

# **PUBLIC OPINION POLL RESEARCH RESULTS**

**Citizens' Perspective  
on the Kosovo - Serbia  
Dialogue**

**MARCH 2020**

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# RESEARCH METHODOLOGY

The survey included



Albanian **815**, Serb **150**, other minorities **100**.



The survey was conducted through CATI (computer-assisted telephone interviews) technique.

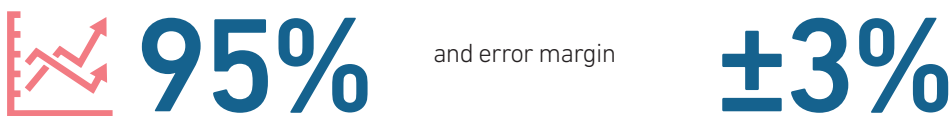


Surveying was done through telephone calls and data were processed through survey management software.

Gender of respondents:



confidence interval



|||||

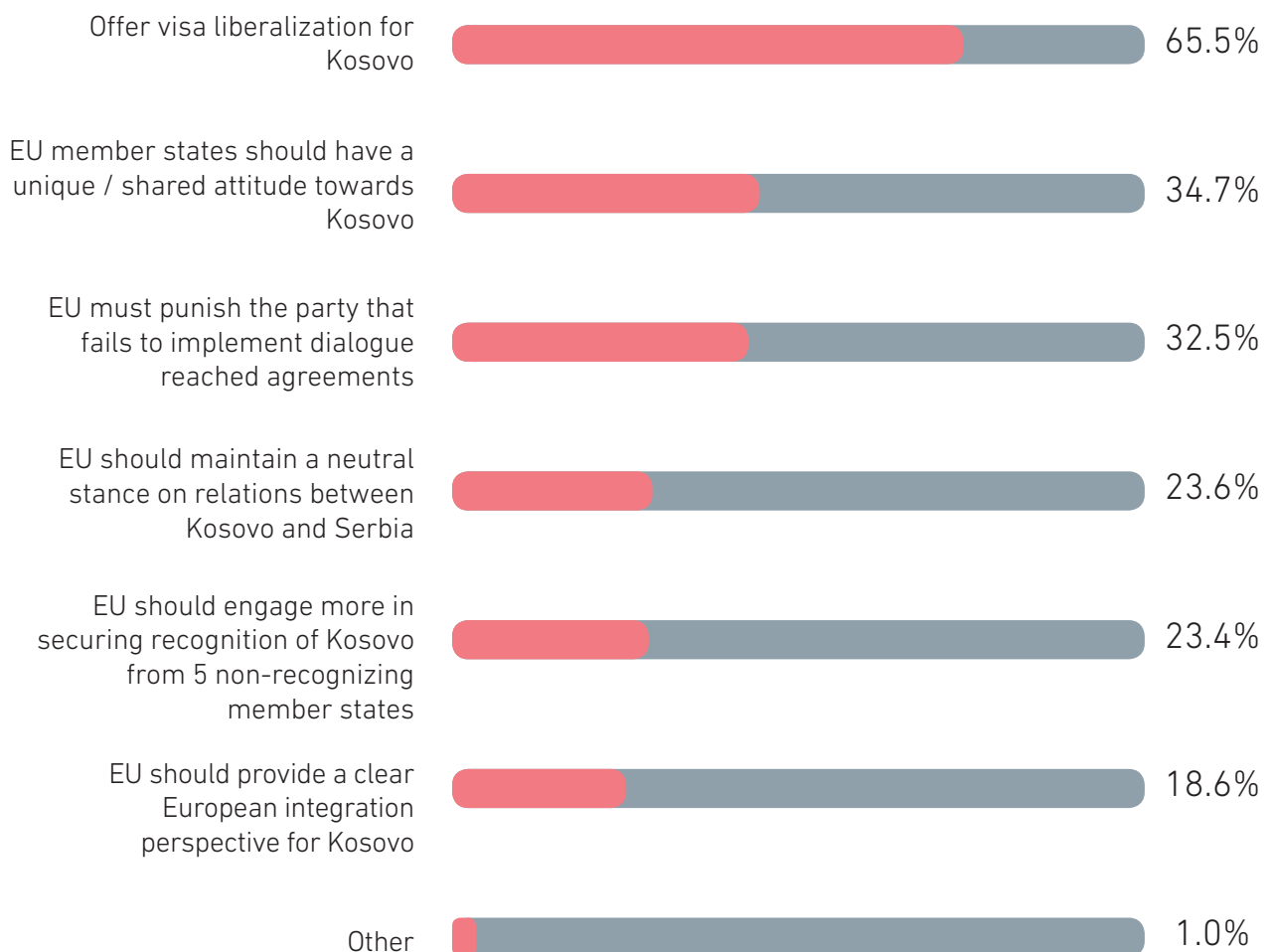
- For designing the sample, UBO Consulting used the common multiple layering technique.
  - Initially, the sample was divided into three sub-samples by ethnicity living in Kosovo;
  - Subsequent stratification of the sub-samples was done based on the municipality by PPS (probability proportional to size) technique;
  - The last stratification was done on the basis of settlement.
  
- After the sample has gone through all the strata, the selection of the main list and reserve list of potential respondents was done through Excel standardization technique.
  
- At the end, the data are weighted so that the final results reflect the population structure by ethnicity, age, gender and education.
  
- Survey period: 13 - 20 March 2020

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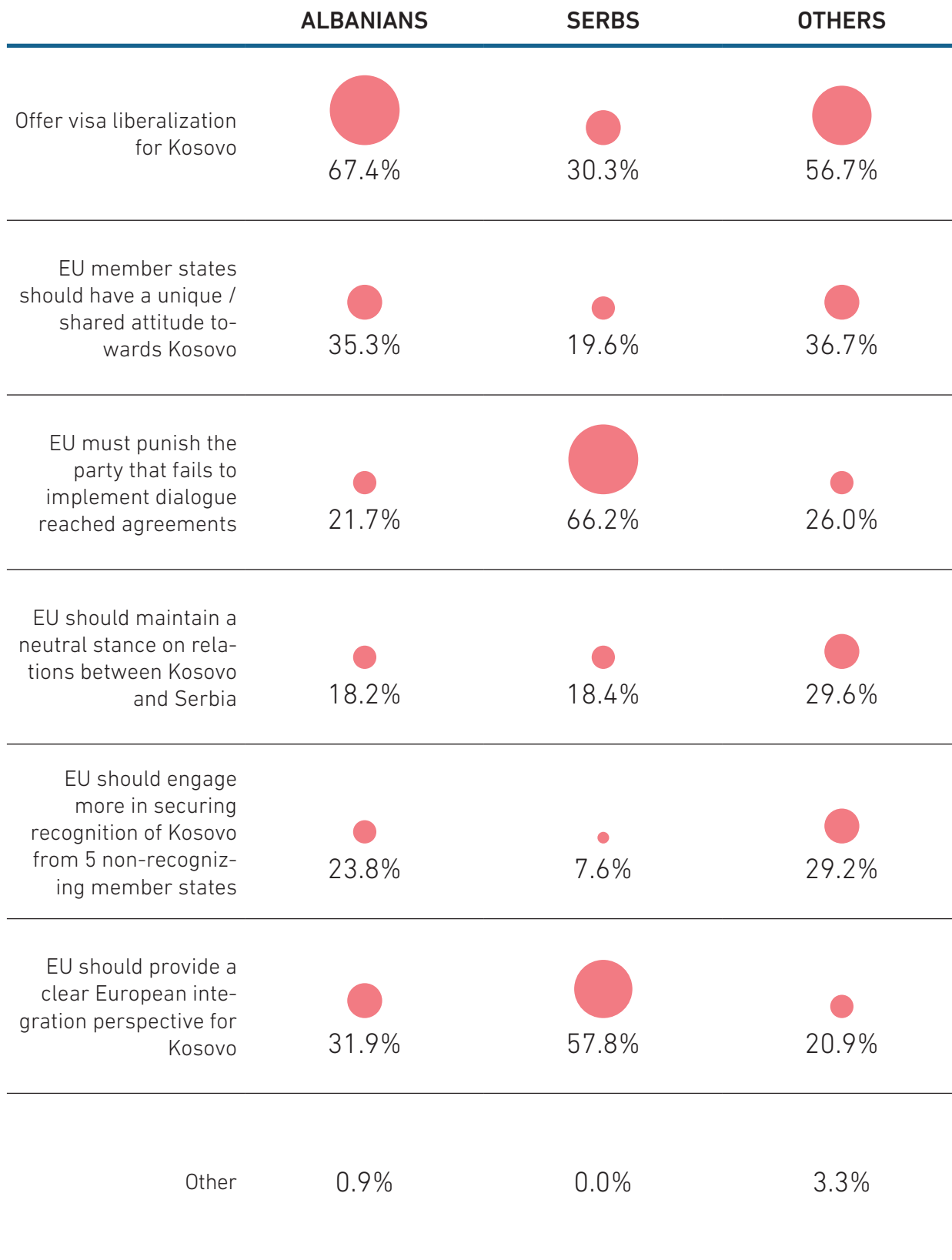
# **RESEARCH RESULTS**

## QUESTION

# What should the EU do to restore its credibility as facilitator of the Kosovo-Serbia dialogue process?

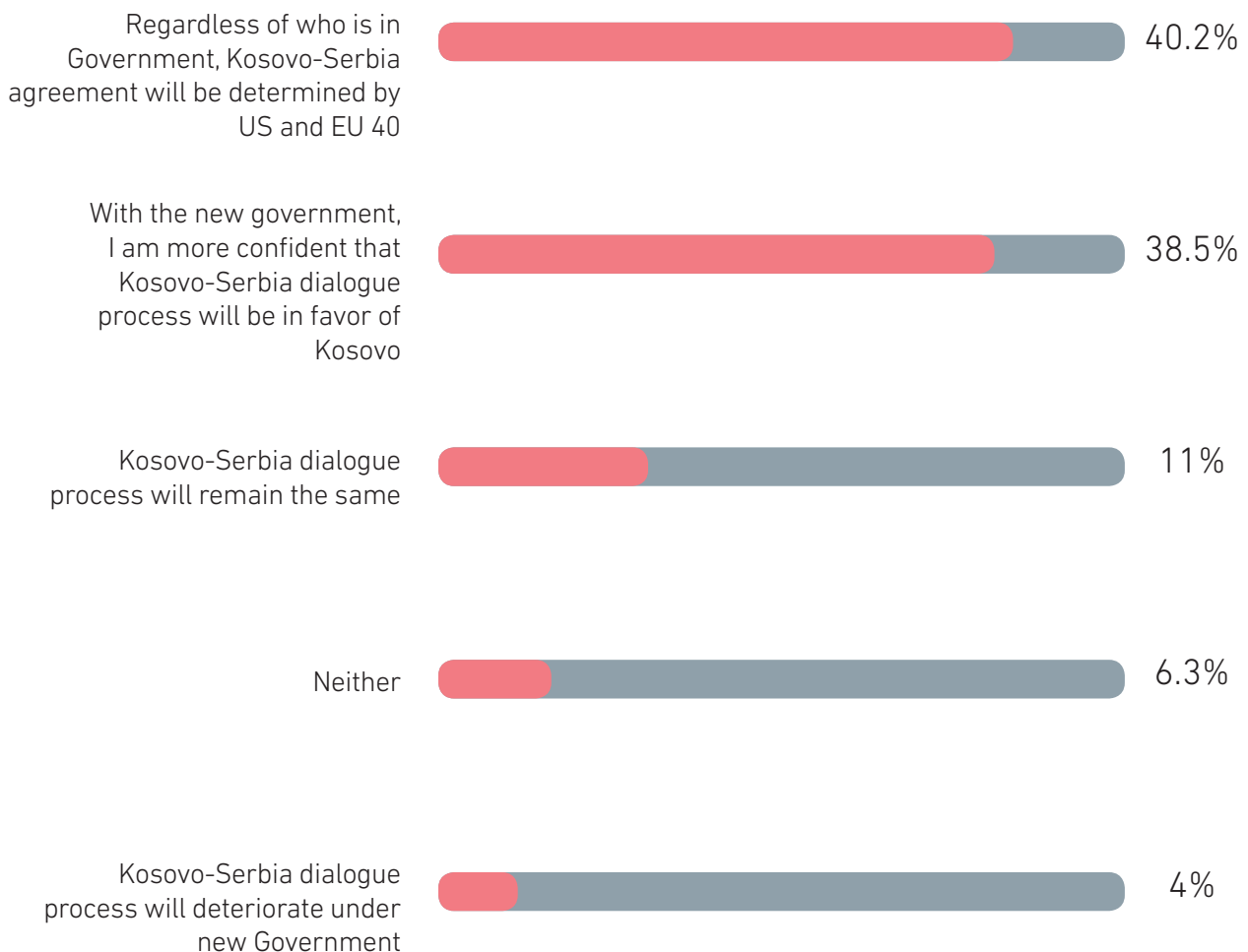






## QUESTION

# With which of the following statements do you agree, now that we have a new Government?







Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

**Federal Department of Foreign Affairs FDFA**