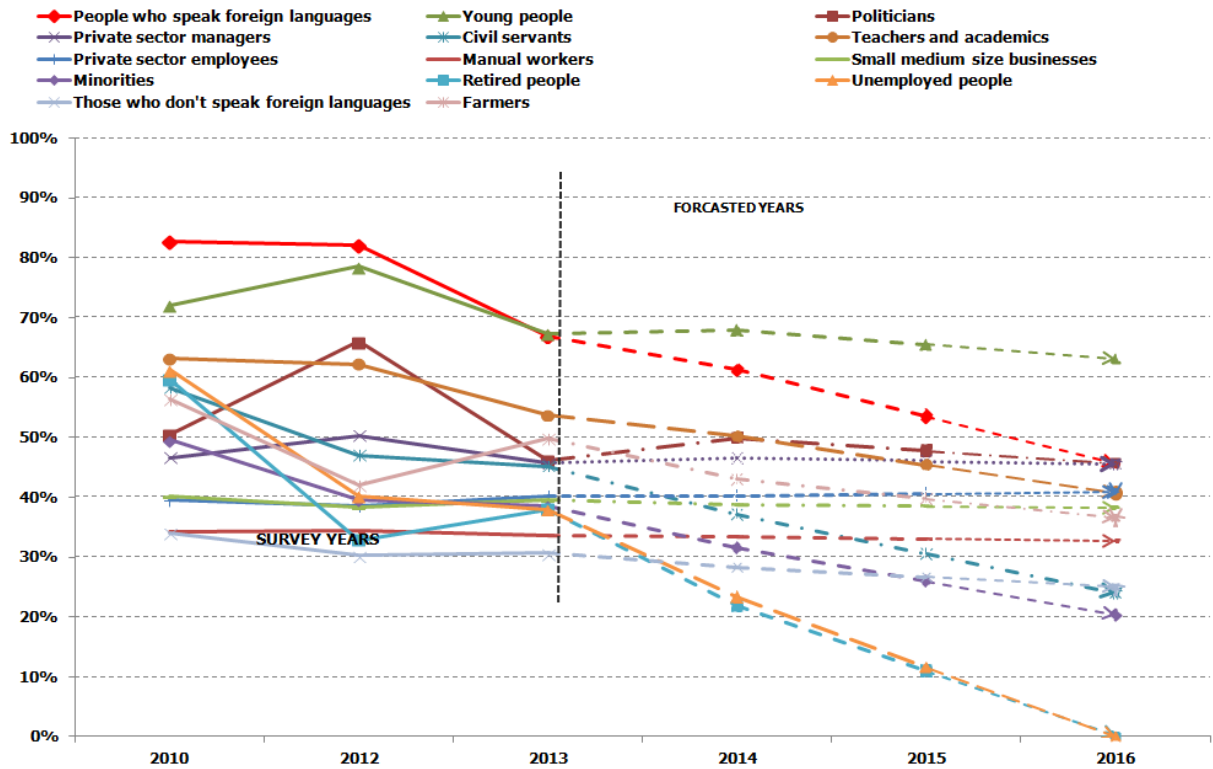


Figure 43. What advantages will the EU integration bring to the following groups in Kosovo society? / Trend forecast





Respondents have been asked to what extent they feel they can trust a number of institutions. The majority of them displayed trust in NATO (68%) and United Nations (67%), even though these percentages are slightly lower when compared to the previous study. The least trusted institution is OSCE (45%). Compared to the previous study, trust has decreased in all institutions, apart from the International Criminal Tribunal for the former Yugoslavia, in which trust has gone up from 41 per cent to 59 per cent.

Figure 44. Do you trust the following organizations? / Three year trend

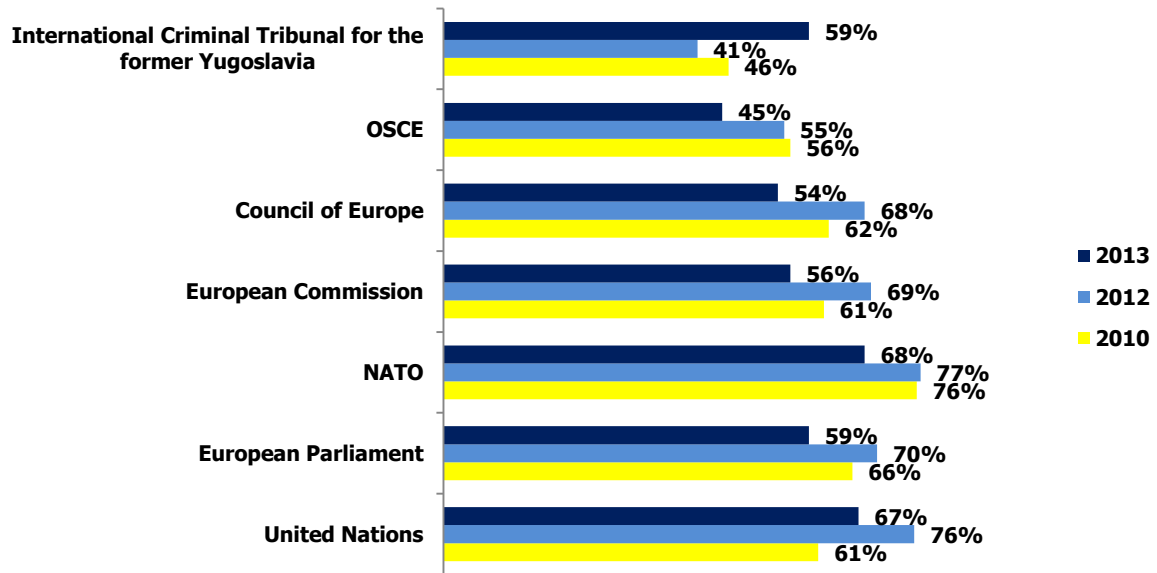
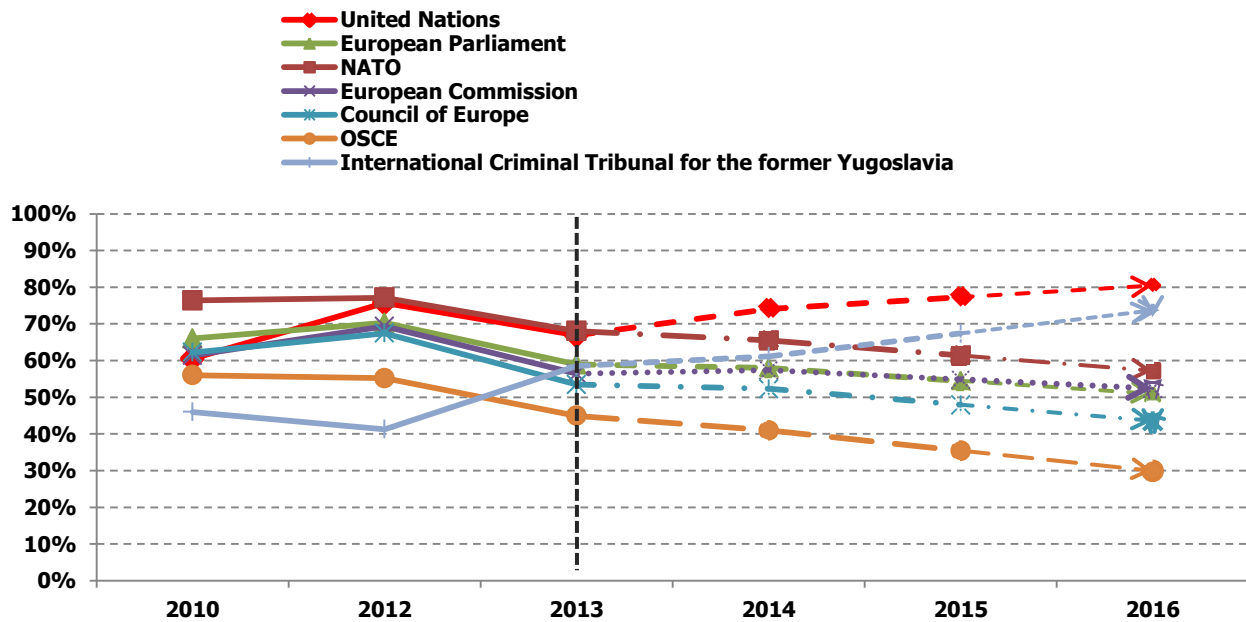


Figure 45. Do you trust the following organizations? / Trend forecast

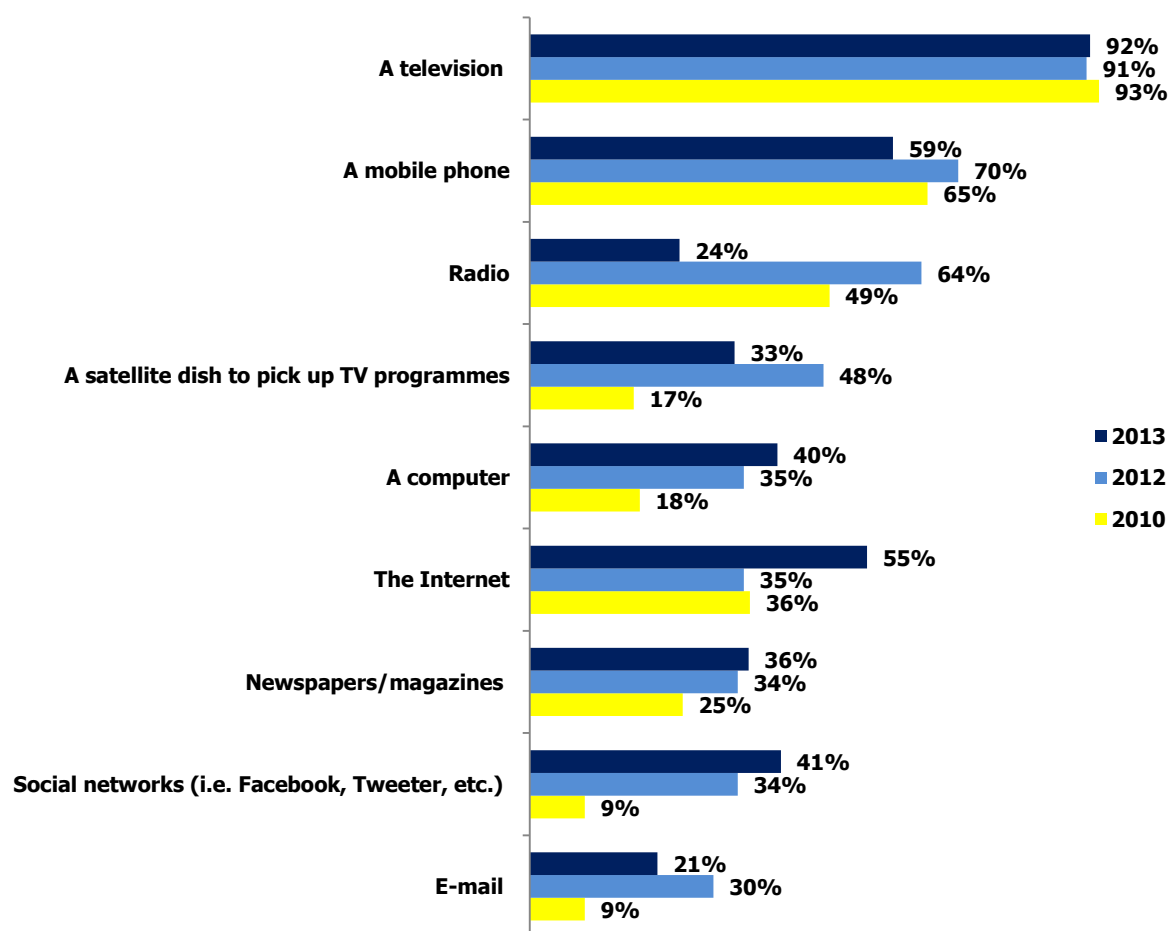


4. INFORMATION CHANNELS

4.1. Most used and trusted information sources

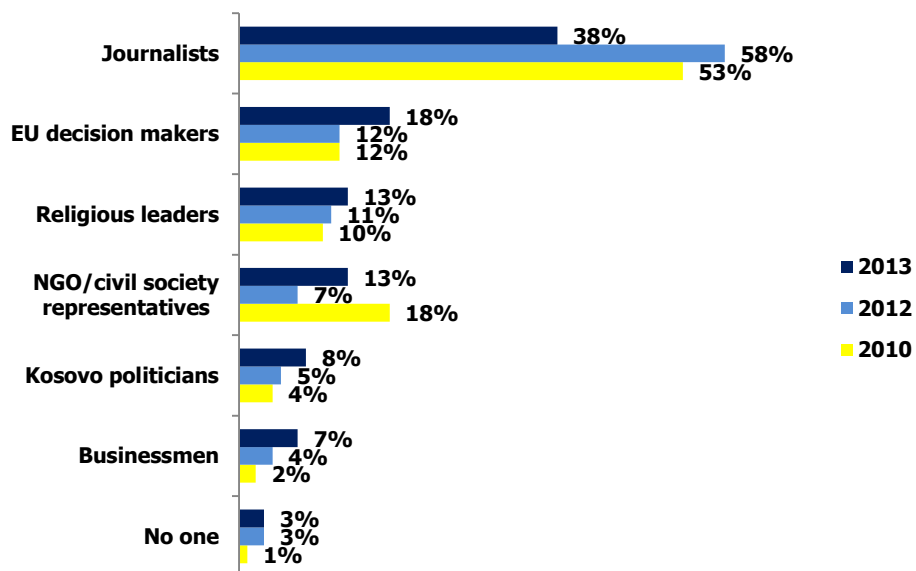
When asked to point most frequently used information sources, the overwhelming majority of respondents cited TV (92%). The next most used source is the mobile phone (59%) followed by the internet (55%).

Figure 46. Do you use, on a regular basis (at least once a week) ...? / Three year trend



The figure below shows the most trusted groups of opinion leaders. Journalists enjoy the highest level of confidence 38 per cent, down from 58 per cent in 2010. EU decision makers are in the second place (18%), followed by religious leaders (13%). Politicians enjoy the confidence of eight per cent of respondents. Businessmen are the least trusted.

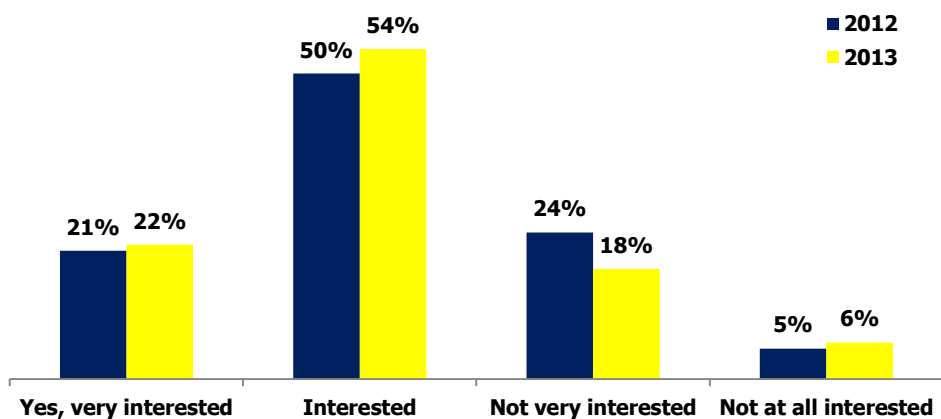
Figure 47. Who do you consider the most trustful source of information? / Three year trend



4.2. EU-related information

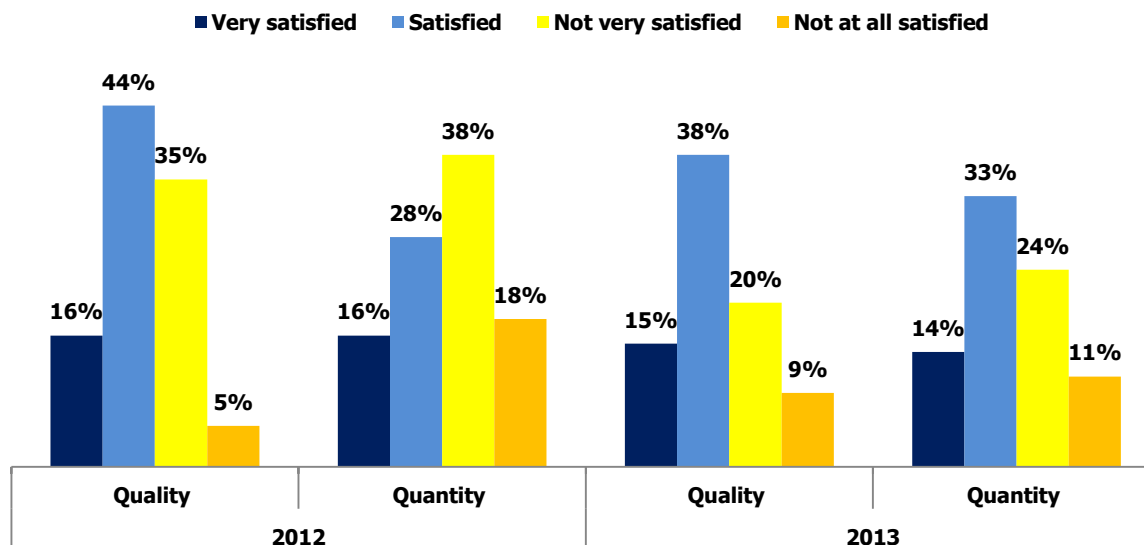
When asked whether they are interested in information about the EU, 76 per cent said they are, up from 71 per cent last year. Respondents of ages 15-34 are the ones who are mostly interested in information about the EU.

Figure 48. Are you interested in information about the EU? Two-year trend



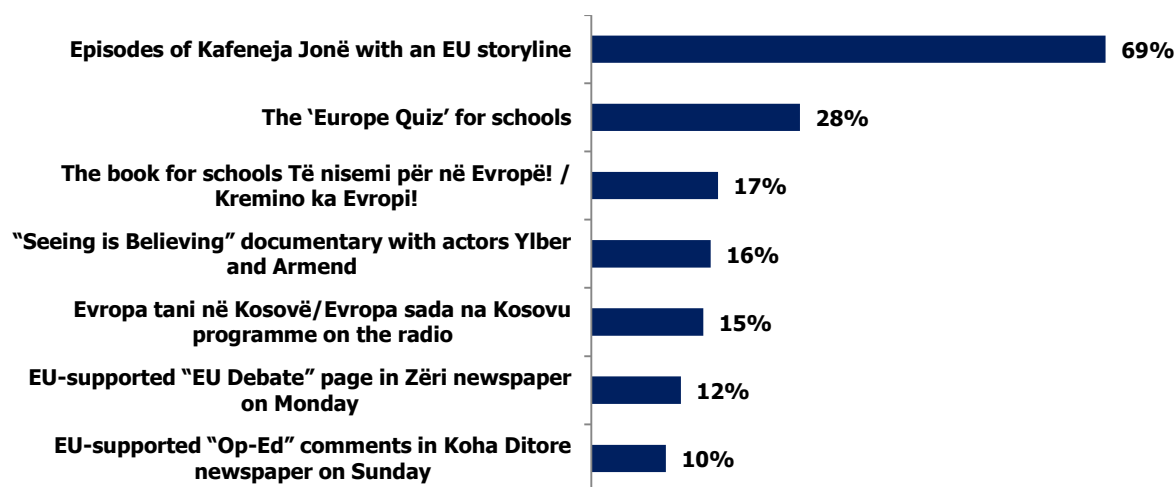
Regarding the quality and quantity of information about the EU provided by the information channels, a greater percentage of respondents are satisfied with the quality of information than with the quantity of information, with 53 per cent vs. 47 per cent. However, there is a slight drop in the percentage of those satisfied with the quality of information, from 60 percent to 53 per cent.

Figure 49. Are you satisfied with the quality and quantity of information of EU provided by the information channels? / Two year trend



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 (69%) 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.

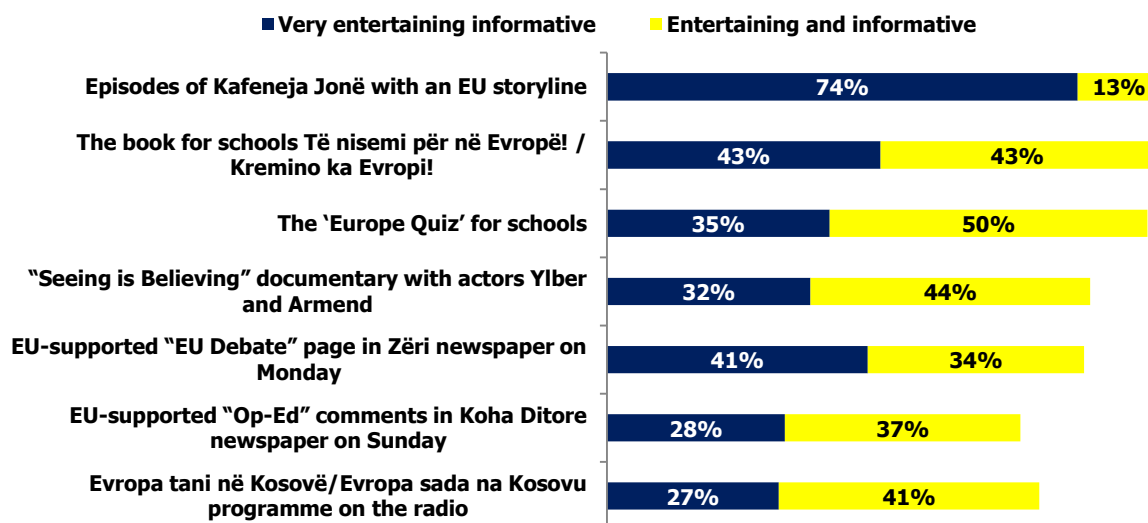
Figure 50. The percentage of those who have seen/heard EUPK awareness products



Considering ethnic groups, no Kosovo Serb respondents were aware of the 'The book for schools *Të nisemi për në Evropë! / Kremino ka Evropi!*'. Regarding the other products, around one per cent of Kosovo Serb respondents were aware of them. 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*’, ‘Europe Quiz’ and ‘Evropa tani në Kosovë/Evropa sada na Kosovu programme on the radio’.

In addition, respondents were asked to rate the products. Between 60 per cent and 90 per cent who have seen/heard them, found them “entertaining and informative”.



5. CONCLUSION

Kosovo residents remain well disposed towards the EU. Not only do they regard it as a benign institution and value its support, they also are increasingly convinced that Kosovo should become a member and the majority have inflated expectations on timing, believing that Kosovo is ready to join the EU and will do so very soon. Compared to the previous study, Kosovo citizens are more inclined to believe that it will take place sooner rather than later.

However, not all Kosovo citizens are naively optimistic; large numbers are unsure of Kosovo's membership prospects. When asked whether they think Kosovo is ready to join the EU, 53 per cent said 'yes', while 32 per cent said 'no', indicating slightly lower optimism among respondents about the readiness of joining the EU, compared to the previous study with 56 per cent saying 'yes' and 26 per cent saying 'no'. The two main concerns among Kosovo citizens regarding integration remain the difficulty for Kosovo to fulfill integration reforms/criteria, and their lack of information about the EU.

The majority of Kosovo citizens think that Kosovo integration within the EU would be advantageous for the country. 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 (20-34) were 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.

When asked to identify five flags, the majority of the respondents correctly matched the flags of U.S.A., NATO, EU, Germany, and UN. Awareness about the flags of the U.S.A., Germany, NATO and EU remained steady this year, compared to the previous year when there was a significant awareness increase from the first study in 2010. On the other hand, results indicate 76 per cent of respondents recognized the UN flag, compared to 72 per cent in 2012 and 58 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 studies.

Regarding familiarity with EU institutions, the majority of respondents are mostly familiar with the "European Parliament", "European Council", and the "Council of Ministers". On the other hand, they are the least familiar with the "European Central Bank".

Regarding perception towards the EU, citizens have a positive perception of the EU, with 68 per cent of them rating the EU as at least "positive". This percentage has slightly increased compared to the previous studies. The majority of Kosovo Albanians and other Kosovo minorities have a positive perception of the EU. The percentage of Kosovo Serbs who perceive the EU as negative has slightly increased compared to the previous study.

Regarding information channels, it is worth noting that the use of the internet and social networks as information sources has increased. The most trusted opinion leaders among Kosovo residents are journalists and EU decision makers. However, compared to the previous study, the level of trust in journalists has significantly dropped.

ANNEXES

ANNEX 1: DESCRIPTION OF THE MEDIA PRODUCTS

An EU-funded project, EUPK has been communicating 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 has involved 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.

- In cooperation with the Ministry of Education, Science and Technology (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).
- In November 2010, EUPK cooperated with CMB, producers of Kosovo’s favourite sitcom *Kafeneja Jonë* team to produce eight EU-themed episodes. Four episodes aired in November 2010 and another four in May 2011. The episodes have tackled important EU-related issues such as “The Progress Report”, “Corruption”, “Environment”, and “Kosovo’s EU Perspective” “EU Day”, “Student exchanges”, “Recycling”, and “Grant opportunities”.
- EUPK has worked with *Zëri* daily newspaper to publish a weekly page “Zëri i BE-së” (“The Voice of the EU”) from February 2011. The page provided 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.
- Kosovo Media Institute (KMI) has collaborated with EUPK on the weekly radio programme, “Europe Today in Kosovo” (Evropa tani në Kosovë / Evropa sada na Kosovu). The show, which has been broadcasting from February 2010, updated listeners on recent EU-related news and events in Kosovo.
- 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, provided the Kosovo audience with an insight into the path of reform and reconstruction that Kosovo must undertake to become eligible for EU membership.
- Europe Quiz was launched as an initiative aiming to promote awareness about Europe and provide young people with an understanding of how the EU works. The winners of the quiz are awarded with a journey to EU member states. In May 2013, the EUPK launched the third edition of the quiz.
- EU-supported “Op-Ed” comments in *Koha Ditore* newspaper on Sunday
- EU-supported “EU Debate” page in *Zëri* newspaper on Monday
- “Seeing is Believing” documentary with actors Ylber and Armend

ANNEX 2: SURVEY METHODOLOGY

The data used in this report is taken from three waves of a survey entitled, “Survey of Awareness of the EU and European integration among Kosovo residents” conducted in Kosovo in 2010, 2012 and 2013. Results for the survey are based on face-to-face interviews with respondents over the age of 15 years old in the urban and rural settlements.

The sample size for the three studies has been 1,500 completed interviews. Interviews were conducted in Albanian and Serbian. Nationwide fieldwork was conducted from June 16 to 26, 2010 for the first survey, from May 22 to June 1 for the second survey, and from June 10 to June 21 for the third survey. The survey uses multi-stage cluster sampling.

Geographical distribution of urban and rural respondents was 57 per cent vs. 43 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, 51 per cent were male and 49 per cent female. Grouping some of the age groups, data reveals that 53 per cent of court users were under the age of 35, 31 per cent were aged 35 to 54, and 16 per cent were aged 51 or older.

Nine per cent of the interviewees were tertiary qualified. Twenty-two per cent reported having a primary education as their highest level of education, while 53 per cent reported having a secondary education as their highest level of qualification. Sixteen per cent claimed they have some college or an associate degree.

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.

ANNEX 3: KOSOVO EU PERSPECTIVE 2013 QUESTIONNAIRE

Awareness of the European Union and EU Structures

Q1. On a scale of 1-10, how knowledgeable do you think you are 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
4.1	1	2	88	99
4.2	1	2	88	99
4.3	1	2	88	99
4.4	1	2	88	99
4.5	1	2	88	99

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

5.1

5.2

5.3

5.4

5.5



- 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, is Kosovo ready to join the EU?

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

Q7. In your opinion, when will Kosovo become a member of the EU?

- 1. 2015
- 2. 2018
- 3. 2025
- 4. 2030
- 5. Other (Please specify) _____
- 6. Never
- 88. Don't know
- 99. Refuse

Q8. Is the EU helping Kosovo to integrate by providing financial and technical assistance?

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

Q9. The European Union Office in Kosovo is currently managing approximately 200 assistance projects in Kosovo. Are you aware of any projects happening in your region or elsewhere?

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

Q10. Which institutions of the European Community have you heard of?

	Yes	No	Not Sure	Don't know	Refuse
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) _____					

Q11. Who is Head of the European Union Office and EU Special Representative in Kosovo?

1. Peter Feith [Skip to Q12]
2. Samuel Žbogar [Go to Q11]
3. Catherine Ashton [Skip to Q12]
4. Stefan Füle [Skip to Q12]
88. Don't know [Skip to Q12]
99. Refuse [Skip to Q12]

Q12. In your opinion, how positive has his impact been since his arrival at the beginning of 2012?

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

EU Integration: Hopes and Concerns

Q13. 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

Q14. Has your present situation improved compared to five years ago (2006)?

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

Q15: 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

Q16. In general, what is your perception of what the EU is doing in Kosovo?

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

Q17. To what degree do you agree with the following statements about the EU?

	Fully agree	Somewhat agree	Somewhat disagree	Fully disagree	Don't know	Refuse
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

Q18. 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

Q19. 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

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	Don't know	Refuse
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	Don't know	Refuse
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. 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

Q29. The EU is currently passing through a serious financial and political crisis. In your opinion, does this make it a less viable/attractive destination for Kosovo's future?

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

Q30. Have you, personally, your family or friends suffered as a result of the EU financial and political crisis?

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

Q31. 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

Q32. 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

Q33. 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

Q34. Are you interested in information about EU?

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

Q35. 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	

Q36. Do you trust the following organizations?

Organizations	Trust	Don't trust	Don't know	Refuse
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) _____				

Q37. Who do you consider the most trusted 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

Q.38. An EU-funded project, EU Perspective in Kosovo has developed a number of new information products to raise public awareness and inform the public about the EU in Kosovo.

Do you know any of the following products and, if you have watched/heard/ read them, how useful do you think they are?

	Y or N	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 – episodes featuring Ulrike Lunacek MEP and Minister Vlora Çitaku)?							
2. EU-supported "Op-Ed" comments in Koha Ditore newspaper on Sunday							
3. EU-supported "EU Debate" page in Zëri newspaper on Monday							
4. <i>Evropa tani në Kosovë/Europa Sada na Kosovu</i> programme on radio							
5. "Seeing is Believing" documentary with actors Ylber and Armend							
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							
7. The book for schools <i>Të nisemi për në Evropë! / Kremino ka Evropi!</i>							