

AMPLIFYING LOCAL VOICES FOR EQUITABLE DEVELOPMENT

Endline Survey:
Summary Report
on Findings in Five
Municipalities in
Kosovo

Amplifying Local Voices for Equitable Development

Endline Survey: Summary Report on Findings in Five Municipalities in Kosovo

This study was conducted for People in Need by:



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1. BACKGROUND

The ALVED project

“Amplifying Local Voices for Equitable Development” (ALVED) is a UK-funded project implemented in Kosovo and South Serbia by a consortium made up of Peaceful Change initiative (PCi), a UK-registered charity, People in Need (PIN), a Czech-based international civil society organization (CSO), and three local partners: NGO Aktiv and Peer Educators Network (PEN) from Kosovo and Gradjanske Inicijative (Citizens’ Initiatives) from Serbia.

In Kosovo, the project provided support to civil society, youth, and local institutions in five municipalities – Gjilan/Gnjilane, Leposavić/Leposaviq, Lipjan/Lipljan, Pejë/Peć, and Štrpce/Shtërpçë – from September 2020 through March 2023. The envisioned impact of the ALVED project is that citizens in Kosovo are better able to empathize with one another’s perspectives, play active civic roles in society, and celebrate diversity.

More specifically, the efforts of the ALVED team have focused on integrating residents of all ages and from all communities into civic life using participatory community problem-solving approaches. This outcome was realized through the implementation of the project’s four core components:

First, through the participatory social service planning (PSSP) program, the ALVED project facilitated an inclusive process that gathered all relevant local stakeholders together – including social service users, NGOs, local authorities, social service providers, and the general public – to ensure that high-quality social services are available to all.

Second, the project’s civil society development component offered grassroots civil society actors capacity-building opportunities as well as funding for local initiatives that aim to improve the lives of residents in their communities.

Third, the ALVED project paid special attention to the needs and concerns of young people, focusing on harnessing the potential of this vital demographic by investing in development of their knowledge and skills, particularly in the field of IT, so that they can effectively engage with their communities.

Finally, the project tackled long-standing issues affecting in particular the Kosovo Serb population, such as implementation of the law on use of languages and raising awareness about rights and entitlements at the local level.

Scope of the study

In order to be able to collect data on public perceptions and behavior in three key thematic areas – local services, inter-ethnic relations, and youth and civil society – to enable monitoring and evaluation of project impact over the course of three years, PIN commissioned the conducting of three studies over the lifetime of the project:

1. Baseline study – survey conducted in November 2020
2. Midline study – survey conducted in November 2021
3. Endline study – survey conducted in December 2022

In Gjilan/Gnjilane, Leposavić/Leposaviq, Lipjan/Lipljan, Pejë/Peć, and Štrpce/Shtërpcë, the household surveys and resulting analyses were conducted by Ubo Consulting. The same set of questions was used for each of the three surveys. Questions focused on three main areas: use of and satisfaction with municipal services; perceptions of inter-ethnic relations; and the role and involvement of youth and civil society in the municipalities.

This summary report presents selected findings from Ubo Consulting's endline study. Where statistically significant, comparisons between the three research waves are also provided. Selected findings are also cross-tabulated by municipality and ethnic group to explore any differences in perceptions among these groups.

Survey methodology

International professional standards for quantitative survey research were strictly followed. The primary tool for carrying out the research was a standardized questionnaire. The survey was conducted through door-to-door, face-to-face computer-assisted personal interviews (CAPI), which guarantee data quality.

The study consisted of 1,900 participants across the five target municipalities. The sampling frame was derived from the latest 2011 Population Census Data, to accurately reflect the population size, gender, ethnicity, and geographical distribution in the targeted municipalities. The study utilized a complex sample survey, relying on the stratified random sampling method.

In order to produce municipal-level outcomes, the sample size was uniformly distributed across the five target municipalities, with 380 interviews conducted in each municipality, stratified based on settlement type. In Pejë/Peć, the Kosovo Serb community was oversampled by an additional 200 household surveys, using convenience sampling. The allocation of interviews in urban settlements was based on Primary Sampling Units (PSUs) derived from the list of streets, with not more than five interviews per PSU, selected through a systematic random sampling process.

Data analysis for the survey was done using SPSS software. The data validation team made sure that the data was free of errors by addressing inconsistencies or missing information. Cross-tabulations were performed to identify relationships

between variables and patterns in the data. Additionally, a comparative analysis was conducted to compare the results of the baseline, midline, and endline studies and highlight differences and similarities.

The results presented, when all municipalities are merged, fall under $\pm 3\%$ margin of error, at confidence interval 95%. When data is disaggregated into municipalities, the margin of error increases to approximately $\pm 5\%$.

2. KEY FINDINGS

Below are presented the key findings from the endline survey:

- Similar to the results of the baseline and midline studies, approximately 6% of respondents had requested services from the local Center for Social Work (CSW). Of those, the most requested service was financial assistance for socially vulnerable families and individuals.
- The percentage of Kosovo Serbs who believe they can influence the planning of social services has risen from 3% (baseline) to 29% (endline). For all citizens, this percentage has similarly increased – from 6% to 34%.
- Approximately half of respondents believe that their municipal authorities make efforts to meet their needs as citizens. The percentage of Kosovo Serbs who believe this has increased from 37% (baseline) to 68% (endline).
- The percentage of respondents that believe it is possible to work across ethnic divisions to solve community-level issues has progressively increased from 20% (baseline) to 31% (endline).
- The percentage of youth (18-24) that believe they can influence the political and economic life of their municipality has increased from 25% in the first study to 36% in the final study.
- Fewer respondents in this study (32%) have reported thoughts about emigrating to another country compared to the baseline study (34%).
- 45% of the respondents tend to agree that citizens and CSOs can effectively hold the government accountable to citizens, an increase from 35% in the baseline and 39% in the midline study.

3. MUNICIPAL SERVICES

The first section of the survey contained questions related to the use or non-use of local services by citizens, and the overall satisfaction of citizens with their municipality. Selected findings are presented below.

Municipal social services

Through the aforementioned PSSP program, the ALVED project supported the development and adoption of local action plans to improve social service delivery in all five municipalities and also provided grant funding for the implementation of selected elements of those action plans. As such, data pertaining to social service requests were of particular interest for the ALVED project team.

Figure 1 shows that 19% of respondents requested social services in the past three years, which is a decrease from the baseline.

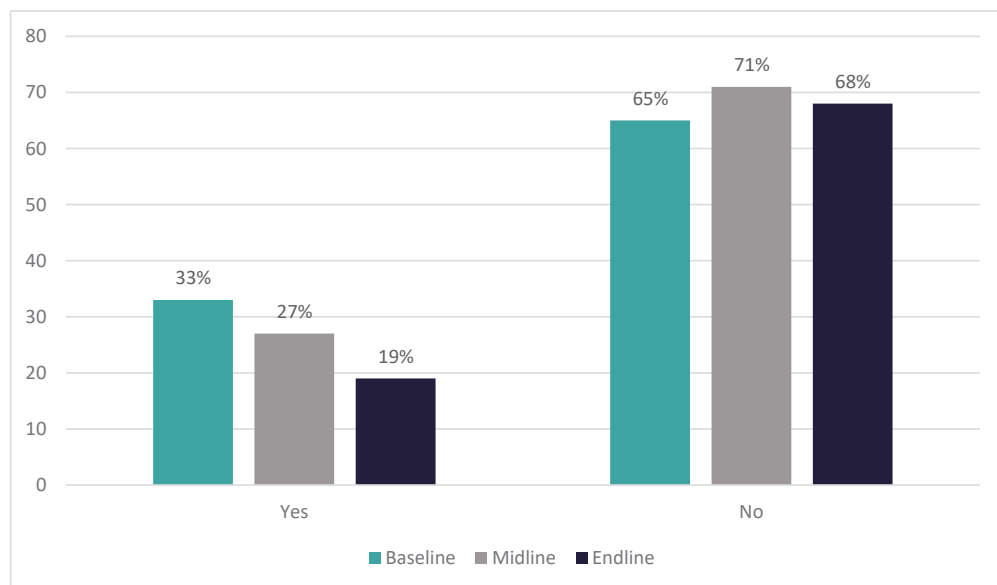


Figure 1. In the last three years, have you requested social services from the municipality?

Figure 2 shows the percentage of citizens who used social services distributed by their municipality of residence. In the endline study, respondents in Gjilan/Gnjilane requested social services the least, while respondents in Leposavić/Leposaviq requested social services the most.

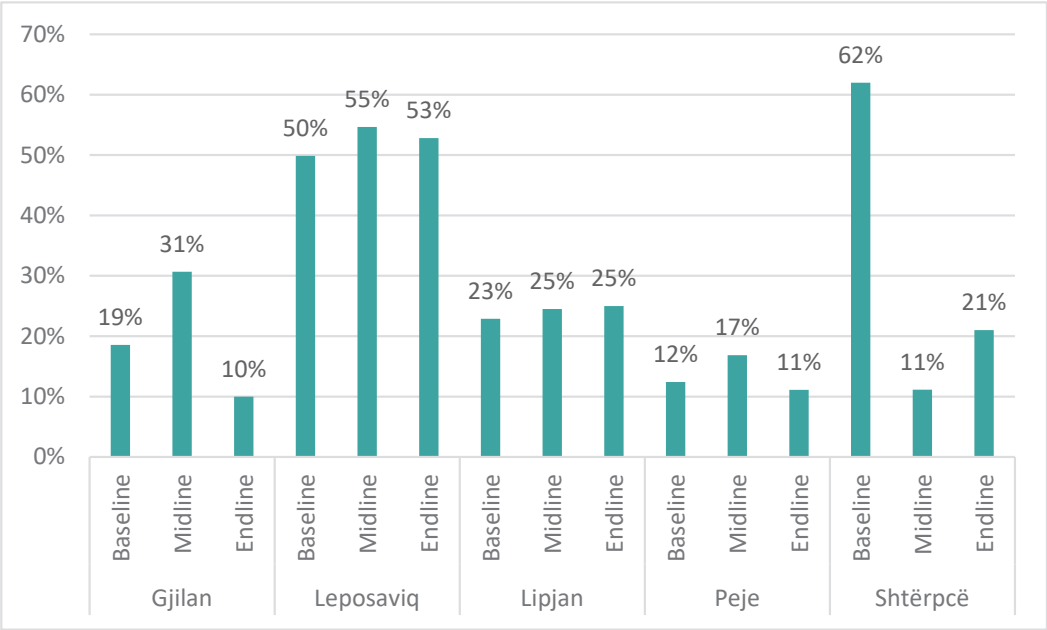


Figure 2. In the last three years, have you requested social services from the municipality?
Positive responses by municipality

Respondents were also asked if they had requested social services specifically from their local CSW. Six percent of respondents said they had done so in the endline study, which is a decrease from both the midline (8%) and the baseline (10%) studies. See Figure 3:

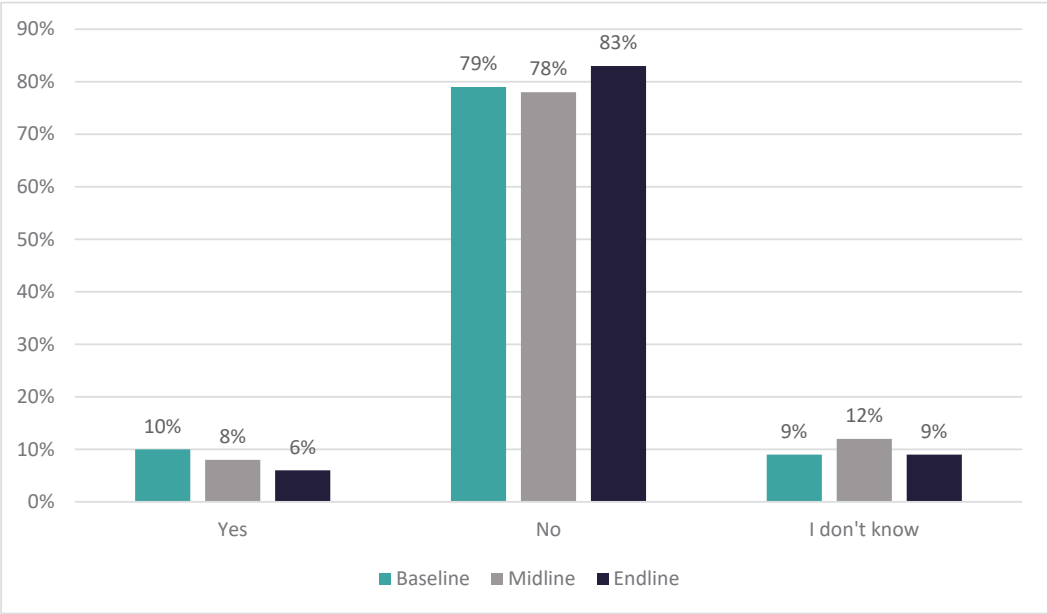


Figure 3. In the last three years, have you requested any services from the local Center for Social Work?

Similar to the baseline and midline reports, financial assistance for socially vulnerable families/individuals was the most requested service from the local CSW. In the last three years, this number has increased to 76%. In-house assistance for people in need was ranked second at 15%, followed by requests for community centers for the elderly (10%, a drop from previous studies), and community centers for persons with disabilities (7%, followed by requests for community centers for the elderly (10%, a drop from previous studies), and community centers for persons with disabilities and counseling/therapy for families/persons in crisis, both at 7%. See Figure 4:

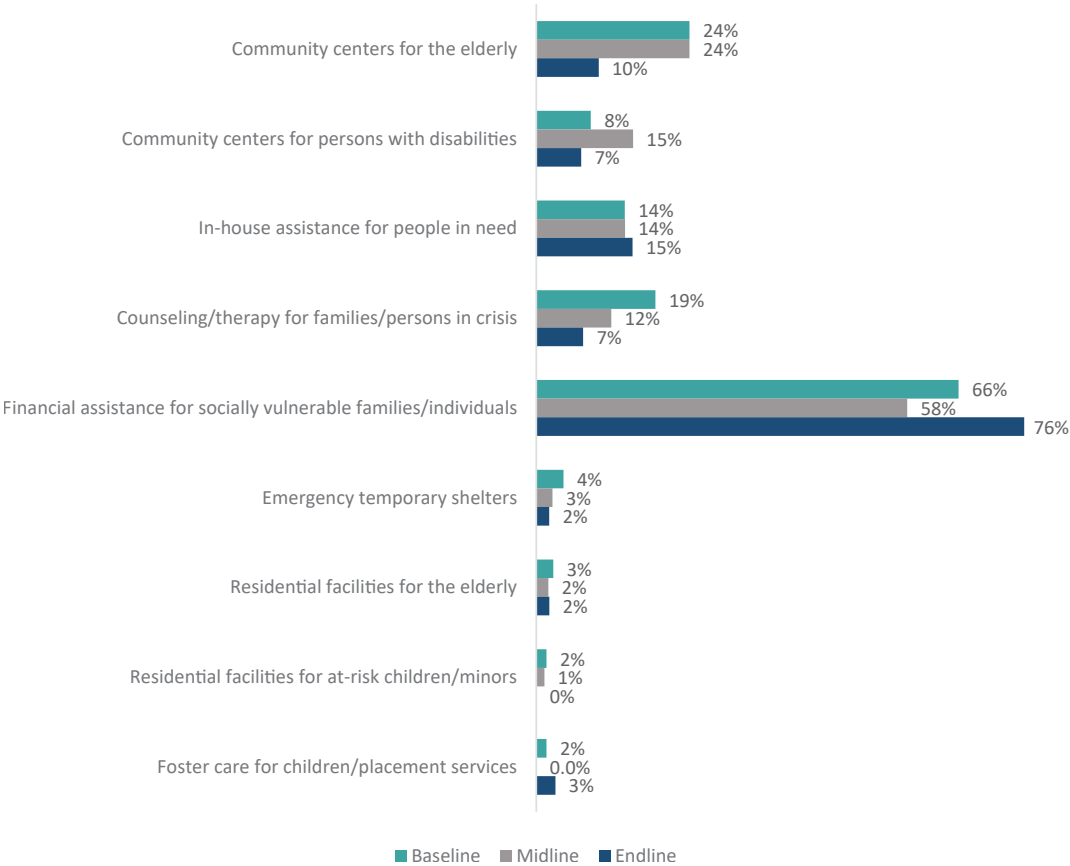


Figure 4. If you have requested services from the local Center for Social Work, which services?

Where relevant, the respondents were asked why they did not request services from the local CSW. Of those who had a reason other than not needing such services, the most frequent answer was not being able to reach the location (5%), followed by not being able to access the building (4%), and not being able to afford the fees (3%). The percentages are similar in all three studies.

Respondents were also asked about the needs of other family members living in their household. When asked which types of social services they need most, Figure 5 illustrates that financial assistance (14%), in-house assistance for people in need (13%), and community centers for the elderly (11%) were the top three needs.

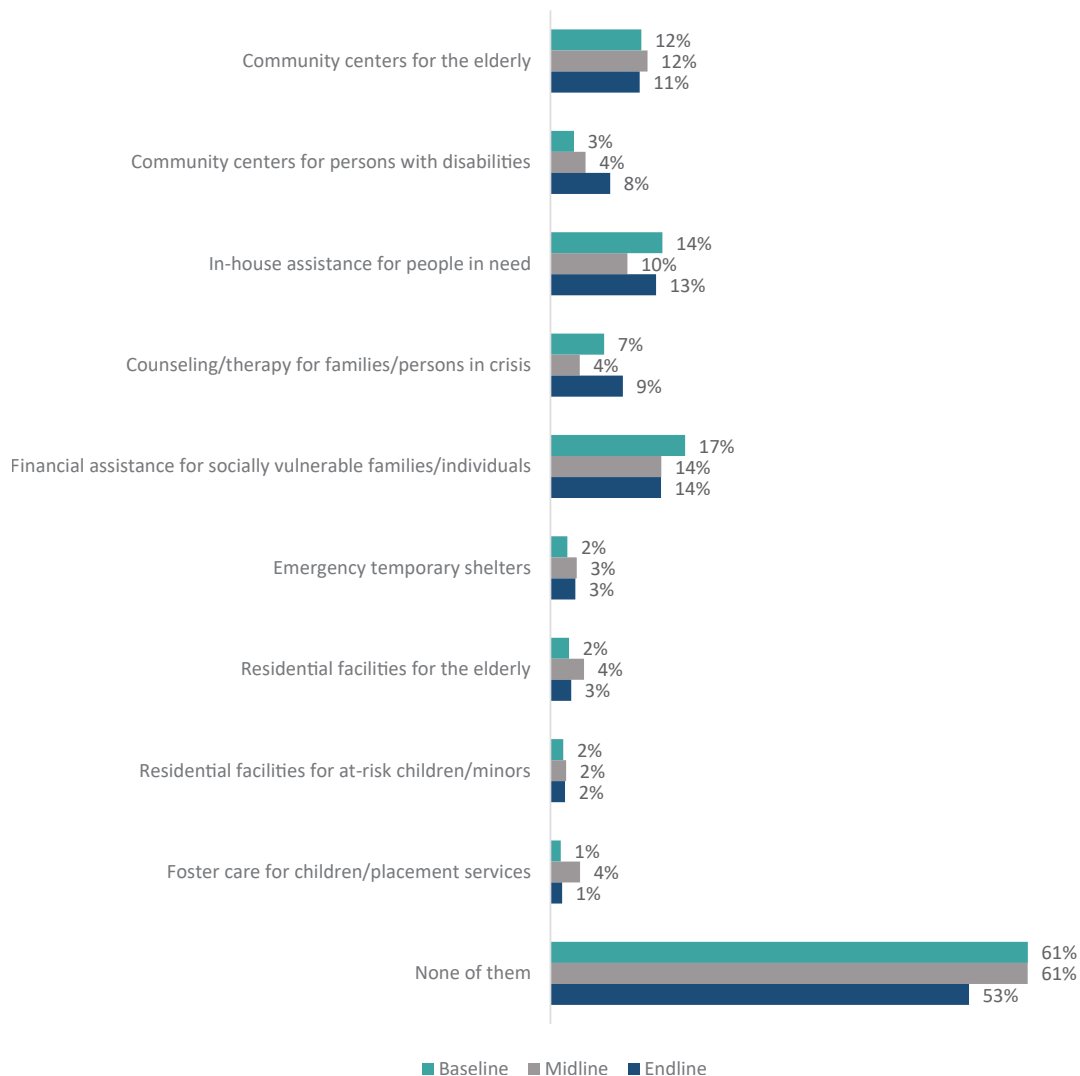


Figure 5. Which of the following types of social services do you or any member of your household need most?

Satisfaction with municipal services

Respondents who requested services (not only social services, but also services related to registry, property, utilities, education, and healthcare) from their municipalities were asked to evaluate those services in accordance with a selected set of criteria. On a scale from 1 to 5, with 1 being “completely dissatisfied” and 5 “completely satisfied”, the general satisfaction of citizens was mostly above average, except for in Leposavić/Leposaviq.

Some of these municipal services in the endline study are rated higher when compared

to the baseline study. For instance, the length of the procedure in Gjiilan/Gnjilane is rated with an average of 3.9 in the endline compared to 3.6 in the baseline study. More detailed findings are shown in the table below.

Table. How would you evaluate municipal services, according to the following categories?
By municipality, scale of 1 to 5

		Length of procedure	Simplicity of procedure	Transparency of procedure	Staff – attitude or competence	Accessibility of premises	Fairness	Cost
Gjiilan/ Gnjilane	Baseline	3.6	3.3	3.5	3.8	3.9	3.5	3.7
	Endline	3.9	4	4	4.2	4.2	4.1	4.1
Leposavić/ Leposaviq	Baseline	2.9	2.7	2.8	2.8	3	2.9	3
	Endline	1.8	2.0	1.9	1.8	1.7	1.5	1.5
Lipjan/ Lipljan	Baseline	4.1	4.1	4	4.1	4	4	4
	Endline	4.2	4.2	4.2	4.1	4.1	4.2	3.9
Pejë/ Peć	Baseline	3.9	4	4	4	4	4	4
	Endline	4.0	3.8	3.8	3.5	3.7	3.6	3.5
Štrpce/ Shtërpçë	Baseline	2.8	3	2.9	3	3	2.8	2.8
	Endline	3.1	3.2	3.2	3.1	3.1	3.2	3.0

Efforts to meet the needs of citizens

Figure 6 shows that over 50% of respondents in the endline study believe that municipal authorities make efforts to meet their needs as citizens, which is unchanged from the baseline study.

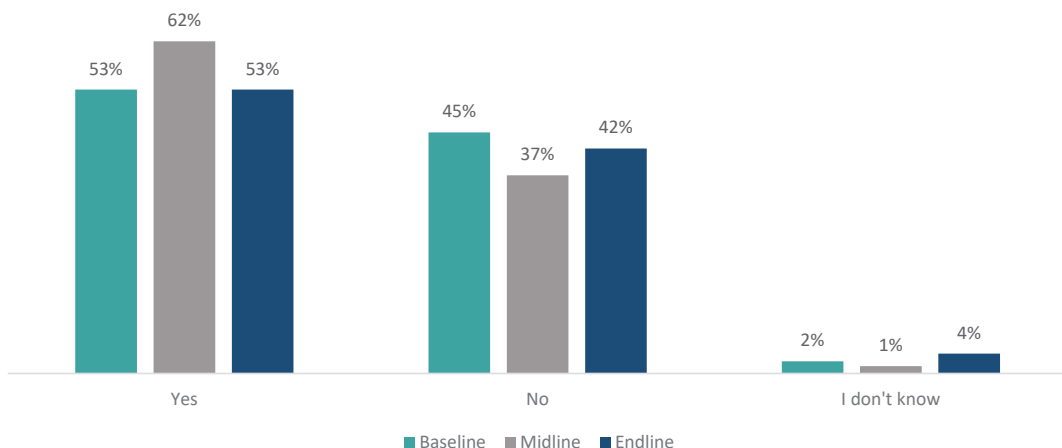


Figure 6. Do you believe that municipal authorities make efforts to meet your needs as a citizen?

As shown in Figure 7, Kosovo Albanian respondents viewed the efforts of municipal authorities to meet their needs more favorably than did other groups, with 71% believing that municipal authorities do enough/to some extent in order to meet their needs. This also represents an increase from the baseline study (61%). For Kosovo Serbs, a decline from 39% believing that municipal authorities make such efforts to 21% is observed.

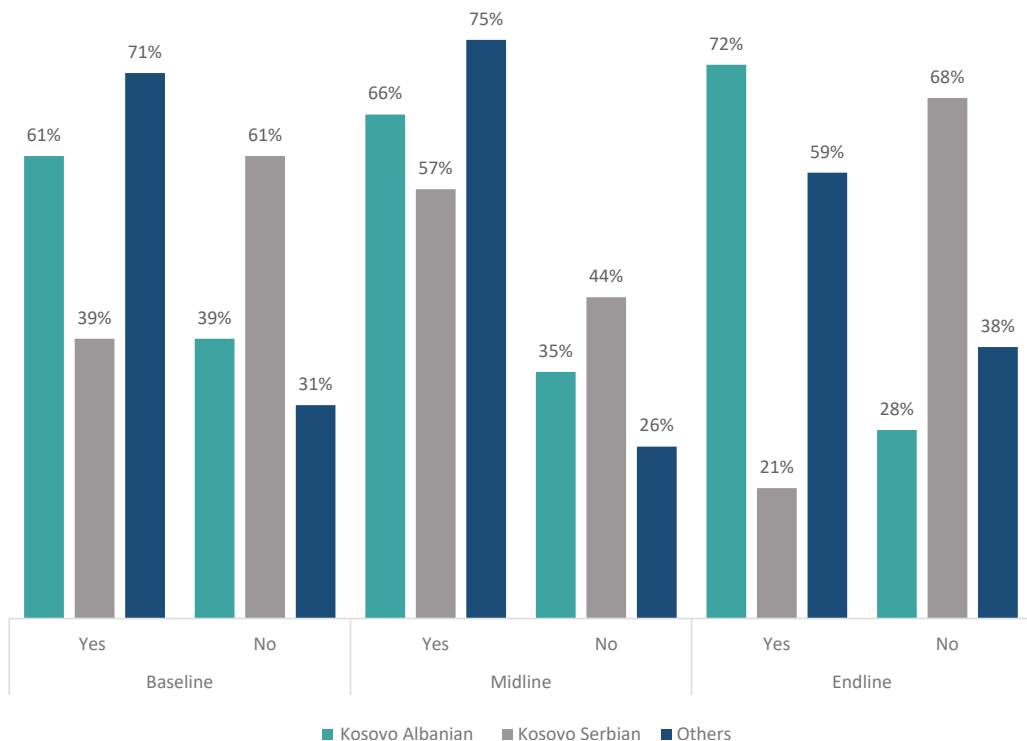


Figure 7. Do you believe that municipal authorities make efforts to meet your needs as a citizen? By ethnicity

Respondents were also asked if municipal authorities are doing enough to support the specific needs and concerns of youth, women, ethnic minorities, persons with disabilities, and the elderly. In the baseline study, 50% responded that these efforts are enough with regard to ethnic minorities, while this percentage decreased to 37% in the endline study. In fact, declines are observed for all groups: youth (52% in baseline; 36% in endline), women (44% in baseline; 32% in endline), persons with disabilities (39% in baseline; 31% in endline), and the elderly (38% in endline; 30% in endline).

Participation in local planning

The PSSP program has been designed as a collaborative process, wherein opportunities for civil society actors, members of vulnerable groups, and more generally members of the public to contribute to social service policy-planning are provided.

When analyzing the findings, Figure 8 illustrates a positive trend in the number of respondents who attended municipal public meetings on budget planning: from 14% in the baseline study, to 33% in the midline study, and then 45% in the endline study.

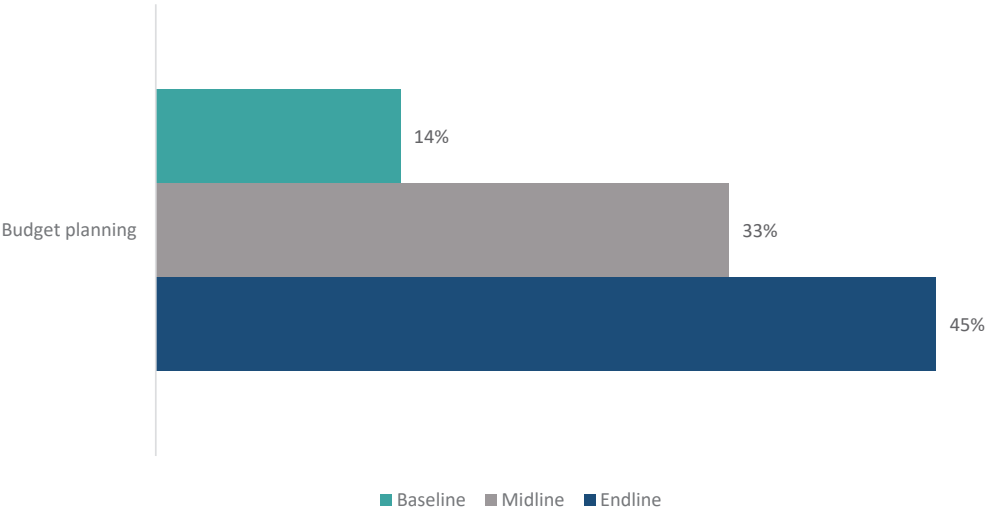


Figure 8. If you attended public meetings called by the municipality, what types of meeting?

For respondents who did not attend any municipal public meetings, they were further asked why they did not do so. More than half of them (55%) stated they were not aware of those meetings, 31% stated that they did not find them useful, and 8% declared they did not participate due to inconvenient distance. The percentage of respondents who were not aware of those meetings increase by 6%, while the percentage who did not find them useful declined by 13%. See Figure 9:

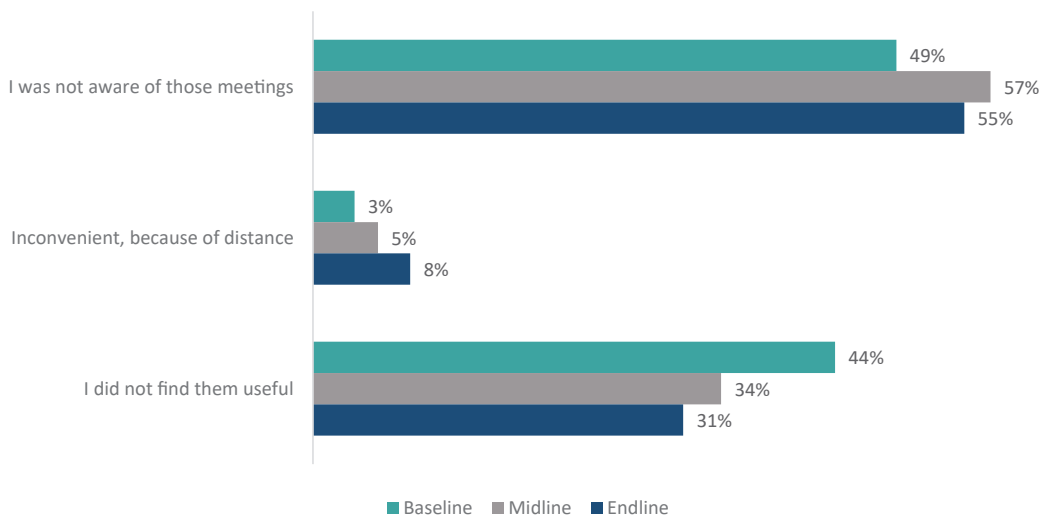


Figure 9. If you have not attended any municipal public meetings, why not?

Regarding opportunities to contribute to social services planning in their municipalities, those who believe they have such opportunities declined from 42% in the baseline study to 32% in the endline study, as shown in Figure 10.

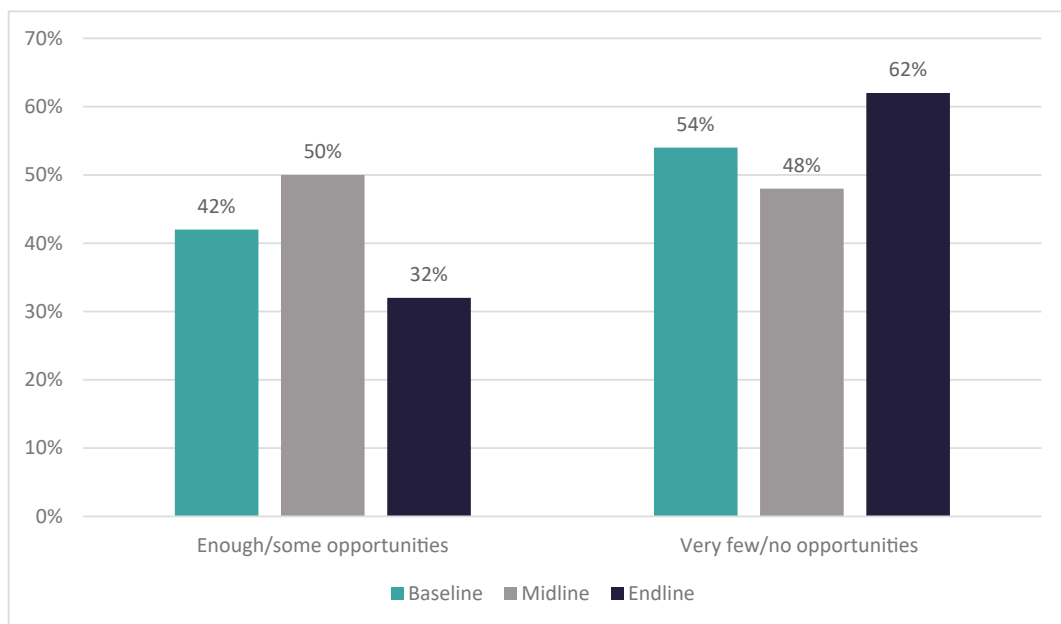


Figure 10. When it comes to planning social services in the municipality, how would you rate your opportunities to contribute to such planning?

The respondents were asked about the local strategy for improving social and family services, which was developed and adopted in each of the five municipalities as part of the aforementioned PSSP program. Three percent of respondents were aware of the strategy. Awareness was notably higher in Gjilan/Gnjilane, with 9% of respondents being aware of the strategy.

Language of communication when accessing municipal services

The ALVED project sought to improve the implementation of the *Law on the Use of Languages* at both the central and local levels.

Respondents in the five municipalities were asked if there had been any case in which a municipal employee or official could not communicate with them in their native language when they were seeking a municipal service. Figure 11 shows that such cases are quite rare.

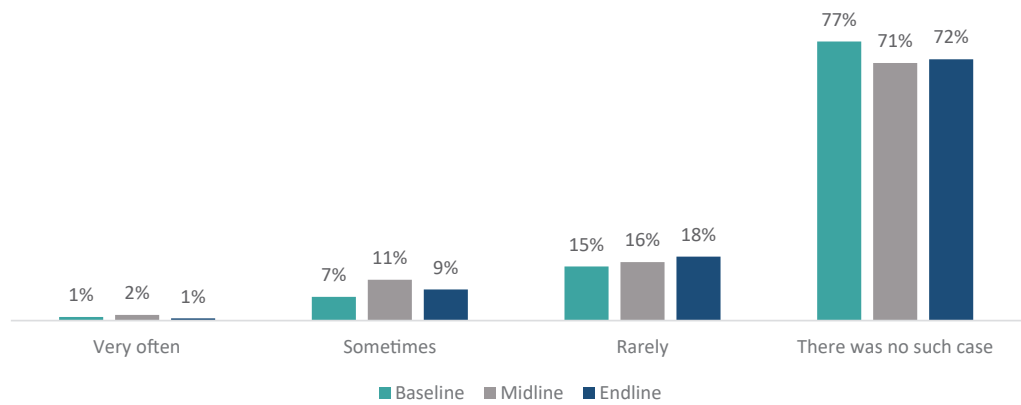


Figure 11. In the last three years, when seeking a municipal service, was there any case when the employee/official could not communicate with you in your native language?

When examined according to ethnic group, Kosovo Serbs encountered difficulties in communication with municipal employees or officials more frequently than respondents from other ethnicities. In fact, the percentage of Kosovo Serb respondents who did not experience such a case in the past three years decreased from the baseline to the endline study, as shown in Figure 12:

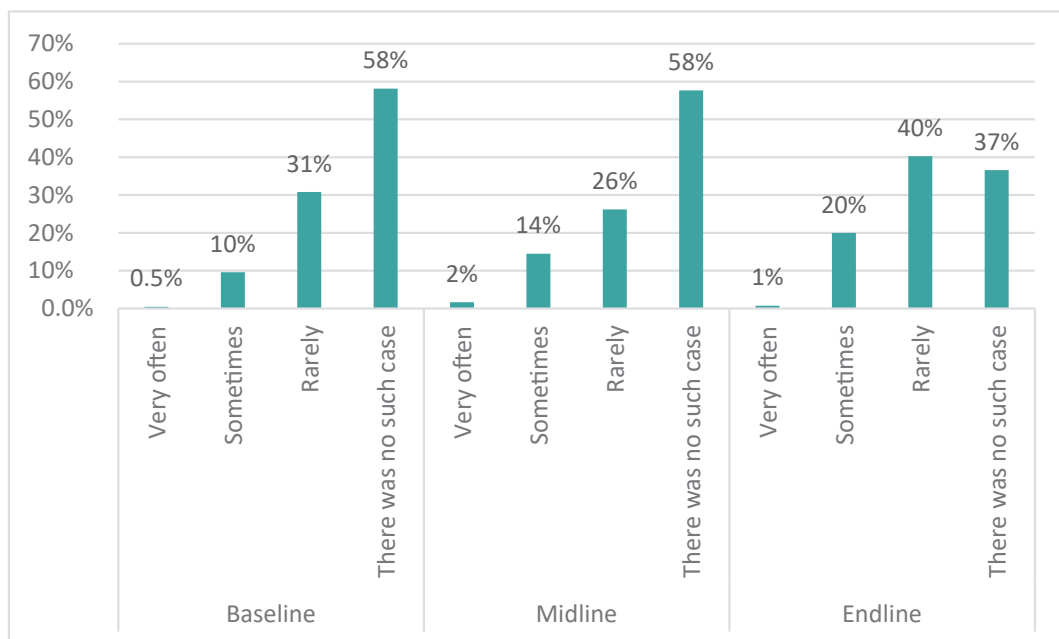


Figure 12. In the last three years, when seeking a municipal service, was there any case when the employee/official could not communicate with you in your native language?
Kosovo Serb responses

With regard to whether or not respondents have received official documents that are not in their native language, the vast majority of the respondents (77%) reported no such cases in the last three years. Other respondents said it happened in rare cases (10%), sometimes (5%), and very often (5%). When analyzing the trend, a continuous decrease is observed in the percentage of respondents who reported no such cases – 85% in the baseline to 77% in the endline.

When examined by ethnic group, there were differences in the responses. For Kosovo Albanians, the percentage of respondents who did not encounter a situation in which they received an official document that was not in their native language remained steady at approximately 90%. For Kosovo Serbs, the percentage decreases from 71% (baseline study) to 37% (endline study), as shown in Figure 13.

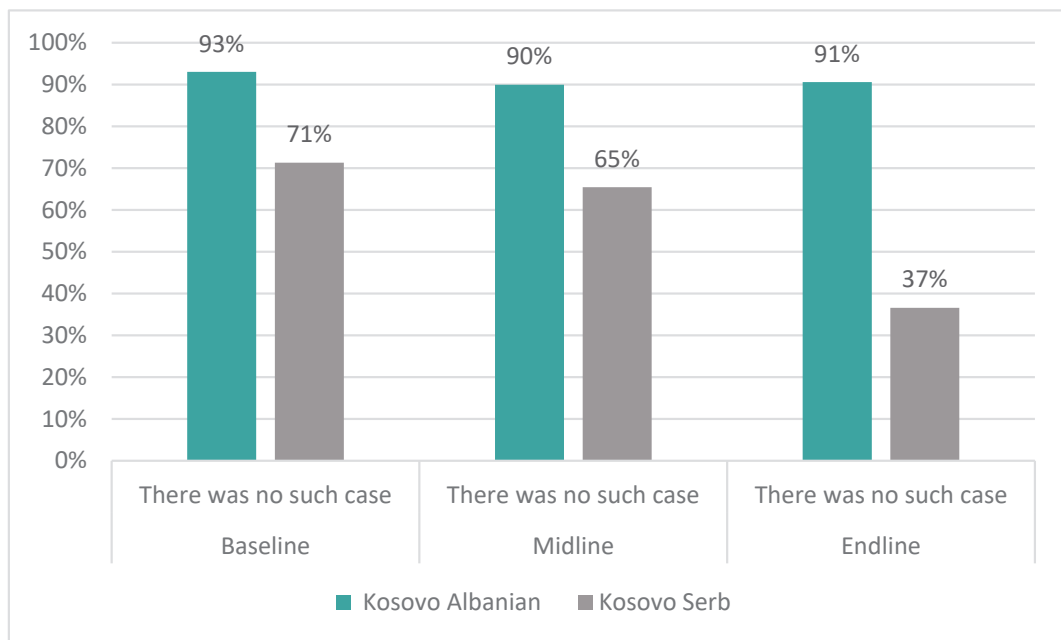


Figure 13. In the last three years, have you ever received official documents that were not in your native language? By ethnicity

The respondents who received official documents that were not in their native language were further asked whether these documents were issued by the municipality or the central-level government. Figure 14 shows that 41% of respondents stated these documents were issued by the municipal government and 30% by the central government.

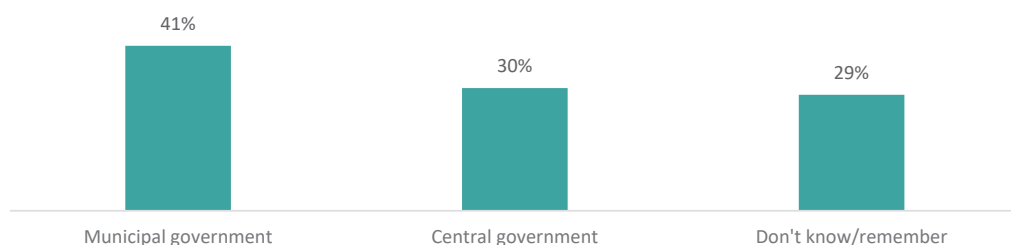


Figure 14. Were those documents issued by the municipality or the central-level government?

4

INTER-ETHNIC RELATIONS

The second section of the survey contained questions related to inter-ethnic relations in the five target municipalities. Respondents were asked about their relationships with different ethnic groups and their views on working with someone of a different ethnicity. Selected findings are presented below.

All ALVED activities – whether as part of the PSSP program, CSO support, or youth empowerment – sought to provide opportunities for cross-ethnic collaboration and cooperation.

In comparison with the baseline and midline studies, both Kosovo Albanians and Kosovo Serbs have experienced an increase in their positive opinions regarding local inter-ethnic cooperation in most/some cases: for Kosovo Albanian respondents, this has increased from 62% to 74% over the course of the three studies, while for Kosovo Serbs this has increased from 31% to 37%. See Figure 15:

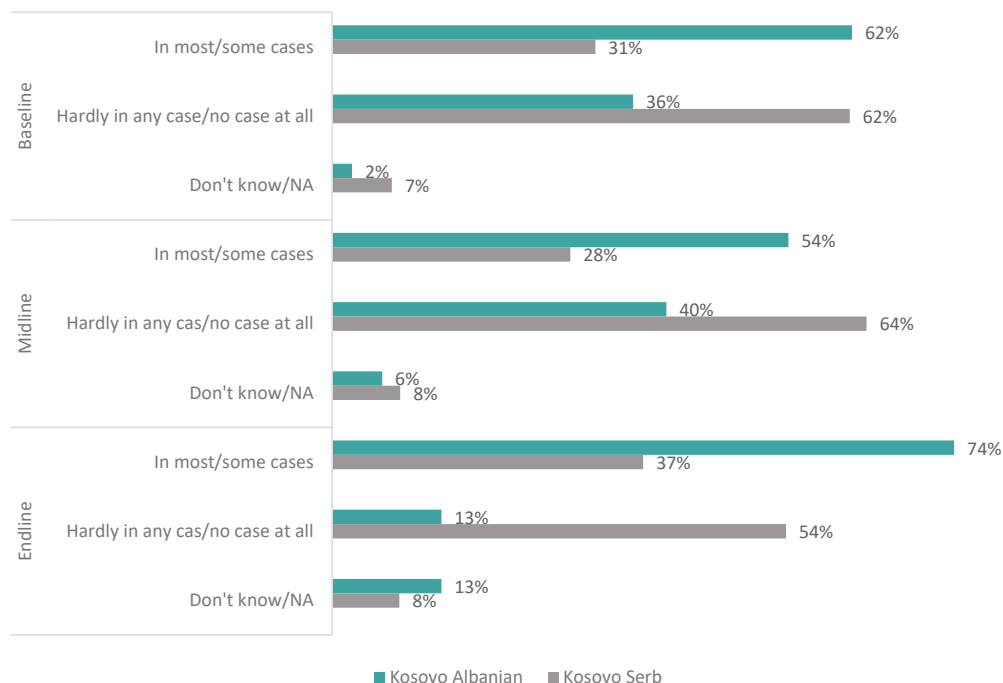


Figure 15. Do you believe that it is possible for individuals (in your municipality) from different ethnicities to work together to solve a local issue? By ethnicity

As illustrated in Figure 16, in the endline study, fewer respondents (14%) have declared they live in the same neighborhood with people from other ethnicities compared to the baseline survey (22%). An increase is observed in the number of citizens who have worked in the same place as persons from other ethnicities (14% in baseline to 18% in endline) or have socialized in their free time with friends from other ethnicities (14% in baseline to 22% in endline).

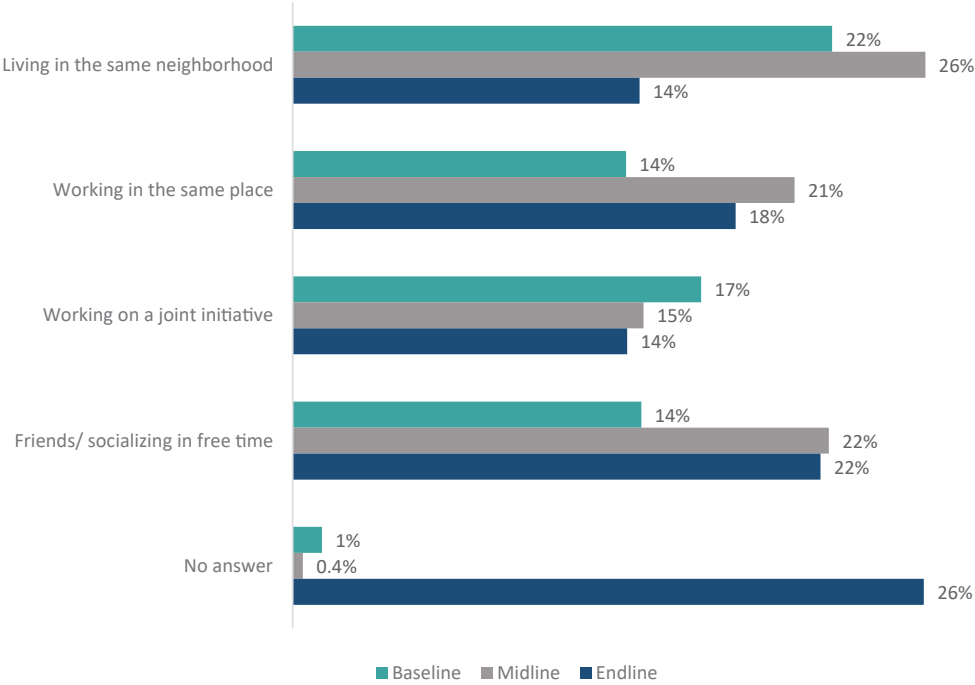


Figure 16. In the last three years, have you been engaged in any of these activities with people from other ethnicities?

5

YOUTH AND CIVIL SOCIETY

The final section of the study focused on youth and civil society. The ALVED project provided opportunities, such as capacity building, internships, grants, and other forms of support, to empower young people to get involved in their communities. The project also had a strong CSO development component in which capacity building, networking opportunities, and grant funding were provided to local, grassroots CSOs in the five municipalities.

Perceptions on youth participation

The survey respondents were questioned about young people's ability to participate in municipal-level decision-making. In this regard, the respondents believe young men have more opportunities (21%) than young women (14%). A slight decrease is noticed in the perceptions regarding young women's opportunities over the years – 18% considered that young women have high opportunities in the baseline and midline surveys, while this declined to 14% in the endline survey.

Similarly, respondents believe that young men have had more opportunities to contribute to the economy in their respective municipalities. The results show that 30% believe that young men have high opportunities, as compared to 22% stating the same regarding young women.

Figure 17 illustrates the respondents' thoughts on the ability of young people to participate in municipal-level decision-making and their opportunity to contribute to the economy in their municipality, based on their gender. On the one hand, when examining the answers from female respondents, it can be seen that 18% of them believe that young men have high decision-making abilities, whereas only 12% believe that young women have high decision-making abilities. When it comes to contributing to the local economy, 27% of female respondents believe that young men have a high level of opportunity to do so, whereas 21% believe that young women have such a high level of opportunity.

On the other hand, male respondents overall rate such abilities and opportunities higher than female respondents do. For instance, approximately 24% believe that young men have high decision-making abilities, but only 16% believe that young women have high decision-making abilities. Regarding opportunities to contribute to the local economy, 32% of male respondents believe that young men have a high level of opportunity to contribute, whereas only 23% believe that young women have similar opportunities.

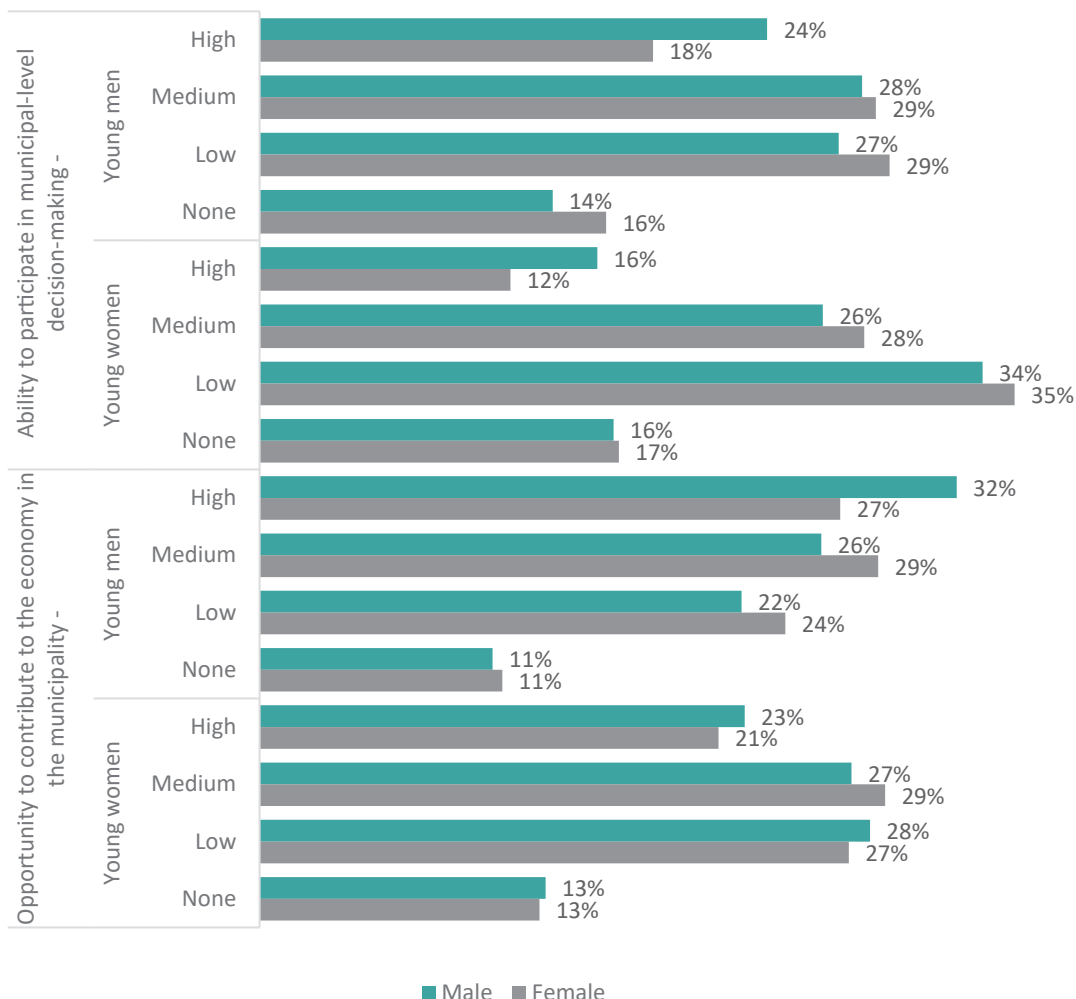


Figure 17. How would you rate the ability/opportunities of young people to participate in the following? By gender

Civic engagement

The respondents were also asked about the activities they have participated in over last three years. Generally, as observed from the three studies and shown in Figures 18 and 19, citizens tended to participate less in volunteering for a cause or getting involved in an NGO over the course of the three studies.

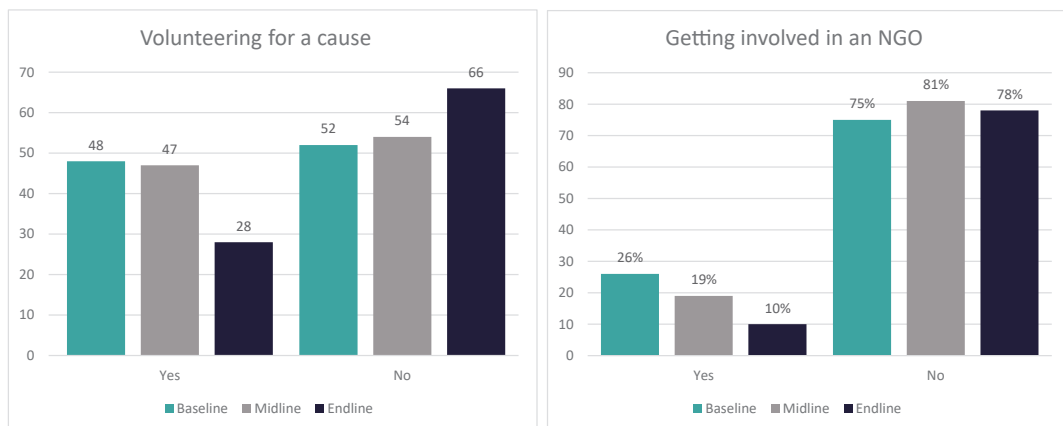


Figure 18 and Figure 19. In the last three years, have you participated in any of the following types of activities?

Thoughts on emigration

Fewer respondents in endline study (68%) have considered emigrating to another country in comparison to the baseline study (66%), as illustrated in Figure 20.

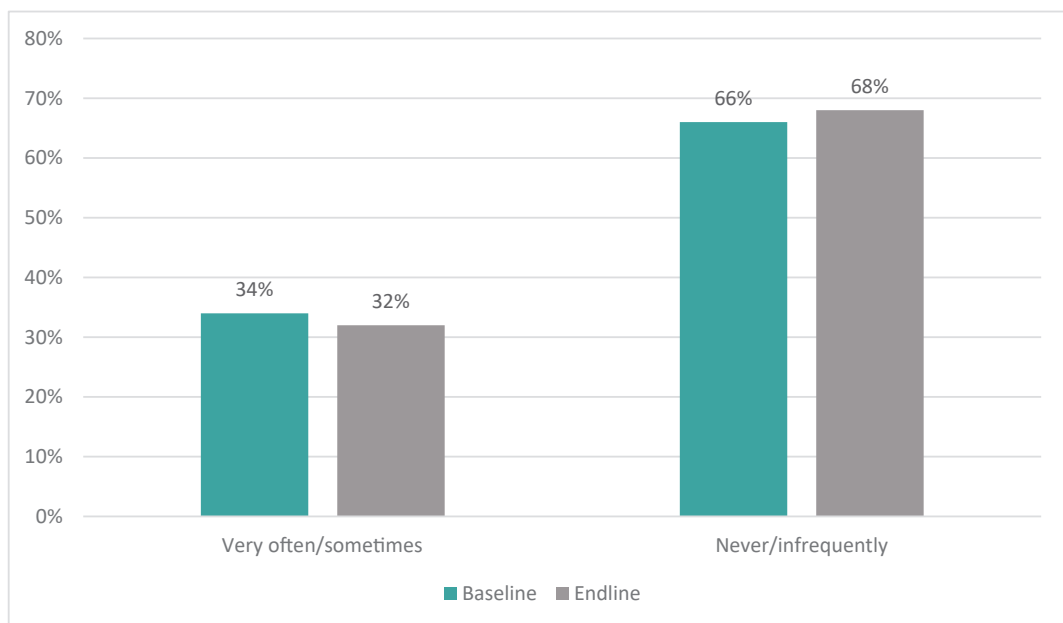


Figure 20. Have you ever thought of emigrating from your municipality to another country?

Perception of CSO support for specific groups

When it comes to the work of CSOs, only small percentages of respondents believe that they are doing enough to support youth (4%), women (5%), ethnic minorities (6%), persons with disabilities (4%), and the elderly (3%).

That being said, overall, the percentage of respondents who believe that CSOs do *not* do enough for these groups has declined: for youth, from 33% in the baseline study to 26% in the endline study; for women, from 30% to 25%; for ethnic minorities, from 31% to 24%; for persons with disabilities from 38% to 27%; and finally, for the elderly, from 37% in baseline the baseline study to 26% in the endline study.

In terms of the effectiveness of citizens and CSOs to monitor government in order to make it accountable to citizens, Figure 21 shows that the majority of respondents (62%) agree that citizens and CSOs can effectively do so, which is up by 7% from the baseline study.

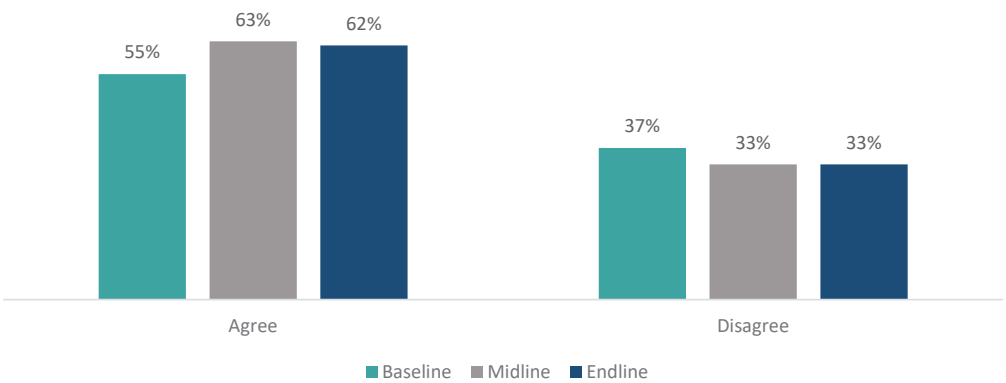


Figure 21. Do you agree that citizens and CSOs can effectively scrutinize the government and make it accountable to citizens?