

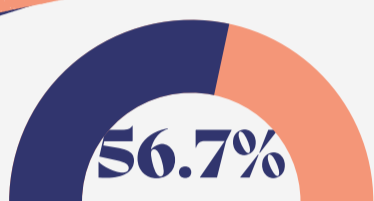
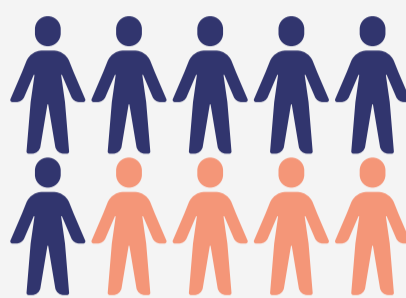
# INSIGHT INTO THE CHALLENGES, NEEDS, AND ATTITUDES OF THE KOSOVO-SERB COMMUNITY

## Data Infographic

### Citizens' Views – The Public Survey Results

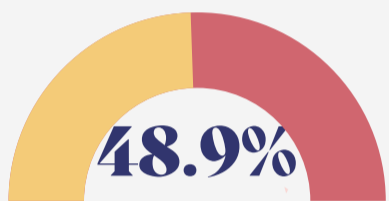
#### SURVEY SAMPLE

The survey targeted **802** respondents from the Serbian community in **15** municipalities across Kosovo, ensuring diversity in terms of gender, age, educational backgrounds, and social and professional statuses.



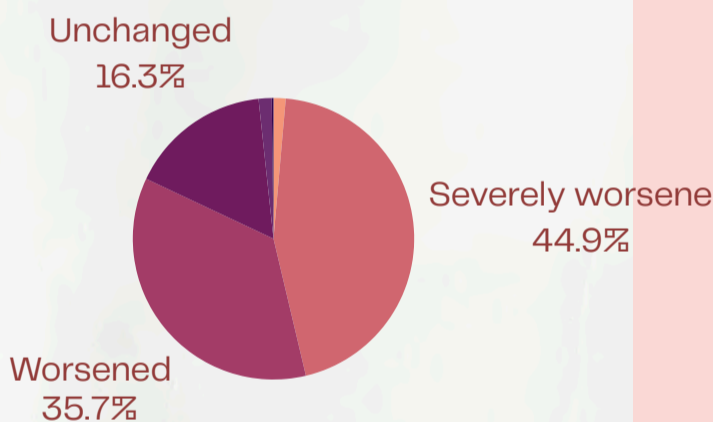
#### LOCATION

56.7% of respondents were from the south, while 43.4% of them were from the north of the Ibar River

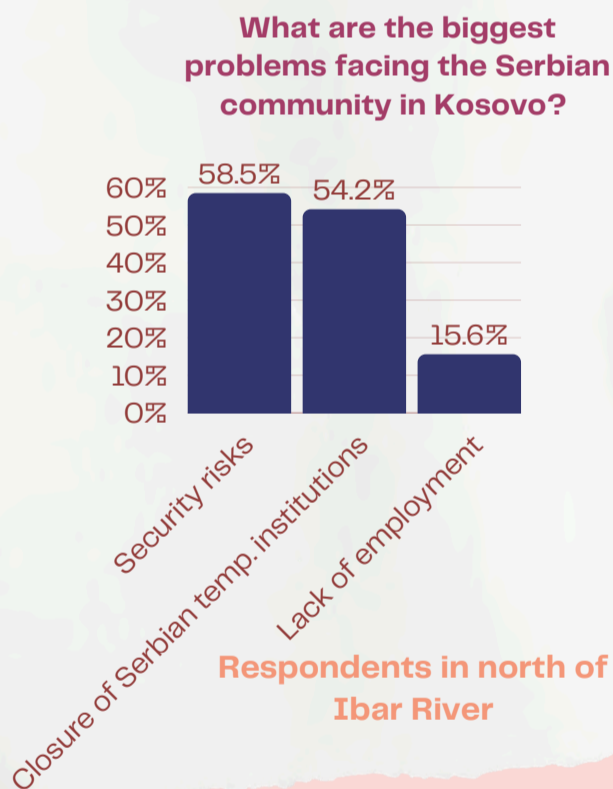


#### GENDER

48.9% of respondents were women, 50.6% of them were men, and 0.5% did not declare their gender



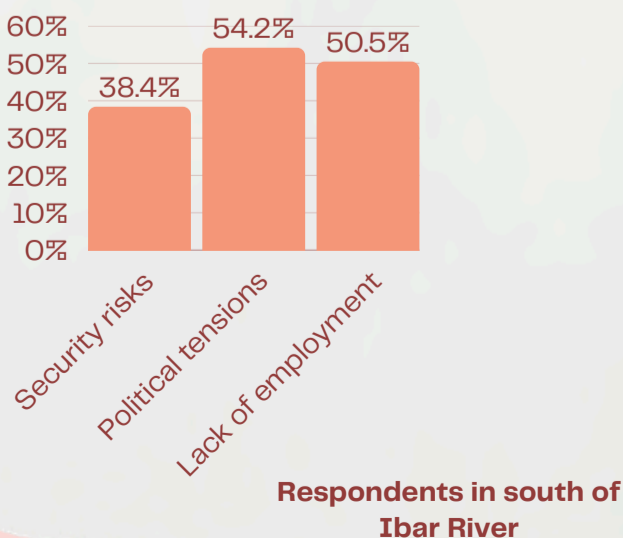
How do you perceive the position of the Serbian community in Kosovo in the last three years?



The public survey was conducted between **November 11th and 25th, 2024**, as part of the project "**From 'Integration' to a New Social Contract for a Truly Multiethnic Kosovo**", implemented by the NGO Center for Affirmative Social Actions – **CASA** in partnership with Spaces for Societal Changes – **Spaces**, with financial support from the **Embassy of the Kingdom of the Netherlands in Kosovo**.



What are the biggest problems facing the Serbian community in Kosovo?



Four main topics of the survey:

Access to rights and services at the local level

Access to rights and services at the central level

The phenomenon of mass outflow of Kosovo Serbs from Kosovo

Return of Serbs to Kosovo institutions in the north

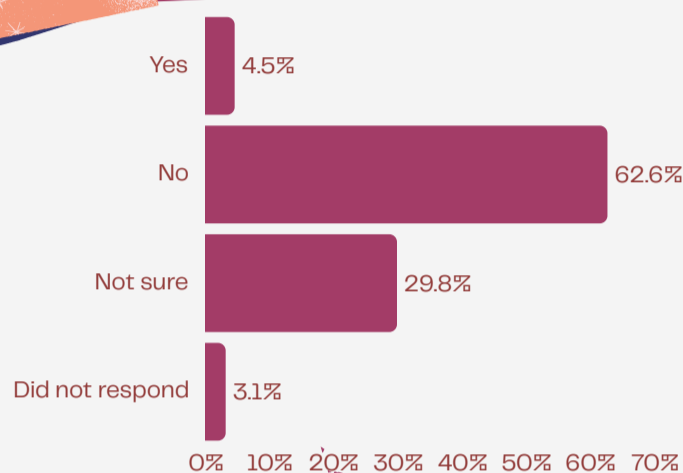
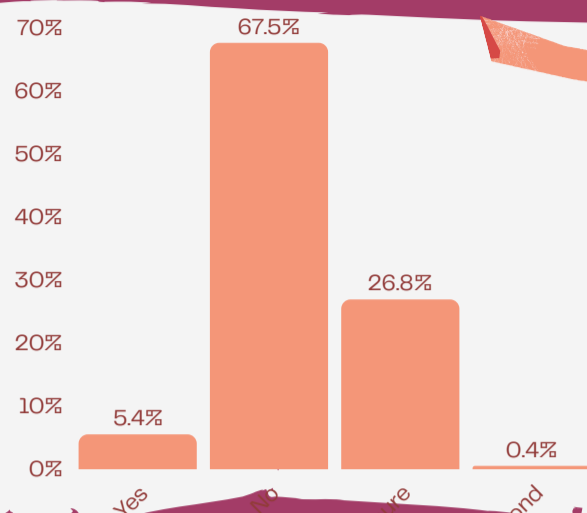
The entire Public Survey Report can be found [HERE](#).

# Data Infographic 2

ACCESS OF KOSOVO-SERBS TO THE PUBLIC SERVICES AT LOCAL LEVEL

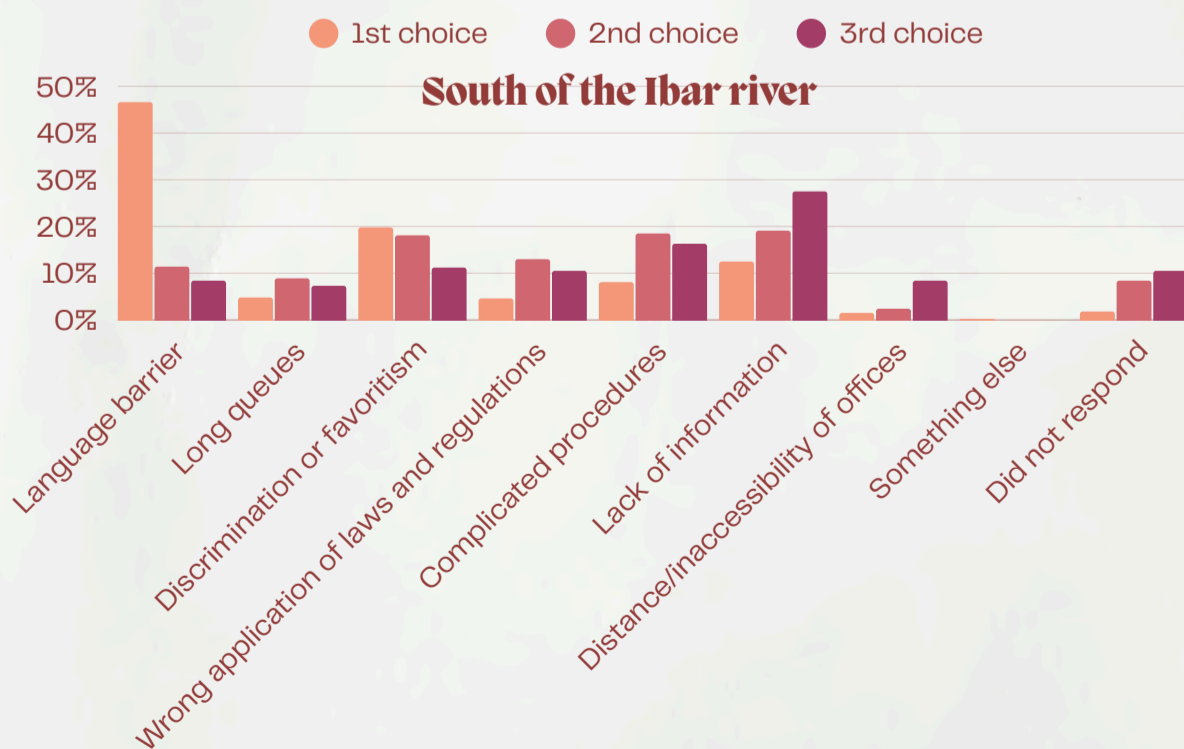
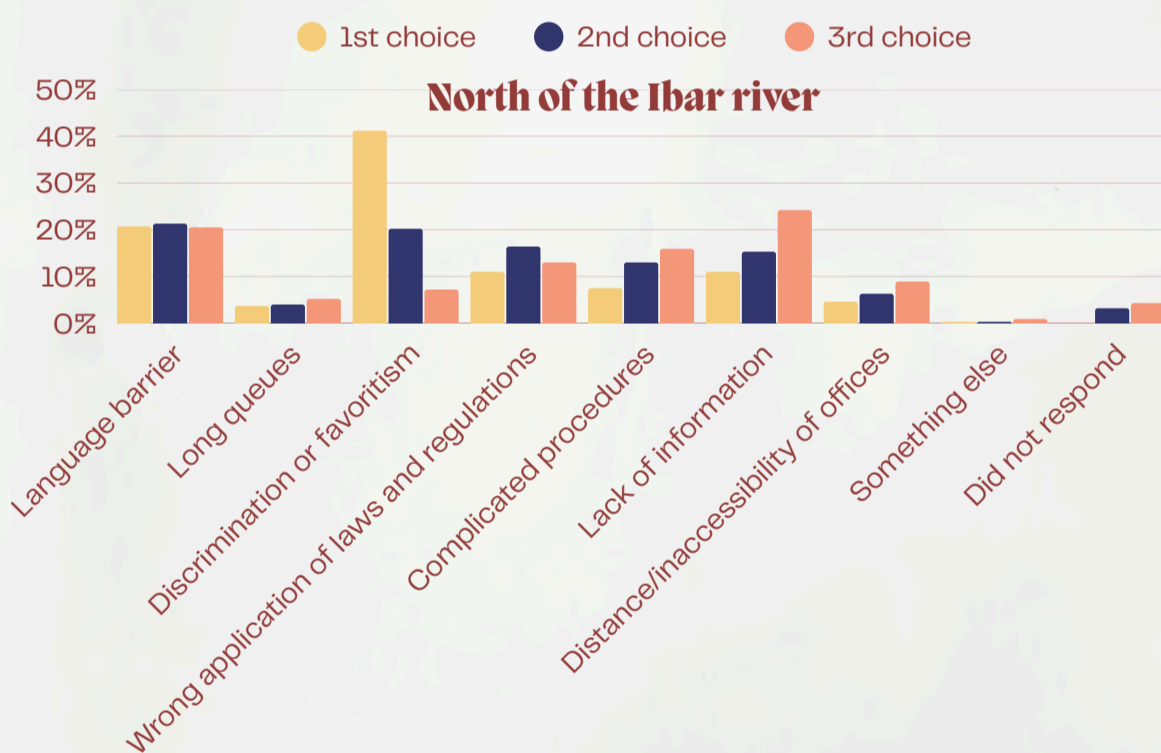
## Citizens' views – the public survey results'

Do you believe that local institutions in Kosovo provide fair and equal access to rights and services for all citizens, including the Serbian community?



Do institutions in Kosovo meet all the needs of citizens from the Serbian community?

What are the potential problems you face when accessing local services?



### In your opinion, how could access to local services be improved?

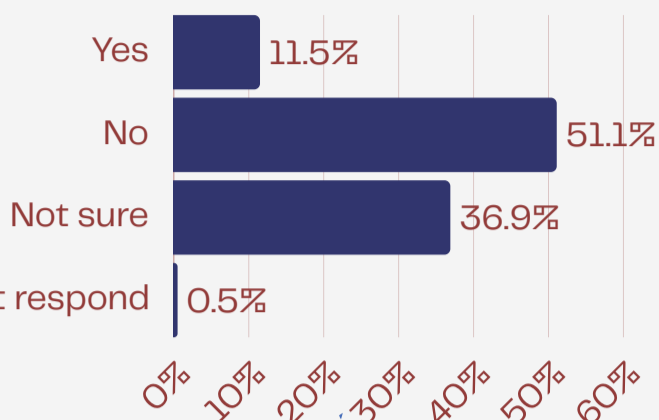
Almost half of the respondents (49.8%) mentioned Better citizen information, while somewhat fewer selected responses such as Eradicating discrimination (46.4%) and More professional and courteous staff (42.0%). Following these, the next most common suggestions were Eradicating corruption (37.4%), Simplifying and streamlining procedures (28.9%), Better coordination between municipal departments and institutions (28.7%), Digitalization of services (27.9%), and Adequate application of laws and regulations (17.2%).

# Data Infographic 3

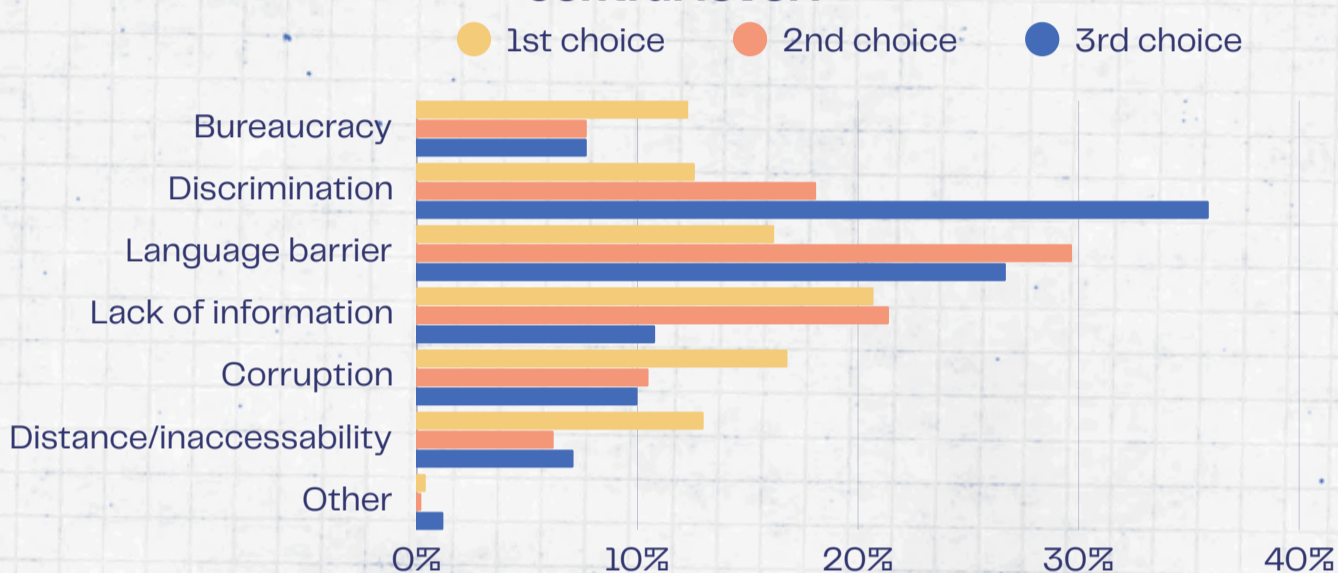
ACCESS OF KOSOVO-SERBS TO THE PUBLIC SERVICES AT CENTRAL LEVEL

## Citizens' views – the public survey results

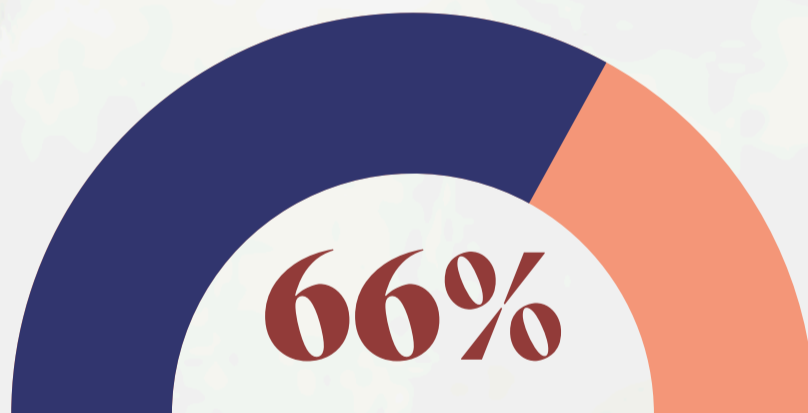
**Do you believe that central institutions in Kosovo are accessible to ordinary citizens?**



**What is the biggest barrier to accessing services at the central level?**

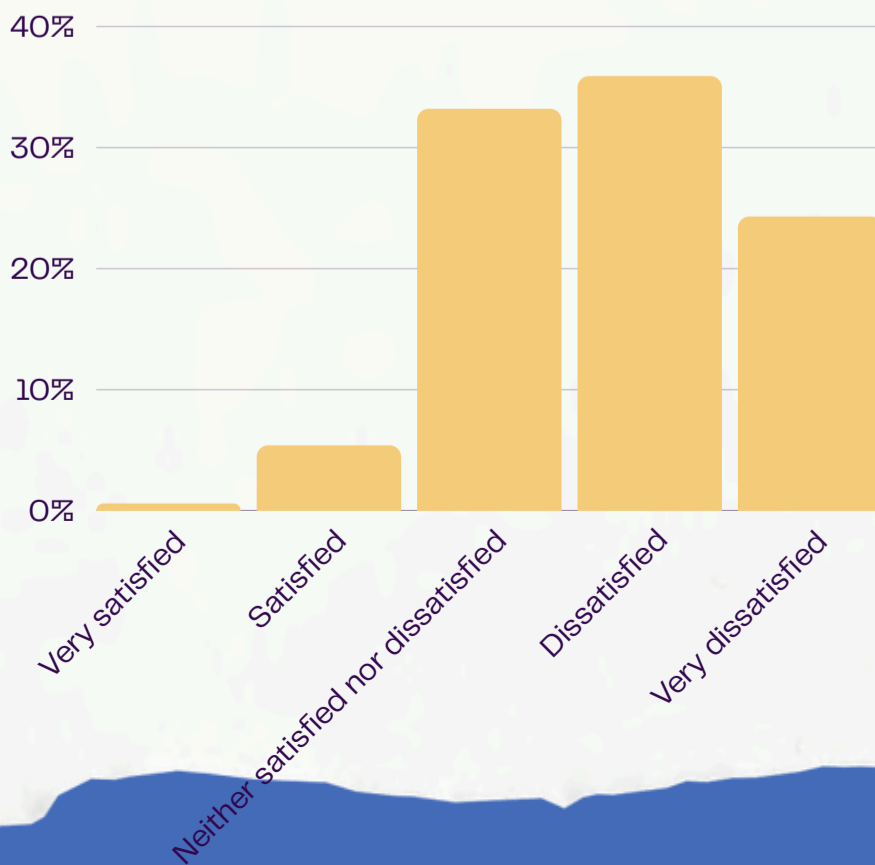


**Have you noticed any improvements in access to rights and services at the central level over the past few years?**



2.7% of respondents answered YES  
66% of respondents answered NO  
29.3% of respondents were NOT SURE

**How satisfied are you with the way central Kosovo institutions apply laws and regulations, and how strong is the rule of law in Kosovo?**

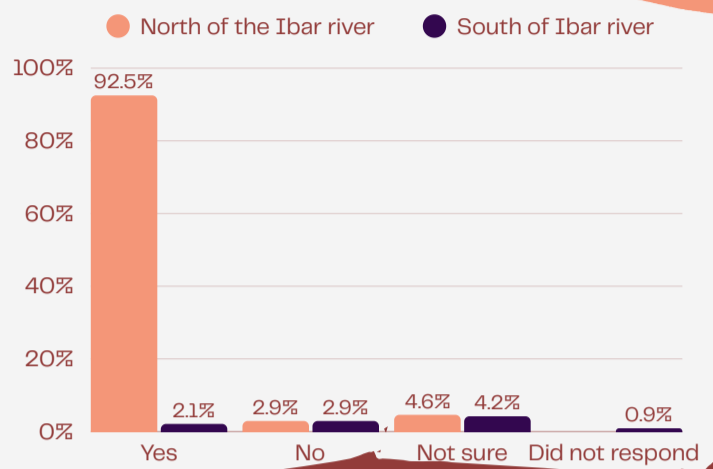


INSIGHT INTO THE CHALLENGES, NEEDS, AND  
ATTITUDES OF THE KOSOVO-SERB  
**Data Infographic 4**

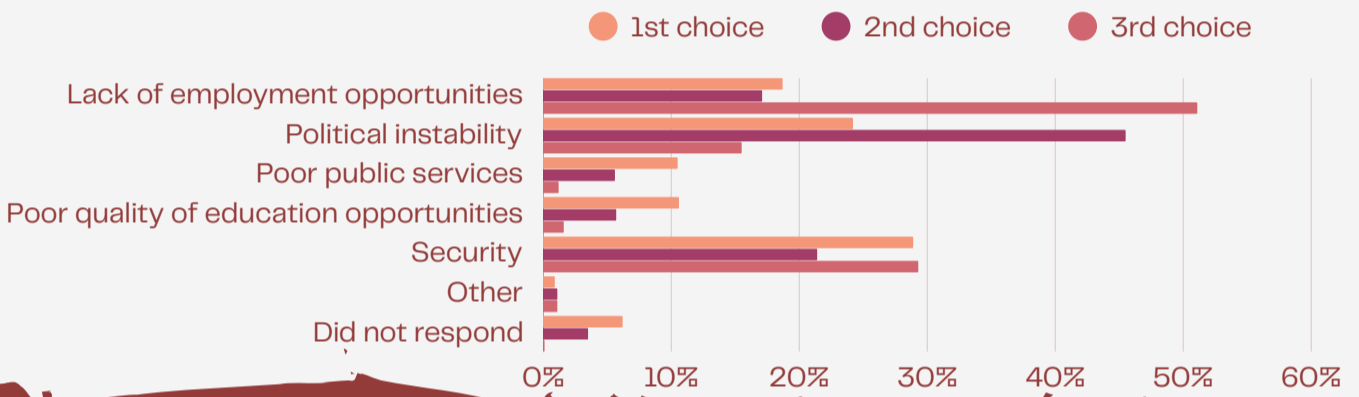
THE PHENOMENON OF MASS MIGRATION FROM KOSOVO

**Citizens' views – the public survey results**

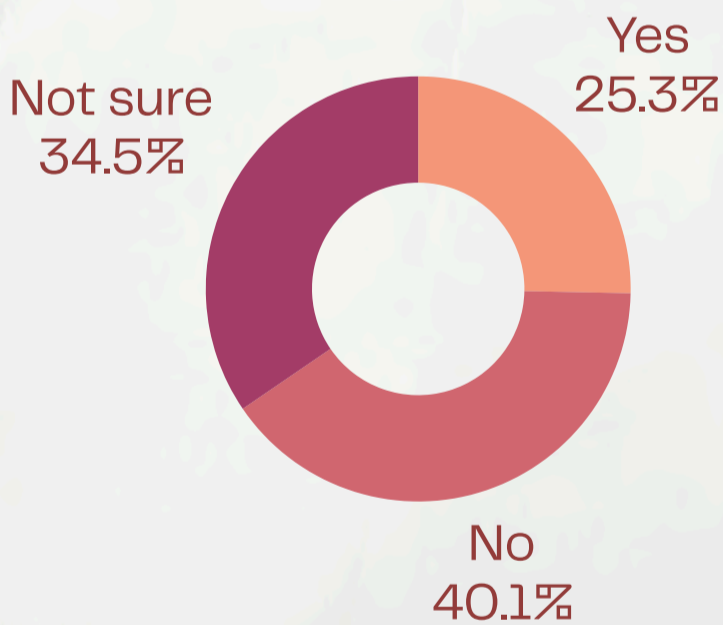
Has the number of people from your close surroundings who are permanently leaving Kosovo increased in the last three years?



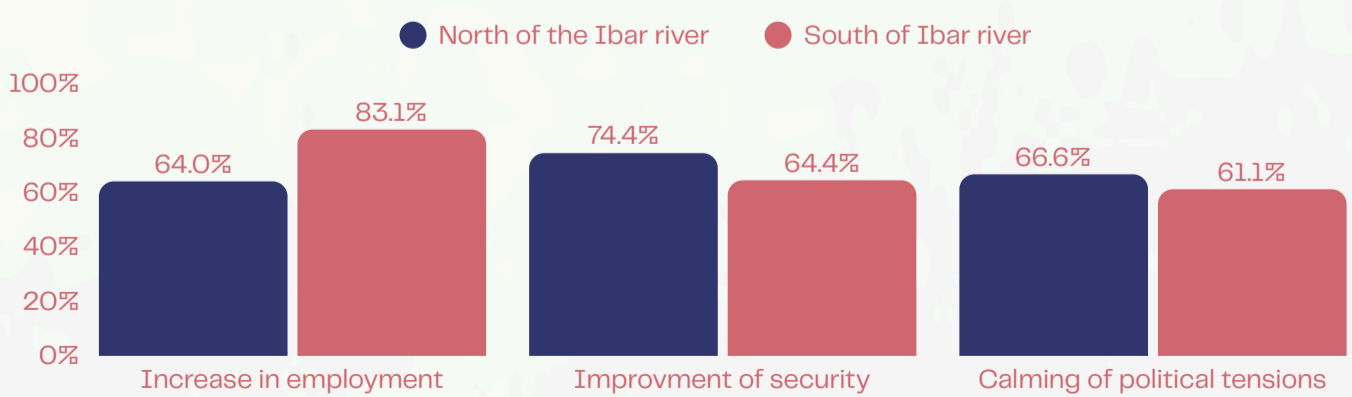
**What do you think are the main reasons why people are leaving Kosovo?**



**Do you plan to leave in the next three years?**



**What are the necessary conditions to reduce the emigration of people from Kosovo?**

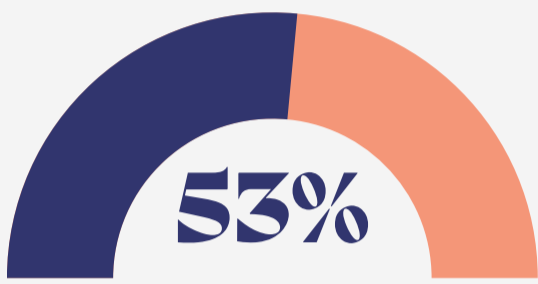
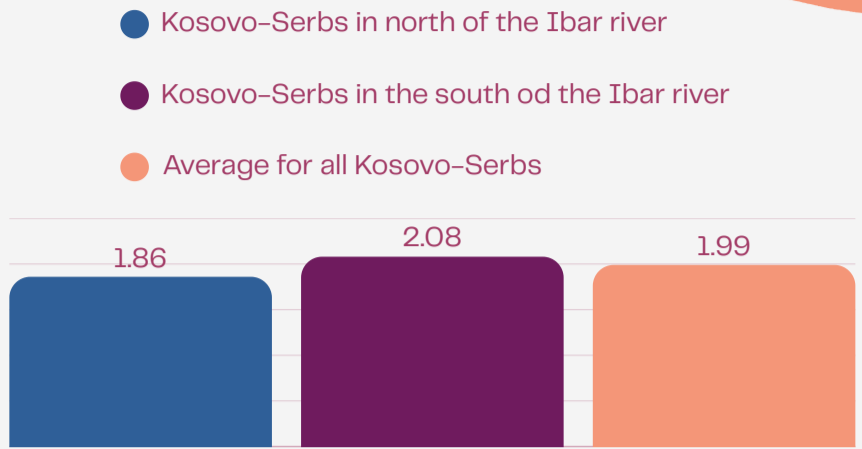


# Data Infographic 5

## INSTITUTIONAL PARTICIPATION OF KOSOVO SERBS

### Citizens' views – the public survey results

Two years after the Serbs in the north withdrew from Kosovo's institutions, how would you assess that move now? (Values on the scale: 1 – very bad, 5 – very good).

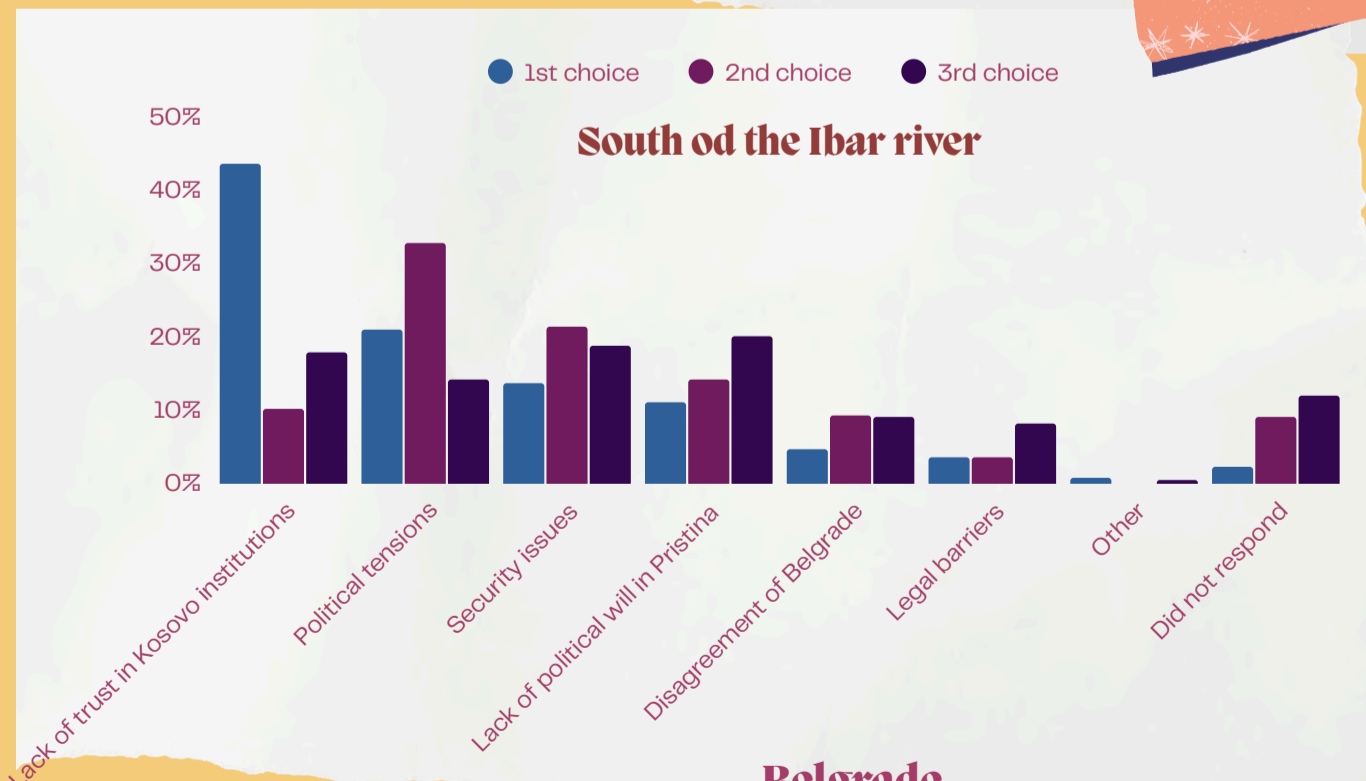
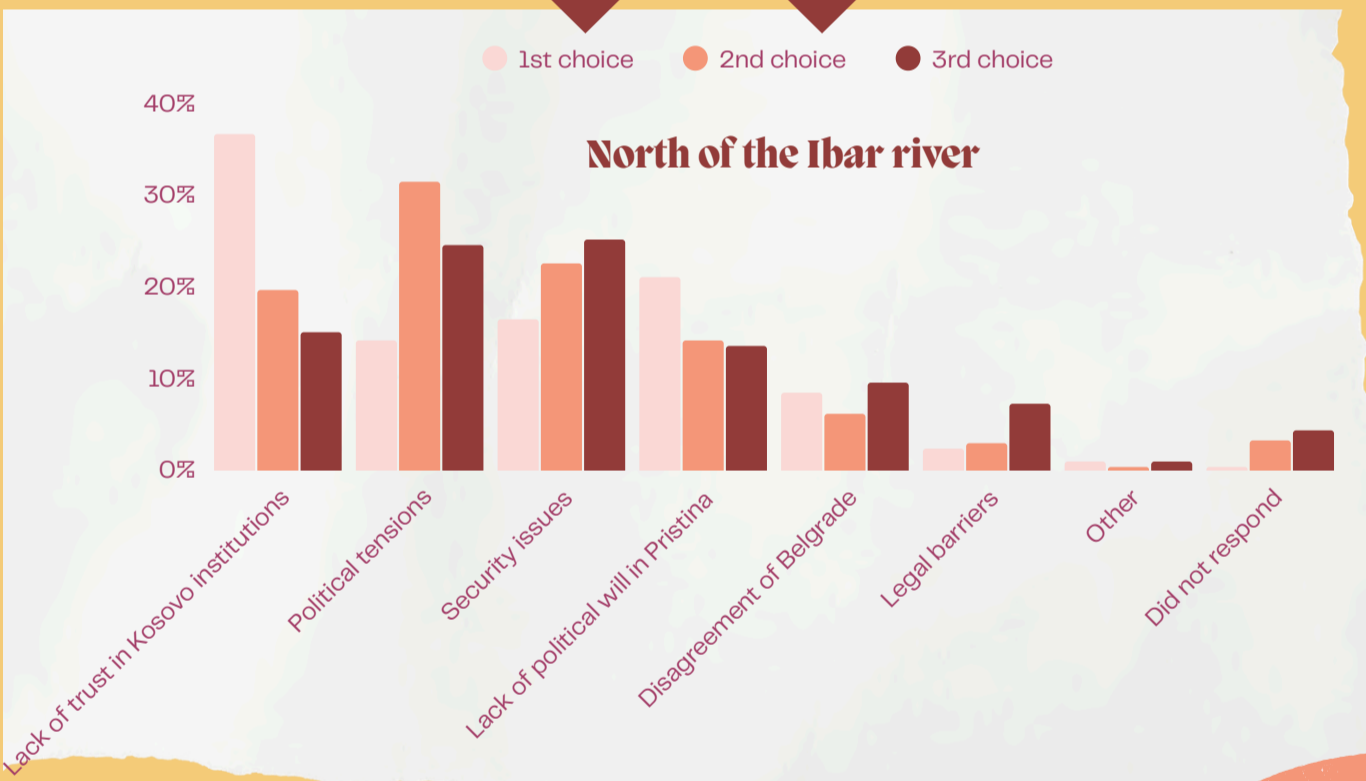


Do you believe that returning to the listed institutions would ease daily life and improve the stability and security of the Serbian community in Kosovo?

53.5% of respondents answered YES, 11.3% answered NO and 34.3% are NOT SURE

### What do you think are the main obstacles to the return of Serbs to Kosovo institutions?

#### North and South of the Ibar River



#### Belgrade

10.2%

#### Prishtina

30.3%

On whom does the return of Serbs to Kosovo institutions depend the most?

As a first choice, responses for both north and south of Ibar River:

#### The International community

30.3%

