PUBLIC OPINION POLL RESEARCH RESULTS
Citizens’ Perspective on the Kosovo - Serbia Dialogue

MARCH 2020
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QUESTION 1 – What should the EU do to restore its credibility as facilitator of the Kosovo-Serbia dialogue process?

QUESTION 2 – With which of the following statements do you agree, now that we have a new Government?
RESEARCH METHODOLOGY

The survey included 1,065 Kosovo citizens aged 18+. 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:

♀ 51.7% ♂ 48.3%

Confidence interval 95% and error margin ±3%.
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
RESEARCH RESULTS
QUESTION

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

- Offer visa liberalization for Kosovo: 65.5%
- EU member states should have a unique / shared attitude towards Kosovo: 34.7%
- EU must punish the party that fails to implement dialogue reached agreements: 32.5%
- EU should maintain a neutral stance on relations between Kosovo and Serbia: 23.6%
- EU should engage more in securing recognition of Kosovo from 5 non-recognizing member states: 23.4%
- EU should provide a clear European integration perspective for Kosovo: 18.6%
- Other: 1.0%
<table>
<thead>
<tr>
<th>ALBANIANS</th>
<th>SERBS</th>
<th>OTHERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offer visa liberalization for Kosovo</td>
<td>67.4%</td>
<td>30.3%</td>
</tr>
<tr>
<td>EU member states should have a unique / shared attitude towards Kosovo</td>
<td>35.3%</td>
<td>19.6%</td>
</tr>
<tr>
<td>EU must punish the party that fails to implement dialogue reached agreements</td>
<td>21.7%</td>
<td>66.2%</td>
</tr>
<tr>
<td>EU should maintain a neutral stance on relations between Kosovo and Serbia</td>
<td>18.2%</td>
<td>18.4%</td>
</tr>
<tr>
<td>EU should engage more in securing recognition of Kosovo from 5 non-recognizing member states</td>
<td>23.8%</td>
<td>7.6%</td>
</tr>
<tr>
<td>EU should provide a clear European integration perspective for Kosovo</td>
<td>31.9%</td>
<td>57.8%</td>
</tr>
<tr>
<td>Other</td>
<td>0.9%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
QUESTION

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

- Regardless of who is in Government, Kosovo-Serbia agreement will be determined by US and EU 40%
- With the new government, I am more confident that Kosovo-Serbia dialogue process will be in favor of Kosovo 38.5%
- Kosovo-Serbia dialogue process will remain the same 11%
- Neither 6.3%
- Kosovo-Serbia dialogue process will deteriorate under new Government 4%
Regardless of who is in Government, Kosovo-Serbia agreement will be determined by US and EU:

- Albanians: 40.4%
- Serbs: 38.1%
- Others: 38.1%

With the new government, I am more confident that Kosovo-Serbia dialogue process will be in favor of Kosovo:

- Albanians: 40.6%
- Serbs: 2.4%
- Others: 26.2%

Kosovo-Serbia dialogue process will remain the same:

- Albanians: 10.2%
- Serbs: 16.7%
- Others: 23.8%

Neither:

- Albanians: 6.2%
- Serbs: 4.8%
- Others: 7.1%

Kosovo-Serbia dialogue process will deteriorate under new Government:

- Albanians: 2.6%
- Serbs: 38.1%
- Others: 4.8%