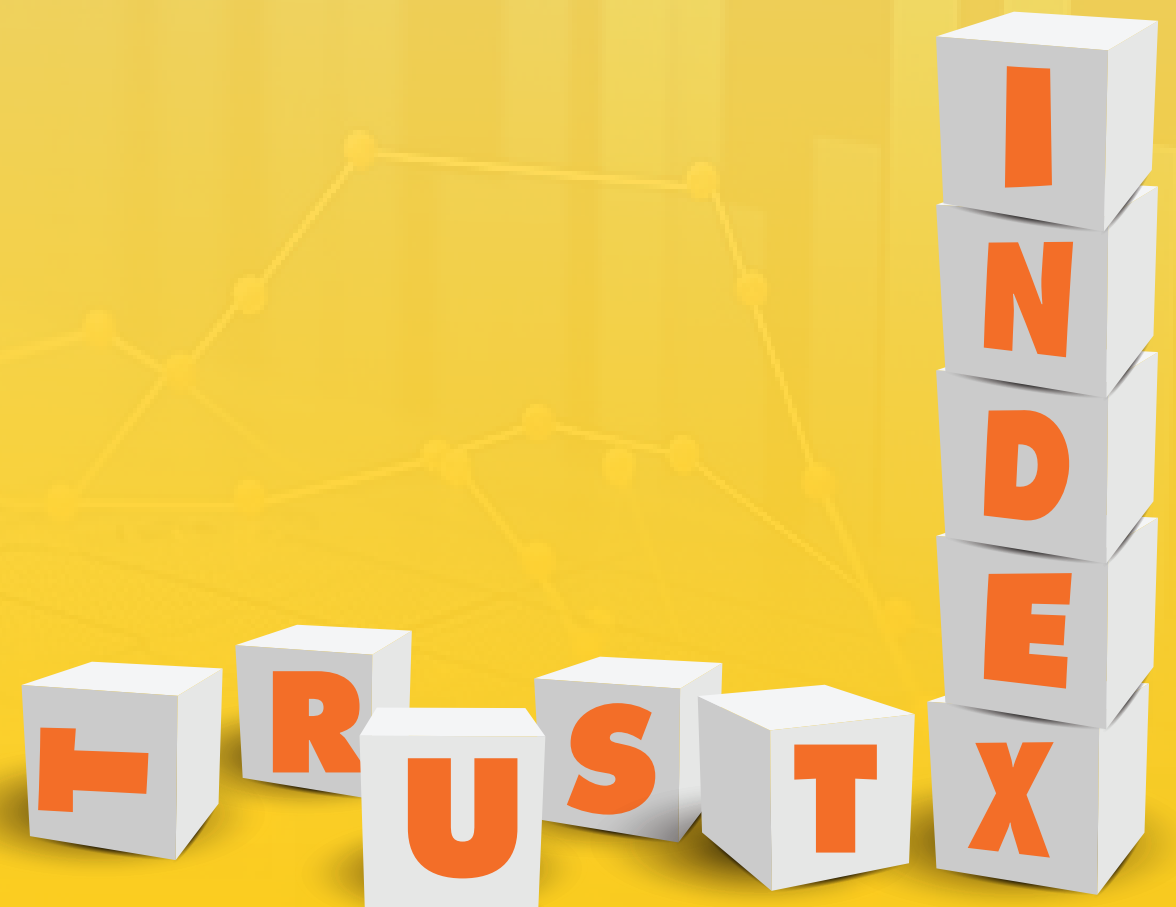


Trust Index

*The Study on the State of
Ethnic Relations in Kosovo*



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Ethnic Relations in Kosovo

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Key findings

Personal perceptions

57.6% of respondents from the Serb community and 52.6% of respondents from the Albanian community believe that Serbs and Albanians from Kosovo will never be able to trust each other again

69.2% respondents from the Serb community and 64.3% of the respondents from the Albanian community believe that it is important that reconciliation occur so that future generations can live better in this area

Media and public narratives

72.2% of respondents from the Serb community and 63.6% of respondents from the Albanian community believe that hate speech in the media space is a factor in deepening the conflict

77.3% of respondents from the Serb community and 63.3% of respondents from the Albanian community believe that media propaganda from both sides is a factor in deepening the conflict

79.3% of respondents from the Serb community and 60.9% of respondents from the Albanian community believe that the one-sided narrative of political elites on both sides is a factor in deepening the conflict

Factors affecting conflict

82.9% of respondents from the Serb community and 74.5% of respondents from the Albanian community believe that the political tension regarding the dialogue between Belgrade and Pristina is a factor in the deepening the conflict

86.9% of the respondents from the Serb community and 42.8% of the respondents from the Albanian community believe that the lack of understanding of the specific position and needs of the Serb community in Kosovo is a factor in deepening the conflict

83.8% of respondents from the Serb community and 67.9% of respondents from the Albanian community believe that a high degree of nationalism is a factor in deepening the conflict

65.2% of respondents from the Serb community and 59.9% of respondents from the Albanian community believe that the language barrier is a factor in deepening the conflict

Facing the past and transitional justice

77.3% of respondents from the Serb community and 70.6% of respondents from the Albanian community believe that biased stories about the (wartime) past are a factor in deepening the conflict

77.8% of respondents from the Serb community and 66.8% of respondents from the Albanian community believe that the lack of respect for victims of conflict from all communities is a factor in deepening the conflict

70.7% of respondents from the Serb community and 58.3% from the Albanian community do not believe that war crimes committed by the other side can ever be forgiven.

How to find a solution

54% of respondents from the Serb community and 61.2% of respondents from the Albanian community believe that promoting cultural exchange between Serbs and Albanians would help achieve peace and tolerance between Serbs and Albanians on the territory of Kosovo

71.7% of respondents from the Serb community and 62.6% of respondents from the Albanian community believe that the promotion of peace and tolerance by politicians of all communities would help achieve peace and tolerance between Serbs and Albanians on the territory of Kosovo

69.2% of respondents from the Serb community and 59.2% of respondents from the Albanian community believe that reaching a final agreement between Belgrade and Pristina would help achieve peace and tolerance between Serbs and Albanians on the territory of Kosovo.

The position of the Serbian community

85.9% of respondents from the Serb community and 28.8% of respondents from the Albanian community believe that political autonomy for the Serb communities would help achieve peace and tolerance between Serbs and Albanians on the territory of Kosovo

50% of respondents from the Serb community and 55.6% of respondents from the Albanian community believe that encouraging the integration of the Serb community into Kosovo society would help achieve peace and tolerance between Serbs and Albanians on the territory of Kosovo

Actors of reconciliation

72.2% of respondents from the Serb community and 40.4% of respondents from the Albanian community believe that the involvement of young people through NGOs in the peace-building process would help achieve peace and tolerance between Serbs and Albanians on the territory of Kosovo

63.1% of respondents from the Serb community believe that the EU does not help promote peace and cooperation, while 58.3% of respondents from the Albanian community believe that the EU helps promote peace and cooperation

1. Introduction

Relations between the Serb and Albanian communities in Kosovo represent a complex phenomenon burdened by numerous challenges. After years of conflicts and tensions, reconciliation between the two communities remains imperative for building a lasting peace. Over the years, relations have had their ups and downs, but in recent years they have been experiencing renewed tensions due to the stall in the dialogue between Belgrade and Pristina in Brussels, as well as due to the crisis in North Kosovo. Although periods of stability have existed, the current rift in relations between Belgrade and Pristina and incidents on the ground further complicate the already complex relations between the two communities.

The process of reconciliation between the Serb and Albanian communities is of crucial importance for the improvement of inter-ethnic relations and the stabilization of the situation not only in Kosovo but also in the wider region. Establishing trust can have long-term positive effects, among which are increased security and improvement of socio-economic conditions for all communities in Kosovo, which would reduce the rate of population migration. In addition, stable relations in Kosovo would significantly contribute to regional security and the integration of the Western Balkans into wider European processes. Reconciliation also plays a key role in preventing future ethnic conflicts and building sustainable and inclusive peace.

During the last decades, the international community has invested significant resources in the process of building trust between the two communities. The European Union, the United States of America and various international organizations have implemented numerous programs and initiatives aimed at promoting reconciliation and mutual understanding. However, despite these efforts, no significant results have been recorded on the ground, while relations continue to deteriorate. Many of the initiatives did not find an adequate response either among the decision-makers within the communities or among the local population, which is why only partial progress was made in reducing tensions. Therefore, when planning future activities aimed at reconciliation, it is of crucial importance to first shed light on the factors that contribute to trust-building, as well as those that hinder this process.

Acknowledging the complexity of the process of reconciliation, this research was conducted to achieve a deeper understanding of the attitudes and perceptions of Serbs and Albanians in Kosovo on the key issues of reconciliation and building mutual trust. The purpose of the research was to identify the basic attitudes of the members of the two communities about current and future mutual relations and the possibilities of reconciliation, to establish the level of ethnic distance between them, as well as to understand the influence of various demographic factors on shaping these attitudes.

Taking into account the demographic characteristics of the respondents, such as gender, age, level of education and work status, socio-economic determinants that influence the perception of mutual relations, reconciliation and ethnic distance were analyzed.

The findings of the research should inform the creators of future policies and initiatives aimed at reconciliation between the Serb and Albanian communities and the building of long-term peace in Kosovo. By linking demographic factors to specific attitudes about reconciliation, this research provides relevant information that can shape future strategies to improve relations. Understanding the perceptions and attitudes of respondents enables the creation of programs that are adapted to the specific needs and expectations of both communities, thus increasing the prospects for achieving lasting peace and stability.

2. Research methodology and design

The field research was conducted in the period from 29 March to 16 April 2024. The method of data collection was face-to-face interviewing of respondents.

The research instrument was a survey questionnaire composed of 11 closed-ended questions (with pre-proposed answers) that were designed to measure the mutual perception of respondents from the Serb and Albanian communities, as well as their assessment of how important certain factors are for mutual perception.

The sample consists of 500 adult respondents, of which 198 respondents (39.6%) are from the Serb community, as well as 302 respondents (60.4%) from the Albanian community. The sample was divided into two subsamples according to the ethnicity of the respondents.

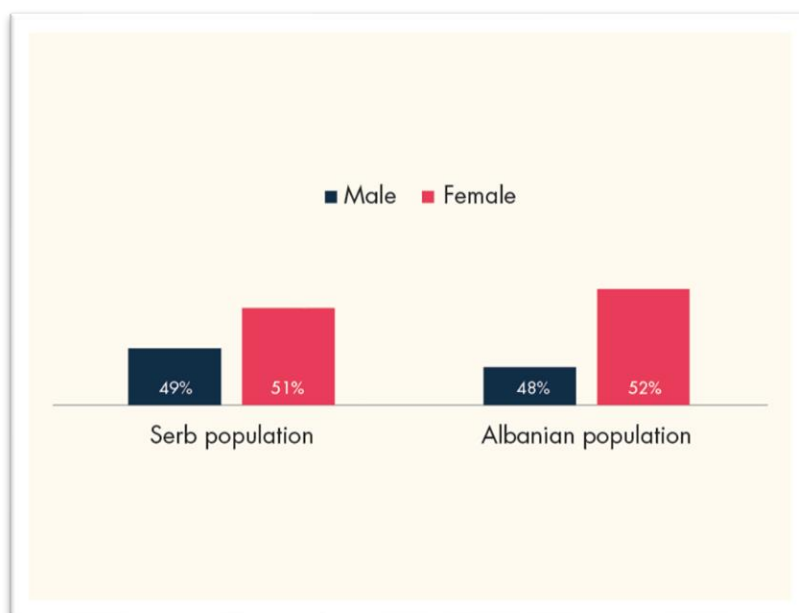
The sample of respondents from the target population was determined by the method of random sampling with prior stratification according to gender, to ensure equal representation of women and men within both subsamples. Due to the lack of official statistical data on the demographic structure of the Serb population in Kosovo, the stratified sampling method was not feasible.

3. Demographic characteristics of the sample

Determining the demographic profile of the respondents enables the examination of socio-economic determinants of ethnic distance and attitudes towards reconciliation. Older respondents, for example, may have negative past experiences that affect their perception of mutual relations, while younger respondents may be more open to interethnic cooperation. Unemployed respondents may be more susceptible to negative attitudes due to socioeconomic challenges, while employed respondents may express more positive attitudes. A higher level of education can influence the overcoming of ethnic prejudices and stereotypes, thus reducing ethnic distance. Gender roles can significantly shape attitudes toward conflict and reconciliation, which is why it is important to examine potential differences in attitudes between men and women from both communities. For these reasons, when analyzing attitudes towards reconciliation and ethnic distance, it is relevant to take into account the gender, age, level of education, work status and other demographic characteristics of the respondents.

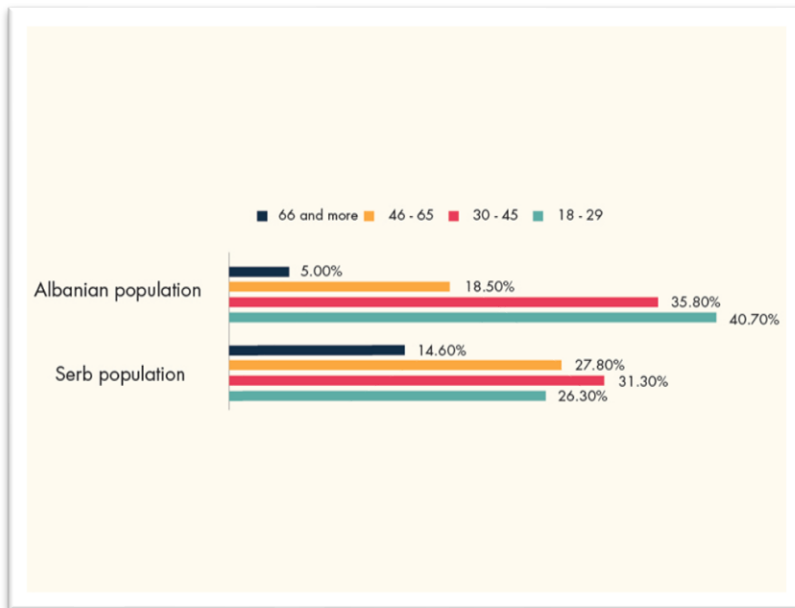
Demographic data on the respondents are presented below.

Graph 1 Structure of the sample according to sex



According to sex, 48.4% of respondents are female while 51.6% of respondents are male. The distribution of respondents by gender is fairly balanced in both communities, which allows for a representative consideration of the data that includes the perspectives of both sexes. This balance ensures that research findings are not biased towards either sex, which is important for understanding the general attitude of communities towards issues of reconciliation and ethnic distance.

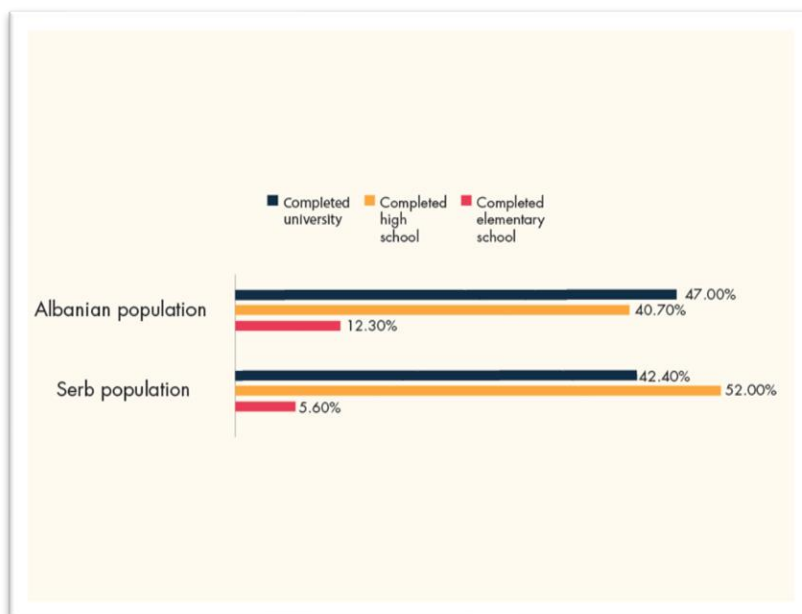
Graph 2 Structure of the sample according to age



Regarding the age of respondents, 35% of respondents are in the group of 18 to 29 years, 34% of respondents are in the group of 30 to 45 years, 22.2% are in the group of 46 to 65 years, while 8.8% of respondents are 66 and older. Analyzing the distribution of respondents according to age, certain differences between the subsamples can be observed. The largest percentage of respondents from the Serb community belong to the age groups of 30 to 45 years (31.3%) and 46 to 65 years (27.8%). The elderly population (66 and over) makes up 14.6% of respondents. Younger age groups predominate among respondents from the Albanian community, where 40.7% of respondents are between 18 and 29 years old and 35.8% between 30 and 45 years old, while 5% of respondents are older than 66 years.

Differences in the age structures of the subsamples may reflect different demographic trends in the communities, as well as potentially different attitudes towards issues of reconciliation. The younger Albanian population may have a different view of the future and the process of reconciliation compared to the older Serbian population, which may carry memories of conflicts.

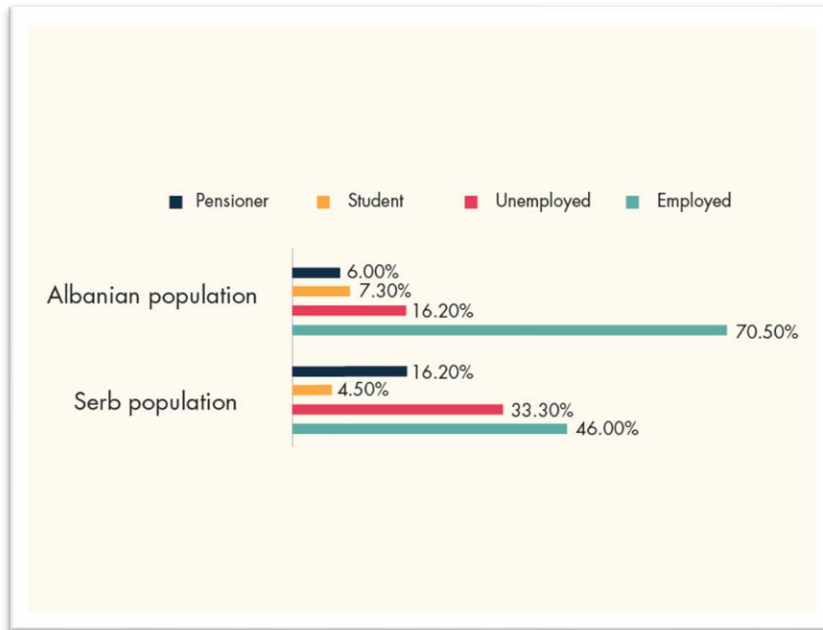
Graph 3 Structure of the sample according to education



According to the educational structure, 9.6% of the surveyed respondents had completed elementary school, 45.2% had completed secondary school, while 45.2% of respondents had completed university. When it comes to education, a relatively high level of education can be observed among respondents from both communities. Among respondents from the Serb community, 42.4% have graduated from university, 52% from secondary school, while 5.6% have only completed elementary school. Among respondents from the Albanian community, 47% have completed university, 40.7% have completed secondary school, while 12.3% have completed primary school.

The high level of education of respondents from both subsamples may contribute to more open attitudes towards reconciliation and reducing ethnic distance, which may not reflect the views of the wider Serb and Albanian communities in Kosovo. It should be borne in mind that respondents with a higher level of education may be more inclined to accept participation in research of this type.

Graph 4 Structure of the sample according to the employment status



The high percentage of unemployed respondents (33.3%) from the Serb community may indicate the socioeconomic challenges they face, which may affect attitudes towards reconciliation and ethnic distance. In contrast, the high percentage of employed respondents (70.5%) and the lower percentage of unemployed (16.2%) from the Albanian community may reflect their more stable socioeconomic situation, which may also be reflected in more positive attitudes towards the future.

4. Results of survey research

Questions within the survey research were grouped into several areas. Those were the following areas: perspectives and beliefs; actors of reconciliation; deepening of the conflict; achieving peace and tolerance; social actors; international communities; ethnic distance.

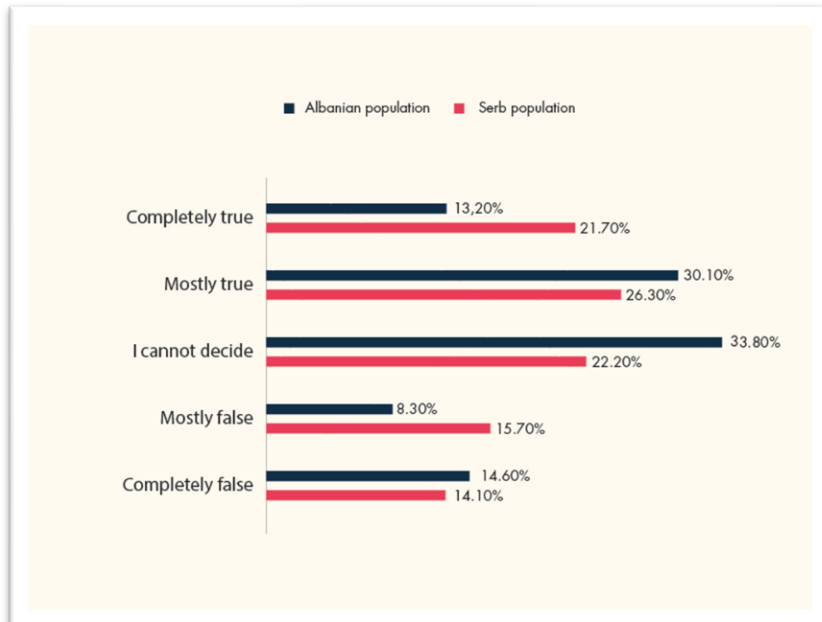
4.1. Perspectives and beliefs

The first set of questions included a series of claims related to the establishment of normalization of relations and reconciliation between Serbs and Albanians. Respondents were invited to express the degree of their agreement or disagreement with a certain statement on a five-point scale from "completely false" to "completely true".

The Chi-square test was used to examine whether there is a statistically significant association between respondents' attitudes and certain demographic characteristics, such as sex, age and education.

The graphs below show the distribution of responses within both subsamples.

Graph 5 I think that relations between Serbs and Kosovo Albanians can only get worse in the future.



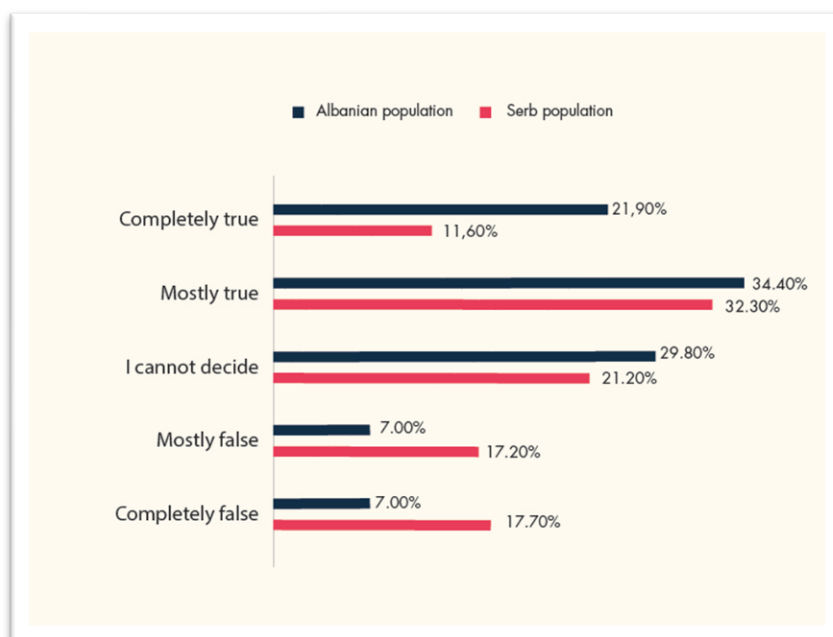
The answers to the question of how much they agree with the statement that relations between Serbs and Kosovo Albanians can only get worse in the future indicate a predominantly pessimistic attitude towards the future of relations. Almost half of respondents from the Serb community (48%) believe

that relations will be worse, while among respondents from the Albanian community, that percentage is slightly lower and amounts to 43.3%. Nevertheless, a significant percentage of respondents from both communities could not decide (22.2% from the Serb and 33.8% from Albanian), which indicates uncertainty and caution.

Upon applying the Chi-square test within a subsample from the Albanian community, it was determined that there is a statistically significant relationship between the sex of the respondents and the attitudes about future relations between Serbs and Albanians. This result suggests that the distribution of responses is not independent of sex, as men and women from the Albanian community responded differently to the statement about future relations between Serbs and Albanians. Looking at the response distributions shows that men are more likely to consider the statement “completely true” compared to women who are more likely “unable to decide” or to find it “mostly false”.

Within the subsample from the Serb community, no statistically significant association was found between the attitudes and demographic characteristics of the respondents.

Graph 6 It will take time, but relations between Serbs and Kosovo Albanians will improve.



Regarding the claim that relations between Serbs and Kosovo Albanians will improve, but that it will take time, there are optimistic views from both

communities, although to varying degrees. More than half of respondents from the Albanian community believe in the future improvement of relations (56.3%), which is more than respondents from the Serb community (43.9%). Over a third of respondents from the Serb community (34.9%) do not believe in the future improvement of relations, which is significantly more than 14% of respondents from the Albanian community.

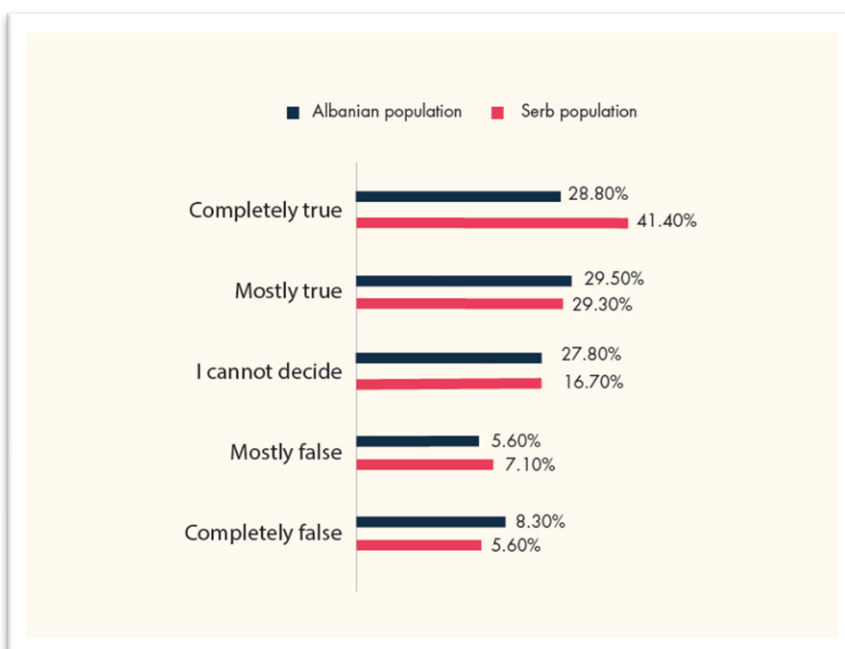
The results of the Chi-square test show that within the subsample from the Albanian community, there is a statistically significant association between sex and agreement with the statement that relations will improve in the future. In other words, men and women from the Albanian community have different perceptions about the future improvement of relations between Serbs and Albanians. For example, men are more likely to choose the answer "completely true" than women, that is, they are more likely to believe that relations will improve.

The application of the Chi-square test showed that among respondents from the Albanian community there is a statistically significant correlation between the level of education and attitudes about improving relations between Serbs and Kosovo Albanians. There is a difference in responses to the statement among respondents with different educational levels, with respondents with higher education showing greater optimism. The relationship between the two variables is linear, which suggests a tendency for optimism to increase with increasing levels of education.

Respondents from the Albanian community with a university degree show the greatest optimism regarding the improvement of relations between Serbs and Kosovo Albanians. Respondents with completed primary school show the lowest level of optimism regarding the improvement of relations. Respondents with completed high school are between these two groups, with a moderate level of optimism.

Within the subsample from the Serb community, no statistically significant association was found between the attitudes and demographic characteristics of the respondents.

Graph 7 I do not believe that war crimes committed by the other side can ever be forgiven.



When it comes to war crimes committed by the other side, a very large percentage of respondents from both communities (70.7% from the Serb and 58.1% from the Albanian) do not believe that they can ever be forgiven. Such findings reflect deep traumas from the war that continue to burden mutual relations. More than a quarter of undecided respondents from the Albanian community (27.8%) may be a sign that the potential for changing attitudes exists.

The Chi-square test shows that there is a significant association between gender and the response to this statement within the subsample from the Albanian community. This means that men and women from the Albanian community have different views on the possibility of forgiving war misdeeds. For example, a higher percentage of men choose “completely true” compared to women. Men, therefore, are more inclined to believe that misdeeds cannot be forgiven.

The test also showed that there is a statistically significant connection within the Albanian community between the level of education and the attitude toward the claim. The findings imply that the level of education significantly affects how respondents perceive the possibility of forgiving war misdeeds, with a tendency of increase in skepticism towards forgiveness with increasing level of education.

Respondents from the Albanian community with a university degree show the greatest skepticism regarding the possibility of forgiving war misdeeds committed by the other side, while respondents with a primary school degree show the lowest level of skepticism. Respondents with completed high school are between these two groups, with a moderate level of skepticism about the possibility of forgiveness.

Within the subsample from the Serb community, no statistically significant association was found between the attitudes and demographic characteristics of the respondents.

Graph 8 Serbs and Albanians from Kosovo will never be able to trust each other again.

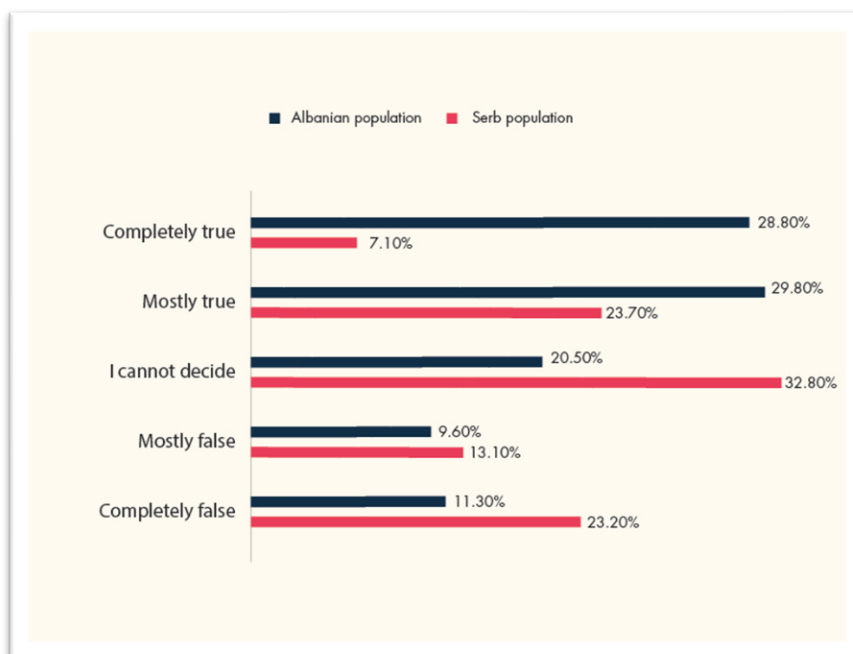


The majority of respondents from both communities agree with the statement that Serbs and Albanians from Kosovo will never be able to trust each other again. More than half of respondents from the Serb community (57.6%) believe that trust will never be restored, while among respondents from the Albanian community, that percentage exceeds half but is slightly lower (52.6%). A significant number of undecided respondents from both communities (22.7% from the Serb and 28.5% from the Albanian) points to the existence of space for building trust.

Upon applying the Chi-square test, it was determined that there is a statistically significant relationship within both subsamples between sex and respondents'

attitudes about future trust between Serbs and Albanians. Within the Serb community, women are more likely to choose “mostly true”, while men are more likely to choose “completely true”. Within the Albanian community, women will more often than men to choose “mostly false”, while men are more likely to choose “I can't decide” or “completely true”.

Graph 9 I believe in reconciliation between Serbs and Kosovo Albanians.



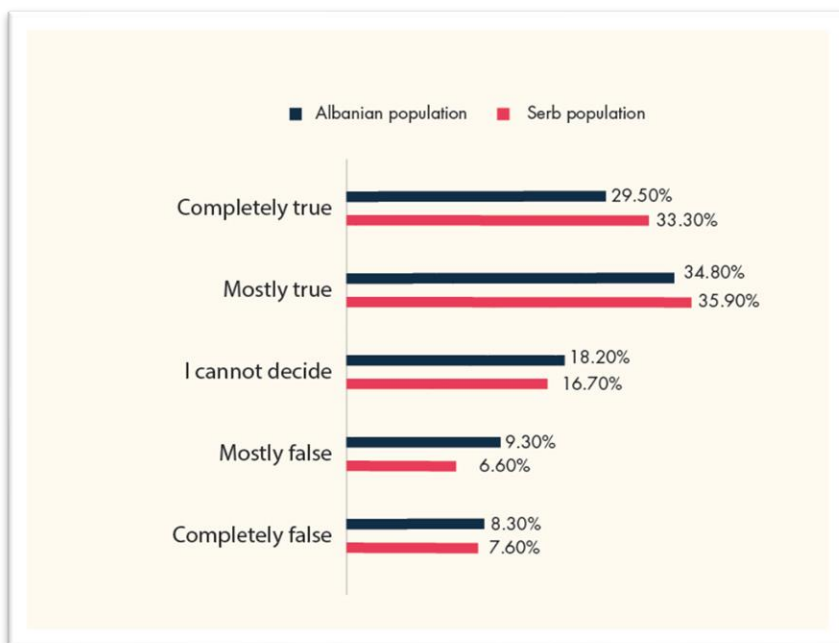
When it comes to the belief in reconciliation between the Serbs and the Kosovo Albanians, there is a significant discrepancy in the attitudes of the respondents from the Serb and Albanian communities. Respondents from the Albanian community are significantly more optimistic on this issue since 58.6% believe in reconciliation. This is almost twice as much as compared to respondents from the Serb community, where 30.8% believe in reconciliation. Among respondents from the Serb community, indecisiveness and skepticism on this issue are present to a greater extent than among respondents from the Albanian community. Almost a third of respondents from the Serbian community (32.8%) are undecided on this issue, in contrast to 20.5% of respondents from the Albanian community. Over a third of respondents from the Serb community (36.3%) are skeptical about reconciliation, which is significantly more than one-fifth of respondents from the Albanian community (20.9%) who think so.

The application of the Chi-square test showed that there is a statistically significant relationship among respondents from the Albanian community

between the level of education and the attitude towards reconciliation, as well as that there is a significant linear relationship between the variables. The results suggest that with an increase in the level of education, the tendency of positive belief increases, that is, respondents with higher education show a higher level of belief in reconciliation between Serbs and Albanians.

Within the subsample from the Serb community, no statistically significant association was found between the attitudes and demographic characteristics of the respondents.

Graph 10 It is important that reconciliation occur so that future generations can live better in this area.



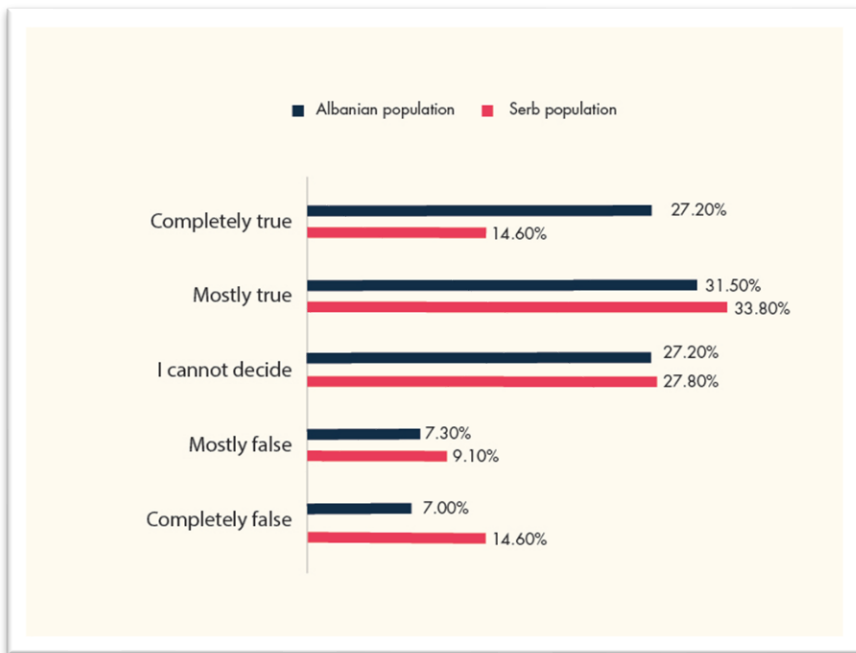
Regarding the importance of reconciliation for a better life for future generations, this statement has a high level of agreement among respondents from both communities. About two-thirds of respondents from both the Serb (69.2%) and Albanian communities (64.3%) recognize the importance of reconciliation for future generations.

The results of the Chi-square test indicate that there is a statistically significant association among respondents from the Albanian community between the level of education and attitudes about the importance of reconciliation. The relationship between level of education and beliefs is linear, since there is a tendency for support for reconciliation to increase with increasing level of education.

The results indicate that respondents from the Albanian community with higher education have a greater tendency to support this idea. Respondents with a primary school degree tend to place less value on the importance of reconciliation compared to respondents with a high school or university degree. Respondents with a university degree show the greatest support for reconciliation for a better life for future generations, while those with a high school degree show a medium level of support.

Within the subsample from the Serb community, no statistically significant association was found between the attitudes and demographic characteristics of the respondents.

Graph 11 When I talk to my friends, I promote positive attitudes towards the reconciliation between Serbs and Albanians.



A significant number of respondents from both communities express positive attitudes towards reconciliation in conversations with friends. Almost half of the respondents from the Serb community (48.4%) and over half of the respondents from the Albanian community (58.7%) show a willingness to promote positive attitudes. Within both communities, there is also a high percentage of undecided respondents (27.8% from the Serb and 27.2% from the Albanian community), which indicates room for promoting positive attitudes.

The results of the Chi-square test indicate that within the Albanian community, there is a statistically significant association between the level of education and beliefs on this issue. Respondents with higher education have a greater tendency to support reconciliation between the two communities. Respondents with a primary school education tend to less promote positive views on reconciliation compared to respondents with a high school or university degree. Respondents with a university degree show the greatest tendency to promote positive attitudes about reconciliation, while those with a high school degree show a medium level of support for reconciliation.

Discussion

The statistical analysis of the results collected through the answers to the previous questions shows significant differences in attitudes towards future relations between Serbs and Kosovo Albanians, as well as the influence of demographic characteristics on those attitudes.

A high percentage of negative attitudes among respondents from both communities regarding the future of relations and the possibility of forgiving war misdeeds indicates deep-rooted mistrust. These attitudes represent a significant obstacle to the processes of normalization of relations and reconciliation. However, there are also optimistic signals indicating that there is potential for confidence-building. A significant number of undecided respondents indicates the existence of space for promoting positive attitudes.

Respondents from the Albanian community generally have a higher level of optimism regarding the possibility of improving relations and reconciliation compared to respondents from the Serb community. A significant number of respondents from the Serbian community show indecisiveness, which may indicate greater uncertainty or caution towards this topic.

Within the Albanian community, sex and level of education are determinants that play a significant role in shaping attitudes towards past events and future relationships. Men and women have different views on future relations, forgiveness of war misdeeds and trust between communities. A higher level of education is associated with greater optimism regarding the improvement of relations, but also with greater skepticism towards the possibility of forgiving war misdeeds. Respondents with a higher level of education have a greater tendency to believe in reconciliation between Serbs and Albanians. This tendency is linear, meaning that support for reconciliation increases with the level of education.

About two-thirds of respondents from both communities recognize the importance of reconciliation for the lives of future generations, while the influence of education on positive beliefs is recognized within the Albanian community. Additionally, attitudes toward promoting positive attitudes about reconciliation among friends show positive trends. The majority of respondents from the Albanian community and a significant percentage of respondents from the Serb community show a willingness to promote positive attitudes. Education also plays an important role here in the Albanian community, where respondents with higher education more often promote positive attitudes.

The results indicate that education is an important factor, especially in the Albanian community, in shaping attitudes towards reconciliation between Serbs and Kosovo Albanians. Respondents from the Albanian community with higher education show a greater tendency to support reconciliation and to recognize its importance for future generations.

The high percentage of respondents who believe that war misdeeds cannot be forgiven reflects deep traumas from the past. This is a key challenge that needs to be addressed in the reconciliation processes. The agreement on the importance of reconciliation for future generations, however, shows that despite the legacy of the past there is a shared understanding of the importance of peace-building for the future.

At first glance, some answers seem contradictory because respondents simultaneously express both pessimism and optimism regarding the future of the relations. For example, although many respondents believe that relations will get worse, at the same time there is a significant percentage of respondents who believe that relations will improve given enough time.

This seemingly contradictory perception testifies to the complexity of the situation and interpersonal relations in a state of conflict. Individuals in a state of long-term conflict often have complex and contradictory attitudes and feelings toward the same issue. It is possible that they simultaneously feel pessimism about the current situation but also optimism about the long-term possibilities for improving the relationship. This duality can be a reflection of current tensions and traumas from the past, but also a desire for a better future.

Current events, such as political crises, incidents on the ground, and deadlocks in dialogue, can fuel pessimism and a sense that relations are about to get worse. At the same time, an awareness of the potential for future improvement can foster a belief that the relations will eventually improve. Respondents may simultaneously believe that in the short term relations will be worse, due to the current political circumstances, but that in the long term,

through education and generational changes, relations will eventually become better. Contradictory answers thus reflect the complexity of attitudes in the context of a long-term conflict. They reflect deep-rooted mistrust and an effort to maintain a realistic attitude towards current challenges, but also the existence of hope for future improvement of relations.

4.2. Actors of reconciliation

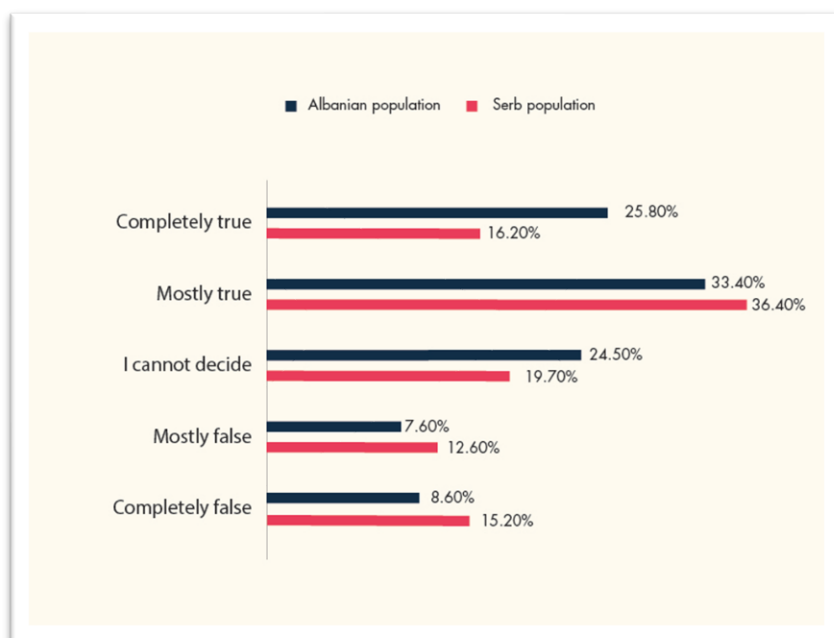
The next set of questions related to the actors on whom reconciliation between Serbs and Albanians depends. Respondents were asked to express their degree of agreement or disagreement with a certain statement on a five-point scale from “completely false” to “completely true”.

Graph 12 Reconciliation between Serbs and Albanians in Kosovo depends only on the members of these two peoples and no one else.



More than half of the respondents from both communities (54.1% from the Serb and 55% from the Albanian community) believe that reconciliation depends primarily on the Serbs and Albanians themselves. Respondents from the Albanian community are more undecided (21.90%) on this issue compared to respondents from the Serb community (16.7%), while respondents from the Serb community are more skeptical (29.3%) compared to respondents from the Albanian community (23.1%).

Graph 13 Reconciliation between Serbs and Albanians in Kosovo can only occur under the pressure of the ruling powers.



About half of the respondents from both the Serb (52.6%) and the Albanian community (59.2%) believe that reconciliation can only occur under pressure from the ruling powers. These results indicate the perception that external influences play a key role in achieving reconciliation. The percentage of undecided, 19.7% from the Serb and 24.5% from the Albanian community, may indicate uncertainty regarding the role of external actors. Respondents from the Serb community are more skeptical on this issue (27.8%) compared to respondents from the Albanian community (16.2%).

Discussion

More than half of the respondents from both communities believe that reconciliation depends primarily on the Serbs and Albanians themselves. This indicates an awareness of one's own responsibility and role in the reconciliation process. On the other hand, more than half of the respondents from both the Serb and Albanian communities believe that pressure from the ruling powers is necessary to achieve reconciliation. Although the respondents recognize the importance of internal initiatives for reconciliation, the respondents at the same time acknowledge the key role of external actors in creating pressure.

These results show another complexity of perception among the respondents, which may seem contradictory at first glance. They indicate that in both communities there is a perception of the importance of international and local actors in supporting the reconciliation process. This can represent uncertainty and ambivalence about who should take the lead role in the reconciliation process. Respondents may believe that internal initiatives have the potential for reconciliation, but at the same time recognize that external pressure is needed to overcome obstacles.

These positions are not necessarily contradictory but complementary, as they point to the need for a combined approach in the reconciliation process. Respondents may recognize that both internal efforts and external pressures must work in tandem to achieve lasting peace because one without the other may not be enough. Understanding and addressing these complex attitudes can help create effective strategies for building lasting peace and trust between communities.

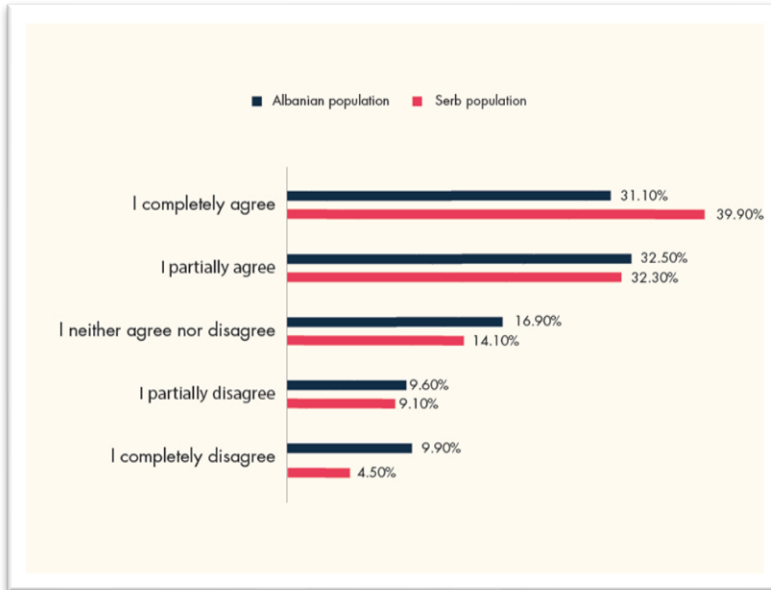
4.3. Deepening of the conflict

The next part of the survey contained several statements about what could be the reasons for the deepening of the conflict between Serbs and Albanians on the territory of Kosovo. The answers were distributed in several groups. Respondents were asked to express their degree of agreement or disagreement with a certain statement on a five-point scale from "I completely disagree" to "I completely agree".

In order to examine whether there is a statistically significant association between the respondents' attitudes and age, the Chi-square test was used. The respondents were divided into two age categories younger than 30 and 30 and over. The test was applied within individual subsamples as well as at the level of the entire sample. The results generally did not show that there are differences in attitudes depending on the age of the respondents.

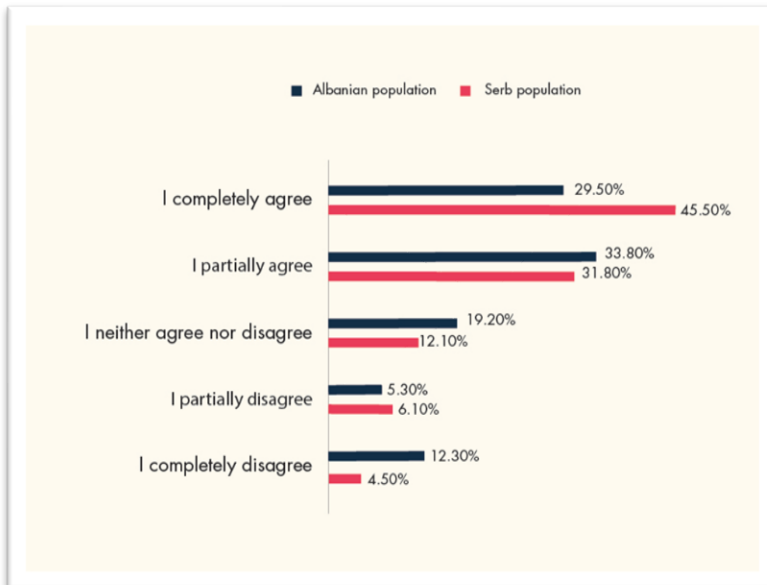
4.3.1. The public narrative

Graph 14 Hate speech in the media space



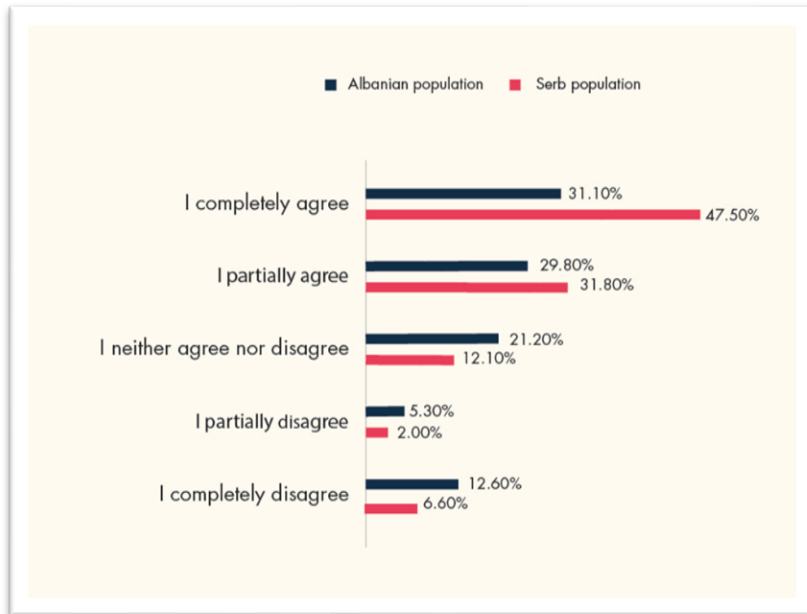
The vast majority of respondents from both communities agree that hate speech in the media space is one of the reasons for deepening the conflict. Almost three-quarters of respondents from the Serb community (72.2%) agree with this statement, as do slightly less than two-thirds of respondents from the Albanian community (63.6%).

Graph 15 Media propaganda from both sides



A significant majority of respondents from both communities tend to see media propaganda from both sides as a key factor in deepening the conflict. Over three-quarters of respondents from the Serb community (77.3%) agree with this view, as do almost two-thirds of respondents from the Albanian community (63.3%).

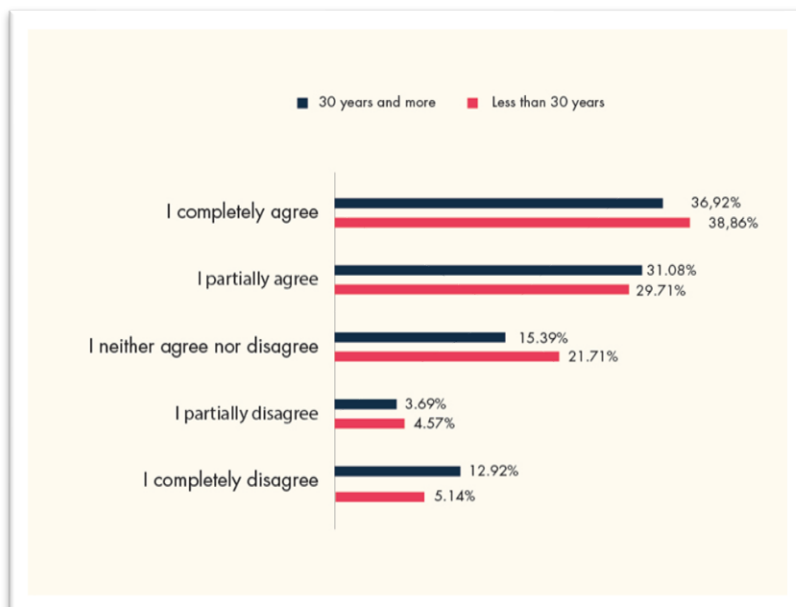
Graph 16 One-sided narrative of political elites on both sides



The overwhelming majority of respondents from both communities recognize the one-sided narratives of political elites on both sides as a contributing factor to the conflict. Almost four-fifths of respondents from the Serb community (79.3%) recognize this, as do 60.9% of respondents from the Albanian community.

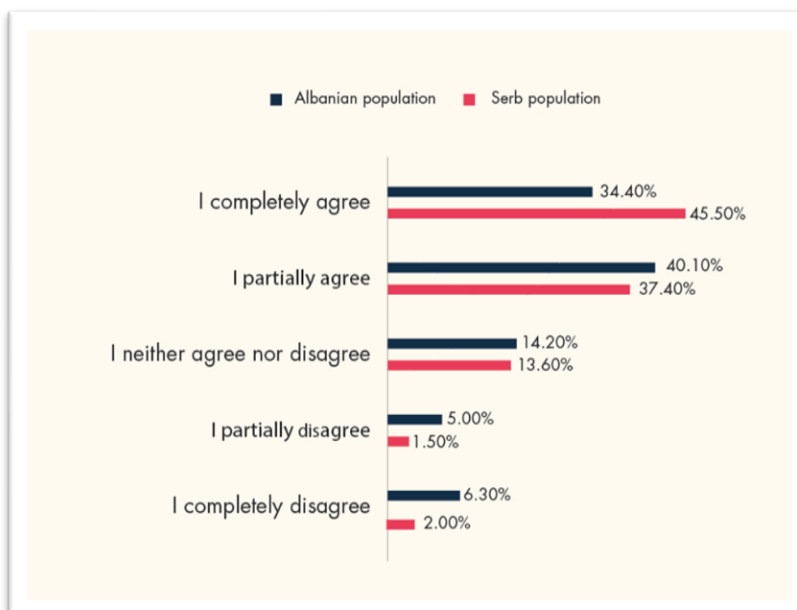
The results of the Chi-square test indicate that there is a statistically significant relationship between age and the attitude about the claim, that is, there is a difference in the attitudes between younger and older respondents. Older respondents tend to choose "I completely disagree". On the other hand, young respondents have a greater tendency to be neutral, ie. to declare as "I neither agree nor disagree".

Graph 17 One-sided narrative of political elites on both sides (by age)



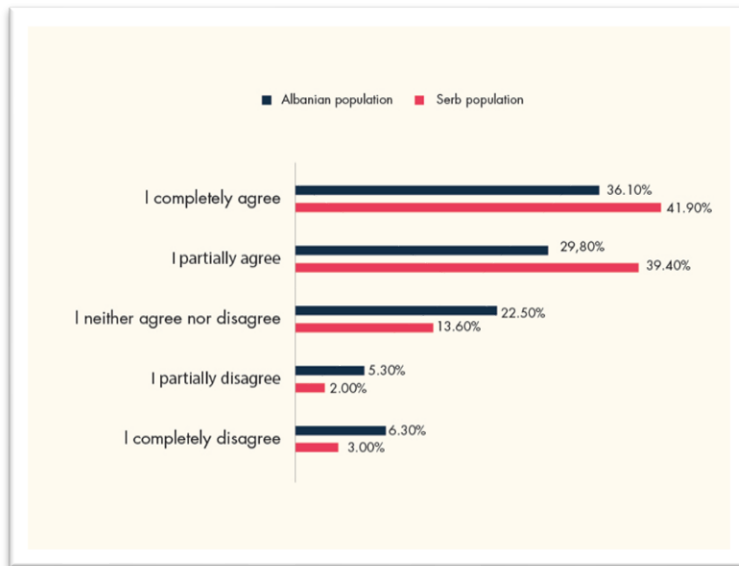
4.3.2. Political tensions

Graph 18 Political tension regarding the dialogue between Belgrade and Pristina



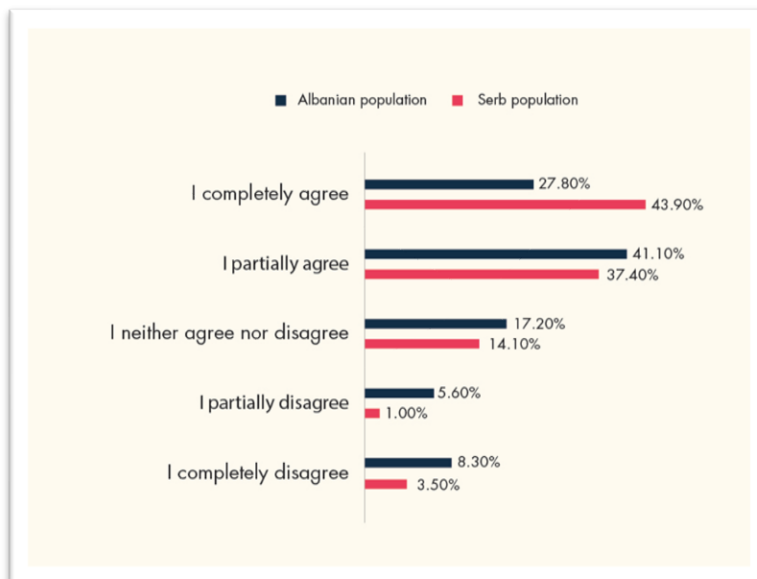
Political tensions regarding the dialogue between Belgrade and Pristina were recognized as a significant factor in the conflict by more than two-thirds of respondents from both communities. More than four-fifths of respondents from the Serb community (82.9%), as well as three-quarters of respondents from the Albanian community (74.5%) agree with this statement.

Graph 19 Absence of institutional support for reconciliation on both sides (Belgrade and Pristina)



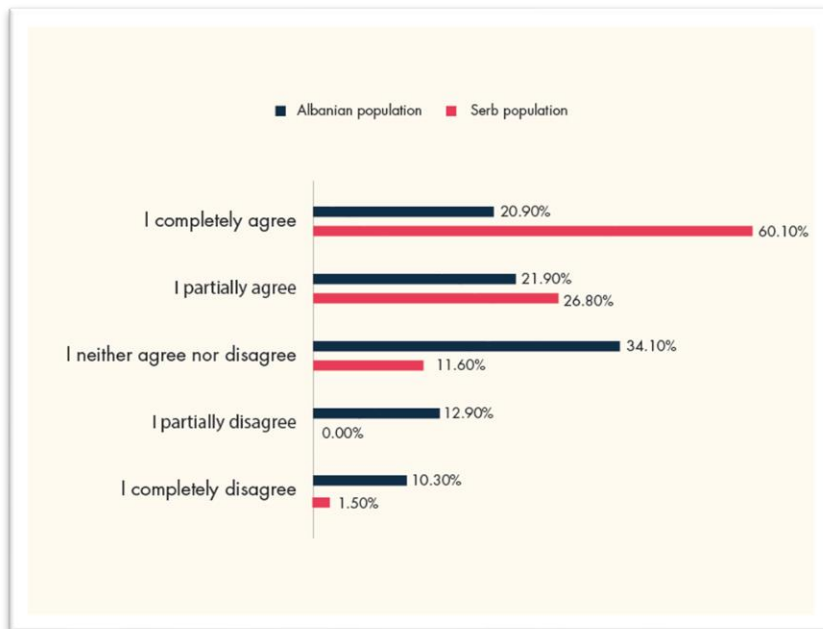
Respondents from both communities recognize the absence of institutional support for reconciliation on the part of Belgrade and Pristina as an important factor in the conflict. More than five-quarters of respondents from the Serb community (81.3%) and almost two-thirds of respondents from the Albanian community (65.9%) agree with this statement.

Graph 20 Lack of international determination when it comes to negotiations between Belgrade and Pristina



More than four-fifths of respondents from the Serb community (81.3%) as well as more than two-thirds of respondents from the Albanian community (68.9%) believe that the lack of international determination regarding the negotiations between Belgrade and Pristina affects the conflict. This result indicates the respondents' perception of the importance of an active and decisive international role in conflict resolution.

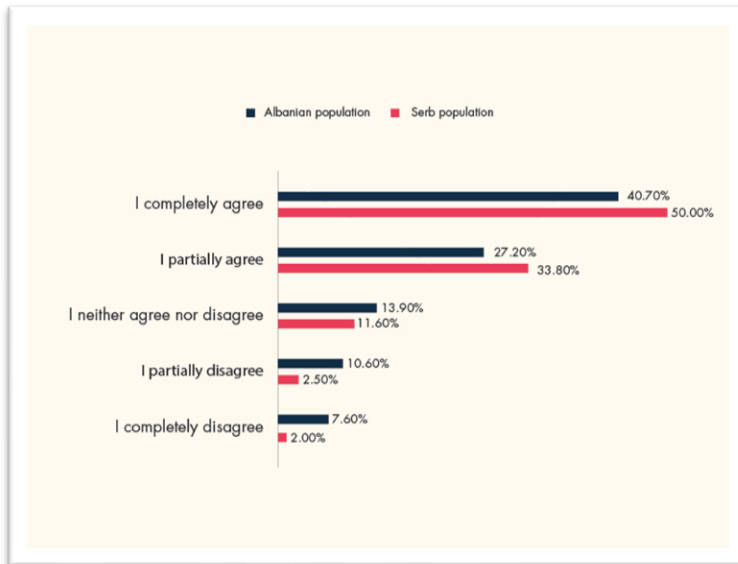
Graph 21 Lack of understanding of the specific position and needs of the Serb community in Kosovo



A very high percentage of respondents from the Serb community (86.9%) believe that the lack of understanding of the specific position and needs of the Serb community in Kosovo is a significant factor in the conflict. This indicates the perception of marginalization that exists among respondents from this community. Among respondents from the Albanian community, there is a greater variety of opinions, so 42.8% of respondents agree with this statement, while 34.10% are neutral. The finding that only one-quarter of respondents from the Albanian community (23.2%) disagree with this statement indicates that there is room for promoting understanding of the position and needs of the Serb community among members of the Albanian community.

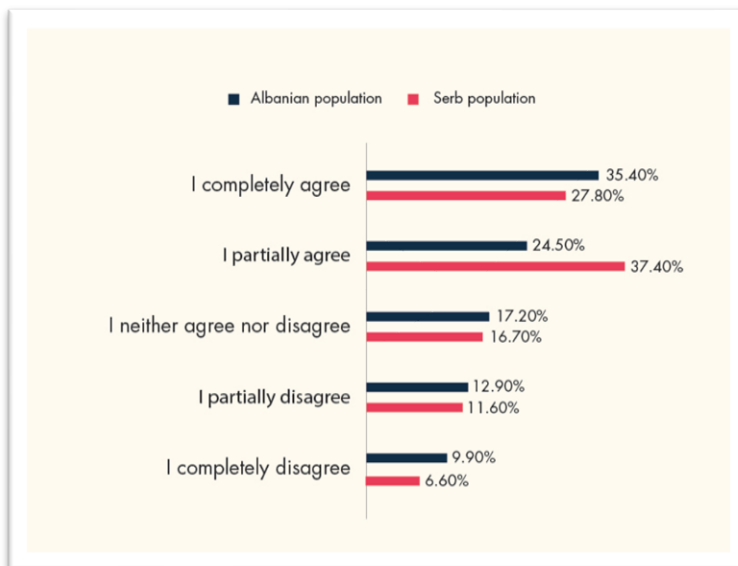
4.3.3. Socio-economic factors

Graph 22 High degree of nationalism



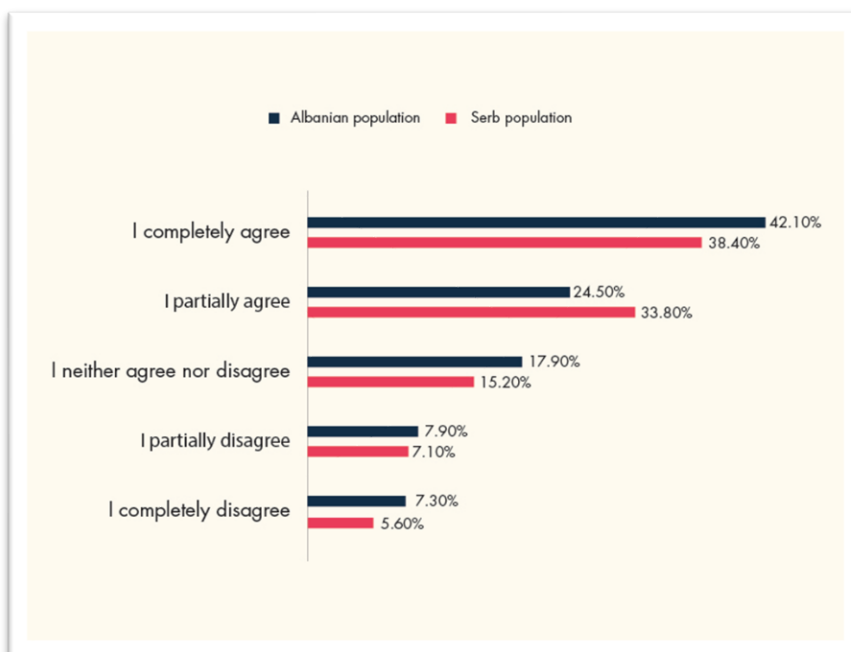
A high degree of nationalism was recognized as a factor of conflict by the majority of respondents from both communities. More than four-fifths of respondents from the Serb community (83.8%) and more than two-thirds of respondents from the Albanian community (67.9%) agree with this statement.

Graph 23 Language barrier



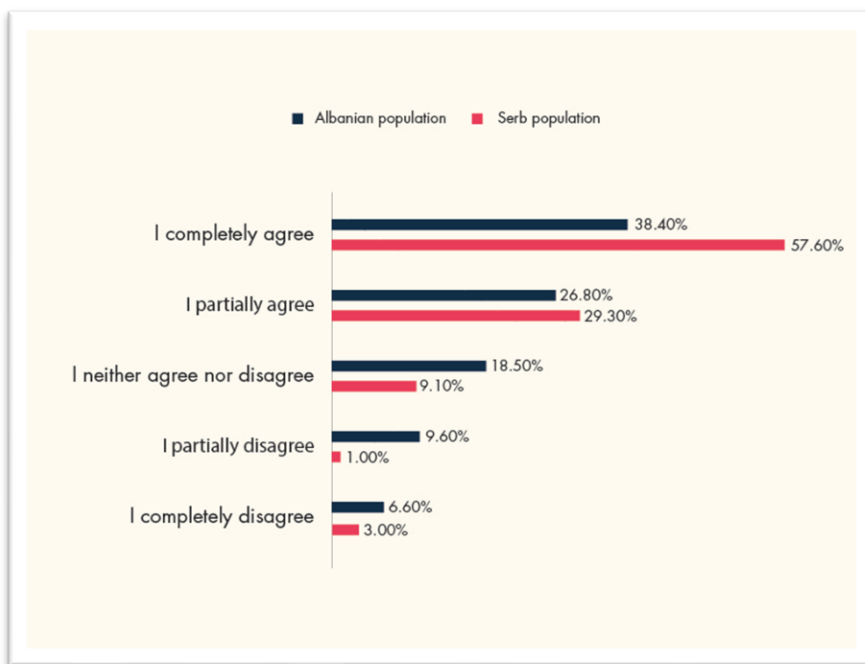
The majority of respondents from both communities believe that the language barrier is a significant factor in the conflict. That percentage is higher among respondents from the Serbian community, where almost two-thirds agree with this statement (65.2%) compared to respondents from the Albanian community, who also agree with it in a high percentage (59.9%).

Graph 24 Poor economic standard



Poor economic standard is recognized as an important factor in the conflict by a high percentage of respondents from both communities. Almost three-quarters of respondents from the Serb community (72.2%) and two-thirds of respondents from the Albanian community (66.6%) agree with this statement.

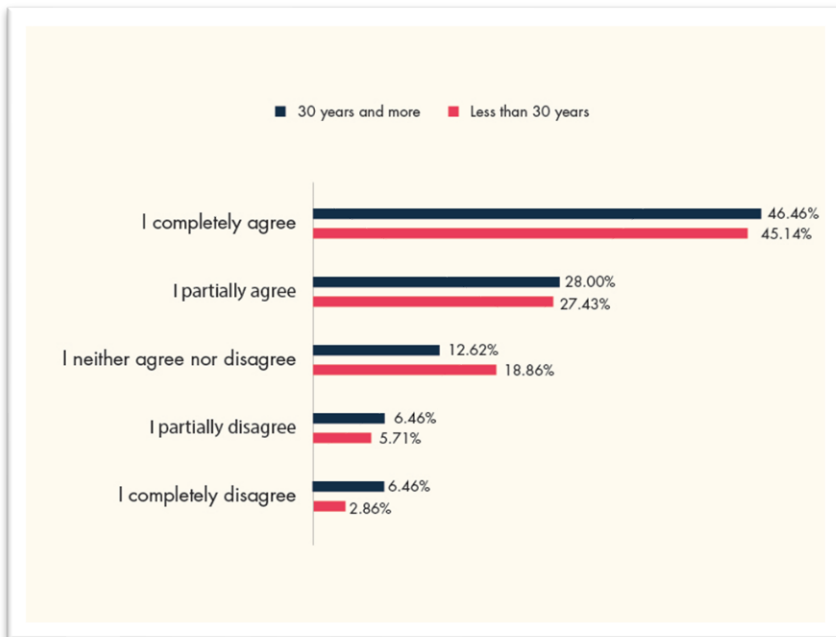
Graph 25 Lack of perspective for young people



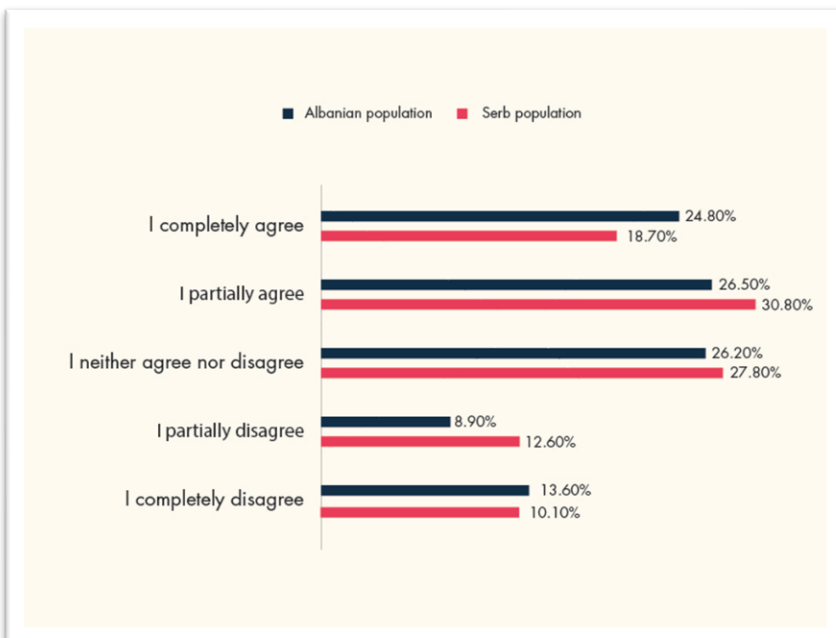
The lack of perspective for young people was recognized as a factor of conflict by the vast majority of respondents from both communities. Respondents from the Serb community agree with this statement in a very high percentage (86.9%), although almost two-thirds of respondents from the Albanian community (65.2%) share this view.

The results of the Chi-square test showed no statistically significant relationship between the age of the respondents and their attitude regarding the statement. In other words, age is not the key factor that determines respondents' attitudes towards this statement. Both younger and older respondents tended to agree with the statement, with older respondents showing similar patterns of agreement as younger respondents.

Graph 26 Lack of perspective for young people (by age)

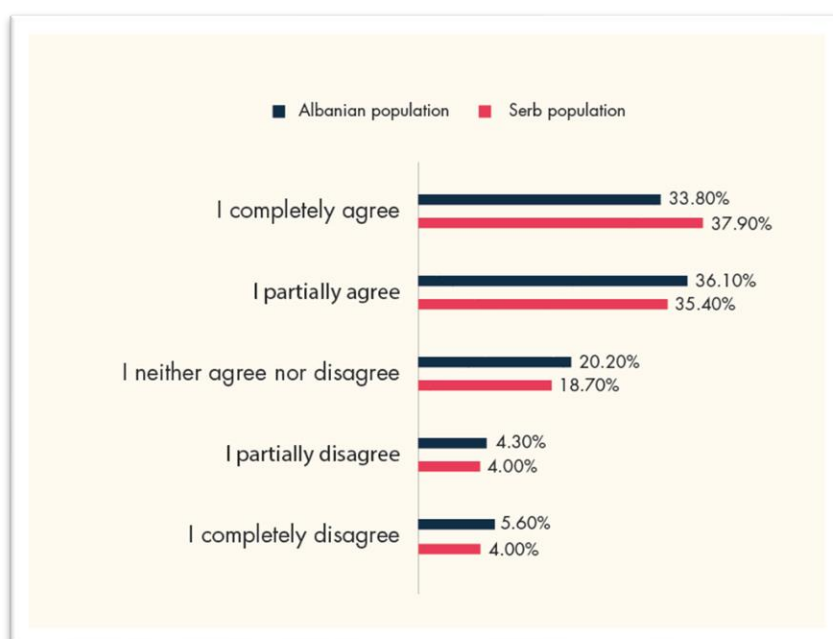


Graph 27 Religion



Religion is not recognized as a factor of conflict in a significantly high percentage compared to other factors, with similar attitudes existing within both communities. Almost half of the respondents from the Serb community (49.5%) and over half of the respondents from the Albanian community (51.3%) believe that religion has an influence on the conflict. On this issue, 26.20% of respondents from the Albanian and 27.80% of respondents from the Serb community are neutral.

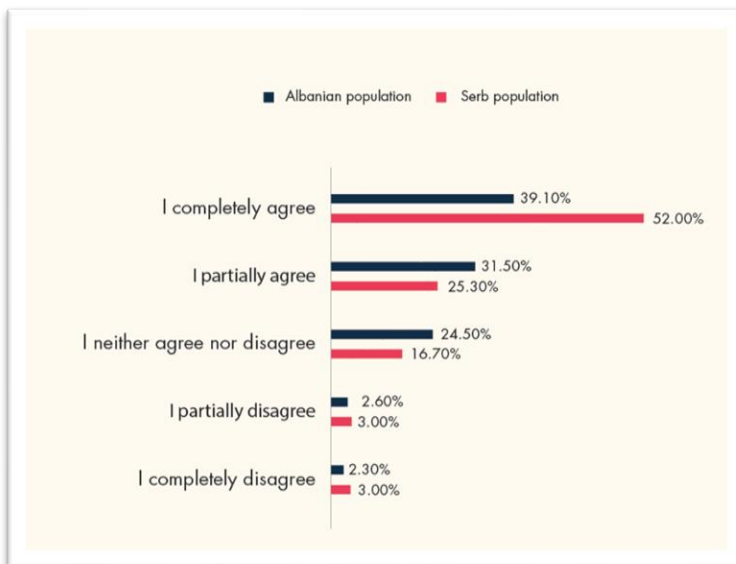
Graph 28 Lack of communication and interaction between Serbs and Albanians



Lack of communication and interaction was recognized as a significant factor in the conflict by more than two-thirds of respondents from both communities. Almost three-quarters of respondents from the Serb community (73.3%) as well as over two-thirds of respondents from the Albanian community (69.9%) believe that the lack of communication and interaction has an impact on the conflict.

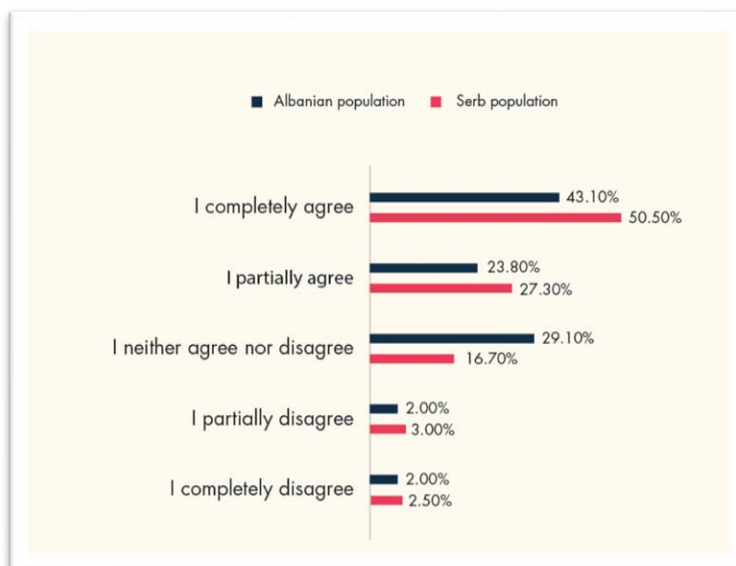
4.3.4. Legacy of war

Graph 29 Biased stories about the (wartime) past



Biased stories about the war past are recognized as an important factor in the conflict in a huge percentage by both communities. About three-quarters of respondents from the Serb community (77.3%) agree with this, as well as a high percentage of respondents from the Albanian community (70.6%).

Graph 30 Lack of respect for victims of conflict from all communities



Lack of respect for victims of conflict from all communities was recognized as a significant factor in the conflict by a significant majority of respondents from both communities. Over three-quarters of respondents from the Serb community (77.8%) as well as more than two-thirds of respondents from the Albanian community (66.8%) believe that there is a lack of respect for the victims of the conflict in all communities.

Discussion

The public narrative

Research findings indicate a high level of perception of hate speech in the media space as one of the key factors in deepening the conflict. This perception is more pronounced among respondents from the Serb community, which suggests greater concern in this community regarding the negative effects of media discourse. Also, both communities recognize media propaganda and one-sided political narratives as contributing factors to the conflict.

Political tensions

A high percentage of respondents from both communities recognize the high level of political tensions regarding dialogue as a factor in the conflict. The absence of institutional support for reconciliation and the lack of international resolve were also highly rated as factors in the conflict by respondents from both communities.

Socio-economic factors

A high degree of nationalism and a poor economic standard are recognized as significant factors in the conflict, with more emphasis placed by respondents from the Serb community on the lack of perspective for young people. The lack of communication and interaction between Serbs and Albanians is also recognized as a significant factor contributing to the deepening of the conflict. Religion was not identified as a key factor in the conflict, which may suggest a lesser influence of religious differences compared to other socio-economic and political factors.

Legacy of war

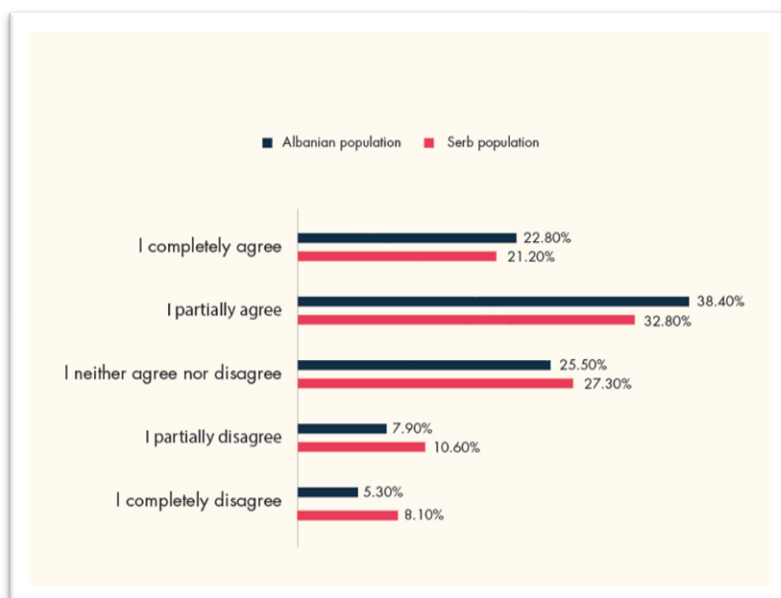
Biased stories about the wartime past are recognized as an important factor in the conflict, with a higher percentage of respondents from the Serb community emphasizing this. Lack of respect for victims of the conflict from all communities was also widely recognized by respondents from both communities as a factor in the conflict.

4.4. Achieving peace and tolerance

The next set of questions included several statements about what can help to achieve peace and tolerance between Serbs and Albanians in the territory of Kosovo. The statements were divided into several groups. Respondents were asked to express their degree of agreement or disagreement with a certain statement on a five-point scale from "I completely disagree" to "I completely agree".

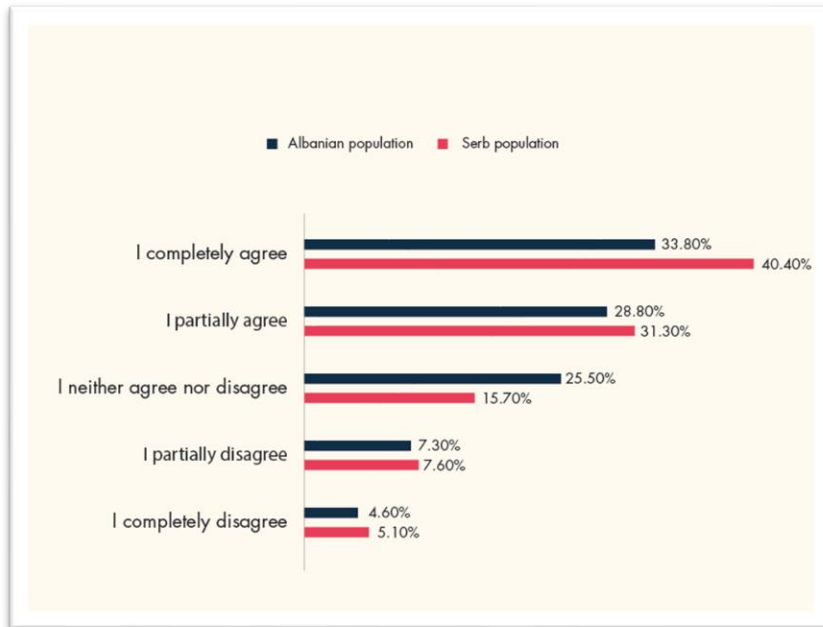
4.4.1. Reconciliation

Graph 31 Promoting cultural exchange between Serbs and Albanians



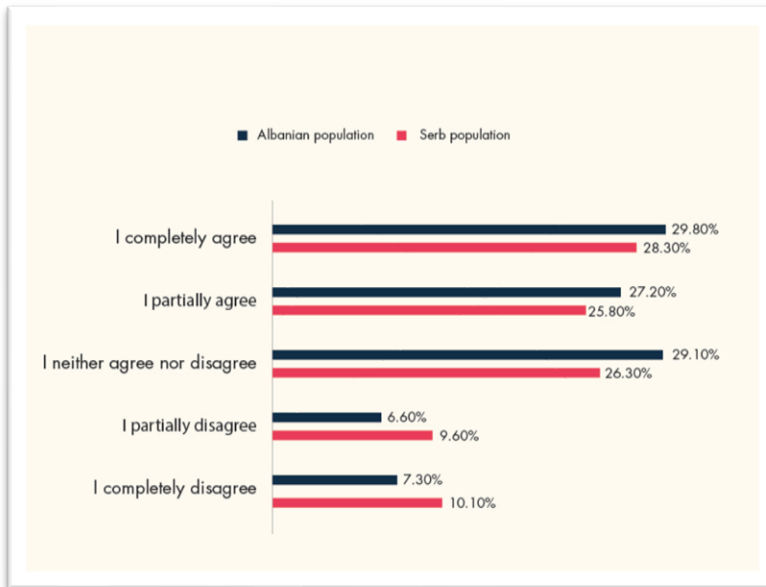
Respondents from both communities in the majority support the idea of promoting cultural exchange between their communities. A higher percentage of respondents from the Albanian community (61.2%) than from the Serb community (54%) support the promotion of cultural exchange. More respondents from the Serb community (27.3%) than respondents from the Albanian community (25.5%) are neutral on this issue.

Graph 32 Promotion of peace and tolerance by politicians of all communities



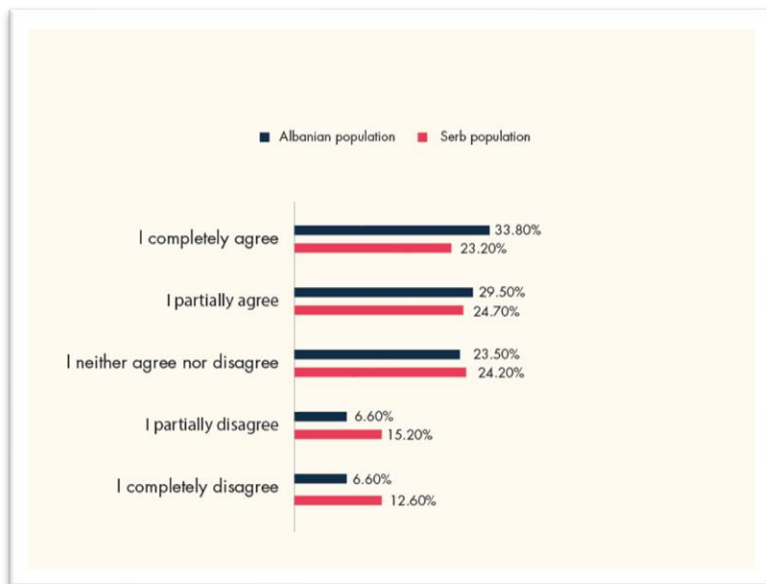
Respondents from both communities by great majority support the promotion of peace and tolerance by politicians of all communities. A slightly higher percentage of respondents from the Serb community (71.7%) than from the Albanian community (62.6%) support this idea. More respondents from both communities are neutral on this issue (25.5% from the Albanian and 15.7% from the Serb community) than skeptical (11.9% from the Albanian and 12.7% from the Serb community).

Graph 33 Cultivating narratives about the past based on facts and evidence



The majority of respondents from both communities and in a similar percentage (54.1% from the Serb and 57% from the Albanian community) support nurturing narratives about the past based on facts and evidence. A significant percentage of respondents from both communities (29.1% from the Albanian and 26.3% from the Serb community) are neutral on this issue.

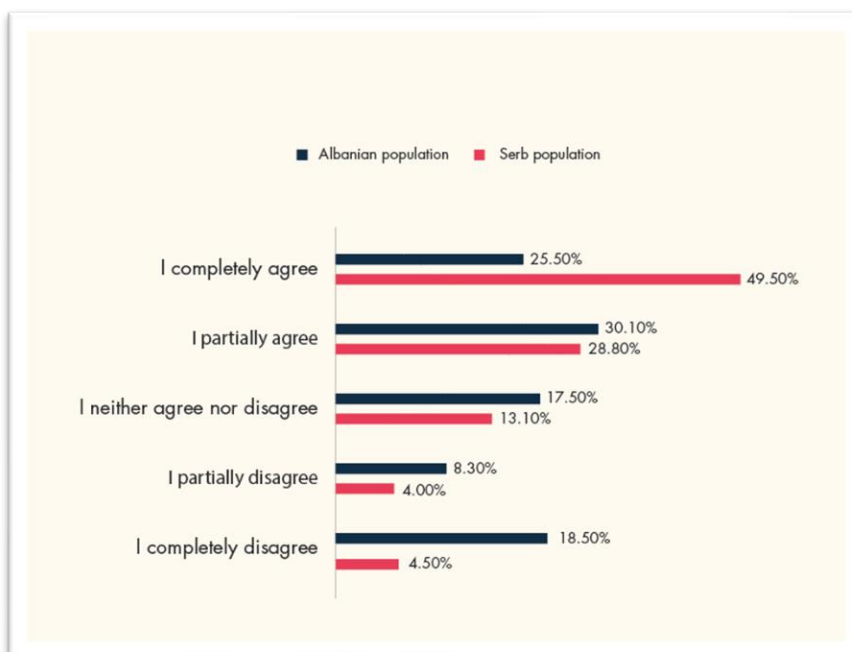
Graph 34 Cooperation between Serbs and Albanians in the process of prosecuting war criminals



When it comes to the role that cooperation in the prosecution of war criminals can have for reconciliation, the results show that there are different perceptions among respondents from the two communities. On this issue, there is a higher level of agreement among respondents from the Albanian community, where almost two-thirds agree with that statement (63.3%). Among respondents from the Serb community, less than half (47.9%) agree with that view. While the percentage of neutral respondents is approximately the same in both communities (23.5% from the Albanian and 24.2% from the Serb community), a higher percentage of respondents from the Serb community (27.8%) disagree with this compared to the percentage of skeptical respondents from the Albanian community (13.2%).

4.4.2. Political process

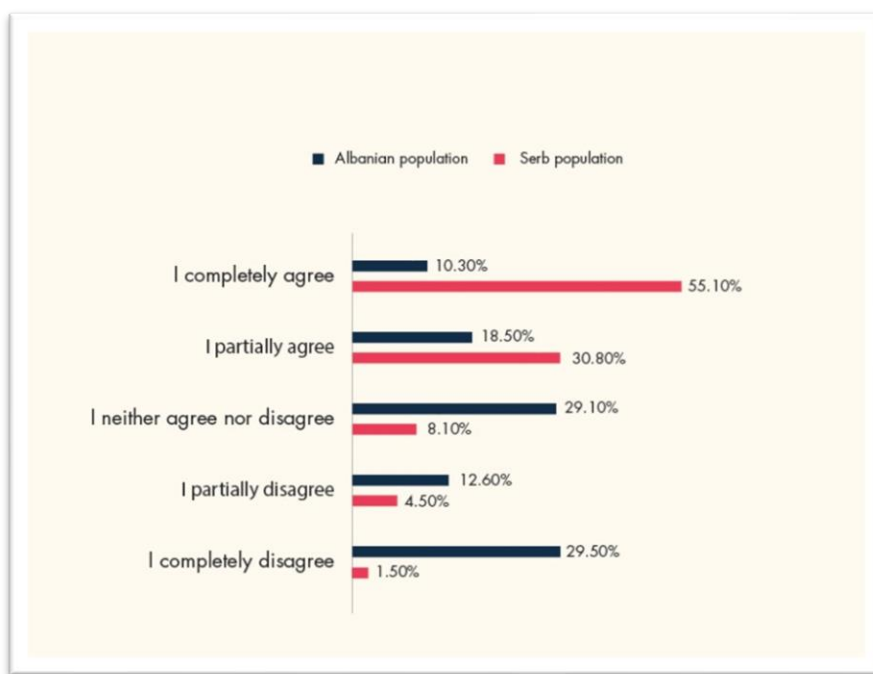
Graph 35 Establishing a system in which all communities have the right to vote when making important decisions



When it comes to establishing a system in which all communities have the right to vote when making important decisions, there is a majority support among respondents from both communities, but in different percentages. More than three-quarters of the respondents from the Serb community (78.3%) agree with this, compared to more than half of the respondents from the Albanian community (55.6%). Disagreement is higher among respondents from the

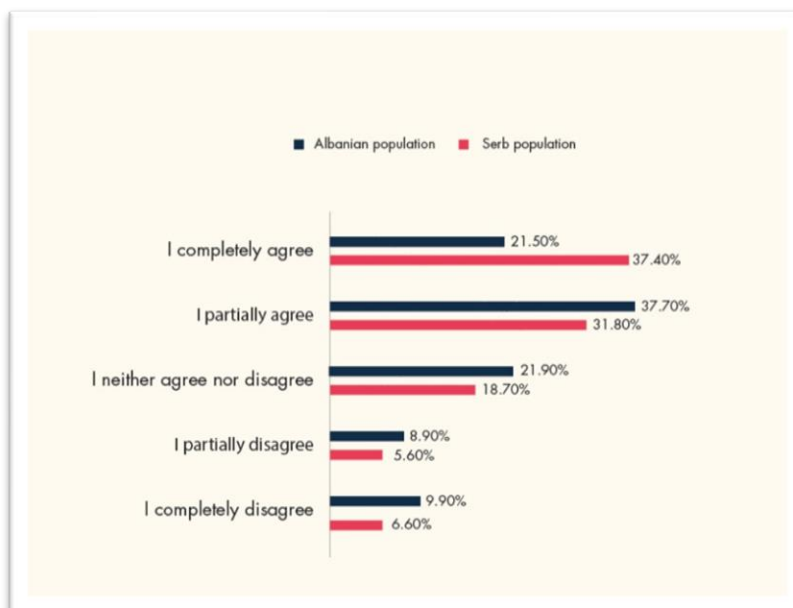
Albanian community (26.8%) compared to respondents from the Serb community (8.5%).

Graph 36 Political autonomy for Serbian communities



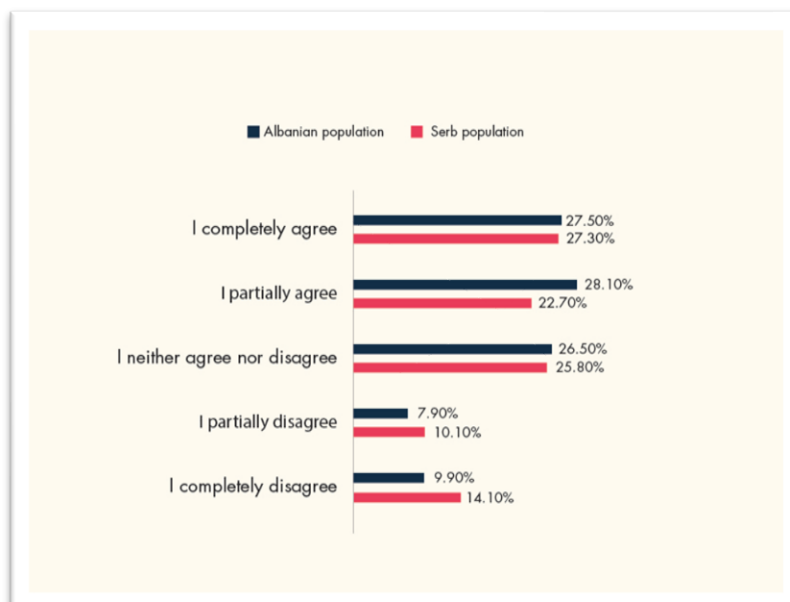
Regarding the political autonomy of Serb communities, there is a significant gap in the attitudes between the two communities. While among respondents from the Serb community, there is overwhelming support for this statement (85.9%), agreement is significantly lower among respondents from the Albanian community (28.8%). On the other hand, respondents from the Albanian community show a high rate of disagreement (42.1%) with this statement. This suggests a significant polarization of attitudes between these two communities regarding political autonomy for Serb communities.

Graph 37 Reaching the final agreement between Belgrade and Pristina



Over two-thirds of respondents from the Serb community (69.2%) agree with the statement that reaching a final agreement between Belgrade and Pristina would contribute to reconciliation. Among respondents from the Albanian community, there is majority agreement regarding the importance of reaching an agreement for reconciliation, but it is less pronounced (59.2%).

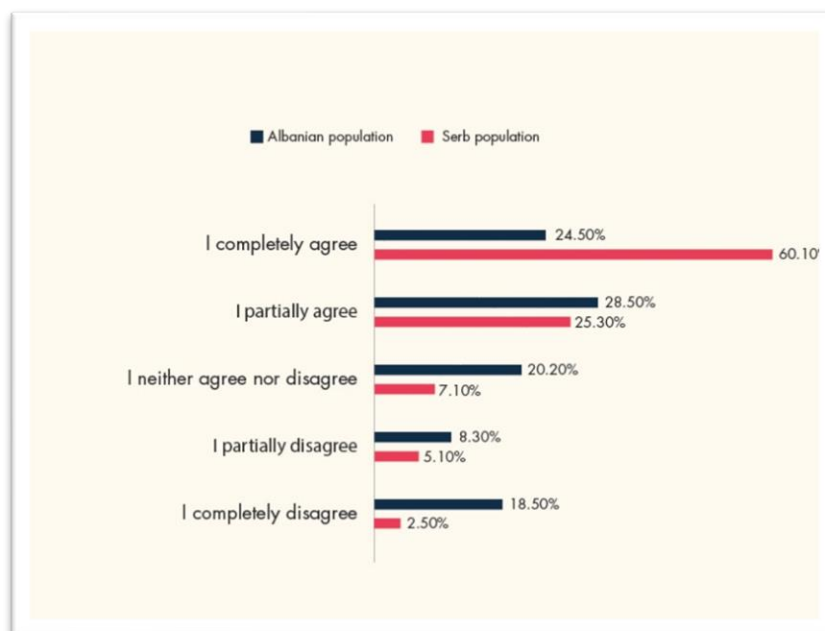
Graph 38 Encouraging the integration of the Serb community into Kosovo society



There is a majority agreement within both communities regarding encouraging the integration of the Serb community into Kosovo society. The level of agreement is higher among respondents from the Albanian community where 55.6% agree with it compared to 50% of respondents from the Serb community.

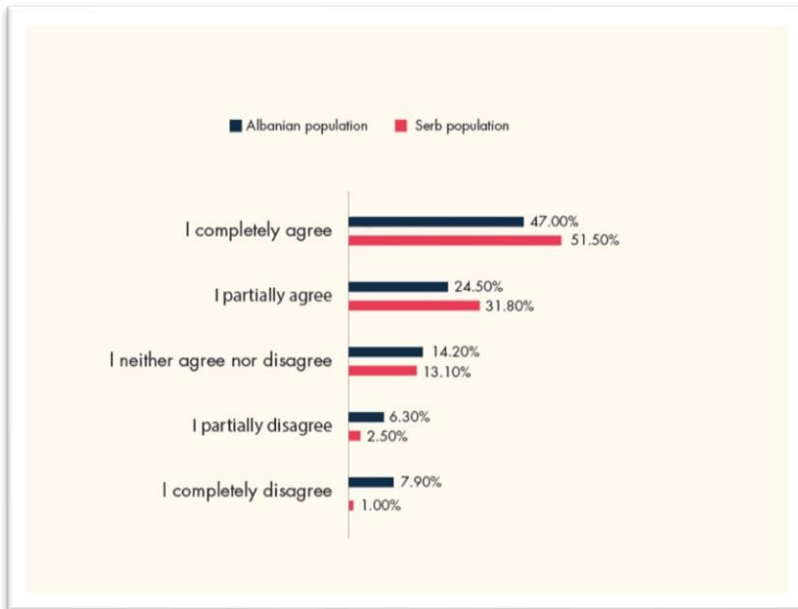
4.4.3. Socio-economic process

Graph 39 Return of expelled persons to Kosovo and return of confiscated property to owners



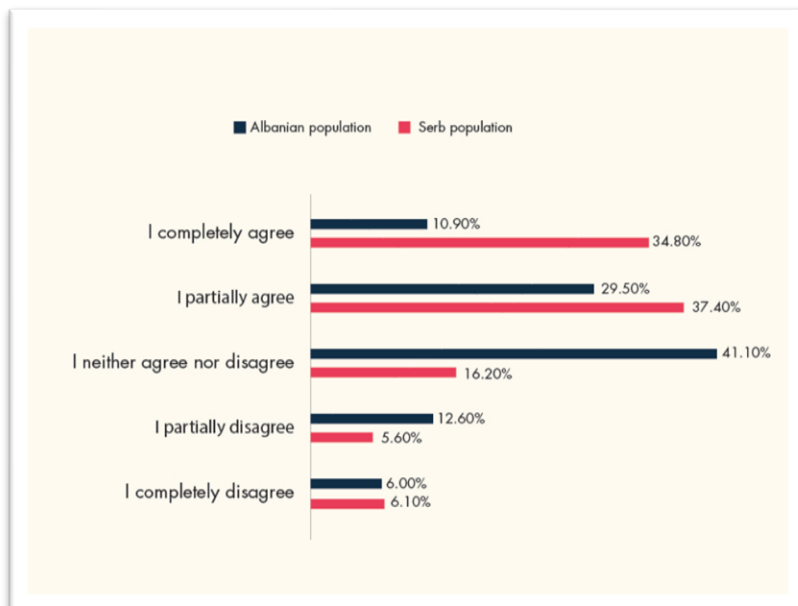
There is a markedly high level of agreement among respondents from the Serb community (85.4%) regarding the return of expelled persons to Kosovo and the return of confiscated property to their owners, which indicates strong support for this process within the Serb community. Among respondents from the Albanian community, there is also a majority agreement for this process, although the level of support is lower (53%).

Graph 40 Economic development



When it comes to the role of economic development in reconciliation, there is a high level of agreement among respondents from both communities. Within the Serb community, over four-fifths of respondents (83.3%) agree with this, while within the Albanian community, over two-thirds of respondents support this idea (71.5%).

Graph 41 Involvement of young people through NGOs in the peace-building process



There is a significant difference in attitudes between the Serb and Albanian communities regarding the involvement of youth through non-governmental organizations (NGOs) in the peace-building process. Almost three-quarters of respondents from the Serb community (72.2%) agree with this, which is significantly more compared to respondents from the Albanian community, who have a lower percentage of agreement (40.4%), but a high level of neutrality (41.1%) on this issue.

Discussion

Reconciliation

Respondents from both communities in the majority support the idea of promoting cultural exchange, with somewhat greater support among respondents from the Albanian community. There is a high level of support for the promotion of peace and tolerance by politicians of all communities, with respondents from the Serb community showing somewhat greater support for this idea than respondents from the Albanian community.

The majority of respondents from both communities support nurturing a narrative about the past based on facts and evidence. There is greater agreement among respondents from the Albanian community than among respondents from the Serb community when it comes to cooperation in the prosecution of war criminals.

Political process

There is greater support among respondents from the Serb community for the establishment of a system in which all communities have the right to vote when making important decisions, while the Albanian community shows a lower level of agreement with this attitude. Clear polarization of attitudes between the Serb and Albanian communities regarding political autonomy for the Serb communities is observable, with strong support among respondents from the Serb community and a high rate of disagreement among respondents from the Albanian community.

There is a high level of agreement among respondents from the Serb community regarding the achievement of the final agreement between Belgrade and Pristina. There is also a majority agreement with this idea among respondents from the Albanian community, although it is less pronounced. There is a high level of agreement between both communities in terms of encouraging the integration of the Serb community into Kosovo society, with somewhat greater support for this idea among respondents from the Albanian community. When it comes to the return of expelled persons to Kosovo and the return of confiscated property, there is strong support for this

process among respondents from the Serb community. Among respondents from the Albanian community, there is a majority agreement with this process, but with a lower level of support.

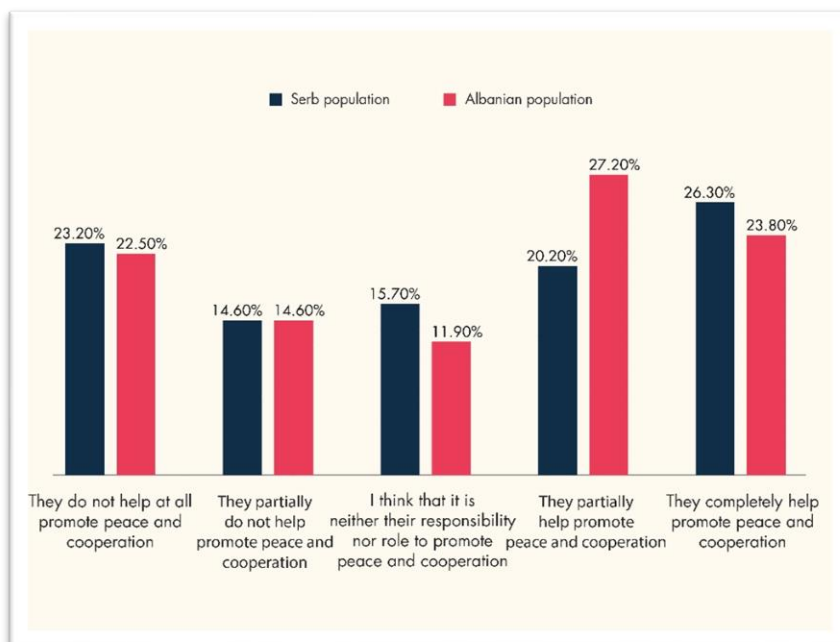
Socio-economic process

There is strong support for economic development in both communities, with greater support among respondents from the Serb community. There is a significant difference in attitudes between the Serb and Albanian communities regarding the involvement of youth through non-governmental organizations (NGOs) in the peace-building process, with greater agreement among respondents from the Serb community.

4.5. Social actors

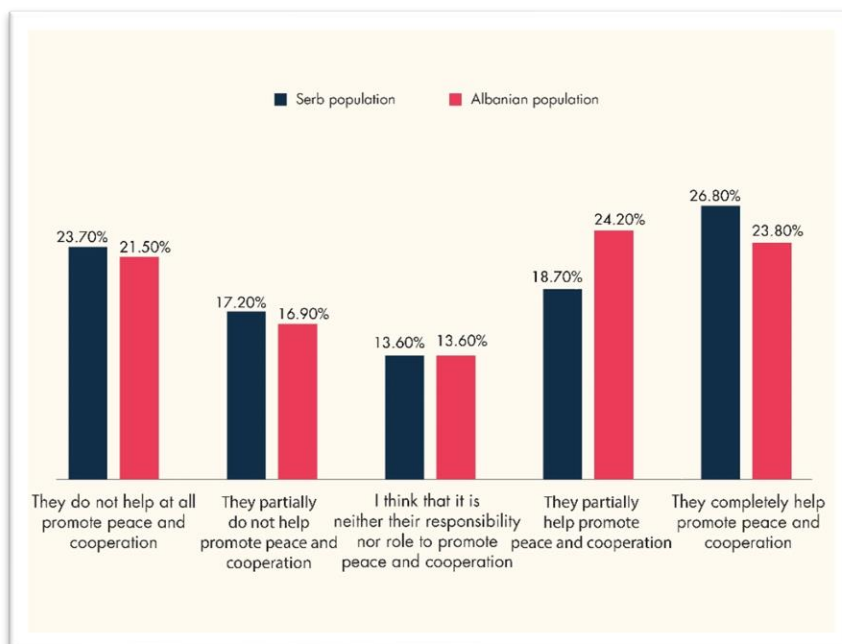
The next set of questions included several statements about the importance of the role of certain social actors in the reconciliation process between Serbs and Albanians. Respondents were asked to express their degree of agreement or disagreement with a certain statement on a five-point scale from "they do not help at all" to "they completely help".

Graph 42 Media



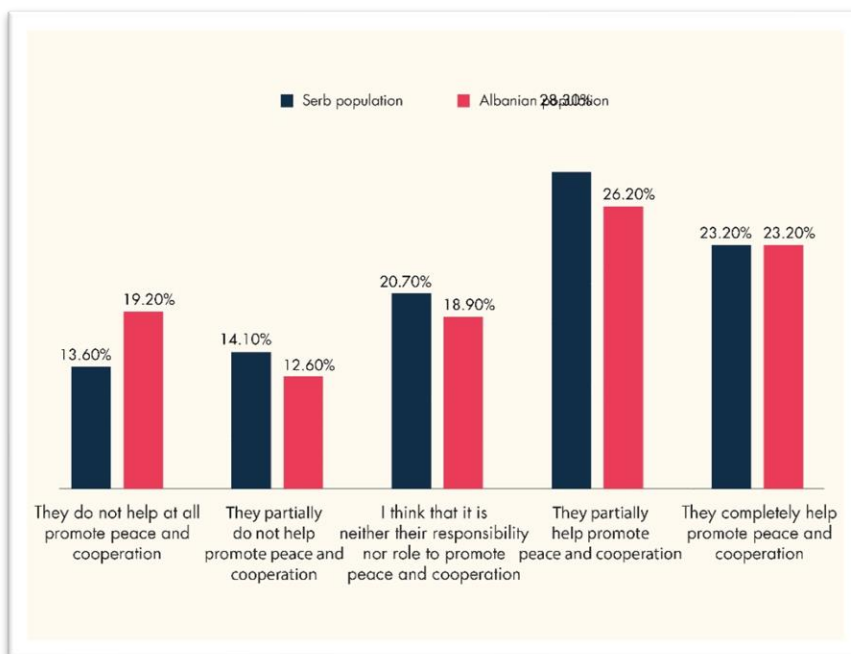
The findings indicate different attitudes of respondents within both communities regarding the role of the media, although attitudes are similar when compared between communities. Almost half (46.5%) of the respondents from the Serb community believe that the media helps in the process of reconciliation, while the same opinion is shared by over half (51%) of the respondents from the Albanian community. However, 37.8% of respondents from the Serb community and 37.1% of respondents from the Albanian community believe that the media do not help promote peace and cooperation.

Graph 43 Local political actors



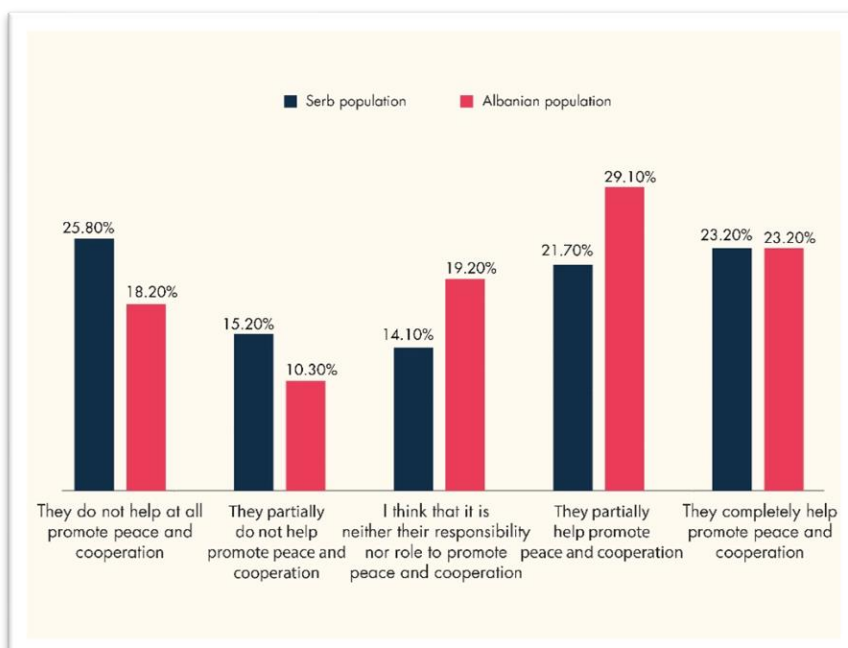
When it comes to the perception of local political actors, there are divided opinions about their role, but also similar attitudes among respondents from both communities. Slightly less than half of respondents from the Serb community (45.5%) believe that local political actors help promote peace and cooperation, while an approximate percentage (48%) of respondents from the Albanian community think the same. However, 40.9% of respondents from the Serb community and 38.4% from the Albanian community believe that local political actors do not help these processes at all.

Graph 44 Civil society



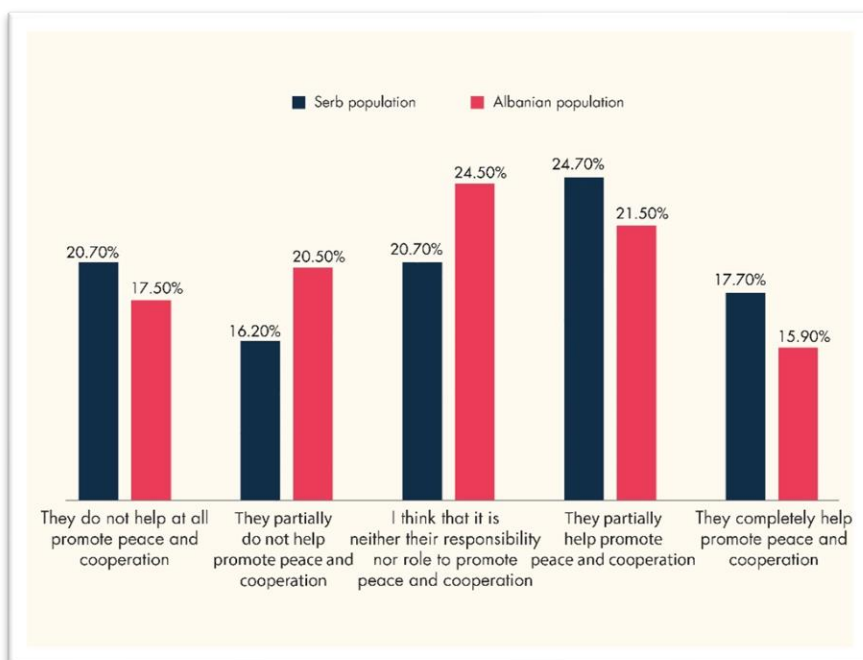
When it comes to the perception of civil society, there is a similarity in the attitudes of respondents from the Serb and Albanian communities. Civil society was seen as an important factor in promoting peace and cooperation, with the majority of respondents from the Serb community (51.5%) and approximately half of respondents from the Albanian community (49.4%) believing that civil society helps in this.

Graph 45 International community



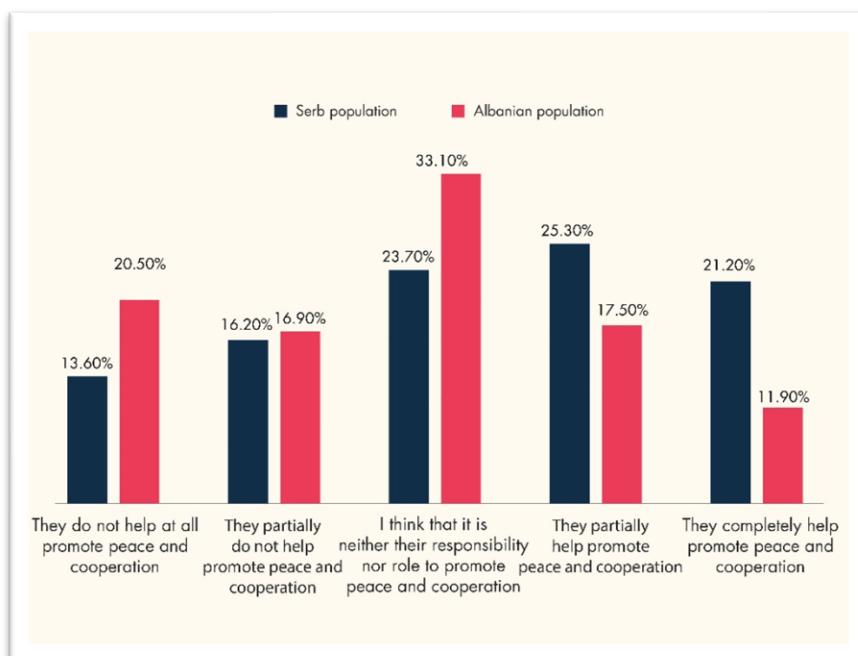
When it comes to the perception of the international community, its role is more positively evaluated by respondents from the Albanian community. More than half of the respondents from the Albanian community (52.3%) believe that the international community helps promote peace and cooperation, while slightly less than half of the respondents from the Serb community (44.9%) believe this. Respondents from the Serb community are more skeptical of the role of the international community since 41% believe that it does not help, compared to 28.2% of respondents from the Albanian community who think so.

Graph 46 Educators



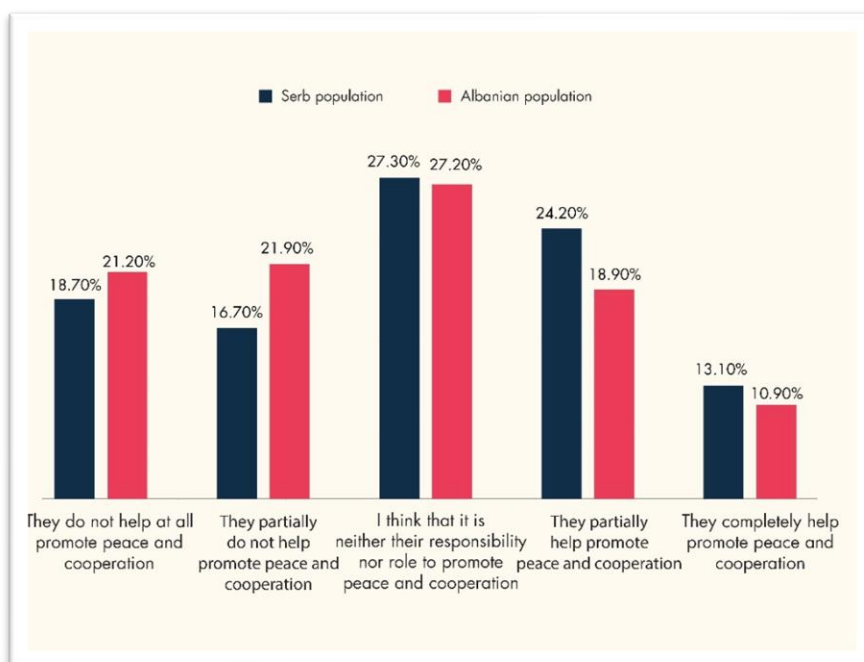
Educators are seen as important actors in promoting peace and cooperation, although there are divided opinions about their contribution to these processes. A higher percentage of respondents from the Serb community believe that educators help reconciliation (42.4%) compared to respondents from the Albanian community, of whom a little more than a third believe that (37.4%).

Graph 47 Religious organizations



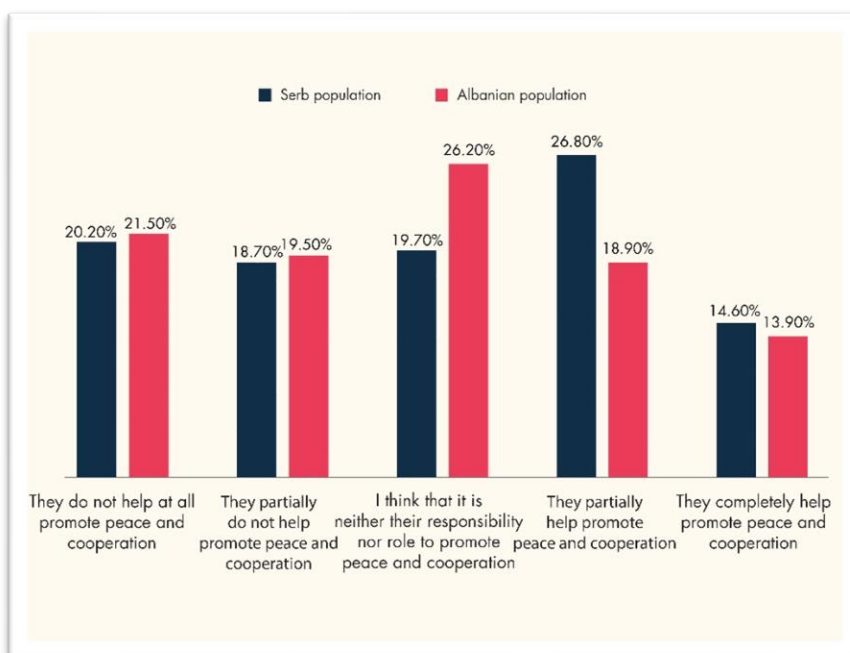
Respondents from the Serb community are more optimistic about the contribution of religious organizations to promoting peace and cooperation since almost half (46.5%) agree with this. 29.4% of respondents from the Albanian community agree with this position, although the largest percentage, more than a third (37.4%), believes that it is not the responsibility or role of religious organizations to promote peace and cooperation.

Graph 48 Independent intellectuals



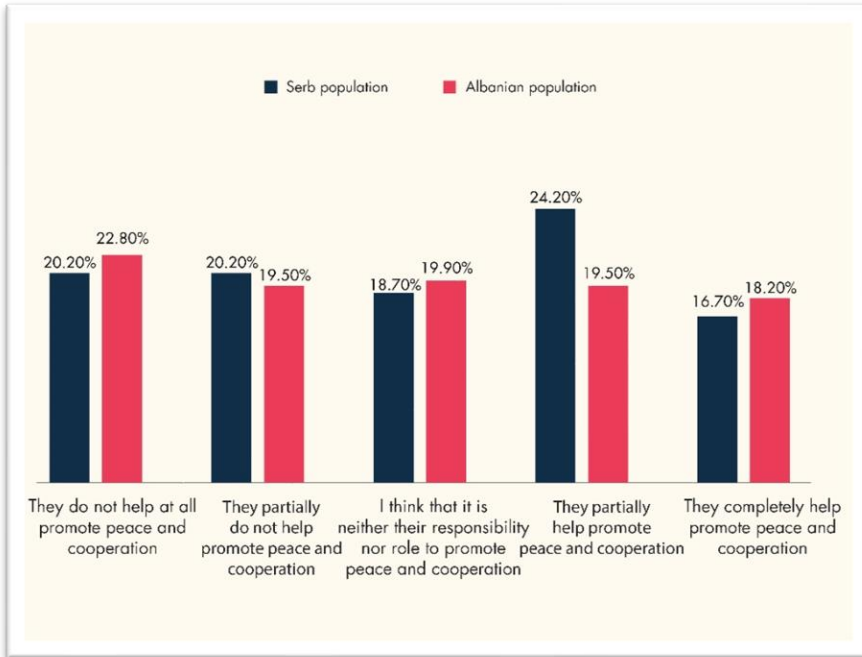
The role of independent intellectuals was viewed with skepticism by respondents from both communities. A minority of respondents from both communities believe that independent intellectuals help promote peace and cooperation (41.1% from the Serb and 32.8% from the Albanian community). More than a quarter of respondents from the Albanian community (26.2%) and close to a fifth of respondents from the Serb community (19.7%) believe that it is neither the role nor the responsibility of independent intellectuals to promote peace and cooperation. Respondents from both communities in similar percentages show that they are skeptical about the role of intellectuals in that process since 38.9% from the Serb and 41% from the Albanian community believe that they do not help in that process.

Graph 49 Student associations



The opinions of respondents from both communities are quite divided regarding the contribution of student associations to promoting peace and cooperation. A minority of respondents from both communities believe that they help in this, although this percentage is higher among respondents from the Serb community (41.4%) compared to respondents from the Albanian community (32.8%). Almost a quarter of respondents from the Albanian community (26.2%) believe that it is not the responsibility or role of student associations to promote peace and cooperation, with which almost a fifth of respondents from the Serb community (19.7%) agree.

Graph 50 Sports organizations



Regarding the contribution of sports organizations to promoting peace and cooperation, the opinions of respondents from both communities are quite divided. Approximately the same percentage of respondents from the Serb community believe that they help the process (40.9%) as well as they do not help (40.4%). Among respondents from the Albanian community, a slightly higher percentage believes that they do not help (42.3%) compared to those who believe that they help (37.7%).

Discussion

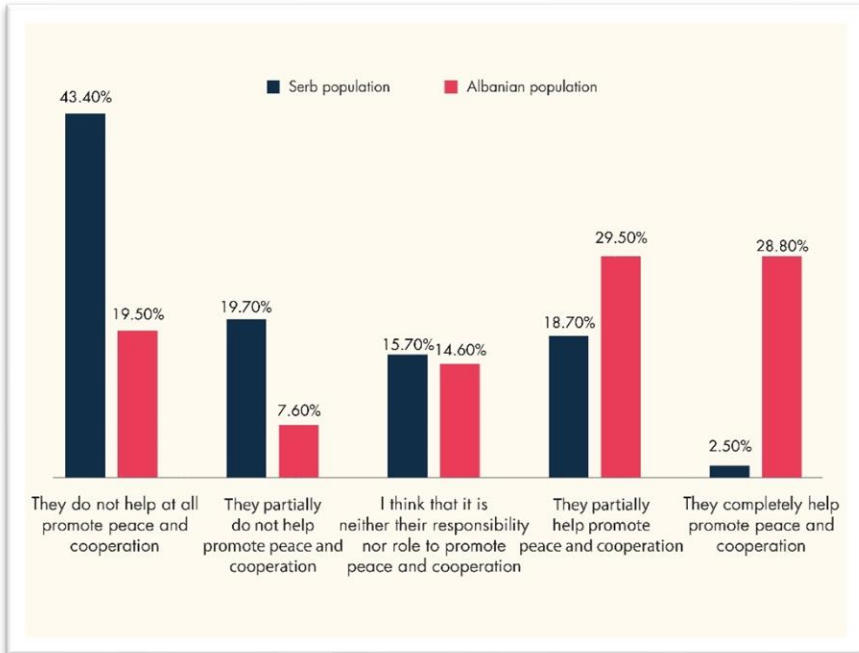
The findings show that there is a significant difference in the perceptions of the roles of different social actors in promoting peace and cooperation within the Serb and Albanian communities as well as between them. While the media, civil society and the international community are seen as positive actors in the reconciliation process, there are divided opinions on the role of educators, religious organizations, independent intellectuals, and student and sports organizations.

Perceptions about the roles of various social actors in the process of reconciliation between Serbs and Albanians show similarities, but also certain differences. Respondents from the Albanian community have somewhat more positive attitudes towards the role of the international community and the media, while respondents from the Serb community are more inclined to more positive assessments of the role of civil society, educators and religious organizations. The perception of local political leaders is similar in both communities, with a slightly higher percentage of positive perception in the Serb community. Skepticism towards the role of independent intellectuals is present in both communities, with the Albanian respondents being somewhat more skeptical. Regarding the contribution of sports organizations, the opinions of respondents from both communities are quite divided. Respondents from the Serb community believe in a higher percentage that student associations help, while a higher percentage of Albanian respondents believe that this is not their role. Within both communities, the role of civil society was evaluated most positively, while the role of sports organizations was evaluated most modestly within both communities.

4.6. International communities

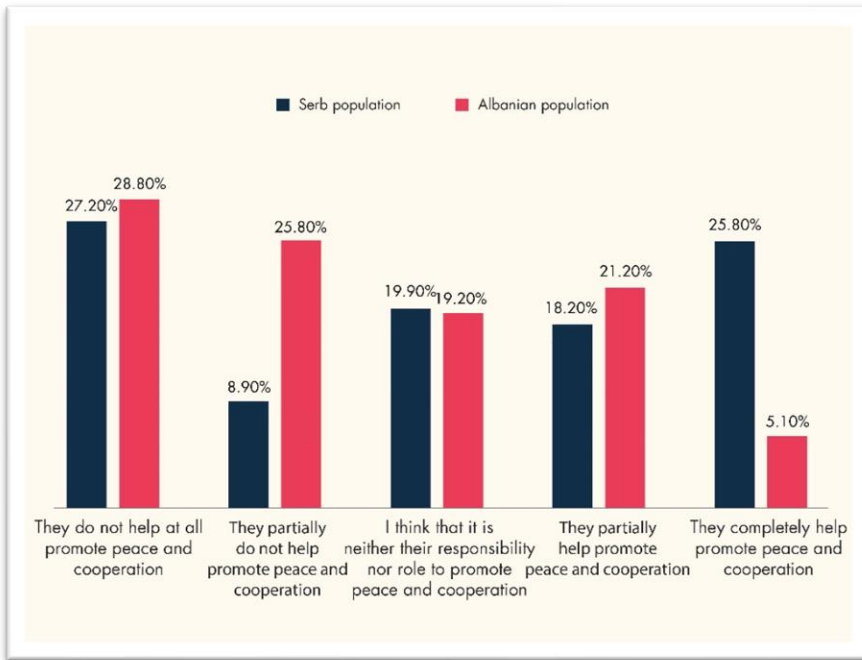
The next set of questions included several statements about the importance of international communities in promoting peace and cooperation between Serbs and Albanians. Respondents were asked to express their degree of agreement or disagreement with a certain statement on a five-point scale from "they do not help at all" to "they completely help".

Graph 51 EU



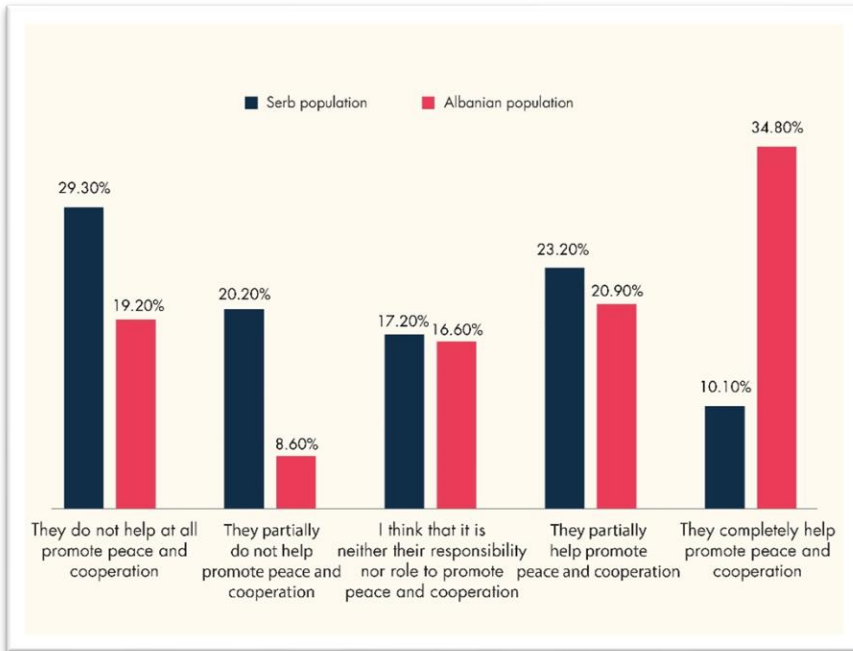
Respondents from the Serb community have a very negative view of the role of the EU in promoting peace and cooperation, where 43.4% believe that the EU does not help at all, while 19.7% believe that it partially does not help. There is a marked contrast in the answers in relation to respondents from the Albanian community, the majority of whom (58.3%) believe that the EU helps promote peace and cooperation.

Graph 52 UNMIK



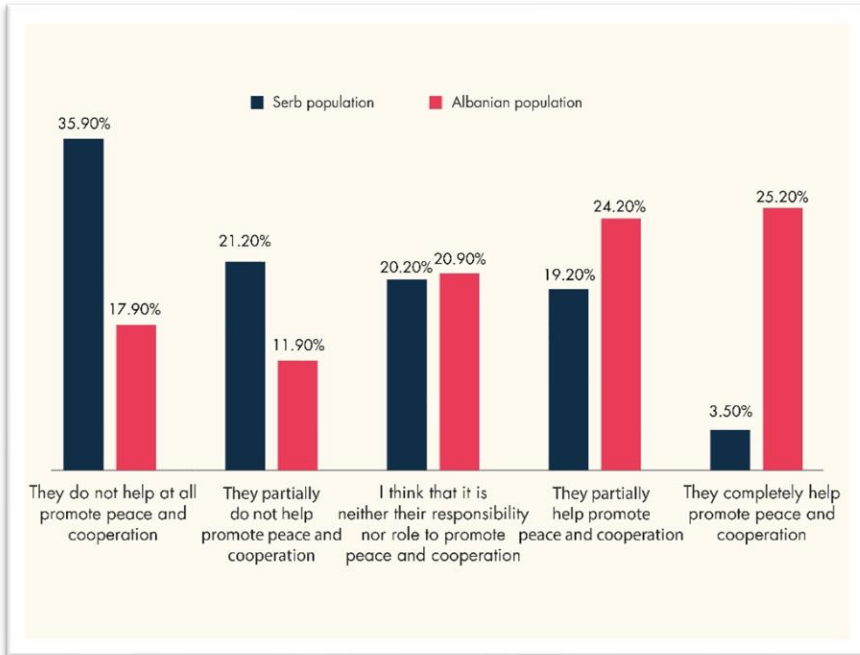
Respondents from both communities have divided views on UNMIK's contribution to promoting peace and cooperation. The majority of respondents from the Albanian community (54.6%) believe that UNMIK does not help promote peace and cooperation, while less than half of the respondents from the Serb community (44%) believe that UNMIK helps these processes. Approximately the same percentage of respondents from both communities (19.2% from the Albanian and 19.9% from the Serb community) believe that it is neither the responsibility nor the role of UNMIK to promote peace and cooperation.

Graph 53 KFOR



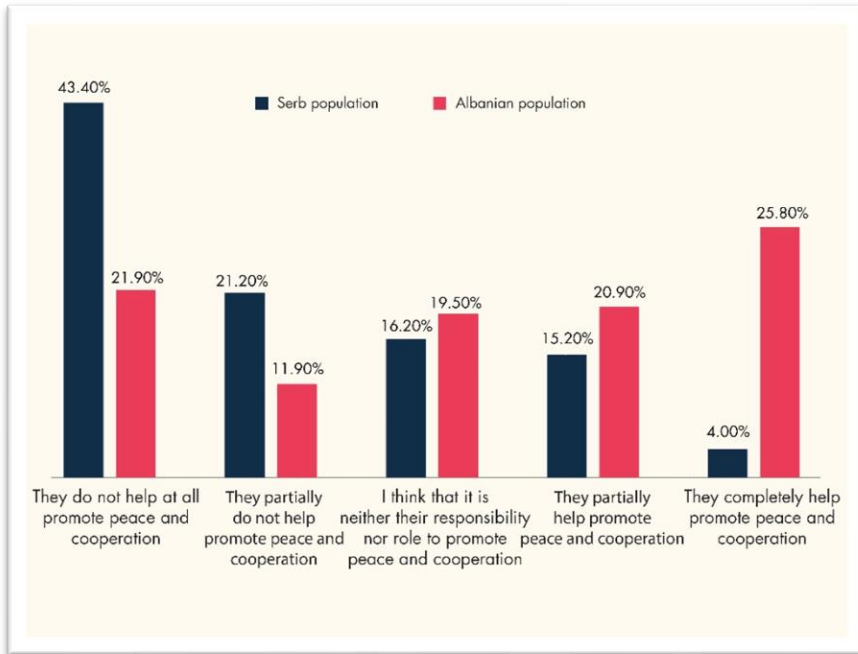
Respondents from the Serb community have a more pronounced negative attitude towards the role of KFOR in promoting peace and cooperation than respondents from the Albanian community. Almost half of the respondents from the Serb community (49.5%) believe that KFOR does not help these processes, compared to a third who believe that it helps (43.4%). The majority (55.7%) of respondents from the Albanian community believe that KFOR helps promote peace and cooperation.

Graph 54 OSCE



The majority of respondents from the Serb community (57.1%) believe that the OSCE does not help in promoting peace and cooperation, while a fifth (20.2%) believe that it is neither the responsibility nor the role of the OSCE to do so. These answers differ significantly from the views of respondents from the Albanian community, who have a more balanced attitude towards the role played by the OSCE. About half of the respondents from the Albanian community (49.4%) think that the OSCE helps in this, while less than a third (29.8%) think that it does not help.

Graph 55 EULEX



Respondents from the Serb community have a very skeptical attitude towards EULEX's contribution to promoting peace and cooperation, since almost two-thirds (64.6%) believe that it does not help in this, and less than a fifth (19.4%) believe that it helps. On the contrary, almost half of the respondents from the Albanian community (46.7%) think that EULEX helps in promoting peace and cooperation, while a third (33.8%) think that it does not help in this.

Discussion

Both communities show divided attitudes towards the role of international organizations, but with significant differences in the level of skepticism and support between the communities.

Answers to the questions indicate conflicting opinions of respondents from the Serb and Albanian communities regarding the role of international organizations in Kosovo and their contribution to promoting peace and cooperation. Greater skepticism towards international organizations is evident among respondents from the Serb community, while respondents from the Albanian community often have a more positive attitude towards the role of international actors.

There is a significant contrast between the communities when it comes to the EU, where the majority of respondents from the Serb community have a very negative attitude towards the role of the EU, while the majority of respondents from the Albanian community believe that the EU helps. There is a greater negative perception of UNMIK among the Albanian respondents compared to Serb respondents. Respondents from the Serb community are divided about KFOR, but with a tendency towards a negative perception, while the majority of respondents from the Albanian community have a positive perception. Respondents from the Serb community are extremely skeptical of the OSCE, while respondents from the Albanian community have a more balanced view. Respondents from the Serb community have a very negative attitude towards EULEX, while respondents from the Albanian community show a higher degree of support.

Within the Serb community, the role of EULEX and OSCE was most negatively evaluated, while the role of KFOR was the least badly evaluated. Among respondents from the Albanian community, KFOR and the EU were rated the most positively, while the contribution of EULEX was seen the least positively.

5. Ethnic distance

The last part of the survey contained the Bogardus scale of ethnic distance. Respondents were invited to cross out only one of the twelve numbers that express the degree of personal acceptance of Albanians/Serbs and thereby accept all those values that come after that number, that is, reject those that are before that number.

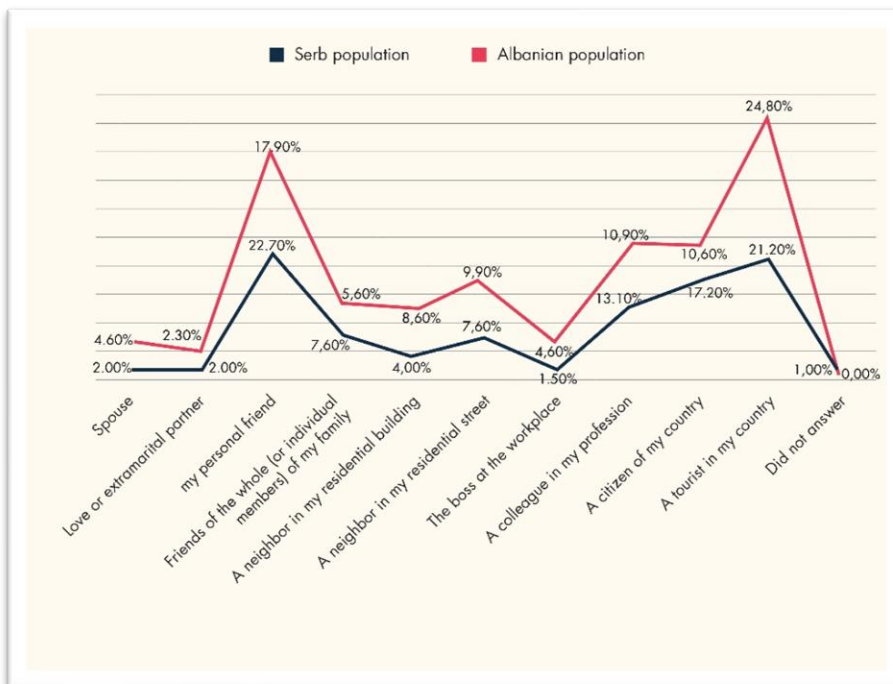
The Bogardus scale of ethnic distance provides insights into how respondents from both communities perceive the acceptance of persons of Albanian or Serbian nationality in different social contexts.

The results are shown in the table and graphs below.

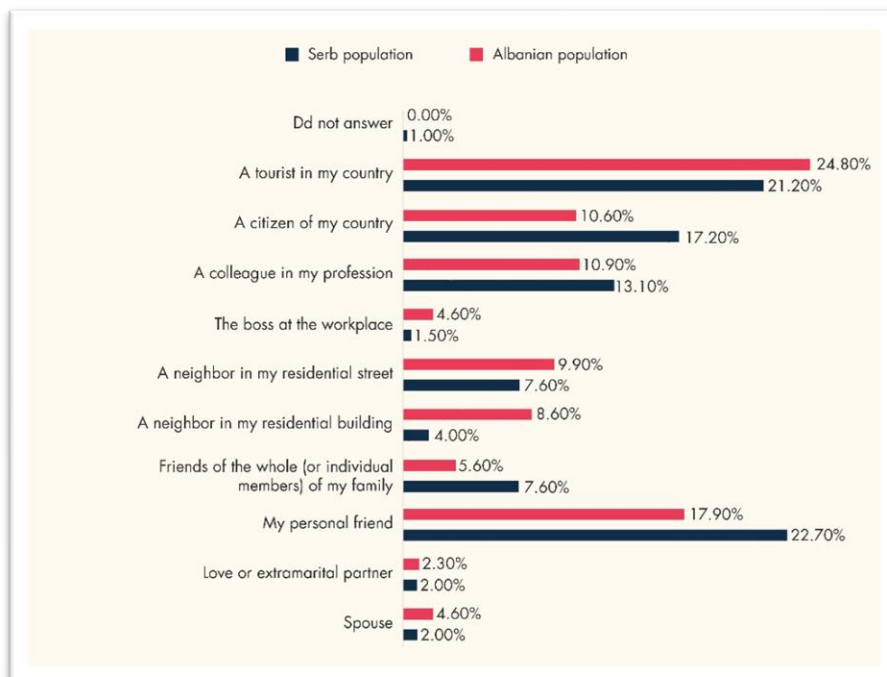
Table 1 Ethnic distance

I would accept a person of Albanian/Serbian nationality as:	Serb population	Albanian population
spouse	2.00%	4.60%
love or extramarital partner	2.00%	2.30%
my personal friend	22.70%	17.90%
friends of the whole (or individual members) of my family	7.60%	5.60%
a neighbor in my residential building	4.00%	8.60%
a neighbor in my residential street	7.60%	9.90%
the boss at the workplace	1.50%	4.60%
a colleague in my profession	13.10%	10.90%
a citizen of my country	17.20%	10.60%
a tourist in my country	21.20%	24.80%
did not answer	1.00%	0.00%

Graph 56 Ethnic distance (linear)



Graph 57 Ethnic distance (column)



Spouse, love or extramarital partner

Respondents from both communities show a greater degree of social distance towards the acceptance of partners of another nationality in these intimate relationships. Respondents from the Serb community show greater social distance towards persons of Albanian nationality in this category compared to the distance shown by respondents from the Albanian community towards persons of Serbian nationality.

Friends and neighbors

Respondents from both communities express a higher degree of acceptance of friends than of neighbors of a different nationality. Respondents from the Serb community show a smaller social distance towards accepting friends of Albanian nationality compared to the social distance that respondents from the Albanian community have towards accepting friends of Serbian nationality. However, respondents from the Serb community express a somewhat greater social distance towards their Albanian neighbors compared to respondents from the Albanian community towards their Serbian neighbors.

A boss at the workplace, a colleague in the profession

Respondents from both communities show a greater social distance towards accepting a person of another nationality as a boss at the workplace than as a colleague in the profession. Respondents from the Serb community express more distance towards persons of Albanian nationality in the position of the boss, while respondents from the Albanian community show greater social distance towards accepting persons of Serbian nationality as colleagues.

Citizen of the country, a tourist

The results for the acceptance of tourists in the country are almost equal, while respondents from both communities show greater social distance towards citizens of other nationalities than towards tourists. This trend is similar in both groups, suggesting that there is a general wariness towards permanent residents of another nationality. This may indicate that tourists are welcome, but that there is greater caution or mistrust towards permanent residents of another nationality.

Discussion

From these results, several differences can be observed between respondents from the Serbian and Albanian communities regarding their perceptions and attitudes towards persons of other nationalities. For example, when it comes to acceptance of a spouse, love or extramarital partner, then acceptance of neighbors in a residential building or on the street, as well as acceptance of the boss at the workplace, respondents from the Serb community generally show lower average values, which suggests a lower degree of acceptance of persons of other nationalities in these roles compared to respondents from the Albanian community. On the other hand, when it comes to the acceptance of a personal or family friend, professional colleague, as well as citizens and tourists in the country, respondents from the Albanian community have lower average values, which indicates a lower degree of acceptance of a person of another nationality in these contexts compared to respondents from the Serb community have lower average values, which indicates a lower degree of acceptance of a person of another nationality in these contexts compared to respondents from the Serb community.

Demographic determinants

In order to determine whether sex, age, education and their interactions have an impact on the perception of ethnic distance, the ANOVA test was applied.

In neither of the two subsamples was a statistically significant effect of sex, age and education, neither independently nor in interaction, on ethnic distance found. The results suggest that sex, age and education, either individually or in combination, do not play a significant role in the ethnic distance between respondents either from the Serb or the Albanian community.

These results indicate that attitudes towards ethnic distance are relatively stable among different demographic groups within respondents from the Serb and Albanian communities and that demographic characteristics do not play a key role in the formation of these attitudes.

6. Conclusion

The results of the research shed light on the complex network of factors that shape relations between the Serb and Albanian communities in Kosovo. Long-term challenges, such as the difficult legacy of the wartime past, political tensions, biased narratives, media propaganda and the lack of institutional support for reconciliation, pose obstacles on the way to building mutual trust and reducing ethnic distance. However, the research also points to positive factors that can serve as a foundation for building better relations between communities in the future.

The support of international actors, the engagement of civil society and the promotion of cultural exchange and tolerance stand out as key positive factors that can contribute to building positive relations between the Serb and the Albanian communities in Kosovo. However, these efforts face deep-rooted mistrust, economic challenges and a lack of perspective for young people, which are factors that further complicate the reconciliation process.

Respondents from both communities express skepticism towards mutual relations, but at the same time, they also show certain optimism and interest in their improvement. A high percentage of negative attitudes indicates deep-rooted mistrust, but a significant number of undecided respondents indicate that there is room for potential change. However, there are also significant differences in the attitudes of respondents from the two communities regarding certain issues, such as political autonomy for the Serb community, which indicates the complexity of the challenges faced by inter-ethnic relations. In addition, it should be borne in mind that respondents from the two communities show a significantly different view of the role of third parties, such as the numerous international missions operating in Kosovo with the aim of contributing to building trust and reconciliation.

The level of education is shown to be a significant factor that shapes perceptions, especially among the Albanian community, where more educated respondents express greater optimism and faith in reconciliation. Differences in attitudes between men and women, as well as between respondents with different levels of education, emphasize the importance of social and educational factors in shaping perceptions. This points to the need to adapt reconciliation strategies to the specific needs and characteristics of different groups within the community in order to achieve the best effects.

The results of this research can represent a significant step towards deepening the understanding of the dynamics of relations between the Serb and Albanian communities, as well as within them, as well as the factors that influence those relations. At the same time, they also shed light on the attitudes and

perceptions that members of the two communities have towards the role of international actors in trust-building processes. When all that is taken into account, the results of this research can provide valuable guidelines for future action in order to promote positive attitudes and reconciliation between the Serb and Albanian communities in Kosovo. In addition, they indicate the need for further research in order to better understand the factors that influence the perception of mutual relations and ethnic distance between members of the two communities. The role of such research is to contribute to the informed creation of tailored policies and programs that will encourage understanding and cooperation between communities in Kosovo, thus contributing to building trust and reconciliation as the ultimate goal.