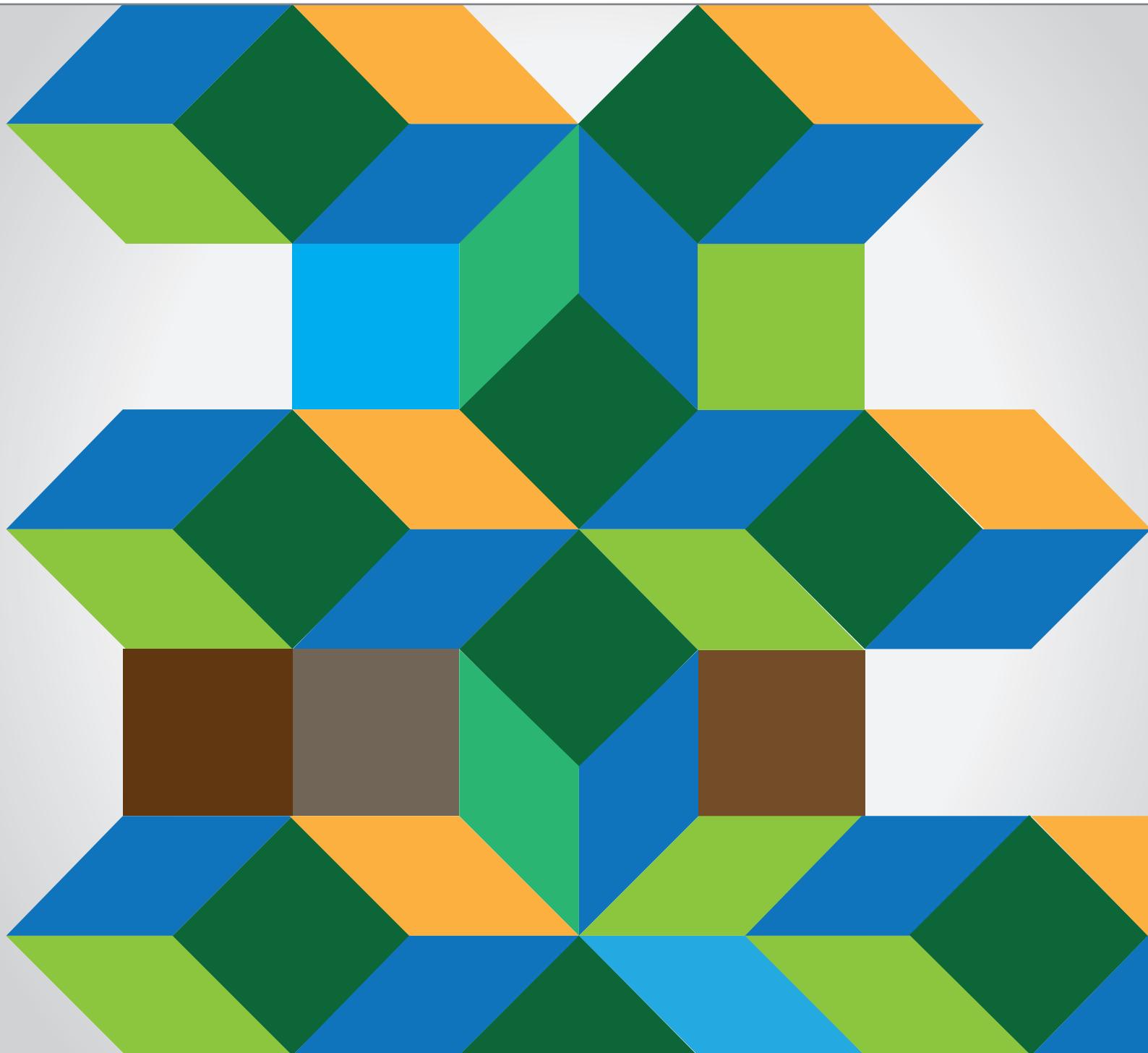


KOSOVO MOSAIC 2012

Overview of perceptions on public services
and local authorities



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KOSOVO MOSAIC 2012

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and local authorities



DECEMBER 2012



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Foreword

We are very proud to present Kosovo Mosaic 2012, the fourth in a series of reports measuring citizens' perceptions of problems and challenges in their municipalities as well as their satisfaction with local authorities and with public services. The report channels the voices of 6,704 Kosovans from 37 municipalities, sharing their opinions on essential aspects of their lives, such as: How satisfied are they with services such as water supply, electricity, emergency services, healthcare, education, road infrastructure, security, environmental protection, and cultural activities? Whether they enjoy an adequate access to water supply, healthcare services, and education? Do they think that the Public Administration is efficient in its performance? How satisfied are they with the work of the local authorities and institutions and whether they think that the abovementioned have the capacity and competence to solve the problems in their municipalities? Do they enjoy minimum standards of living?

The Kosovo Mosaic was designed to contribute to the ongoing important debate on the role and functioning of local governments. As the questionnaire is consistent with previous Mosaic Surveys, the report allows for a comparative analysis with years 2003, 2006, and 2009 and for an understanding of the trends.

The first chapter presents an analysis of the overall satisfaction of Kosovans with public services and local authorities by comparing the results of the current survey with the previous Kosovo Mosaic Surveys. The results are also analyzed by municipality, allowing identification of best performing municipalities in different sectors. The chapter elaborates on the relationship between citizens' satisfaction with the work of their local government and satisfaction with public services, trust in the competence of local authorities, access to basic services such as healthcare and education, and their demographic characteristics. The remainder of the report presents Municipal Profiles for 37 municipalities in Kosovo. Each Profile contains figures on water and sanitation, healthcare services, education, environmental protection, public administration, satisfaction with local authorities, and well-being of residents of the municipality. The results are also compared to Kosovo's averages in order to identify the greatest problems and challenges in each municipality as well as success stories.

We are confident that the wealth of data and the analysis that Kosovo Mosaic 2012 brings will stimulate meaningful and participatory discussions and will help local governments prioritize and implement actions to improve the access to and the quality of public services in their municipalities, contributing to a better life for all people of Kosovo.

We extend our appreciation to the Working Group members for their valuable insights, to the Government of Norway and USAID for their financial contribution, and to all those involved in the completion of this report.



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The analysis and conclusions of this Report represent the opinions and perceptions of the respondents interviewed by the Kosovo Mosaic Survey and do not necessarily reflect the views of the United National Development Programme (UNDP) or those of the USG or United States Agency for International Development (USAID).

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Kosovo Mosaic: An overview of perceptions on public services and local authorities

Introduction

The Mosaic Survey has been assessing citizens' perceptions of public services and local authorities in Kosovo every three years since 2003. It is based on a representative sample of the Kosovar population and interviews with individuals aged 18 years and older. The present survey was conducted in February 2012 and the trend analysis conducted provides a direct comparison of perceptions and satisfaction levels with those of 2009, 2006, and 2003.

Amongst the most debated issues in Kosovo are the quality of public services and the performance of local authorities in the delivery of these services – both issues which the Kosovo Mosaic Surveys (KMSs) have been collecting information on, over the course of the last decade. Within these surveys, satisfaction level with the quality of public services has been measured by asking survey respondents to report their level of satisfaction with 26 different types of public services. Similarly, the satisfaction level with the performance of Kosovo's local authorities has been measured by asking survey respondents to report their level of satisfaction with the work of their Mayor, Municipal Assembly, and Municipal Administration.

This chapter will provide trend analysis of the overall satisfaction of Kosovans with public services and their local authorities by comparing the present results with those from the previous KMSs conducted in 2009, 2006, and 2003. The chapter will also analyse the relationship between citizens' satisfaction with the work of their local government and satisfaction with public services, trust in the competence of local authorities, access to basic services (such as water supply, healthcare services, education, etc.), information on and participation in local government activities, gender, and region of residence.

Satisfaction with public services

For the 2012 KMS, the average satisfaction level with public services in Kosovo was calculated using data of respondents' reported satisfaction level with 26 different public services. The results – as illustrated in Table 1 below¹ – show that, compared to 2009, the average satisfaction with public services has decreased slightly. In 2009, Kosovans' average Satisfaction Index (SI)² with public services was 3.5 points, compared to a slightly lower figure of 0.1 points for the 2012 survey.

This result indicates that, on average, Kosovans have a neutral assessment of public services as the average respondent reported being between "somewhat satisfied" and "somewhat dissatisfied" with public services in general.

Table 1. Satisfaction Indices for public services

	2006	2009	2012	Trend	Difference (2009-2012)
Family medical centres (FMCs)	27.0	25.5	-5.4	-	-30.9
Hospitals	16.0	15.1	-14.1	-	-29.2
Public healthcare	21.0	15.7	NA		
Management of elementary and secondary education	21.0	20.6	46.7	+	26.1
Solid waste collection and disposal	-2.0	4.6	-2.1	-	-6.7
Water supply	16.0	10.2	10.4	=	0.2
Sewage and sanitation	0.0	2.9	13.4	+	10.5
Maintenance of local road network	-20.0	3.3	13.7	+	10.4
Maintenance of intercity roads	-7.0	5.4	14.8	+	9.4
Traffic and parking regulation	-11.0	-2.5	-26.0	-	-23.5
Electricity supply	-3.0	-11.4	-5.2	+	6.2
Telephone and postal services	24.0	14.5	35.8	+	21.3
Environmental protection	-5.0	-2.4	-7.9	-	-5.5
Protection of land, landscape, and wildlife (Nature and species conservation)	-5.0	-2.6	0.7	-	3.3
Cultural activities	9.0	11.3	-20.9	-	-32.2
Sports activities	15.0	12.8	-17.5	-	-30.3
Firefighting and medical emergency services	42.0	15.5	35.5	+	20.0
Rural and urban planning	-3.0	1.1	-6.1	-	-7.2
Social services	-23.0	-16.5	-11.9	+	4.6
Pensions	-36.0	-20.0	NA		
Tax payment procedures		1.1	-0.2	=	-1.3
Public transport	23.0	4.7	24.7	+	20.0
Protection of cultural heritage	10.0	-0.4	-3.9	-	-3.5
Tenders and procurement	-22.0	-6.7	-31.9	-	-25.2
Recruitment of civil servants	-2.0	-4.2	-17.5	-	-13.3
Management of municipal funds	NA	-3.3	-16.5	-	-13.2
Public lighting	NA	4.6	5.0	=	0.4
Sidewalks	NA	0.0	-11.2	-	-11.2
Average for all services	3.4	3.5	0.1		-3.4

The Satisfaction Index for 16 public services is negative; that is, the number of people dissatisfied with them is higher compared to those who are satisfied. The Satisfaction Index is on the positive side for 9 public services, pointing out that more people are satisfied with these services. Finally, for one public service, protection of land, landscape, and wildlife, the evaluation is neutral. In other words, the number of respondents who reported to be satisfied or dissatisfied with the aforementioned services is almost equal.

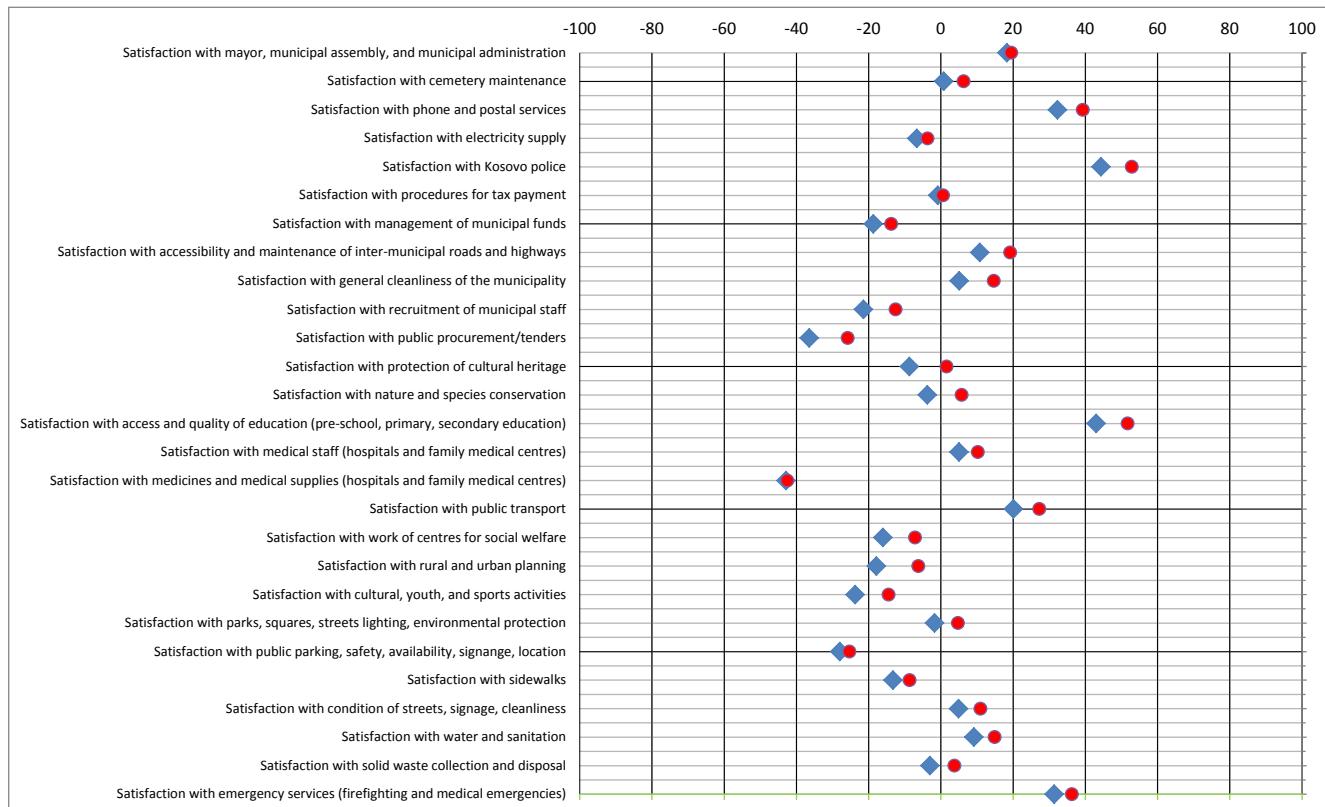
Analyzing the extremes, the most negative index was recorded for "tenders and procurement" (-32), followed by "traffic and parking regulation" (-26), and "cultural activities" (-21), highlighting that most respondents are dissatisfied with these services. On the other hand, the highest index (with most respondents satisfied with the service) was recorded for "management of primary and secondary education" (47), "telephone and postal services" (36), "firefighting and medical emergency services" (36), and "public transportation" (25).

¹ N.B. Due to slight alterations in the survey questions between the 2003, 2006, 2009 and 2012 KMSs, Table 1 presents a comparison of respondents satisfaction levels across 28 different public services, despite the fact that only 26 of these were included in the 2012 survey.

² The Satisfaction Index (SI) was calculated by assigning numeric values to reported satisfaction levels as follows: very dissatisfied (-100), dissatisfied (-50), satisfied (+50), and very satisfied (+100). This methodology treats the responses "no answer" and "refuse to answer" as missing values. The index can range from -100 to +100 points. Values that approximate 0 signify that there are an equal number of respondents who are satisfied and dissatisfied with the specific service or an institution.

Analysis of Satisfaction indices by gender – as illustrated in Figure 1 below – shows that women are more satisfied with most public goods and services compared to men. The largest differences in satisfaction between the two groups are noted for the following services: urban and rural planning (satisfaction index 12 points higher for women), public procurement and tenders (11 points higher for women), and protection of cultural heritage (10 points higher for women). The smallest significant difference was recorded for satisfaction with public parking (safety, availability, signage, and location), for which the Satisfaction Index of women is only 3 points higher than that of men. On the other hand, there are no significant differences in satisfaction of men and women with medicines and medical supplies in hospitals and family medical centres (for which the Satisfaction Index of women is only 0.5 points higher) and procedures for tax payment (Satisfaction Index only 1.5 points higher among women).

Figure 1. Satisfaction Indices for public services and local authorities, by gender



*Red - women; Blue - men

Trends in satisfaction with public services

As illustrated in Table 1 above, out of the 26 public services assessed in both 2009 and 2012, the satisfaction level has decreased between 2009 and 2012 for 14 public services, increased for 9 public services, and no change³ was observed for 3 public services.

Comparing 2012 against 2009, the highest decrease in satisfaction with public services was recorded for the following services:

- “cultural activities” (decrease by 32 points),
- “family medical centres (FMCs)” (-31),
- “sports activities” (-30),
- “hospitals” (-29),
- “procurement or tenders” (-25),
- “traffic and parking regulation” (-24),
- “recruitment of municipal staff” (-13), and
- “management of municipal funds” (-13).

³ All changes in Satisfaction Index which are below 2 points may be due to standard error therefore are regarded as no change.

On the other hand, peoples' satisfaction showed an increase between 2009 and 2012 for the following public services:

- "management of primary and secondary education" (increase by 26 points),
- "telephone and postal services" (+21),
- "firefighting and medical emergency services" (+20),
- "public transportation" (+20),
- "sewage and sanitation" (+10), and
- "maintenance of local road network" (+10).

In summary, compared to 2009, Kosovans in 2012 are less satisfied with cultural and sports services, healthcare services, traffic regulations, and management activities within municipal government, such as recruitment and procurement. On the other hand, services provided by public companies such as telephone and postal services, public transportation, and sewage and sanitation, together with a few services provided directly by the local government such as primary and secondary education and firefighting and medical emergency services, show positive trends.

Having observed the significant changes in trends between years 2009 and 2012, the following sections will focus in further details on individual areas of public service provision:

- Water and sanitation;
- Healthcare services;
- Education;
- Environmental protection;
- Municipal road infrastructure;
- Municipal Administration;
- Perceptions of local Authorities; and
- Perceptions of the level of municipal taxes.

After analysing each of these areas in further detail, the report will move on to consider some of the factors which influence peoples' perception of public services and their provision. This will entail measuring the level of knowledge and engagement of respondents with their local authorities, what respondents viewed as the highest priority problems facing their municipality, analysing the well-being of Kosovan households to assess the socio-economic situation of the respondents, and ultimately analysing which factors are the most important in determining respondents' satisfaction with public services and local authorities.

Water and sanitation

Compared to 2009, satisfaction with water supply in 2012 has remained constant. With a Satisfaction Index of 10 points, it can be concluded that people are somewhat satisfied with water supply in Kosovo (see Table 1). Figure 1 shows that with a 6-point higher Satisfaction Index, women are generally more satisfied with water and sanitation than men.

According to KMS 2012 – and as illustrated in Table 2 below – over 90 % of Kosovan households have access to safe drinking water. Sixty percent of the households in Kosovo have access to safe drinking water as they are connected to the public water provider either through piped water into their own dwelling or to their compound. Another 4% of households have access to safe water through bottled water, and a further 26% of households have access to safe drinking water through protected springs (8% of all households), protected wells (17% of all households), and public taps (2% of all households). In contrast to the majority which have access to safe drinking water, approximately 9% of the households in Kosovo do not have access to safe drinking water as their drinking water is obtained from tube wells or boreholes, unprotected wells, unprotected springs or rainwater collection.

Table 2. Main sources of drinking water

Connected to public supplier/provider	Piped into dwelling	58.3%	59.8%
	Piped into compound, yard or plot	1.5%	
Connected to protected water source	Piped to neighbour	0.2%	26.4% 8.0%
	Public tap / standpipe	1.5%	
	Protected well	16.8%	
	Protected spring		
Connected to unprotected water source	Tube Well, Borehole	7.0%	9.1%
	Unprotected well	0.9%	
	Unprotected spring	1.2%	
	Rainwater collection	0.0%	
Bottled water		4.3%	4.3%

Rahovec/Orahovac, Pejë/Peć, Junik, and Istog/ Istok are the municipalities with the highest proportion of households with access to piped water from the public provider with more than 95% of households connected to it (see Table A1 in Annex 1).

Municipalities with the highest proportion of households without access to safe drinking water are: Mamushë/Mamuša (95% of households do not have access to safe drinking water); Malishevë/Mališevo (42%); Suharekë/Suva Reka (25%); and Novobërdë/Novo Brdo and Kaçanik/Kaçanik where 17% of households each have access only to unsafe drinking water sources (see Table A1 in Annex 1).

Of those households which are connected to the public water provider, 42% reported they did not experience any daily cut-offs during the last year. However, approximately 14% of households reported experiencing cut-offs between one and four hours a day; 15% reported experiencing water shortages for an average of five to ten hours each day; and 17% reported water shortages for 11 or more hours each day. An additional 10% of the households connected to the public water provider reported to experience water supply restrictions longer than 3 hours at a time (see Table A2 in Annex 1).

Municipalities with the highest proportion of households with unrestricted water supply (no daily cut-offs experienced during the last year) from the public provider are as follows: Partesh/Parteš (100% of households reported unrestricted water supply), Junik (97%), Deçan/Dečani (79%), Istog/Istok (71%), Gjakovë/Đakovica (68%), and Podujevë/Podujevo (68%). In contrast to the situation in these municipalities, Fushë Kosovë/Kosovo Polje, Vushtrri/Vučitrn, Novobërdë/Novo Brdo, Gllogovc/Glogovac, and Graçanica/Gračanica municipalities each reported significant problems with water supply from the public provider. Only 4% of the households connected to the public water provider in Fushë Kosovë/Kosovo Polje reported unrestricted water supply, with similar situations in Novobërdë/Novo Brdo (5%), Vushtrri/Vučitrn (7%), Gllogovc/Glogovac (10%), and Graçanica/Gračanica (11%) (see Table A2 in Annex 1).

In terms of water quality, survey respondents were also asked to evaluate several attributes of their drinking water, including clarity, pressure, taste, and odour. Across Kosovo, approximately 17% of the households connected to the public water provider reported that their tap water is unclear and coloured from dirt. Low pressure was identified as a problem by 28% of Kosovan households, and bad taste and odour were each identified as problems by 14% of households (see Table A3 in Annex 1).

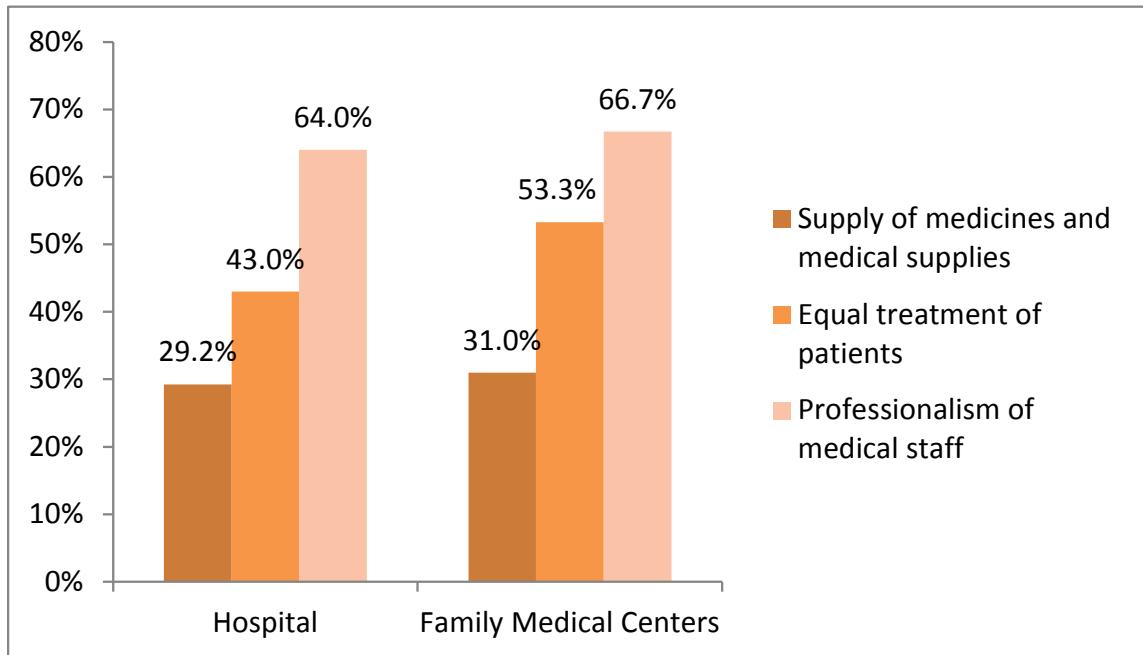
Similar to the share of those with access to piped water from the public provider (60% of households), the share of Kosovans who reported to be satisfied or very satisfied with water supply in their municipality is around 57% (see Table A4 in Annex 1). The share of Kosovans who are satisfied with sanitation and sewage in their municipality is slightly higher at 59% (see Table A5 Annex 1).

Healthcare services

Overall, the Satisfaction Index with healthcare services in Kosovo shows a decrease from 2009 to 2012. According to KMS 2009 and 2012 – and as illustrated in Table 1 above – satisfaction with family medical centres has decreased by 31 points, from 26 in 2009 to -5 in 2012. Similarly, satisfaction with hospitals has decreased from 15 points in 2009 to -14 points in 2012. Both of these figures indicate that, in 2012, the number of people who are dissatisfied with the work of these institutions is higher than the number of people who are satisfied with them. Disaggregating the Satisfaction Index by gender, Figure 1 shows that women are slightly more satisfied with medical staff in family medical centres and hospitals than men.

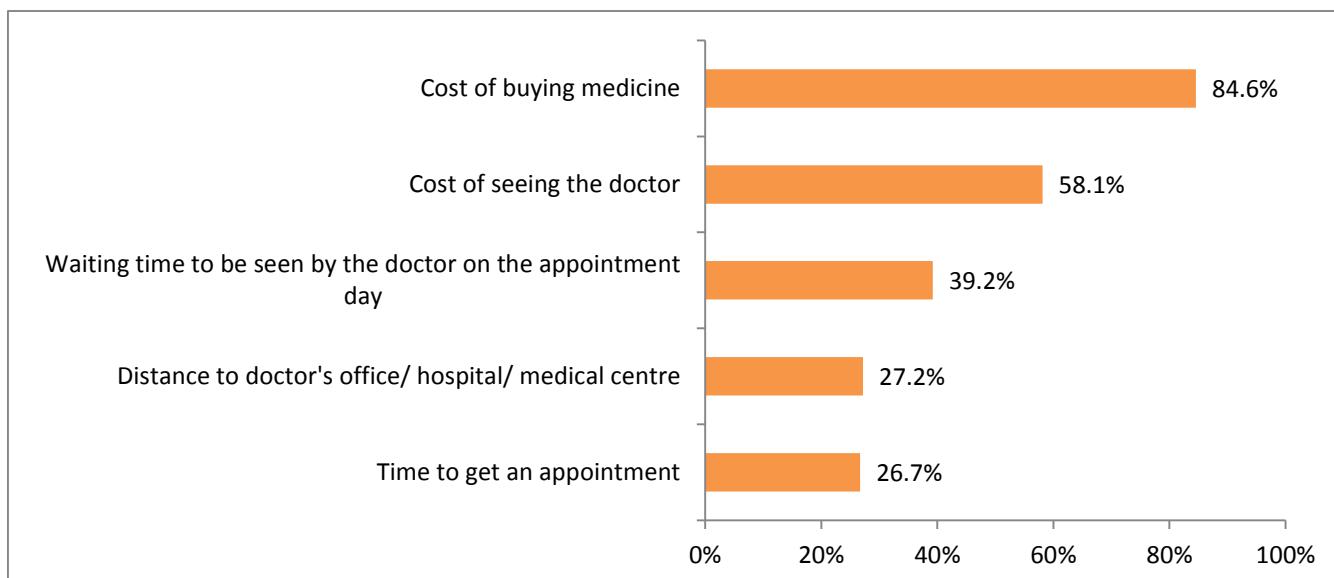
When the Satisfaction Index for hospitals and family medical centres was analysed in further detail – as illustrated in Figure 2 below – for both types of healthcare providers the highest satisfaction level was recorded for the professionalism of medical staff, followed by the equal treatment of patients, and then by the supply of medicines and medical supplies. However, the data show that Kosovans are more satisfied with family medical centres than hospitals, with the former rating higher in satisfaction level (by 2 to 10 percentage points) for each of the separate components mentioned above and illustrated in Figure 2.

Figure 2. Satisfaction with healthcare providers



As illustrated in Figure 3 below, KMS 2012 data show that the two biggest perceived problems with access to healthcare services in Kosovo are the cost of buying medicine and the cost of seeing the doctor. Approximately 85% of the survey respondents reported that they have problems accessing healthcare services because of the cost of buying medicine, in addition to 58% of respondents who reported problems due to the high expense of seeing a doctor. In addition to these problems focused on the cost of healthcare services, waiting time to see the doctor on the appointment day was reported to hinder access to healthcare by 39% of the respondents, and distance to the medical centre and time to get an appointment each by 27% of respondents respectively.

Figure 3. Factors hindering access to healthcare services



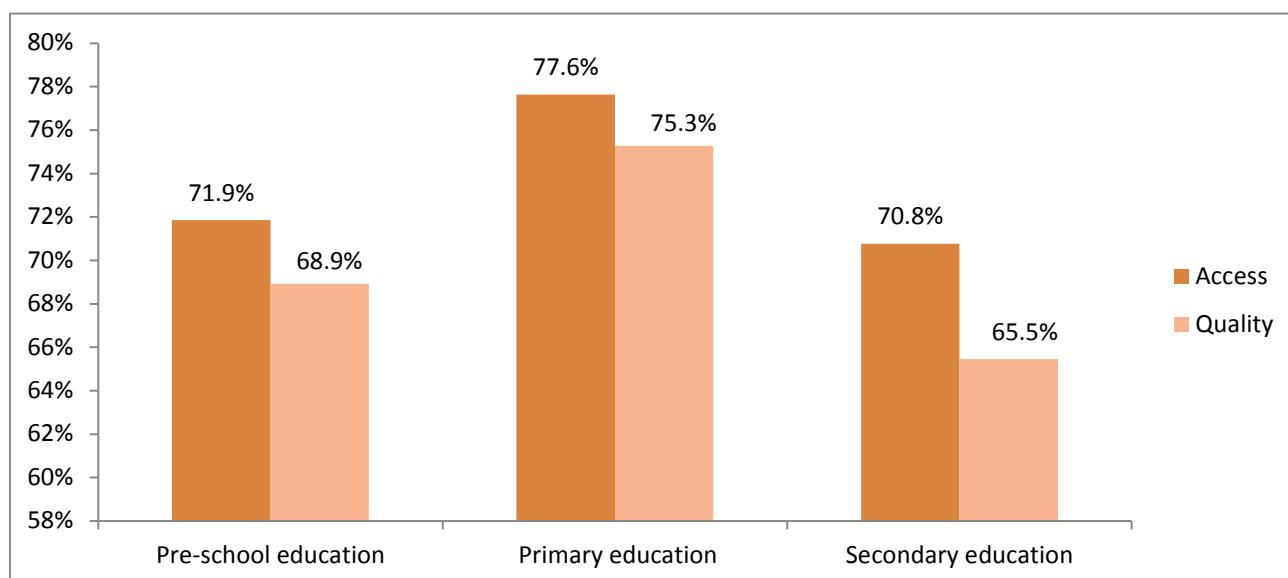
Education

One of the positive trends in satisfaction level with public services between 2009 and 2012 was observed with regard to the management of primary and secondary education. As per Table 1, the Satisfaction Index with primary and secondary education has significantly increased from 21 points in 2009 to 47 in 2012.

The Satisfaction Index for access and quality of education in preschools, primary schools, and secondary schools is higher among women (52 points) compared to men (43 points) (see Figure 1).

A more detailed analysis of satisfaction levels with different levels of education reveals that Kosovans are largely satisfied with primary education both in terms of access (78% of respondents reporting satisfied or very satisfied) and quality of education in primary schools (75%). Similarly, approximately 72% of Kosovans are satisfied or very satisfied with access to preschool education and 69% with the quality of education in these institutions. Finally, secondary education received the lowest rankings in terms of both access (71% of respondents satisfied or very satisfied), and quality of education (65%).

Figure 4. Satisfaction with access and quality of education



Disaggregation by municipality reveals that satisfaction levels with regard to access to primary education are highest for Graçanica/Gračanica (95% of respondents satisfied or very satisfied), followed by Ferizaj/Uroševac, Rahovec/Orahovac, and Shterpce/Štrpcce (each with 90% respectively), and Skënderaj/Srbica, Suharekë/Suva Reka, and Shtime/Štimlje (each with 89% respectively) (see Table A6 in Annex 1).

With regard to satisfaction level with the quality of primary education, the majority of respondents residing in Rahovec/Orahovac and Hani i Elezit/Đeneral Janković (91%) reported to be satisfied or very satisfied with the quality of primary education in their municipalities, followed by the respondents of Ferizaj/Uroševac (90%), Shterpce/Štrpcce, and Gjilan/Gnjilane (each with 89% respectively) (see Table A6 in Annex 1 for further details).

Environmental protection

As shown in Table 1, across Kosovo the satisfaction level with environmental protection services in 2012 has decreased compared to 2009. The current Satisfaction Index for environmental protection stands at -8 points (down from approximately -2 points in the 2009 KMS), meaning that the number of Kosovans who are satisfied with environmental protection is similar to the number who are dissatisfied. In contrast to this, a decrease in satisfaction level has occurred for protection of land, landscape and wildlife, which has increased from -3 points in 2009 to 1 point in 2012.

Figure 1 shows that, when disaggregated by gender, women are more satisfied than men with environmental protection, the availability and usability of parks and squares, and nature and species conservation. The Satisfaction Index among women respondents for environmental protection and management of green spaces is 7 points compared to -2 points among men, while the Satisfaction Index for nature and species conservation is 6 points for women compared to -4 points among men.

In addition to environmental protection, respondents were also asked to report their level of satisfaction with

urban and rural planning in their municipality, implementation of building regulations and control standards, and the issuing of building permits. According to KMS 2012 data, approximately 42% of Kosovans are satisfied or very satisfied with urban and rural planning, 33% with implementation of building regulations and control standards, and 29% with the issuing of building permits (see Table A7 in Annex 1).

KMS 2012 data also reveal that Kosovans are generally satisfied with the availability and usability of green spaces and parks in their areas of residence. According to the 2012 survey, approximately 56% of respondents are satisfied or very satisfied with the availability of parks and squares and 54% with their usability (see Table A7 in the Annex).

Cleanliness and problems with pollution

Contrary to expectations, the majority of Kosovans consider their city and immediate neighbourhood to be clean or very clean. Approximately 70% of respondents consider their cities to be clean or very clean and 72% of respondents perceive that their neighbourhood is clean or very clean (see Table A8 in Annex 1).

A more detailed breakdown by municipality revealed that the residents of Prizren, Kaçanik/Kačanik, Suharekë/Suva Reka, and Hani i Elezit/Đeneral Janković are the most satisfied with the level of cleanliness in their cities with almost 90% of respondents regarding their city as clean or very clean. The opposite is the case for the municipalities of Obiliq/Obilić, Mitrovicë/Mitrovica, and Prishtinë/Priština where only 27%, 41% and 42% of respondents respectively (less than 50% in all three cases) are satisfied with the level of cleanliness in their municipality (see Table A8 in Annex 1).

In contrast to the majority of Kosovans considering their city or neighbourhood to be clean or very clean, a considerably lower number of Kosovans are satisfied with solid waste collection and disposal in their municipalities. Specifically, across Kosovo, 61% of respondents reported that they are satisfied or very satisfied with solid waste being collected on the scheduled day; 45% reported that they are satisfied or very satisfied with solid waste collection services in general; 37% are satisfied or very satisfied with solid waste classification; and only 35% of the respondents claimed to be satisfied or very satisfied with the management of landfills (see Table A9 in Annex 1). As with other public services – and illustrated in Figure 1 – satisfaction with waste collection and disposal services is lower among men than women.

KMS 2012 data show that the residents of the municipality of Suharekë/Suva Reka are the most satisfied (90% of respondents satisfied or very satisfied) with both solid waste collection services and the completion of waste collection on the scheduled day compared to other municipalities. With regard to solid waste classification, the residents of Zveçan/Zvečan are most satisfied (86% of respondents satisfied or very satisfied), whereas Ranillug/Ranilug ranks the highest in terms of management of landfills (64% of its residents satisfied or very satisfied with this service). In comparison, Junik is the municipality with the lowest number of residents that report to be satisfied or very satisfied with different components of solid waste collection and disposal services. In Junik, only 8% of respondents are satisfied or very satisfied with solid waste collection services; 7% with the management of landfills, and only 4% with solid waste classification. Similarly in Klinë/Klina, a minority of survey respondents (19%) are satisfied or very satisfied with the frequency of solid waste collection in their municipality (see Table A9 in Annex 1).

Across Kosovo, approximately 18% of Kosovans reported that they have problems with air pollution in their municipality. Unsurprisingly, the aforementioned is a severe problem for the residents of Obiliq/Obilić (due to the location of both Kosovo A and Kosovo B power plants in the municipality), 85% of whom claimed that air pollution is a problem in their municipality. In addition to Obiliq/Obilić, Fushë Kosovë/Kosovo Polje (64% of respondents reporting air pollution problems in the municipality), Kllokot/Klokot (39%), and Glllogovc/Glogovac (37%) were the municipalities where air pollution was perceived to be the most significant issue (see Table A10 in Annex 1).

It is very important to note that despite residing in the capital city of Kosovo, Prishtinë/Priština (where one might expect noise pollution levels to be the highest), only 19% of the residents of this municipality reported that loud noise is a problem in their area of residence. The highest proportion of respondents reporting problems with loud noise was noted for the residents of Viti/Vitina (40% of respondents perceived loud noise as a problem in the municipality), followed by Kllokot/Klokot (40%), and Obiliq/Obilić (36%) (see Table A10 in Annex 1).

Municipal road infrastructure

City and neighbourhood streets

The KMS survey results reveal that a significantly high proportion of Kosovans report to be satisfied with the condition of the roads in their city and immediate neighbourhoods. Across Kosovo, 79% of respondents evaluated the condition of the roads in their city as good or very good, whereas 72% of them were similarly positive about the condition of roads in their immediate neighbourhood (see Table A11 in Annex 1). In comparison to generally high satisfaction levels with the condition of roads across Kosovo, signage of streets emerged as more of a problem in many municipalities in Kosovo. Only 49% of Kosovans reported that they were satisfied or very satisfied with the signage of streets in their municipality (see Table A12 in Annex 1).

KMS 2012 data show that – when broken down by municipality - 97% of respondents of Skënderaj/Srbica, 94% of respondents of Hani i Elezit/Đeneral Janković, and 93% of respondents of Prizren, Gjakovë/Đakovica, and Suharekë/Suva Reka municipalities respectively perceive the condition of the roads in their city to be good or very good. A high share of residents from Prizren (85%) are also satisfied with the condition of roads in their immediate neighbourhood, while 90% of residents of Mamushë/Mamuša and 83% of residents of Podujevë/Podujevo and Kaçanik/Kačanik also reported that the roads in their neighbourhood are in good or very good condition. In contrast to those municipalities where the majority of respondents perceive the roads to be in good condition, a very small share of residents of Zubin Potok and Partesh/Parteš reported that they are satisfied with the condition of roads in their city and municipality (see Table A11 in Annex 1). In addition, signage of streets seems to be a particular concern for the residents of the municipalities of Ranillug/Ranilug, Kllokot/Klokot, Partesh/Parteš, and Zveçan/Zvečan, where in each case less than 25% of respondents are satisfied with horizontal and vertical signage of streets in their municipality (see Table A12 in Annex 1).

On average across Kosovo, less than half of its citizens are satisfied with the sidewalks in their municipalities: 47% of respondents are satisfied or very satisfied with the availability of the sidewalks in their municipality, 42% with their usability, and 48% with their condition. KMS 2012 data show that, in the municipalities of Skënderaj/Srbica, Mamushë/Mamuša, and Hani i Elezit/Đeneral Janković, the majority (between 75% and 87% of respondents) are satisfied or very satisfied with the availability, usability and condition of the sidewalks in their municipality. The lowest proportion of respondents who reported they are satisfied with the sidewalks in their municipality was recorded for Gjilan/Gnjilane and Zveçan/Zvečan (see Table A13 in Annex 1).

Public parking

The survey results reveal that respondents perceive the safety, availability, signage, and location of parking spots to be fairly problematic in a number of municipalities in Kosovo. Approximately 36% of Kosovans are satisfied or very satisfied with the safety of parking spots in their municipality, slightly less (32%) are satisfied or very satisfied with the availability of parking spots, 33% with parking signage (i.e. signs indicating availability of parking spots), and 31% with the location of parking spots (see Table A14 in the Annex for more detail).

As has been seen for other public goods and services, variations in satisfaction with public parking across municipalities are significant. The municipalities of Pejë/Peć, Shterpce/Štrpc, Viti/Vitina, and Ferizaj/Uroševac rank the highest in the satisfaction of their citizens with regard to public parking, in comparison to Junik and Mamushë/Mamuša where only approximately 10% and 11 % of respondents respectively reported that they are satisfied with the safety, availability, signage, and location of public parking spots in their municipality (see Table A14 in Annex 1).

Public lighting

Public street lighting seems to be satisfactory in many municipalities in Kosovo, with 56% of the survey respondents (on average) reporting that they are satisfied or very satisfied with it. A high proportion of respondents in Podujevë/Podujevo (85%), Ferizaj/Uroševac and Junik (each with 82% respectively), and Hani i Elezit/Đeneral Janković (81%) are satisfied or very satisfied with public street lighting in their municipality. In comparison, public lighting seems to be a problem in the municipalities of Novobërdë/Novo Brdo, Ranillug/Ranilug, and Zubin Potok where only 4%, 12%, and 15% of survey respondents respectively reported that they are satisfied or very satisfied with it (see Table A15 in Annex 1).

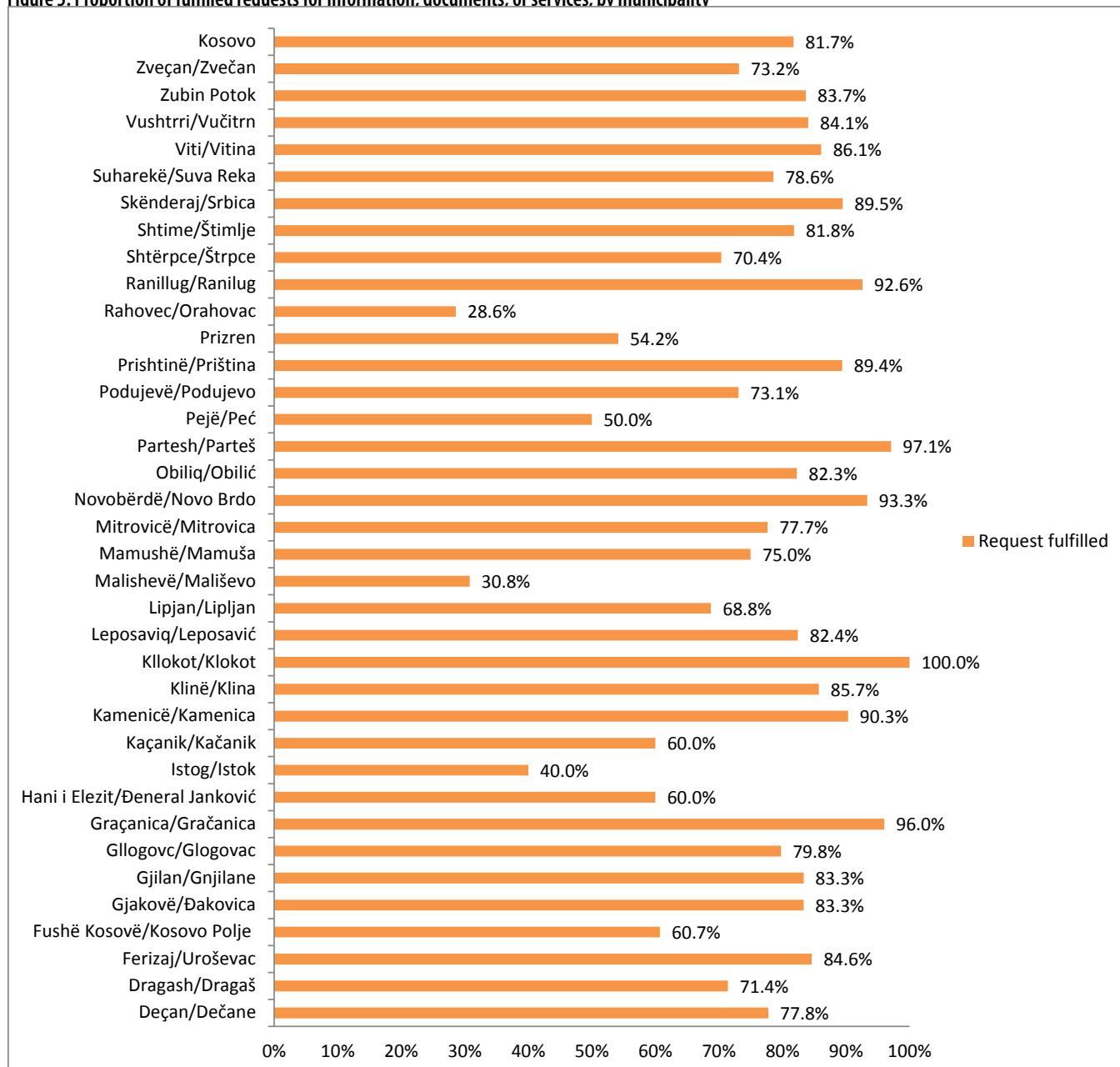
Public Administration

Performance of the Public Administration

On average across Kosovo, 20% of respondents reported that they had visited their local municipal office during the last 12 months to request a document (e.g. construction or building permit) to sort out personal interests or obligations (see Table A16 in Annex 1). A very high share (82%) of those who did visit a municipal office reported that their requests were met and that they were provided with the requested document(s); approximately 8% reported that their requests were sometimes met; and 9% reported that their requests were unmet, that is, they were not provided with information, documents, or services they requested.

When disaggregating the analysis by municipality, the data reveal that the highest number of unmet requests was recorded in the Pejë/Peć municipality, with 50% of respondents reporting that their requests from the Municipal Administration were not met, followed by Prizren (35%), and Rahovec/Orahovac and Dragash/Dragaš (each with 29% of respondents respectively reporting unmet requests).

Figure 5. Proportion of fulfilled requests for information, documents, or services, by municipality



Perceptions on the efficiency of the Public Administration

In order to assess the performance of Kosovo's Public Administration, respondents were asked to report their perceptions on its efficiency in issuing the following documents: passports, ID cards, vehicle registration documents, driver's licenses, building permits, business licenses, marriage, birth, and death certificates, and Social Assistance cards.

KMS 2012 data show that the majority of Kosovans are very positive or somewhat positive about the efficiency of institutions issuing ID cards, passports, marriage, birth, and death certificates, vehicle registration documents, and driver's licences. Specifically, 86% of respondents evaluated the efficiency of institutions issuing ID cards as positive or very positive, followed by 78% with the same assessment for institutions issuing passports, 77% for those issuing marriage, birth, and death certificates, and 66% for institutions issuing vehicle registration documents and driver's licences. For the institutions issuing Social Assistance cards and building permits and licences the perception is less favourable, with only 50% and 41% of respondents respectively reporting that they considered the efficiency of these institutions to be positive or very positive (see Table A17 in Annex 1 for further details).

Disaggregating the data on respondents' perceptions on the efficiency of the Public Administration by municipality reveals interesting departures from the average perceptions across Kosovo. For example, in Skënderaj/Srbica, more than 95% of respondents have a positive assessment of the efficiency of institutions issuing all the of the aforementioned documents, even including building permits, business licenses, and Social Assistance cards which score poorly in perceived efficiency for most of the other municipalities. In Gjilan/Gnjilane, a very high proportion of respondents consider the issuance of passports and ID cards in their municipality as efficient, while the residents of Hani i Elezit/Đeneral Janković evaluate the institutions issuing passports, vehicle registration documents, driver's licenses, building permits, and Social Assistance cards as such. In contrast to the abovementioned, in a number of municipalities the Public Administration is considered efficient in its performance by a significantly lower percentage of their residents. For example, the municipality of Zveçan/Zvečan scores the lowest in terms of the perceived efficiency of institutions issuing all the aforementioned documents. Then, a very small number of residents of Zubin Potok (20-32%) and Leposaviq/Leposavić (23-34%) believe that the institutions issuing passports, ID cards, vehicle registration documents, and driver's licenses are efficient in their activities. With regard to the share of citizens who are satisfied with the efficiency of the issuance of business licences and building permits, the lowest proportion is recorded for the municipality of Kllokot/Klokot, with 6% and 10% of respondents respectively (see Table A18 in Annex 1).

Perceptions on local authorities

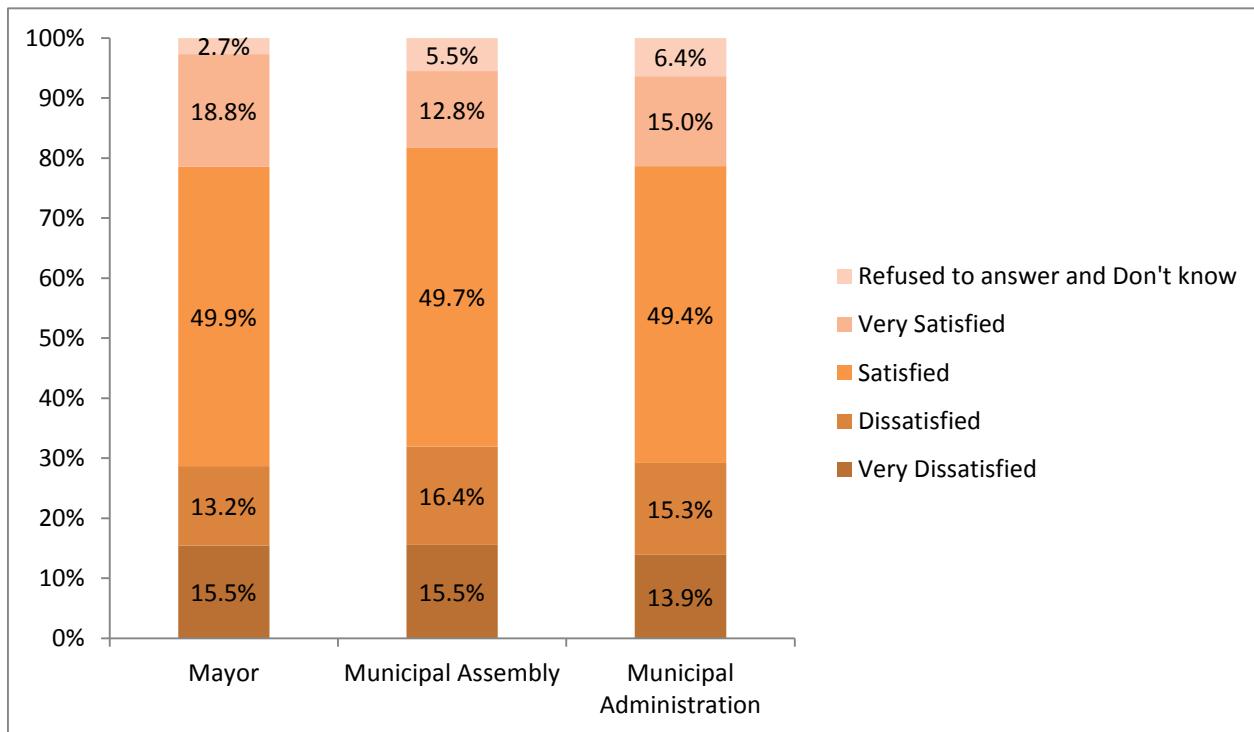
Kosovans generally believe that their local government authorities have the capacity to address the problems faced by their municipalities. As illustrated in Table 3 below, when asked about their opinion on where the capacity exists to address the problems faced by their municipality, a high percentage (65%) of respondents reported that the municipality problems can be solved by the local authorities, 15% reported that the municipality problems can be solved only by the central authorities, and 13% reported that some of the problems in their municipality can be solved by the local authorities and some will require interventions from the central government authorities.

Table 3.Trust in local authorities

	Total
Yes, local authorities can solve the problems of municipality	64.8%
No, the problems of municipality can be solved only by the central authorities	15.4%
Some of the problems can be solved by the local and some by the central government authorities	12.5%
Refuse to Answer	.2%
Don't know	7.1%
Total	100.0%

Satisfaction with local authorities

In order to measure the satisfaction level with the work of local authorities, respondents were asked to evaluate how satisfied they are with the Mayor, Municipal Assembly, and Municipal Administration since the last municipal elections in 2009. As illustrated in Figure 6 below where the data are presented, the majority of respondents (69%) reported that they are satisfied or very satisfied with the work of their Mayor, a slightly lower share (64%) reported to be satisfied or very satisfied with the work of the Municipal Administration, and 63% reported to be satisfied or very satisfied with the work of the Municipal Assembly.

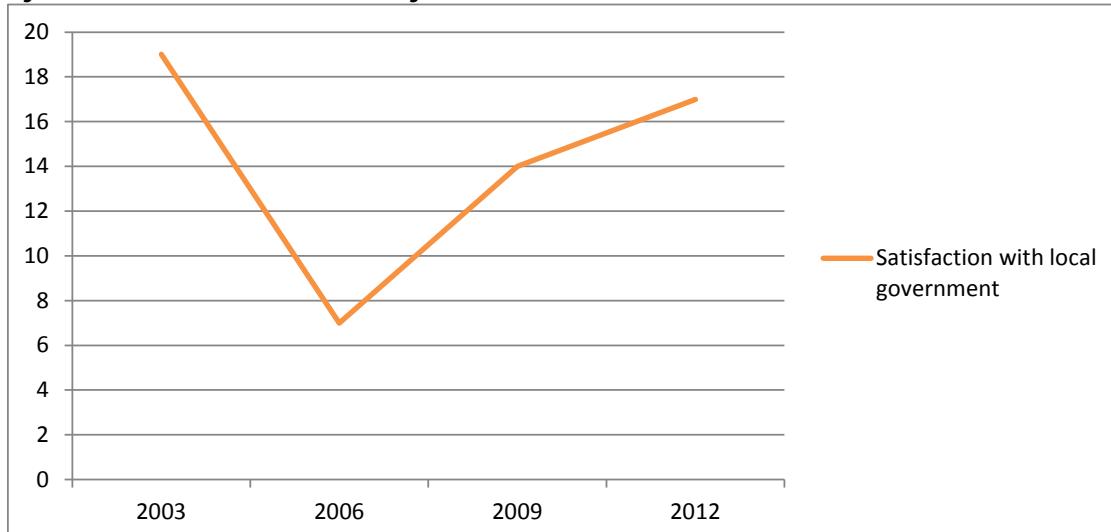
Figure 6. Satisfaction with the work of the Mayor, Municipal Assembly, and Municipal Administration

Trends in satisfaction with local government

In order to compare trends with previous KMSs, an aggregate Satisfaction Index for local government was calculated for all the municipalities in Kosovo. As illustrated in Figure 7, the data revealed that in 2012 there is a slight increase in the satisfaction level with the work of the local government in comparison to 2009, but the Satisfaction Index remains below the level of 2003.

As illustrated in Figure 1, when analysed by gender, no significant differences were observed between men and women in satisfaction levels with Mayors, Municipal Assemblies, and Municipal Administrations.

Comparing the current survey results with those from 2009 for each municipality, trend analysis revealed that the Satisfaction Index with local governments has decreased in ten municipalities; remained the same in two municipalities; and increased in 21 of them. Trend analysis could not be conducted for the municipalities of Gračanica/Gračanica, Kllokot/Klokot, Partesh/Parteš, and Ranillug/Ranilug, because these municipalities were recently established as part of the decentralization process (no survey data exist for these municipalities in KMS 2009).

Figure 7.Trends in satisfaction level with local government

* -100=Very dissatisfied, -50=Dissatisfied, 50=Satisfied, 100=Very satisfied

Table 4. Trends in satisfaction with local government, by municipality

Municipalities	2003	2006	2009	2012	Trend
Deçan/Dečane	42	22	16	17.3	+
Dragash/Dragaš	14	33	25	27.6	+
Ferizaj/Uroševac	27	15	39	40.4	+
Fushë Kosovë/Kosovo Polje	35	23	27	28.5	+
Gjakovë/Đakovica	27	-26	14	24.0	+
Gjilan/Gnjilane	26	-18	-17	-6.6	+
Glogovc/Glogovac	21	-2	51	3.5	-
Gračanica/Gračanica	N/A	N/A	N/A	12.2	N/A
Hani i Elezit/Đeneral Janković	N/A	N/A	31	59.8	+
Istog/Istok	30	26	-5	17.1	+
Junik	N/A	38	N/A	68.0	+
Kaçanik/Kačanik	14	-27	43	57.7	+
Kamenicë/Kamenica	16	6	30	9.1	-
Klinë/Klina	27	11	4	18.8	+
Klokot/Klokot	N/A	N/A	N/A	-39.9	N/A
Leposaviq/Leposavić	-23	-13	52	-4.9	-
Lipjan/Lipljan	-25	-29	33	33.7	=
Malishevë/Mališevo	13	40	13	11.8	-
Mamushë/Mamuša	N/A	N/A	4	56.5	+
Mitrovicë/Mitrovica	21	12	-6	-6.0	=
Novobërdë/Novo Brdo	-6	-16	5	16.5	+
Obiliq/Obilić	1	16	7	3.2	-
Partesh/Parteš	N/A	N/A	N/A	-22.0	N/A
Pejë/Peć	16	-2	8	28.4	+
Podujevë/Podujevo	29	8	6	28.5	+
Prishtinë/Priština	5	-15	36	2.4	-
Prizren	12	36	-33	16.6	+
Rahovec/Orahovac	6	-23	-43	22.1	+
Ranillug/Ranilug	N/A	N/A	N/A	-23.2	N/A
Shtërpce/Štrpcë	-4	-14	-33	31.7	+
Shtime/Štimlje	66	45	-30	27.4	+
Skënderaj/Srbica	16	15	94	29.5	-
Suharekë/Suva Reka	53	40	16	34.1	+
Viti/Vitina	25	21	30	8.1	-
Vushtrri/Vučitrn	31	-15	14	-11.0	-
Zubin Potok	7	14	-16	11.3	+
Zveçan/Zvečan	-34	7	8	5.5	-
Kosovo	19	7	14	17.0	+

* The Trend column compares 2009 and 2012 data

Out of the 37 municipalities in Kosovo, the Satisfaction Index with local government is negative for 7 municipalities, positive in 27 municipalities (where a higher number of respondents reported to be satisfied with their local government than those who reported to be dissatisfied), and neutral in 4 municipalities (equal number of respondents reported to be satisfied and dissatisfied).

It must be emphasized that out of 37 municipalities, there are only four municipalities in which respondents are very satisfied with their local government. These municipalities and their Satisfaction Indices are as follows: Junik (68), Hani i Elezit/Đeneral Janković (60), Kaçanik/Kačanik (58), and Mamushë/Mamuša (56). It should be noted that all these municipalities are small in terms of population size and three of them were formed during the first wave of decentralization as pilot municipalities during the decentralization process.

Among the larger municipalities in terms of population size, the local governments that enjoy the highest satisfaction levels are Ferizaj/Uroševac (40), Pejë/Peć (28), Gjakovë/Đakovica (24), and Prizren (17), all of which are within the positive range of the Satisfaction Index. The Satisfaction Index for the local government of Prishtinë/Priština is neutral (2), whereas the residents of Mitrovicë/Mitrovica and Gjilan/Gnjilane are slightly dissatisfied with their local government, with negative Satisfaction Indices of -6 and -7 respectively.

Perceptions on the level of municipal taxes

Survey respondents were also asked to evaluate their perception of the current rate of municipal taxes. On

average across Kosovo, the majority of respondents reported that municipal taxes are high (70%), 20% reported that they are “just right”, and less than 2% of Kosovans think that municipal taxes are low. As illustrated in Table 5, disaggregating these results by municipality shows that the municipalities of Gjilan/Gnjilane (89%), Suharekë/Suva Reka (87%), and Rahovec/Orahovac (86%) have the highest proportion of respondents who think that the rate of municipal taxes is high. The opposite is the case for Zveçan/Zvečan, Zubin Potok, and Leposaviq/Leposavić, where only 8%, 3% and 3% of respondents respectively think that the rate of municipal taxes is high.

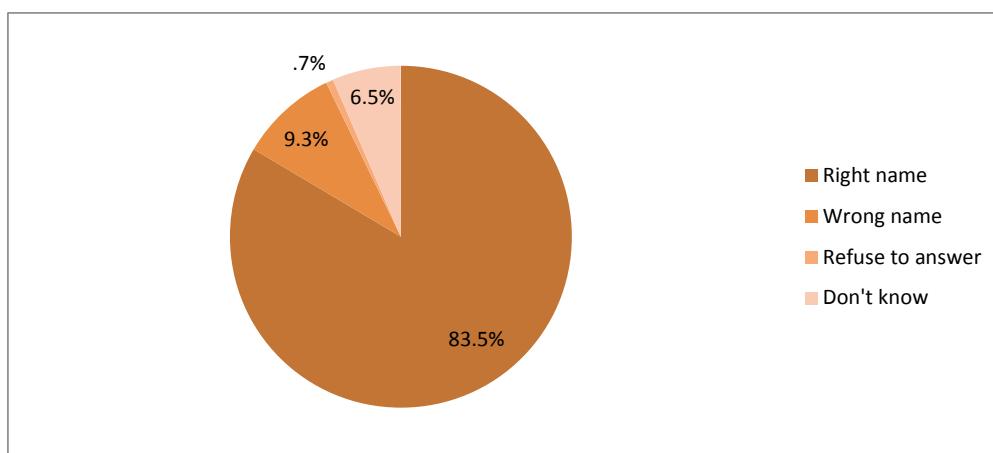
Table 5. Perceptions of adequacy level of municipal taxes, by municipality

	High	Adequate	Low	Refuse to answer	Don't know	Total
Deçan/Dečane	79.5%	12.0%	0%	0%	8.5%	100.0%
Dragash/Dragaš	75.5%	14.5%	1.0%	1.5%	7.5%	100.0%
Ferizaj/Uroševac	76.5%	20.0%	.5%	0%	3.0%	100.0%
Fushë Kosovë/Kosovo Polje	69.0%	25.5%	.5%	0%	5.0%	100.0%
Gjakovë/Đakovica	78.5%	15.0%	4.0%	0%	2.5%	100.0%
Gjilan/Gnjilane	89.0%	8.5%	.5%	0%	2.0%	100.0%
Gilogovc/Glogovac	73.5%	20.0%	1.0%	0%	5.5%	100.0%
Graçanica/Gračanica	79.5%	11.0%	1.5%	0%	8.0%	100.0%
Hani i Elezit/Đeneral Janković	62.5%	27.9%	0%	0%	9.6%	100.0%
Istog/Istok	74.0%	20.0%	1.0%	0%	5.0%	100.0%
Junik	60.6%	26.9%	1.9%	0%	10.6%	100.0%
Kaçanik/Kačanik	60.0%	25.5%	.5%	0%	14.0%	100.0%
Kamenicë/Kamenica	66.0%	18.5%	0%	2.0%	13.5%	100.0%
Klinë/Klina	72.5%	16.5%	5.0%	0%	6.0%	100.0%
Kilokot/Klokot	15.4%	48.1%	32.7%	0%	3.8%	100.0%
Leposaviq/Leposavić	8.0%	17.5%	1.0%	5.0%	68.5%	100.0%
Lipjan/Lipljan	74.5%	15.5%	3.0%	.5%	6.5%	100.0%
Malishevë/Mališevo	77.0%	18.5%	1.5%	0%	3.0%	100.0%
Mamushë/Mamuša	49.0%	28.8%	2.9%	0%	19.2%	100.0%
Mitrovicë/Mitrovica	51.3%	19.7%	2.0%	.3%	26.6%	100.0%
Novobërdë/Novo Brdo	58.3%	37.5%	1.0%	0%	3.1%	100.0%
Obiliq/Obilić	70.0%	17.0%	2.0%	.5%	10.5%	100.0%
Partesh/Parteš	43.3%	41.3%	8.7%	1.0%	5.8%	100.0%
Pejë/Peć	68.5%	26.0%	1.5%	1.0%	3.0%	100.0%
Podujevë/Podujevo	73.0%	21.0%	.5%	.5%	5.0%	100.0%
Prishtinë/Priština	76.1%	16.3%	.8%	0%	6.8%	100.0%
Prizren	75.8%	19.6%	1.7%	0%	2.9%	100.0%
Rahovec/Orahovac	85.5%	13.0%	0%	0%	1.5%	100.0%
Ranillug/Ranilug	75.0%	15.4%	1.0%	1.0%	7.7%	100.0%
Shterpce/Štrpcë	29.4%	49.4%	13.1%	.6%	7.5%	100.0%
Shtime/Štimlje	70.0%	24.5%	.5%	0%	5.0%	100.0%
Skënderaj/Srbica	75.0%	16.5%	.5%	0%	8.0%	100.0%
Suharekë/Suva Reka	86.5%	11.5%	1.0%	0%	1.0%	100.0%
Viti/Vitina	72.0%	21.5%	.5%	0%	6.0%	100.0%
Vushtrri/Vučitrn	71.0%	16.0%	1.0%	0%	12.0%	100.0%
Zubin Potok	2.9%	57.7%	1.0%	0%	38.5%	100.0%
Zveçan/Zvečan	2.7%	31.3%	2.7%	1.8%	61.6%	100.0%
Kosovo	70.0%	19.9%	1.5%	.3%	8.3%	100.0%

Kosovans' knowledge of local authorities and municipal activities

As illustrated in Figure 8, most Kosovans know who the Mayor of their municipality is. When asked to name the current Mayor of their municipality, 83% of survey respondents provided the correct name, 9% provided an incorrect answer, and 8% did not know or did not respond.

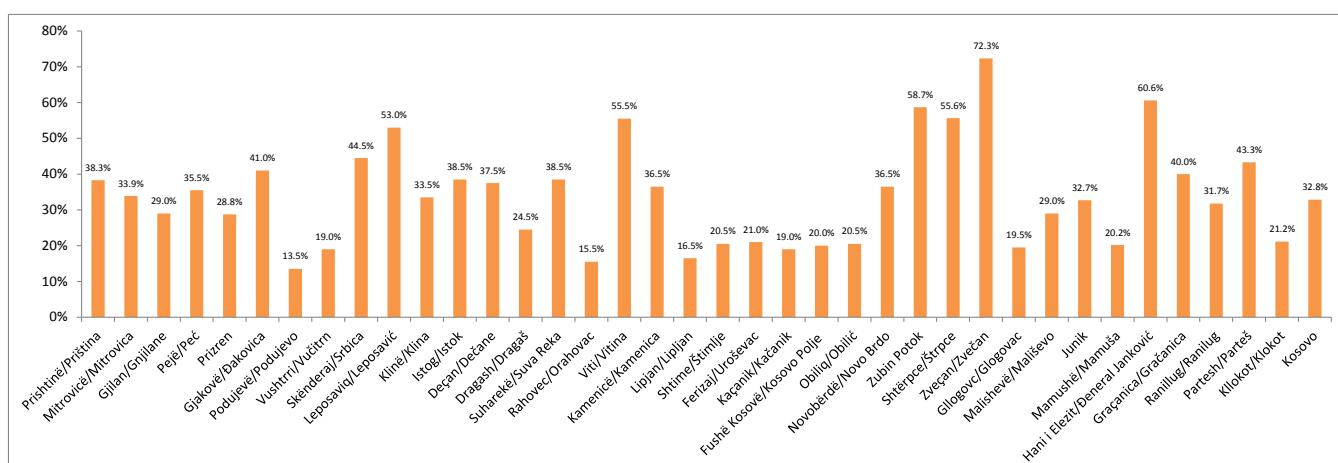
Figure 8. Knowledge of Mayor's name



Disaggregated by municipality, the results indicate that residents of Skënderaj/Srbica are the most informed about the name of their Mayor as almost all respondents from this municipality (99.5%) provided the correct name. On the other hand, the residents of the municipality of Viti/Vitina seem to be the least informed about the leader in their municipality as only a little over a third of respondents (38%) knew the name of their Mayor (see Table A18 in Annex 1 for further details).

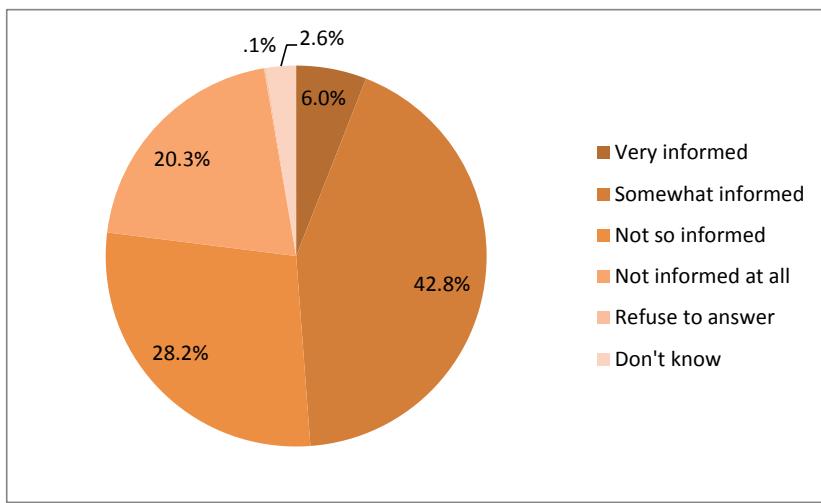
As illustrated in Figure 9, on average across Kosovo, approximately one third of respondents report to have heard about a Municipal Assembly meeting organized in the last 12 months (33%). Analyzed by municipality, the data show that how well informed respondents are on Municipal Assembly activities increases with a decrease in population size of municipalities. As a general trend, the municipalities with smaller population size display a higher proportion of respondents who are informed about assembly meetings. Nevertheless, there are a few exceptions to this trend. One such exception is the Prishtinë/Priština municipality (Kosovo's capital city and largest municipality in terms of population size), where 38% of respondents (a relatively high proportion) reported that they have heard about assembly meetings in their municipality. This exception to the general trend may be a result of more extensive media coverage on the work of the municipal institutions in this municipality. At the other end of the spectrum, there are also a number of municipalities relatively small in terms of population size, such as Junik, Mamushë/Mamuša and Kllokot/Klokot, where a relatively low proportion of respondents reported being informed of assembly meetings (31%, 20%, and 21% respectively).

Figure 9. Percentage of respondents aware of Assembly meetings organized by their municipality in the last 12 months, by municipality.



As illustrated in Figure 10, on average across Kosovo, survey respondents are relatively mixed in terms of their perceptions of how well informed they are about their municipality's work. Approximately 6% think that they are very informed and 43% somewhat informed, while 28% feel that they are not so informed and 20% think that they are not informed at all about the work of their municipality (see Table A19 in Annex 1).

Figure 10. Respondents' perception of how well informed they are on the work of their municipality



A follow up question within the 2012 survey asked the respondents whether they feel that representatives of their municipality take into account their opinions and considerations while deciding on issues concerning the municipality. On average across Kosovo, 50% of respondents perceive that their municipal representatives take their opinions into consideration to some extent, 6% perceive that the municipal authorities pay special attention to their residents' opinions and considerations, and 38% perceive that the municipal authorities take no consideration of their opinions and concerns (see Table A20 in Annex 1).

High priority problems facing municipalities

Across Kosovo, unemployment is perceived as the most pressing problem for Kosovans. Asked about the most important problem facing their municipality, 58% of respondents selected unemployment, 7% selected poor electricity supply, 6% selected poor water supply, and 5% selected poverty and poor standards of living. As shown in the 2012 data in Table 6, these problems are followed by the lack of economic growth, poor road infrastructure, and corruption (each with 4% of respondents respectively selecting them as the most important problem).

As illustrated in Table 6 with compares 2012 data with the 2009 KMS, the number of Kosovans who believe that unemployment is the biggest problem in their municipality has increased. Lack of economic growth on the other hand, which was perceived to be the second biggest problem in 2009, is currently ranked as the fourth biggest problem.

Table 6. Perceptions of most pressing problems faced by municipalities, (2009-2012)

	2009	2012
Unemployment	43.6	57.7%
Poor electricity supply	6.5	7.0%
Poor water supply	.6	6.4%
Poverty/Low standard of living	6.6	5.4%
Road infrastructure	2.3	4.4%
Lack of economic growth	21.7	4.3%
Corruption	7.0	3.9%
Environmental pollution	1.4	2.1%
Crime	2.5	.9%
Lack of general or personal security	2.0	.8%
Limited freedom of movement	2.7	.4%
Poor heating supply	.1	.2%
Inter-ethnic relations	.7	.1%

* The following options: lack of investments in agriculture, lack of a school, tax administration system, traffic/taxi drivers, poor lighting, property/privatization issues, illegal construction, territorial reconfiguration/new municipal boundaries, stray dogs, coffee shops close to schools, and lack of cultural events are not included in the table because each of them was reported as a problem by less than 0.1% of respondents.

Despite the fact that unemployment is perceived as the biggest problem at municipal level (as highlighted in Table 6), when respondents were asked where they would invest the municipal funds if they could choose – as illustrated in Table 7, healthcare was selected as the first priority by 45% of the respondents, followed by water supply (11% of respondents), and education (9% of respondents). On the other hand, the spending of municipal funds on boosting employment by supporting the opening of new workplaces and the economy were only selected by a total of 2% of respondents as their first choice priority area to invest municipal funds. This mismatch between the issues which respondents perceive as the most pressing problems facing their municipality and the areas where they would choose to prioritise municipal spending imply that Kosovans are likely to consider economic development and employment policies to be the responsibility of institutions other than the local government.

Table 7. Perceptions of priority areas for the investment of municipal funds

	First choice	Second choice
Healthcare	45.2%	17.8%
Water supply	10.9%	9.4%
Education	9.1%	19.1%
Social protection benefits (pensions and social assistance)	7.5%	13.4%
Social housing	6.4%	11.1%
Sewage and sanitation	4.5%	6.1%
Solid waste collection	4.0%	4.5%
Road maintenance	3.3%	5.6%
Environmental protection	2.9%	6.4%
Don't know	2.6%	3.7%
Opening/creating new working places	1.0%	0%
Other	.7%	2.8%
Agriculture	.7%	0%
Economy	.5%	0%
Electricity (buy more, improve)	.3%	0%
Refuse to answer	.2%	.2%
Infrastructure	.1%	0%
Building new kindergartens	0.0%	0%
Building new schools	0.0%	0%
Total	100.0%	100.0%

Well-being of Kosovar households

Financial situation and outlook of Kosovar households

In order to gain information on the socio-economic situation of Kosovans, one question within the KMS 2012 survey asked respondents to evaluate their perceptions of their current and future financial status respectively.⁴ As illustrated in Table 8, in 2012 the average index of current financial status of families in Kosovo is -0.059, indicating that a significant number of respondents regard their current financial situation as negative. Comparing in Table 8 the 2012 results with those from previous surveys, a number of trends can be observed. Fewer families are satisfied with their current financial status compared to 2009, but the present satisfaction level is higher than in 2003 or 2006.

When the current financial situation of households was analysed across the different municipalities in Table 8, the results indicated that in 2012 residents of only 9 municipalities consider their current financial situation as positive. This is a sharp decline compared to 2009 results when residents of 21 municipalities (out of a total of 33 municipalities surveyed in the 2009 KMS) had a positive average evaluation of their current financial situation.

In comparison to this trend which reveals a decrease in the positivity of respondents' perceptions of their current financial situations between 2009 and 2012, the 2012 data reveal that, similarly to 2003, more families are optimistic about their future financial situation compared to 2009 and 2006. KMS 2012 data show that families in 30 municipalities have optimistic expectations about their future financial situation, a figure that is significantly higher than the 21 municipalities with the same perception in 2009.

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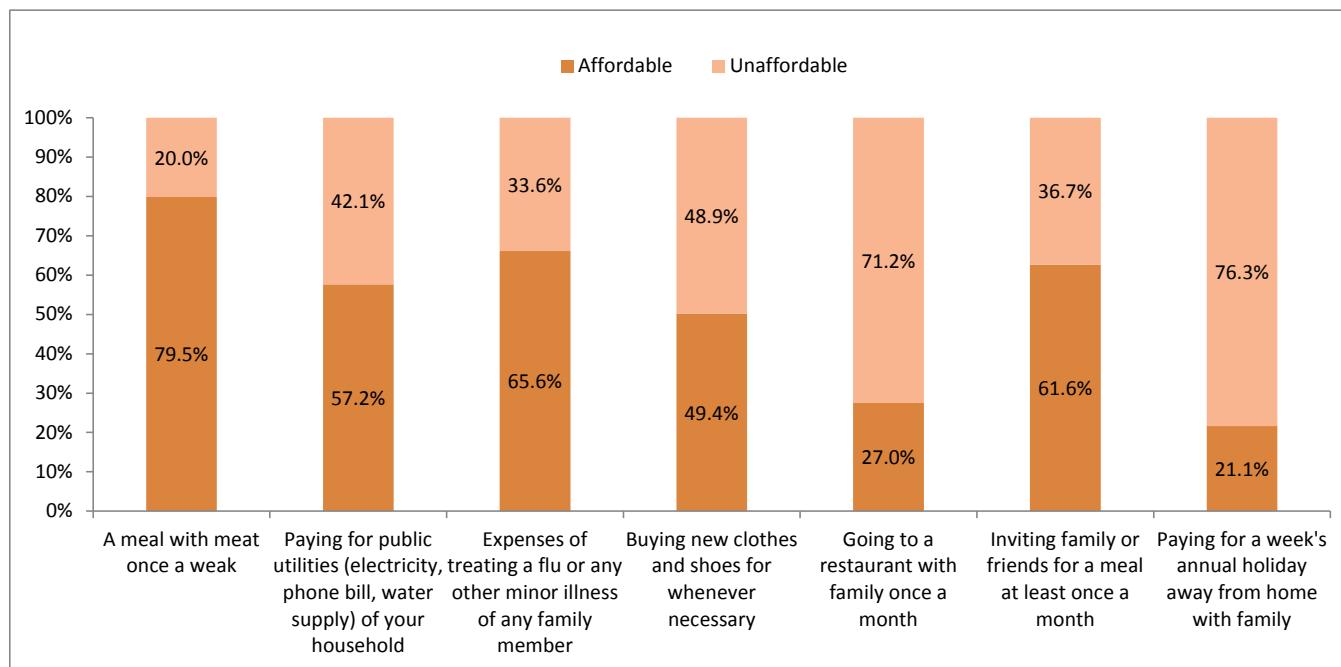
Index of current and future financial status - in the range from (-1) "has worsened/will worsen" to (+1) "has improved/will improve". Value (0) signifies no change.

Table 8. Households' evaluation of their present and future financial situation, by municipality

	Current situation				Future Situation			
	2003	2006	2009	2012	2003	2006	2009	2012
Dečan/Dečane	0.03	-0.24	0.44	-0.14	0.58	0.45	0.63	0.40
Dragash/Dragaš	-0.32	-0.19	-0.30	-0.29	0.24	0.29	0.23	0.29
Ferizaj/Uroševac	-0.24	-0.25	0.34	0.09	0.44	0.47	0.43	0.50
Fushë Kosovë/Kosovo Polje	-0.05	-0.10	-0.82	0.15	0.48	0.48	-0.78	0.61
Gjakovë/Dakovica	-0.08	-0.39	-0.10	-0.25	0.37	0.37	0.30	0.08
Gjilan/Gnjilane	-0.28	-0.26	-0.35	-0.11	0.05	0.31	-0.15	-0.19
Glogovc/Glogovac	-0.23	-0.06	0.33	0.04	0.37	0.47	0.76	0.49
Gračanica/Gračanica	NA	NA	NA	-0.47	NA	NA	NA	-0.43
Hani i Elezit/Đeneral Janković	NA	NA	0.20	-0.20	NA	NA	0.61	0.25
Istog/Istok	-0.10	0.10	0.26	-0.17	0.32	0.42	-0.02	0.43
Junik	NA	NA	-0.08	0.01	NA	NA	0.23	0.58
Kaçanik/Kačanik	-0.16	-0.16	0.32	-0.14	0.61	0.43	0.31	0.23
Kamenicë/Kamenica	-0.21	-0.25	0.35	-0.02	0.20	0.15	0.28	0.09
Klinë/Kina	-0.13	-0.23	0.36	-0.02	0.15	0.39	0.13	0.33
Klllokot/Klokot	NA	NA	NA	-0.10	NA	NA	NA	-0.29
Leposaviq/Leposavić	-0.26	-0.33	0.19	-0.28	-0.02	-0.17	0.28	-0.16
Lipjan/Lipljan	-0.19	-0.15	0.41	-0.01	0.43	0.15	0.42	0.57
Malishevë/Mališevo	-0.16	0.09	0.27	0.28	0.10	0.40	0.53	0.60
Mamushë/Mamuša	NA	NA	0.21	-0.59	NA	NA	0.19	0.35
Mitrovicë/Mitrovica	-0.27	-0.32	-0.04	0.06	0.53	0.23	0.03	0.44
Novobërdë/Novo Brdo	-0.34	-0.40	-0.20	-0.11	-0.03	-0.24	0.19	0.11
Obiliq/Obilić	-0.10	-0.11	0.19	-0.22	0.46	0.42	0.28	0.34
Partesh/Parteš	NA	NA	NA	-0.10	NA	NA	NA	0.02
Pejë/Peć	-0.23	-0.26	0.33	-0.12	0.66	0.54	0.35	0.54
Podujevë/Podujevo	-0.26	-0.22	-0.16	0.14	0.44	0.29	0.06	0.59
Prishtinë/Priština	-0.23	-0.21	0.16	-0.02	0.25	0.13	0.54	0.43
Prizren	-0.31	-0.30	0.08	-0.18	0.28	0.40	0.47	0.41
Rahovec/Orahovac	-0.20	-0.23	-0.06	-0.14	0.16	0.03	0.34	0.31
Ranillug/Ranilug	NA	NA	NA	-0.25	NA	NA	NA	-0.33
Shtërpce/Štrpcë	0.16	-0.12	-0.52	-0.13	0.37	0.13	-0.57	-0.04
Shtime/Štimlje	-0.21	-0.24	0.05	-0.08	0.32	0.44	0.81	0.41
Skënderaj/Srbica	-0.09	0.05	0.70	0.25	0.31	0.43	0.86	0.67
Suharekë/Suva Reka	-0.04	-0.04	0.18	-0.03	0.67	0.67	0.26	0.49
Viti/Vitina	-0.06	-0.16	0.11	0.02	0.34	0.18	0.33	0.01
Vushtrri/Vučitrn	-0.11	-0.22	0.26	0.08	0.46	0.44	0.51	0.66
Zubin Potok	-0.18	-0.30	-0.19	-0.37	0.04	-0.14	-0.13	0.02
Zveçan/Zvečan	-0.28	-0.34	-0.46	-0.20	0.12	-0.12	-0.46	-0.08
Kosovo	-0.19	-0.19	0.10	-0.06	0.35	0.32	0.29	0.35

* Min= -1 (negative evaluation); Max=1 (positive evaluation)

In order to measure the economic well-being of households in further detail, a number of proxy indicators were also included in the KMS 2012 survey questionnaire. Respondents were asked to identify whether they can afford a number of basic products, services, and activities. According to the data presented graphically in Figure 11, the majority of households (80%) in Kosovo do not have any problem having a meal with meat once a week. This is followed by 66% of families who reported that they can afford the expense of treating flu or any other minor illness of any family member, and approximately 62% who stated that they would not have any problems affording to invite friends or family for a meal at least once a month. Fifty-seven percent of households reported that they can afford to pay public utilities such as electricity, water, and telephone without any problems. In comparison to these activities which the majority of Kosovan households reported they could afford, the majority of Kosovan households (76%) reported that they cannot afford a week of annual holiday away from home with their family. Similarly, only 27% of households reported that they can afford to go out to a restaurant with their family once a month, and less than half (49%) of respondents reported that they can afford to buy clothes and shoes whenever necessary.

Figure 11. Proxy measures of households' economic well-being

In terms of proxy measures of poverty in Kosovo, being unable to afford a meal with meat once a week and not being able to pay for the expenses of treating flu or any other minor illness are both good indicators of socio-economic exclusion. As illustrated in Figure 11, KMS 2012 data show that 20% of Kosovo families cannot afford a meal with meat once a week and approximately 34% of families are unable to cover the expenses of treating flu or any other minor illness.

In terms of municipalities, the highest proportion of respondents who reported that they cannot afford a meal with meat once a week was recorded for Obiliq/Obilić (41% of households), followed by Istog/Istok (37% of households), and Lipjan/Lipljan (36% of households). The proportion of households that cannot afford to pay for the expense of treating flu or another minor illness is the highest in Dečan/Dečani (62% of respondents), followed by Lipjan/Lipljan (55%), and Rahovec/Orahovac (slightly less than 55%) (see Table A21 in Annex 1).

Possessions of Kosovan households

As illustrated in Table 9, in general, ownership of household possessions in Kosovo has steadily increased over the past 9 years. This positive trend has been observed for nearly all household appliances. Presently, almost all the households in Kosovo own a TV, a washing machine, and a refrigerator (99%, 95% and 96% of survey respondents respectively).

Similar trends have been observed for car ownership which has increased from 59% in 2009 to 64% in 2012, as well as ownership of tractors which has increased from 23% of respondents to 24% during the same time period. The highest increase has been observed for mobile phone ownership, which has increased from 54% in 2003 to 94% in 2012. It is important to note that both ownership of computers and connection to the Internet have continued to increase significantly. Currently, 69% of households in Kosovo own a computer and around 62% are connected to the Internet.

On the other hand, ownership of appliances such as satellite antenna, landline telephones, power generators, and air conditioners has decreased. The decrease in the number of households that possess satellite antenna and landline telephones is likely to be explained by technological advancement as landline phones are replaced by mobile devices and satellite antennas by cable networks. Similarly, the decrease in the share of households with electricity generators may indicate a more stable electricity supply reducing the perceived need for such a device.

Table 9. Trends in household possessions (2003-2012)

Declared Household Possessions	2003	2006	2009	2012	Trend
Radio	87%	90%	91%		
TV	96%	98%	98%	99%	+
DVD player	58%	61%	63%	67%	+
Satellite antenna	67%	63%	64%	39%	-
Washing machine	77%	88%	94%	95%	+
Refrigerator	85%	91%	94%	96%	+
Computer	12%	28%	59%	69%	+
Internet	2%	9%	45%	62%	+
Camera	31%	42%	45%	38%	-
Mobile phone	55%	84%	82%	94%	+
Fixed phone line	36%	38%	40%	25%	-
Car	57%	63%	59%	64%	+
Tractor	23%	23%	23%	24%	+
Power supply generator	14%	34%	30%	22%	-
Air conditioner	NA	NA	12%	5%	-

* The Trend column compares between 2009 and 2012 data

Employment, land ownership, and entrepreneurship

Employment

Unemployment continues to be pervasive in Kosovo. According to the KMS 2012 data, an average of 47% of adults aged between 18 and 64 are unemployed. When disaggregated by gender, this rate is significantly higher for women (59%), compared to men (43%). Notable differences are also observed when disaggregating the data by ethnicity and area of residence. When considering the detailed breakdown of Kosovan labour market indicators presented in Table 10, according to KMS 2012 data, the unemployment rate is the highest (54%) among members of ethnicities other than Kosovo Albanians and Kosovo Serbs. In comparison, the unemployment rate among Kosovo Albanians is 48% and 37% among the Kosovo Serb population. Similarly, when considering the breakdown across rural and urban areas, the unemployment rate is significantly lower in urban areas (40%), compared to rural areas (53%).

Table 10. Labour market indicators, broken down by demographic groups.

	All respondents	K-Albanians	K-Serbs	K-other ethnicities	Men	Women	Rural	Urban
Employed	28.7%	28.3%	42.8%	20.8%	41.2%	11.1%	22.3%	31.7%
Unemployed (looking for work)	25.6%	25.7%	25.4%	24.7%	30.5%	15.9%	25.0%	20.7%
Unemployed (not looking for work)	7.4%	7.6%	4.3%	8.2%	4.6%	9.2%	7.7%	5.8%
Other (students, housewives, pensioners, disabled)	38.3%	38.5%	27.5%	46.3%	23.6%	63.8%	45.1%	41.9%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	All respondents	K-Albanians	K-Serbs	K-other ethnicities	Men	Women	Rural	Urban
Labour Force	54.0%	54.0%	68.2%	45.5%	71.8%	27.0%	47.2%	52.4%
Unemployment Rate	47.1%	47.5%	37.3%	54.2%	42.5%	58.8%	52.9%	39.5%

Business ownership

KMS 2012 data show that 14% of families in Kosovo reported to own a private business, a figure that is lower than the level reported in 2009 (where 19% of respondents reported that they owned a private business) and similar to the level of 2006 (15% of respondents)⁵ (see Table A22 in Annex 1).

When disaggregated by municipality, the data reveal that the share of households that own a private business is even lower than the Kosovo average in some municipalities. For instance, in Graçanica/Gračanica, Junik, Zubin Potok, and Novobërdë/Novo Brdo, the percentage of respondents that own a business ranges between 2 and 7%. In contrast, the residents of Klinë/Klina, Mamushë/Mamuša, Zveçan/Zvečan, Kllokot/Klokot, Rahovec/Orahovac, and Mitrovicë/Mitrovica are more likely to be self-employed compared to other municipalities, reporting the highest proportion of respondents who own their own business (with 22%, 19%, 20%, 18%, 18% and 18% respectively) (see Table A22 in the Annex for further detail).

Interestingly, municipalities known for their tradition of small businesses ownership show a decline in business ownership

⁵ See Kosovo Mosaic 2009: <http://www.kosovo.undp.org/repository/docs/english%20green.pdf>

in the data from the KMS 2012 survey compared to 2009. In 2012, only 16% of respondents in Prizren, 15% of respondents in Gjakovë/Djakovica, and 12% of respondents in Pejë/Peć reported to own a business (see Table A22 in Annex 1).

Land ownership and farming

Another factor that commonly influences household income and therefore economic well-being is possession of productive farmland. Although farming has been a tradition in rural and semi-rural areas of Kosovo, it has seen significant levels of abandonment during the last decade. High costs and poor availability of agricultural machines, seeds, and fertilizers, as well as lack of financing opportunities, are few of the many impediments to agricultural development.

Land ownership by individual households is widespread in Kosovo. KMS 2012 data show that only 29% of households declared that they do not own any land. Approximately 43% of households reported that they own less than one hectare of land; 18% between 1 and 3 hectares; and 6% of households that they own more than 3 hectares of land. Therefore, it is clear that, whilst the majority of households in Kosovo own land, a large majority of these households own relatively small plots of land. When disaggregated by municipality, KMS 2012 data show that a considerably lower share of residents in Gjilan/Gnjilane, Mitrovicë/Mitrovica, Prizren, and Prishtinë/Priština, own land compared to other municipalities. Specifically, 68% of residents of Gjilan/Gnjilane do not possess land, followed by 63% of residents of Mitrovicë/Mitrovica, 54% of residents of Prizren, and 52% of residents of Prishtinë/Priština (see Table A22 in Annex 1).

Determinants of satisfaction with local authorities

In order to determine factors that influence the satisfaction levels with local authorities, the average satisfaction level with local authorities was calculated using satisfaction levels with local Mayors, Municipal Assemblies, and Municipal Administrations. A correlation analysis of satisfaction with local authorities with the following factors was conducted: gender, trust in the capacity or competence of the local authorities to solve problems in the municipality; frequency of visits to municipal government offices and healthcare institutions; distance of the households to basic services (e.g. doctor, schools, post office); access to safe drinking water; satisfaction level with all the public services included in the survey; problems with accessing healthcare; awareness and knowledge of the respondents on the local government and its activities; respondents' participation in local government activities during the last year; and respondents' region of residence.

The results, presented on Table A23 in Annex 1 show that:

There is no statistically significant correlation between gender and satisfaction level with local authorities;

There is a positive and statistically significant correlation between satisfaction with local authorities and trust in the local authorities to solve problems in the municipality. In other words, the higher the trust in local authorities' competence to solve problems in the municipality, the higher the satisfaction level with local authorities;

Satisfaction with public services including: healthcare and different levels of education; cleanliness of the neighbourhoods and cities; supply of utilities; municipality operations (including tenders, procurement, recruitment of municipal staff); public transportation; Centres for Social Work; cultural, youth and sports activities, and many more, is positively correlated with satisfaction with local authorities. In other words, the higher the satisfaction level with each of these services, the higher the satisfaction level with local authorities;

Out of all public services which are positively correlated with satisfaction with local authorities, the highest correlation was recorded for satisfaction with municipality operations, public procurement, tenders, recruitment of municipal staff, and management of municipal funds;

In contrast, the lowest positive correlation was recorded for satisfaction with hospitals and family medical centres;

Being informed about the municipality and its activities as well as participating in these activities is positively correlated with satisfaction level with local authorities;

There is a statistically significant negative correlation between satisfaction with local authorities and frequency of visits to healthcare institutions and municipal and local offices. That is, the higher the frequency of interaction with these institutions, the lower the satisfaction with the work of the local authorities;

Distance from “basic” services such as doctor, hospital, pharmacy, kindergarten, primary school, secondary school, sports centre, theatre, library, cinema, bank, and post office is negatively correlated with the level of satisfaction with local authorities. In other words, the greater the distance (on average) of households from basic services, the lower the satisfaction level with local authorities;

Of all the basic services analysed, the highest negative correlation was recorded for obstacles in accessing healthcare: distance, time to get an appointment, and waiting time to be seen by a doctor.

There was also a high negative correlation between satisfaction with local authorities and poor quality of drinking water from the public water provider. Specifically, satisfaction with local authorities is lower for households with higher reported incidence of problems in the quality of drinking water.

Finally, the correlation between satisfaction with local authorities and region of residence shows the following results:

Compared to all the other regions, residing in Prizren, Gjakovë/Đakovica, Pejë/Peć or Ferizaj/Uroševac regions is positively correlated with satisfaction with local authorities. Specifically, residents of these regions are more likely to be satisfied with the work of their municipality as compared to others; and

Residing in Prishtinë/Priština, Mitrovicë/Mitrovica, or Gjilan/Gnjilane regions, compared to all the other regions is negatively correlated with satisfaction with local authorities. Specifically, residents of these regions are likely to be less satisfied with the work of their local authorities as compared to others.

Having considered the results of the 2012 KMS as they apply to the whole of Kosovo, considered the trends in peoples’ level of satisfaction which have been seen over the previous KMS surveys, and analysed some of the socio-economic and regional factors which influence these, the rest of the report will focus on a more detailed examination of the situation in each of Kosovo’s 37 municipalities.

The situation in each of these municipalities is different – for example, some of the municipalities are predominantly urban, whilst some are rural, some are more reliant on industries such as mining, others are more reliant on subsistence farming, and the relative mix of Kosovo’s different ethnic groups is highly varied across the different municipalities. For all of these reasons, each municipality warrants individual consideration in further detail, and this will be conducted in the chapters which follow – one for each of Kosovo’s 37 municipalities:

Deçan/Dečane	Kamenicë/Kamenica	Podujevë/Podujevo
Dragash/Dragaš	Klinë/Klina	Prishtinë/Priština
Ferizaj/Uroševac	Kllokot/Klokot	Prizren
Fushë Kosovë/Kosovo Polje	Leposaviq/Leposavić	Rahovec/Orahovac
Gjakovë/Đakovica	Lipjan/Lipljan	Ranillug/Ranilug
Gjilan/Gnjilane	Malishevë/Mališevo	Shtërpce/Štrpcë
Glllogovc/Glogovac	Mamushë/Mamuša	Shtime/Štimlje
Graçanica/Gračanica	Mitrovicë/Mitrovica	Skënderaj/Srbica
Hani i Elezit/Đeneral Janković	Novobërdë/Novo Brdo	Suharekë/Suva Reka
Istog/Istok	Obiliq/Obilić	Viti/Vitina
Junik	Partesh/Parteš	Vushtri/Vučitrn
Kaçanik/Kačanik	Pejë/Peć	Zubin Potok
		Zveçan/Zvečan

Deçan/Dečane Municipality Analysis

Brief overview of the municipality

The municipality of Deçan/Dečane is located in western Kosovo, within the Pejë/Peć region. It covers an area of 180 km² and includes the town of Deçan/Dečane and 36 villages.¹ Deçan/Dečane has a population of 40,019 inhabitants and a total number of 6,262 conventional dwellings.²

The adult residents (aged 18 or older) of Deçan/Dečane have a similar level of educational attainment to Kosovo's average. Four percent have no formal education, 8% have not completed primary education, 30% have completed primary education, 47% have completed secondary school, 4% have completed vocational education, and 8% have a university degree (see Table B1 in Annex 2). Adult women residing in Deçan/Dečane have a lower level of educational attainment than men, with 7% of women (compared to 1% of men) having no formal education. In terms of the highest level of education attained, 41% of women compared to 18% of men have completed primary education, 33% compared to 63% of men have completed secondary school, and 5% compared to 11% of men have a university degree (see Table B2 in Annex 2).

The percentage of adults (aged 18-64) in Deçan/Dečane who are employed (18%) is lower than Kosovo's average of 29%. The percentage of the adult population who are unemployed in the municipality is 37%, and the share of those who are outside the labour market as they are either unemployed and not looking for work, or are studying, disabled, housewives, or have retired is equal to Kosovo's average of 45% (see Table B3 in Annex 2). The percentage of adult women outside the labour market is drastically high (78%) compared to men (23%). A very low share of women in Deçan/Dečane (6%) is employed compared to 27% of their male counterparts and Kosovo's average percentage of women who are employed of 12% (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, *unemployment* is considered to be the biggest problem in Deçan/Dečane by 58% of its residents. *Lack of economic growth and poverty and low standards of living* are also perceived as significant problems with 11% and 9% of the municipality's respondents respectively ranking these issues as the biggest problem facing the municipality (see Table B5 in Annex 2).

The satisfaction level of Deçan/Dečane's residents with local authorities is slightly higher than Kosovo's average. While their satisfaction level is lower than Kosovo's average for all other public goods and services considered in the KMS 2012 survey, the residents of this municipality are slightly more satisfied with the Kosovo Police than the cross Kosovo average and have an average satisfaction level for cemetery maintenance within the municipality.

The residents of Deçan/Dečane are mostly satisfied with Kosovo Police (SI 54), phone and postal services (SI 23), and access to and quality of education in preschools, primary schools, and secondary schools (SI 20).

The lowest satisfaction levels in the municipality were recorded for electricity supply (SI -55), supply of medicines and medical supplies in hospitals and family medical centres (SI -52), and urban and rural planning (SI -46).

Water and sanitation

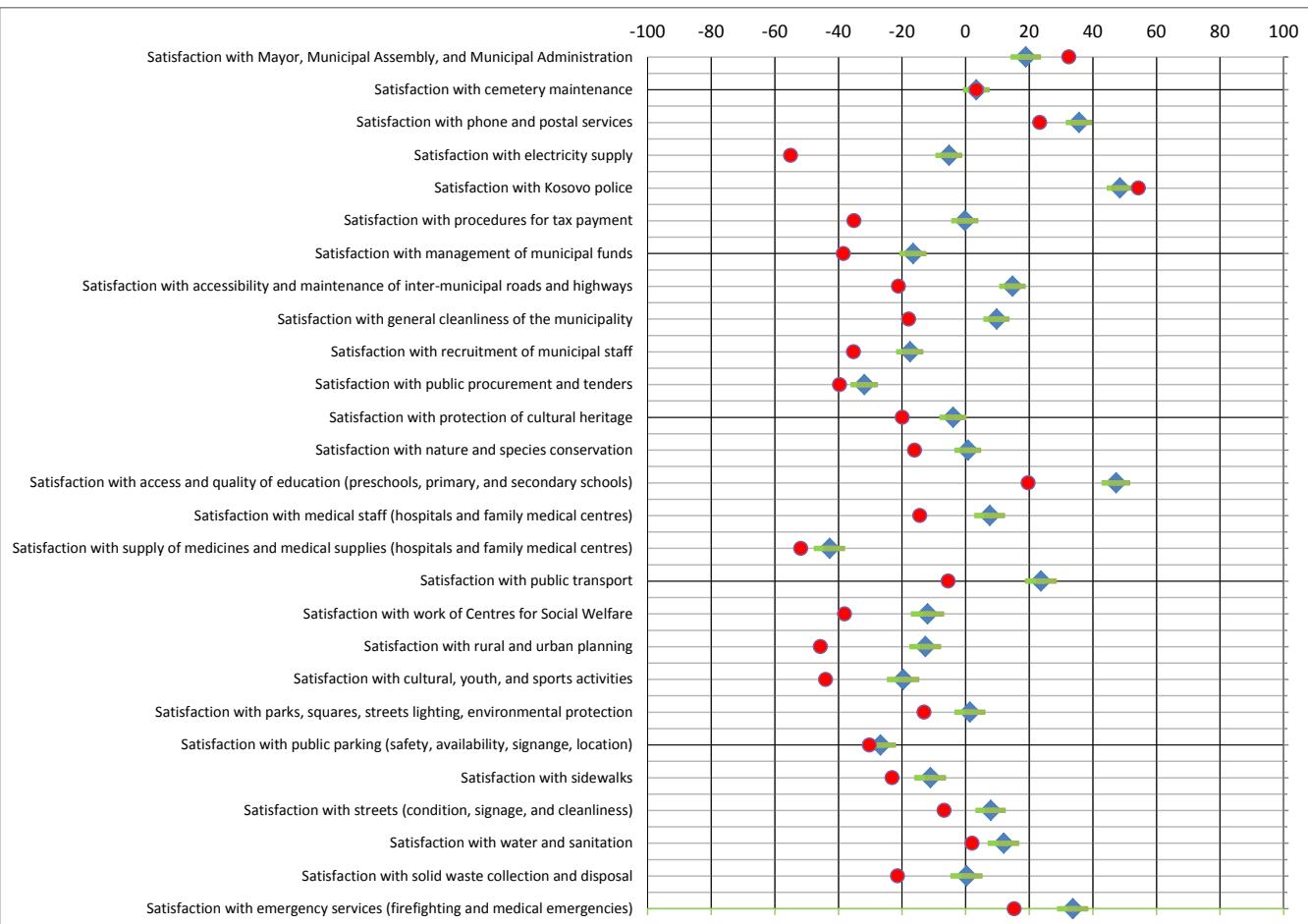
Around 67% of the households in Deçan/Dečane are connected to the public water provider – with water piped into their dwelling or compound – compared to Kosovo's average of 60% of households. The majority of the remaining households have access to safe drinking water through protected wells (17% of total households), protected springs (14%), and public taps (1%). Overall, only 2% of Deçan/Dečane's households (compared to Kosovo's average of 9%) have no access to safe drinking water – their only access to drinking water being through tube wells or boreholes (1% of all households) and unprotected springs (1% of all households) (see Table A1 in Annex 1).

KMS 2012 data show that water supply is less of a problem in the municipality Deçan/Dečane compared to the rest of Kosovo. A very high share (80%) of the households connected to the public provider reported that they have unrestricted water supply compared to Kosovo's average of 42%. 5% reported to experience water shortages between 1 and 4 hours a day, 7% between 5 and 10 hours a day, and 4% reported to experience cut-offs for longer than 11 hours a day (see Table A2 in Annex 1).

The quality of drinking water in Deçan/Dečane is also reported to be higher compared to Kosovo's average. Of

¹ OSCE Kosovo. Deçan/Dečane Municipal Profile: <http://www.osce.org/kosovo/13110>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks.gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M1 Satisfaction Indices with local authorities and public goods and services, Deçan/Dečane and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

the households in the municipality connected to the public water provider, only 13% claimed that their tap water is unclear, 10% that its pressure is too low for household utilization, and none reported that their tap water has a bad taste or a bad odour (see Table A3 in Annex 1).

The majority (80%) of Deçan/Dečane's households are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). However, this is in stark contrast to the situation for sewage and satisfaction where satisfaction levels are drastically low and only 23% of households reported that they are satisfied with sewage and sanitation in the municipality (see Table A5 in Annex 1).

Healthcare services

With regard to geographic proximity to healthcare services, the residents of Deçan/Dečane are slightly further away from the nearest doctor and pharmacy than the Kosovo average, but slightly closer than average to the nearest hospital. The nearest doctor is reachable within an average of 22 minutes of walking or by public transport (compared to Kosovo's average of 19 minutes), the nearest hospital within 34 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 23 minutes (compared to Kosovo's average of 21 minutes) (see Table B6 in Annex 2).

The overwhelming majority of residents of Deçan/Dečane (96%) identified the cost of buying medicines as a big or very big problem in accessing healthcare (compared to a Kosovo average of 85%). The cost of seeing the doctor was also identified as a problem by 84% of respondents, a significantly higher proportion than the Kosovo average of 58%. A higher share of Deçan/Dečane's residents compared to Kosovo's average also reported that the last time they needed to see a doctor, distance to the healthcare provider and time it took to get an appointment made it difficult to do so (37% of respondents), while waiting time to be seen by the doctor on the appointment day hindered access to healthcare services for 55% of them (see Table B7 in Annex 2).

The residents of Deçan/Dečane are less satisfied with all components of healthcare provision compared to Kosovo's average. As for the rest of Kosovo, supply of medicines and medical supplies in both hospitals and family medical centres is considered satisfactory by a relatively low percentage of Deçan/Dečane's residents, 24% and

19%, respectively. However, equal treatment of patients in both of these institutions seems to be less satisfactory in Deçan/Dečane than the average perception across Kosovo. Only 25% of the municipality's respondents (compared to Kosovo's average of 41%) are satisfied with the equality of treatment of patients in hospitals, whereas 26% (compared to Kosovo's average of 52%) are satisfied with the equality of treatment of patients in family medical centres (see Table B8 in Annex 2).

Education

KMS 2012 data reveal that the residents of Deçan/Dečane have similar access (in terms of geographical proximity) to all levels of schooling when compared to Kosovo's average. The nearest preschool can be reached within an average of 19 minutes of walking or by public transport (compared to Kosovo's average of 20 minutes), the closest primary school within an average of 15 minutes (compared to Kosovo's average of 14 minutes), and the closest secondary school within 26 minutes (compared to Kosovo's average of 25 minutes) (see Table B9 in Annex 2).

Despite similar access to all levels of schooling to the Kosovo average, the residents of Deçan/Dečane are significantly less satisfied with both access to and quality of education in preschools, primary schools, and secondary schools compared to Kosovo's average. Perception data from KMS 2012 reveal that primary education within the municipality is more satisfactory than that for preschools and secondary schools. 55% of Deçan/Dečane's residents (compared to 78% of Kosovans on average) are satisfied with access to primary education, while 53% (compared to 75% of Kosovans on average) are satisfied with quality of education in the municipality's primary schools. Similarly to the situation for primary schools, a significantly lower proportion of the residents of Deçan/Dečane (44%) are satisfied with quality of education in preschools compared to 69% of Kosovans on average (see Table A6 in Annex 1).

Environmental protection

KMS 2012 data show that even though environmental pollution is not perceived as a major problem in the municipality of Deçan/Dečane compared to Kosovo's average, few residents are satisfied with the protection of the environment within the municipality. Approximately 30% of respondents within the municipality consider their town to be dirty or very dirty, and 29% regard their neighbourhood as such (see Table A8 in Annex 1). Air quality is perceived to be a problem by 5% of respondents within the municipality and loud noise by 12% (see Table A10 in Annex 1).

A very low share of Deçan/Dečane's residents (33%) think that the general cleanliness of their municipality is satisfactory compared to 58% of Kosovans on average. Similarly, within the municipality, lower percentages of respondents than the cross Kosovo averages are satisfied or very satisfied with: environmental protection (39% compared to 48%), nature and species conservation (36% compared to 49%), the availability of parks and squares (39% compared to 56%), the usability of parks and squares (36% compared to 54%), and solid waste collection services (34% compared to 45%) (see Table A7 in Annex 1).

Performance of the Public Administration

Five percent of the residents of Deçan/Dečane reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit etc.) or a service. A slightly lower proportion than Kosovo's average, 78% compared to 82%, reported that their request was fulfilled (see Table A16 in Annex 1).

Similar to the rest of Kosovo, the institutions issuing building permits and business licenses within the municipality are considered efficient by relatively low percentages, 23% and 19% respectively, of Deçan/Dečane's residents. The issuance of vehicle registration documents, driver's licenses, and marriage, birth, and death certificates are considered efficient by a lower proportion (59%, 62%, and 67% respectively) of Deçan/Dečane's residents compared to the average across Kosovo. Similarly, a notably low share of the municipality's residents (37% compared to Kosovo's average of 50%) considers the institutions issuing Social Assistance cards as efficient or very efficient. However, in contrast to these institutions where perceived efficiency is lower within the Deçan/Dečane municipality than the Kosovo average, a higher proportion of respondents (compared to Kosovo's average) are positive about the efficiency of the institutions issuing ID cards (95%) and passports (80%) within the municipality (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that the proportion of respondents in the Deçan/Dečane municipality who are satisfied with the work of their Mayor (86% compared to the Kosovo average of 69%) and Municipal Assembly (66% compared to a Kosovo average of 63%) is higher than Kosovo's average, while the proportion who are satisfied with the Municipal Administration (59% compared to an average of 64%) is lower (see Sheet B10 in Annex 2).

A relatively high proportion (71%) of Deçan/Dečane's residents believes that their local authorities have the capacity to solve the problems in their municipality (compared to a Kosovo wide average of approximately 65%). The share of those who believe that only the central government can solve these problems (14%) is almost equal to Kosovo's average of 15% (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the percentage of households of Deçan/Dečane that cannot afford basic goods and services is higher than Kosovo's average, indicating that households within the municipality have a poorer standard of living. Thirty-two percent compared to Kosovo's average of 20% cannot afford a meal with meat once per week, 62% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 62% cannot afford to cover expenses of treating flu or another minor illness compared to Kosovo's average of 34%, 65% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 60% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal once a month, 80% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, and 85% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year (see Table A21 in Annex 1).

More than 96% of households in Deçan/Dečane own a refrigerator and a washing machine, while 94% own a mobile phone. The shares of those who have a computer (65%) and are connected to the Internet (61%) are lower than Kosovo's averages of 70% and 62%, respectively. The percentage of Deçan/Dečane's households that own a fixed phone line (21%) and a car (57%) are lower than Kosovo's averages of 25% and 64% respectively. While the share of those that own a generator is the same as Kosovo's average (22%), a higher percentage of Deçan/Dečane's households (27%) owns a tractor compared to Kosovo's average of 24% (see Table B12 in Annex 2).

Only 6% of households residing in Deçan/Dečane declared that they do not possess any land, compared to Kosovo's average of 29%. 67% compared to Kosovo's average of 39% own between 0.5 and 3 hectares of land, while 2% compared to Kosovo's average of 6% own more than 3 hectares of land. The percentage of Deçan/Dečane's households that owns a business is equal to Kosovo's average of 14% (see Table A22 in Annex 1).

Dragash/Dragaš Municipality Analysis

Brief overview of the municipality

The municipality of Dragash/Dragaš is located in southern Kosovo, within Prizren region. It covers an area of 435 km² and includes the town of Dragash/Dragaš and 35 villages.¹ Dragash/Dragaš has a population of 33,997 inhabitants and a total number of 7,137 conventional dwellings.²

The adult residents (aged 18 or older) of Dragash/Dragaš have a lower education attainment compared to Kosovo's average. Three percent have no formal education, 9% have not completed primary education, 44% have completed primary education, 36% have completed secondary education, 3% have completed vocational education, and 6% have completed university (see Table B1 in Annex 2). Adult women residing in this municipality have a significantly lower education attainment compared to men. Four percent of them compared to 1% of men have no formal education. In terms of the highest education level attained, 64% of women compared to 23% of men have completed primary education, only 15% compared to 58% of men have completed secondary education, and 2% of women compared to 10% of men have a university degree (see Table B2 in Annex 2).

The percentage of employed adults (aged 18-64) in Dragash/Dragaš (27%) is slightly lower than Kosovo's average of 29%. While the percentage of unemployed is 17%, the share of those who are outside the labour market (56%) as they are either unemployed and not looking for work (8%), or are studying, disabled, housewives, or have retired is notably higher than Kosovo's average of 45% (see Table B3 in Annex 2). A significantly high percentage of women (90%) compared to men (31%) are outside the labour market. In addition, a very low share of women in Dragash/Dragaš (5%) is employed compared to 45% of their male counterparts and Kosovo's average of 12% of employed women (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Dragash/Dragaš by 60% of its residents. Poor water supply is ranked the biggest problem by 12%, whereas poor road infrastructure by 8% of this municipality's respondents (see Table B5 in Annex 2).

The satisfaction level of Dragash/Dragaš's residents with local authorities is slightly higher than Kosovo's average. While they do not show any common, positive or negative, trend for satisfaction with public goods and services, the residents of this municipality are notably less satisfied with supply of medicines and medical supplies in hospitals and family medical centres, cultural, youth, and sports activities, public parking (safety, availability, signage, location), sidewalks (availability, usability, condition), and public procurement and tenders compared to Kosovo's average.

The residents of Dragash/Dragaš are mostly satisfied with Kosovo Police (SI 73), phone and postal services (SI 56), and access and quality of education in preschools, primary schools, and secondary schools (SI 56).

They are least satisfied with supply of medicines and medical supplies in hospitals and family medical centres (SI -75), public parking (safety, availability, signage, location) (SI -68), and cultural, youth, and sports activities (SI -62).

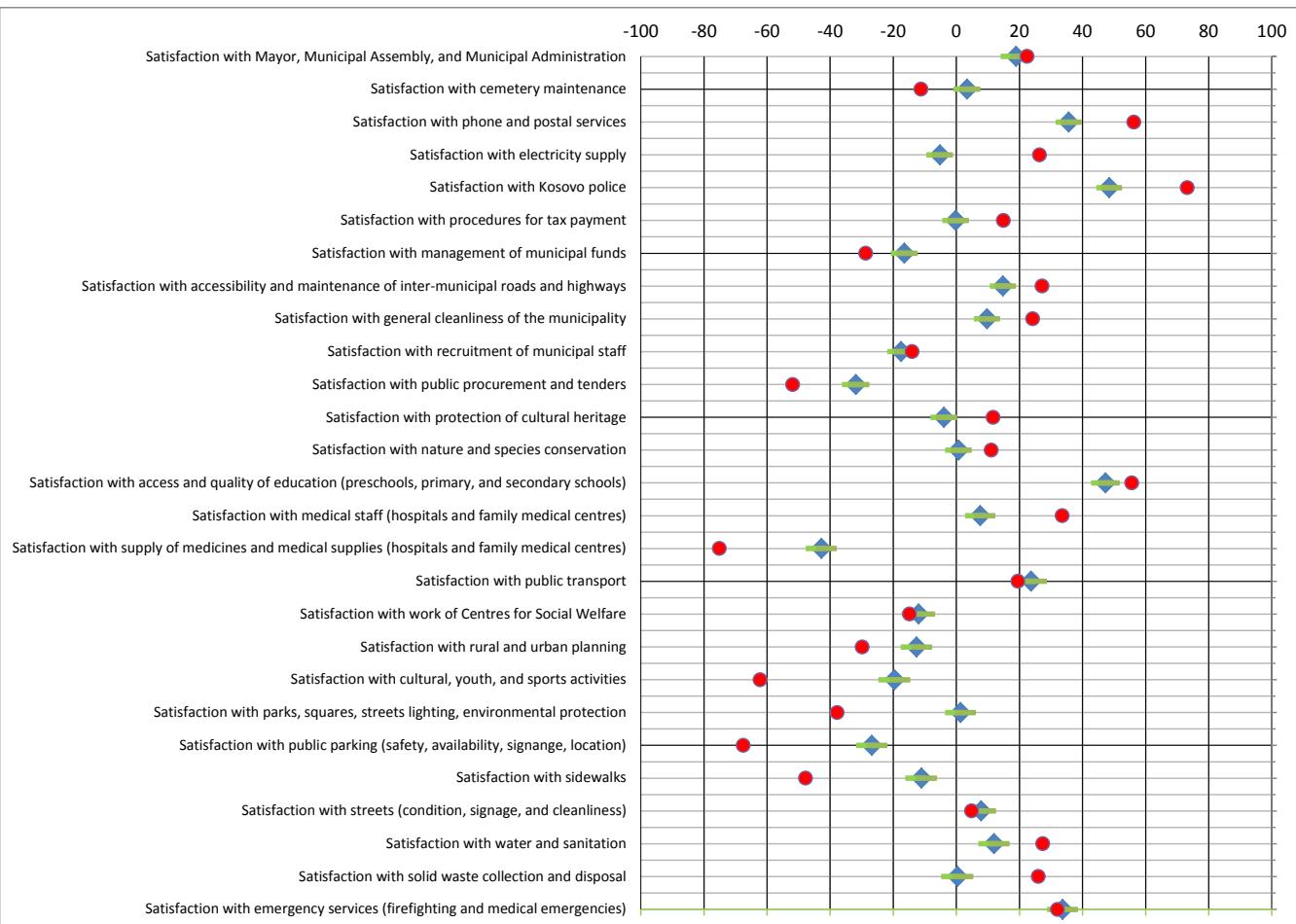
Water and sanitation

Around 42% of households in Dragash/Dragaš are connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. Almost half of them (49%) have access to safe drinking water through protected springs, 3% from public taps, 1% from protected wells, while 1% use bottled water. Six percent of households in Dragash/Dragaš (compared to Kosovo's average of 9%) do not have access to safe drinking water - their only access to drinking water being tube wells or boreholes (1% of all households) and unprotected springs (5% of all households) (see Table A1 in Annex 1).

KMS 2012 data show that water supply is rather problematic in Dragash/Dragaš. Similar to Kosovo's average, 43% of households connected to the public water provider claim that they have unrestricted water supply. Five percent of them report to experience water supply restrictions between 1 and 4 hours a day, 15% have shortages between 5 and 10 hours a day, 29% have water supply cut-offs longer than 11 hours a day, whereas for 7% shortages last longer than 3 hours at a time (see Table A2 in Annex 1).

¹ OSCE Kosovo. Dragash/Dragaš Municipal Profile: <http://www.osce.org/kosovo/13114>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M2 Satisfaction Indices with local authorities and public goods and services, Dragash/Dragaš and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Quality of drinking water in Dragash/Dragaš is poorer than Kosovo's average. Twenty-eight percent of the households connected to the public water provider claimed that their tap water is unclear, 36% that its pressure is too low for household utilization, 10% that it has a bad taste, whereas 13% that it has a bad odour (see Table A3 in Annex 1).

Slightly more than half (53%) of Dragash/Dragaš's are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). A significantly higher share of them, 83%, is satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

The residents of Dragash/Dragaš enjoy a better access to healthcare providers and pharmacies compared to Kosovans overall with regard to geographical proximity. The nearest doctor is reachable within an average of 16 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within 35 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 17 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

The majority of residents of Dragash/Dragaš (93%) identified the cost of buying medicines as a big or very big problem in accessing healthcare. The cost of seeing the doctor was also identified as a problem by slightly more than half (52%) of its residents. While distance to the healthcare provider is an obstacle for accessing healthcare for a higher percentage of Dragash/Dragaš's residents (36%) compared to Kosovo's average (27%), time to get an appointment and waiting time to be seen by the doctor on the appointment day are less problematic. Sixteen percent of Dragash/Dragaš's residents stated that they had problems accessing healthcare services because of the time that it took to get an appointment, whereas 17% because of the waiting time to be seen by the doctor on the appointment day (see Table B7 in Annex 2).

A very low share of Dragash/Dragaš's residents is satisfied with supply of medicines and medical supplies in hospitals (12% compared to Kosovo's average of 26%) and family medical centres (11% compared to Kosovo's

average of 31%). Conversely, a significantly higher share of them, 74% compared to Kosovo's average of 52%, are satisfied with equal treatment of patients in family medical centres, while 76% compared to Kosovo's average of 63% are satisfied with professionalism of medical staff in hospitals (see Table B8 in Annex 2).

Education

KMS 2012 data also show that the residents of Dragash/Dragaš have a better access to preschools and primary schools than Kosovo's average with in terms of geographical proximity. The nearest preschool can be reached within an average of 15 minutes (compared to Kosovo's average of 20 minutes), the closest primary school within an average of 10 minutes (compared to Kosovo's average of 14 minutes), whereas the closest secondary school is reachable within 29 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The residents of Dragash/Dragaš are notably less satisfied with preschool education compared to Kosovo's average. Sixty-one percent of Dragash/Dragaš's respondents (compared to Kosovo's average of 72%) claimed to be satisfied or very satisfied with access to preschool education and 57% (compared to Kosovo's average of 69%) are satisfied with quality of education in these institutions. As in the rest of Kosovo, primary education enjoys the highest satisfaction compared to other levels of education, with 84% of Dragash/Dragaš's residents satisfied with access and 78% with quality of education in primary schools (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is not perceived to be a major problem in the municipality of Dragash/Dragaš. About 28% of its residents consider their town to be dirty or very dirty, whereas 18% regard their neighbourhood as such (see Table A8 in Annex 1). Air quality and loud noise are perceived to be problems in the vicinity by 1% of Dragash/Dragaš's residents (see Table A10 in Annex 1).

A very high share of Dragash/Dragaš's residents, 71% compared to 58% of Kosovans on average, think that the general cleanliness of their municipality is satisfactory. A similar share to Kosovo's average (49%) is satisfied with environmental protection, more than half (57% compared to Kosovo's average of 48%) are satisfied with nature and species conservation, and 67% compared to Kosovo's average of 45% are satisfied with solid waste collection services. Significantly lower shares of Dragash/Dragaš's residents are satisfied with availability of parks and squares (22% compared to 56% of Kosovans on average) and their usability (18% compared to 54% of Kosovans on average) (see Table A7 in Annex 1).

Performance of the Public Administration

Seven percent of the residents of Dragash/Dragaš reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A lower share than Kosovo's average, 71% compared to 82%, reported that their request was fulfilled (see Table A16 in Annex 1).

The percentages of Dragash/Dragaš's residents who think that the Public Administration is efficient in issuing vehicle registration documents (66%), driver's licenses (67%), and building permits (39%), are similar to Kosovo's averages. While the issuance of Social Assistance cards is considered efficient by a lower percentage of Dragash/ Dragaš's residents (42% compared to Kosovo's average of 50%), a higher percentage of them compared to Kosovo's average think that the issuance of passports (82%), ID cards (96%), and marriage, birth, and death certificates (93%) is efficient (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that the percentage of Dragash/Dragaš's residents who are satisfied with the work of their Mayor and Municipal Assembly is similar to Kosovo's average while the share of those who are satisfied with the Municipal Administration is higher. Sixty-seven percent of Dragash/Dragaš's residents (compared to 69% of Kosovans on average) are satisfied with the work of their Mayor, 62% (compared to 63% of Kosovans on average) are satisfied with the work of their Municipal Assembly, and 70% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A relatively high share (65%) of Dragash/Dragaš's residents believes that their local authorities have the capacity to solve the problems in their municipality. The share of those who believe that only the central government can solve these problems (22%) is higher than Kosovo's average of 15% (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data shows that the percentage of households of Dragash/Dragaš that cannot afford most of the basic goods and services is higher than Kosovo's average. Twenty-four percent compared to Kosovo's average of 20% cannot afford a meal with meat once per week, 60% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 89% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 50% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, and an overwhelming majority (90% compared to Kosovo's average of 76%) cannot afford to pay for a week's holiday away from home once a year. On the other hand, the share of those who cannot afford to pay for public utilities (38%) is lower than Kosovo's average of 42%, as is the percentage of those who are unable to cover the expenses of treating a flu or any other minor illness (25% compared to Kosovo's average of 34%) (see Table A21 in Annex 1).

Ninety-five percent of households in Dragash/Dragaš own a refrigerator, washing machine, and mobile phone. The shares of those that have a computer (65%) and those that are connected to the Internet (57%) are lower than Kosovo's averages of 70% and 62%, respectively. The percentage of Dragash/Dragaš's households that own a fixed phone line (17%) and a car (56%) are each 8 percentage points lower than Kosovo's averages, whereas the share of those that own a tractor (23%) and a generator (21%) are almost equal to Kosovo's averages (see Table B12 in Annex 2).

Twenty-four percent of households residing in Dragash/Dragaš compared to Kosovo's average of 29% declared that they do not possess any land. Thirty-three percent compared to Kosovo's average of 39% own between 0.5 and 3 hectares of land, while 3% compared to Kosovo's average of 6% own more than 3 hectares of land. A similar percentage to Kosovo's average (13%) of households in Dragash/Dragaš owns a business (see Table A22 in Annex 1).

Ferizaj/Uroševac Municipality Analysis

Brief overview of the municipality

The municipality of Ferizaj/Uroševac is located in south-eastern Kosovo. It covers an area of 345 km² and includes the city of Ferizaj/Uroševac and 43 villages.¹ Ferizaj/Uroševac has a population of 108,610 inhabitants and a total number of 18,456 conventional dwellings.²

The adult residents (aged 18 or older) of Ferizaj/Uroševac have a similar education attainment to Kosovo's average. Seven percent have no formal education, 12% have not completed primary education, 27% have completed primary education, 44% have completed secondary education, 3% have completed vocational education, and 7% have a university degree (see Table B1 in Annex 2). Adult women residing in Ferizaj/Uroševac have a lower education attainment than men. Eleven percent of them compared to 3% of men have no formal education. In terms of the highest level of education attained, 32% of women compared to 22% of men have completed primary education, 32% compared to 57% of men have completed secondary education, and 6% compared to 9% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Ferizaj/Uroševac is equal to Kosovo's average, 29%. While the percentage of unemployed is 27%, the share of those who are outside the labour market (44%) as they are either unemployed and not looking for work (11%), or are studying, disabled, housewives, or have retired is almost equal to Kosovo's average of 45% (see Table B3 in Annex 2). This percentage of adult women outside the labour market is significantly higher among women (74%) compared to men (25%). A drastically lower share of women in Ferizaj/Uroševac (11%) is employed compared to 42% of men (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, *unemployment* is considered to be the biggest problem in Ferizaj/Uroševac by 70% of its residents. *Poor electricity supply* is ranked the biggest problem by 10%, whereas *poor road infrastructure* by 6% of this municipality's residents (see Table B5 in Annex 2).

The satisfaction level of Ferizaj/Uroševac's residents with local authorities is significantly higher than Kosovo's average. This is also the case for most of the public goods and services, except for cemetery maintenance, electricity supply, medical staff in hospitals and family medical centres, and sidewalks (availability, usability, and condition).

The residents of Ferizaj/Uroševac are mostly satisfied with access and quality of education in preschools, primary schools, and secondary schools (SI 58), water and sanitation (SI 50), and phone and postal services (SI 49).

The lowest satisfaction level has been recorded for supply of medicines and medical supplies in hospitals and family medical centres (SI -41), sidewalks (availability, usability, and condition) (SI -20), and electricity supply (SI -17).

Water and sanitation

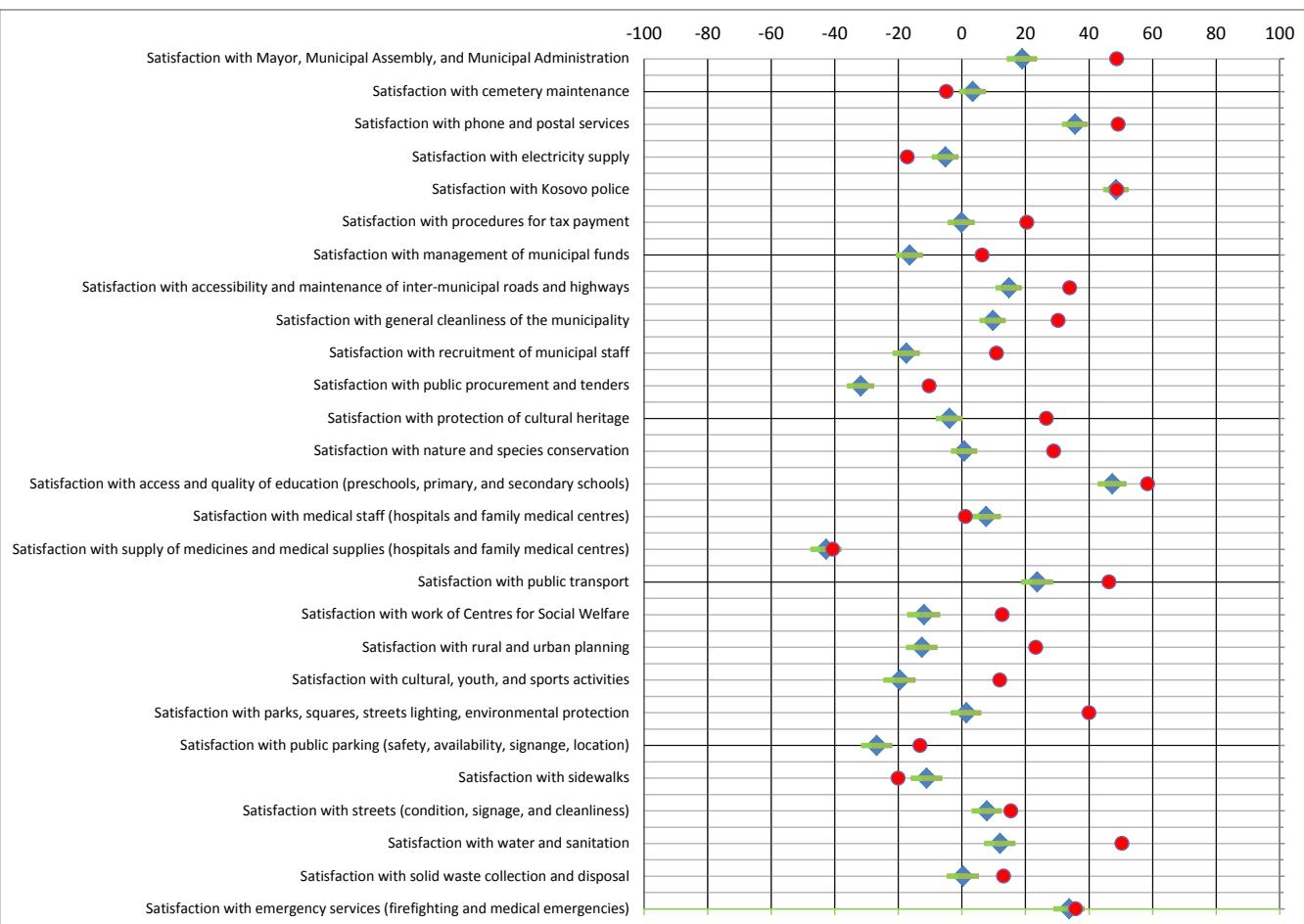
Around 83% of the households residing in Ferizaj/Uroševac report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. Another 12% have access to safe drinking water through protected wells, 4% through protected springs, and 1% through public taps. With an additional 1% who report to use bottled water, KMS 2012 data show that all the residents in Ferizaj/Uroševac have access to safe drinking water (see Table A1 in Annex 1).

KMS 2012 data show that water supply is rather problematic in Ferizaj/Uroševac despite the wide coverage. About 40% of the households connected to the public water provider claim that they have unrestricted water supply compared to Kosovo's average of 42%. Three percent of households in Ferizaj/Uroševac report to experience water supply restrictions between 1 and 4 hours a day, 8% between 5 and 10 hours a day, whereas 47% have shortages longer than 11 hours a day (see Table A2 in Annex 1).

Quality of drinking water from the public water provider in Ferizaj/Uroševac is better than Kosovo's average. Six percent of its households claimed that their tap water is unclear, 8% that its pressure is too low for household

¹ OSCE Kosovo. Ferizaj/Uroševac Municipal Profile: <http://www.osce.org/kosovo/13132>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M3 Satisfaction Indices with local authorities and public goods and services, Ferizaj/Uroševac and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

utilization, 5% that it has a bad taste, whereas only 4% that it has a bad odour (see Table A3 in Annex 1). A very high share of Ferizaj/Uroševac's residents (80%) is satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). A similarly high percentage, 82%, is satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

The residents of Ferizaj/Uroševac enjoy a better access to healthcare services compared to Kosovans overall with regard to geographical proximity. The nearest doctor is reachable within an average of 16 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within 20 minutes (compared to Kosovo's average of 39 minutes), and the nearest pharmacy within an average of 15 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

A high share of residents of Ferizaj/Uroševac (89%) identified the cost of buying medicines as a big or very big problem in accessing healthcare. The cost of seeing the doctor was also identified as a problem by slightly more than half (51%) of its residents. Distance to healthcare providers, time to get an appointment, and waiting time to be seen by the doctor on the appointment day are less of an obstacle in access to healthcare for residents of Ferizaj/Uroševac compared to Kosovo's average. Eleven percent of them claimed that they had problems accessing healthcare due to the distance to the healthcare provider, 9% due to the time it took them to get an appointment, and 20% due to the waiting time to be seen by the doctor on the appointment day (see Table B7 in Annex 2).

While their satisfaction level with components of healthcare provision in family medical centres is slightly higher than Kosovo's average - 39% compared to Kosovo's average of 31% are satisfied with supply of medicines and medical supplies, 56% compared to Kosovo's average of 52% are satisfied with equal treatment of patients, and 68% compared to Kosovo's average of 66% are satisfied with professionalism of medical staff - the residents of Ferizaj/Uroševac are less satisfied with healthcare provision in hospitals. The largest difference in satisfaction compared to Kosovo's average is noted for equal treatment of patients (30% compared to 41% of Kosovans on average) and professionalism of medical staff (58% compared to 63% of Kosovans on average) (see Table B8 in Annex 2).

Education

KMS 2012 data also show that it takes the residents of Ferizaj/Uroševac less, on average, to reach the nearest preschool, primary school, and secondary school compared to Kosovo's average. The nearest preschool can be reached within an average of 17 minutes (compared to Kosovo's average of 20 minutes), the closest primary school within an average of 12 minutes (compared to Kosovo's average of 14 minutes), whereas the closest secondary school is reachable within 20 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The residents of Ferizaj/Uroševac are more satisfied with access and quality of education in all, preschools, primary and secondary schools, compared to Kosovo's averages. Like in the rest of Kosovo, a higher share of them (90%) is satisfied with access and quality of education in primary schools compared to other levels of schooling. Compared to Kosovo's averages, the residents of Ferizaj/Uroševac are more satisfied with quality of education in preschools and secondary schools. Specifically, 86% of them compared to 69% of Kosovans on average are satisfied with quality of education in preschools and 82% compared to 66% of Kosovans on average are satisfied with quality of education in secondary schools (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is not perceived to be a major problem in the municipality of Ferizaj/Uroševac compared to other larger municipalities. About 23% of its residents consider their city to be dirty or very dirty and 24% regard their neighbourhood as such (see Table A8 in Annex 1). Air quality is perceived as a problem by 14%, whereas loud noise by 5% of its residents (see Table A10 in Annex 1).

A very high share (75%) of Ferizaj/Uroševac's residents compared to 58% of Kosovans on average think that the general cleanliness of their municipality is satisfactory, while 68% compared to the average of 48% of Kosovans are satisfied with environmental protection in their municipality. The residents of Ferizaj/Uroševac are also significantly more satisfied than Kosovo's average with the following: availability of parks and squares (79% compared to 56%), their usability (84% compared to 54%), nature and species conservation (73% compared to 48%), and solid waste collection services (56% compared to 45%) (see Table A7 in Annex 1).

Performance of the Public Administration

Seven percent of the residents of Ferizaj/Uroševac reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A similar share to Kosovo's average, 85% compared to 82%, reported that their request was fulfilled (see Table A16 in Annex 1).

Similar to Kosovo's averages, the Public Administration is considered efficient in issuing ID cards, driver's licenses, building permits, and business licenses by 96%, 67%, 39%, and 37% of Ferizaj/Uroševac's residents respectively. A lower percentage of them think that this institution is efficient in issuing marriage, birth, and death certificates (93% compared to Kosovo's average of 77%) and Social Assistance cards (42% compared to Kosovo's average of 42%). On the other hand, a higher percentage compared to Kosovo's average think that the Public Administration is efficient in issuing passports (83%) and vehicle registration documents (70%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that a higher share of Ferizaj/Uroševac's residents is satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration compared to Kosovo's average. Ninety percent compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 85% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 81% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A very high share (87%) of Ferizaj/Uroševac's residents believes that the local authorities have the capacity to solve the problems in their municipality. Only 5% of them compared to 15% of Kosovans on average think that these problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the percentage of households of Ferizaj/Uroševac that cannot afford basic goods and services is higher than Kosovo's average. Twenty-seven percent compared to Kosovo's average of 20% cannot afford a meal with meat once per week, 52% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 49% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or another minor illness, and 60% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary. On the other hand, the percentages of households that cannot afford to go to a restaurant once a month (71%), invite family or friends over for a meal at least once a month (33%), and pay for a week's holiday away from home once a year (75%), are similar to Kosovo's averages (see Table A21 in Annex 1).

Ninety-four percent of the households in Ferizaj/Uroševac own a washing machine, 97% own a refrigerator, and 100% reported to own a mobile phone. The shares of those who have a computer (72%) and are connected to the Internet (66%) are slightly higher than Kosovo's averages of 70% and 62%, respectively. The percentage of Ferizaj/Uroševac's households that own a fixed phone line (21%) and a car (65%) are only 1 percentage point higher than Kosovo's averages. On the other hand, a relatively higher share of them, 30% compared to Kosovo's average of 22% own a generator at home, and 11% compared to Kosovo's average of 24% own a tractor (see Table B12 in Annex 2).

Almost half (48%) of households residing in Ferizaj/Uroševac compared to Kosovo's average of 29% do not possess any land. Twenty-six percent compared to Kosovo's average of 39% own between 0.5 and 3 hectares of land, while 8% compared to Kosovo's average of 8% own more than 3 hectares of land. A slightly higher share of Ferizaj/Uroševac's households (17%) compared to Kosovo's average (14%) owns a business (see Table A22 in Annex 1).

Fushë Kosovë/Kosovo Polje Municipality Analysis

Brief overview of the municipality

The municipality of Fushë Kosovë/Kosovo Polje is located in central Kosovo, within Prishtinë/Priština region. It covers an area of 83 km² and includes the town of Fushë Kosovë/Kosovo Polje and 15 villages.¹ Fushë Kosovë/Kosovo Polje has a population of 34,827 inhabitants and a total number of 6,727 conventional dwellings.²

The average education attainment of adults (aged 18 or older) in Fushë Kosovë/Kosovo Polje is higher compared to Kosovo's average. Six percent of them have no formal education, 4% have not completed primary education, 20% have completed primary education, 54% have completed secondary education, and 13% have a university degree (see Table B1 in Annex 2). Adult women residing in Fushë Kosovë/Kosovo Polje have a lower education attainment than men. Nine percent of them compared to 4% of men have no formal education. In terms of the highest education level attained, 31% of women compared to 10% of men have completed primary education, 42% compared to 66% of men have completed secondary education, and 12% compared to 14% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Fushë Kosovë/Kosovo Polje is 38% compared to 29% of Kosovans on average, the share of unemployed 21%, whereas around 45% are outside the labour market as they are either unemployed and not looking for work (3%), or studying, disabled, housewives, or have retired (see Table B3 in Annex 2). An exceptionally high percentage of women (70%) compared to men (23%) are outside the labour market. In addition, the percentage of employed women in Fushë Kosovë/Kosovo Polje (15%) is significantly lower than the share of employed men (55%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the majority of municipalities in Kosovo, unemployment is considered to be the biggest problem in Fushë Kosovë/Kosovo Polje by more than half (52%) of its residents. Poor water supply is ranked the biggest problem by 23%, whereas environmental pollution by 6% of the respondents from this municipality (see Table B5 in Annex 2).

The satisfaction level of residents of Fushë Kosovë/Kosovo Polje with local authorities is higher than Kosovo's average. While their satisfaction level is at or slightly lower than Kosovo's average for most of the public goods and services, the residents of Fushë Kosovë/Kosovo Polje are more satisfied with Kosovo Police, nature and species conservation, supply of medicines and medical supplies in hospitals and family medical centres, public transport, and solid waste collection and disposal.

The residents of Fushë Kosovë/Kosovo Polje are mostly satisfied with the Kosovo Police (SI 57), access and quality of education in preschools, primary schools, and secondary schools (SI 41), and public transport (SI 38).

The lowest satisfaction level has been recorded for public procurement and tenders (SI -33), supply of medicines and medical supplies in hospitals and family medical centres (SI -29), and public parking (safety, availability, signage, location) (SI -25).

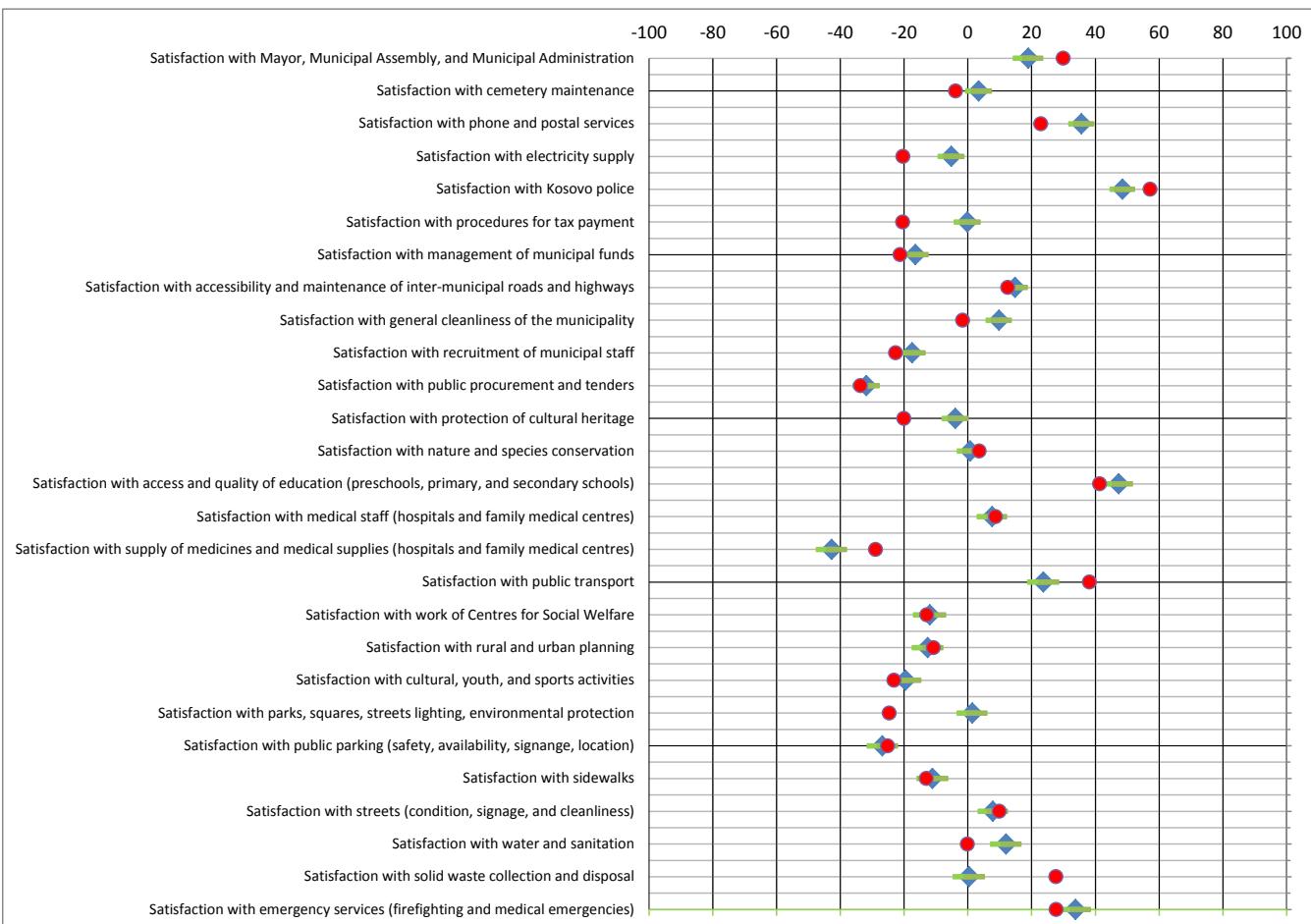
Water and sanitation

Around 43% of the households residing in Fushë Kosovë/Kosovo Polje report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining households have access to safe drinking water through protected wells (14%) or protected springs (8%). A higher share than Kosovo's average (22% compared to 4%) use bottled water. The percentage of households that do not have access to safe drinking water (11%) - their only access to water being from tube wells or boreholes (9% of all households), unprotected wells (1% of all households), and unprotected springs (1% of all households) - is slightly higher than Kosovo's average of 9% (see Table A1 in Annex 1).

The residents of Fushë Kosovë/Kosovo Polje report that water supply from the public water provider is very problematic. Only 5% of the households (compared to Kosovo's average of 42%) connected to the public water provider have unrestricted water supply. Around 47% of the households experience water supply restrictions lasting between 1 and 4 hours a day,

¹ OSCE Kosovo. Fushë Kosovë/Kosovo Polje Municipal Profile: <http://www.osce.org/kosovo/13118>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M4 Satisfaction Indices with local authorities and public goods and services, Fushë Kosovë/Kosovo Polje and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

38% between 5 and 10 hours a day, and 2% restrictions lasting more than 11 hours a day (see Table A2 in Annex 1). Quality of drinking water from the public water provider is also reported to be poorer compared to Kosovo's average. Fifty-seven percent of the households connected to the public water provider report that their tap water is unclear from dirt, 52% that its pressure is too low for household utilization, 57% report that it has a bad taste, whereas 51% that it has a bad odour (see Table A3 in Annex 1).

Forty-three percent of the households of Fushë Kosovë/Kosovo Polje are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). A higher percentage of them, (65%) are satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

The residents of Fushë Kosovë/Kosovo Polje enjoy a similar access to healthcare providers and pharmacies, in terms of geographical proximity, to Kosovo's averages. The nearest doctor can be reached within an average of 18 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 39 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 23 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

Similar to the rest of Kosovo, cost of buying medicine and seeing the doctor are the main factors hindering access to healthcare for 86% and 72% of residents of Fushë Kosovë/Kosovo Polje, respectively. Waiting time to be seen by the doctor on the day of appointment is considered a problem by 54% of them (compared to Kosovo's average of 39%), whereas distance to the healthcare provider is considered problematic by 48% (compared to Kosovo's average of 27%). Even though higher than Kosovo's average, the time it takes to get an appointment is regarded as problematic by a lower share of Fushë Kosovë/Kosovo Polje's residents, 42% compared to 27% (see Table B7 in Annex 2).

The residents of Fushë Kosovë/Kosovo Polje are more satisfied with all components of healthcare provision compared to the citizens of Kosovo overall. Supply of medicines and medical supplies in both family medical centres and hospitals are particularly more satisfactory compared to Kosovo's averages. Specifically, 36% of

Fushë Kosovë/Kosovo Polje's residents compared to 26% of Kosovans on average are satisfied with the supply of medicines and medical supplies in hospitals, while 39% compared to 31% of Kosovans on average are satisfied with supply of medicines and medical supplies in family medical centres. It shall also be noted that professionalism of medical staff in family medical centres and hospitals is the most satisfactory component of healthcare provision in Fushë Kosovë/Kosovo Polje as more than 63% of its residents perceive it as such (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Fushë Kosovë/Kosovo Polje enjoy a similar access to primary schools, a slightly poorer access to preschools, and a better access to secondary schools compared to Kosovo's averages, in terms of geographical proximity. The nearest preschool can be reached within an average of 22 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 13 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within an average of 21 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The residents of Fushë Kosovë/Kosovo Polje are less satisfied with both access and quality of education at all levels of schooling compared to Kosovo's averages. Even though primary education is more satisfactory compared to other levels of education, the difference in the number of those who are satisfied with it compared to Kosovo's averages is the greatest. Seventy-two percent of Fushë Kosovë/Kosovo Polje's residents compared to 78% of Kosovans on average are satisfied with access to primary education, while 70% compared to Kosovo's average of 75% are satisfied with quality of education in primary schools (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is a major issue of concern among the residents of Fushë Kosovë/Kosovo Polje. Nearly half (46%) of them consider their city to be dirty or very dirty, whereas 29% regard their neighbourhood as dirty or very dirty (see Table A8 in Annex 1). In addition, air quality is considered to be a major problem in the immediate neighbourhood by 64% of Fushë Kosovë/Kosovo Polje's residents, whereas loud noise by 22% (see Table A10 in Annex 1).

Around 49% of Fushë Kosovë/Kosovo Polje's residents compared to Kosovo's average of 58% are satisfied with the general cleanliness of their municipality, while 41% compared to Kosovo's average of 48% are satisfied with environmental protection. While the share of those who are satisfied with availability of parks and squares (36% of respondents) and their usability (34% of respondents) is significantly lower than Kosovo's averages, around 64% of Fushë Kosovë/Kosovo's residents (compared to 45% of Kosovans on average) are satisfied with solid waste collection services in their municipality. The percentage of residents of this municipality who are satisfied with nature and species conservation (49%) is almost equal to Kosovo's average (see Table A7 in Annex 1).

Performance of the Public Administration

Fourteen percent of the residents of Fushë Kosovë/Kosovo Polje reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. The share of those who were provided with the requested document or service (61%) is significantly lower than Kosovo's average of 82%.Fourteen percent of the residents from Fushë Kosovë/Kosovo Polje reported that their request was only sometimes fulfilled (see Table A16 in Annex 1).

A similar percentage of Fushë Kosovë/Kosovo Polje's residents to Kosovo's averages think that the Public Administration is efficient in issuing ID cards (84%) and vehicle registration documents (69%). A lower percentage of them compared to Kosovo's average think that this institution is efficient in issuing building permits (35%), business licenses (35%), marriage, birth, and death certificates (57%), and Social Assistance cards (43%). On the other hand, a higher percentage of Fushë Kosovë/Kosovo Polje's residents compared to Kosovo's averages think that the institutions issuing passports (85%) and driver's licenses (72%) are efficient or very efficient (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that more residents of Fushë Kosovë/Kosovo Polje are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration compared to Kosovans in general. Eighty percent of them compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 68% compared to 63% of Kosovans on average are satisfied with the work of the Municipal Assembly, and 71% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

The majority (73%) of residents of Fushë Kosovë/Kosovo Polje believe that their local authorities are sufficiently competent to solve the problems in their municipality, whereas 12% believe that only the central government can solve these problems (see Table B11 in Annex 2).

Well-being of households

Except for a higher share of households (25% compared to 20% among Kosovans overall) that cannot afford a meal with meat once per week, the households of Fushë Kosovë/Kosovo Polje report to have a higher standard of living compared to Kosovo's average. KMS 2012 data show that 36% of them compared to Kosovo's average of 42% cannot afford to pay for utilities, 30% compared to Kosovo's average of 37% are unable to cover the expenses of treating a flu or another minor illness, 39% compared to Kosovo's average of 49% cannot afford to buy new clothing and footwear whenever necessary, 53% compared to Kosovo's average of 71% cannot afford to go to a restaurant once per month, 31% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal once a month, and 58% compared to Kosovo's average of 76% cannot afford to go on a week's holiday away from home once a year (see Table A21 in Annex 1).

Ninety-seven percent of households residing in Fushë Kosovë/Kosovo Polje own a washing machine, while 95% own a refrigerator. A slightly higher percentage than Kosovo's average, 98% compared to 94%, own a mobile phone. Even higher percentages compared to Kosovo's averages own a fixed phone line (40% compared to 25%), a computer (83% compared to 70%), and are connected to the Internet (73% compared to 62%). While the percentage of those that own a car is not significantly higher than Kosovo's average (68% compared to 64%), fewer households in Fushë Kosovë/Kosovo Polje own a tractor (14% compared to 24%) and a generator (12% compared to 22%) (see Table B12 in Annex 2).

Thirty-five percent of the households residing in Fushë Kosovë/Kosovo Polje compared to 29% of Kosovan households on average declared that they do not possess any land. Twenty-eight percent compared to Kosovo's average of 39% own between 0.5 and 3 hectares of land, while 4% compared to Kosovo's average of 6% own more than 3 hectares of land. The share of households that owns a business (12%) is similar to Kosovo's average of 14% (see Table A22 in Annex 1).

Gjakovë/Đakovica Municipality Analysis

Brief overview of the municipality

The municipality of Gjakovë/Đakovica is located in south-western Kosovo, within Pejë/Peć region. It covers an area of 586km² and includes the town of Gjakovë/Đakovica and 91 villages.¹ Gjakovë/Đakovica has a population of 94,556 inhabitants and a total number of 17,283 conventional dwellings.²

The average education attainment of adults (aged 18 or older) in Gjakovë/Đakovica is lower than Kosovo's average. Around 5% of them have no formal education, 43% have completed primary education, 33% secondary education, and 9% have a university degree (see Table B1 in Annex 2). Adult women residing in Gjakovë/Đakovica have a lower education attainment than men, but this difference is smaller than Kosovo's average. Eight percent of women compared to 2% of men have no formal education. In terms of highest education level attained, 45% of women compared to 41% of men have completed primary education, 29% compared to 37% of men have completed secondary education, and 7% of women compared to 11% of men have a university degree (see Table B2 in Annex 2).

The percentage of employed adults (aged 18-64) in Gjakovë/Đakovica is 22% compared to Kosovo's average of 29%, the percentage of unemployed 33%, whereas 45% (equal to Kosovo's average) are outside the labour market as they are either unemployed and not looking for work (6%), or are studying, disabled, housewives, or have retired (see Table B3 in Annex 2). An exceptionally higher percentage of women in this municipality (70%) compared to men (27%) are outside the labour market. In addition, a significantly lower share of women (10%) residing in Gjakovë/Đakovica are employed compared to men (31%) (see Table B4 in Annex 2).

Satisfaction with public services

KMS 2012 data show that lack of economic growth and factors leading to individuals' socio-economic exclusion are major issues of concern for the residents of Gjakovë/Đakovica. The majority of them, 71%, consider unemployment to be the biggest problem in their municipality, 9% believe that poverty or low standard of living is the biggest problem, while 7% label the lack of economic growth as such (see Table B5 in Annex 2).

The satisfaction level of residents of Gjakovë/Đakovica with local authorities is slightly higher than Kosovo's average. They also report an equal or slightly higher satisfaction with most of the public goods and services, except for cemetery maintenance, Kosovo Police, recruitment of municipal staff, access and quality of education provided in education institutions, supply of medicines and medical supplies in hospitals and family medical centres, and solid waste collection and disposal, with which the residents of Gjakovë/Đakovica are less satisfied than Kosovan citizens overall.

The residents of Gjakovë/Đakovica are mostly satisfied with public transport (SI 56), phone and postal services (SI 46), water and sanitation (SI 46), and Kosovo Police (SI 45).

The lowest satisfaction level has been recorded for supply of medicines and medical supplies in hospitals and family medical centres (SI -61), public procurement and tenders (SI -26), and recruitment of municipal staff (SI -23).

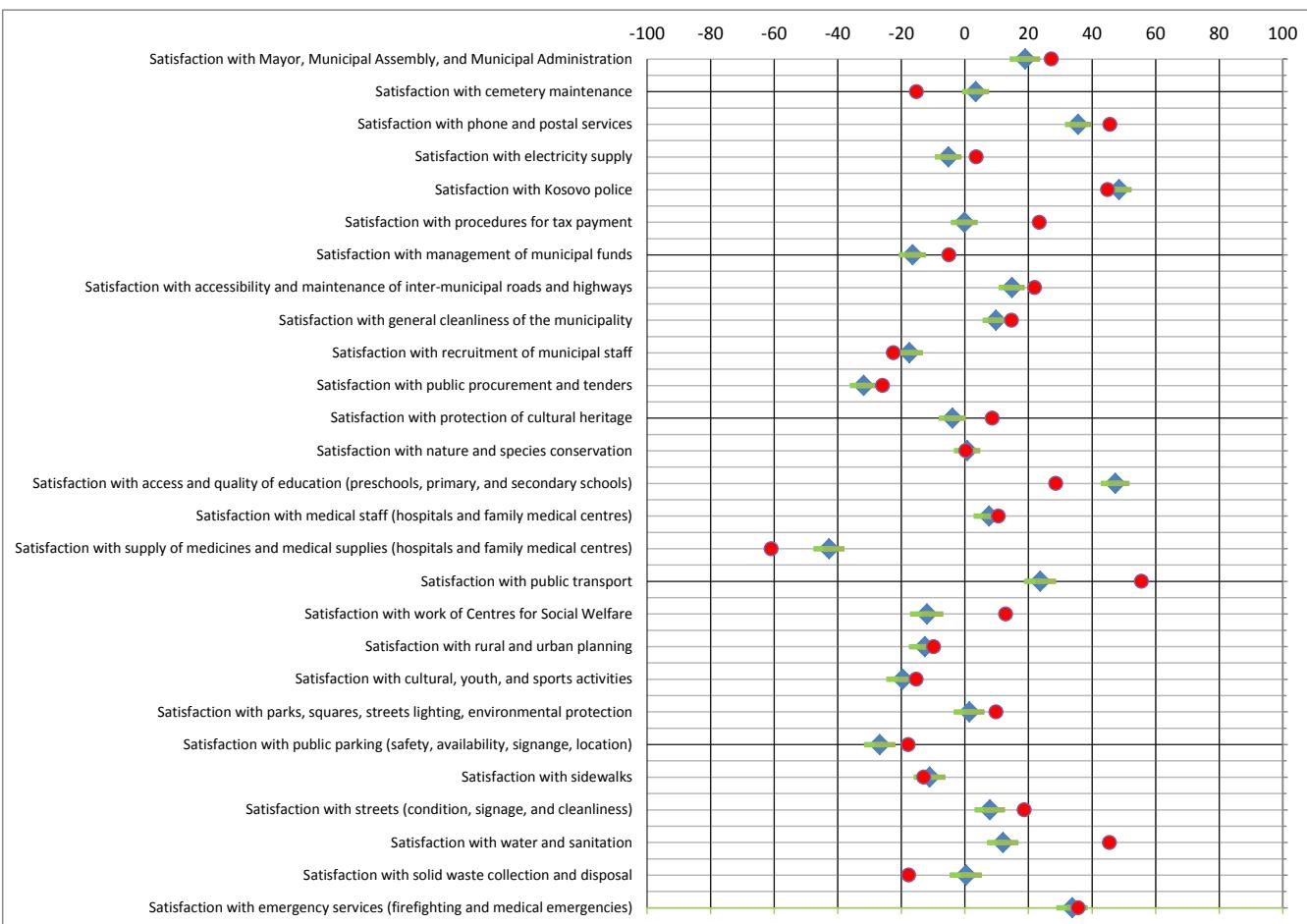
Water and sanitation

The majority of households in Gjakovë/Đakovica, 81%, report to be connected to the public water provider - water is piped into their dwelling or compound - compared to the Kosovo average of 60% of households. For the remaining households, protected springs (13%), protected wells (2%), and public taps (3%) are the main sources of drinking water. Only 2% of households residing in Gjakovë/Đakovica (compared to the average 9% for Kosovo overall) do not have access to safe drinking water - the main source of their drinking water being unprotected springs (see Table A1 in Annex 1).

In addition to the extensive coverage by the public water provider, a large share of households in Gjakovë/Đakovica also enjoy reliable water supply. A very high share, 68%, of the households connected to the public water provider report that they have unrestricted water supply, compared to Kosovo's average of 42% of households.

¹ OSCE Kosovo. Gjakovë/Đakovica Municipal Profile: <http://www.osce.org/kosovo/13111>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M5 Satisfaction Indices with local authorities and public goods and services, Gjakovë/Đakovica and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Around 12% experience water cut-offs between 1 and 4 hours a day, 6% between 5 and 10 hours a day, whereas only 3% reported to have shortages lasting more than 11 hours per day. Eleven percent of the households connected to the public water provider claimed that the water supply shortages in their dwelling last longer than 3 hours at a time (see Table A2 in Annex 1).

Quality of drinking from the public provider in Gjakovë/Đakovica is also less of a problem compared to other municipalities in Kosovo. Eleven percent of the households connected to the public water provider report that their tap water is unclear from dirt, 24% report that its pressure is too low and insufficient for household utilization, 13% that it has a bad taste, and 15% report that it has a bad odour (see Table A3 in Annex 1).

A high share of households in Gjakovë/Đakovica (79%) is satisfied with water supply in their municipality (see Table A4 in Annex 1). A similarly high share (71%) of them is satisfied with sanitation and sewage (see Table A5 in Annex 1).

Healthcare services

The residents of Gjakovë/Đakovica enjoy a slightly better access to healthcare providers and pharmacies compared to Kosovo's averages in terms of proximity to these facilities. The nearest doctor can be reached within 15 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 28 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 18 minutes (compared to Kosovo's average of 21 minutes) of walking distance or by public transport (see Table B6 in Annex 2).

Distance from doctor or healthcare provider is the smallest obstacle for residents of Gjakovë/Đakovica to access healthcare compared to other factors. Specifically, 28% of them reported that distance to the doctor or healthcare provider and time to get an appointment are obstacles for accessing healthcare, while 53% have problems accessing healthcare because of the time it takes to be seen by the doctor on the appointment day. Cost of buying medicine is problematic for a similar share to Kosovo's average (86%), whereas the cost of seeing the doctor is problematic for a higher share than Kosovo's average, 78% compared to 58% (see Table B7 in Annex 2).

The residents of Gjakovë/Đakovica are less satisfied with professionalism of medical staff and especially supply of medicine and medical supplies in both hospitals and family medical centres, compared to Kosovans in general. Eighteen percent of residents of Gjakovë/Đakovica (compared to 26% of Kosovans on average) are satisfied with supply of medicines and medical supplies in hospitals and this figure is even lower for family medical centres, 15% compared to 31% of Kosovans on average. Equal treatment of patients, especially in hospitals, on the other hand is more satisfactory compared to Kosovo's average, with 58% of Gjakovë/Đakovica's residents satisfied with it compared to 41% of Kosovans on average (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Gjakovë/Đakovica enjoy a better access to education than Kosovo's average in terms of geographical proximity to schools. The nearest preschool can be reached within an average of 15 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 10 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within an average of 21 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B 9 in Annex 2).

The residents of Gjakovë/Đakovica are less satisfied with both access and quality of education at all levels of schooling compared to Kosovo's averages. The greatest differences are notable for access to primary schools, as 71% of Gjakovë/Đakovica's residents are satisfied with it compared to 78% of Kosovans on average, and quality of education in primary schools (with 64% of Gjakovë/Đakovica's residents compared to 75% of Kosovans on average satisfied) (see Table A6 in Annex 1).

Environmental protection

More than a quarter of Gjakovë/Đakovica's residents perceive environmental pollution to be a problem in their municipality. Around 24% of them regard their city as dirty or very dirty, while 28% regard their neighbourhood as such (see Table A8 in Annex 1). On the other hand, 23% of Gjakovë/Đakovica's residents claim to have problems with air quality, whereas 19% with loud noise in their immediate neighbourhood (see Table A10 in Annex 1).

A higher share of respondents residing in Gjakovë/Đakovica is satisfied with environmental protection and its components compared to Kosovans overall. Sixty-two percent of them (compared to 58% of Kosovans on average) are satisfied with the general cleanliness of their municipality, while 54% compared to Kosovo's average of 48% are satisfied with environmental protection. The percentages of those satisfied with nature and species conservation and availability and usability of parks and squares in Gjakovë/Đakovica is also higher compared to the average figures for Kosovo, with 51%, 68%, and 64% of respondents satisfied with them, respectively. On the other hand, fewer of them are satisfied with solid waste collection services compared to Kosovo's average, 33% compared to 45% (see Table A7 in Annex 1).

Performance of the Public Administration

Nine percent of the residents of Gjakovë/Đakovica reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. An almost equal share to Kosovo's average (83% compared to 82%) reported that they were provided with the requested document or service, whereas 6% stated that their needs were only sometimes fulfilled (see Table A16 in Annex 1).

The percentages of Gjakovë/Đakovica's residents who think that the Public Administration is efficient or very efficient in issuing passports, vehicle registration documents, driver's licenses, and Social Assistance cards are similar to Kosovo's averages of 78%, 68%, 65%, and 49%, respectively. A smaller share of this municipality's residents compared to Kosovo's average think that the issuance of business permits (31%) and business licenses (37%) is efficient. On the other hand, a higher percentage of them think that the Public Administration is efficient or very efficient in issuing ID cards (91%) and marriage, birth, and death certificates (82%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that more residents of Gjakovë/Đakovica are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration compared to Kosovo's averages. The majority of them, 75% compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 71% compared to 63% of Kosovans on average are satisfied with the work of the Municipal Assembly, and 69% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

Fifty-nine percent of Gjakovë/Đakovica's residents believe that the local authorities have the capacity to solve the problems faced by their municipality, while 19% think that these problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that a higher percentage of households residing in the municipality of Gjakovë/Đakovica cannot afford basic goods and services compared to Kosovo's averages. Thirty-three percent of households in this municipality compared to Kosovo's average of 20% cannot afford a meal with meat once a week, 61% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 48% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or any other minor illness, 67% compared to Kosovo's average of 49% cannot afford to buy clothes and footwear whenever necessary, 59% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal once a month, 79% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, and 86% compared to Kosovo's average of 76% cannot afford to go for a week's holiday away from home once a year (see Table A21 in Annex 1).

More than 98% of households in Gjakovë/Đakovica own a washing machine and a refrigerator. Ninety-five own a mobile phone. The percentages of households that own a computer (63%) and are connected to the Internet (60%) are lower than Kosovo's averages of 70% and 62%, respectively. While a slightly higher percentage of them owns a fixed phone line (28% compared to Kosovo's average of 25%), fewer households in Gjakovë/Đakovica own a car (54% compared to Kosovo's average of 64%) and a tractor (16% compared to Kosovo's average of 24%). An equal percentage to Kosovo's average (22%) owns a generator (see Table B12 in Annex 2).

More than half (52%) of households residing in Gjakovë/Đakovica reported that they do not own any land compared to Kosovo's average of 29%. Twenty-seven percent of them compared to Kosovo's average of 39% own between 0.5 and 3 hectares of land, while 3% compared to Kosovo's average of 6% own more than 3 hectares of land. The share of households that own a business (16%) on the other hand is slightly higher than Kosovo's average of 14% (see Table A22 in Annex 1).

Gjilan/Gnjilane Municipality Analysis

Brief overview of the municipality

The municipality of Gjilan/Gnjilane is located in south-eastern Kosovo. It covers an area of 385 km² and includes the city of Gjilan/Gnjilane and 42 villages.¹ Gjilan/Gnjilane has a population of 90,178 inhabitants and a total number of 18,314 conventional dwellings.²

The adult residents (aged 18 or older) of Gjilan/Gnjilane have a higher education attainment than Kosovo's average. Four percent have no formal education, 28% have completed primary education, 52% have completed secondary education, and 7% have a university degree (see Table B1 in Annex 2). Adult women residing in Gjilan/Gnjilane have a lower education attainment than men. Six percent of them compared to 2% of men have no formal education. In terms of highest education level attained, thirty-six percent of adult women compared to 20% of men have completed primary education, 44% compared to 61% of men have completed secondary education, whereas only 4% compared to 10% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Gjilan/Gnjilane (27%) is similar to Kosovo's average of 29%. While the percentage of unemployed is 40%, the percentage of those who are outside the labour market (33%) as they are either unemployed and not looking for work (7%), or are studying, disabled, housewives, or have retired is lower than Kosovo's average of 45% (see Table B3 in Annex 2). More than half of adult women residing in this municipality (54%) are outside the labour market compared to 22% of their male counterparts. In addition, only 15% of them compared to 36% of men report to be employed (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Gjilan/Gnjilane by more than half of its residents, 57%. Corruption is ranked the biggest problem by 11%, poverty or low standards of living by 10%, whereas lack of economic growth by 9% of its residents (see Table B5 in Annex 2).

The residents of Gjilan/Gnjilane have similar satisfaction levels to Kosovo's averages with most of public goods and services. While their satisfaction level with local authorities is lower than Kosovo's average, the residents of Gjilan/Gnjilane are significantly more satisfied with cemetery maintenance, electricity supply, nature and species conservation, and access and quality of education in preschools, primary schools, and secondary schools. On the other hand, their satisfaction level with management of municipal funds, supply of medicines and medical supplies in hospitals and family medical centres, and sidewalks (availability, usability, condition) is significantly lower than Kosovo's average.

The residents of Gjilan/Gnjilane are mostly satisfied with access and quality of education in preschools, primary schools, and secondary schools (SI 66), Kosovo Police (SI 46), and phone and postal services (SI 42).

The lowest satisfaction level has been recorded for supply of medicines and medical supplies in hospitals and family medical centres (SI -69), sidewalks (availability, usability, condition) (SI -58), and management of municipal funds (SI -41).

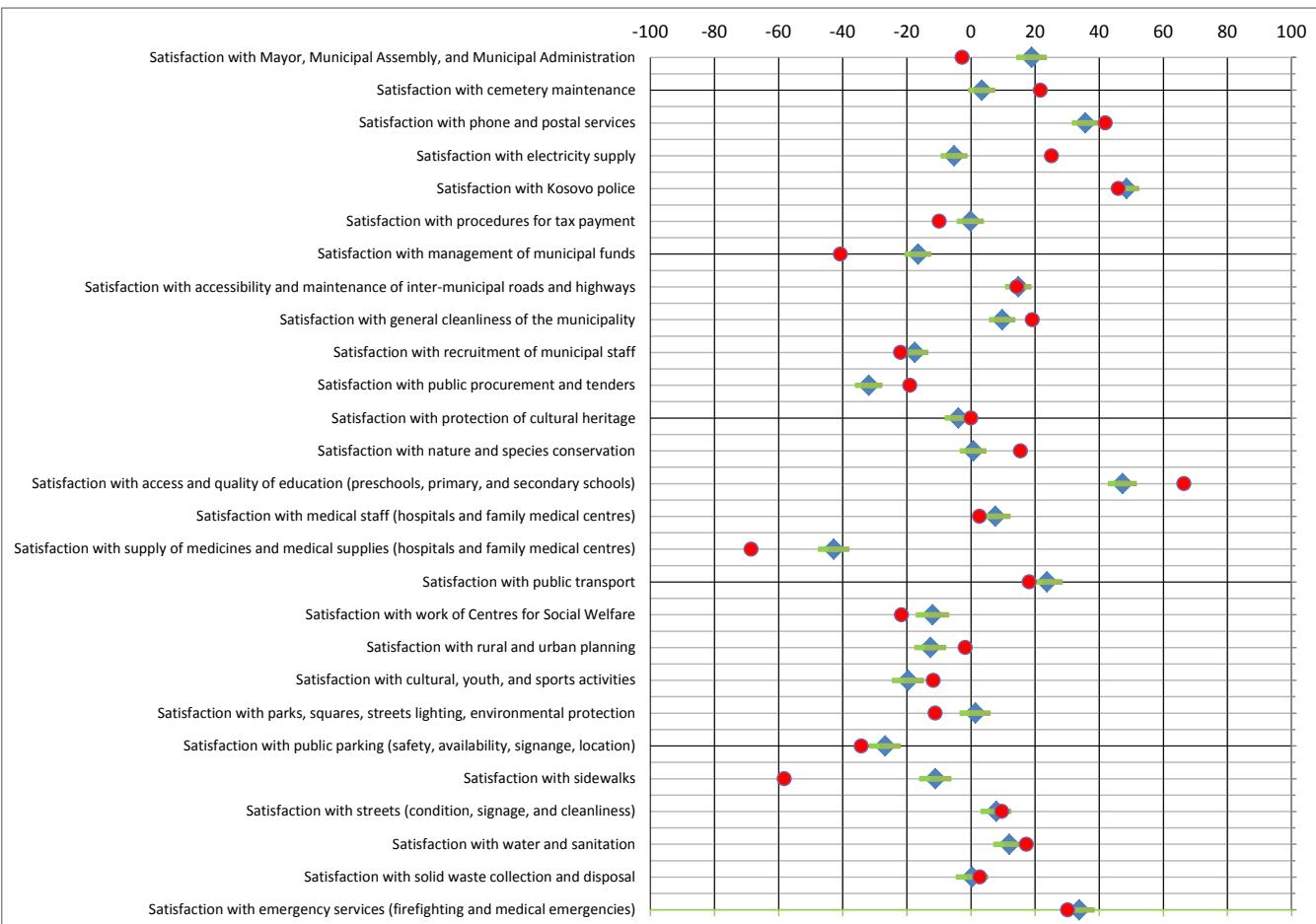
Water and sanitation

Sixty-one percent of Gjilan/Gnjilane's residents report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining households have access to safe drinking water through protected wells (22%), protected springs (13%), and public taps (1%). Only 4% of households in Gjilan/Gnjilane compared to Kosovo's average of 9% do not have access to safe drinking water as they get it from tube wells or boreholes (see Table A1 in Annex 1).

KMS 2012 data show that water supply is less problematic for the municipality of Gjilan/Gnjilane. More than half of the households connected to the public water provider (55%) have unrestricted water supply compared to Kosovo's average of 42% of households. Three percent of the households experience shortages lasting between 1 and 4 hours, 1% cut-offs between 5 and 10 hours, while for 2% water supply cut-offs last longer than 11 hours a day. Thirty-four percent of the households connected to the public water provider reported that water shortages in their households last longer than 3 hours at a time (see Table A2 in Annex 1).

¹ OSCE Kosovo. Gjilan/Gnjilane Municipal Profile: <http://www.osce.org/kosovo/13113>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M6 Satisfaction Indices with local authorities and public goods and services, Gjilan/Gnjilane and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Quality of drinking water from the public water provider in Gjilan/Gnjilane is similar to Kosovo's average. Fifteen percent of the respondents connected to the public water provider reported that their tap water is unclear, 6% that its pressure is too low for household utilization, 14% that it has a bad taste, and 12% that it has a bad odour (see Table A3 in Annex 1).

Sixty percent of Gjilan/Gnjilane's residents are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). A higher percentage of them (68%) are satisfied or very satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

The residents of Gjilan/Gnjilane enjoy a similar access to doctors and pharmacies, and a better access to hospitals compared to Kosovo's averages in terms of geographical proximity. The nearest doctor can be reached within an average of 19 minutes (equal to Kosovo's average), the nearest hospital within an average of 28 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 19 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

The overwhelming majority of residents of Gjilan/Gnjilane (93%) identified the cost of buying medicines as a big or very big problem in accessing healthcare. The cost of seeing the doctor was identified as a problem by a higher percentage, 66%, compared to Kosovo's average of 58%. While distance to the healthcare provider is a problem for a lower share of Gjilan/Gnjilane's residents (14%) compared to Kosovo's average (27%), time to get an appointment and waiting time to be seen by the doctor on the appointment day are more problematic in this municipality. Forty-four percent of its residents (compared to Kosovo's average of 27%) consider time to get an appointment to be a problem or a very big problem, while 52% compared to Kosovo's average of 39% consider the waiting time to be seen by the doctor in the appointment day as problematic (see Table B7 in Annex 2).

The residents of Gjilan/Gnjilane are less satisfied with supply of medicines and medical supplies in hospitals and medical centres compared to Kosovo's average. Only 12% of them compared to 26% of Kosovans on average are satisfied with supply of medicines and medical supplies in hospitals, while 9% compared to 31% of Kosovans on

average are satisfied with the aforementioned in family medical centres. Conversely, the residents of Gjilan/Gnjilane are slightly more satisfied with equal treatment of patients in hospitals (44% compared to Kosovo's average of 41%) and family medical centres (56% compared to Kosovo's average of 52%) (see Table B8 in Annex 2).

Education

KMS 2012 data also show that it takes the residents of Gjilan/Gnjilane more time, on average, to reach the nearest primary school and secondary school compared to Kosovo's average. The nearest preschool can be reached within an average of 17 minutes (compared to Kosovo's average of 20 minutes), the closest primary school within an average of 17 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary schools within an average of 34 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The residents of Gjilan/Gnjilane are more satisfied with access and quality of education in all three, preschools, primary, and secondary schools. The greatest differences compared to Kosovo's average have been noted for access to preschools (with 87% of its residents satisfied compared to Kosovo's average of 72%) and quality of education in them (with 88% of its residents satisfied compared to Kosovo's average of 69%). As for the rest of Kosovans, primary education is more satisfactory compared to other levels of education in Gjilan/Gnjilane. Eighty-eight percent of its residents are satisfied with access to primary education, while 89% are satisfied with quality of education in primary schools (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is perceived to be a problem by a lower percentage of residents in the municipality of Gjilan/Gnjilane compared to other large municipalities. Twenty-six percent of its residents consider their city to be dirty or very dirty, whereas 24% regard their neighbourhood as such (see Table A8 in Annex 1). In addition, air quality and loud noise are perceived as a problem in the immediate neighbourhood by 18% of Gjilan/Gnjilane's residents (see Table A10 in Annex 1).

More than half of Gjilan/Gnjilane's residents (67%) think that the general cleanliness of their municipality is satisfactory compared to 58% of Kosovans on average. Slightly less than half, 46% are satisfied with environmental protection compared to the average of 48% of Kosovans. While a lower share are satisfied with availability of parks and squares in their municipality (43% compared to 56% of Kosovans on average) and their usability (47% compared to 54% of Kosovans on average), a higher share of Gjilan/Gnjilane's residents (56% compared to Kosovo's average 48%) are satisfied with nature and species conservation in their municipality. The share of those who are satisfied with solid waste collection services (36%) is lower than Kosovo's average of 45% (see Table A7 in Annex 1).

Performance of the Public Administration

Thirty-six percent of the residents of Gjilan/Gnjilane reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A similar share of respondents compared to Kosovo's average (83% compared to 82%) reported that they were provided with the requested document or service, whereas 15% stated that their requests were only sometimes fulfilled (see Table A16 in Annex 1).

A similar percentage of Gjilan/Gnjilane's residents to Kosovo's average think that the Public Administration is efficient or very efficient in issuing business licenses (43%) and marriage, birth, and death certificates (78%). On the other hand, a higher percentage of them compared to Kosovo's average think that this institution is efficient or very efficient in issuing passports (97%), ID cards (97%), vehicle registration documents (77%), driver's licenses (79%), building permits (46%), and Social Assistance cards (64%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that the share of Gjilan/Gnjilane's residents who are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration is lower than Kosovo's average. Sixty-two percent compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 49% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 48% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

Only 40% of Gjilan/Gnjilane's residents believe that their local authorities have the capacity to solve the problems in their municipality. Fourteen percent (compared to 15% of Kosovans on average) think that these problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data shows that the number of households in Gjilan/Gnjilane that can afford basic goods and services is similar to Kosovo's average. Fifteen percent compared to Kosovo's average of 20% cannot afford to have a meal with meat once a week, 41% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 30% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or any other minor illness, 50% compared to Kosovo's average of 49% cannot afford to buy new clothing and footwear whenever necessary, 67% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 40% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, and 78% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year (see Table A21 in Annex 1).

More than 95% of households in Gjilan/Gnjilane own a refrigerator, a washing machine, and a mobile phone. The shares of those who have a computer (77%) and are connected to the Internet (71%) are higher than Kosovo's averages of 70% and 62%, respectively. The percentages of Gjilan/Gnjilane's households that own a fixed phone line (17%), a car (61%), a tractor (9%), and a generator (10%), are lower than Kosovo's average of 25%, 64%, 24%, and 22% for fixed phone line, car, tractor, and generator ownership, respectively (see Table B12 in Annex 2).

A very high share (68%) of households residing in Gjilan/Gnjilane compared to Kosovo's average of 29% of households declared that they do not possess any land. Sixteen percent compared to Kosovo's average of 39% own between 0.5 and 3 hectares of land, while 3% compared to Kosovo's average of 6% own more than 3 hectares of land. A similar percentage of Gjilan/Gnjilane's households to Kosovo's average, 12% compared to 14%, own a business (see Table A22 in Annex 1).

Gjilaj/Glogovac Municipality Analysis

Brief overview of the municipality

The municipality of Gjilaj/Glogovac is located in central Kosovo, within Prishtinë/Priština region. It covers an area of 290 km² and includes the town of Gjilaj/Glogovac and 37 villages.¹ Gjilaj/Glogovac has a population of 58,531 inhabitants and a total number of 9,030 conventional dwellings.²

The average education attainment of adults (aged 18 or older) in Gjilaj/Glogovac is higher than Kosovo's average. Four percent of them have no formal education, 27% have completed primary education, 53% have completed secondary education, 4% have completed vocational education, and 7% have a university degree (see Table B1 in Annex 2). Adult women residing in Gjilaj/Glogovac have a lower education attainment than men. Six percent of them have no formal education compared to 1% of men. In terms of the highest education level attained, 40% of women compared to 14% of men have completed primary education, 38% compared to 68% of men have completed secondary education, while 6% compared to 8% of men have completed university (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Gjilaj/Glogovac is 32%, slightly higher than Kosovo's average of 29%. The share of unemployed is 21%, whereas around 46% are outside the labour market as they are either unemployed and not looking for work (1%), or studying, disabled, housewives, or have retired, compared to Kosovo's average of 45% (see Table B3 in Annex 3). A very high percentage of adult women in Gjilaj/Glogovac (75%) compared to men (26%) are outside the labour market. In addition, although equal to Kosovo's average (12%), the share of employed women is significantly lower than that of men (48%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the majority of municipalities in Kosovo, unemployment is considered to be the biggest problem in Gjilaj/Glogovac by more than half of its residents, 52%. Poor electricity supply is ranked the biggest problem by 13%, whereas poor road infrastructure by 12% of its residents (see Table B5 in Annex 2).

The satisfaction level of residents of Gjilaj/Glogovac with local authorities is lower than Kosovo's average. While they show no common trend (positive or negative) in satisfaction with public goods and services compared to the rest of Kosovo, the aforementioned are drastically less satisfied with electricity supply, management of municipal funds, and emergency services (firefighting and medical emergency services). On the other hand, the satisfaction level of Gjilaj/Glogovac's residents with sidewalks (availability, usability, condition), public parking (safety, availability, signage, location), and management of public spaces (availability and usability of parks and squares, street lighting, environmental protection) is significantly higher than Kosovo's average.

The residents of Gjilaj/Glogovac are mostly satisfied with the Kosovo Police (SI 63), access to and quality of education in preschools, primary schools, and secondary schools (SI 49), and emergency services (firefighting and medical emergency services (SI 43).

The lowest satisfaction level has been recorded for electricity supply (SI -49), public procurement and tenders (SI -42), and solid waste collection and disposal (-34).

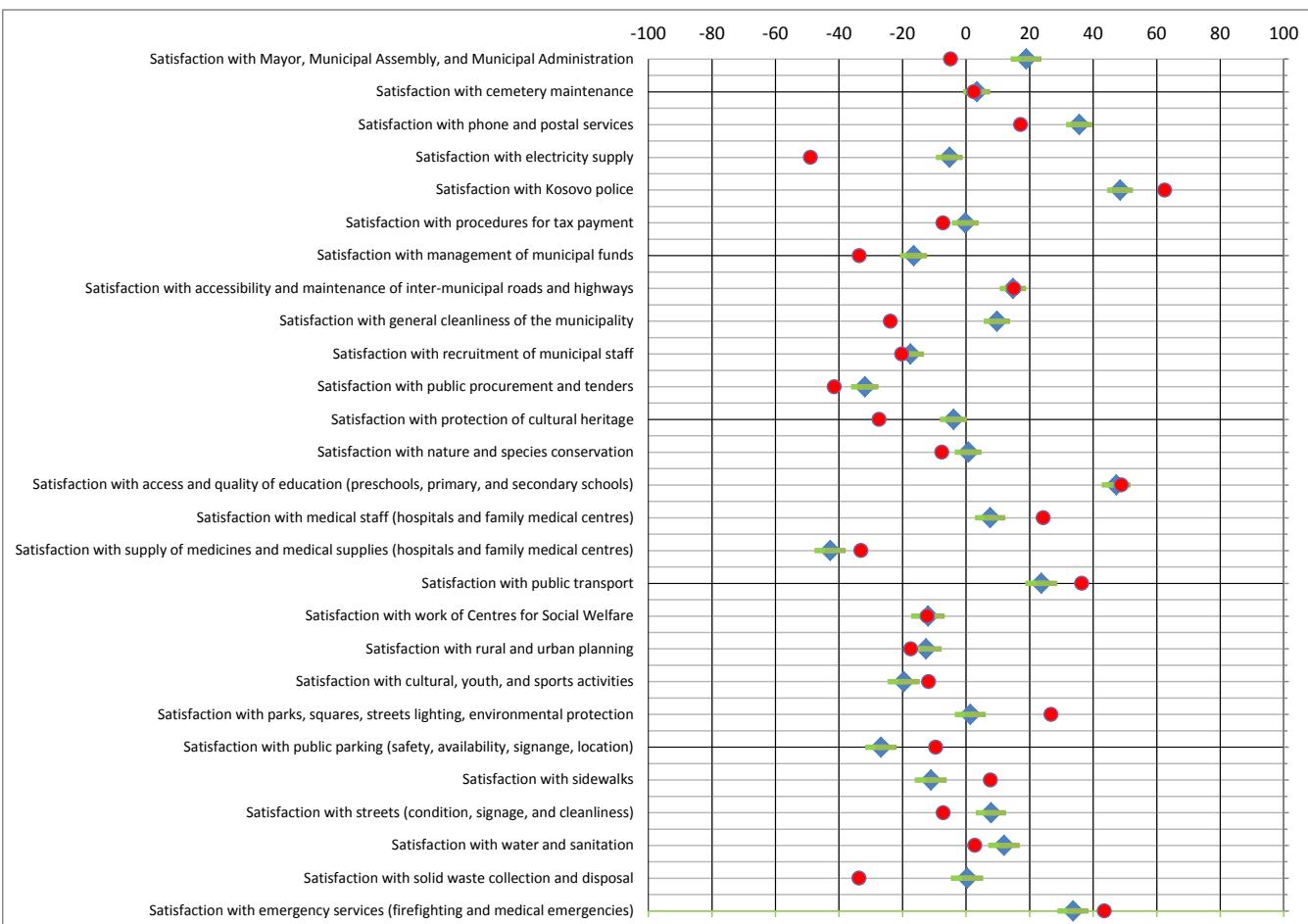
Water and sanitation

Around 44% of the residents of Gjilaj/Glogovac report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining households have access to safe drinking water through protected wells (41%), public taps (1%), protected springs (5%), while 3% use bottled water. Five percent of households in Gjilaj/Glogovac (compared to Kosovo's 9% on average) do not have access to safe drinking water - the main source of their drinking water being tube wells or boreholes (1% of all households), unprotected wells (2% of all households), and unprotected springs (2% of all households) (see Table A1 in Annex 1).

Water supply from the public provider is quite problematic in the municipality of Gjilaj/Glogovac. Only 10% of the households connected to the public water provider have unrestricted water supply compared to Kosovo's

¹ OSCE Kosovo. Gjilaj/Glogovac Municipal Profile: <http://www.osce.org/kosovo/13112>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M7 Satisfaction Indices with local authorities and public goods and services, Gllogoc/Glogovac and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

average of 42%. Twenty-two percent of them experience water shortages between 1 and 4 hours a day, 40% between 5 and 10 hours a day, while for 13% the daily water supply cut-offs last longer than 11 hours (see Table A2 in Annex 1).

Water quality in the municipality of Gllogoc/Glogovac is reported to be relatively poor. Eighteen percent of the households connected to the public provider claimed that their tap water is unclear, 21% that its pressure is too low for household utilization, and 24% that it has a bad odour and a bad taste (see Table A3 in Annex 1).

Sixty-two percent of the households from Gllogoc/Glogovac are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). Less than half of them (47%) are satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

The residents of Gllogoc/Glogovac have a poorer access to healthcare providers and pharmacies in terms of geographical proximity to these facilities compared to Kosovo's averages. The nearest doctor can be reached within an average of 26 minutes (compared to Kosovo's 19 minutes on average), the nearest hospital within an average of 57 minutes (compared to Kosovo's 38 minutes on average), and the nearest pharmacy within an average of 28 minutes (compared to Kosovo's 21 minutes on average) of walking or by public transport (see Table B6 in Annex 2).

The cost of buying medicines is a factor hindering access to healthcare for a very high share (89%) of the residents of Gllogoc/Glogovac. The cost of seeing the doctor is also problematic for a high share (71% compared to Kosovo's average of 58%) of them. A high percentage of Gllogoc/Glogovac's residents compared to Kosovo's average claimed that the last time they needed to see a doctor the distance to the healthcare provider made it difficult for them to do so (45% compared to 27%); for 52% compared to Kosovo's 27% on average, time to get an appointment was problematic; while for 62% compared to Kosovo's average of 39%, the waiting time to be seen by the doctor on the appointment day was a problem to accessing healthcare (see Table B7 in Annex 2).

The residents of Glogoc/Glogovac are more satisfied with all components of healthcare provision compared to Kosovo's averages. This is especially the case for the components of family medical centres: 40% of Glogoc/Glogovac residents compared to 31% of Kosovans on average are satisfied with supply of medicines and medical supplies in these institutions, 68% compared to 52% of Kosovans on average are satisfied with equal treatment of patients, while 82% compared to Kosovo's average of 66% are satisfied or very satisfied with professionalism of medical staff. A notably higher share of the residents of this municipality are also satisfied with equal treatment of patients in hospitals (56%) compared to Kosovo's average of 41% (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Glogoc/Glogovac also have a poorer access to all levels of schooling in terms of geographical proximity to education facilities compared to Kosovo's average. The nearest preschool can be reached within an average of 24 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 16 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school can be reached within an average of 33 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The percentages of residents of Glogoc/Glogovac who are satisfied with access to preschool (74%), primary (78%), and secondary education (70%) are similar to Kosovo's averages. While a higher share of them (74% compared to the average of 69% of Kosovans) is satisfied with quality of education in preschools, a low share of residents of Glogoc/Glogovac (59% compared to 66% of Kosovans on average) is satisfied with quality of education in secondary schools (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is perceived to be a major issue of concern among the residents of Glogoc/Glogovac. Thirty-two percent of them consider their town to be dirty or very dirty, whereas 42% of them consider their neighbourhood as such (see Table A8 in Annex 2). While air quality is considered to be a problem in the immediate neighbourhood by 37% of Glogoc/Glogovac's residents (compared to 18% of Kosovans on average), loud noise is considered as such by 19% of them (compared to 13% of Kosovans on average) (see Table A10 in Annex 1).

A lower percentage of residents of Glogoc/Glogovac compared to Kosovo's averages are satisfied with: general cleanliness of their municipality (37% compared to 58%), solid waste collection services (33% compared to 45%), and nature and species conservation (42% compared to 48%) in their municipality. The percentage of those who are satisfied with environmental protection is similar to Kosovo's average, 47%. On the other hand, a significantly higher share of residents of Glogoc/Glogovac is satisfied with availability of parks and squares (82% compared to 56% of Kosovans on average) and their usability (79% compared to 54% of Kosovans on average) (see Table A7 in Annex 1).

Performance of the Public Administration

Forty-two percent of the residents of Glogoc/Glogovac reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. The percentage of those who were provided with the requested document or service (80%) is similar to Kosovo's average of 82%, while 1% claimed that their request was only sometimes fulfilled (see Table A16 in Annex 1).

Similar to the rest of Kosovans, 80% of Glogoc/Glogovac's residents think that the Public Administration is efficient in issuing passports, while 65% think that it is efficient in issuing driver's licenses. A lower percentage of them compared to Kosovo's average think that the institutions issuing driver's licenses (61%), building permits (32%), and business licenses (28%) are efficient or very efficient. On the other hand, a higher percentage of Glogoc/Glogovac's residents think that the Public Administration is efficient in issuing ID cards (90%), marriage, birth, and death certificates (89%), and Social Assistance cards (58%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show fewer residents of Glogoc/Glogovac are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration compared to Kosovo's average. Fifty-one percent of them compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 54% compared to 63% of Kosovans

on average are satisfied with the work of the Municipal Assembly, and 58% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A very high share (68%) of residents of Glllogoc/Glogovac believe that their local authorities are sufficiently competent to solve the problems in their municipality, while 23% believe that only the central government can solve these problems (see Table B11 in Annex 2).

Well-being of households

A higher percentage of Glllogoc/Glogovac's households compared to Kosovo's averages cannot afford a meal with meat once a week (30% compared to 20% of Kosovan households on average), to buy new clothes and footwear whenever necessary (56% compared to 49% of Kosovan households on average), and pay for a week's holiday away from home once a year (82% compared to 76% of Kosovan households on average). While a similar percentage to Kosovo's average cannot afford to go to a restaurant once a month (70% of households), a lower percentage cannot afford to pay for public utilities (39% compared to Kosovo's average of 42%), cover the expenses of treating a flu or any other minor illness (31% compared to Kosovo's average of 34%), and invite family or friends for a meal at least once a month (28% compared to Kosovo's average of 37%) (see Table A21 in Annex 1).

KMS 2012 data show that 97% of the households residing in Glllogoc/Glogovac own a washing machine, a refrigerator, and a mobile phone. While a higher percentage compared to Kosovo's average, 73% compared to 70%, own a computer, the number of those that are connected to the Internet is similar to Kosovo's average, 61%. While a lower percentage of households in Glllogoc/Glogovac own a fixed phone line (11% compared to 25% of Kosovans on average) and a generator (17% compared to 22% of Kosovans on average), a higher share of them owns a car, 70% compared to Kosovo's average of 64%. A similar percentage to Kosovo's average, 26% compared to 24%, owns a tractor (see Table B12 in Annex 2).

Once percent of the households residing in Glllogoc/Glogovac declared that they do not own any land compared to Kosovo's average of 29% of households. Sixty-two percent compared to Kosovo's average of 39% own between 0.5 and 3 hectares of land, while 4% compared to Kosovo's average of 6% own more than 3 hectares of land. A similar percentage to Kosovo's average, 15%, of the households residing in Glllogoc/Glogovac owns a business (see Table A22 in Annex 1).

Gračanica/Gračanica Municipality Analysis

Brief overview of the municipality

The municipality of Gračanica/Gračanica is located in central Kosovo, within the region of Prishtinë/Priština. It covers an area of 131 km² and includes the town of Gračanica/Gračanica and 16 villages.¹ Gračanica/Gračanica's has a population of 10,675 inhabitants and a total number of 2,415 conventional dwellings.²

The adult residents (aged 18 or older) of Gračanica/Gračanica have a higher education attainment than Kosovo's average. Only 2% of them have no formal education, 5% have not completed primary education, 13% have completed primary education, 74% have completed secondary education, 3% have completed vocational education, and 4% have a university degree (see Table B1 in Annex 2). Adult women residing in Gračanica/Gračanica have a lower education attainment than men. Eight percent of them compared to 2% of men have not completed primary education. In terms of the highest education level attained, 17% of women compared to 9% of men have completed primary education, 67% compared to 82% of men have completed secondary education, and 4% of each have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Gračanica/Gračanica (48%) is significantly higher than Kosovo's average of 29%. While the percentage of unemployed is 29%, the percentage of those who are outside the labour market (22%) as they are either unemployed and not looking for work (2%), or are studying, disabled, housewives, or have retired is notably lower than Kosovo's average of 45% (see Table B3 in Annex 2). The share of women outside the labour market (37%) is higher than that of men (23%). Although higher than Kosovo's average of 12%, a lower share of women in Gračanica/Gračanica report to be employed compared to their male counterparts, 32% compared to 55% (see Table B4 in Annex 2).

Satisfaction with public services

Like in the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Gračanica/Gračanica by 39% of its residents. While poor electricity supply is perceived as the biggest problem by 11%, poverty or low standards of living and limited freedom of movement are each perceived as the biggest problem by 10% of this municipality's residents (see Table B5 in Annex 2).

The satisfaction level of Gračanica/Gračanica's residents with local authorities is lower than Kosovo's average. While their satisfaction level is drastically lower for most of the public goods and services, the residents of Gračanica/Gračanica are more satisfied with access and quality of education in preschools, primary schools, and secondary schools, medical staff and supply of medicines and medical supplies in hospitals and family medical centres, and emergency services (firefighting and medical emergency services), compared to Kosovo's average.

The residents of Gračanica/Gračanica are mostly satisfied with emergency services (firefighting and medical emergency services) (SI 62), access and quality of education in preschools, primary schools, and secondary schools (SI 60), and medical staff in hospitals and family medical centres (SI 45).

The lowest satisfaction level has been recorded for public transport (SI -83), cultural, youth, and sports activities (SI -72), and recruitment of municipal staff (SI -59).

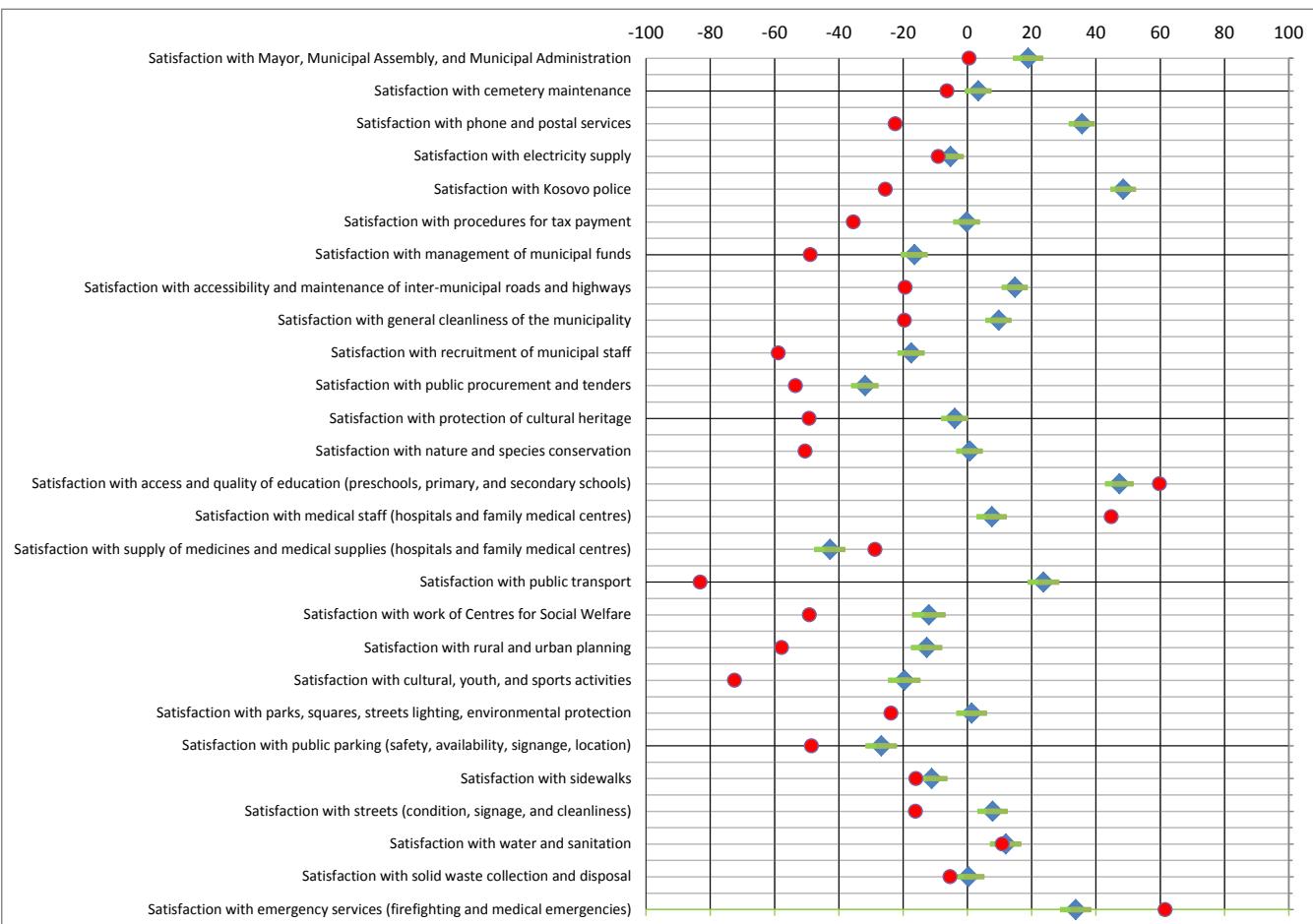
Water and sanitation

Seventy percent of Gračanica/Gračanica's households are connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. While 7% use bottled water, another 1% has access to safe drinking water through protected wells. A high percentage of Gračanica/Gračanica's households (24% compared to Kosovo's average of 9%) do not have access to safe drinking water - the main sources of their drinking water being tube wells or boreholes (21% of all households) and unprotected springs (3% of all households) (see Table A1 in Annex 1).

KMS 2012 data show that water supply from the public water provider is a relatively big problem in the municipality of Gračanica/Gračanica. A very small share (11%) of the households connected to it claim that they have unrestricted water supply compared to Kosovo's average of 42%. Twenty-four percent reported to experience water shortages between 1 and 4 hours a day, 36% between 5 and 10 hours a day, while 29% experience water

¹ OSCE Kosovo. Gračanica/Gračanica Municipal Profile: <http://www.osce.org/kosovo/88762>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M8 Satisfaction Indices with local authorities and public goods and services, Gračanica/Gračanica and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

cut-offs of longer than 11 hours a day (see Table A2 in Annex 1).

Quality of drinking water from the public water provider in Gračanica/Gračanica is also relatively poor. Twenty-seven percent of its households claimed that their tap water is unclear, 30% that its pressure is too low for household utilization, 10% that it has a bad taste, and 7% that it has a bad odour (see Table A3 in Annex 1).

A very high share (73%) of Gračanica/Gračanica's households is satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). Slightly more than half of them, 55%, are satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

The residents of Gračanica/Gračanica have a similar access to doctors and a poorer access to pharmacies and hospitals compared to Kosovo's average with regard to geographical proximity. The nearest doctor is reachable within an average of 20 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within 47 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 33 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

Like the majority of Kosovans, 85% of Gračanica/Gračanica's residents reported that the last time they needed to see a doctor, the cost of buying medicines made it difficult to do so. A significantly lower share of them (18% compared to 58% of Kosovans on average) had problems accessing healthcare due to the cost of seeing the doctor. While the time it takes to get an appointment and waiting time to be seen by the doctor were reported to be problematic by a lower share of Gračanica/Gračanica's residents compared to Kosovo's average - 21% and 33%, respectively - a larger number of them (32% compared to 27% of Kosovans on average) had problems seeing the doctor because of the distance to the healthcare provider facilities (see Table B7 in Annex 2).

With exception of supply of medicines and medical supplies in family medical centres, the residents of Gračanica/Gračanica are more satisfied with all components of healthcare provision in hospitals and family medical centres compared to Kosovo's averages. An overwhelming majority of them (93% compared to Kosovo's average of 66%) are satisfied with professionalism of medical staff in family medical centres, while 88% compared to Kosovo's

average of 63% are satisfied or very satisfied with professionalism of medical staff in hospitals. Equal treatment of patients is also significantly more satisfactory in Gračanica/Gračanica: 67% of its residents (compared to Kosovo's average of 41%) are satisfied with equal treatment of patients in hospitals, while 77% (compared to Kosovo's average of 52%) are satisfied with equal treatment of patients in family medical centres (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Gračanica/Gračanica have a similar access to preschools and secondary schools, and a slightly poorer access to primary schools compared to Kosovo's average, with regard to geographical proximity. The nearest preschool can be reached within an average of 20 minutes (equal to Kosovo's average), the closest primary school within an average of 20 minutes (compared to Kosovo's average of 14 minutes), whereas the closest secondary school is reachable within 25 minutes (equal to Kosovo's average) of walking or by public transport (see Table B9 in Annex 2).

The percentages of Gračanica/Gračanica's residents who are satisfied with access and quality of education at different levels of schooling are higher than Kosovo's averages. The greatest differences are noted for percentages of those who are satisfied with access to preschool education (88% compared to 72% of Kosovans on average), access to primary education (95% compared to 78% of Kosovans on average), access to secondary education (91% compared to 71% of Kosovans on average), and quality of education in secondary schools (82% compared to 66% of Kosovans on average). Like the rest of Kosovans, the residents of Gračanica/Gračanica's are more satisfied with access to primary education (95% of respondents) and quality of education in primary schools (86% of respondents) compared to other levels of schooling (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is perceived to be a major problem among Gračanica/Gračanica's residents. More than half of them (52%) consider their town to be dirty or very dirty, while 47% regard their neighbourhood as such (see Table A8 in Annex 1). Air quality is perceived as a problem by 25% of Gračanica/Gračanica's respondents (compared to Kosovo's average of 18%), whereas loud noise by 12% of them (compared to Kosovo's average of 13%) (see Table A10 in Annex 1).

The residents of Gračanica/Gračanica are less satisfied with environmental protection and management of public spaces compared to Kosovo's averages. Thirty-nine percent compared to 58% of Kosovans on average are satisfied with the general cleanliness of their municipality, while only 28% compared to 48% of Kosovans on average are satisfied with environmental protection. An even lower share, 20% of Gračanica/Gračanica's residents is satisfied with nature and species conservation in their municipality compared to 48% of Kosovans on average. Availability and usability of parks and squares are considered satisfactory by 43% of this municipality's residents, compared to 56% and 54% of Kosovans who are satisfied with each of the aforementioned, respectively. Finally, an equal percentage to Kosovo's average (45%) of Gračanica/Gračanica's residents is satisfied or very satisfied with solid waste collection services in their municipality (see Table A7 in Annex 1).

Performance of the Public Administration

Sixty-three percent of Gračanica/Gračanica's respondents reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. An overwhelming majority of them (96% compared to Kosovo's average of 82%) reported that their request was fulfilled, while 2% that they were only sometimes provided with the requested document or service (see Table A16 in Annex 1).

Similar to Kosovo's averages, 83% of Gračanica/Gračanica's residents think that the Public Administration is efficient in issuing ID cards, while 79% of them think that it is efficient or very efficient in issuing marriage, birth, and death certificates. Significantly lower percentages of this municipality's residents compared to Kosovo's averages think that the Public Administration is efficient in issuing passports (45%), driver's licenses (48%), building permits (33%), business licenses (32%), and Social Assistance cards (38%). On the other hand, the percentage of those who think that the abovementioned is efficient in issuing vehicle registration documents is higher than Kosovo's average, 76% compared to 66% (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that the percentages of Graçanica/Gračanica's residents who are satisfied with the work of their Mayor, Municipal Administration and especially Municipal Assembly are lower than Kosovo's averages. Fifty-five percent of Graçanica/Gračanica's residents compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 39% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 58% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A high share (63%) of Graçanica/Gračanica's residents believes that the local authorities have the capacity to solve the problems in their municipality, while 12% (compared to Kosovo's average of 15%) believe that the abovementioned problems can only be solved by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the percentage of households of Graçanica/Gračanica that cannot afford basic goods and services is significantly lower than Kosovo's average. Only 4% compared to Kosovo's average of 20% reported that they cannot afford a meal with meat once a week, 17% compared to Kosovo's average of 42% cannot afford to pay for public utilities, and 9% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or any other minor illness. Except for a higher percentage of households (43% compared to 73% of Kosovan households on average) that cannot afford to invite family or friends for a meal at home once a month, the shares of Graçanica/Gračanica's households that cannot afford to buy clothes and footwear whenever necessary (50%), go to a restaurant once a month (73%), or pay for a week's holiday away from home once a year (79%), are similar to Kosovo's averages (see Table A21 in Annex 1).

More than 97% of the households in Graçanica/Gračanica own a washing machine and a refrigerator. Lower percentages of them compared to Kosovo's averages own a mobile phone (84% compared to 94%), a computer (60% compared to 70%), and are connected to the Internet (56% compared to 62%). A significantly high share of households in Graçanica/Gračanica (71%) owns a fixed phone line compared to 25% of Kosovans on average. While a higher share of them also own a car (71% compared to Kosovo's average of 64%), a lower share (17% compared to Kosovo's average of 22%) owns a generator. The share of Graçanica/Gračanica's households that own a tractor (25%) is similar to Kosovo's average (see Table B12 in Annex 2).

Thirty-seven percent of households residing in Graçanica/Gračanica declared that they do not possess any land compared to Kosovo's average of 29%. Forty-two percent compared to Kosovos's average of 39% own between 0.5 and 3 hectares of land, while 4% compared to Kosovo's average of 6% own more than 3 hectares of land. Only 2% of Graçanica/Gračanica's households own a business compared to Kosovo's average of 14% of households (see Table A22 in Annex 1).

Hani i Elezit/Đeneral Janković Municipality Analysis

Brief overview of the municipality

The municipality of Hani i Elezit/Đeneral Janković is located in south-eastern Kosovo, within Ferizaj/Uroševac region. It covers an area of 83 km² and includes the town of Hani i Elezit/Đeneral Janković and 10 surrounding villages.¹ Hani i Elezit/Đeneral Janković has a population of 9,403 inhabitants and a total number of 1,473 conventional dwellings.²

The adult residents (aged 18 or older) of Hani i Elezit/Đeneral Janković have a lower education attainment compared to Kosovo's average. Three percent of them have no formal education, 13% have not completed primary education, 33% have completed primary education, 44% have completed secondary education, 1% have completed vocational education, and 5% have a university degree (see Table B1 in Annex 2). Adult women residing in Hani i Elezit/Đeneral Janković have a significantly lower education attainment compared to men. Six percent of them, compared to only 1% of men have no formal education. In terms of the highest education attainment, 47% of women compared to 19% of men have completed primary education, 25% compared to 63% of men have completed secondary education, and 2% compared to 8% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Hani i Elezit/Đeneral Janković (26%) is slightly lower than Kosovo's average of 29%. The share of unemployed is 23%, whereas a higher share (50%) of its residents are outside the labour market as they are either unemployed and not looking for work (2%), or studying, disabled, housewives, or have retired, compared to Kosovo's average of 45% (see Table B3 in Annex 2). A drastically high share (88%) of adult women residing in Hani i Elezit/Đeneral Janković are outside the labour market compared to the average of 21% of adult men. Even though higher than Kosovo's average, the share of employed women in Hani i Elezit/Đeneral Janković (20%) is less than half of the percentage of employed men (44%) in this municipality (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the majority of municipalities in Kosovo, unemployment is considered to be the biggest problem in Hani i Elezit/Đeneral Janković by 60% of its residents. Poor water supply is ranked the biggest problem by 22%, whereas poor road infrastructure by 5% of its residents (See Table B5 in Annex 2).

The satisfaction level of residents of Hani i Elezit/Đeneral Janković with local authorities and most of the public goods and services is notably higher than Kosovo's average. They are slightly less satisfied than Kosovo's average only with emergency services (firefighting and medical emergency services), while their satisfaction level with cultural, youth, and sports activities is equal to Kosovo's average.

The residents of Hani i Elezit/Đeneral Janković are mostly satisfied with electricity supply (SI 77), phone and postal services (SI 72), and Kosovo Police (SI 71).

The lowest satisfaction level has been recorded for supply of medicines and medical supplies in hospitals and family medical centres (SI -30), public procurement and tenders (SI -27), and public parking (safety, availability, signage, location) (SI -21).

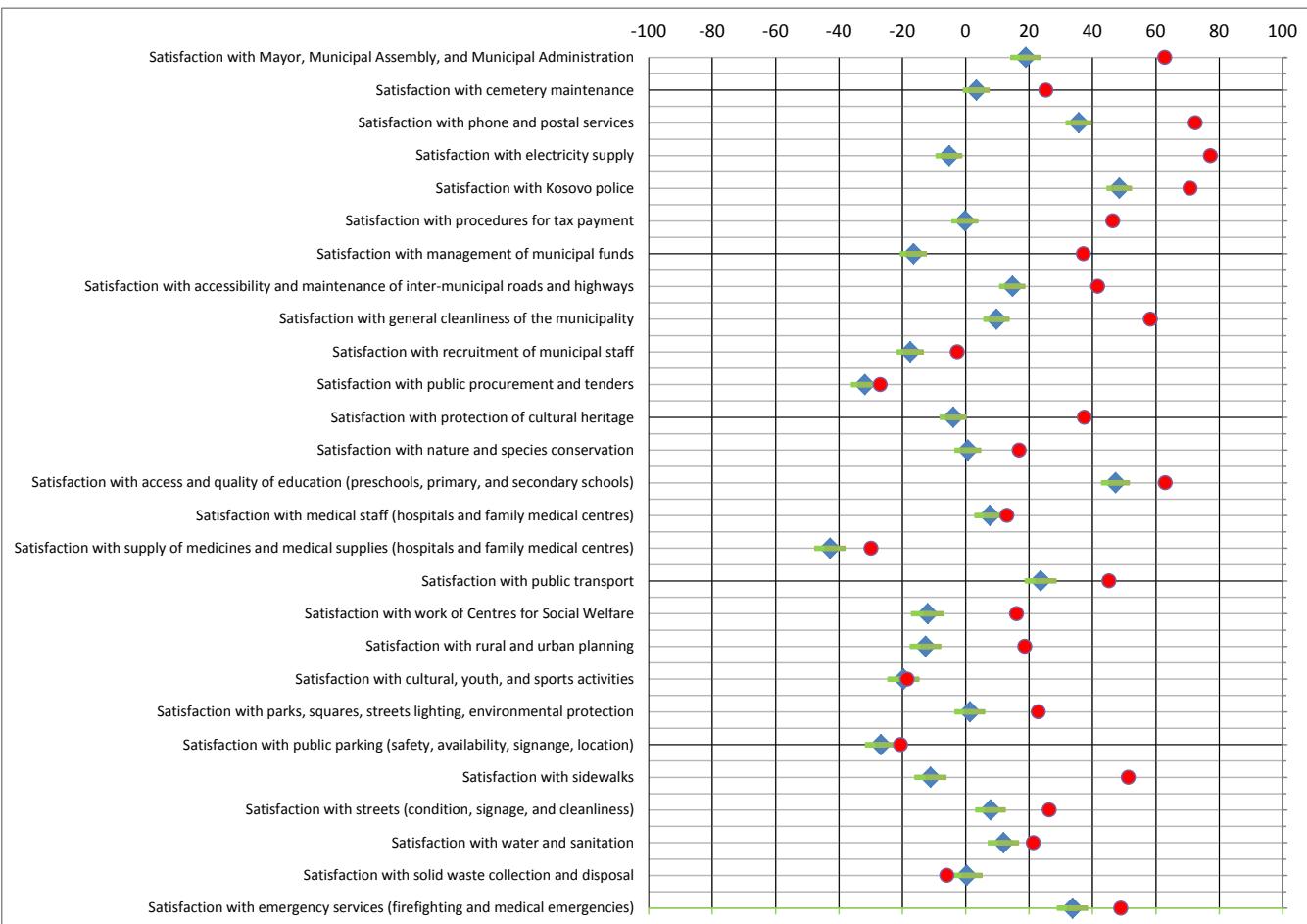
Water and sanitation

Only 37% of the households in Hani i Elezit/Đeneral Janković report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining households have access to safe drinking water through protected wells (16%), protected springs (35%), and public taps (3%). A percentage equal to Kosovo's average (4%) use bottled water. A lower share of households in this municipality than Kosovo's average (4% compared to 9%) do not have access to safe drinking water - the main sources of their drinking water being unprotected wells (3% of all households) and unprotected springs (1% of all households) (see Table A1 in Annex 1).

Water supply from the public water provider in Hani i Elezit/Đeneral Janković is fairly problematic. Around 32%

¹ OSCE Kosovo. Hani i Elezit/Đeneral Janković Municipal Profile: <http://www.osce.org/kosovo/31420>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M9 Satisfaction Indices with local authorities and public goods and services, Hani i Elezit/Đeneral Janković and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

of the households connected to the public water provider have unrestricted water supply compared to Kosovo's average of 42%. Twenty-six percent of the households experience water supply shortages between 1 and 4 hours a day, 21% between 5 and 10 hours a day, 8% have cut-offs longer than 11 hours a day, while for 13% of these households water supply cut-offs last longer than 3 hours at a time (see Table A2 in Annex 1).

Quality of drinking water piped from the public water provider in Hani i Elezit/Đeneral Janković is much poorer compared to Kosovo's average. Sixty-one percent of the households connected to the public water provider report that their tap water is unclear from dirt, 50% that its pressure is insufficient for household utilization, 43% report that it has a bad taste, whereas 45% that it has a bad odour (see Table A3 in Annex 1).

More than half (59%) of the households residing in Hani i Elezit/Đeneral Janković are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). An even higher share, 72%, is satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

The residents of Hani i Elezit/Đeneral Janković have a significantly poorer access to hospitals compared to Kosovo's average in terms of geographical proximity, while their access to doctors and pharmacies is similar to Kosovo's average. The nearest doctor can be reached within an average of 18 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 70 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy is within an average of 18-minute reach (compared to Kosovo's average of 21 minutes) on foot or by public transport (see Table B6 in Annex 2).

A very high share of the residents of Hani i Elezit/Đeneral Janković's (85%) claimed that the last time they needed to access to healthcare, the cost of buying medicine made it difficult for them to do so. Fourteen percent of them claimed that time to get an appointment and waiting time to be seen by the doctor on the appointment day, compared to Kosovo's averages of 27% and 39% respectively, hindered their access to healthcare. Thirty-four percent of the residents of Hani i Elezit/Đeneral Janković (compared to Kosovo's average of 58%) reported that they had problems with covering the cost of seeing the doctor, while 20% percent (compared to Kosovo's

average of 27%) reported that the distance to the healthcare provider hindered their access to healthcare (see Table B7 in Annex 2).

A higher share of residents of Hani i Elezit/Đeneral Janković are satisfied with all components of healthcare provision in family medical centres compared to Kosovo's averages: supply of medicines and medical supplies (51% compared to 31% of Kosovans on average), equal treatment of patients (72% compared to 52% of Kosovans on average), and (69% compared to 66% of Kosovans on average). The share of those who are satisfied with equal treatment of patients in hospitals (32%) is significantly lower than Kosovo's average (41%), as is the percentage of those who are satisfied with supply of medicines and medical supplies in these institutions (21% compared to 26% of Kosovans on average) (see Table B8 in Annex 2).

Education

KMS 2012 data show that in terms of geographical proximity, the residents of Hani i Elezit/Đeneral Janković have a slightly poorer access to primary schools, a better access to secondary schools, and the same access to preschools as Kosovo's average. The nearest preschool facility can be reached within an average of 20 minutes (equal to Kosovo's average), the nearest primary school within an average of 17 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within an average of 20 minutes (compared to Kosovo's average of 25 minutes) (see Table B9 in Annex 2).

As for the rest of Kosovans, access to primary schools and quality of education provided in them is considered satisfactory by a higher share of the residents of Hani i Elezit/Đeneral Janković, 87% and 90% respectively, compared to other levels of education. The largest differences compared to Kosovo's averages are noted for access to secondary education (89% of Hani i Elezit/Đeneral Janković's residents compared to Kosovo's average of 71%) and quality of education in them (84% of Hani i Elezit/Đeneral Janković's residents compared to Kosovo's average of 66%) (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that even though a small share of them consider their town and neighbourhood to be dirty or very dirty, 10% and 16% respectively, almost a quarter (25%) of residents of Hani i Elezit/Đeneral Janković think that they have problems with air quality in their immediate neighbourhood. Ten percent of them claimed to have problems with loud noise in their vicinity (see Table A8 and Table A10 in Appendix 1).

Compared to Kosovo's averages, a higher share of residents of Hani i Elezit/Đeneral Janković are satisfied with environmental protection and management of public spaces in their municipality. The majority (91% compared to 58% of Kosovans on average) are satisfied with the general cleanliness in their municipality, 58% compared to 48% of Kosovans on average are satisfied with environmental protection, 59% compared to 48% of Kosovans on average are satisfied with nature and species conservation, while 57-59% are satisfied with availability and usability of parks and squares in their municipality compared to 54-56% of Kosovans on average. The percentage of the residents of Hani i Elezit/Đeneral Janković who are satisfied with solid waste collection services in their municipality, 35%, is lower than Kosovo's average of 45% (see Table A7 in Annex 1).

Performance of the Public Administration

Five percent of the residents of Hani i Elezit/Đeneral Janković reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. The share of those whose request was fulfilled is significantly lower than Kosovo's average (60% compared to 82%). An additional 20% claimed that they were only sometimes provided with the requested document or service (see Table A16 in Annex 1).

A higher percentage of Hani i Elezit/Đeneral Janković's residents compared to Kosovo's averages think that the Public Administration is efficient or very efficient in issuing all of the following documents: passports (91%), ID cards (91%), vehicle registration documents (87%), driver's licenses (80%), building permits (71%), business licenses (53%), marriage, birth, and death certificates (90%), and Social Assistance cards (74%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that the majority of residents of Hani i Elezit/Đeneral Janković are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration. Ninety-two percent compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 86% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 82% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A very high share, 83%, of residents of Hani i Elezit/Đeneral Janković believe that the local authorities have the capacity to solve the problems faced by the municipality. Only 4% of them compared to Kosovo's average of 15% believe that only the central government can solve the aforementioned problems (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that a higher percentage of the households residing in Hani i Elezit/Đeneral Janković compared to Kosovo's average cannot afford a basic set of goods and services, implying that the former have a lower standard of living. Twenty-six percent of them compared to Kosovo's average of 20% cannot afford a meal with meat once a week, 58% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 69% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 82% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, and 87% compared to Kosovo's average of 76% cannot afford to go on a week's holiday away from home once a year. On the other hand, the percentage of households of Hani i Elezit/Đeneral Janković that are unable to cover the expenses of treating a flu or any other minor illness (31%) or invite family or friends for a meal at home once per month (22%) are lower than Kosovo's averages (see Table A21 in Annex 1).

KMS 2012 data show that more than 97% of households residing in Hani i Elezit/Đeneral Janković own a washing machine, refrigerator, and mobile phone. However, lower shares of them compared to Kosovo's averages owns a fixed phone line (6% compared to 25%), a computer (56% compared to 70%), a car (59% compared to 64%), a tractor (13% compared to 25%), and a generator (9% compared to 22%). The percentage of households that are connected to the Internet, 50%, is also lower than Kosovo's average of 62% (see Table B12 in Annex 2).

Thirty-five percent of households in Hani i Elezit/Đeneral Janković declared that they do not own any land compared to Kosovo's average of 29%. Twenty-five percent compared to Kosovo's average of 39% own between 0.5 and 3 hectares of land, while 2% compared to Kosovo's average of 6% own more than 3 hectares of land. A similar share to Kosovo's average (13%) owns a business (see Table A22 in Annex 1).

Istog/Istok Municipality Analysis

Brief overview of the municipality

The municipality of Istog/Istok is located in north-western Kosovo, within Pejë/Peć region. It covers an area of 454 km² and includes the town of Istog/Istok and 50 villages.¹ Istog/Istok has a population of 39,289 inhabitants and a total number of 7,359 conventional dwellings.²

The adult residents (aged 18 or older) of Istog/Istok have a slightly higher education attainment than Kosovo's average. Five percent of them have no formal education, 8% have not completed primary education, 29% have completed primary education, 46% have completed secondary education, 2% have completed vocational education, and 10% have a university degree (see Table B1 in Annex 2). Adult women residing in Istog/Istok have a lower education level than men. Eight percent of them compared to 3% of men have no formal education. In terms of the highest education level attained, 37% of women compared to 19% of men have completed primary education, 37% compared to 56% of men have completed secondary education, and 8% compared to 13% of men have a university degree (see Table B2 in Annex 2).

The percentage of employed adults (aged 18-64) in Istog/Istok (23%) is lower than Kosovo's average of 29%. While the percentage of unemployed is 33%, the share of those who are outside the labour market (44%) as they are either unemployed and not looking for work (2%), or are studying, disabled, housewives, or have retired is almost equal to Kosovo's average of 45% (see Table B3 in Annex 2). The percentage of women who are outside the labour market (71%) is significantly higher compare to that of men (23%). The share of employed women in Istog/Istok (12%) is equal to Kosovo's average but less than half the percentage of employed men in this municipality (31%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Istog/Istok by 71% of its residents. Poor electricity supply is ranked the biggest problem by 8%, while poverty or low standards of living by 6% (see Table B5 in Annex 2).

The satisfaction level of Istog/Istok's residents with local authorities is slightly higher than Kosovo's average. While their satisfaction level with most of the public goods and services is similar to Kosovo's average, the residents of this municipality are significantly less satisfied with phone and postal services, supply of medicines and medical supplies and medical staff of hospitals and family medical centres, work of Centres for Social Welfare, and solid waste collection and disposal.

The residents of Istog/Istok are mostly satisfied with Kosovo Police (SI 55), cemetery maintenance (SI 44), and emergency services (firefighting and medical emergency services) (SI 27).

The lowest satisfaction level has been recorded for supply of medicines and medical supplies in hospitals and family medical centres (SI -68), solid waste collection and disposal (SI -43), and work of Centres for Social Welfare (SI -38).

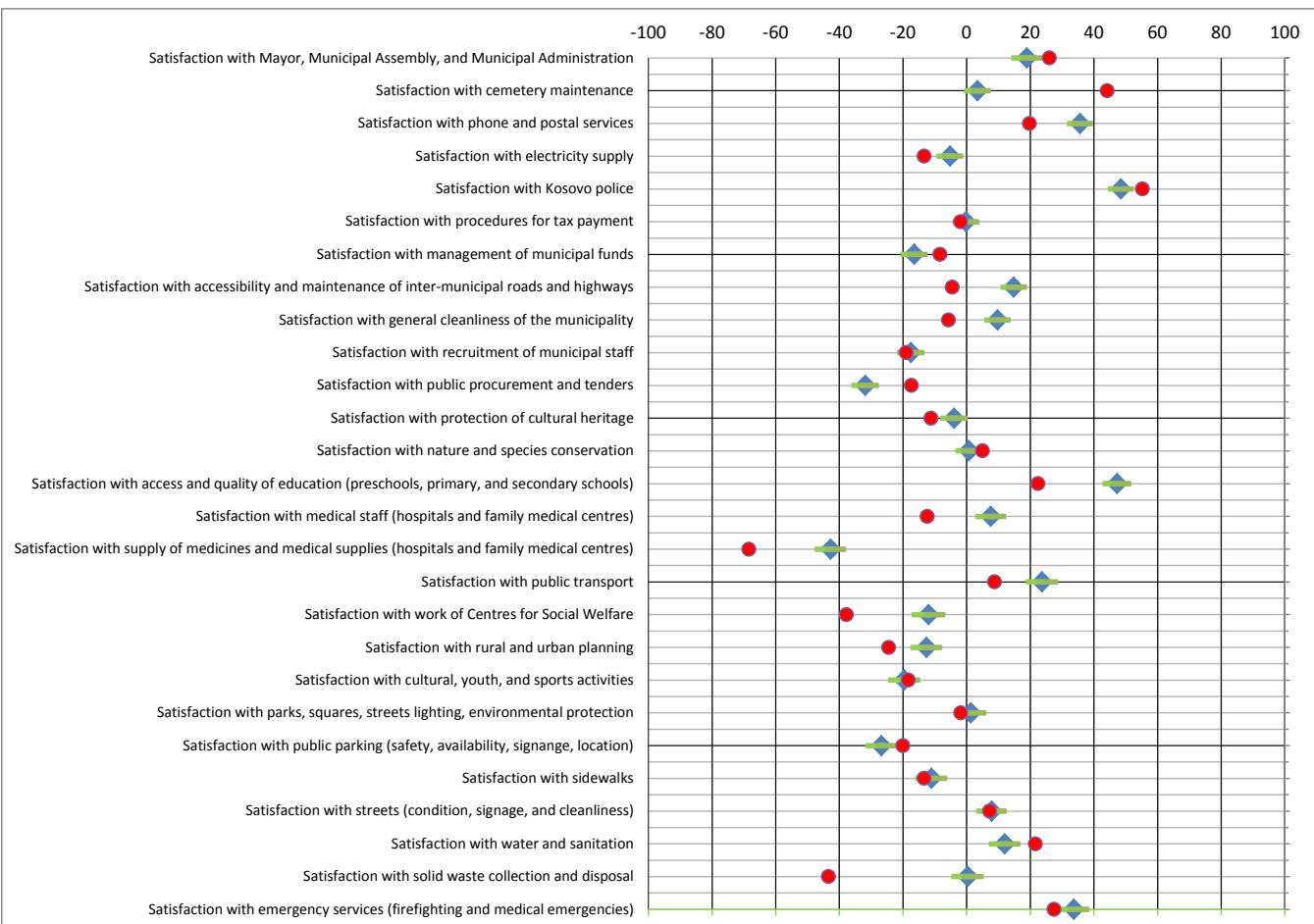
Water and sanitation

The overwhelming majority, 94% of the households residing in Istog/Istok are connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining households have access to safe drinking water through public taps (3%) and protected wells (3%) (see Table A1 in Annex 1).

KMS 2012 data show that water supply from the public water provider is less of a problem in the municipality of Istog/Istok compared to the rest of Kosovo. A very high share (71%) of the households connected to it (compared to Kosovo's average of 42%) claimed that they have unrestricted water supply. Six percent reported that they have shortages of 1 to 4 hours a day, 6% have shortages between 5 and 10 hours a day, and 6% experience water supply cut-offs of more than 11 hours a day. In addition, 11% of the households connected to the public water provider reported that water supply cut-offs in their dwelling last longer than 3 hours at a time (see Table A2 in Annex 1).

¹ OSCE Kosovo. Istog/Istok Municipal Profile: <http://www.osce.org/kosovo/13115>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M10 Satisfaction Indices with local authorities and public goods and services, Istog/Istok and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

The households connected to the public water provider in Istog/Istok also don't have problems with the quality of their drinking water. Only 1% of them reported that their tap water is unclear, while 22% that its pressure is insufficient for household utilization (see Table A3 in Annex 1).

A high percentage, 71%, of Istog/Istok's households is satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). The percentage of those who are satisfied with sewage and sanitation is drastically lower, 40% (see Table A5 in Annex 1).

Healthcare services

The residents of Istog/Istok enjoy a better access only to hospitals compared to Kosovo's average with regard to geographical proximity. The nearest doctor is reachable within an average of 23 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within 26 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 22 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

A very high share of Istog/Istok's residents (81%) identified the cost of buying medicines as a big or very big problem in accessing healthcare. The cost of seeing the doctor was also identified as a problem by a higher percentage (64%) than Kosovo's average of 58%. A lower percentage of Istog/Istok's residents compared to Kosovo's averages claimed that the last time they needed to see a doctor, distance to the healthcare provider made it difficult to do so (24% compared to 27%), time it took to get an appointment was a problem (19% compared to 27%), while waiting time to be seen by the doctor on the appointment day hindered access to healthcare for 30% of them (compared to Kosovo's average of 39%) (see Table B7 in Annex 2).

The residents of Istog/Istok are less satisfied with most components of healthcare provision, especially in family medical centres, compared to Kosovo's average. Only 8% of them (compared to 31% of Kosovans on average) are satisfied with supply of medicines and medical supplies in family medical centres, 40% compared to 52% of Kosovans on average are satisfied with equal treatment of patients, and 51% compared to 66% of Kosovans on average are satisfied with professionalism of medical staff in these institutions. While the share of Istog/Istok's

residents who are satisfied with equal treatment of patients in hospitals is almost equal to Kosovo's average (42%), fewer of them, 53% compared to 63% of Kosovans on average, are satisfied with professionalism of medical staff in hospitals (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Istog/Istok have a better access to preschools and secondary schools compared to Kosovo's average with regard to geographical proximity. The nearest preschool can be reached within an average of 16 minutes (compared to Kosovo's average of 20 minutes), the closest primary school within an average of 16 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school is reachable within an average of 21 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The residents of Istog/Istok are significantly less satisfied with both access and quality of education in preschools, primary schools, and secondary schools compared to Kosovo's average. Although primary education is more satisfactory compared to other levels of schooling, 58% of Istog/Istok's residents (compared to 78% of Kosovans on average) are satisfied with access to primary education, while 49% (compared to 75% of Kosovans on average) are satisfied with quality of education in primary schools. Compared to Kosovo's average, significantly less residents of Istog/Istok are satisfied with quality of education in preschools (45% compared to 69%) and secondary schools (45% compared to 66% of Kosovans on average) (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is not perceived to be a problem among many residents of Istog/Istok. Fourteen percent of them consider their town to be dirty or very dirty, while 31% regard their neighbourhood as such (see Table A8 in Annex 1). Air quality is perceived to be a problem by only 5%, whereas loud noise by 11% of Istog/Istok's residents (see Table A10 in Annex 1).

Less than half of Istog/Istok's residents (43% compared to Kosovo's average of 58%) think that the general cleanliness of their municipality is satisfactory. Lower percentages of them compared to Kosovo's averages are satisfied or very satisfied with: environmental protection (42% compared to 48%), nature and species conservation (45% compared to 48%), availability of parks and squares (52% compared to 56%), and their usability (45% compared to 54%). The share of Istog/Istok's residents who are satisfied with solid waste collection services in their municipality is significantly lower than Kosovo's average, 20% compared to 45% (see Table A7 in Annex 1).

Performance of the Public Administration

Three percent of the residents of Istog/Istok reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A very low share, 40% compared to Kosovo's average of 82%, reported that their request was fulfilled. Twenty percent reported that they were only sometimes provided with the requested document or service (see Table A16 in Annex 1).

The percentages of Istog/Istok's residents who think that the Public Administration is efficient in issuing vehicle registration documents and marriage, birth, and death certificates are similar to Kosovo's averages of 67% and 76%, respectively. Significantly lower percentages of them compared to Kosovo's averages think that the Public Administration is efficient in issuing passports (73%), building permits (24%), business licenses (30%), and Social Assistance cards (24%). On the other hand, the shares of Istog/Istok's residents who think that the issuance of ID cards and driver's licenses is efficient, 92% and 74% respectively, are higher than Kosovo's averages (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that the share of Istog/Istok's residents who are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration is higher than Kosovo's average. Seventy-nine percent compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 71% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 67% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A relatively high share (74%) of Istog/Istok's residents believes that their local authorities have the capacity to solve the problems in their municipality, while 11% (compared to 15% of Kosovans on average) believe that only

the central government can solve these problems (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the percentage of households of Istog/Istok that cannot afford basic goods and services is higher than Kosovo's average. Thirty-seven percent compared to Kosovo's average of 20% cannot afford a meal with meat once per week, 55% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 50% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or any other minor illness, 52% compared to Kosovo's average of 49% cannot afford to new buy clothes and footwear whenever necessary, and 54% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at home at least once a month. While the share of Istog/Istok's households that cannot afford to pay for a week's holiday away from home once a year is equal to Kosovo's average (76%), the share of those who cannot afford to go to a restaurant once a month, 66%, is lower than Kosovo's average of 71% (see Table A21 in Annex 1).

More than 92% of households in Istog/Istok own a refrigerator and a washing machine. Compared to Kosovo's average, a lower percentage of them own a mobile phone (90% compared to 94%), a fixed phone line (17% compared to 25%), a computer (63% compared to 70%), and are connected to the Internet (53% compared to 62%). On the other hand, a higher share of Istog/Istok's residents compared to Kosovo's average own a car (68% compared to 64%), a tractor (32% compared to Kosovo's average of 24%), and a generator (24% compared to Kosovo's average of 22%) (see Table B12 in Annex 2).

Only 10% of households residing in Istog/Istok compared to Kosovo's average of 29% declared that they do not possess any land. Forty-six percent compared to Kosovo's average of 39% own between 0.5 and 3 hectares of land, while 8% compared to Kosovo's average of 6% own more than 3 hectares of land. A similar share to Kosovo's average (13% compared to 14%) owns a business (see Table A22 in Annex 1).

Junik Municipality Analysis

Brief overview of the municipality

The municipality of Junik is located in western Kosovo, within Pejë/Peć region. It covers an area of 77 km² and includes the town of Junik and two villages, Jasiq/Jasić and Gjocaj/ Đocaj.¹ Junik has a population of 6,084 inhabitants and a total number of 765 conventional dwellings.²

The average education attainment of adults (aged 18 or older) in Junik is significantly lower than Kosovo's average. About 7% of adults in Junik have no formal education, 7% have not completed primary education, 48% have completed primary education, 30% have completed secondary education, and 6% have a university degree (see Table B1 in Annex 2). Women have a significantly lower education attainment than men. Approximately 11% of women have no formal education compared to 2% of men. In terms of the highest education level attained, 61% of women compared to 32% of men have completed primary education, 17% compared to 47% of men have completed secondary education, and only 2% compared to 11% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Junik is 17% compared to Kosovo's average of 29%, the share of unemployed 41%, whereas around 42% are outside the labour market as they are either unemployed and not looking for work (16%), or studying, disabled, housewives, or have retired (see Table B3 in Annex 2). The percentage of women outside the labour market (67%) is significantly higher compared to men (24%). In addition, a drastically low share of women (5%) residing in Junik are employed compared to men (28%) as well as percentage of employed women in Kosovo (12%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Junik by the majority of its residents, 77%. Poorly functioning solid waste collection services is ranked the biggest problem by 4%, whereas lack of economic growth and road infrastructure by 3% of its residents each (see Table B5 in Annex 2).

The satisfaction level of residents of Junik with local authorities is significantly higher than Kosovo's average. This is also the case for the majority of public goods and services except for cemetery maintenance, rural and urban planning, public parking, solid waste collection services, and supply of medicines and medical supplies in hospitals and family medical centres.

The residents of Junik are mostly satisfied with the emergency services (firefighting and medical emergency services) (SI 75), Kosovo Police (SI 72), and water and sanitation (SI 66).

The lowest satisfaction level has been recorded for supply of medicines and medical supplies in hospitals and family medical centres (SI -65), public parking (safety, availability, signage, and location) (SI -61), and cultural, youth, and sports activities (SI -37).

Water and sanitation

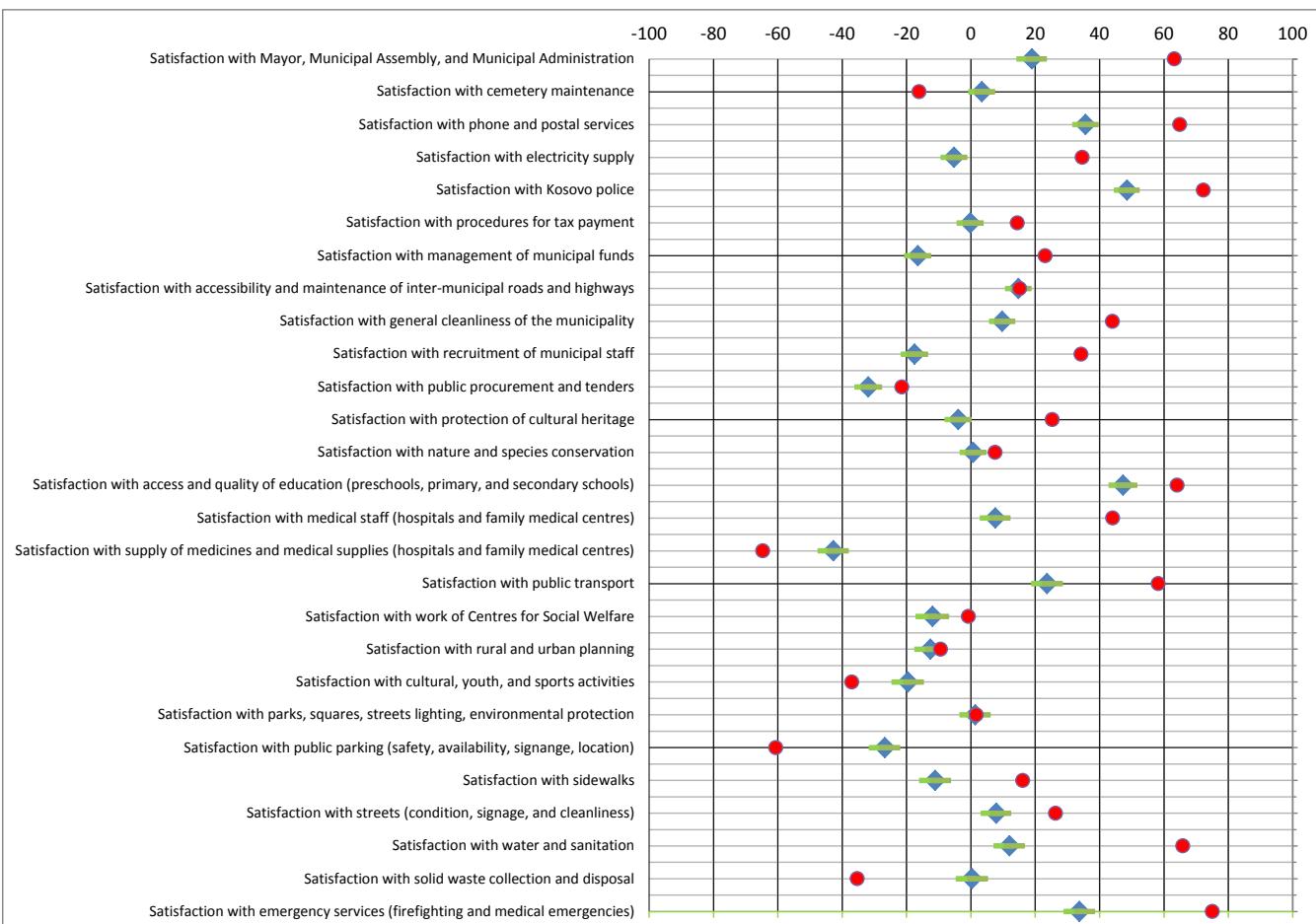
More than 97% of the residents of Junik report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining households have access to safe drinking water through public taps (2%) and protected springs (1%) (see Table A1 in Annex 1).

The overwhelming majority of the households connected to the public water provider (97% compared to Kosovo's average of 42%) report to have unrestricted water supply. A very low share of them experience shortages between 5 and 10 hours a day (2%), while for only 1% water cut-offs last longer than 11 hours a day (see Table A2 in Annex 1).

Quality of drinking water in Junik is reported to be much higher than Kosovo's average. Only 6% of the households connected to the public water provider claim that their tap water is unclear, 2% report that its pressure is too low for household utilization, 8% report that it has a bad taste, and another 6% that it has a bad odour (see Table A3 in Annex 1).

¹ OSCE Kosovo. Junik Municipal Profile: <http://www.osce.org/kosovo/37869>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M11 Satisfaction Indices with local authorities and public goods and services, Junik and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

An overwhelming majority of Junik's residents (96%) are satisfied with water supply in their municipality (see Table A4 in Annex 1). The share of those who are satisfied with sanitation and sewage is lower, 64% (see Table A5 in Annex 1).

Healthcare services

While their access to doctors and pharmacies is better compared to Kosovo's average in terms of geographical proximity, the residents of Junik have a poorer access to hospitals. The nearest doctor can be reached within an average of 14 minutes (compared to Kosovo's average of 19 minutes, the nearest hospitals within an average of 76 minutes (compared to Kosovo's average of 38 minutes), whereas the nearest pharmacy within an average of 12 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

Cost of buying medicine and cost of seeing the doctor are the main factors hindering access to healthcare for 83% and 51% of residents of Junik, respectively. Distance to the healthcare professional or provider is problematic for a higher share of residents, 35% compared to Kosovo's average of 27%, whereas waiting time to be seen by the doctor on the appointment day is problematic for 29% and time to get an appointment by 26% of them (see Table B7 in Annex 2).

The residents of Junik are less satisfied with all components of healthcare provision in hospitals compared to Kosovo's average. Only 6% of them are satisfied with supply of medicines and medical supplies in hospitals, 24% are satisfied with equal treatment of patients, and 49% with professionalism of medical staff in these institutions. While supply of medicines and medical supplies in family medical centres is also less satisfactory compared to Kosovo's average (16% compared to 31%), a higher percentage of Junik's residents are satisfied with equal treatment of patients (74% compared to 52%) and professionalism of medical staff (84% compared to 66%) in these institutions (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Junik enjoy a better access to all, preschools, primary, and secondary schools, in terms of geographical proximity compared to Kosovo's average. The nearest preschool can be reached within an average of 10 minutes on foot or public transport (compared to Kosovo's average of 20 minutes), the nearest primary school within 12 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within 16 minutes (compared to Kosovo's average of 25 minutes) (see Table B9 in Annex 2).

The residents of Junik are less satisfied with both access and quality of education provided at all levels of schooling compared to Kosovo's average. The largest differences in percentages of those who are satisfied with the aforementioned have been noted for preschools and secondary schools. Only 43% of Junik's residents compared to 72% of Kosovans on average are satisfied with access to preschools, whereas 44% compared to 69% of Kosovans on average are satisfied with quality of education in preschools. Forty-five percent of them are satisfied with access to secondary education (compared to Kosovo's average of 71%) and quality of education in secondary schools (compared to Kosovo's average of 66%) (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is not perceived to be a major problem in the municipality of Junik. Twenty percent of its residents consider their neighbourhoods to be dirty or very dirty, whereas only 13% of them consider their town as such (see Table A8 in Annex 1). In addition, both air quality and loud noise are considered to be problems in the immediate neighbourhood by only 5% of Junik's residents (see Table A10 in Annex 1).

The majority (85%) of Junik's residents think that the general cleanliness of their municipality is satisfactory compared to 58% of Kosovans overall. Further, 63% compared to 48% of Kosovans on average are satisfied with environmental protection. The availability and usability of parks and squares on the other hand are less satisfactory as only 18% and 14% of Junik's residents are satisfied with them compared to 56% and 54% of Kosovans, respectively. While a similar percentage to Kosovo's average (48%) are satisfied with nature and species conservation, only 9% of Junik's residents compared to 45% of Kosovans on average are satisfied with solid waste collection services in their municipality (see Table A7 in Annex 1).

Performance of the Public Administration³

A similar percentage of Junik's residents to Kosovo's averages think that the Public Administration is efficient or very efficient in issuing building permits (42%) and marriage, birth, and death certificates (75%) (see Table A17 in Annex 1). Lower percentages of them compared to Kosovo's averages consider its institutions efficient in issuing passports (70%), ID cards (73%), vehicle registration documents (58%), driver's licenses (62%), and business licenses (33%). On the other hand, a higher percentage of Junik's residents compared to Kosovo's average, 56% compared to 50%, think that the institutions issuing Social Assistance cards are efficient or very efficient.

Satisfaction with local authorities

KMS 2012 data show that more residents of Junik are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration compared to Kosovo's average. The majority of them, 85% compared to Kosovo's average of 69%, are satisfied with the work of their Mayor, 82% compared to Kosovo's average of 63% are satisfied with the work of the Municipal Assembly, and 81% compared to Kosovo's average of 64% are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A high percentage of Junik's residents (75%) believe that their local authorities have the capacity to solve the problems in their municipality. It must be noted that a significantly low share of them (2% compared to 15% of Kosovans overall) believe that only the central government can solve these problems (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the share of households residing in Junik that cannot afford basic goods and services during the month is higher compared to Kosovo's average. Twenty-five percent of them compared to Kosovo's average of 20% cannot afford to have a meal with meat once a week, 46% compared to Kosovo's average of 42% cannot afford

³ None of the respondents from Junik reported to have visited the local community or municipal office to request a document or service during the last 12 months. Therefore, no information may be provided on their perception of municipal administration's performance and effectiveness.

to pay for public utilities, 54% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 83% compared to Kosovo's average of 71% cannot afford to go to a restaurant at least once a month, 49% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, and 83% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year. The percentage of Junik's households that are unable to pay for the costs of treating a flu or any other minor illness, 35%, is similar to Kosovo's average (see Table A21 in Annex 1).

Similar to the rest of Kosovo, the majority of households in Junik (97%) own basic domestic appliances such as a washing machine, refrigerator, and a mobile phone. While the percentage of those who have a computer is almost the same as Kosovo's average (69% compared to 70%), a slightly higher share of households in Junik are connected to the Internet (64% compared to 62%). A considerably higher share of the aforementioned also owns a fixed phone line (49% compared to Kosovo's average of 25% of households) and generator (36% compared to Kosovo's average of 22% of households). While a higher percentage compared to Kosovo's average (31% compared to 24%) owns a tractor, fewer households in Junik, 60% compared to Kosovo's average of 64%, own a car (see Table B12 in Annex 2).

Only 2% of the households residing in Junik (compared to Kosovo's average of 29%) declared that they do not possess any land. Half of them, 50% compared to Kosovo's average of 39%, reported to own between 0.5 and 3 hectares of land, while a percentage equal to Kosovo's average (6%) declared that they own more than 3 hectares of land. A very low percentage of Junik's households, 6% compared to Kosovo's average of 14%, reported to own a business (see Table A22 in Annex 1).

Kaçanik/Kačanik Municipality Analysis

Brief overview of the municipality

The municipality of Kaçanik/Kačanik is located in southeastern Kosovo, within Ferizaj/Uroševac region. It covers an area of 210 km² and includes the town of Kaçanik/Kačanik and 31 villages.¹ Kaçanik/Kačanik has a population of 33,409 inhabitants and a total number of 5,731 conventional dwellings.²

The education attainment in Kaçanik/Kačanik is similar to Kosovo's average. Four percent of its adults have no formal education, 8% have not completed the primary education, 31% have completed primary education, 48% have completed secondary education, 2% have completed vocational education, and 7% have a university degree (see Table B1 in Annex 2). The adult women residing in Kaçanik/Kačanik have a lower education attainment compared to men. Seven percent compared to 1% have no formal education. In terms of the highest education level attained, 46% of women compared to 16% of men have completed primary education, 32% compared to 63% of men have completed secondary education, and 3% compared to 12% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Kaçanik/Kačanik (26%) is slightly lower than Kosovo's average of 29%. The share of unemployed is 30%, whereas a similar percentage to Kosovo's average (44%), are outside the labour market as they are either unemployed and not looking for work (5%), or studying, disabled, housewives, or have retired (see Table B3 in Annex 2). An especially high percentage of women (79%) compared to men (20%) are outside the labour market. The percentage of employed women in Kaçanik/Kačanik (8%) is lower than Kosovo's average of 12% and drastically lower than the percentage of employed men (40%) in this municipality (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the majority of municipalities in Kosovo, unemployment is considered to be the biggest problem in Kaçanik/Kačanik by 72% of its residents. Poor water supply is ranked the biggest problem by 12%, whereas poor electricity supply by 9% of its residents (see Table B5 in Annex 2).

The satisfaction level of the residents of Kaçanik/Kačanik with local authorities and most of the public goods and services is notably higher than Kosovo's average, except for electricity supply, supply of medicines and medical supplies in hospitals and family medical centres, and cultural, youth, and sports activities.

The residents of Kaçanik/Kačanik are mostly satisfied with Kosovo Police (SI 67), access and quality of education in preschools, primary, and secondary schools (SI 58), and general cleanliness of their municipality (SI 56).

They are least satisfied with supply of medicines and medical supplies in hospitals and family medical centres (SI -62), cultural, youth, and sports activities (SI -40), and public procurement and tenders (SI -35).

Water and sanitation

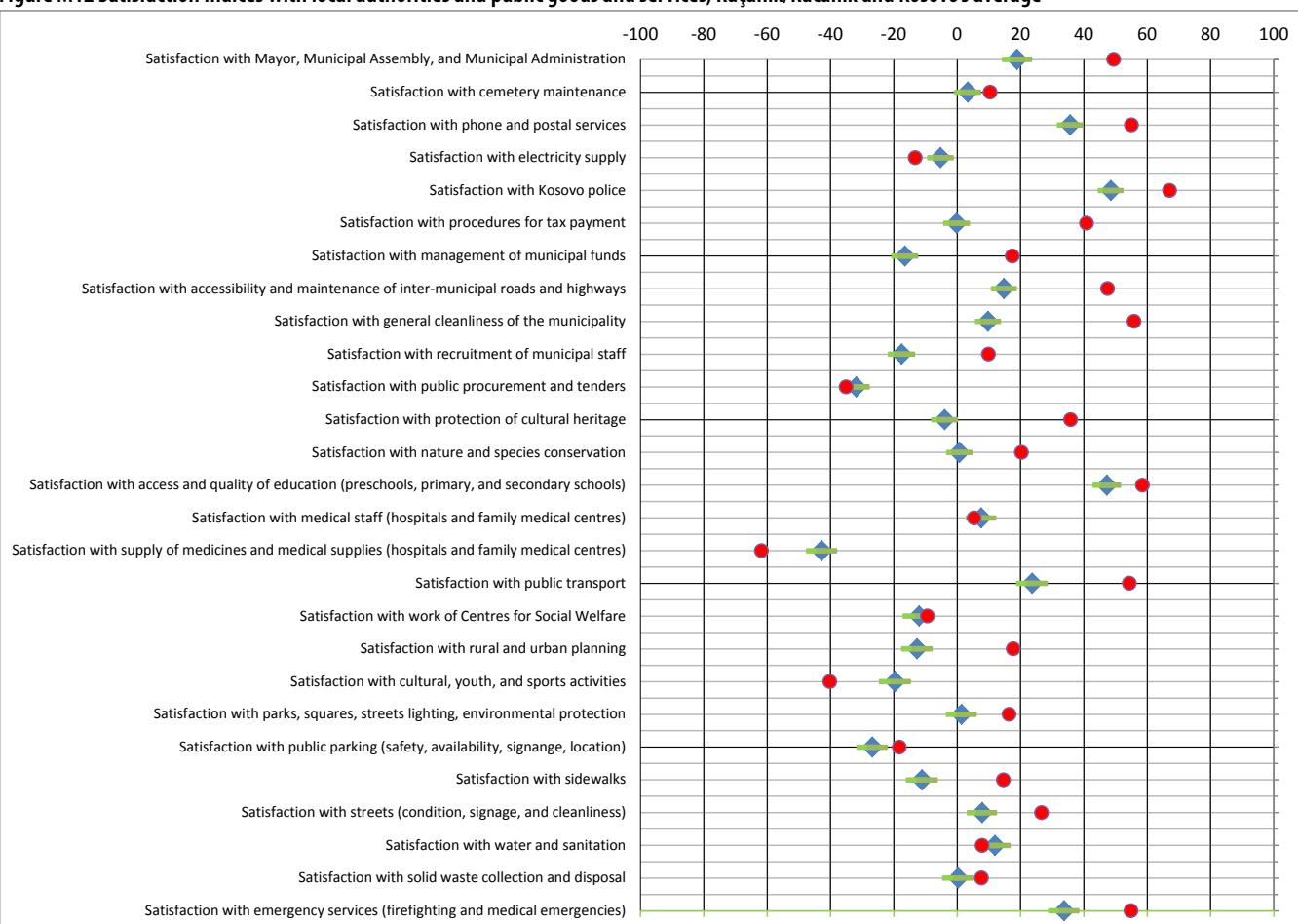
Slightly more than half, 54% of the households in Kaçanik/Kačanik report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining households have access to safe drinking water through protected wells (14%), protected springs (13%), and public taps (2%). A higher share than Kosovo's average (17% compared to 9%) do not have access to safe drinking water - their main sources of drinking water being unprotected springs (16% of all households) and unprotected wells (1% of all households) (see Table A1 in Annex 1).

Water supply is less of a problem in the municipality of Kaçanik/Kačanik compared to Kosovo's average. About 66% of the households connected to the public water provider have unrestricted water supply compared to Kosovo's average of 42%. Ten percent experience water supply shortages between 1 and 4 hours a day, 10% between 5 and 10 hours a day, 5% have water cut-offs longer than 11 hours a day, while for 6% the water supply restrictions last longer than 3 hours at a time (see Table A2 in Annex 1).

The biggest problem with quality of drinking for the households connected to the public water provider in

¹ OSCE Kosovo. Kaçanik/Kačanik Municipal Profile: <http://www.osce.org/kosovo/13116>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M12 Satisfaction Indices with local authorities and public goods and services, Kaçanik/Kaçanik and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Kaçanik/Kaçanik is insufficient pressure for household utilization, reported by 40% of its respondents. Twenty-nine percent of them claimed that their tap water is unclear, 3% that it has a bad taste, while 4% stated that it has a bad odour (see Table A3 in Annex 1).

Less than half (47%) of residents of Kaçanik/Kaçanik are satisfied or very satisfied with water supply, while 64% are satisfied with sewage and sanitation in their municipality (see Table 4 and Table A5 in Annex 1).

Healthcare services

The residents of Kaçanik/Kaçanik have a significantly poorer access to hospitals compared to Kosovo's average in terms of geographical proximity, while their access to doctors and pharmacies is the same. The nearest doctor can be reached within an average of 18 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 64 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy is within an average of 18 minutes reach (equal to Kosovo's average) on foot or by public transport (see Table B6 in Annex 2).

A very high share of the residents of Kaçanik/Kaçanik (91%) claimed that the last time they needed to access to healthcare, the cost of buying medicine made it difficult for them to do so. Lower percentages of them compared to Kosovo's average face other obstacles in accessing healthcare: 45% compared to 58% of Kosovans on average reported that they find the cost of seeing the doctor problematic, 14% compared to 27% of Kosovans on average had problems accessing healthcare due to the distance to the healthcare provider, 11% compared to 39% of Kosovans on average reported that the waiting time to be seen by the doctor on the appointment day is problematic, while 8% compared to 27% of Kosovans on average reported that the time it took to get an appointment was problematic (see Table B7 in Annex 2).

The residents of Kaçanik/Kaçanik are less satisfied with all components of healthcare provision in hospitals compared to Kosovo's average, and a low percentage of them are also satisfied with supply of medicines and medical supplies in family medical centres. About 15% of Kaçanik/Kaçanik's residents (compared to 26% of Kosovans on average) are satisfied with supply of medicines and medical supplies in hospitals, 24% com-

pared to 41% of Kosovans on average are satisfied with equal treatment of patients, while 56% compared to 63% of Kosovans on average are satisfied with professionalism of medical staff in these institutions. While they are equally satisfied with professionalism of medical staff compared to the rest of Kosovans (67% of respondents), a higher share of residents of Kaçanik/Kaçanik, 60% compared to Kosovo's average of 52%, are satisfied or very satisfied with equal treatment of patients in family medical centres (see Table B8 in Annex 2).

Education

KMS 2012 data show that in terms of geographical proximity, the residents of Kaçanik/Kaçanik have a slightly better access to preschools and primary schools, while their access to secondary schools is equal to Kosovo's average. The nearest preschool facility can be reached within an average of 18 minutes on foot or public transport (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 13 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within an average of 25 minutes (equal to Kosovo's average) (see Table B9 in Annex 2).

A larger share of residents of Kaçanik/Kaçanik is satisfied with both access and quality of education in preschools, primary schools, and secondary schools compared to Kosovo's averages. Particularly large differences are noted in percentages of those who are satisfied with quality of education in preschools (83% compared to 69% of Kosovans on average), primary schools (85% compared to 75% of Kosovans on average), and secondary schools (81% compared to 66% of Kosovans on average) (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that the residents of Kaçanik/Kaçanik are not very concerned about environmental pollution in their municipality. While 15% think that their neighbourhood is dirty or very dirty, only 8% consider their town as such (see Table A8 in Annex 1). Simultaneously, only 10% of them report to have problems with air quality and loud noise in their vicinity (see Table A10 in Annex 1).

Higher percentages of Kaçanik/Kaçanik's residents compared to Kosovo's averages think that the Municipal Administration is efficient or very efficient in issuing all of the following documents: passports (89%), ID cards (91%), vehicle registration documents (72%), driver's licenses (69%), building permits (60%), business licenses (46%), marriage, birth, and death certificates (85%), and Social Assistance cards (61%) (see Table A7 in Annex 1).

Performance of the Public Administration

Five percent of the residents of Kaçanik/Kaçanik reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. The share of those who were provided with the requested document or service is significantly lower than Kosovo's average (60% compared to 82%), while an additional 30% claimed that their request was only sometimes fulfilled (see Table A16 in Annex 1).

Higher percentages of Kaçanik/Kaçanik's residents compared to Kosovo's averages think that the Public Administration is efficient or very efficient in issuing all of the following documents: passports (89%), ID cards (91%), vehicle registration documents (72%), driver's licenses (69%), building permits (60%), business licenses (46%), marriage, birth, and death certificates (85%), and Social Assistance cards (61%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that the majority of residents of Kaçanik/Kaçanik are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration. Eighty-seven percent of them compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 80% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 84% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A similarly high share, 83%, of residents of Kaçanik/Kaçanik believe that the local authorities have the capacity to solve the problems faced by the municipality, while 8% compared to Kosovo's average of 15% think that these problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the residents of Kaçanik/Kačanik have a lower standard of living compared to Kosovo's average. A higher share of them compared to Kosovo's average cannot afford a basic set of goods and services. Twenty-seven percent compared to Kosovo's average of 20% cannot afford a meal with meat once a week, 62% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 44% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or any other minor illness, 60% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 81% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, and 82% compared to Kosovo's average of 76% cannot afford to go on a week's holiday away from home once a year. The share of households that cannot afford to invite family or friends for a meal at least once a month is lower than Kosovo's average, 29% compared to 37% (see Table A21 in Annex 1).

KMS 2012 data show that more than 96% of households residing in Kaçanik/Kačanik own a washing machine and a refrigerator. However, lower shares of them compared to Kosovo's averages own each of the following: a computer (64% compared to 70%), a mobile phone (92% compared to 94%), a fixed phone line (13% compared to 25%), a car (57% compared to 64%), a tractor (16% compared to 24%), and a generator (11% compared to 22%). The percentage of households of Kaçanik/Kačanik that are connected to the Internet is also lower than Kosovo's average, 55% compared to 62% (see Table B12 in Annex 2).

Thirty-nine percent of the households in Kaçanik/Kačanik do not own any land compared to Kosovo's average of 29%. About 24% compared to Kosovo's average of 39% own between 0.5 and 3 hectares of land, while 5% compared to Kosovo's average of 6% own more than 3 hectares of land. The share of households that own a business is equal to Kosovo's average of 14% (see Table A22 in Annex 1).

Kamenicë/Kamenica Municipality Analysis

Brief overview of the municipality

The municipality of Kamenicë/Kamenica is located in south-eastern Kosovo, within Gjilan/Gnjilane region. It covers an area of 423 km² and includes the town of Kamenicë/Kamenica and 56 villages.¹ Kamenicë/Kamenica has a population of 36,085 inhabitants and a total number of 6,336 conventional dwellings.²

The adult residents (aged 18 or older) of Kamenicë/Kamenica have a lower education attainment than Kosovo's average. Ten percent have no formal education, 6% have not completed primary education, 28% have completed primary education, 44% have completed secondary education, 4% have completed vocational education, and 9% have completed university (see Table B1 in Annex 2). Adult women in this municipality have a lower education attainment than men. Thirteen percent of them compared to 8% of men have no formal education. In terms of the highest level of education attained, 35% of women compared to 20% of men have completed primary education, 35% compared to 53% of men have completed secondary education, and 5% compared to 12% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Kamenicë/Kamenica (28%) is almost equal to Kosovo's average of 29%. While the percentage of unemployed is 30%, the share of those who are outside the labour market (42%) as they are either unemployed and not looking for work (21%), or are studying, disabled, housewives, or have retired is slightly lower than Kosovo's average of 45% (see Table B3 in Annex 2). A significantly higher percentage of women (68%) compared to men (27%) are outside the labour market. A low share (9%) of women in Kamenicë/Kamenica is employed compared to 42% of their male counterparts (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Kamenicë/Kamenica by the majority of its residents, 73%. Corruption is ranked the biggest problem by 10%, while poverty or low standards of living by 9% of its residents (see Table B5 in Annex 2).

The residents of Kamenicë/Kamenica are less satisfied with local authorities and institutions compared to Kosovo's average. On the other hand, their satisfaction level is higher for all the public goods and services, especially electricity supply, public procurement and tenders, protection of cultural heritage, rural and urban planning, and public parking (safety, availability, signage, and location), compared to Kosovo's average.

The residents of Kamenicë/Kamenica are mostly satisfied with Kosovo Police (SI 73), electricity supply (SI 64), and phone and postal services (SI 60).

They are least satisfied with management of municipal funds (SI 1), solid waste collection and disposal (SI 6), and cultural, youth, and sports activities (SI 7).

Water and sanitation

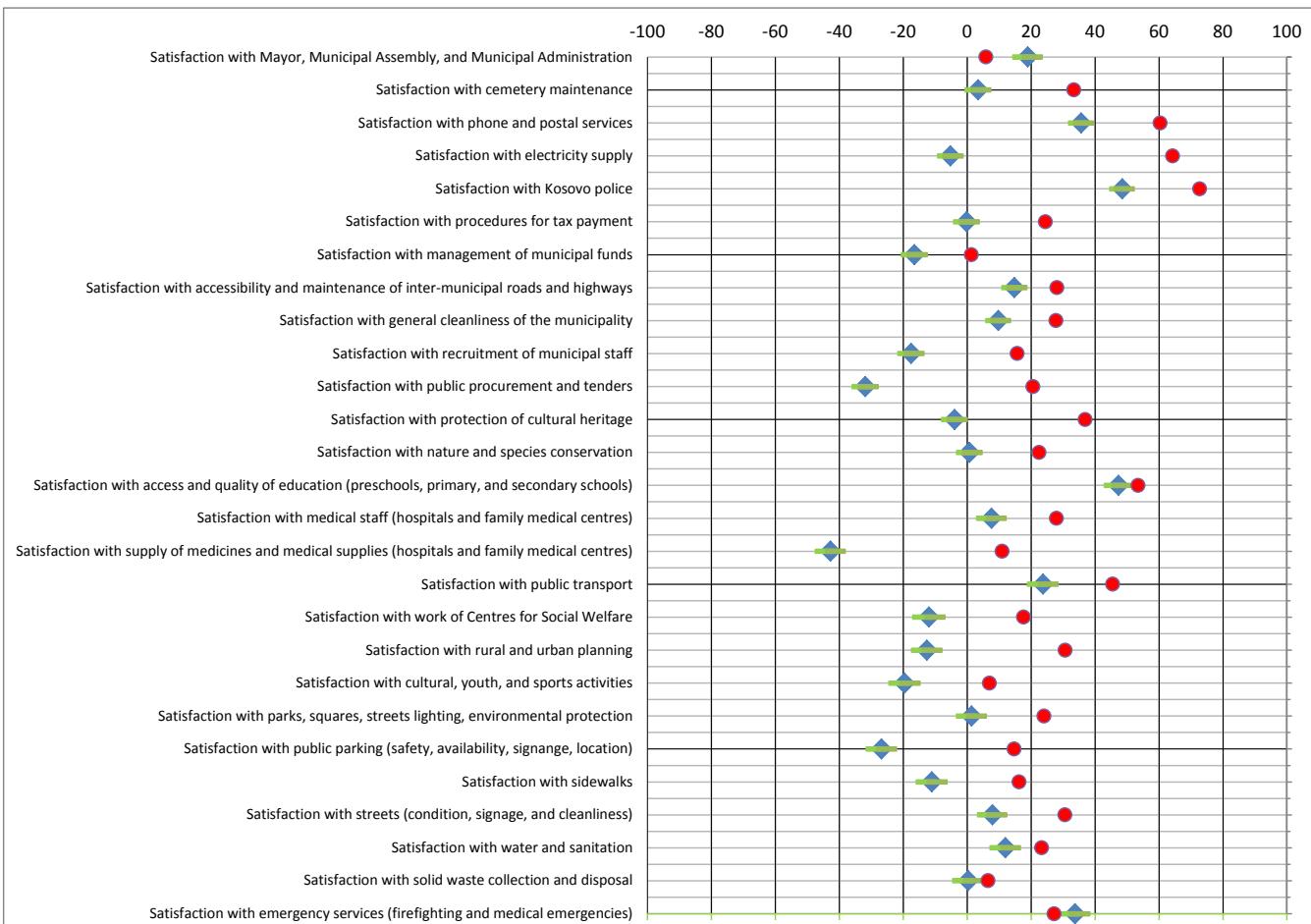
Less than half (45%) of Kamenicë/Kamenica's households report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. Another 54% have access to safe drinking water through protected wells (41%), protected springs (12%), and public taps (1%). Only 1% of Kamenicë/Kamenica's households (compared to Kosovo's average of 9%) do not have access to safe drinking water as they get it from tube wells or boreholes (see Table A1 in Annex 1).

KMS 2012 data show that water supply is relatively problematic in Kamenicë/Kamenica. Almost half, 49% of the households connected to the public water provider report to have unrestricted water supply compared to 42% of Kosovar households on average. While 3% reported to experience shortages between 1 and 4 hours a day, 9% between 5 and 10 hours a day, 3% longer than 11 hours a day, water cut-offs were reported to last more than 3 hours at a time by 10% of Kamenicë/Kamenica's households. It must be noted that a very high share, 26% of the households connected to the public water provider in this municipality did not know the duration of water supply cut-offs (see Table A2 in Annex 1).

Water quality is not a major problem for the households connected to the public water provider in Kamenicë/

¹ OSCE Kosovo. Kamenicë/Kamenica Municipal Profile: <http://www.osce.org/kosovo/13119>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M13 Satisfaction Indices with local authorities and public goods and services, Kamenicë/Kamenica and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Kamenica compared to Kosovo's averages. Ten percent of them reported that their tap water is unclear, 3% that its pressure is too low for household utilization, and 7% that it has a bad taste and a bad odour each (see Table A3 in Annex 1).

More than half (56%) of Kamenicë/Kamenica's households are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). A higher percentage (61%) is satisfied or very satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

While their access to doctors and pharmacies is slightly poorer than Kosovo's average, the residents of Kamenicë/Kamenica enjoy a better access to hospitals with regard to geographical proximity. The nearest doctor can be reached within an average of 20 minutes (equal to Kosovo's average), the nearest hospital within an average of 33 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 23 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

The financial, administrative, and logistics components of healthcare provision are less problematic for the residents of Kamenicë/Kamenica's for accessing healthcare compared to Kosovo's average. The cost of seeing the doctor is problematic for 50% of them, while cost of buying medicines is problematic for a higher share, 71%. While the distance to the healthcare provider is a factor hindering access to healthcare for 8% of Kamenicë/Kamenica's residents (compared to Kosovo's average of 27%), the time it takes to get an appointment was reported as problematic by 15% of them (compared to Kosovo's average of 27%), and the waiting time to be seen by the doctor on the appointment day by 18% (compared to 39% of Kosovans on average) (see Table B7 in Annex 2).

The residents of Kamenicë/Kamenica are significantly more satisfied with supply of medicines and medical supplies in family medical centres (60% compared to 31% of Kosovans on average), equal treatment of patients in these institutions (69% compared to 52% of Kosovans on average), and supply of medicines and medical supplies in hospitals (41% compared to 26% of Kosovans on average). While the percentage of those who are

satisfied or very satisfied with professionalism of medical staff in family medical centres is almost equal to Kosovo's average (68%), this is not the case for hospitals as 55% of Kamenicë/Kamenica's residents are satisfied with it compared to 63% of Kosovans on average (see Table B8 in Annex 2).

Education

KMS 2012 data also show that it takes the residents of Kamenicë/Kamenica longer, on average, to reach all the education institutions, especially primary schools, compared to Kosovo's averages. The nearest preschool can be reached within an average of 21 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 20 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within an average of 28 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The residents of Kamenicë/Kamenica are less satisfied with access and quality of education provided in all three, preschools, primary school, and secondary schools. The greatest differences compared to Kosovo's average are noted for the percentage of those who are satisfied with access to preschool education (57% compared to 72%), access to primary education (63% compared to 78%), quality of education in preschools (56% compared to 69%), and quality of education in primary schools (62% compared to 75%). Although lower than Kosovo's averages, a higher percentage of Kamenicë/Kamenica's residents are satisfied with access to primary education and quality of education in primary schools compared to other levels of education (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental is not majorly perceived as a problem in the municipality of Kamenicë/Kamenica. Twenty-four percent of them consider their town to be dirty or very dirty, whereas 20% regard their neighbourhood as such (see Table A8 in Annex 1). Air quality in the vicinity is perceived as a problem by only 2% of Kamenicë/Kamenica's residents (compared to 18% of Kosovans on average), whereas loud noise by 4% of them (compared to 13% of Kosovan citizens on average) (see Table A10 in Annex 1).

More than half of Kamenicë/Kamenica's residents, 60% compared to 58% of Kosovans on average, think that the general cleanliness of their municipality is satisfactory, while 53% compared to Kosovo's average of 48% are satisfied with environmental protection. A higher share of Kamenicë/Kamenica's residents compared to Kosovo's average are also satisfied with the following: availability of parks and squares (66% compared to 56%), usability of parks and squares (73% compared to 54%), and solid waste collection services (51% compared to 45%). On the other hand, fewer residents of Kamenicë/Kamenica are less satisfied with nature and species conservation in their municipality, 38% compared to 48% of Kosovans on average (see Table A7 in Annex 1).

Performance of the Public Administration

Forty-seven percent of the residents of Kamenicë/Kamenica reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. The majority of them, 90% compared to Kosovo's average of 82% reported that they were provided with the requested document or service, while 7% stated that their requests were only sometimes fulfilled (see Table A16 in Annex 1).

Lower percentages of Kamenicë/Kamenica's residents compared to Kosovo's averages think that the Public Administration is efficient or very efficient in issuing the following documents: passports (75%), ID cards (76%), vehicle registration documents (62%), driver's licenses (62%), and marriage, birth, and death certificates (60%). On the other hand, a higher percentage of them believe that this institution is efficient in issuing building permits (54%), business licenses (49%), and Social Assistance cards (55%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that fewer residents of Kamenicë/Kamenica's are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration compared to Kosovo's average. Fifty-four percent compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 50% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 53% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

Only 23% of Kamenicë/Kamenica's residents believe that their local authorities have the capacity to solve the

problems in their municipality, while 15% believe that these problems can be solved only by the central government. It must be emphasized that a very high share of the residents of this municipality (35%) did not know or refused to answer about the competence of different levels of government to solve the problems faced by their municipality (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data shows that the percentages of households residing in Kamenicë/Kamenica that cannot afford basic goods and services are lower than Kosovo's average, implying that the aforementioned have higher standards of living. Eleven percent compared to Kosovo's average of 20% cannot afford to have a meal with meat once a week, 38% compared to Kosovo's average of 42% cannot afford to pay for the public utilities (electricity, water supply, and phone bills), 38% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 54% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 30% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, and 56% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year. On the other hand, the share of households residing in Kamenicë/Kamenica that are unable to cover the expenses of treating a flu or any other minor illness (37%) is slightly higher than Kosovo's average of 34% (see Table A21 in Annex 1).

More than 93% of the households in Kamenicë/Kamenica own a refrigerator and a washing machine. More of them compared to Kosovo's averages own a fixed phone line (28% compared to 25%), a mobile phone (96% compared to 94%), a computer (77% compared to 70%), and are connected to the Internet (68% compared to 62%). While a smaller share compared to Kosovo's average owns a car (62% compared to 64%) and a generator (13% compared to 22%), slightly more households in Kamenicë/Kamenica own a tractor (28% compared to Kosovo's average of 24% of households) (see Table B12 in Annex 2).

A larger share (34%) of households residing in Kamenicë/Kamenica declared that they do not possess any land compared to Kosovo's average of 29% of households. Thirty-two percent of them compared to Kosovo's average of 39% own between 0.5 and 3 hectares of land, while 9% compared to Kosovo's average of 6% own more than 3 hectares of land. The percentage of Kamenicë/Kamenica's households that own a business (10%) is also lower than Kosovo's average of 14% (see Table A22 in Annex 1).

Klinë/Klina Municipality Analysis

Brief overview of the municipality

The municipality of Klinë/Klina is located in western Kosovo, within Pejë/Peć region. It covers an area of 308km² and includes the town of Klinë/Klina and 54 villages.¹ Klinë/Klina has a population of 38,496 inhabitants and a total number of 6,369 conventional dwellings.²

The average education attainment of adults (aged 18 or older) in Klinë/Klina is similar to the rest of Kosovo: 9% have no formal education, 30% have completed primary education, 43% have completed secondary education, and 7% have a university degree (see Table B1 in Annex 2). Women have a lower education attainment than men. Thirteen percent of adult women residing in Klinë/Klina compared to 4% of men have no formal education. In terms of the highest education level attained, 35% of women compared to 26% of men have completed primary education, 34% compared to 51% of men have completed secondary education, while 5% compared to 7% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Klinë/Klina is 25% compared to Kosovo's average of 29%, the share of unemployed 24%, whereas more than half of them (51% compared to Kosovo's average of 45%) are outside the labour market as they are either unemployed and not looking for work (6%), or are studying, disabled, housewives, or have retired (see Table B3 in Annex 2). The percentage of adult women outside the labour market (77%) is significantly higher than that of men (34%). In addition, a significantly lower share of women residing in Klinë/Klina (12%) are employed compared to men (34%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the majority of municipalities in Kosovo, unemployment is considered to be the biggest problem in Klinë/Klina by more than half of its residents, 55%. Poor water supply is ranked the biggest problem by 15%, whereas corruption and poverty or low standard of living by 8% of its residents each (see Table B5 in Annex 2).

The satisfaction level of residents of Klinë/Klina with local authorities is similar to Kosovo's average. While their satisfaction level is lower for most of the public goods and services compared to Kosovo's average, the residents of Klinë/Klina are more satisfied with management of public spaces (parks, squares, street lighting and environmental protection), procedures for tax payment, Kosovo police, cemetery maintenance, nature and species conservation, and especially sidewalks.

The residents of Klinë/Klina are mostly satisfied with the Kosovo Police (SI 51), access and quality of education in preschools, primary schools, and secondary schools (SI 35), and emergency services (firefighting and medical emergency services) (SI 24).

The lowest satisfaction level has been recorded for solid waste collection and disposal (SI -51), public parking (safety, availability, signage, and location) (SI -48), and water and sanitation with (SI -47).

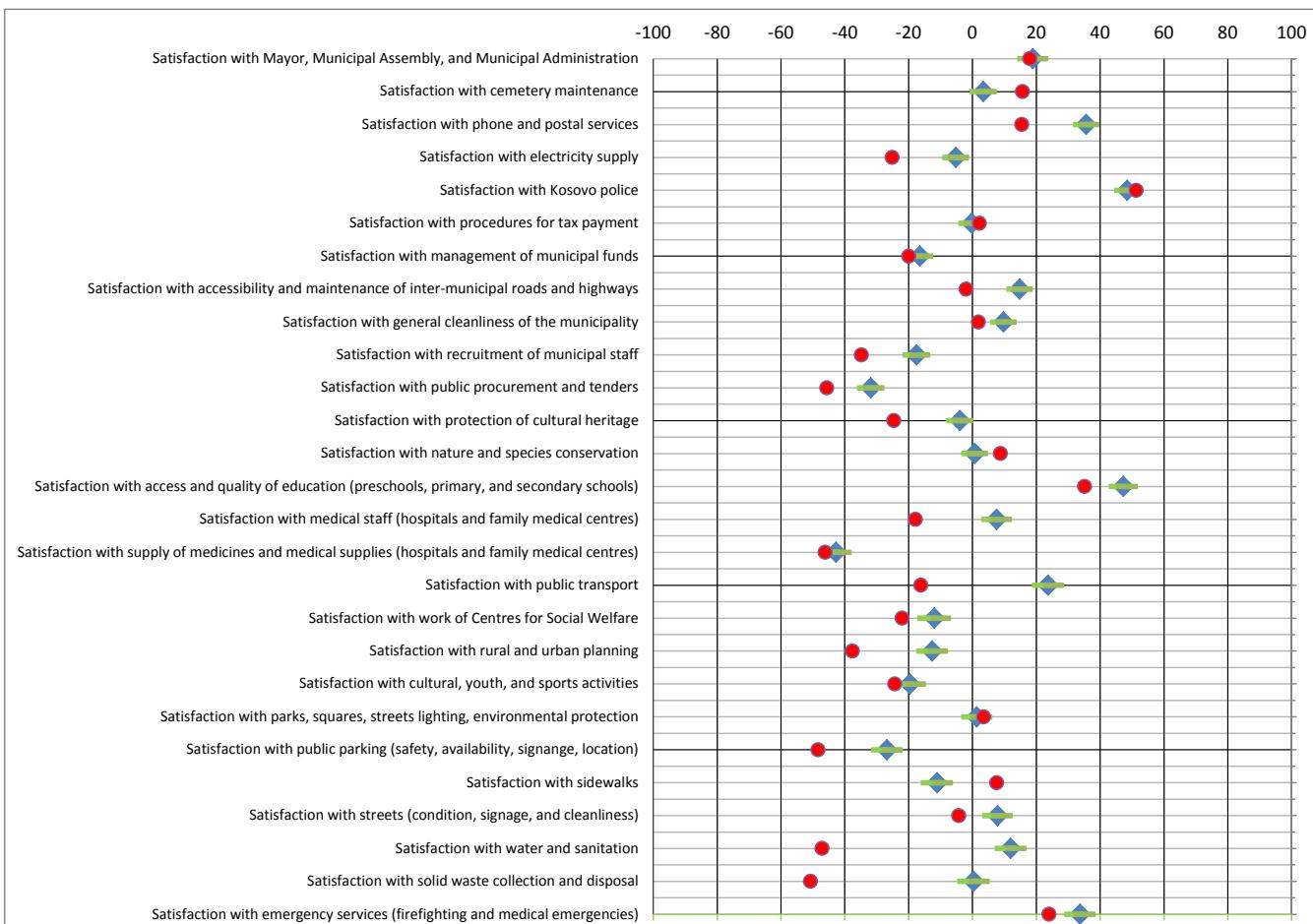
Water and sanitation

A very small share of households in Klinë/Klina, 23%, report to be connected to the public water provider - water is piped into their dwelling or compound - compared to the Kosovo average of 60% of households. For the majority of households (43%), protected wells are the main source of drinking water, while 13% use bottled water, and 7% water from protected springs. Thirteen percent of households residing in Klinë/Klina (compared to Kosovo's average of 9%) claimed that they do not have access to safe drinking water - the main sources of their drinking water being tube wells or boreholes (4% of all households), unprotected wells (7% of all households), unprotected springs (1% of all households), and rainwater collection (1% of all households) (see Table A1 in Annex 1).

In addition to the limited coverage by the public water provider, the households connected to it have problems with water supply. Only 27% of households which are connected to the public water provider compared to Kosovo's average of 42% have unrestricted water supply. The shares of households that experience water shortages in this municipality are especially high for restrictions lasting longer than 11 hours a day (38%) and 5 to 10

¹ OSCE Kosovo. Klinë/Klina Municipal Profile: <http://www.osce.org/kosovo/13117>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M14 Satisfaction Indices with local authorities and public goods and services, Klinë/Klina and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

hours a day (18%) (see Table A2 in Annex 1).

Quality of the drinking water from the public water provider in Klinë/Klina is very poor. About 71% of the households connected to the public water provider claimed that their tap water is unclear from dirt, 49% reported that its pressure is too low and insufficient for household utilization, and an overwhelming majority, 78%, reported that their tap water has both a bad taste and a bad odour (see Table A3 in Annex 1).

An extremely lower percentage (15%) of households in Klinë/Klina is satisfied with water supply in their municipality (see Table A4 in Annex 1). A similarly low share (27%) is satisfied or very satisfied with sanitation and sewage (see Table A5 in Annex 1).

Healthcare services

The residents of Klinë/Klina enjoy a better access to hospitals, and a slightly poorer access to doctors and pharmacies compared to Kosovo's average in terms of geographical proximity. The nearest doctor can be reached within an average of 20 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 30 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 24 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

Distance from the doctor or general practitioner is the smallest obstacle for residents of Klinë/Klina to access healthcare compared to other factors. Specifically, 30% of them reported that distance to the doctor or general practitioner is an obstacle for accessing healthcare, 38% have problems with the time it takes to get an appointment, whereas 56% of the respondents from Klinë/Klina have problems in accessing healthcare due to the waiting time to be seen by a doctor. Cost of seeing the doctor and that of medicine seem to be more problematic for the residents of this municipality: 69% of them compared to 58% of Kosovans on average report to have problems accessing healthcare due to costs of seeing the doctor, whereas 86% because of medicine costs (see Table B7 in Annex 2).

The residents of Klinë/Klina are less satisfied with all the components of healthcare provision compared to Kosovo's average except for supply of medicine and medical supplies in hospitals. Almost equal to Kosovo's average, 27% of them are satisfied with supply of medicines and medical supplies in hospitals. Compared to Kosovo's average, significantly fewer residents of Klinë/Klina are satisfied with equal treatment of patients in family medical centres (31% compared to 52%) and professionalism of their medical staff (48% compared to 66%) (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Klinë/Klina enjoy a slightly better access to preschools compared to Kosovo's average in terms of geographical proximity. The nearest preschool facility can be reached within an average of 18 minutes (compared to Kosovo's average of 20 minutes), the nearest primary schools within an average of 17 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within an average of 25 minutes (equal to Kosovo's average) of walking or by public transport (see Table B9 in Annex 2).

Similar to the rest of Kosovo, a higher share of residents of Klinë/Klina (73%) is satisfied with both access and quality of education in primary schools compared to other levels of education. However, compared to Kosovo's averages, fewer of them are satisfied with all levels of education. The largest differences have been noted for access to preschools (62% compared to 72% of Kosovans on average) and quality of education in them (62% compared to 69% of Kosovans on average) (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that the residents of the municipality of Klinë/Klina are rather aware and concerned about environmental problems in their municipality. Nearly half (46%) of them consider their neighbourhood to be dirty or very dirty, whereas 48% claim that their town is dirty or very dirty (see Table A8in Annex 1). Similarly, 20% of the residents of Klinë/Klina claim that they have problems with air quality in their immediate neighbourhood, whereas 25% report to have problems with loud noise (see Table A10 in Annex 1).

Fairly lower shares of Klinë/Klina residents are satisfied with environmental protection and its components in their municipality. Around 51% of residents of Klinë/Klina compared to 58% of Kosovans on average think that the general cleanliness of their municipality is satisfactory. Further, 42% compared to the average of 48% of Kosovans are satisfied with environmental protection. While nature and species conservation and availability and usability of public parks and squares are as satisfactory as for the rest of Kosovo, a significantly lower share of residents of Klinë/Klina are satisfied with solid waste collection services compared to Kosovo's average, 16% compared to 45% (see Table A7 in Annex 1).

Performance of the Public Administration

Four percent of the residents of Klinë/Klina reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A higher percentage than Kosovo's average (86% compared to 82%) reported that they were provided with the requested document or service, whereas 14% stated that their requests were only sometimes fulfilled (see Table A16 in Annex 1).

Lower percentages of Klinë/Klina's residents compared to Kosovo's averages think that the Public Administration is efficient or very efficient in issuing all of the following documents: passports (72%), ID cards (78%), vehicle registration documents (50%), driver's licenses (50%), building permits (23%), business licenses (22%), marriage, birth, and death certificates (63%), and Social Assistance cards (33%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that slightly fewer residents of Klinë/Klina are satisfied with the work of the Mayor and Municipal Assembly compared to Kosovo's average. Sixty-four percent of them compared to Kosovo's average of 69% are satisfied with the work of their Mayor, while 61% compared to Kosovo's average of 63% are satisfied with the work of the Municipal Assembly. An equal percentage of Klinë/Klina's residents to Kosovo's average (64%) is satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

Only 36% of Klinë/Klina's residents believe that the local authorities have the competence to solve the problems faced by their municipality, while 26% believe that these problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the households residing in Klinë/Klina have a lower standard of living compared to Kosovo's average, as a higher percentage of them cannot afford a set of basic goods and services. Fifty-nine percent of them compared to Kosovo's average of 42% cannot afford to pay for public utilities, 53% compared to Kosovo's average of 34% cannot afford to buy new clothes and footwear whenever necessary, 79% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 59% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, and 81% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year. On the other hand, a slightly smaller share of households residing in Klinë/Klina, 17% compared to Kosovo's average of 20%, cannot afford to have a meal with meat once a week (see Table A21 in Annex 1).

Ninety-two percent of the households residing in Klinë/Klina own a washing machine. Significantly lower percentages of them compared to Kosovo's average own a refrigerator (85% compared to 96%) and a mobile phone (82% compared to 94%). While a lower percentage own a fixed phone line (20% compared to Kosovo's average of 25%), a computer (67% compared to Kosovo's average of 70%), more of the households of Klinë/Klina compared to Kosovo's average are connected to the Internet (65% compared to 62%) and have a tractor (29% compared to 24%). A similar percentage to Kosovo's average owns a car (65% of the households) and a generator (22% of the households) (see Table B12 in Annex 2).

Twenty-two percent of the households residing in Klinë/Klina compared to Kosovo's average of 29% declared that they do not possess any land. Forty-eight percent compared to Kosovo's average of 39% reported to own between 0.5 and 3 hectares of land, while 16% compared to Kosovo's average of 6% reported that they own more than 3 hectares of land. A larger share (22%) of households residing in Klinë/Klina compared to Kosovo's average of 14% owns a business (see Table A22 in Annex 1).

Kllokot/Klokot Municipality Analysis

Brief overview of the municipality

The municipality of Kllokot/Klokot is located in south-eastern Kosovo, within Gjilan/Gnjilane region. It covers an area of 24 km² and includes the town of Kllokot/Klokot and four villages.¹ Kllokot/Klokot has a population of 2,556 inhabitants and a total number of 506 conventional dwellings.²

The average education attainment of adults (aged 18 or older) residing in Kllokot/Klokot is slightly lower than Kosovo's average. Fifteen percent of its adults have no formal education, 24% have completed primary education, 45% have completed secondary education, 11% have completed vocational education, and 2% have a university degree (see Table B1 in Annex 1). Adult women residing in Kllokot/Klokot have a lower education attainment than men. Eighteen percent of them compared to 13% of men have no formal education. In terms of the highest level of education attained, 28% of women compared to 20% of men have completed primary education, 37% compared to 52% of men have completed secondary education, and 2% of each have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Kllokot/Klokot is 19% (compared to Kosovo's average of 29%), the share of unemployed 57%, whereas around 24% are outside the labour market as they are either unemployed and not looking for work (1%), or studying, disabled, housewives, or have retired (see Table B3 in Annex 2). This percentage of those outside the labour market is higher for women (42%) compared to men (20%). It must also be noted that the share of employed women in Kllokot/Klokot (9%) is considerably lower than the share of employed men (27%) and below Kosovo's average (12%) (see Table B4 in Annex 2).

Satisfaction with public services

Though lower compared to the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Kllokot/Klokot by 28% of its residents. Poverty or low standards of living is ranked the biggest problem by 11%, while lack of general or personal security and corruption are each considered the biggest problem by 6% of the respondents from this municipality (see Table B5 in Annex 2).

The residents of Kllokot/Klokot are significantly less satisfied with local authorities and most public goods and services compared to Kosovo's average. Their satisfaction level approximates Kosovo's average for electricity supply, medical staff in hospitals and family medical centres, public parking (safety, availability, signage, and location), and sidewalks (availability, usability, and condition), while it is higher for public procurement and tenders and supply of medicines and medical supplies in hospitals and family medical centres.

The residents of Kllokot/Klokot are mostly satisfied with access and quality of education provided in preschools, primary schools, and secondary schools (SI 2), medical staff in hospitals and family medical centres (SI -4), and water and sanitation (SI -7).

They are the least satisfied with rural and urban planning (SI -56), work of Centres for Social Work (SI -48), and management of municipal funds (SI -42).

Water and sanitation

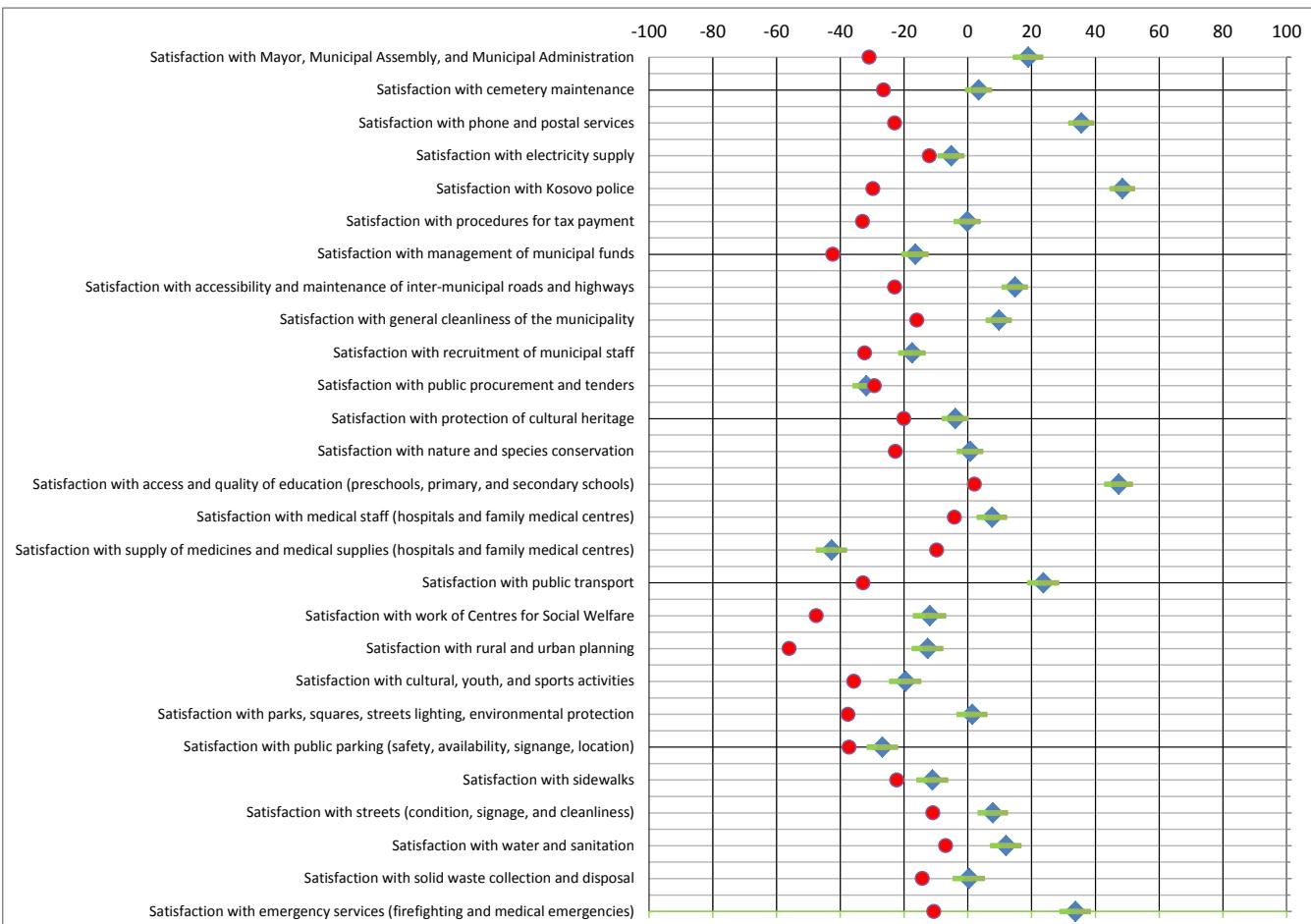
Only 4% of the households residing in Kllokot/Klokot report to be connected to the public water provider compared to Kosovo's average of 60% of households. Thirty-nine percent of the households in this municipality have access to safe drinking water through protected wells and 14% through public taps. A significantly large share of Kllokot/Klokot's households do not have access to safe drinking water, 43% compared to Kosovo's average of 9%, with tube wells or boreholes being the main source of their drinking water (see Table A1 in Annex 1).³

Almost half (49%) of Kllokot/Klokot's households are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). The percentage of those who are satisfied with sanitation and sewage is slightly lower, 47% (see Table A5 in Annex 1).

¹ OSCE Kosovo. Kllokot/Klokot Municipal Profile: <http://www.osce.org/kosovo/88759>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

³ The sample of 4% of Kllokot/Klokot's households connected to the public water provider is statistically insignificant to conduct analysis on water supply restrictions and water quality.

Figure M15 Satisfaction Indices with local authorities and public goods and services, Kllokot/Klokot and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Healthcare services

While the access to doctors and pharmacies in Kllokot/Klokot are very similar to Kosovo's average, the residents of this municipality have a much poorer access to hospitals in terms of geographical proximity compared to Kosovo's average. The nearest doctor can be reached on foot or by public transport within an average of 18 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 57 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 22 minutes (compared to Kosovo's average of 21 minutes) (see Table B6 in Annex 2).

Cost of buying a medicine and seeing the doctor are less problematic for the residents of Kllokot/Klokot for access to healthcare compared to Kosovo's average, as they were reported as such by 52-53% of its residents. Time to get an appointment, waiting time to be seen by the doctor on the appointment day, and especially distance to the healthcare provider were reported to hinder access to healthcare for a higher share of Kllokot/Klokot's residents compared to Kosovo's averages. Half of residents of Kllokot/Klokot (compared to 27% of Kosovans on average) claimed that the last time they needed to see a doctor, the distance to the healthcare provider made it difficult to do so, 41% (compared to 27% of Kosovans on average) had problems with the time it took to get an appointment, while 43% (compared to 39% of Kosovans on average) had a problem with waiting time to be seen by the doctor on the appointment day (see Table B7 in Annex 2).

A higher share of Kllokot/Klokot's residents compared to Kosovo's average are satisfied with supply of medicines and medical supplies in hospitals (51% compared to 26%) and family medical centres (41% compared to 31%), and equal treatment of patients in hospitals (50% compared to 41%). Professionalism of medical staff in both hospitals and family medical centres is considered satisfactory by a lower share of Kllokot/Klokot's residents compared to Kosovo's averages, 55% and 54%, respectively (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Kllokot/Klokot have a poorer access to preschools and primary schools compared to Kosovans overall in terms of geographical proximity. The nearest preschool can be reached within an average of 24 minutes on foot or by public transport (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 18 minutes (compared to Kosovo's average of 14 minutes), whereas the nearest secondary school within an average of 23 minutes (compared to Kosovo's average of 25 minutes) (see Table B9 in Annex 2).

The residents of Kllokot/Klokot are less satisfied with both access and quality of education provided at all levels of schooling compared to Kosovo's averages. The largest differences in percentages of those who are satisfied are noted for access to preschool education (53% compared to 72% of Kosovans on average), access to primary education (59% compared to 78% of Kosovans on average), quality of education in primary schools (59% compared to 75% of Kosovans on average), and access to secondary education (57% compared to 71% of Kosovans on average) (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is perceived to be a major issue of concern in the municipality of Kllokot/Klokot. Forty-four percent of its residents consider their town dirty or very dirty, whereas 46% consider their neighbourhoods as such (see Table A8 in Annex 1). Further, 39% claim that they have problems with both air quality and loud noise in their vicinity (see Table A10 in Annex 1).

Only 41% of households in Kllokot/Klokot compared to Kosovo's average of 58% are satisfied with the general cleanliness in their municipality. A lower share of them (31% compared to Kosovo's average of 48%) is satisfied with environmental protection, while 35% compared to Kosovo's 48% are satisfied with nature and species conservation. Similarly, a significantly lower share of Kllokot/Klokot's residents are satisfied with availability of parks and square in their municipality (31%) and their usability (24%) compared to Kosovo's averages of 56% and 54%, respectively. Finally, a smaller share of them (39%) is satisfied with solid waste collection services in their municipality compared to Kosovo's average of 45% (see Table A7 in Annex 1).

Performance of the Public Administration

Sixty-three percent of the respondents of Kllokot/Klokot reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. All of them claimed that their request was fulfilled, compared to Kosovo's average of 82% (see Table A16 in Annex 1).

A similar percentage of Kllokot/Klokot's residents to Kosovo's averages think that the issuance of ID cards and driver's licenses is efficient or very efficient, 89% and 68%, respectively. Significantly lower percentages of them consider the Public Administration efficient in issuing: passports (64%), building permits (10%), and business licenses (6%). On the other hand, higher percentages of Kllokot/Klokot's residents compared to Kosovo's averages think that the Public Administration is efficient in issuing marriage, birth, and death certificates (81%), Social Assistance cards (54%), and vehicle registration documents (74%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that a notably lower share of Kllokot/Klokot's residents are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration compared to Kosovo's averages. Thirty-eight percent compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 30% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 28% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A high percentage, 68% of Kllokot/Klokot's residents, believe that the local authorities have the capacity to solve the problems faced by their municipality, whereas 15% (equal to Kosovo's average) believe that the aforementioned can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the percentage of Kllokot/Klokot's households that cannot afford a basic set of goods and services is lower than Kosovo's average. Twelve percent of them compared to 20% of Kosovo's households on average cannot afford a meal with meat once a week, 15% compared to 42% of Kosovan households on average cannot afford to pay for public utilities, 20% compared to 34% of Kosovan households on average are unable to cover the expenses of treating a flu or any other minor illness, 35% compared to 49% of Kosovan households on average cannot afford to buy new clothes and footwear whenever necessary, and 55% compared to 71% of Kosovan households on average cannot afford to go to a restaurant once a month. On the other hand, the share of Kllokot/Klokot's households that cannot afford to invite family or friends for a meal at home once a month (68%) is higher than Kosovo's average of 37% of households, as is the share of those that cannot afford to pay for a week's holiday away from home once a year, 83% compared to 76% of Kosovan households on average (see Table A21 in Annex 1).

A relatively high share of Kllokot/Klokot's households lack basic household appliances compared to Kosovo's averages. Only 83% of them (compared to 96% of Kosovan households on average) own a washing machine and 91% (compared to 96% of Kosovan households on average) own a refrigerator. The percentage of Kllokot/Klokot's households that own a mobile phone (53%), computer (48%), and are connected to the Internet (35%), are drastically lower than Kosovan households' averages of: 94% for mobile ownership, 70%, for computer ownership, and 62% of households connected to the Internet. The households of Kllokot/Klokot are also below Kosovo's average for possession of a fixed phone line (20% compared to 25%), a car (57% compared to 64%), and a generator (3% compared to 22%). The share of Kllokot/Klokot's households that owns a tractor (39%) is higher than Kosovo's average of 24% of households (see Table B12 in Annex 2).

Sixty-four percent of the households residing in Kllokot/Klokot compared to Kosovo's average of 39% reported that they own between 0.5 and 3 hectares of land, while 13% compared to Kosovo's average of 6% reported that they own more than 3 hectares of land. The share of households residing in Kllokot/Klokot that own a business is also higher than Kosovo's average, 18% compared to 14% (see Table A22 in Annex 1).

Leposaviq/Leposavić Municipality Analysis

Brief overview of the municipality

The municipality of Leposaviq/Leposavić is located in northern Kosovo, within Mitrovicë/Mitrovica region. It covers an area of 750 km² and includes the town of Leposaviq/Leposavić and 72 villages. Leposaviq/Leposavić's total population¹ is estimated at 18,890.²

The adult (aged 18 or older) residents of Leposaviq/Leposavić have a higher education attainment compared to Kosovo's average. Once percent of them have no formal education, 5% have not completed primary education, 15% have completed primary education, 58% have completed secondary school, 11% have completed vocational education, and 11% have a university degree (see Table B1 in Annex 2). Adult women residing in this municipality have a lower education attainment than men. Six percent of them compared to 1% of men have no formal education. In terms of the highest level of education attained, 19% of women compared to 10% of men have completed primary education, 51% compared to 64% of men have completed secondary education, while 11% of both women and men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Leposaviq/Leposavić (51%) is significantly higher than Kosovo's average of 29%. While the percentage of unemployed is 14%, the share of those who are outside the labour market (34%) as they are either unemployed and not looking for work (3%), or are studying, disabled, housewives, or have retired is notably lower than Kosovo's average of 45% (see Table B3 in Annex 2). The share of women outside the labour market (47%) is higher than that of men (39%). The percentage of employed women in Leposaviq/Leposavić (38%) is lower than that of men (51%), however, it must be pointed out that this difference is smaller compared to other municipalities in Kosovo. In addition, the percentage of employed women in Leposaviq/Leposavić is notably higher than Kosovo's average of 12% (see Table B4 in Annex 2).

Satisfaction with public services

Unlike other municipalities in Kosovo, poor electricity supply is perceived as the biggest problem in the municipality of Leposaviq/Leposavić by a high share, 37% of its residents. Unemployment is ranked the biggest problem by 22% of them, while poverty or low standards of living by 9% (see Table B5 in Annex 2).

The satisfaction level of Leposaviq/Leposavić's residents with local authorities is notably lower than Kosovo's average. The aforementioned are also significantly less satisfied with rural and urban planning, recruitment of municipal staff, accessibility and maintenance of inter-municipal roads and highways, management of municipal funds, Kosovo Police, and electricity supply compared to Kosovo's averages.

The residents of Leposaviq/Leposavić are mostly satisfied with access and quality of education in preschools, primary schools, and secondary schools (SI 70), emergency services (firefighting and medical emergency services) (SI 65), and phone and postal services (SI 64).

The lowest satisfaction level has been recorded for electricity supply (SI -62), urban and rural planning (SI -58), and management of municipal funds (SI -57).

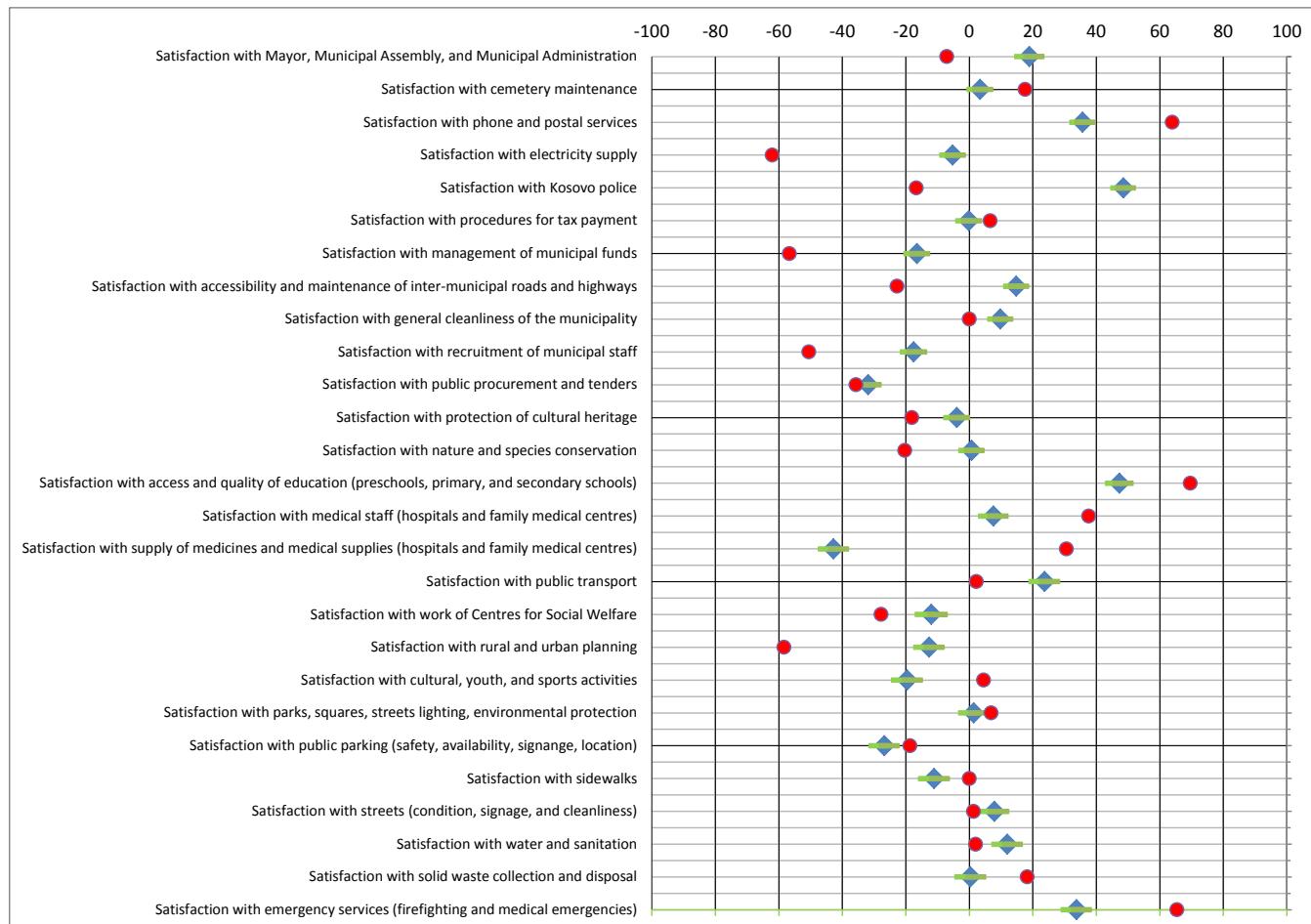
Water and sanitation

Around 61% of the households residing in Leposaviq/Leposavić are connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. Another 19% have access to safe drinking water through protected springs (16%), protected wells (2%), and public taps (1%). Fifteen percent of households in Leposaviq/Leposavić use bottled water compared to the average of 4% of Kosovan households. Five percent of households in this municipality (compared to Kosovo's average of 9%) do not have access to safe drinking water - the main source of their drinking water being tube wells or boreholes (see Table A1 in Annex 1).

KMS 2012 data show that water supply is quite problematic in the municipality of Leposaviq/Leposavić. Only 25% of the households connected to the public water provider (compared to Kosovo's average of 42%) have unrestricted water supply. Seven percent have water shortages between 1 and four hours a day, 23% experience

¹ Since the population census was not conducted in this municipality, the population size is an estimate and no information could be found on the number of dwellings.

² OSCE Kosovo. Leposaviq/Leposavić Municipal Profile: <http://www.osce.org/kosovo/13120>

Figure M16 Satisfaction Indices with local authorities and public goods and services, Leposaviq/Leposavić and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

cut-offs between 5 and 10 hours a day, 37% experience shortages lasting longer than 11 hours a day, while for 7% water cut-offs last longer than 3 hours at a time (see Table A2 in Annex 1).

Quality of drinking water from the public water provider in Leposaviq/Leposavić is much poorer compared to Kosovo's average. Forty-nine percent of the households connected to the public water provider reported that their tap water is unclear, 50% that its pressure is too low for household utilization, 35% that it has a bad taste, and 36% that it has a bad odour (see Table A3 in Annex 1).

Less than half (44%) of Leposaviq/Leposavić's households are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). The share of those who are satisfied with sewage and sanitation is higher, 64% (see Table A5 in Annex 1).

Healthcare services

The residents of Leposaviq/Leposavić have a similar access to doctors and pharmacies, and a poorer access to hospitals compared to Kosovo's average with regard to geographical proximity. The nearest doctor is reachable within an average of 18 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 53 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 19 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

Significantly lower shares of Leposaviq/Leposavić's residents compared to Kosovo's average have problems accessing healthcare because of financial or logistical and administrative factors. Fourteen percent (compared to Kosovo's average of 27%) claimed that the last time they needed to see a doctor, time to get an appointment made it difficult to do so; 31% (compared to Kosovo's average of 39%) claimed that waiting time to be seen by the doctor on the appointment day was problematic; 16% (compared to Kosovo's average of 58%) that the cost of seeing the doctor made it difficult for them to access healthcare; while for 50% (compared to Kosovo's average of 85%) the cost of buying medicine is a problem. Distance to the healthcare provider is considered a problem by an almost equal percentage to Kosovo's average, 28% (see Table B7 in Annex 2).

The residents of Leposaviq/Leposavić are significantly more satisfied with all components of healthcare provision, especially in hospitals, compared to Kosovo's average. The majority of them 79-80% are satisfied with professionalism of medical staff in hospitals and family medical centres. The largest differences compared to Kosovo's average are noted for the percentages of those satisfied with: supply of medicines and medical supplies in hospitals (65% compared to 26%), supply of medicines and medical supplies in family medical centres (64% compared to 31%), and equal treatment of patients in hospitals (64% compared to 41%) (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Leposaviq/Leposavić have a poorer access to primary schools and a similar access to preschools and secondary schools compared to Kosovo's averages with regard to geographical proximity. The nearest preschool can be reached within an average of 20 minutes (equal to Kosovo's average), the closest primary school within an average of 18 minutes (compared to Kosovo's average of 14 minutes), whereas the closest secondary school is reachable within 23 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The percentages of Leposaviq/Leposavić's residents who are satisfied with access and quality of education at different levels of schooling are higher than Kosovo's averages. When comparing the three levels of education, KMS 2012 data show that a larger share of Leposaviq/Leposavić's residents are satisfied with access to primary schools (80% of respondents) and quality of education in them (78% of respondents). Compared to Kosovo's averages, the largest differences in those who are satisfied or very satisfied are evident for quality of education in preschools (75% compared to 69% of Kosovans on average) and quality of education provided in secondary schools (73% compared to 66% of Kosovans on average) (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show the residents of Leposaviq/Leposavić are fairly concerned about environmental issues in their municipality. About 30% of them consider their town to be dirty or very dirty, whereas 33% regard their neighbourhood as such (see Table A8 in Annex 1). Air quality is perceived as a problem by 13% of Leposaviq/Leposavić's respondents (compared to Kosovo's average of 18%), whereas loud noise by 10% of them (compared to Kosovo's average of 13%) (see Table A10 in Annex 1).

Lower percentages of Leposaviq/Leposavić's residents compared to Kosovo's averages are satisfied with general cleanliness of their municipality (52% compared to 58%) and nature and species conservation (37% compared to 48%). The shares of those who are satisfied with environmental protection (47% of respondents), availability of parks and squares (55%) and their usability (53%) of respondents are similar to Kosovo's averages. More than half of Leposaviq/Leposavić's residents (52%) are satisfied or very satisfied with solid waste collection services in their municipality compared to 45% of Kosovans on average (see Table A7 in Annex 1).

Performance of the Public Administration

Thirty-seven percent of Leposaviq/Leposavić's respondents reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. An equal share to Kosovo's average (82%) reported that their request was fulfilled, while 8% reported that they were only sometimes provided with the requested document or service (see Table A16 in Annex 1).

The percentages of Leposaviq/Leposavić's residents who think that the Public Administration is efficient in issuing various documents: passports (23%), ID cards (30%), vehicle registration documents (26%), driver's licenses (27%), building permits (18%), business licenses (15%), marriage, birth, and death certificates (40%), and Social Assistance cards (23%) are drastically lower compared to Kosovo's averages (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that the share of Leposaviq/Leposavić's residents who are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration is lower than Kosovo's average. Forty-six percent of Leposaviq/Leposavić's residents compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 43% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 44% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

More than half (55%) of Leposaviq/Leposavić's residents believe that their local authorities have the capacity to solve the problems in their municipality. A relatively high share 22% (compared to Kosovo's average of 15%) believes that the aforementioned problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the percentage of households of Leposaviq/Leposavić that cannot afford basic goods and services is significantly lower than Kosovo's average, implying that the aforementioned enjoy slightly better standards of living. Only 2% of households residing in Leposaviq/Leposavić compared to Kosovo's average of 20% cannot afford a meal with meat once a week, 12% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 5% compared to Kosovo's average of 34% are unable to cover expenses of treating a flu or any other minor illness, 40% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 58% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 25% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal once a month, and 61% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year (see Table A21 in Annex 1).

More than 97% of households in Leposaviq/Leposavić own a refrigerator and a washing machine. The shares of those that have a mobile phone (89%), a computer (68%), and those that are connected to the Internet (59%) are slightly lower than Kosovo's averages of: 94% for mobile ownership, 70% for computer ownership, and 62% for connection to the Internet. The overwhelming majority of households in Leposaviq/Leposavić (95%) own a fixed phone line compared to the average of 25% of Kosovan households. While the share of those that own a tractor is equal to Kosovo's average (24%), a slightly higher share of Leposaviq/Leposavić's households own a car (69% compared to Kosovo's average of 64%), while a significantly lower share (6% compared to Kosovo's average of 22%) own a generator (see Table B12 in Annex 2).

Forty-four percent of the households residing in Leposaviq/Leposavić declared that they do not possess any land compared to Kosovo's average of 29%. Twenty-six percent compared to Kosovo's average of 39% reported to own between 0.5 and 3 hectares of land, while 13% compared to Kosovo's average of 6% reported to own more than 3 hectares of land. The share of Leposaviq/Leposavić's households that own a business (9%) is lower than Kosovo's average of 14% (see Table A22 in Annex 1).

Lipjan/Lipljan Municipality Analysis

Brief overview of the municipality

The municipality of Lipjan/Lipljan is located in central Kosovo, within Prishtinë/Priština region. It covers an area of 422 km² and includes the town of Lipjan/Lipljan and 62 villages.¹ Lipjan/Lipljan has a population of 57,605 inhabitants and a total number of 10,166 conventional dwellings.²

The average education attainment of adults (aged 18 or older) in Lipjan/Lipljan is similar to Kosovo's average: 6% do not have any formal education, 9% have not completed primary education, 26% have completed primary education, 47% have completed secondary education, 3% have completed vocational education, while 9% have a university degree (see Table B1 in Annex 2). Adult women in the municipality of Lipjan/Lipljan have a lower education attainment than men. Eleven percent of them compared to 2% of men have no formal education. In terms of the highest education attained, 38% of women compared to 13% of men have completed primary education, 32% compared to 62% of men have completed secondary education, while 6% compared to 12% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Lipjan/Lipljan is equal to Kosovo's average, 29%. The share of unemployed is 27%, whereas around 44% are outside the labour market as they are either unemployed and not looking for work (10%), or studying, disabled, housewives, or have retired (see Table B3 in Annex 2). The percentage of women outside the labour market (69%) is much higher than that of men (26%). Even though similar to Kosovo's average, the share of employed women in Lipjan/Lipljan (11%) is notably lower than the percentage of employed men (43%) in this municipality (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the majority of municipalities in Kosovo, unemployment is considered to be the biggest problem in Lipjan/Lipljan by 54% of its residents. Poor water supply and poor road infrastructure are ranked the biggest problems by 10% of them each, while poor electricity supply by 6% of its residents (see Table B5 in Annex 2).

The satisfaction level of residents of Lipjan/Lipljan with local authorities and institutions is equal to Kosovo's average. While they do not show a common, positive or negative trend, in satisfaction with public goods and services compared to Kosovo's average, the residents of Lipjan/Lipljan are notably more satisfied with electricity supply and public transport, and notably less satisfied with recruitment of municipal staff, public procurement and tenders, protection of cultural heritage, and sidewalks (availability, usage, condition).

The residents of Lipjan/Lipljan are mostly satisfied with Kosovo Police (SI 56), phone and postal services (SI 48), and public transport (SI 44).

The lowest satisfaction level has been recorded for public procurement and tenders (SI -63), supply of medicines and medical supplies in hospitals and medical centres (SI -48), and recruitment of municipal staff (SI -40).

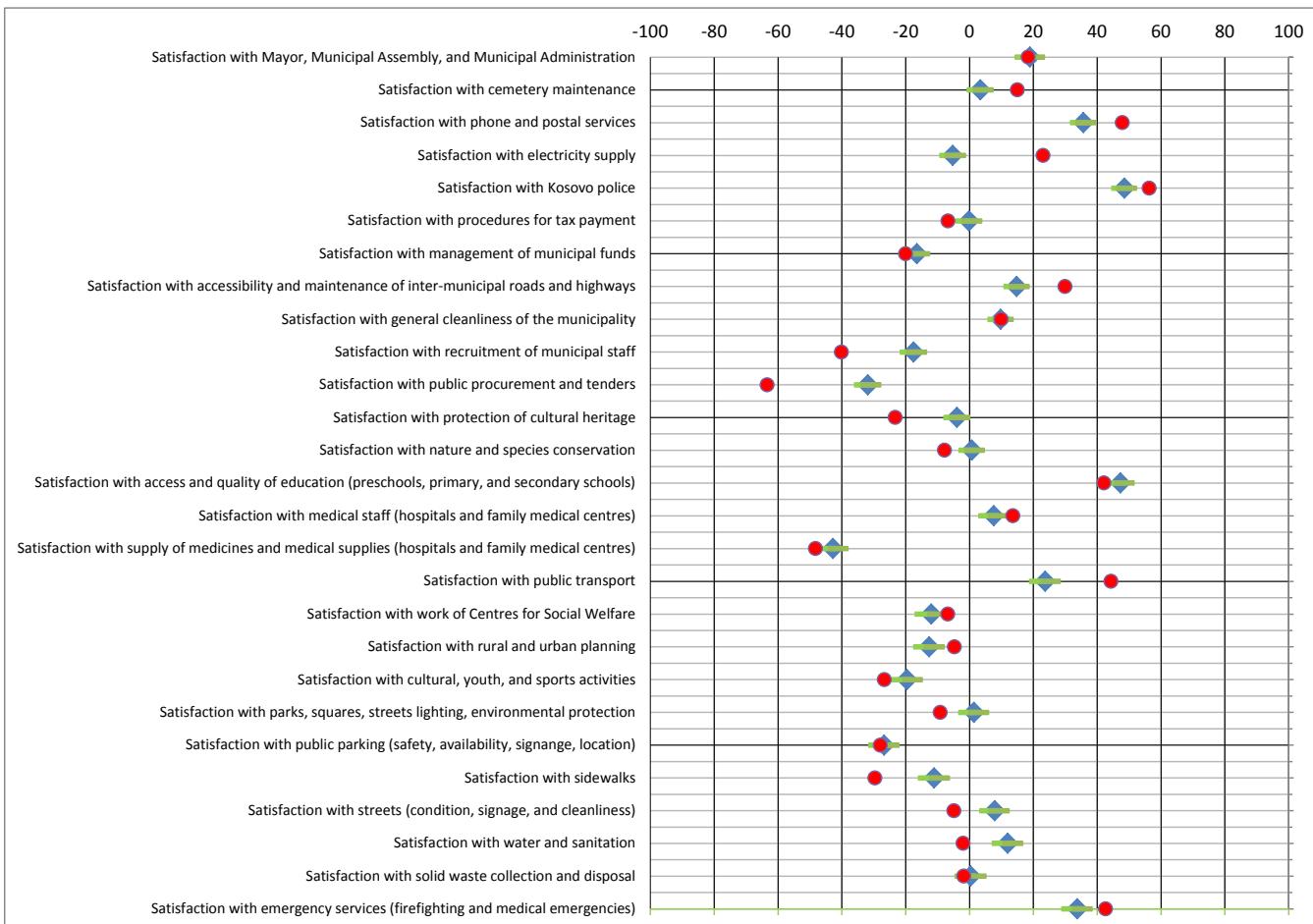
Water and sanitation

Forty percent of Lipjan/Lipljan's households report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining households have access to safe drinking water through protected wells (45%), protected springs (2%), and public taps (5%). Eight percent of households in Lipjan/Lipljan use bottled water compared to 4% of Kosovan households on average. A lower percentage of households residing in this municipality, 2% compared to Kosovo's average of 9%, do not have access to safe drinking water - the main sources of their drinking water being unprotected wells (1% of all households) and unprotected springs (1% of all households) (see Table A1 in Annex 1).

Water supply is fairly problematic in the municipality of Lipjan/Lipljan. Forty percent of the households connected to the public water provider (compared to Kosovo's average of 42%) claim that they have unrestricted water supply. Twenty-four percent have water shortages between 1 and 4 hours a day, 15% experience shortages between 5 and 10 hours a day, while for 20% the daily water cut-offs last longer than 11 hours a day (see Table A2 in Annex 1).

¹ OSCE Kosovo. Lipjan/Lipljan Municipal Profile: <http://www.osce.org/kosovo/13121>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M17 Satisfaction Indices with local authorities and public goods and services, Lipjan/Lipljan and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Quality of drinking water from the public water provider in Lipjan/Lipljan is reported to be better compared to Kosovo's average. Eleven percent of the households connected to the public water provider report that their tap water is unclear, 18% that its pressure is too low for household utilization, 11% that it has a bad taste, and 8% that it has a bad odour (see Table A3 in Annex 1).

Less than half (46%) of households in Lipjan/Lipljan are satisfied with water supply in their municipality (see Table A4 in Annex 1). A slightly higher share (55%) is satisfied or very satisfied with sanitation and sewage (see Table A5 in Annex 1).

Healthcare services

The residents of Lipjan/Lipljan enjoy a better access to doctors and pharmacies, and a slightly poorer access to hospitals, compared to Kosovo's average in terms of proximity to these facilities. The nearest doctor can be reached within an average of 16 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 42 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 17 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

Similar to the rest of Kosovo, cost of buying medicine is the biggest obstacle in accessing healthcare among residents of Lipjan/Lipljan, reported as such by 94% of them. The cost of seeing the doctor was also reported as problematic by a slightly higher share of Lipjan/Lipljan's residents 56% (compared to 58% of Kosovans on average). The administrative and logistical issues in healthcare provision were reported to be problematic by fewer residents of this municipality compared to Kosovo's average. Twenty-one percent compared to 27% of Kosovans on average reported that on the last occasion they needed to see a doctor, they had a problem doing so because of the distance to the healthcare provider, 15% compared to 27% of Kosovans on average had a problem with the time it took to get an appointment, while 40% compared to 39% of Kosovans on average reported that the waiting time to be seen by the doctor on the appointment day was problematic (see Table B7 in Annex 2).

A high percentage of Lipjan/Lipljan's residents are satisfied with professionalism of medical staff in family medi-

cal centres (80% compared to 66% of Kosovans on average) and hospitals (77% compared to 63% of Kosovans on average). While a smaller share of them are satisfied with equal treatment of patients in hospitals (31% compared to 41% of Kosovans on average), the residents of this municipality are almost equally satisfied with equal treatment of patients in family medical centres as well as supply of medicines and medical supplies in both of the aforementioned healthcare providing institutions (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Lipjan/Lipljan enjoy a similar access to preschools and primary schools and a slightly poorer access to secondary schools compared to Kosovo's average in terms of geographical proximity. The nearest preschool facility can be reached within an average of 19 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 13 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within an average of 27 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

A higher percentage of Lipjan/Lipljan's residents are satisfied with access to preschool education (75% compared to 72%) and quality of education in preschools (75% compared to 69%) compared to Kosovo's averages. Conversely, the shares of those who are satisfied with access to secondary education (66% of respondents) and quality of education in secondary schools (52%) are notably lower than Kosovo's averages of 71% and 66% for access and quality of education in secondary education respectively. A similar percentage of Lipjan/Lipljan's residents to Kosovo's average are satisfied with access to primary education (78% of respondents) and quality of education in primary schools (73% of respondents) (see Table A6 in Annex 1).

Environmental protection

KMS 2012 data show that a relatively high share of Lipjan/Lipljan's residents is concerned about environmental issues in their municipality. Thirty-five percent of them consider their city to be dirty or very dirty, whereas 34% claim that their neighbourhood is dirty or very dirty (see Table A8 in Annex 1). Air quality is considered to be a problem in the immediate neighbourhood by 16% of the respondents residing in Lipjan/Lipljan, whereas loud noise by 5% of them (see Table A10 in Annex 1).

A high share of Lipjan/Lipljan's residents, 61% compared to 58% of Kosovans on average, is satisfied with general cleanliness in their municipality. A slightly smaller share of them is satisfied with environmental protection (47% compared to 48% of Kosovans on average) and nature and species conservation (40% compared to 48% of Kosovans on average). While 51% of Lipjan/Lipljan's residents are satisfied or very satisfied with availability and usability of parks and squares, 39% compared to Kosovo's average of 45% are satisfied with solid waste collection services in their municipality (see Table A7 in Annex 1).

Performance of the Public Administration

Eight percent of the residents of Lipjan/Lipljan reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. The share of those who were provided with the requested document or service (69%) is lower than Kosovo's average of 82%. An additional 6% of Lipjan/Lipljan's residents claimed that their request was only sometimes fulfilled (see Table A16 in Annex 1).

Similar percentages of Lipjan/Lipljan's residents to Kosovo's averages think that the Public Administration is efficient or very efficient in issuing vehicle registration documents (67%), driver's licenses (64%), building permits (40%), business licenses (38%), marriage, birth, and death certificates (75%), and Social Assistance cards (51%). A slightly higher percentage of them compared to Kosovo's average think that its institutions are efficient in issuing passports (86%) and ID cards (90%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that the residents of Lipjan/Lipljan are significantly more satisfied only with the work of the Municipal Administration compared to Kosovo's averages. Sixty-one percent compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 65% compared to 63% of Kosovans on average are satisfied with the work of the Municipal Assembly, and 77% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A very high percentage (75%) of Lipjan/Lipljan's residents believe that their local authorities are sufficiently competent to solve the problems in their municipality, while 10% believe that these problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that a higher share of Lipjan/Lipljan's households compared to Kosovo's averages cannot afford basic goods and services. Thirty-six percent of them (compared to Kosovo's average of 20%) cannot afford a meal with meat once a week, 62% (compared to Kosovo's average of 42%) cannot afford to pay for public utilities, 55% (compared to Kosovo's average of 34%) are unable to cover the expenses of treating a flu or any other minor illness, 86% (compared to Kosovo's average of 71%) cannot afford to go to a restaurant once a month, and 83% (compared to Kosovo's average of 76%) cannot afford to pay a week's holiday away from home once a year. The share of Lipjan/Lipljan's households who cannot afford to buy clothes and footwear whenever necessary is similar to Kosovo's average (48%), while the percentage of those that cannot afford to invite family or friends for a meal at least once a month is lower than Kosovo's average (32% compared to 37%) (see Table A21 in Annex 1).

KMS 2012 data show that more than 94% of households residing in Lipjan/Lipljan own a washing machine, refrigerator, and mobile phone. The share of those who own a computer (70%) is equal to Kosovo's average, while a slightly lower share, 60% compared to 62%, are connected to the Internet. A higher share of Lipjan/Lipljan's households own a fixed phone line (27% compared to 25%), a generator (25% compared to 22%), and a tractor (29% compared to 24%) compared to Kosovo's averages. The share of those that own a car (63%) is similar to Kosovo's average (see Table B12 in Annex 2).

Eighteen percent of the households residing in Lipjan/Lipljan compared to Kosovo's average of 29% declared that they do not possess any land. Forty-one percent compared to Kosovo's average of 39% reported to own between 0.5 and 3 hectares of land, while 7% compared to Kosovo's average of 6% reported to own more than 3 hectares of land. The share of households of Lipjan/Lipljan that own a business (11%) is slightly lower than Kosovo's average of 14% (see Table A22 in Annex 1).

Malishevë/Mališevë Municipality Analysis

Brief overview of the municipality

The municipality of Malishevë/Mališevë is located in south-eastern Kosovo, within Prizren region. It covers an area of 306 km² and includes the town of Malishevë/Mališevë and 43 villages.¹ Malishevë/Mališevë has a population of 54,613 inhabitants and a total number of 7,291 conventional dwellings.²

The average education attainment of adults (aged 18 or older) in Malishevë/Mališevë is lower than Kosovo's average: 4% of its adults do not have any formal education, 6% have not completed primary education, 47% have completed primary education, 36% have completed secondary education, 2% have completed vocational education, while 5% have a university degree (see Table B1 in Annex 2). Adult women in the municipality of Malishevë/Mališevë have a lower education attainment than men. Five percent of them compared to 2% of men have no formal education. In terms of the highest education level attained, 56% compared to 40% of men have completed primary education, 27% compared to 43% of men have completed secondary education, while 3% compared to 7% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Malishevë/Mališevë (19%) is lower than Kosovo's average of 29%, the share of unemployed is 26%, whereas around 55% are outside the labour market as they are either unemployed and not looking for work (10%), or studying, disabled, housewives, or have retired, compared to Kosovo's average of 45% (see Table B3 in Annex 2). The percentage of women outside the labour market (84%) is significantly higher than that of men (34%). The share of employed women in Malishevë/Mališevë (7%) is lower than both Kosovo's average (12%) and percentage of employed men in this municipality (29%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the majority of municipalities in Kosovo, *unemployment* is considered to be the biggest problem in Malishevë/Mališevë by 61% of its residents. *Corruption* is ranked the biggest problems by 9% of them, while *poor electricity supply* and *poor road infrastructure* by 5% each (see Table B5 in Annex 2).

The satisfaction level of residents of Malishevë/Mališevë with local authorities and institutions is lower than Kosovo's average. While their satisfaction level is very close to Kosovo's average for most of the public goods and services, the residents of Malishevë/Mališevë are notably less satisfied with electricity supply, recruitment of municipal staff, protection of cultural heritage, nature and species conservation, water and sanitation, and solid waste collection and disposal, compared to Kosovo's average. On the other hand, their satisfaction level is higher for supply of medicines and medical supplies in hospitals and family medical centres and management of public spaces (availability and usability of parks and squares, street lighting, and environmental protection).

The residents of Malishevë/Mališevë are mostly satisfied with Kosovo Police (SI 54), access and quality of education in preschools, primary schools, and secondary schools (SI 45), and phone and postal services (SI 38).

They are least satisfied with public procurement and tenders (SI -39), recruitment of municipal staff (SI -30), and management of municipal funds (SI -25).

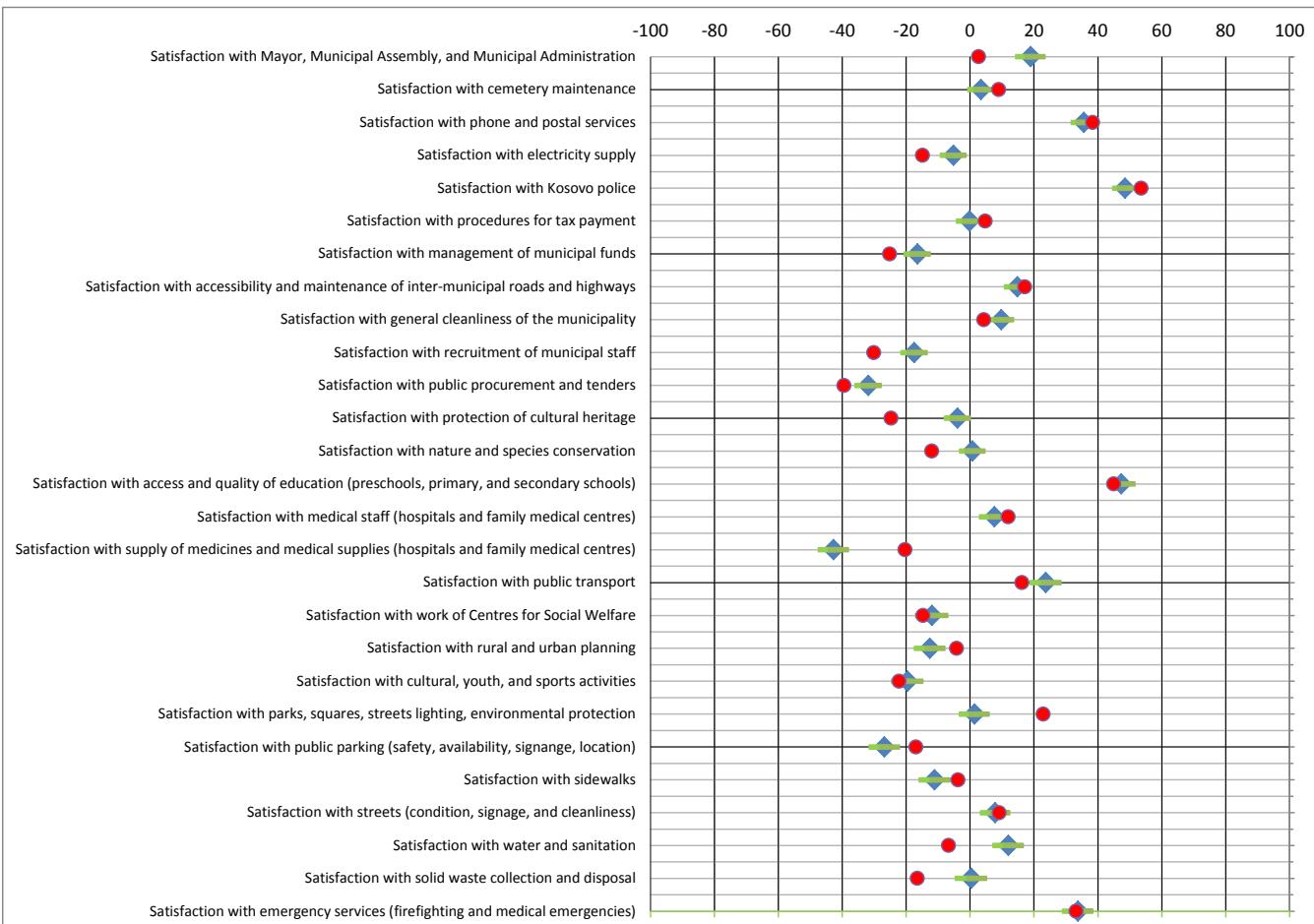
Water and sanitation

Twenty-six percent of Malishevë/Mališevë's households report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. Another 32% of its households have access to safe drinking water through protected wells (29%), protected springs (2%), and public taps (1%). A very high share of Malishevë/Mališevë's households, 43% compared to 9% of households in Kosovo on average, do not have access to safe drinking water - the main sources of their drinking water being tube wells or boreholes (41% of all households) and unprotected wells (2% of all households) (see Table A1 in Annex 1).

Water supply is fairly problematic in the municipality of Malishevë/Mališevë. Thirty-nine percent of the households connected to the public water provider (compared to Kosovo's average of 42%) claim that they

¹ OSCE Kosovo. Malishevë/Mališevë Municipal Profile: <http://www.osce.org/kosovo/13137>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M18 Satisfaction Indices with local authorities and public goods and services, Malishevë/Mališevö and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

have unrestricted water supply. Twenty-eight percent have water shortages between 1 and 4 hours a day, 4% experience shortages between 5 and 10 hours a day, while for 22% the daily water supply cut-offs last longer than 11 hours. Another 8% of Malishevë/Mališevö's households reported that the water supply cut-offs in their dwelling last longer than 3 hours at a time (see Table A2 in Annex 1).

Quality of drinking water from the public water provider in Malishevë/Mališevö is relatively poor. Twenty-four percent of the households connected to the public water provider report that their tap water is unclear, 29% that its pressure is too low for household utilization, 5% that it has a bad taste, and 12% that it has a bad odour (see Table A3 in Annex 1).

Less than half (49%) of households in Malishevë/Mališevö are satisfied with water supply in their municipality (see Table A4 in Annex 1). An even smaller share (45%) is satisfied or very satisfied with sanitation and sewage (see Table A5 in Annex 1).

Healthcare services

The residents of Malishevë/Mališevö enjoy a similar access to doctors and pharmacies and have a poorer access to hospitals compared to Kosovo's average in terms of proximity to these facilities. The nearest doctor can be reached within an average of 21 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 50 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 21 minutes (equal to Kosovo's average) of walking or by public transport (see Table B6 in Annex 2).

Similar to the rest of Kosovo, cost of buying medicine is the biggest obstacle in accessing healthcare among residents of Malishevë/Mališevö, reported as such by 75% of them. Even though lower than Kosovo's average (54% compared to 58%), the cost of seeing the doctor was also reported as problematic by a high share of the residents of this municipality. The administrative and logistical issues in healthcare provision were reported to be problematic by more residents of this municipality compared to Kosovo's average. Thirty-two percent compared to 27% of Kosovans on average reported that on the last occasion they needed to see a doctor, they had

a problem doing so because of the distance to the healthcare provider, 31% compared to 27% of Kosovans on average had a problem with the time it took to get an appointment, while 45% compared to 39% of Kosovans on average reported that the waiting time to be seen by the doctor on the appointment day was problematic (see Table B7 in Annex 2).

A higher percentage of Malishevë/Mališevo's residents compared to Kosovo's average are satisfied with supply of medicines and medical supplies in hospitals (47% compared to 26%) and family medical centres (36% compared to 31%) as well as equal treatment of patients in hospitals (56% compared to 41%). On the other hand, a notably lower share of them compared to Kosovo's average, 57% compared to 66%, are satisfied with professionalism of medical staff in family medical centres (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Malishevë/Mališevo enjoy a better access to primary and secondary schools, while their access to preschools is poorer compared to Kosovo's average in terms of geographical proximity. The nearest preschool facility can be reached within an average of 23 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 10 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within an average of 20 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

A higher percentage of Malishevë/Mališevo's residents are satisfied with both access and quality of education in preschools and primary schools, while their satisfaction with secondary education is similar to Kosovo's average. A notably higher percentage compared to Kosovo's average is satisfied with access to preschool education (84% compared to 72%) and quality of education in them (80% compared to 69%). On the other hand, 72% of the respondents residing in Malishevë/Mališevo are satisfied with access to secondary education, while 66% are satisfied with quality of education in secondary schools (see Table A6 in Annex 1).

Environmental protection

KMS 2012 data show that environmental pollution is not perceived as a major problem in the municipality of Malishevë/Mališevo. Thirty-four percent of its residents consider their town to be dirty or very dirty, whereas 22% claim that their neighbourhood is dirty or very dirty (see Table A8 in Annex 1). Air quality is considered to be a problem in the immediate neighbourhood by only 3% of the respondents residing in Malishevë/Mališevo, whereas loud noise by 1% of them (see Table A10 in Annex 1).

The majority of Malishevë/Mališevo's residents are satisfied with availability of parks and squares in their municipality (84% compared to 56% of Kosovans on average) and their usability (80% compared to 54% of Kosovans on average). On the other hand, similar or lower percentages compared to Kosovo's averages are satisfied with the following: general cleanliness of their municipality (57% compared to 58%), environmental protection (47% compared to 48%), nature and species conservation (40% compared to 48%), and solid waste collection services (40% compared to 45%) (see Table A7 in Annex 1).

Performance of the Public Administration

Seven percent of Malishevë/Mališevo's residents reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A significantly low share of them (31%) compared to Kosovo's average of 82% reported that their request was fulfilled. An additional 39% claimed that they were only sometimes provided with the requested document or service (see Table A16 in Annex 1).

A similar percentage of Malishevë/Mališevo's residents to Kosovo's average, 76%, think that the Public Administration is efficient or very efficient in issuing marriage, birth, and death certificates. Lower percentages of them think that its institutions are efficient in issuing building permits (32%), business licenses (37%), and Social Assistance cards (34%). On the other hand, higher percentages of Malishevë/Mališevo's residents to Kosovo's averages think that the Public Administration is efficient in issuing passports (88%), ID cards (90%), vehicle registration documents (83%), and driver's licenses (76%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that the residents of Malishevë/Mališevo are less satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration compared to Kosovo's average. Forty-nine percent compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 61% compared to 63% of Kosovans on average are satisfied with the work of the Municipal Assembly, and 62% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A high share (63%) of Malishevë/Mališevo's residents believe that their local authorities are sufficiently competent to solve the problems in their municipality, while 24% believe that these problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that a lower share of Malishevë/Mališevo's households compared to Kosovo's average cannot afford basic goods and services, implying that they enjoy better standards of living compared to Kosovo's average. Seven percent of them compared to Kosovo's average of 20% cannot afford a meal with meat once a week, 38% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 43% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 56% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 18% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, and 63% compared to Kosovo's 76% on average cannot afford to pay for a week's holiday away from home once a year. The share of Malishevë/Mališevo's households that are unable to cover the expenses of treating a flu or any other minor illness is equal to Kosovo's average of 34% of households (see Table A21 in Annex 1).

KMS 2012 data show that 96% of the households residing in Malishevë/Mališevo own a washing machine, a refrigerator, and a mobile phone. The percentages of those that own a computer (67%) and are connected to the Internet (62%) are similar to Kosovo's averages of 70% and 62% for each of the aforementioned, respectively. While the number of Malishevë/Mališevo's households that own a fixed phone line is lower than Kosovo's average (11% compared to 25%), significantly higher percentages of them own a car (82% compared to 64%), a tractor (52% compared to 24%), and a generator (63% compared to 22%), compared to Kosovo's average (see Table B12 in Annex 2).

Sixty-one percent of the households residing in Malishevë/Mališevo compared to Kosovo's average of 39% reported that they own between 0.5 and 3 hectares of land, while 16% compared to Kosovo's average of 6% own more than 3 hectares of land. The share of households of Malishevë/Mališevo that own a business (16%) is slightly higher than Kosovo's average of 14% (see Table A22 in Annex 1).

Mamushë/Mamuša Municipality Analysis

Brief overview of the municipality

The municipality of Mamushë/Mamuša is located in south-eastern Kosovo, within Prizren region. It covers an area of 11 km².¹ Mamushë/Mamuša has a population of 5,507 inhabitants and a total number of 518 conventional dwellings.²

The average education attainment of adults (aged 18 or older) residing in Mamushë/Mamuša is lower than Kosovo's average: 6% have no formal education, 61% have completed primary education, 15% have completed secondary education, and only 2% have a university degree (see Table B1 in Annex 2). Adult women residing in Mamushë/Mamuša have a lower education attainment compared to men. Eight percent of them compared to 4% of men have no formal education. In terms of the highest education level attained, 61% of women compared to 61% of men have completed primary education, 8% compared to 21% of men have completed secondary education, while less than 1% compared to 4% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Mamushë/Mamuša is 22% (compared to Kosovo's average of 29%), the share of unemployed 13%, whereas around 66% are outside the labour market as they are either unemployed and not looking for work (14%), or studying, disabled, housewives, or have retired (see Table B3 in Annex 2). The percentage of women outside the labour market (95%) is drastically high compared to that of men (42%). It must also be noted that the share of employed women in Mamushë/Mamuša (2%) is exceptionally low when compared to the share of employed men (38%) and the average of employed women in Kosovo (12%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of Kosovo, unemployment is considered to be the biggest problem in Mamushë/Mamuša by a high share, 46% of its residents. Poor water supply is ranked the biggest problem by 20%, while poor electricity supply by 10% of its residents (see Table B5 in Annex 2).

The residents of Mamushë/Mamuša are significantly more satisfied with local authorities and most public goods and services compared to Kosovo's average. Their satisfaction level is lower than Kosovo's average only for water and sanitation, public parking (safety, availability, signage, and location), and supply of medicines and medical supplies in hospitals and family medical centres.

The residents of Mamushë/Mamuša are mostly satisfied with phone and postal services (SI 79), Kosovo Police (SI 77), access and quality of education provided in preschools, primary schools, and secondary schools (SI 77), and public transport (SI 74).

They are the least satisfied with public parking (safety, availability, signage, and location) (SI -59), supply of medicines and medical supplies in hospitals and family medical centres (SI -56), and cultural, youth, and sports activities (SI -25).

Water and sanitation

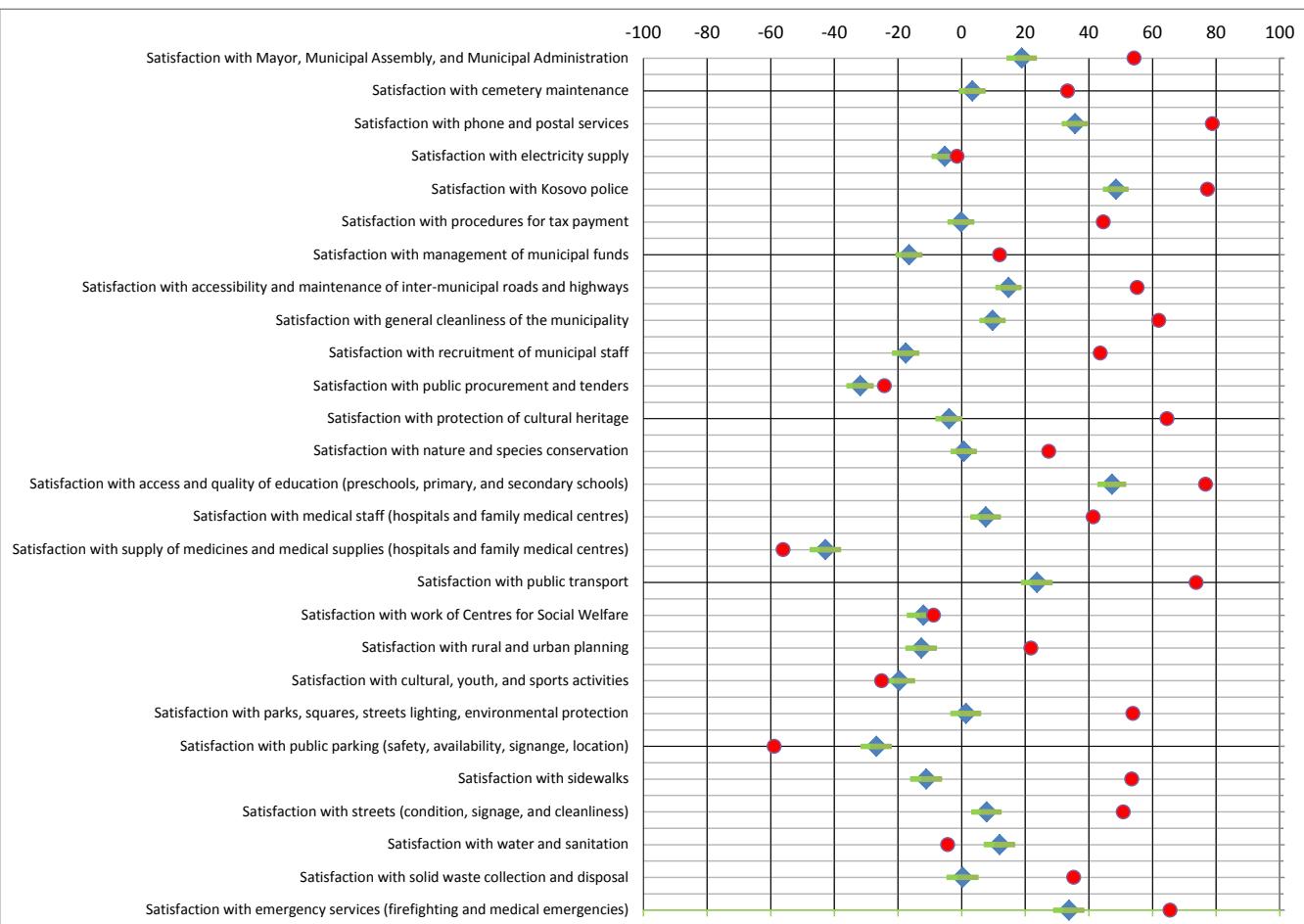
The overwhelming majority of Mamushë/Mamuša's households, 94% compared to Kosovo's average of 9%, do not have access to safe drinking water - the main sources of their drinking water being tube wells or boreholes. Only 2% of them are connected to the public water provider compared to 60% of Kosovo's households on average. Another 3% have access to safe drinking water through protected wells (2%) and protected springs (1%) (see Table A1 in Annex 1).³

Ten percent of Mamushë/Mamuša's households are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). The percentage of those who are satisfied with sanitation and sewage is 89% (see Table A6 in Annex 1).

¹ OSCE Kosovo. Mamushë/Mamuša Municipal Profile: <http://www.osce.org/kosovo/36481>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2011: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

³ The sample of 2% of Mamushë/Mamuša's households connected to the public water provider is statistically insignificant to conduct analysis on water supply restrictions and water quality.

Figure M19 Satisfaction Indices with local authorities and public goods and services, Mamushë/Mamuša and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Healthcare services

The residents of Mamushë/Mamuša have a significantly better access to doctors and pharmacies, and a slightly poorer access to hospitals compared to Kosovo's average with regard to geographical proximity. The nearest doctor can be reached on foot or by public transport within an average of 9 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 44 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 9 minutes (compared to Kosovo's average of 21 minutes) (see Table B6 in Annex 2).

Cost of buying a medicine was reported to be the most problematic factor for accessing healthcare by the majority (90%) of Mamushë/Mamuša's residents. Compared to the rest of Kosovans, a lower percentage of the aforementioned claim that: distance to the healthcare provider (17% compared to 27% of Kosovans on average), time to get an appointment (19% compared to 27% of Kosovans on average), waiting time to be seen by the doctor (28% compared to 39% of Kosovans on average), and cost of seeing the doctor (39% compared to 58% of Kosovans on average), hindered their access to healthcare the last time they needed to see a doctor (see Table B7 in Annex 2).

The percentage of residents of Mamushë/Mamuša who are satisfied with equal treatment of patients (41%) and professionalism of medical staff in hospitals (66%) are similar to Kosovo's averages. However, significantly fewer of them (5%) are satisfied with supply of medicines and medical supplies in hospitals compared to 26% of Kosovans on average. The residents of Mamushë/Mamuša are more satisfied with all the components of healthcare provision in family medical centres compared to Kosovans on average: 36% compared to 31% of Kosovans on average are satisfied with supply of medicines and medical supplies, 85% compared to 52% of Kosovans on average are satisfied with equal treatment of patients, and 84% compared to 66% of Kosovans on average are satisfied with professionalism of medical staff in these institutions (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Mamushë/Mamuša have a better access to preschools and secondary schools compared to Kosovans overall in terms of geographical proximity. The nearest preschool can be reached within an average of 15 minutes on foot or by public transport (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 14 minutes (equal to Kosovo's average), while the nearest secondary school within an average of 16 minutes (compared to Kosovo's average of 25 minutes) (see Table B9 in Annex 2).

A lower share of Mamushë/Mamuša's residents compared to Kosovo's average are satisfied with access to preschool education (66% compared to 72%) and quality of education in preschools (58% compared to 69%). While they are equally satisfied with access to secondary schools (72%) and slightly less satisfied with quality of education in them (62% compared to 66%), the residents of Mamushë/Mamuša are more satisfied with primary education compared to Kosovo's averages and other levels of schooling. Eighty-six percent compared to 78% of Kosovans on average are satisfied or very satisfied with access to primary education, while 79% compared to 75% of Kosovans on average are satisfied or very satisfied with quality of primary education (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that except for the loud noise (reported as a problem by 11% of Mamushë/Mamuša's residents), environmental pollution is a minor issue of concern in this municipality. Only 15% of its residents think that their city is dirty or very dirty, whereas 12% consider their neighbourhood as such. Only 5% of Mamushë/Mamuša's residents (compared to Kosovo's average of 18%) claim that they have problems with air quality in their vicinity (see Table A8 and Table A10 in Annex 1).

A very high share of households in Mamushë/Mamuša is satisfied with environmental protection and management of green spaces in their municipality compared to Kosovans overall. Eighty-seven percent of them (compared to Kosovo's average of 58%) are satisfied with general cleanliness of their municipality, 67% (compared to Kosovo's average of 48%) are satisfied with environmental protection, while 55% (compared to Kosovo's average of 48%) are satisfied or very satisfied with nature and species conservation. The majority of Mamushë/Mamuša's residents are also satisfied with availability of parks and square (91% of respondents) and their usability (86% of respondents). The percentage of those who are satisfied with solid waste collection services in their municipality, 64%, is also higher than Kosovo's average of 45% (see Table A7 in Annex 1).

Performance of the Public Administration

Four percent of the respondents of Mamushë/Mamuša reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A lower percentage of them, 75%, compared to Kosovo's average of 82%, reported that their request was fulfilled. The remaining 25% claimed that they were only sometimes provided with the requested document or service (see Table A16 in Annex 1).

A similar percentage of Mamushë/Mamuša's residents to Kosovo's average think that the Public Administration is efficient in issuing passports (76%) and ID cards (86%). Significantly lower percentages of them think that the institutions issuing vehicle registration documents (41%), driver's licenses (34%), building permits (23%), business licenses (16%), and Social Assistance cards (21%) are efficient or very efficient. A slightly higher percentage of Mamushë/Mamuša's residents compared to Kosovo's average, 81% compared to 77%, think that the Public Administration is efficient in issuing marriage, birth, and death certificates (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that a higher percentage of Mamushë/Mamuša's residents are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration compared to Kosovans in general. Eighty-two percent (compared to 69% of Kosovans on average) are satisfied with the work of their Mayor, 77% (compared to 63% of Kosovans on average) are satisfied with the work of their Municipal Assembly, and 76% (compared to 64% of Kosovans on average) are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

Slightly more than half, 55% of Mamushë/Mamuša's residents believe that the local authorities have the capacity to solve the problems faced by their municipality, while 17% (compared to 15% of Kosovans on average) believe that the aforementioned can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that a higher percentage of households in Mamushë/Mamuša can afford the most basic set of goods and services compared to Kosovo's average. Thirteen percent (compared to 20% of Kosovo's households on average) cannot afford a meal with meat once a week, 26% (compared to 42% of Kosovar households on average) cannot afford to pay for public utilities, 18% (compared to 34% of Kosovar households on average) are unable to cover the expenses of treating a flu or any other minor illness, and 35% (compared to 37% of Kosovar households on average) cannot afford to invite family or friends for a meal at least once a month. The share of households residing in Mamushë/Mamuša that cannot afford to buy clothes and footwear whenever necessary is slightly higher than Kosovo's average, 52% compared to 49%. Further, a significantly higher share of them compared to Kosovo's average cannot afford to go to a restaurant once a month (86% compared to 71%) or pay for a week's holiday away from home once a year (91% compared to 76%) (see Table A21 in Annex 1).

More than 97% of the households residing in Mamushë/Mamuša's own a washing machine and a refrigerator. An equal share to Kosovo's average, 94%, owns a mobile phone. The percentages of households that own a computer (53%) and are connected to the Internet (48%) are lower than Kosovo's averages of 70% and 62% for computer ownership and Internet connection, respectively. While a smaller share of households residing in Mamushë/Mamuša own a fixed phone line (15% compared to Kosovo's average of 25%), higher percentages of them own a car (71% compared to 64% of Kosovar households on average), a tractor (57% compared to 24% of Kosovar households on average), and a generator (39% compared to 22% of Kosovar households on average) (see Table B12 in Annex 2).

Eighteen percent of the households residing in Mamushë/Mamuša declared that they do not possess any land compared to Kosovo's average of 29% of households. Forty percent compared to Kosovo's average of 39% own between 0.5 and 3 hectares of land, while 10% compared to Kosovo's average of 6% own more than 3 hectares of land. A higher percentage of households residing in Mamushë/Mamuša (18%) own a business compared to Kosovo's average of 14% (see Table A22 in Annex 1).

Mitrovicë/Mitrovica Municipality Analysis

Brief overview of the municipality¹

The municipality of Mitrovicë/Mitrovica is located in northern Kosovo. It covers an area of 350 km² and includes the city of Mitrovicë/Mitrovica and 45 villages.² Mitrovicë/Mitrovica has a population of 71,909 inhabitants and a total number of 13,618 conventional dwellings.³

The adult (aged 18 or older) residents of Mitrovicë/Mitrovica have a higher education attainment compared to Kosovo's average. Only 3% of them have no formal education, 23% have completed primary education, 55% have completed secondary education, and 10% have a university degree (see Table B1 in Annex 2). Adult women residing in Mitrovicë/Mitrovica have a lower education attainment than men. Four percent of them compared to 1% of men have no formal education. In terms of the highest education level attained, 30% of women compared to 17% of men have completed primary education, 48% compared to 63% of men have completed secondary education, and 10% compared to 11% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Mitrovicë/Mitrovica (38%) is higher compared to Kosovo's average (29%). While the percentage of unemployed is 28%, the share of those who are outside the labour market (34%) as they are either unemployed and not looking for work (8%), or are studying, disabled, housewives, or have retired is lower than Kosovo's average of 45% (see Table B3 in Annex 2). The percentage of adult women outside the labour market (50%) is higher than that of men (28%). A lower percentage of adult women residing in Mitrovicë/Mitrovica (24%) are employed compared to men (46%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Mitrovicë/Mitrovica by more than half of its residents, 56%. Poor electricity supply is ranked the biggest problem by 12%, poverty or low standards of living by 8%, whereas lack of general or personal security by 5% of its respondents (see Table B5 in Annex 2).

Except for a slightly higher satisfaction level with phone and postal services, cultural youth, and sports activities, emergency services (firefighting and medical emergency services), and supply of medicines and medical supplies in hospitals and family medical centres, the residents of Mitrovicë/Mitrovica are less satisfied with local authorities and all the other public goods and services compared to Kosovo's average.

The residents of Mitrovicë/Mitrovica are mostly satisfied with access and quality of education provided in preschools, primary schools, and secondary schools (SI 43), emergency services (firefighting and medical emergency services) (SI 39), and phone and postal services (SI 38).

The lowest satisfaction level has been recorded for public procurement and tenders (SI -55), management of municipal funds (SI -48), and public parking (safety, availability, signage, and location) (SI -48).

Water and sanitation

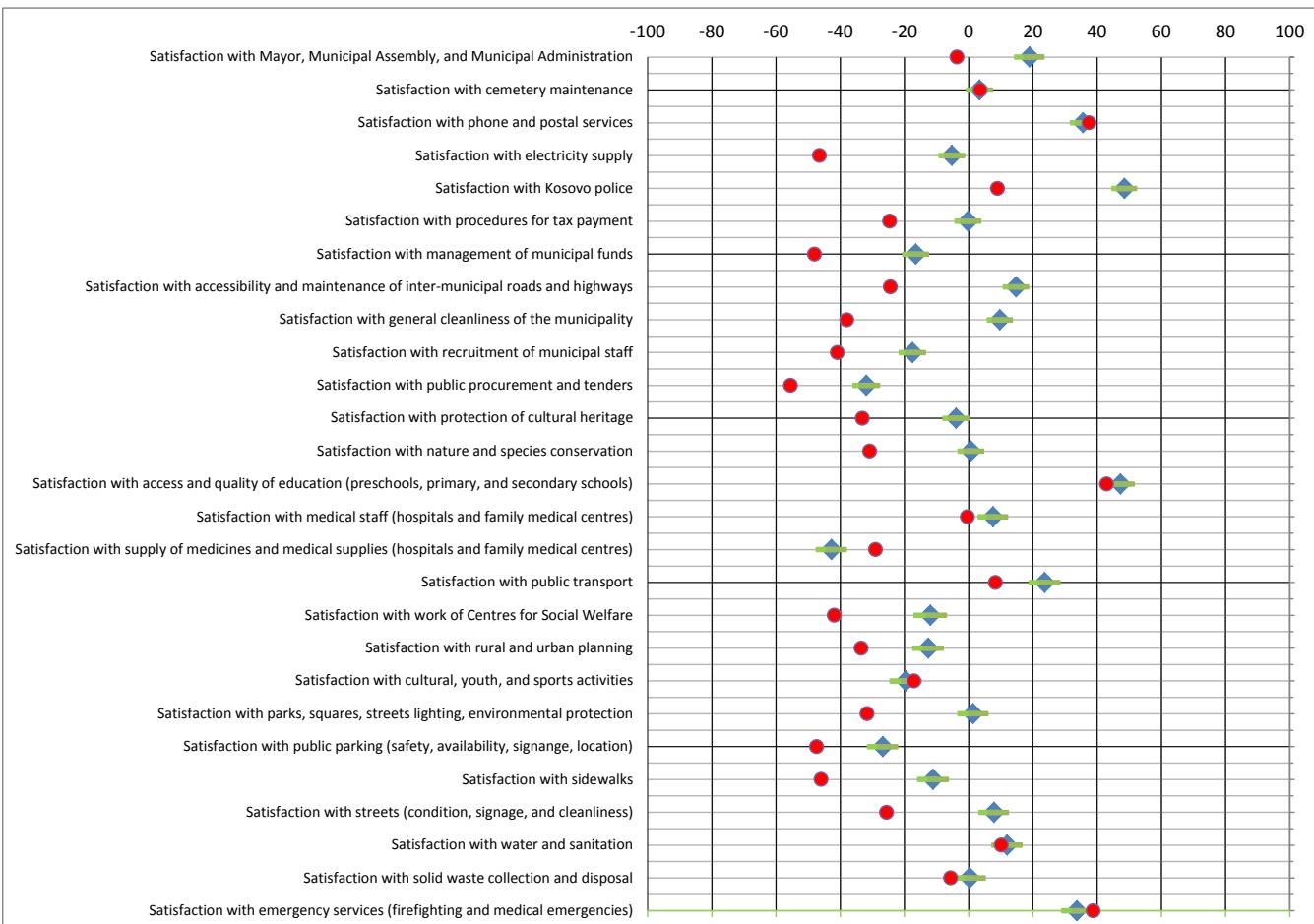
Approximately 85% of the households residing in Mitrovicë/Mitrovica report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining 13% use bottled water, whereas less than 1% has access to safe drinking water through public taps. Only 2% of households in Mitrovicë/Mitrovica (compared to Kosovo's average of 9%) do not have access to safe drinking water as they get it from tube wells or boreholes (see Table A1 in Annex 1).

Water supply from the public water provider is rather problematic in the municipality of Mitrovicë/Mitrovica. Only 16% of the households connected to the public water provider (compared to the average of 42% of Kosovar households) reported that they have unrestricted water supply, 30% experience shortages lasting between 1 and 4 hours, 11% experience cut-offs between 5 and 10 hours a day, whereas for 27%, water shortages last longer than 11 hours a day. An additional 16% of the households connected to the public water provider reported that their daily cut-offs last longer than 3 hours at a time during the day (see Table A2 in Annex 1).

¹ The Mosaic Survey was conducted in both, north and south of Mitrovicë/Mitrovica. The population census covered only the southern part.

² OSCE Kosovo. Mitrovicë/Mitrovica Municipal Profile: <http://www.osce.org/kosovo/38678>

³ Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M20 Satisfaction Indices with local authorities and public goods and services, Mitrovicë/Mitrovica and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Quality of drinking water from the public water provider in Mitrovicë/Mitrovica is reported to be fairly poor. Seventeen percent of the households connected to the public water provider claimed that their tap water is unclear from dirt, 30% that its pressure is too low for household utilization, and 20% that it has a bad taste and a bad odour (see Table A3 in Annex 1).

More than half of Mitrovicë/Mitrovica's residents (57%) are satisfied with water supply in their municipality (see Table A4 in Annex 1). An even higher percentage of them (65%) are satisfied or very satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

The residents of Mitrovicë/Mitrovica enjoy a similar access to doctors, a better access to hospitals, and a poorer access to pharmacies compared to Kosovo's average in terms of geographical proximity. The nearest doctor can be reached within an average of 19 minutes (equal to Kosovo's average), the nearest hospital within 30 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 25 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

The highest share of residents of Mitrovicë/Mitrovica (70%) identified the cost of buying medicines as a big or very big problem in accessing healthcare. In contrast, the cost of seeing the doctor was identified as a problem by a notably lower percentage of them (36%) compared to Kosovo's average of 58% of citizens. Distance to the healthcare provider, time to get an appointment, and waiting time to be seen by the doctor on the appointment day are also less problematic compared to Kosovo's average. Ten percent of Mitrovicë/Mitrovica's residents consider distance to the healthcare provider as a problem in accessing healthcare (compared to 27% of Kosovans on average), 16% consider the time it takes to get an appointment a problem (compared to 27% of Kosovans on average), and 29% consider waiting time to be seen by the doctor on the appointment problematic (compared to the average of 39% of Kosovans) (see Table B7 in Annex 2).

The residents of Mitrovicë/Mitrovica are more satisfied with supply of medicines and medical supplies in family medical centres and hospitals compared to Kosovo's average. Thirty-three percent are satisfied with supply of

medicines and medical supplies in hospitals and 34% are satisfied with the aforementioned in family medical centres. The equal treatment of patients on the other hand is less satisfactory compared to Kosovo's average, especially in family medical centres. Thirty-five percent of Mitrovicë/Mitrovica's residents are satisfied or very satisfied with equal treatment of patients in hospitals compared to Kosovo's average of 41%, while 40% of them are satisfied or very satisfied with equal treatment of patients in family medical centres compared to Kosovo's average of 52% (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Mitrovicë/Mitrovica have a similar access to primary and secondary schools, and a poorer access to preschools compared to Kosovo's average in terms of geographical proximity. The nearest preschool can be reached within an average of 30 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 15 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within an average of 25 minutes (equal to Kosovo's average) by public transport (see Table B9 in Annex 2).

A similar percentage of Mitrovicë/Mitrovica's residents to Kosovo's average are satisfied with access and quality of education in preschools, primary schools, and secondary schools in their municipality. Like the rest of Kosovans, the highest number of them is satisfied with access to primary schools (78% of respondents) and quality of education in primary schools (75% of respondents) (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is a rather major issue of concern in the municipality of Mitrovicë/Mitrovica. More than half (59%) of its residents consider their city to be dirty or very dirty, whereas 48% regard their neighbourhood as such (see Table A8 in Annex 1). In addition, air quality is perceived as a poor by 25% of Mitrovicë/Mitrovica's residents, whereas loud noise by 18% of them (see Table A10 in Annex 1).

A very low share of Mitrovicë/Mitrovica's residents (27%) think that the general cleanliness of their municipality is satisfactory compared to 58% of Kosovans on average. A similar share, 28% are satisfied with environmental protection compared to the average of 48% of Kosovans. The nature and species conservation is considered satisfactory by only 33% of Mitrovicë/Mitrovica's residents compared to Kosovo's average of 48%. Finally, while 41% are satisfied with availability of parks and square in their municipality, a lower share (34%) of them are satisfied with the usability of the aforementioned. The share of Mitrovicë/Mitrovica's residents who are satisfied or very satisfied with solid waste collection services in their municipality is equal to Kosovo's average of 45% (see Table A7 in Annex 1).

Performance of the Public Administration

Thirty-one percent of the residents of Mitrovicë/Mitrovica reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A lower share of them compared to Kosovo's average (78% compared to 82%) reported that they were provided with the requested document, whereas 19% stated that their requests were only sometimes fulfilled (see Table A16 in Annex 1).

A lower percentage of Mitrovicë/Mitrovica's residents compared to Kosovo's averages think that the Public Administration is efficient in issuing all of the following documents: passports (63%), ID cards (74%), vehicle registration documents (43%), driver's licenses (51%), building permits (31%), business licenses (33%), marriage, birth, and death certificates (74%), and Social Assistance cards (41%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that less residents of Mitrovicë/Mitrovica are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration compared to Kosovo's average. Slightly more than half (56% compared to 69% of Kosovans on average) are satisfied with the work of their Mayor, 45% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 48% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A high percentage of Mitrovicë/Mitrovica's residents (65%) believe that their local authorities have the capacity to solve the problems in their municipality. The share of those who believe that only the central government can solve these problems (14%) is similar to Kosovo's average (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data shows that the share of Mitrovicë/Mitrovica's households that cannot afford basic goods or services is lower than Kosovo's average, implying that they have a better standard of living. Nine percent of them compared to 20% of Kosovans in average cannot afford to have a meal with meat once a week, 28% compared to 42% of Kosovans on average cannot afford to pay for their public utilities, 17% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or any other minor illness, 35% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 63% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 22% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, and 72% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year(see Table A21 in Annex 1).

More than 95% of households in Mitrovicë/Mitrovica own a refrigerator, a washing machine, and a mobile phone. The shares of those who have a computer (83%) and are connected to the Internet (76%) are higher compared to Kosovo's averages of 70% and 62%, respectively. While a higher share of Mitrovicë/Mitrovica's households owns a fixed phone line (50% compared to Kosovo's average of 25%), a lower percentage own a car (55% compared to 64%) and a tractor (8% compared to 24%) compared to Kosovo's averages. A similar percentage to Kosovo's average (21%) owns a generator (see Table B12 in Annex 2).

A very high share (68%) of households residing in Mitrovicë/Mitrovica compared to Kosovo's average of 29% declared that they do not possess any land. Nine percent compared to Kosovo's average of 39% reported to own between 0.5 and 3 hectares of land, while 2% compared to Kosovo's average of 6% reported to own more than 3 hectares of land. A slightly higher share of Mitrovicë/Mitrovica's households (18%) owns a business compared to Kosovo's average of 14% (see Table A22 in Annex 1).

Novobërdë/Novo Brdo Municipality Analysis

Brief overview of the municipality

The municipality of Novobërdë/Novo Brdo is located in eastern Kosovo, within Prishtinë/Priština region. It covers an area of 204 km² and includes the town of Novobërdë/Novo Brdo and 31 villages.¹ Novobërdë/Novo Brdo has a population of 6,729 inhabitants and a total number of 1,457 conventional dwellings.²

The average education attainment of adults (aged 18 or older) residing in Novobërdë/Novo Brdo is slightly higher than Kosovo's average. Three percent of them have no formal education, 7% have not completed primary education, 26% have completed primary education, 52% have completed secondary education, 9% have completed vocational education, and 3% have a university degree (see Table B1 in Annex 2). Adult women residing in Novobërdë/Novo Brdo have a lower education attainment than men. Seven percent compared to 1% of men have no formal education. In terms of the highest education level attained, 30% of women compared to 23% of men have completed primary education, 43% compared to 59% of men have completed secondary education, and 2% compared to 5% of men have a university degree (see Table B2 in Annex 2).

The percentage of employed adults (aged 18-64) in Novobërdë/Novo Brdo (34%) is higher than Kosovo's average of 29%, the share of unemployed is 16%, whereas 50% are outside the labour market as they are either unemployed and not looking for work (6%), or studying, disabled, housewives, or have retired (see Table B3 in Annex 2). A significantly higher percentage of women residing in Novobërdë/Novo Brdo (74%) compared to men (34%) are outside the labour market. Even though higher than Kosovo's average, the share of employed women in Novobërdë/Novo Brdo (14%) is considerably lower than the percentage of employed men (48%) in this municipality (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Novobërdë/Novo Brdo by almost half of its residents, 47%. Poverty or low standards of living are ranked the biggest problem by 15%, whereas poor water supply by 14% its residents (see Table B5 in Annex 2).

The satisfaction level of Novobërdë/Novo Brdo's residents with local authorities is equal to Kosovo's average. While they are less satisfied with most of the public goods and services, the residents of Novobërdë/Novo Brdo are more satisfied with electricity supply, general cleanliness, medical staff in hospitals and family medical centres, and solid waste collection and disposal in their municipality compared to Kosovo's average.

The residents of Novobërdë/Novo Brdo are mostly satisfied with access and quality of education provided in preschools, primary schools, and secondary schools (SI 37), electricity supply (SI 34), and medical staff in hospitals and family medical centres (SI 28).

They are the least satisfied with availability and maintenance of public spaces (availability and usability of parks and squares, street lighting, environmental protection) (SI -56), work of Centres for Social Welfare (SI -46), and supply of medicines and medical supplies in hospitals and family medical centres (SI -43).

Water and sanitation

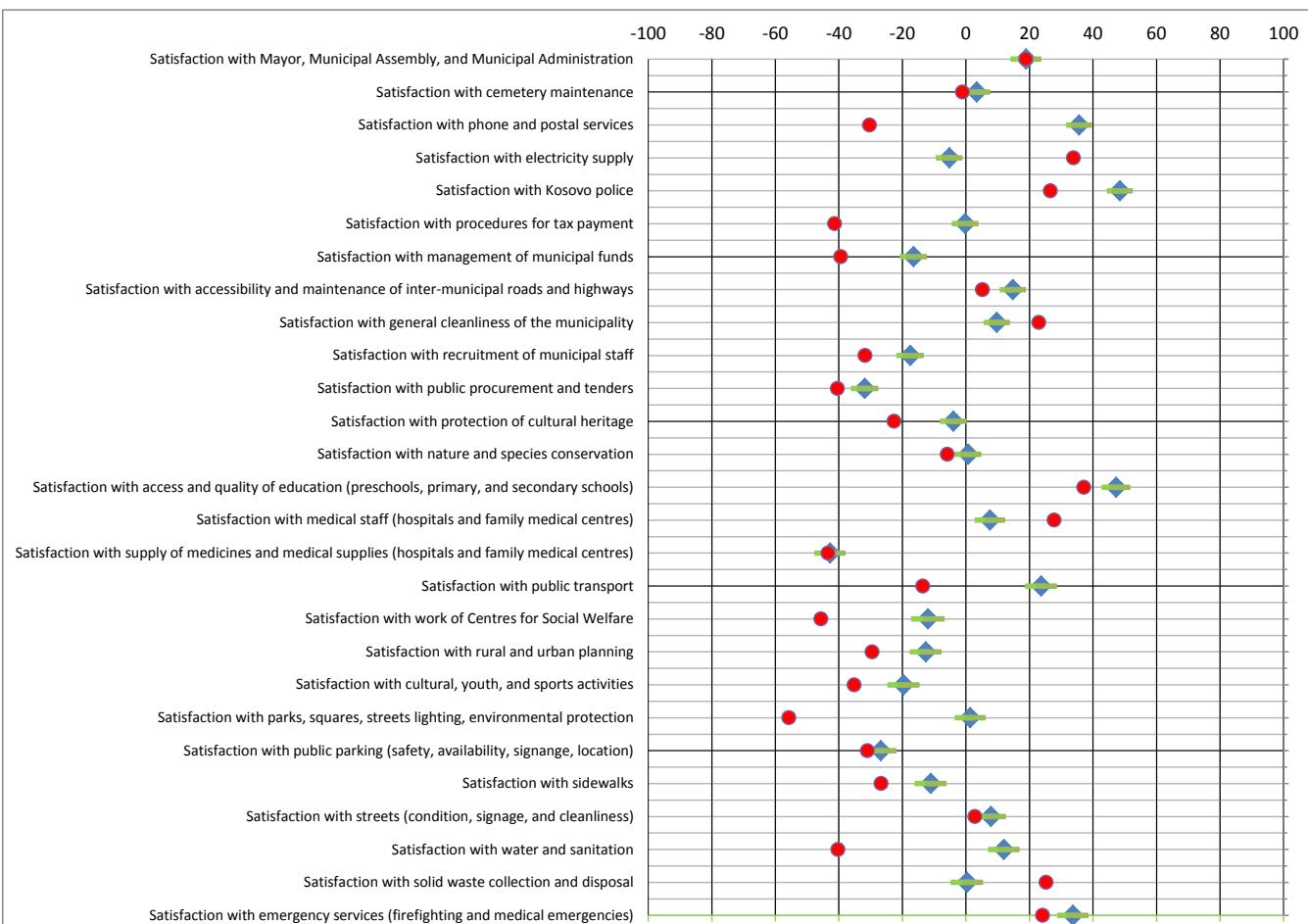
Only 15% of Novobërdë/Novo Brdo's households report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The rest of the households (68%) have access to safe drinking water through protected wells (19%), protected springs (46%), and public taps (3%). One percent of Novobërdë/Novo Brdo's households use bottled water compared to 4% of Kosovo's households on average. On the other hand, 17% compared to the average of 9% of Kosovan households do not have access to safe drinking water - the main source of their drinking water being tube wells or boreholes (see Table A1 in Annex 1).

Only 7% of the households that are connected to the public water provider have unrestricted water supply compared to 42% of Kosovan households on average, 50% experience restrictions between 5 and 10 hours a day, 7% have water shortages longer than 11 hours a day, while for 36% water supply cut-offs last longer than 3 hours at a time (see Table A2 in Annex 1).

The residents of Novobërdë/Novo Brdo do not report problems with quality of drinking water from the public

¹ OSCE Kosovo. Novobërdë/Novo Brdo Municipal Profile: <http://www.osce.org/kosovo/13122>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M21 Satisfaction Indices with local authorities and public goods and services, Novobërdë/Novo Brdo and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

water provider in their municipality except for its low pressure that is too low for household utilization (36% of households) (see Table A3 in Annex 1).

Only 24% of Novobërdë/Novo Brdo's residents are satisfied with water supply in their municipality, while 27% are satisfied with sewage and sanitation (see Table A4 and Table A5 in Annex 1).

Healthcare services

The access of Novobërdë/Novo Brdo's residents to healthcare providers and pharmacies is poorer compared to Kosovo's average. The nearest doctor can be reached on foot or by public transport within an average of 24 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital with an average of 50 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 33 minutes (compared to Kosovo's average of 21 minutes) (see Table B6 in Annex 2).

Cost of buying medicine is the main factor hindering access to healthcare for 87% of Novobërdë/Novo Brdo's residents. A lower share of them compared to Kosovo's average stated that the last time they needed to see a doctor, it was problematic because of the cost of seeing the doctor (43% compared to 58% of Kosovans on average) and the waiting time to be seen by the doctor on the appointment day (33% compared to 39% of Kosovans on average). While time to get an appointment is considered as problematic by 29% of Novobërdë/Novo Brdo's residents, distance to the healthcare providers is reported to hinder access to healthcare for a higher percentage of them, 43% compared to 27% of Kosovans on average (see Table B7 in Annex 2).

A lower percentage of Novobërdë/Novo Brdo's residents compared to Kosovo's average are satisfied with supply of medicines and medical supplies in hospitals (16% compared to 26%) and family medical centres (23% compared to 31%). On the other hand, many more of them are satisfied with equal treatment of patients in family medical centres (77% compared to Kosovo's average of 52%) and professionalism of medical staff in these institutions (84% compared to 66%) (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Novobërdë/Novo Brdo have a poorer access to all educational facilities compared to Kosovo's average in terms of geographical proximity. The nearest preschool can be reached within an average of 23 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 21 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within an average of 32 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

Except for access to secondary schools, the residents of Novobërdë/Novo Brdo are generally more satisfied with both access and quality of education provided at all levels of schooling compared to Kosovo's average. Like the rest of Kosovans, a higher percentage of the residents of this municipality are satisfied with access to primary education (81% of respondents) and quality of education in primary schools (82% of respondents) compared to other levels of education. Compared to Kosovo's average, a higher share of Novobërdë/Novo Brdo's residents are satisfied with quality of education in preschools (77% compared to 69% of Kosovans on average) and secondary schools (74% compared to 66% of Kosovans on average) (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is not perceived to be a major problem among the residents of Novobërdë/Novo Brdo. Thirteen percent of them consider their town dirty or very dirty, whereas 16% consider their neighbourhoods as such (see Table A8 in Annex 1). Also, a very low percentage of them (3%) claim to have problems with air quality in the vicinity, while 5% that they have problems with loud noise (see Table A10 in Annex 1).

A high percentage of residents of Novobërdë/Novo Brdo are satisfied with general cleanliness (73% compared to Kosovo's average of 58%) and solid waste collection services (55% compared to Kosovo's average of 45%) in their municipality. While they are similarly satisfied with environmental protection (46% compared to 48% of Kosovans on average) and nature and species conservation (47% compared to 48% of Kosovans on average), only 17-18% of Novobërdë/Novo Brdo's residents are satisfied with availability and usability of parks and squares in their municipality compared to more than half of Kosovans on average (see Table A7 in Annex 1).

Performance of the Public Administration

Thirty-one percent of the residents of Novobërdë/Novo Brdo reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A higher share of respondents than Kosovo's average, 93% compared to 82%, reported that their request was fulfilled (see Table A16 in Annex 1).

The percentage of Novobërdë/Novo Brdo's residents who think that the Public Administration is efficient in document issuance is similar to Kosovo's average only for vehicle registration documents (68%). Lower percentages of them think that its institutions are efficient in issuing driver's licenses (58%), building permits (31%), business licenses (23%), marriage, birth, and death certificates (73%), and Social Assistance cards (34%). On the other hand, a slightly higher percentage of them compared to Kosovo's average think that the Public Administration is efficient in issuing passports (81%) and ID cards (89%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that while they are equally satisfied with the work of their Mayor, fewer residents of Novobërdë/Novo Brdo are satisfied with the work of the Municipal Assembly and Municipal Administration compared to Kosovo's average. Seventy percent compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 49% compared to 63% of Kosovans on average are satisfied with the work of the Municipal Assembly, and 53% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

Slightly more than half (52%) of Novobërdë/Novo Brdo's residents believe that the local authorities have the capacity to solve the problems faced by their municipality, while 21% believe that the aforementioned can only be solved by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that a higher share of Novobërdë/Novo Brdo's households compared to Kosovo's average can afford the most basic set of goods and services. Nine percent compared to Kosovo's average of 20% cannot afford a meal with meat once a week, 25% compared to Kosovo's average of 42% cannot afford to pay for public utilities, and 30% compared to Kosovo's average of 34% are unable to cover the costs of treating a flu or another minor illness. The percentage of those that cannot cover other goods and services is higher than Kosovo's average. Fifty-eight percent of Novobërdë/Novo Brdo's households compared to 49% of Kosovan households on average cannot afford to buy new clothes and footwear whenever necessary, 82% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 50% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, while 85% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year (see Table A21 in Annex 1).

While the majority of Novobërdë/Novo Brdo's households (98%) own a refrigerator, a lower percentage than Kosovo's average, 84-85%, owns a washing machine and a mobile phone. The percentages of households that own a computer (49%) and are connected to the Internet (35%) are notably lower than Kosovo's averages of 70% for computer ownership and 62% for Internet connection. Similarly, fewer households of Novobërdë/Novo Brdo own a fixed phone line (10% compared to 25% of Kosovans on average) and a generator (13% compared to 22% of Kosovans on average), while a higher percentage own a car (74% compared to Kosovo's average of 64%) and a tractor (27% compared to Kosovo's average of 24%) (see Table B12 in Annex 2).

Only 6% of the households residing in Novobërdë/Novo Brdo compared to Kosovo's average of 29% declared that they do not possess any land. More than half of them (52%) compared to Kosovo's average of 39% reported that they own between 0.5 and 3 hectares of land, while 19% compared to Kosovo's average of 6% reported to own more than 3 hectares of land. Only 7% of households in Novobërdë/Novo Brdo compared to Kosovo's average of 14% own a business (see Table A22 in Annex 1).

Obiliq/Obilić Municipality Analysis

Brief overview of the municipality

The municipality of Obiliq/Obilić is located in central Kosovo, within Prishtinë/Priština region. It covers an area of 105 km² and includes the town of Obiliq/Obilić and 19 villages.¹ Obiliq/Obilić has a population of 21,549 inhabitants and a total number of 3,906 conventional dwellings.²

The average education attainment of adults (aged 18 or older) in Obiliq/Obilić is higher than Kosovo's average. Five percent of them have no formal education, 22% have completed primary education, 56% have completed secondary education, and 5% have a university degree (see Table B1 in Annex 2). Women residing in this municipality have a lower education attainment than men. Nine percent of them compared to 2% of men have no formal education. In terms of the highest education level attained, 31% of women compared to 14% of men have completed primary education, 40% compared to 70% of men have completed secondary education, while 3% compared to 8% of men have a university degree (see Table B2 in Annex 2).

The percentage of employed adults (aged 18-64) in Obiliq/Obilić is 32% compared to Kosovo's average of 29%, the percentage of unemployed 13%, whereas around 56% are outside the labour market as they are either unemployed and not looking for work (3%), or studying, disabled, housewives, or have retired (see Table B3 in Annex 2). The majority of women (90%) in this municipality compared to 32% of men are outside the labour market. The percentage of employed women in Obiliq/Obilić (8%) is drastically lower compared to that of men (48%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the majority of municipalities in Kosovo, unemployment is considered to be the biggest problem in Obiliq/Obilić by 38% of its residents. Environmental pollution is ranked the biggest problem by 19%, whereas poor electricity supply by 9% of its residents (See Table B5 in Annex 2).

The satisfaction level of the residents of Obiliq/Obilić with local authorities is lower than Kosovo's average. This is also the case for the majority of public goods and services except for cemetery maintenance, whereas the aforementioned report satisfaction similar to the rest of Kosovans with phone and postal services and sidewalks. The residents of Obiliq/Obilić are mostly satisfied with the Kosovo Police (SI 45), access and quality of education in preschools, primary schools, and secondary schools (SI 41), and phone and postal services (SI 37).

The lowest satisfaction level has been recorded for supply of medicines and medical supplies in hospitals and family medical centres (SI -56), availability and maintenance of public spaces (parks, squares, street lighting, environmental protection) (SI -55), and public procurement and tenders (SI -39).

Water and sanitation

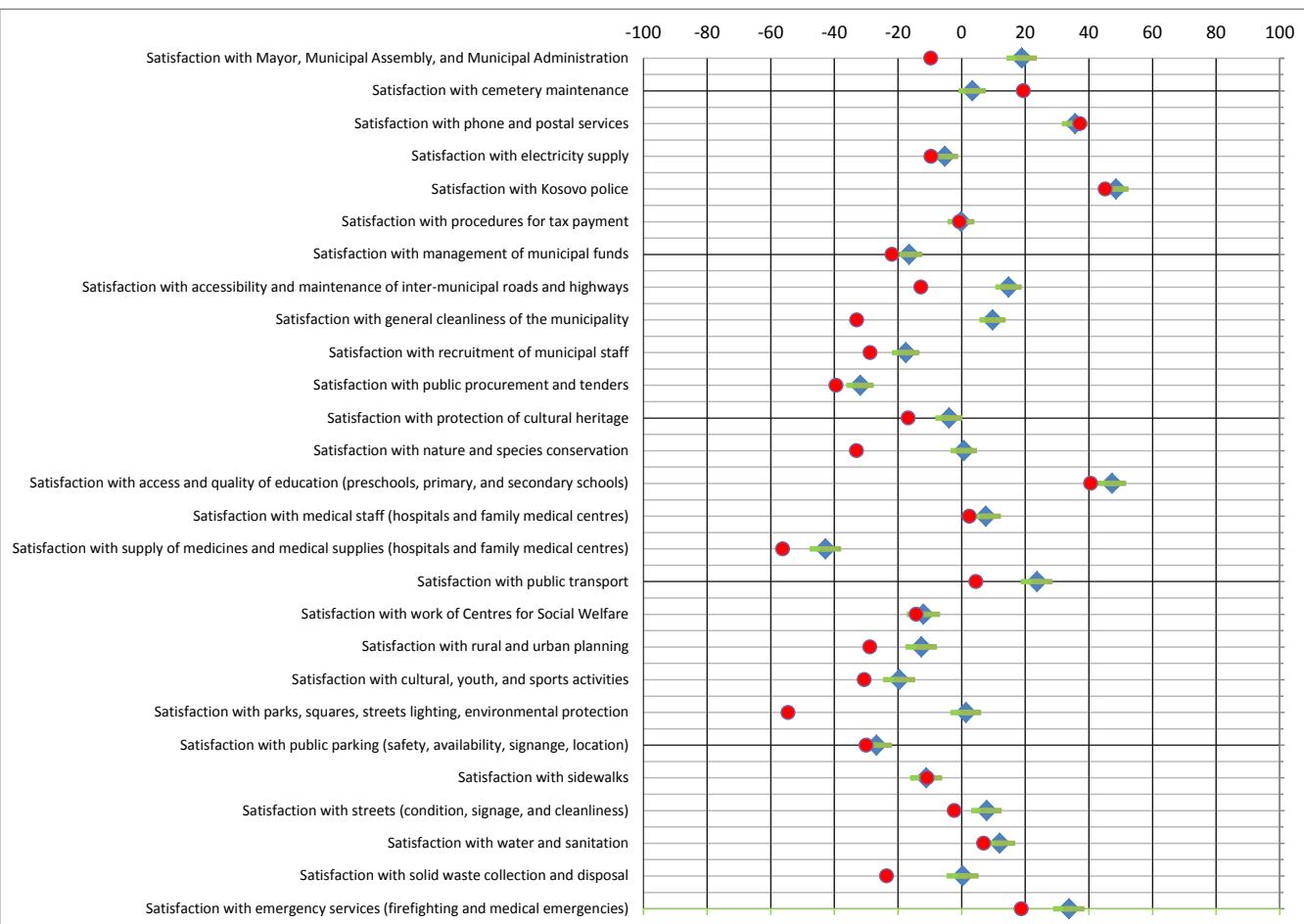
Around 64% of the households residing in Obiliq/Obilić report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining households have access to safe drinking water through public taps (2%), protected wells (26%), and protected springs (8%). Only 1% of households residing in this municipality (compared to Kosovo's average of 9%) do not have access to safe drinking water - the main source of their drinking water being unprotected wells (see Table A1 in Annex 1).

Water supply from the public water provider in Obiliq/Obilić is reported to be rather problematic. Thirty-seven percent of the households connected to the public water provider have unrestricted water supply compared to Kosovo's average of 42%. Eleven percent of these households experience water supply restrictions lasting between 1 and 4 hours a day, 17% between 5 and 10 hours a day, 8% more than 11 hours a day, while for 25% the water supply cut-offs last longer than 3 hours at a time during the day (see Table A2 in Annex 1).

The quality of drinking water from the public water provider in Obiliq/Obilić is reported to be much poorer compared to Kosovo's average. Twenty-seven percent of the households connected to the public water provider claim that their tap water is unclear from dirt, 38% that its pressure is too low for household utilization, 19% that

¹ OSCE Kosovo. Obiliq/Obilić Municipal Profile: <http://www.osce.org/kosovo/13123>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M22 Satisfaction Indices with local authorities and public goods and services, Obiliq/Obilić and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

it has a bad taste, while 17% report that their tap water has a bad odour (see Table A3 in Annex 1).

More than half (57%) of the residents of Obiliq/Obilić are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). A slightly lower percentage (54%) is satisfied or very satisfied with sanitation and sewage (see Table A5 in Annex 1).

Healthcare services

The residents of Obiliq/Obilić have a poorer access to pharmacies and healthcare providers compared to Kosovo's average. The nearest doctor can be reached within an average of 21 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 41 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 26 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

Both financial and administrative factors are reported to hinder access to healthcare among the residents of Obiliq/Obilić. A higher percentage of them compared to Kosovo's average report that the last time they needed to see a doctor, the following factors made it difficult for them to do so: cost of buying medicine (95% compared to Kosovo's average of 85%), cost of seeing the doctor (63% compared to Kosovo's average of 58%), waiting time to be seen by the doctor on the appointment day (60% compared to Kosovo's average of 39%), time to get an appointment (45% compared to Kosovo's average of 27%), and distance to the healthcare provider (51% compared to Kosovo's average of 27%) (see Table B7 in Annex 2).

Except for equal treatment of patients in family medical centres, the residents of Obiliq/Obilić are less satisfied with all components of healthcare provision in these institutions and hospitals. Compared to Kosovo's average, a higher percentage of them are satisfied with supply of medicines and medical supplies in hospitals (18% compared to 26%) and family medical centres (22% compared to 31%). Fewer residents of Obiliq/Obilić are also less satisfied with professionalism of medical staff in hospitals (56% compared to Kosovo's average of 63%) and family medical centres (61% compared to Kosovo's average of 66%) (see Table B8 in Annex 2).

Education

KMS 2012 data show that in terms of geographical proximity, the residents of Obiliq/Obilić have a similar access to preschools, a slightly better access to primary schools, and a slightly poorer access to secondary schools compared to Kosovo's average (see Table B9 in Annex 2). The nearest preschool can be reached within an average of 20 minutes (equal to Kosovo's average), the nearest primary school within an average of 11 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within an average of 28 minutes (compared to Kosovo's average of 25 minutes) (see Table B9 in Annex 1).

While they are similarly satisfied with access to primary education (75% of respondents) and quality of education in primary schools (74% of respondents), more residents of Obiliq/Obilić compared to Kosovo's average are satisfied with preschool education, while less are satisfied with secondary education (see Table A6 in Annex 1). Seventy-six percent of Obiliq/Obilić's residents compared to 72% of Kosovans on average are satisfied with access to preschools, while 74% compared to 69% of Kosovans on average are satisfied with quality of education in preschools. On the other hand, 64% of them compared to 71% of Kosovans on average are satisfied with access to secondary schools, while 58% compared to 66% of Kosovans on average are satisfied with quality of education in secondary schools.

Environmental protection

KMS2012 data show that the residents of Obiliq/Obilić are rather alarmed by the environmental problems in their municipality. More than half of them (52%) perceive their neighbourhood to be dirty or very dirty, whereas an even higher share (73%) considers their city dirty or very dirty (see Table A8 in Annex 1). In addition, air quality is considered to be a major problem in the immediate neighbourhood by an overwhelming majority of 85% of Obiliq/Obilić's residents, whereas loud noise by 36% of them (see Table A10 in Annex 1).

Around 33% of Obiliq/Obilić's residents compared to 58% of Kosovans on average are satisfied with general cleanliness of their municipality, while only 11% compared to Kosovo's average of 48% are satisfied with environmental protection. The percentages of residents of Obiliq/Obilić who are satisfied with availability of parks and squares (29%) and their usability (27%), nature and species conservation (32%), and solid waste collection services (38%), are all lower than Kosovo's averages (see Table A7 in Annex 1).

Performance of the Public Administration

Thirty-one percent of the residents of Obiliq/Obilić reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. The share of those who were provided with the requested document or service (82%) is equal to Kosovo's average. An additional 3% of the residents from Obiliq/Obilić claimed that they were only sometimes provided with the requested document or service (see Table A16 in Annex 1).

A similar percentage of Obiliq/Obilić's residents to Kosovo's averages think that the Public Administration is efficient in issuing all of the following: vehicle registration documents (68%), driver's licenses (68%), business licenses (39%), marriage, birth, and death certificates (79%), and Social Assistance cards (49%). While a lower percentage of them (74% compared to Kosovo's average of 78%) think that its institution are efficient in issuing passports, a higher percentage (91% compared to Kosovo's average of 86%) thinks that the aforementioned is efficient in issuing ID cards (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that less residents of Obiliq/Obilić are satisfied with the work of their Mayor, Municipal Administration, and especially Municipal Assembly compared to Kosovo's average. Less than half of them (45% compared to 69% of Kosovans on average) are satisfied with the work of their Mayor, 54% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration, and 39% compared to 63% of Kosovans on average are satisfied with the work of the Municipal Assembly (see Table B10 in Annex 2).

A high percentage (67%) of Obiliq/Obilić's residents believe that their local authorities have the capacity to solve the problems in their municipality, while 23% compared to 15% of Kosovans on average believe that these problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

Except for a lower percentage of households that cannot afford to invite family or friends for a meal at least once per month compared to Kosovo's average (33% compared to 37%), KMS 2012 data show that a higher share of households residing in Obiliq/Obilić cannot afford a basic set of goods and services. Forty-one percent compared to Kosovo's average of 20% cannot afford to have a meal with meat once a week, 44% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 41% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or any other minor illness, 54% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 86% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, and 87% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year (see Table A21 in Annex 1).

The majority of households residing in Obiliq/Obilić own a washing machine (99%), a refrigerator (97%), and a mobile phone (94%). While a similar share to Kosovo's average (27%) owns a fixed phone line and a tractor (25%), fewer of them (67% compared to 70%) own a computer, are connected to the Internet (54% compared to 62%), and own a generator (17% compared to 22%). On the other hand, a higher percentage of Obiliq/Obilić's households own a car (73%) compared to Kosovo's average of 64% (see Table B12 in Annex 2).

The percentage of households of Obiliq/Obilić that own a business (8%) is slightly lower than Kosovo's average of 14% of households. Twenty-four percent of them compared to Kosovo's average of 29% declared that they do not possess any land. Fifty-two percent compared to Kosovo's average of 39% reported to own between 0.5 and 3 hectares of land, while 3% compared to Kosovo's average of 6% reported to own more than 3 hectares of land (see Table A22 in Annex 1).

Partesh/Parteš Municipality Analysis

Brief overview of the municipality

The municipality of Partesh/Parteš is located in eastern Kosovo, within Gjilan/Gnjilane region. It covers an area of 18 km² and includes the town of Partesh/Parteš and two villages.¹ Partesh/Parteš has a population of 1,787 inhabitants and a total number of 433 conventional dwellings.²

The average education attainment of adults (aged 18 or older) residing in Partesh/Parteš is slightly higher than Kosovo's average. Eight percent do not have any formal education, 25% have completed primary education, 52% have completed secondary education, 8% have completed vocational education, and 2% have a university degree (see Table B1 in Annex 2). The education attainment of women residing in this municipality is lower than men's. Thirteen percent compared to 4% of men have no formal education. In terms of the highest education level attained, 28% of women compared to 23% of men have completed primary education, 45% compared to 58% of men have completed secondary education, while none of them compared to 4% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Partesh/Parteš is 25% (compared to Kosovo's average of 29%), the share of unemployed 38%, whereas around 37% are outside the labour market as they are either unemployed and not looking for work (9%), or studying, disabled, housewives, or have retired (see Table B3 in Annex 2). The percentage of women outside the labour market (60%) is more than double that of men (27%). It must also be noted that the share of employed women in Partesh/Parteš is considerably lower than that of men (9% compared to 35%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Partesh/Parteš by 35% of its residents. Poverty or low standards of living and lack of general or personal security are ranked the biggest problem by 13% of them, whereas crime by 8% of its residents (see Table B5 in Annex 2).

The residents of Partesh/Parteš are notably less satisfied with local authorities compared to Kosovo's average. Their satisfaction level is also drastically lower for most of public goods and services, except for electricity supply, cemetery maintenance, public procurement and tenders, and supply of medicines and medical supplies in hospitals and family medical centres.

The residents of Partesh/Parteš are mostly satisfied with electricity supply (SI 47), access and quality of education in preschools, primary schools, and secondary schools (SI 21), and emergency services (firefighting and medical emergency services (SI 16).

They are the least satisfied with rural and urban planning (SI -47), management of municipal funds (SI -39), and sidewalks (availability, usability, and condition) (SI -38).

Water and sanitation

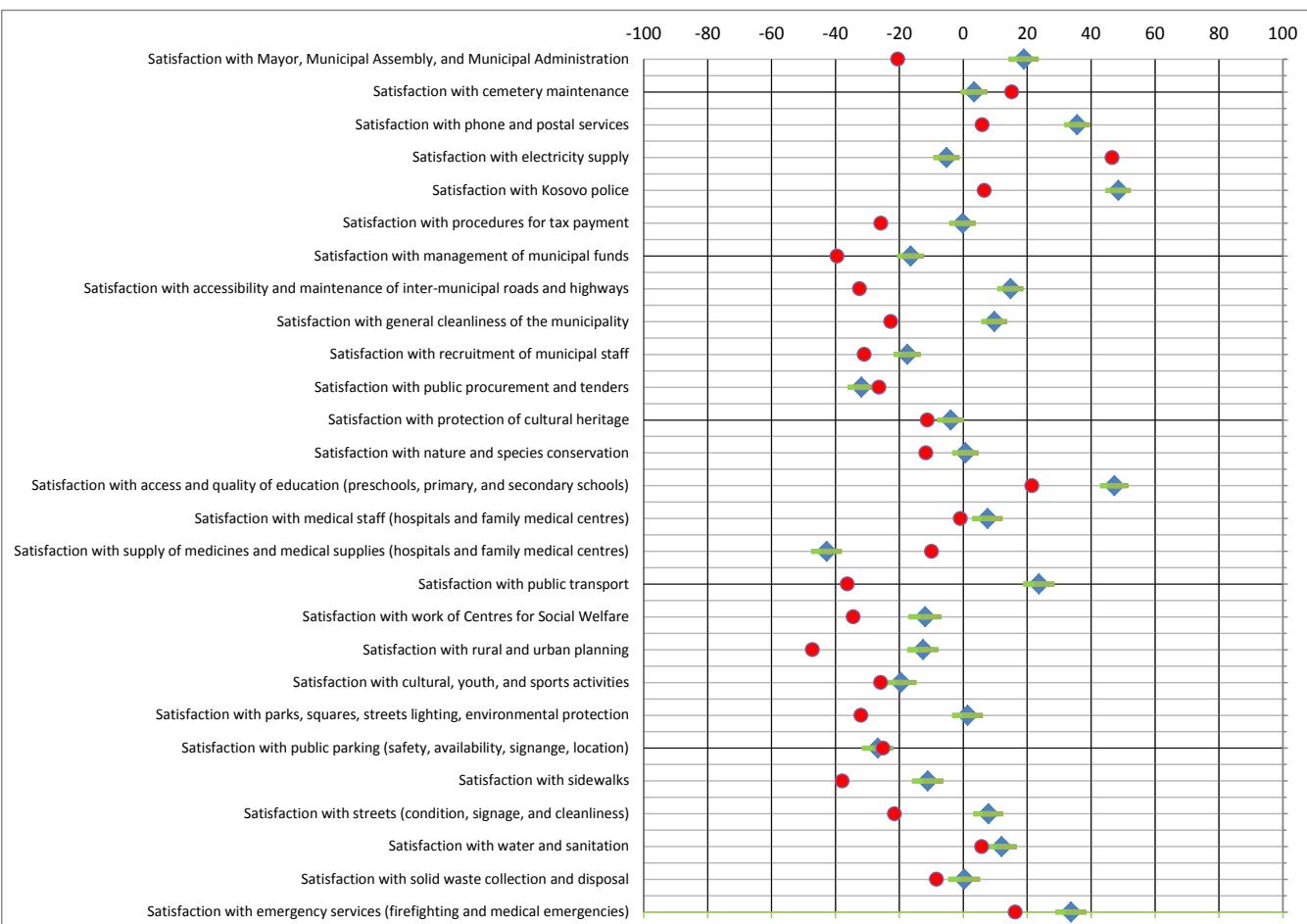
The coverage of Partesh/Parteš's households by the public water provider is almost nonexistent. Only 1% of households report to be connected to it compared to Kosovo's average of 60% of households. The majority of households in this municipality (62%) have access to safe drinking water through protected wells. An additional 1% has access to safe drinking water through public taps. A very high percentage of Partesh/Parteš's households, 35% compared to Kosovo's average of 9%, do not have access to safe drinking water - the main source of their drinking water being tube wells or boreholes (see Table A1 in Annex 1).

More than half (53%) of Partesh/Parteš's households are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). Fifty-five percent of them are satisfied with sewage and sanitation (see Table A5 in Annex 1).

¹ OSCE Kosovo. Partesh/Parteš Municipal Profile: <http://www.osce.org/kosovo/88761>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2011: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

³ The sample of 1% of Partesh/Parteš's households connected to the public water provider is statistically insignificant to conduct analysis on water supply restrictions and water quality.

Figure M23 Satisfaction Indices with local authorities and public goods and services, Partesh/Parteš and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Healthcare services

In terms of geographical proximity, the access of Partesh/Parteš's residents to doctors and pharmacies is similar to Kosovo's average, whereas access to hospitals is poorer than Kosovo's average. The nearest doctor can be reached on foot or by public transport within an average of 17 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 51 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within 21 minutes (equal to Kosovo's average) (see Table B6 in Annex 2).

Similar to the rest of Kosovo, cost of seeing the doctor and cost of buying medicine are reported to hinder access to healthcare by a larger number (65% and 60%, respectively) of Partesh/Parteš's residents compared to other factors. Nonetheless, distance to healthcare providers, time to get an appointment, and waiting time to be seen by the doctor on the appointment day are almost equally problematic in this municipality (also compared to Kosovo's average). Fifty-nine percent of its residents compared to Kosovo's average of 27% reported that distance to the healthcare provider is problematic, 52% compared to Kosovo's average of 52% reported that the time it takes to get an appointment is problematic, while 53% compared to Kosovo's average of 39% reported that the waiting time to be seen by the doctor on the appointment day hindered their access to healthcare services the last time they needed to see a doctor (see Table B7 in Annex 2).

A higher percentage of Partesh/Parteš's residents are satisfied with supply of medicines and medical supplies in hospitals (44% compared to 26% of Kosovans on average) and family medical centres (37% compared to 31% of Kosovans on average). While more of them are satisfied with equal treatment of patients in hospitals (49% compared to Kosovo's average of 41%), this is not the case for family medical centres as 41% of Partesh/Parteš's residents compared to 52% of Kosovans on average are satisfied with equal treatment of patients in them. Professionalism of medical staff in both hospitals and family medical centres is the least satisfactory component of healthcare provision in Partesh/Parteš compared to the rest of Kosovo. Forty-four percent of them compared to 63% of Kosovans on average are satisfied with professionalism of medical staff in hospitals, while 42% compared to 66% of Kosovans on average are satisfied with professionalism of medical staff in family medical centres (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Partesh/Parteš have a poorer access to preschools and primary schools compared to Kosovo's average in terms of geographical proximity. The nearest preschool can be reached within an average of 27 minutes on foot or by public transport (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 18 minutes (compared to Kosovo's average of 14 minutes), whereas the nearest secondary school within 25 minutes (equal to Kosovo's average) (see Table B9 in Annex 2).

The residents of Partesh/Parteš are less satisfied with both access and quality of education provided at all levels of schooling compared to Kosovo's averages. The largest differences are noted in the number of those who are satisfied with quality of education in primary schools (54% compared to Kosovo's average of 75%), quality of education in preschools (53% compared to Kosovo's average of 69%), access to primary education (66% compared to Kosovo's average of 78%), and quality of education in secondary schools (55% compared to Kosovo's average of 66%). Unlike the average of Kosovans, the residents of Partesh/Parteš are more satisfied with access to secondary education (69% of respondents) and quality of education in secondary schools (55% of respondents) compared to other levels of schooling (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that a relatively high percentage of Partesh/Parteš's residents perceive environmental pollution to be a problem in their municipality. Forty-three percent of them consider their town dirty or very dirty, whereas 49% consider their neighbourhoods as such (see Table A8 in Annex 1). Further, 11% claim that they have problems with air quality in their immediate neighbourhood, while 9% that they have problems with loud noise (see Table A10 in Annex 1).

Only 35% of households in Partesh/Parteš compared to Kosovo's average of 58% are satisfied with general cleanliness in their municipality. A lower share of them, 39% compared to Kosovo's average of 48% is satisfied with environmental protection. Similarly, a significantly lower share of Partesh/Parteš's residents is satisfied with availability of parks and squares in their municipality (32% compared to Kosovo's average of 56%) and their usability (29% compared to Kosovo's average of 54%). While slightly less of them are satisfied with nature and species conservation (45% compared to Kosovo's average of 48%), a higher percentage of Partesh/Parteš's residents are satisfied with solid waste collection services in their municipality, 49% compared to 45% of Kosovans on average (see Table A7 in Annex 1).

Performance of the Public Administration

Sixty-six percent of the residents of Partesh/Parteš reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. The overwhelming majority of the respondents (97% compared to 82% of Kosovo's average) reported that they were provided with the requested document or service, while 1% reported that their requests were only sometimes fulfilled (see Table A16 in Annex 1).

The percentage of Partesh/Parteš's residents who think that the Public Administration is efficient in its performance is similar to Kosovo's average only for issuance of ID cards (89%). Lower percentages of them think that the aforementioned is efficient in issuing all of the following: passports, vehicle registration documents and driver's licenses (50%), building permits (18%), business licenses (14%), marriage, birth, and death certificates (73%), and Social Assistance cards (34%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that a notably lower share of Partesh/Parteš's residents are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration compared to Kosovo's averages. Forty percent compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 34% compared to 63% of Kosovans on average are satisfied with the work of the Municipal Assembly, and 36% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

Almost half, 48% of Partesh/Parteš's residents believe that the local authorities have the capacity to solve the problems faced by their municipality, whereas 16% believe that the aforementioned can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the majority of households in Partesh/Parteš can afford basic goods and services. Only 5% compared to Kosovo's average of 20% of households cannot afford to have a meal with meat once a week, 23% compared to Kosovo's average of 42% of households cannot afford to pay for public utilities, and 28% compared to Kosovo's average of 34% of households are unable to cover the expenses of treating a flu or any other minor illness. However, the percentages of households that cannot afford other goods and services are higher compared to Kosovo's averages. Fifty-two percent of the households in Partesh/Parteš compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 91% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 66% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, and the overwhelming majority (94% compared to Kosovo's average of 76%) cannot afford a week's holiday away from home once a year (see Table A21 in Annex 1).

A relatively high share of Partesh/Parteš's households lack basic household appliances compared to Kosovo's averages. Only 70% of them compared to 96% of Kosovan households on average own a washing machine, while 85% compared to Kosovo's average of 96% own a refrigerator. While a higher percentage of Partesh/Parteš's households compared to Kosovo's average own a fixed phone line (46% compared to Kosovo's average of 25%) and a tractor (32% compared to Kosovo's average of 24%), fewer of them own all of the following: a computer (39% compared to 70%), a mobile phone (44% compared to 94%), a car (52% compared to 64%), and a generator (4% compared to 22%). A significantly lower percentage of Partesh/Parteš's households (22%) compared to Kosovo's average of 62% are connected to the Internet (see Table B12 in Annex 2).

Only 2% of households in Partesh/Parteš declared that they do not possess any land compared to Kosovo's average of 29%. Sixty-two percent of them compared to Kosovo's average of 39% claimed to possess between 0.5 and 3 hectares of land, while 13% compared to Kosovo's average of 6% declared that they possess more than 3 hectares of land. The share of those who own a business (12%) is very close to Kosovo's average of 14% (see Table A22 in Annex 1).

Pejë/Peć Municipality Analysis

Brief overview of the municipality

The municipality of Pejë/Peć is located in western Kosovo. It covers an area of 603 km² and includes the city of Pejë/Peć and 76 villages.¹ Pejë/Peć has a population of 96,450 inhabitants and a total number of 17,936 conventional dwellings.²

The adult (aged 18 or older) residents of Pejë/Peć have a similar education attainment to Kosovo's average. Three percent have no formal education, 29% have completed primary education, 47% have completed secondary school, 4% have completed vocational education, and 9% have a university degree (see Table B1 in Annex 2). Adult women residing in this municipality have a lower education attainment than men. Six percent compared to less than 1% of men have no formal education. In terms of the highest education level attained, 36% of women compared to 20% of men have completed primary education, 35% compared to 60% of men have completed secondary education, and 7% compared to 10% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Pejë/Peć (27%) is similar to Kosovo's average of 29%. While the percentage of unemployed is 25%, the share of those who are outside the labour market (48%) as they are either unemployed and not looking for work (2%), or are studying, disabled, housewives, or have retired is similar to Kosovo's average of 45% (see Table B3 in Annex 2). The percentage of women outside the labour market is significantly higher than that of men, 75% compared to 29%. Significantly fewer women residing in Pejë/Peć (12%) compared to men (38%) reported to be employed (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Pejë/Peć by 61% of its residents. Lack of economic growth is ranked the biggest problem by 14%, whereas poverty or low standards of living by 6% of its residents (see Table B5 in Annex 2).

The residents of Pejë/Peć are more satisfied with their local authorities than Kosovo's average. Their satisfaction level is also higher for: Kosovo Police, cemetery maintenance, public procurement and tenders, management of public spaces (availability and usability of public parks and squares, public lighting, and environmental protection), public parking (safety, availability, signage, and location), water and sanitation, emergency services (firefighting and medical emergency services), and supply of medicines and medical supplies in hospitals and family medical centres, compared to Kosovo's average.

The residents of Pejë/Peć are mostly satisfied with Kosovo Police (SI 57), emergency services (firefighting and medical emergency services) (SI 48), and water and sanitation (SI 33).

The lowest satisfaction level has been recorded for public procurement and tenders (SI -19), management of municipal funds (SI -18), and procedures for tax payment (SI -15).

Water and sanitation

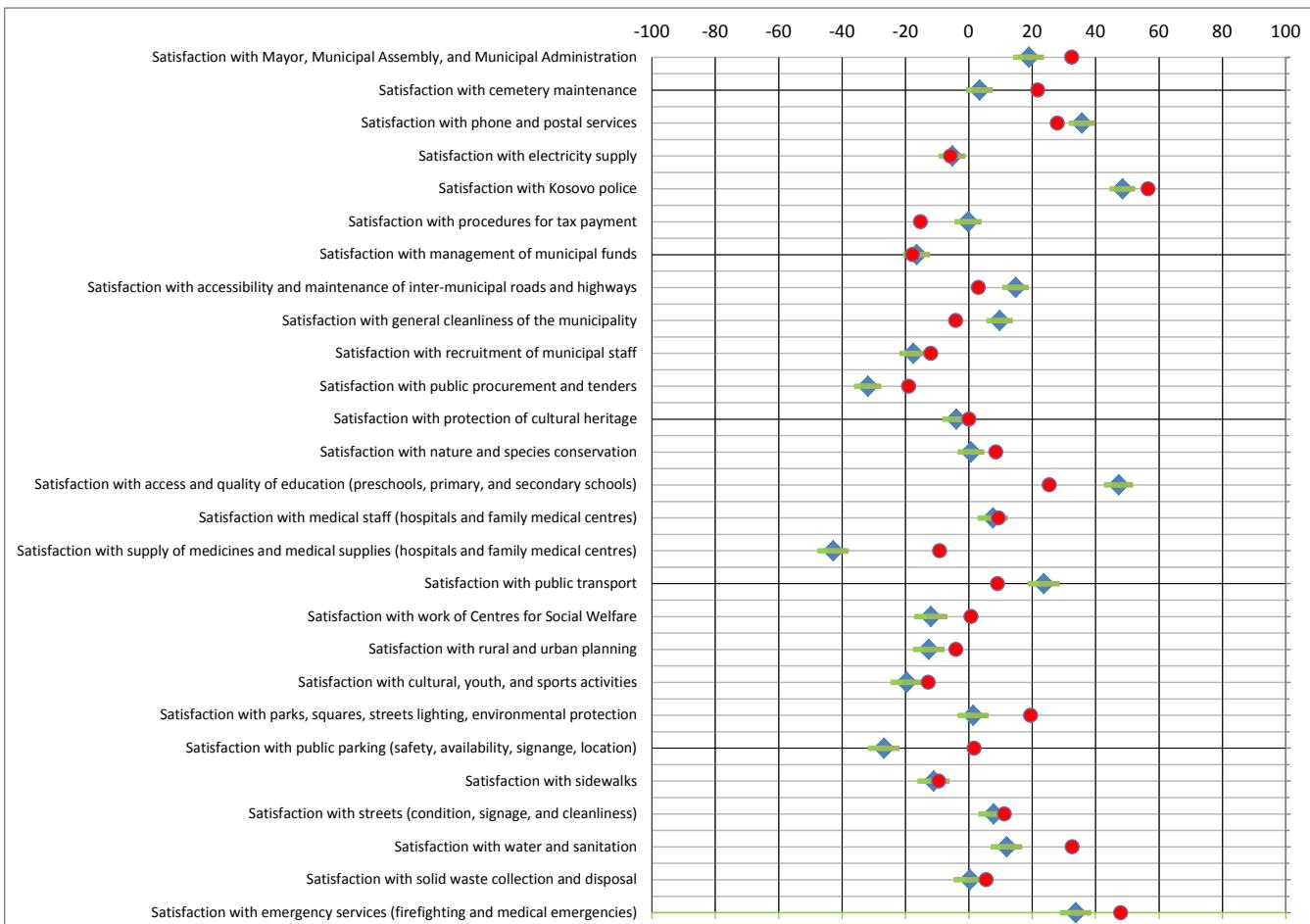
The overwhelming majority of Pejë/Peć's households (98%) report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. Another 2% have access to safe drinking water through public taps. Only 1% of Pejë/Peć's households compared to Kosovo's average of 9% do not have access to safe drinking water as they get it from unprotected springs (see Table A1 in Annex 1).

Despite the good coverage by the public water provider, the residents of Pejë/Peć have problems with water supply. Forty-nine percent of the households connected to the public water provider compared to Kosovo's average of 42% have unrestricted water supply. Nine percent reported to experience shortages between 1 and 4 hours a day, 13% between 5 and 10 hours a day, while 26% reported that water shortages in their dwelling last longer than 11 hours a day (see Table A2 in Annex 1).

The quality of drinking water from the public provider in the municipality of Pejë/Peć is reported to be signifi-

¹ OSCE Kosovo. Pejë/Peć Municipal Profile: <http://www.osce.org/kosovo/13125>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M24 Satisfaction Indices with local authorities and public goods and services, Pejë/Peć and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

cantly higher than Kosovo's average. Only 5% of the households connected to the public water provider claimed that their tap water is unclear from dirt, while 20% that its pressure is too low for household utilization. None of these households reported that that their tap was has a bad taste or a bad odour (see Table A3 in Annex 1).

The majority (89%) of Pejë/Peć's residents are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). On the other hand, slightly more than half of them (55%) are satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

In terms of geographical proximity, the residents of Pejë/Peć have a similar access to hospitals, and a slightly poorer access to doctors and pharmacies compared to Kosovo's average. The nearest doctor can be reached within an average of 23 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 36 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 24 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

A high share of residents of Pejë/Peć (82%) identified the cost of buying medicines as a big or very big problem in accessing healthcare. The cost of seeing the doctor was identified as a problem by a higher percentage of its residents (73%) compared to Kosovo's average of 58%. The non-financial factors were reported to hinder access to healthcare services for a similar percentage to Kosovo's average. Twenty-four percent of Pejë/Peć's residents claimed that the last time they needed to see a doctor, distance to the healthcare provider made it difficult to do so, 28% claimed that the time it took to get an appointment was problematic, while 38% claimed that the waiting time to be seen by the doctor on the appointment day was problematic (see Table B7 in Annex 2).

The residents of Pejë/Peć are more satisfied with all components of healthcare provision in hospitals and family medical centres compared to Kosovo's averages. While professionalism of medical staff in hospitals and family medical centres is regarded in large as satisfactory, by 70% and 72% of its residents, respectively, the largest

differences compared to Kosovo's average are noted for supply of medicines and medical supplies. Fifty-four percent of Pejë/Peć's residents compared to 26% of Kosovans on average are satisfied with the aforementioned in hospitals, whereas 49% compared to 31% of Kosovans on average are satisfied with supply of medicines and medical supplies in family medical centres (see Table B8 in Annex 2).

Education

KMS 2012 data also show that it takes the residents of Pejë/Peć longer, on average, to reach the nearest preschool, primary school and secondary school, compared to Kosovo's average. The nearest preschool can be reached within an average of 22 minutes (compared to Kosovo's average of 20 minutes), the closest primary school within an average of 20 minutes (compared to Kosovo's average of 14 minutes), whereas the closes secondary school within an average of 34 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The residents of Pejë/Peć are less satisfied with access and quality of education provided in all three, preschools, primary school, and secondary schools. The greatest differences in the number of those who are satisfied compared to Kosovo's average have been noted for quality of education in secondary schools (52% compared to 66%) and quality of education in primary schools (65% compared to 75%). As for the rest of Kosovans (on average), primary school education is satisfactory for a higher share of Pejë/Peć's residents. Sixty-eight percent of them are satisfied with access to primary education, while 65% are satisfied or very satisfied with quality of education in primary schools (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is not perceived to be a major problem in the municipality of Pejë/Peć compared to other large municipalities. Twenty-nine percent of its residents consider their city to be dirty or very dirty, whereas 39% regard their neighbourhood as such (see Table A8 in Annex 1). In addition, air quality and loud noise are perceived as a problem in the immediate neighbourhood by a lower percentage, 6% and 9%, respectively, of Pejë/Peć's residents compared to Kosovo's average (see Table A10 in Annex 1).

Less than half of Pejë/Peć's residents (47%) think that the general cleanliness of their municipality is satisfactory compared to 58% of Kosovans on average. On the other hand, more than half of them (58% compared to Kosovo's average of 48%) are satisfied with environmental protection and nature and species conservation (53% compared to Kosovo's 48% on average). A significantly higher percentage of Pejë/Peć's residents compared to Kosovo's average are also satisfied with availability of parks and squares in their municipality (72% compared to 56%) and their usability (61% compared to 54%). On the other hand, fewer of them (39%) compared to Kosovo's average of 45% are satisfied with solid waste collection services (see Table A7 in Annex 1).

Performance of the Public Administration

Two percent of the residents of Pejë/Peć reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. Only half of them (compared to Kosovo's average of 82%) reported that their request was fulfilled (see Table A16 in Annex 1).

A similar percentage of Pejë/Peć's residents to Kosovo's averages think that the Public Administration is efficient in issuing business licenses (43%) and marriage, birth, and death certificates (77%). A slightly lower percentage of them think that the aforementioned is efficient in issuing building permits, 37% compared to Kosovo's average of 41%. On the other hand, significantly higher percentages of Pejë/Peć's residents compared to Kosovo's average think that the Public Administration is efficient in issuing all of the following: passports (89%), ID cards (92%), vehicle registration documents (70%), driver's licenses (71%), and Social Assistance cards (57%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that the share of Pejë/Peć's residents who are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration is higher than Kosovo's average. Eighty-two percent of them compared to 69% of Kosovan on average are satisfied with the work of their Mayor, 78% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 76% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

Only slightly more than half of Pejë/Peć's residents (52%) believe that their local authorities have the capacity to solve the problems in their municipality. Fourteen percent think that these problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data shows that the households in Pejë/Peć are in some aspects better off and in others worse off than Kosovo's average with regard to economic well-being. A lower share of them has problems with affording a meal with meat once per week (15% compared to 20% of Kosovo's households on average), going to a restaurant once per month (65% compared to 71% of Kosovo's households on average), or inviting family or friends for a meal at home at least once per month (35% compared to 37% of Kosovo's households on average). On the other hand, a higher percentage of Pejë/Peć's households compared to Kosovo's averages cannot afford to: pay for public utilities (47% compared to 42%), cover the expenses of treating a flu or any other minor illness (45% compared to 34%), buy new clothes and footwear whenever necessary (51% compared to 49%), and pay for a week's holiday away from home once a year (87% compared to 76%) (see Table A21 in Annex 1).

More than 94% of households in Pejë/Peć own a refrigerator, a washing machine, and a mobile phone. The shares of those who have a computer (71% of households) and are connected to the Internet (65% of households) do not differ greatly from Kosovo's averages. Compared to Kosovo's averages, fewer households in Pejë/Peć own a fixed phone line (15% compared to Kosovo's average of 25%), a car (52% compared to Kosovo's average of 64%), a tractor (15% compared to Kosovo's average of 24%), and a generator (11% compared to Kosovo's average of 22%) (see Table B12 in Annex 2).

Almost half (48%) of households residing in Pejë/Peć compared to Kosovo's average of 29% declared that they do not possess any land. Thirty-six percent compared to Kosovo's average of 39% reported to own between 0.5 and 3 hectares of land, while 3% compared to 6% of Kosovan households on average reported to own more than 3 hectares of land. An insignificantly lower share of Pejë/Peć's households (12%) compared to Kosovo's average (14%) owns a business (see Table A22 in Annex 1).

Podujevë/Podujevo Municipality Analysis

Brief overview of the municipality

The municipality of Podujevë/Podujevo is located in north-eastern Kosovo, within Prishtinë/Priština region. It covers an area of 663 km² and includes the town of Podujevë/Podujevo and 76 villages.¹ Podujevë/Podujevo has a population of 88,499 inhabitants and a total number of 14, 194 conventional dwellings.²

The average education attainment of adults (aged 18 or older) in Podujevë/Podujevo is slightly higher than Kosovo's average: 5% of them do not have any formal education, 25% have completed primary education, 47% have completed secondary education, and 11% have a university degree (see Table B1 in Annex 2). Adult women residing in Podujevë/Podujevo have a lower education attainment than men. Eight percent of them compared to 3% of men have no formal education. In terms of the highest education level attained, 35% of women compared to 16% of men have completed primary education, 33% compared to 59% of men have completed secondary education, and 10% compared to 13% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Podujevë/Podujevo is similar to Kosovo's average (28%), the share of unemployed is 22%, whereas around 51% are outside the labour market as they are either unemployed and not looking for work (6%), or studying, disabled, housewives, or have retired (see Table B3 in Annex 2). An exceptionally high rate of adult women residing in this municipality (83%) is outside the labour market compared to their male counterparts (10%). Simultaneously, the percentage of employed women in Podujevë/Podujevo (10%) is much lower than that of men (41%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the majority of municipalities in Kosovo, unemployment is considered to be the biggest problem in Podujevë/Podujevo by 70% of its residents. Poor electricity supply is ranked the biggest problem by 11%, whereas corruption by 4% of its residents (see Table B5 in Annex 2).

The satisfaction level of residents of Podujevë/Podujevo with local authorities and institutions is higher than Kosovo's average. While their satisfaction level is similar or higher than Kosovo's average for a number of public goods and services, the above-mentioned are less satisfied with cemetery maintenance, electricity supply, and Kosovo Police.

The residents of Podujevë/Podujevo are mostly satisfied with access and quality of education in preschools, primary schools, and secondary schools (SI 52), maintenance of public spaces (availability and usability of parks and squares, street lighting, and environmental protection) (SI 51), and general cleanliness of their municipality (SI 41).

The lowest satisfaction level has been recorded for electricity supply (SI -32), supply of medicines and medical supplies in hospitals and family medical centres (SI -18), and cemetery maintenance (SI -17).

Water and sanitation

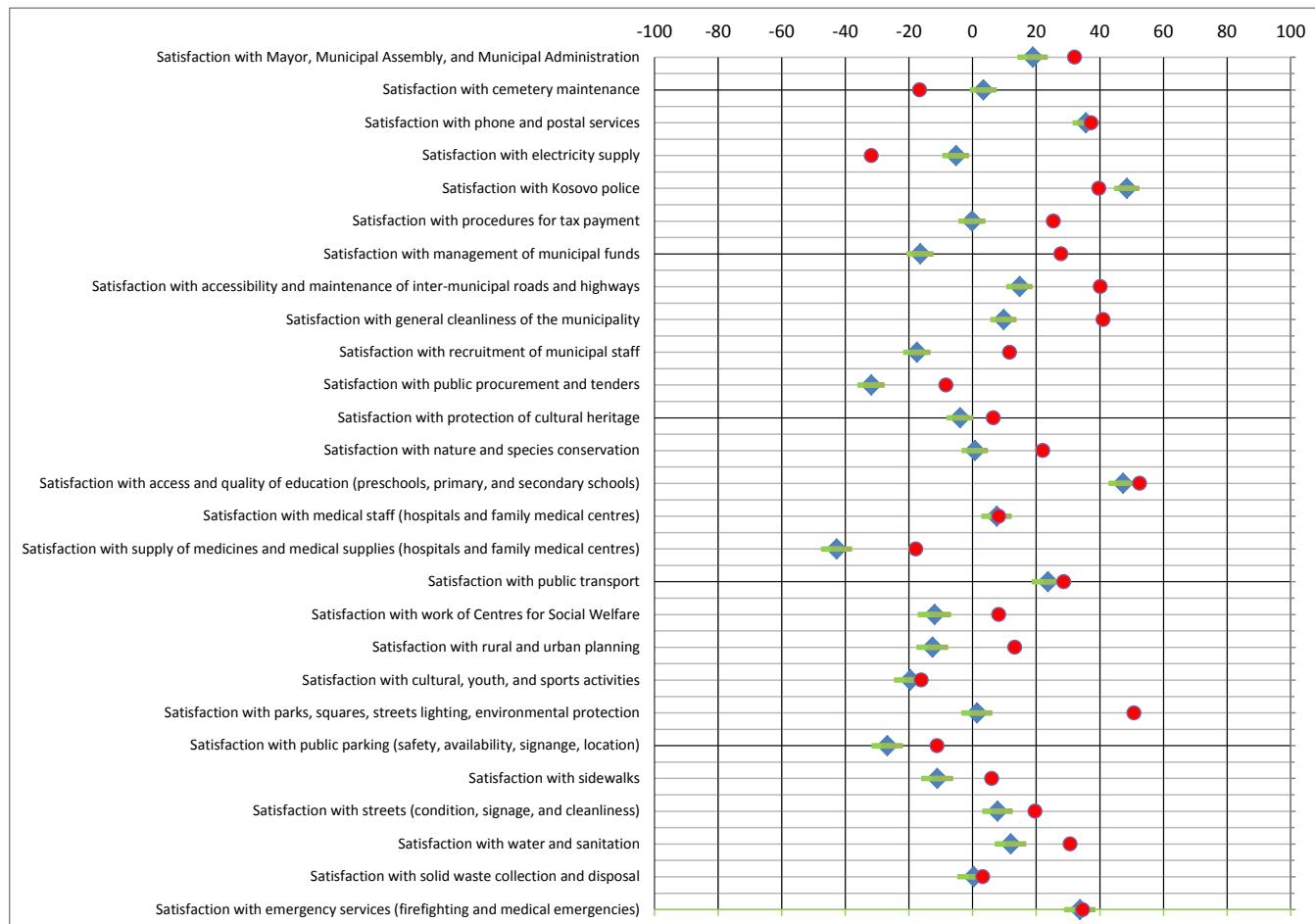
Around 77% of the households residing in Podujevë/Podujevo report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining households have access to safe drinking water through protected wells (20%), protected springs (1%), and public taps (1%). One percent of households residing in Podujevë/Podujevo uses bottled water and only 2% compared to Kosovo's average of 9% do not have access to safe drinking water as they get it from unprotected wells (see Table A1 in Annex 1).

The households connected to the public water provider in Podujevë/Podujevo enjoy a fairly adequate water supply. About 68% of the households connected to the public water provider compared to Kosovo's average of 42% have unrestricted water supply. Three percent have water supply shortages between 1 and 4 hours a day, 2% between 5 and 10 hours a day, and 5% experience water supply cut-offs longer than 11 hours a day. An additional 20% of the households connected to the public water provider reported that the water supply shortages in their dwellings last longer than 3 hours at a time (see Table A2 in Annex 1).

The households connected to the public water provider in Podujevë/Podujevo reported several issues with the quality of the drinking water. Twelve percent of them reported that their tap water is unclear from dirt, 21% that its

¹ OSCE Kosovo. Podujevë/Podujevo Municipal Profile: <http://www.osce.org/kosovo/13126>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M25 Satisfaction Indices with local authorities and public goods and services, Podujevë/Podujevo and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

pressure is too low for household utilization, 13% that it has a bad taste, and 11% that it has a bad odour (see Table A3 in Annex 1).

The majority of the households in Podujevë/Podujevo (76%) are satisfied with water supply in their municipality (see Table A4 in Annex 1). A slightly lower percentage of them (66%) are satisfied or very satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

In terms of geographical proximity, the residents of Podujevë/Podujevo enjoy a similar access to doctors and pharmacies, and a better access to hospitals compared to Kosovo's averages. The nearest doctor can be reached within an average of 18 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 25 minutes (compared to Kosovo's average of 38 minutes), whereas the nearest pharmacy within an average of 22 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

Similar to the rest of Kosovo, cost of buying medicine is reported to be an obstacle in accessing healthcare by a higher percentage of Podujevë/Podujevo's residents (81%) compared to other factors. While the cost of seeing the doctor is problematic for a similar percentage to Kosovo's average (57% of Podujevë/Podujevo's residents), fewer of them reported to have had problems accessing healthcare due to the distance to the healthcare provider (24%) compared to 27% of Kosovans on average. On the other hand, waiting time to be seen by the doctor on the appointment day is considered as problematic by 48% of Podujevë/Podujevo's residents compared to 39% of Kosovans on average (see Table B7 in Annex 2).

Compared to Kosovo's averages, the residents of Podujevë/Podujevo are more satisfied with almost all components of healthcare provision except for equal treatment of patients in family medical centres. The greatest differences are noted for the number of those who are satisfied with supply of medicines and medical supplies in hospitals (42% compared to 26% of Kosovans on average) and family medical centres (42% compared to 31% of Kosovans on average) (see Table B8 in Annex 2).

Education

KMS 2012 data show that compared to Kosovo's average, the residents of Podujevë/Podujevo enjoy a slightly better access to preschools and a similar access to primary and secondary schools in terms of geographical proximity. The nearest preschool can be reached within an average of 17 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 14 minutes (equal to Kosovo's average), and the nearest secondary school within an average of 24 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

Compared to Kosovo's average, more residents of Podujevë/Podujevo are satisfied with quality of education in preschools (84% compared to 69%) and secondary schools (77% compared to 66%). Comparing between different levels of schooling, they are more satisfied access to primary education (84% of respondents) and quality of education in preschools (84% of respondents) (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is not perceived to be a major issue of concern among the residents of Podujevë/Podujevo. Only 14% of its residents consider their town to be dirty or very dirty, whereas 16% consider their neighbourhood as such (see Table A8 in Annex 1). Air quality is considered to be a problem in the immediate neighbourhood by 12% of Podujevë/Podujevo's residents, whereas loud noise by only 8% of them (see Table A10 in Annex 1).

Higher percentages of Podujevë/Podujevo's residents are satisfied with environmental protection and management of green spaces in their municipality compared to Kosovo's averages. Specifically, 78% of them compared to Kosovo's average of 58% are satisfied with general cleanliness in their municipality, 65% compared to 48% of Kosovans on average are satisfied with environmental protection and nature and species conservation, 92-93% compared to 54-56% of Kosovans on average are satisfied with availability and usability of parks and squares, and 53% compared to 45% of Kosovans on average are satisfied with solid waste collection services (see Table A7 in Annex 1).

Performance of the Public Administration

Twenty-six percent of the residents of Podujevë/Podujevo reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. The share of those who were provided with the requested document or service (73%) is lower than Kosovo's average of 82%. An additional 10% of Podujevë/Podujevo's residents claimed that their requests were only sometimes fulfilled (see table A16 in Annex 1).

A similar percentage of Podujevë/Podujevo's residents to Kosovo's average (88%) think that the Public Administration is efficient in issuing ID cards. While a slightly lower percentage of them think that the aforementioned is efficient in issuing passports (69% compared to Kosovo's average of 78%), a higher percentage of Podujevë/Podujevo's residents think that the Public Administration is efficient in issuing all of the following: vehicle registration documents (71%), driver's licenses (71%), building permits (53%), business licenses (55%), marriage, birth, and death certificates (82%), and Social Assistance cards (56%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that more residents of Podujevë/Podujevo are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration compared to Kosovo's averages. The majority of them (81% compared to 69% of Kosovans on average) are satisfied with the work of their Mayor, 71% compared to Kosovo's average of 63% are satisfied with the work of the Municipal Assembly, and 74% compared to Kosovo's average of 64% are satisfied with the Municipal Administration (see Table B10 in Annex 2).

A high percentage of Podujevë/Podujevo's residents (70%) think that the local authorities have the capacity to solve the problems in their municipality, while 10% of them think that these problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

Although the data show that the households residing in Podujevë/Podujevo are generally better off financially, a higher share of them (32% compared to Kosovo's average of 20%) cannot afford to have a meal with meat once per week and 47% (compared to Kosovo's average of 42% of households) cannot afford to pay for public utilities. While the percentages of households that are unable to cover the expenses of treating a flu or any other minor illness (33%) and go to a restaurant once a month (71%) are similar to Kosovo's averages, the number of those that cannot afford other goods and services is lower. Thirty-nine percent of Podujevë/Podujevo's households compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 25% compared to Kosovo's average of 37% cannot afford to invite family and friends for a meal at least once a month, and 69% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year (see Table A21 in Annex 1).

More than 92% of households residing in Podujevë/Podujevo own a washing machine, a refrigerator, and a mobile phone. The percentages of those that own a computer (72%), a tractor (26%), and a generator (23%) are very similar to Kosovo's averages. While this is also the case for the number of households that are connected to the Internet (62%), fewer households in Podujevë/Podujevo own a fixed phone line (22% compared to Kosovo's average of 25%) and a car (55% compared to Kosovo's average of 64%) (see Table B12 in Annex 2).

The share of households of Podujevë/Podujevo that own a business (16%) is slightly higher than Kosovo's average of 14%. Twenty-three percent of its households compared to Kosovo's average of 29% declared that they do not possess any land. Forty-four percent compared to 39% of Kosovan households on average reported to own between 0.5 and 3 hectares of land, while 2% compared to Kosovo's average of 6% of households reported to own more than 3 hectares of land (see Table A22 in Annex 1).

Prishtinë/Priština Municipality Analysis

Brief overview of the municipality

The municipality of Prishtinë/Priština is located in central Kosovo. It covers an area of 854 km² and includes the city of Prishtinë/Priština and 40 villages.¹ Prishtinë/Priština has a population of 198,897 inhabitants and a total number of 43,943 conventional dwellings.² It is the political, economic, cultural, and administrative centre of Kosovo.

The adult (aged 18 or older) residents of Prishtinë/Priština have a higher education attainment than the rest of the municipalities in Kosovo. Only 2% have no formal education, 15% have completed primary education, 47% have completed secondary education, and 25% have a university degree (see Table B1 in Annex 2). The differences in education attainment between men and women are smaller than in other regions, but men have a higher education attainment. Four percent of adult women residing in Prishtinë/Priština have no formal education compared to 1% of their male counterparts. In terms of the highest education level attained, 22% of them compared to 9% of men have completed primary education, 40% compared to 55% of men have completed secondary education, and 23% compared to 27% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Prishtinë/Priština (46%) is also significantly higher compared to Kosovo's average (29%). While the rate of unemployed is 18%, the share of those who are outside the labour market (36%) as they are either unemployed and not looking for work (4%), or are studying, disabled, housewives, or have retired is also considerably lower than Kosovo's average of 45% (see Table B3 in Annex 2). As in the other municipalities in Kosovo, a higher percentage of adult women residing in Prishtinë/Priština (55%) are outside the labour market compared to men (26%). In addition, despite the smaller differences in education attainment, the share of employed women in Prishtinë/Priština (29%) is lower than that of men (57%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Prishtinë/Priština by almost half of its residents, 47%. Poor road infrastructure is ranked the biggest problem by 13%, whereas environmental pollution by 9% of its residents (see Table B5 in Annex 2).

The residents of Prishtinë/Priština are less satisfied with local authorities and institutions compared to Kosovo's average. Except for electricity supply, they are equally or less satisfied with all the public goods and services compared to Kosovo's average. The greatest difference is noted for satisfaction with general cleanliness of the municipality and sidewalks (availability, usability, and condition) which is significantly lower.

The residents of Prishtinë/Priština are mostly satisfied with the Kosovo Police (SI 44), access and quality of education in preschools, primary schools, and secondary schools (SI 40), and phone and postal services (SI 31).

They are least satisfied with public procurement and tenders (SI -62), public parking (safety, availability, signage, and location) (SI -57), and supply of medicines and medical supplies in hospitals and family medical centres (SI -53).

Water and sanitation

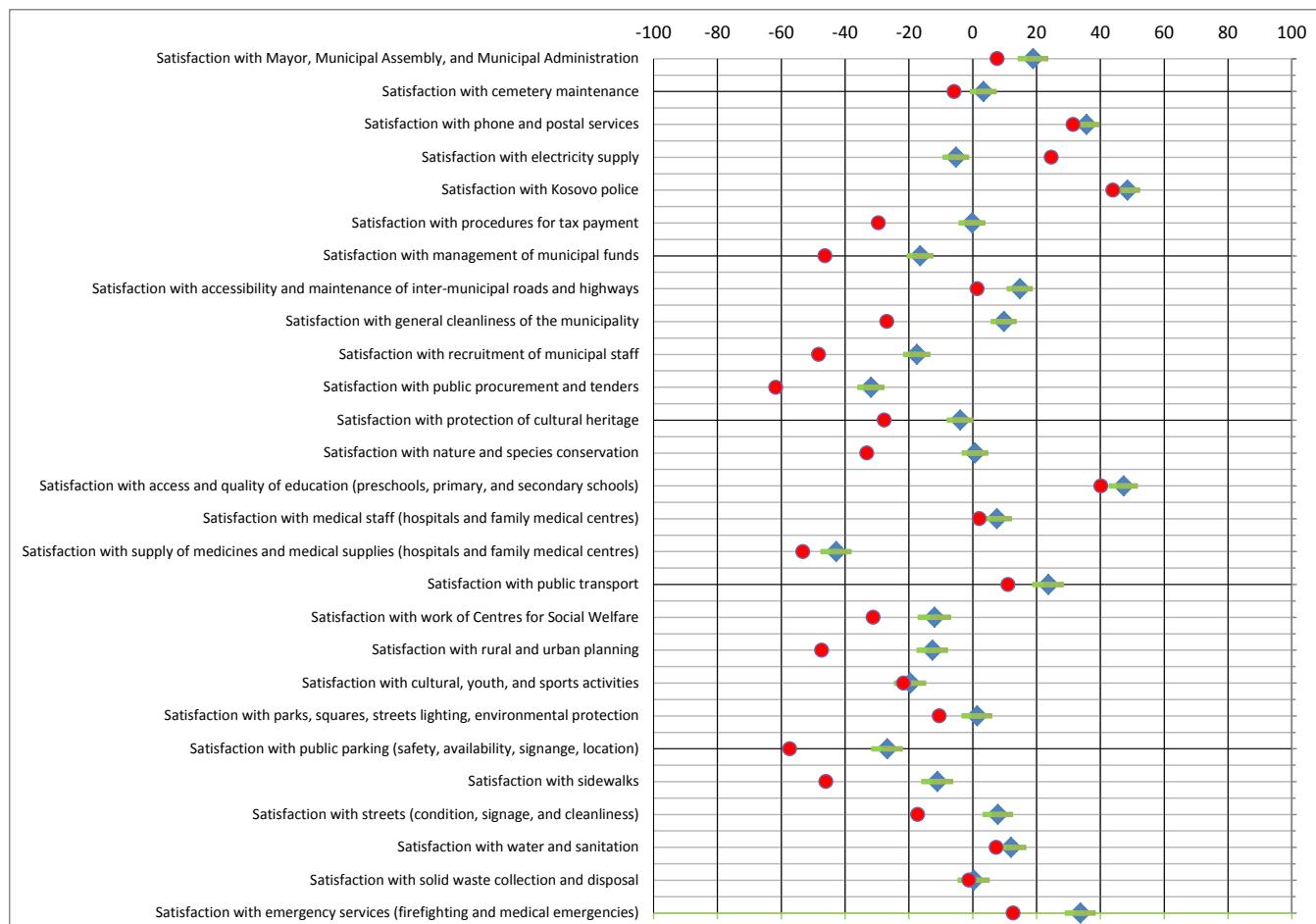
Approximately 83% of the households residing in Prishtinë/Priština report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. Another 11% use bottled water (compared to the average of 4% of Kosovo's households) and 4% use water from protected wells. Only 2% of Prishtinë/Priština's households compared to Kosovo's average of 9% do not have access to safe drinking water as they get it from tube wells or boreholes (see Table A1 in Annex 1).

The households connected to the public water provider report that they have problems with water supply in their municipality. Only 24% of them compared to the average of 42% of Kosovan households claimed to have unrestricted water supply. Sixteen percent reported to experience water shortages lasting between 1 and 4 hours a day, 38% experience water supply cut-offs between 5 and 10 hours a day, while for 20%, the daily water shortages last longer than 11 hours (see Table A2 in Annex 1).

A relatively high share of the households connected to the public water provider in Prishtinë/Priština report that the quality of their drinking water is poor. Twenty-three percent of the aforementioned reported that their tap

¹ OSCE Kosovo. Prishtinë/Priština Municipal Profile: <http://www.osce.org/kosovo/13127>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M26 Satisfaction Indices with local authorities and public goods and services, Prishtinë/Priština and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

water is unclear from dirt, 27% that its pressure is too low for household utilization, and 18% that it has a bad taste and a bad odour each (see Table A3 in Annex 1).

More than half of Prishtinë/Priština's residents (65%) are satisfied with water supply in their municipality (see Table A4 in Annex 1). A slightly lower percentage (53%) is satisfied or very satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

In terms of geographical proximity, the residents of Prishtinë/Priština enjoy a better access to healthcare providers and pharmacies compared to Kosovo's averages. They can reach the nearest doctor within an average of 14 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 26 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 12 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

Similar to the rest of Kosovans, the highest share of residents of Prishtinë/Priština identified cost of medicine (84% of respondents) and the cost of seeing the doctor (67% of respondents) as problematic in accessing healthcare. Waiting time to be seen by the doctor on the appointment day is considered problematic by 57% of them (compared to the average of 40% of Kosovans), the distance to healthcare provider by 40% (compared to the average of 27% of Kosovans), while time to get an appointment by 35% (compared to the average of 27% of Kosovans) (see Table B7 in Annex 2).

Except for professionalism of medical staff in hospitals, fewer residents of Prishtinë/Priština are satisfied with all components of healthcare provision in hospitals and family medical centres. The greatest differences compared to Kosovo's averages are noted for supply of medicines and medical supplies in hospitals (with 19% of them satisfied compared to 26% of Kosovans on average) and equal treatment of patients in family medical centres (with 42% of Prishtinë/Priština's residents satisfied compared to 52% of Kosovans on average) (see Table B8 in Annex 2).

Education

KMS 2012 data also show that in terms of geographical proximity, the residents of Prishtinë/Priština enjoy a better access to preschools and primary schools, and a similar access to secondary schools compared to Kosovo's averages. The nearest preschool can be reached within an average of 15 minutes (compared to Kosovo's average of 20 minutes), the closest primary school within an average of 10 minutes (compared to Kosovo's average of 14 minutes), whereas the nearest secondary school within an average of 25 minutes (equal to Kosovo's average) of walking or by public transport (see Table B9 in Annex 2).

The residents of Prishtinë/Priština are less satisfied with both access and quality of education provided in preschools, primary schools, and secondary schools compared to Kosovo's averages. Although lower than Kosovo's averages, the percentage of Prishtinë/Priština's residents that are satisfied with access to primary schools (72% compared to 78% of Kosovans on average) and quality of education in them (73% compared to 75% of Kosovans on average) is higher compared to those that are satisfied with other levels of schooling. Another notable difference with Kosovo's average may be observed in the percentage of those that are satisfied with quality of education in preschools, 64% of Prishtinë/Priština's residents compared to 69% of Kosovans on average (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is a rather major issue of concern in the municipality of Prishtinë/Priština. More than half (58%) of its residents consider their city to be dirty or very dirty, whereas 44% regard their neighbourhood as such (see Table A8 in Annex 1). In addition, air quality in the vicinity is perceived as a problem by 31% of Prishtinë/Priština's residents, whereas loud noise by 19% of them (see Table A10 in Annex 1).

A very low share of Prishtinë/Priština's residents (36%) think that the general cleanliness of their municipality is satisfactory compared to 58% of Kosovans overall. An even lower share, (30% compared to the average of 48% of Kosovans) is satisfied with environmental protection. The nature and species conservation is considered satisfactory by only 29% of Prishtinë/Priština's residents compared to 48% of Kosovans on average. The percentages of those that are satisfied with availability of parks and squares (60% of respondents), their usability (52% of respondents), and solid waste collection services (48% of respondents) are only slightly higher than Kosovo's averages (see Table A7 in Annex 1).

Performance of the Public Administration

Twenty-five percent of the residents of Prishtinë/Priština reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A higher share of respondents than Kosovo's average (89% compared to 82%) reported that they were provided with the requested document or service, whereas 2% stated that their requests were only sometimes fulfilled (see Table A16 in Annex 1).

A similar percentage of Prishtinë/Priština's residents to Kosovo's average think that the Public Administration is efficient in issuing ID cards (87%), vehicle registration documents (65%), and business licenses (40%). A lower percentage of them think that the aforementioned is efficient in issuing driver's licenses (61%), building permits (31%), and marriage, birth, and death certificates (72%). On the other hand, higher percentages of Prishtinë/Priština's residents compared to Kosovo's averages think that the Public Administration is efficient in issuing passports (84%) and Social Assistance cards (58%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that less residents of Prishtinë/Priština are satisfied with the work of the Municipal Assembly and Municipal Administration compared to Kosovo's averages. Fifty-three percent of them compared to Kosovo's average of 63% are satisfied with the work of the Municipal Assembly, while 55% compared to Kosovo's average of 64% are satisfied with the work of the Municipal Administration. A similar percentage to Kosovo's average (68%) is satisfied with the work of their Mayor (see Table B10 in Annex 2).

A high percentage of Prishtinë/Priština's residents (69%) believe that their local authorities have the capacity to solve the problems in their municipality. It must be noted that a relatively high share of them (23% compared to 15% of Kosovans) believe that only the central government can solve these problems (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the percentage of Prishtinë/Priština's households that cannot afford a basic set of goods and services is lower than Kosovo's average, implying that they have a higher standard of living. Fourteen percent of them compared to 20% of Kosovan households on average cannot afford a meal with meat once a week, 32% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 21% compared to Kosovo's average of 34% are unable to cover the costs of treating a flu or any other minor illness, 31% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 57% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 34% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, and 58% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year (see Table A21 in Annex 1).

Almost all the households in Prishtinë/Priština own a refrigerator, a washing machine, and a mobile phone. The percentage of those that own a computer (88%) and are connected to the Internet (82%) are higher compared to Kosovo's averages of 70% for computer ownership and 62% for Internet connectivity. While a higher percentage of Prishtinë/Priština's households own a fixed phone line (33% compared to Kosovo's average of 2%) and a car (71% compared to Kosovo's average of 64%), less of them own a tractor (9% compared to Kosovo's average of 24%) and a generator (12% compared to Kosovo's average of 22% (see Table B12 in Annex 2).

A very high share (52%) of households residing in Prishtinë/Priština compared to Kosovo's average of 29% declared that they do not possess any land. Eighteen percent compared to Kosovo's average of 39% reported to own between 0.5 and 3 hectares of land, while 15% compared to Kosovo's average of 6% reported to own more than 3 hectares of land. A slightly higher share of Prishtinë/Priština's households (16%) compared to 14% of Kosovo's households on average owns a business (see Table A22 in Annex 1).

Prizren Municipality Analysis

Brief overview of the municipality

The municipality of Prizren is located in south-eastern Kosovo. It covers an area of 640 km² and includes the city of Prizren and 74 villages.¹ Prizren has a population of 177,781 inhabitants and a total number of 30,502 conventional dwellings.²

The adult (aged 18 or older) residents of Prizren have a lower education attainment than Kosovo's average. Three percent have no formal education, 44% have completed primary education, 36% have completed secondary education, 2% have completed vocational education, and 6% have completed university (see Table B1 in Annex 2). Adult women residing in Prizren have a lower education attainment than men. Five percent of them compared to 2% of men have no formal education. In terms of the highest education level attained, 53% of women compared to 34% of men have completed primary education, 24% compared to 48% of men have completed secondary education, and 4% of women compared to 9% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Prizren (28%) is almost equal to Kosovo's average of 29%. While the percentage of unemployed is 22%, the share of those who are outside the labour market (50%) as they are either unemployed and not looking for work (7%), or are studying, disabled, housewives, or have retired, is higher than Kosovo's average of 45% (see Table B3 in Annex 2). A significantly higher percentage of adult women residing in Prizren (78%) are outside the labour market compared to men (29%). In addition, the percentage of those that are employed (9%) is significantly lower than that of men (44%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, *unemployment* is considered to be the biggest problem in Prizren by 55% of its residents. *Poor water supply* is ranked the biggest problem by 16%, whereas *poor electricity supply* by 10% of its residents (see Table B5 in Annex 2).

The satisfaction level of Prizren's residents with local authorities is almost equal to Kosovo's average. While their satisfaction is significantly higher for most of the public goods and services compared to Kosovo's average, the residents of Prizren are much less satisfied with cemetery maintenance, management of municipal funds, public procurement and tenders, and medical staff and supply of medicines and medical supplies in hospitals and family medical centres.

The residents of Prizren are mostly satisfied with access and quality of education in preschools, primary schools, and secondary schools (SI 64), phone and postal services (SI 63), and accessibility and maintenance of inter-municipal roads and highways (SI 61).

The lowest satisfaction level has been recorded for supply of medicines and medical supplies in hospitals and family medical centres (SI -78), public procurement and tenders (SI -52), and public parking (safety, availability, signage and location) (SI -34).

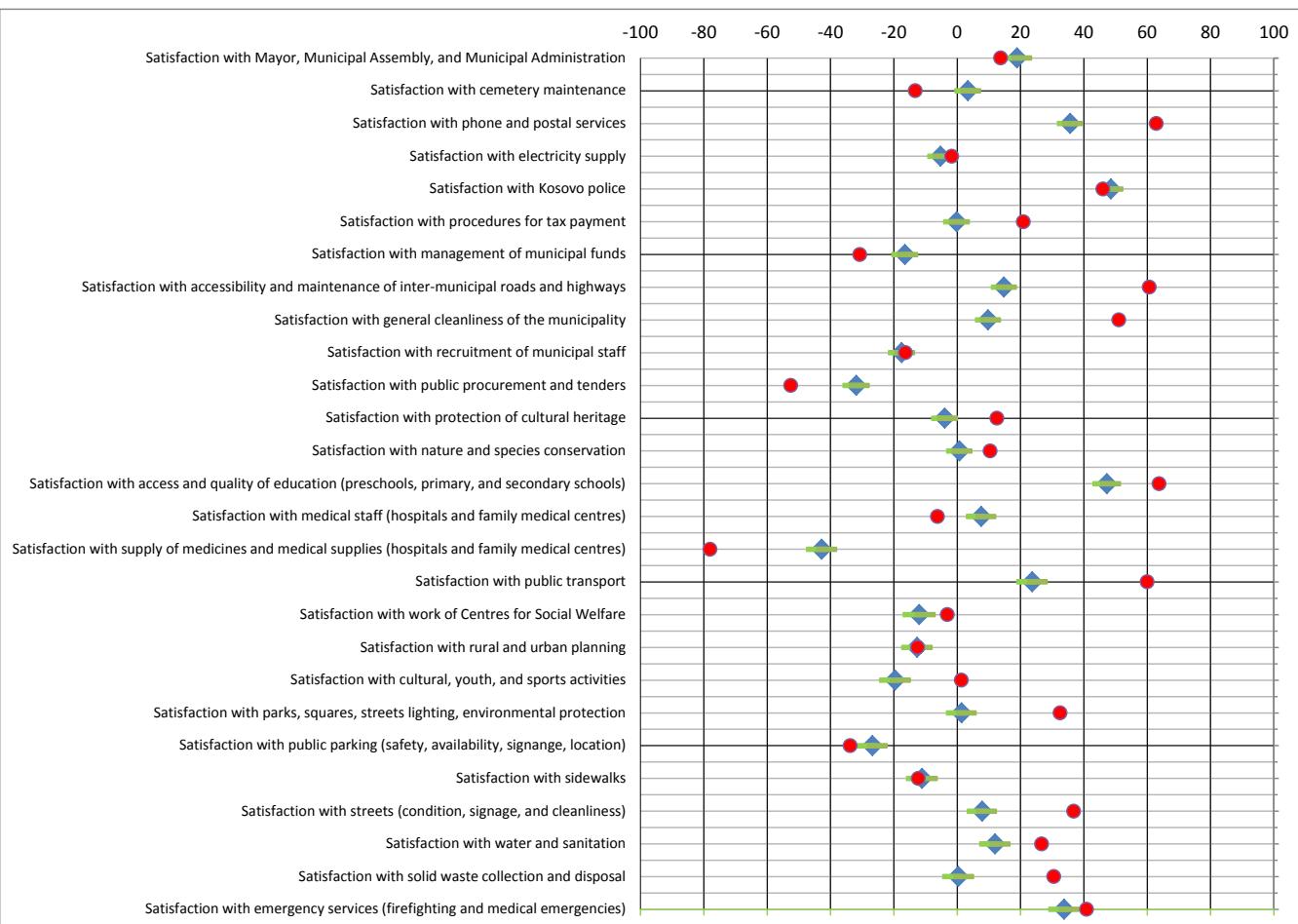
Water and sanitation

Around 79% of the households residing in Prizren report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. Another 2% have access to safe drinking water through public taps, 6% through protected wells, 1% through protected springs, while 1% use bottled water. A slightly higher share than Kosovo's average, 11% compared to 9%, does not have access to safe drinking water - the main source of their drinking water being tube wells or boreholes (see Table A1 in Annex 1).

KMS 2012 data show that water supply from the public water provider is quite problematic in Prizren. Only 33% of the households connected to the public water provider have unrestricted water supply compared to Kosovo's average of 42%. Twenty-one percent of them experience water supply restrictions between 1 and 4 hours a day, 22% have shortages between 5 and 10 hours a day, whereas for 16% shortages last longer than 11 hours a day (see Table A2 in Annex 1).

¹ OSCE Kosovo. Prizren Municipal Profile: <http://www.osce.org/kosovo/13128>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M27 Satisfaction Indices with local authorities and public goods and services, Prizren and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Quality of drinking water from the public water provider is reported to be poor by a relatively large share of Prizren's residents. Thirty-five percent of the households connected to the public water provider claimed that their tap water is unclear from dirt, 67% that its pressure is too low for household utilization, 24% that it has a bad taste, and 25% that it has a bad odour (see Table A3 in Annex 1).

Less than half (48%) of Prizren's residents are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). On the other hand, the majority of them (85%) are satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

In terms of geographical proximity, the residents of Prizren enjoy a better access to healthcare services and pharmacies compared to Kosovo's average. They nearest doctor is reachable within an average of 15 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 34 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 14 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

A high share of residents of Prizren (88%) identified the cost of buying medicines as problematic in accessing healthcare. The cost of seeing the doctor was also identified as a problem by a similar percentage to Kosovo's average, 60%. Distance to healthcare providers, time to get an appointment, and waiting time to be seen by the doctor on the appointment day are less of an obstacle in access to healthcare for the residents of Prizren compared to Kosovo's average. Twenty-four percent of them claimed that they had problems accessing healthcare due to the distance to the healthcare provider, 22% due to the time it took them to get an appointment, and 35% due to the waiting time to be seen by the doctor on the appointment day (see Table B7 in Annex 2).

A significantly small share of Prizren's respondents is satisfied with supply of medicines and medical supplies in hospitals (4% compared to 26% of Kosovans on average) and family medical centres (14% compared to 31% of Kosovans on average). Also, fewer of them compared to Kosovo's average are satisfied with equal treatment of patients in hospitals (23% compared to 41% of Kosovans on average) and family medical centres (45% compared

to 52%). A similar percentage of Prizren's residents compared to Kosovo's average are satisfied with professionalism of medical staff in hospitals (66% of respondents) and family medical centres (67% of respondents (see Table B8 in Annex 2).

Education

KMS 2012 data show that in terms of geographical proximity, the residents of Prizren have a similar access to preschools and primary schools as compared to Kosovo's average, while their access to secondary schools is poorer. The nearest preschool can be reached within an average of 18 minutes (compared to Kosovo's average of 20 minutes), the closest primary school within an average of 13 minutes (compared to Kosovo's average of 14 minutes), whereas the closest secondary school is reachable within an average of 32 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The residents of Prizren are less satisfied with access and quality of education provided in preschools, primary schools, and secondary schools compared to Kosovo's averages. The greatest differences compared to the latter are noted for access to preschool education (with 55% of its residents satisfied compared to Kosovo's average of 72%) and quality of education in preschools (with 50% of its residents satisfied compared to Kosovo's average of 69%). As for the rest of Kosovo, the residents of Prizren are more satisfied with primary education compared to other levels of schooling. Seventy-four percent of them are satisfied with access to primary schools, while 70% are satisfied or very satisfied with quality of education in primary schools (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is perceived to be a minor problem in the municipality of Prizren compared to other larger municipalities. Only 10% of its residents consider their city to be dirty or very dirty, whereas 12% regard their neighbourhood as such (see Table A8 in Annex 1). Air quality in the vicinity is perceived to be a problem by 12% of its residents, while loud noise by 6% of them (see Table A10 in Annex 1).

Compared to Kosovo's average, a higher percentage of Prizren's residents are satisfied with environmental protection and management of green spaces in their municipality. Specifically, 86% compared to 58% of Kosovans on average are satisfied with the general cleanliness of their municipality, 64% compared to 48% of Kosovans on average are satisfied with environmental protection, 66-67% compared to 54-56% of Kosovans on average are satisfied with availability and usability of parks and squares, and 56% compared to 45% of Kosovans on average are satisfied with solid waste collection services. A similar share of Prizren's residents (47%) as compared to Kosovo's average are satisfied with nature and species conservation in their municipality (see Table A7 in Annex 1).

Performance of the Public Administration

Ten percent of Prizren's residents reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. Slightly more than half of them (54% compared to Kosovo's average of 82%) reported that their request was fulfilled, while 4% claimed that they were only sometimes provided with the requested document or service (see Table A16 in Annex 1).

A similar percentage of Prizren's residents to Kosovo's average (64%) think that the Public Administration is efficient in issuing driver's licenses. A lower percentage of them think that the aforementioned is efficient or very efficient in issuing vehicle registration documents (59%), building permits (32%), business licenses (26%), and Social Assistance cards (41%). On the other hand, higher percentages of Prizren's residents to Kosovo's averages think that the Public Administration is efficient in issuing passports (83%), ID cards (93%), and marriage, birth, and death certificates (92%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that the percentage of Prizren's residents who are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration is equal to Kosovo's average. Sixty-nine percent of them are satisfied with the work of their Mayor, 61% are satisfied with the work of the Municipal Assembly, and 64% are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A high share (68%) of Prizren's residents believes that their local authorities have the capacity to solve the problems in their municipality. The share of those who believe that only the central government can solve these problems is higher than Kosovo's average, 25% compared to 15% (see Table B11 in Annex 2).

Well-being of households

The majority of households in Prizren can afford the most basic goods and services. Fourteen percent (compared to Kosovo's average of 20%) cannot afford a meal with meat once per week, 36% compared to Kosovo's average of 42% cannot afford to pay for public utilities, and 24% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or another minor illness. On the other hand, the shares of households that cannot afford to buy new clothes and footwear whenever necessary (55% compared to Kosovo's average of 49%), invite family or friends for a meal at least once a month (50% compared to Kosovo's average of 37%), go to a restaurant once a month (79% compared to Kosovo's average of 71%), or pay for a week's holiday away from home once a year (85% compared to Kosovo's average of 76%) are higher than Kosovo's averages (see Table A21 in Annex 1).

More than 95% of households in Prizren own a refrigerator, a washing machine, and mobile phone. The shares of those who have a computer (68%) and are connected to the Internet (63%) are very similar to Kosovo's average. The percentages of those that own a computer (68% of households) and are connected to the Internet (63% of households) are similar to Kosovo's averages. A smaller share of Prizren's households compared to the rest of Kosovan households on average own a fixed phone line (22% compared to 25), a car (58% compared to 64%), and a tractor (15% compared to 24%). On the other hand, a slightly higher percentage of them (25%) compared to Kosovo's average of 22% owns a generator (see Table B12 in Annex 2).

More than half (54%) of households residing in Prizren declared that they do not possess any land compared to Kosovo's average of 29% of households. Twenty-six percent of them compared to Kosovo's average of 39% reported that they own between 0.5 and 3 hectares of land, while 3% compared to Kosovo's average of 6% reported to own more than 3 hectares of land. The percentage of Prizren's households that own a business (15%) is similar to Kosovo's average (14%) (see Table A22 in Annex 1).

Rahovec/Orahovac Municipality Analysis

Brief overview of the municipality

The municipality of Rahovec/Orahovac is located in south-western Kosovo, within Prizren region. It covers an area of 275 km² and includes the town of Rahovec/Orahovac and 35 villages.¹ Rahovec/Orahovac has a population of 56,208 inhabitants and a total number of 8,799 conventional dwellings.²

The average education attainment of adults (aged 18 or older) in Rahovec/Orahovac is lower than Kosovo's average. Five percent of them have no formal education, 12% have not completed primary education, 42% have completed primary education, 30% have completed secondary education, 3% have completed vocational education, while 7% have a university degree (see Table B1 in Annex 2). Adult women residing in the municipality of Rahovec/Orahovac have a lower education attainment than men. Eight percent of them compared to 2% of men have no formal education. In terms of the highest education level attained, 49% of women compared to 36% of men have completed primary education, 21% compared to 40% of men have completed secondary education, and 5% compared to 9% of men have a university degree (see Table B2 in Annex 2).

The percentage of employed adults (aged 18-64) in Rahovec/Orahovac (24%) is lower than Kosovo's average of 29%, the share of unemployed is 20%, whereas around 56% are outside the labour market as they are either unemployed and not looking for work (4%), or studying, disabled, housewives, or have retired, compared to Kosovo's average of (45%) (see Table B3 in Annex 2). The majority of adult women residing in Rahovec/Orahovac (89%) compared to 29% of men are outside the labour market. The percentage of employed women in Rahovec/Orahovac (6%) is half Kosovo's average of 12% and significantly lower than the share of employed men in this municipality (40%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the majority of municipalities in Kosovo, unemployment is considered to be the biggest problem in Rahovec/Orahovac by 57% of its residents. Corruption is ranked the biggest problems by 10% of them, while poverty or low standards of living and poor road infrastructure by 8% each (see Table B5 in Annex 2).

The satisfaction level of the residents of Rahovec/Orahovac with local authorities and institutions is only slightly higher than Kosovo's average. The aforementioned are also more satisfied with Kosovo Police, access and quality of education in preschools, primary schools, and secondary schools, medical staff and supply of medicines and medical supplies in hospitals and family medical centres, public transport, cultural, youth, and sports activities, and solid waste collection and disposal.

The residents of Rahovec/Orahovac are mostly satisfied with Kosovo Police (SI 61), access and quality of education in preschools, primary schools, and secondary schools (SI 59), and public transport (SI 32).

They are least satisfied with electricity supply (SI -43), public procurement and tenders (SI -38), and public parking (safety, availability, signage, and location) (SI -33).

Water and sanitation

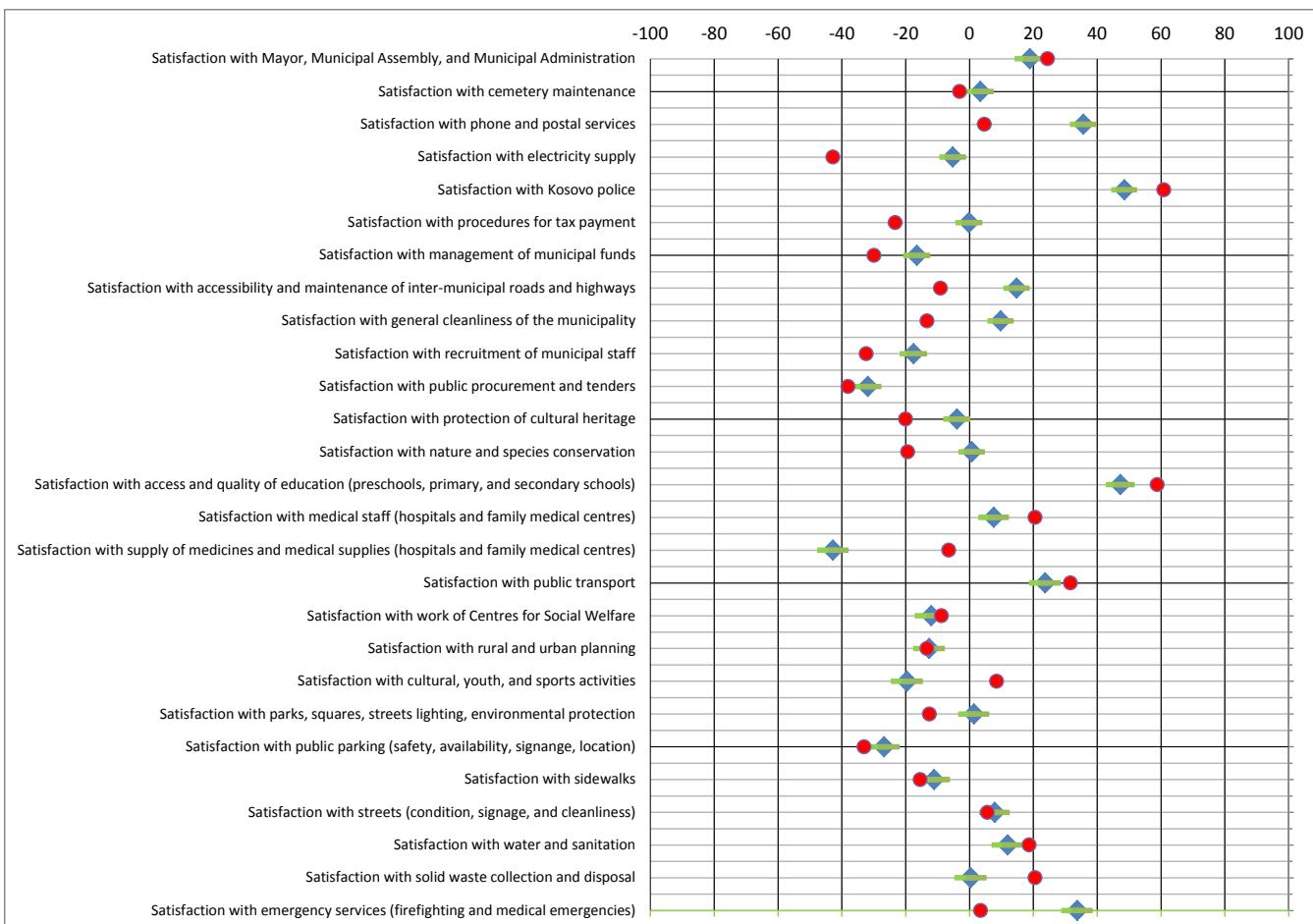
Almost all the households in Rahovec/Orahovac (99%) are connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining 1% has access to safe drinking water through public taps (see Table A1 in Annex 1).

Water supply from the public water provider is fairly problematic in the municipality of Rahovec/Orahovac. The share of households connected to the public water provider that has unrestricted water supply is similar to Kosovo's average, 41%. Twenty-three percent of them report to have water shortages between 1 and 4 hours a day, 30% experience shortages between 5 and 10 hours a day, while for 6% the daily water supply cut-offs last longer than 11 hours (see Table A2 in Annex 1).

The biggest problem with tap water in the municipality of Rahovec/Orahovac is its pressure which is claimed to be too low for household utilization by more than half (52%) of the households connected to the public water

¹ OSCE Kosovo. Rahovec/Orahovac Municipal Profile: <http://www.osce.org/kosovo/13124>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M28 Satisfaction Indices with local authorities and public goods and services, Rahovec/Orahovac and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

provider. Only 1% of the households connected to the abovementioned reported that their tap water is unclear from dirt, 9% that it has a bad taste, and 7% that it has a bad odour (see Table A3 in Annex 1).

Sixty-two percent of the households residing in Rahovec/Orahovac are satisfied with water supply in their municipality (see Table A4 in Annex 1). A slightly smaller share of them (59%) is satisfied or very satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

In terms of geographical proximity, the residents of Rahovec/Orahovac enjoy a better access to hospitals and a similar access to doctors and pharmacies compared to Kosovo's averages. The nearest doctor can be reached within an average of 20 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 29 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 21 minutes (equal to Kosovo's average) of walking or by public transport (see Table B6 in Annex 2).

A higher number of residents of Rahovec/Orahovac compared to Kosovo's averages report that financial and administrative factors hinder their access to healthcare services. For the majority, the cost of buying medicine (92% of respondents) and the cost of seeing the doctor (85% of respondents) are problematic. Distance to the healthcare provider was reported to hinder access to healthcare for 42% of Rahovec/Orahovac's residents (compared to 27% of Kosovans on average), time to get an appointment is considered problematic by 40% of them (compared to 27% of Kosovans on average), while waiting time to be seen by the doctor by 50% (compared to 39% of Kosovans on average) (see Table B7 in Annex 2).

Despite the problems listed above, a higher percentage of the residents of Rahovec/Orahovac are satisfied or very satisfied with all components of healthcare provision, especially hospitals, compared to Kosovo's average. Specifically, 47% compared to 26% of Kosovans on average are satisfied with supply of medicines and medical supplies in hospitals, 60% compared to 41% of Kosovans on average are satisfied with equal treatment of patients in these institutions, while 75% compared to 63% of Kosovans on average are satisfied with professionalism of medical staff. A great difference compared to Kosovo's average is also noted for the number of those who satisfied with supply

of medicines and medical supplies in family medical centres, (46% compared to 31% of Kosovans on average) (see Table B8 in Annex 2).

Education

KMS 2012 data show that in terms of geographical proximity, the residents of Rahovec/Orahovac enjoy a slightly better access to secondary schools and a similar access to preschools and primary schools compared to Kosovo's average. The nearest preschool facility can be reached within an average of 21 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 14 minutes (equal to Kosovo's average), and the nearest secondary school within an average of 23 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

A higher percentage of Rahovec/Orahovac's residents are satisfied with both access and quality of education in preschools, primary schools, and secondary schools compared to Kosovo's average. Like the rest of Kosovans, a higher percentage of them are satisfied with access to primary education (90% of respondents) and quality of education in primary schools (91% of respondents) compared to other levels of schooling. Compared to Kosovo's average, the residents of Rahovec/Orahovac's are more satisfied with quality of education in secondary schools (85% compared to Kosovo's average of 66%), primary schools (91% compared to Kosovo's average of 75%), and preschools (84% compared to Kosovo's average of 69%) (see Table A6 in Annex 1).

Environmental protection

KMS 2012 data show that environmental pollution is not perceived as a major problem in the municipality of Rahovec/Orahovac. Around 15% of its residents consider their town to be dirty or very dirty, whereas 21% claim that their neighbourhood is dirty or very dirty (see Table A8 in Annex 1). Air quality is considered to be a problem in the immediate neighbourhood by only 5% of the respondents residing in Rahovec/Orahovac, whereas loud noise by 8% of them (see Table A10 in Annex 1).

A lower percentage of Rahovec/Orahovac's residents compared to Kosovo's averages are satisfied with the general cleanliness of their municipality (43% compared to 58%), environmental protection (43% compared to 48%), nature and species conservation (38% compared to 48%), availability of parks and squares (44% compared to 56%), and their usability (41% compared to 54%). On the other hand, a considerably larger share of them (59% compared to 45% of Kosovans on average) is satisfied with solid waste collection services in their municipality (see Table A7 in Annex 1).

Performance of the Public Administration

Four percent of Rahovec/Orahovac's residents reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A very low share (29%) compared to Kosovo's average of 82% reported that their request was fulfilled, while 43% reported that they were only sometimes provided with the requested document or service (see Table A16 in Annex 1).

A lower percentage of Rahovec/Orahovac's residents compared to Kosovo's average think that the Public Administration is efficient or very efficient in issuing ID cards, 83% compared to 86%. On the other hand, higher percentages of them think that the aforementioned is efficient in issuing all of the following: passports (81%), vehicle registration documents (73%), driver's licenses (75%), building permits (64%), business licenses (60%), marriage, birth, and death certificates (82%), and Social Assistance cards (72%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that the residents of Rahovec/Orahovac are more satisfied with the work of their Municipal Administration and especially Municipal Assembly compared to Kosovo's average. Seventy percent compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 71% compared to 63% of Kosovans on average are satisfied with the work of the Municipal Assembly, and 68% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A high percentage of Rahovec/Orahovac's residents (73%) believe that their local authorities are sufficiently competent to solve the problems in their municipality, while 12% believe that these problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the share of Rahovec/Orahovac's households that cannot afford a meal with meat once a week is half that of Kosovo's average, 10% compared to 20%. A slightly smaller share of them, 34% compared to Kosovo's average of 37% of households cannot afford to invite family or friends for a meal at least once a month. On the other hand, the percentages of those that cannot afford other basic goods and services are higher than Kosovo's averages. Specifically, 62% compared to 42% of Kosovan households on average cannot afford to pay for public utilities, 55% compared to 34% of Kosovan households on average are unable to cover the expenses of treating a flu or any other minor illness, 62% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 78% compared to 71% of Kosovan households on average cannot afford to go to a restaurant once a month, and 80% compared to 76% of Kosovan households on average cannot afford to pay for a week's holiday away from home once a year (see Table A21 in Annex 1).

The majority of households residing in Rahovec/Orahovac (98%) own a washing machine and a refrigerator. The share of those that own a mobile phone is higher than Kosovo's average, 99% compared to 94%. On the other hand, fewer households in this municipality compared to Kosovo's average own a fixed phone line (8% compared to 25%), a computer (56% compared to 70%), and are connected to the Internet (49% compared to 62%). The percentage of households that own a car (63%) and a generator (22%) are similar to Kosovo's averages, while a higher share (36% compared to 24% of Kosovan households on average) owns a tractor (see Table B12 in Annex 2).

The share of households of Rahovec/Orahovac that own a business (18%) is higher than Kosovo's average of 14%. Seventeen percent of the households residing Rahovec/Orahovac compared to Kosovo's average of 29% declared that they do not possess any land. Forty-five percent compared to Kosovo's average of 39% reported to own between 0.5 and 3 hectares of land, while 5% compared to Kosovo's average of 6% reported to own more than 3 hectares of land (see Table A22 in Annex 1).

Ranillug/Ranilug Municipality Analysis

Brief overview of the municipality

The municipality of Ranillug/Ranilug is located in eastern Kosovo, within Gjilan/Gnjilane region. It covers an area of 100 km² and includes the town of Ranillug/Ranilug and 12 villages.¹ Ranillug/Ranilug has a population of 3,866 inhabitants and a total number of 941 conventional dwellings.²

The average education attainment of adults (aged 18 or older) residing in Ranillug/Ranilug is higher than Kosovo's average. Four percent of them have no formal education, 23% have completed primary education, 56% have completed secondary education, 11% have completed vocational education, and 3% have a university degree (see Table B1 in Annex 2). Adult women residing in Ranillug/Ranilug have a lower education than men. Six percent of them compared to 1% of men have no formal education. In terms of the highest level of education attained, 30% of women compared to 16% of men have completed primary education, 49% compared to 63% of men have completed secondary education, and 3% compared to 4% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Ranillug/Ranilug is similar to Kosovo's average, 28%, the share of unemployed 34%, whereas 38% are outside the labour market as they are either unemployed and not looking for work (12%), or studying, disabled, housewives, or have retired (see Table B3 in Annex 2). The percentage of women outside the labour market (56%) is higher than that of men (34%), while the percentage of those that are employed (15%) is less than half the percentage of employed men (35%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Ranillug/Ranilug by almost half of its residents, 47%. Poverty or low standards of living are ranked the biggest problem by 10%, whereas corruption and limited freedom of movement by 7% of its residents each (see Table B5 in Annex 2).

The residents of Ranillug/Ranilug are notably less satisfied with local authorities compared to Kosovo's average. Their satisfaction level is also drastically lower for most of public goods and services, except for electricity supply, access and quality of education at all levels of schooling, water and sanitation, solid waste collection and disposal, and supply of medicines and medical supplies as well as professionalism of medical staff in hospitals and family medical centres.

The residents of Ranillug/Ranilug are mostly satisfied with access and quality of education in preschools, primary schools, and secondary schools (SI 52), electricity supply (SI 52), and water supply and sanitation (SI 33).

They are the least satisfied with public transport (SI -96), rural and urban planning (SI -84), and availability and maintenance of public spaces (availability and usability of parks and squares, street lighting, environmental protection) (SI -81).

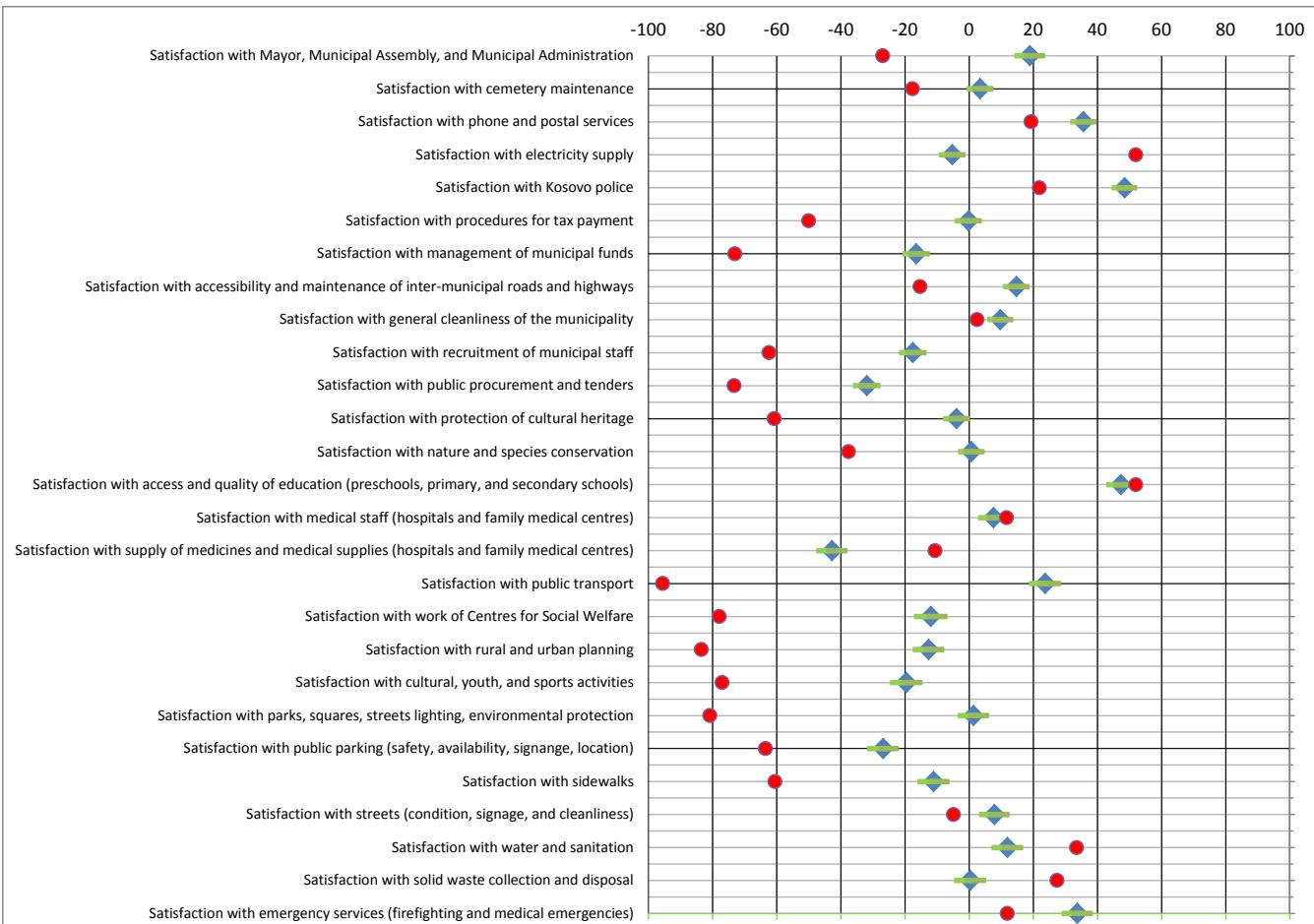
Water and sanitation

Only 26% of the households residing in Ranillug/Ranilug report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining households have access to safe drinking water through public taps (1%), protected wells (18%), and protected springs (12%). The percentage of households that do not have access to safe drinking water is higher than Kosovo's average of 9%. Forty percent of the households residing in Ranillug/Ranilug use water from tube wells or boreholes, 1% use water from unprotected wells, and 1% from unprotected springs (see Table A1 in Annex 1).

More than half of the households connected to the public water provider in Ranillug/Ranilug (52%) have unrestricted water supply compared to Kosovo's average of 42% of households. Twenty-two percent of the remaining households connected to the public water provider report to experience water shortages between 1 and 4 hours a day, 15% between 5 and 10 hours a day, whereas for 7% of them the water supply shortages last longer

¹ OSCE Kosovo. Ranillug/Ranilug Municipal Profile: <http://www.osce.org/kosovo/88760>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M29 Satisfaction Indices with local authorities and public goods and services, Ranillug/Ranilug and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

than 11 hours a day (see Table A2 in Annex 1).

Quality of drinking water from the public water provider in Ranillug/Ranilug is reported to be relatively poor. Nineteen percent of the households connected to it reported that their tap water is unclear from dirt, 19% that its pressure is too low for household utilization, 25% that it has a bad taste, while 15% that it has a bad odour (see Table A3 in Annex 1).

The majority of Ranillug/Ranilug's residents (79%) are satisfied with water supply in their municipality (see Table A4 in Annex 1). Seventy percent of them are satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

The residents of Ranillug/Ranilug's have a poorer access to healthcare providers and pharmacies compared to Kosovo's average in terms of geographical proximity. The nearest doctor can be reached within an average of 26 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 47 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 33 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

The cost of seeing the doctor and cost of buying medicine hinder the access to healthcare services among a high percentage of Ranillug/Ranilug's residents, 52% and 73%, respectively. The administrative factors are problematic for a higher percentage of them compared to Kosovo's averages. Forty-seven percent of Ranillug/Ranilug's residents compared to 27% of Kosovans on average claimed that the last time they needed to see a doctor, the distance to the healthcare provider made it difficult for them to do so, 41% compared to 27% of Kosovans on average reported that the time it took them to get an appointment was problematic, while 43% compared to 39% of Kosovans on average reported that the waiting time to be seen by the doctor on the appointment day was problematic (see Table B7 in Annex 2).

Compared to Kosovo's averages, a higher percentage of Ranillug/Ranilug's residents are satisfied with supply of

medicines and medical supplies in hospitals (41% compared to 26% of Kosovans on average), equal treatment of patients in these institutions (52% compared to 41% of Kosovans on average), and supply of medicines and medical supplies in family medical centres (39% compared to 31% of Kosovans on average). On the other hand, a lower percentage of them, 60% compared to Kosovo's average of 66%, are satisfied with professionalism of medical staff in family medical centres (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Ranillug/Ranilug have a poorer access to all levels of schooling compared to Kosovo's average in terms of geographical proximity. The nearest preschool can be reached within an average of 23 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 25 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within an average of 29 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The residents of Ranillug/Ranilug are more satisfied with both access and quality of education at all levels of schooling. The largest differences compared to Kosovo's averages are noted in the percentage of respondents that are satisfied with access to secondary education (85% compared to Kosovo's average of 71%) and quality of education in secondary schools (78% compared to Kosovo's average of 66%). Unlike Kosovo's averages, the residents of Ranillug/Ranilug are equally satisfied with primary and secondary education. Eighty-five percent of its residents are satisfied or very satisfied with access to primary and secondary education, while 78% are satisfied with quality of education in primary and secondary schools (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that environmental pollution is perceived to be an issue of concern by a large number of Ranillug/Ranilug's residents. Twenty-eight percent of them consider their town dirty or very dirty, whereas 36% consider their neighbourhood as such (see Table A8 in Annex 1). Further, 18% claim that they have problems with loud noise in their immediate neighbourhood, while 5% that they have problems with air quality (see Table A10 in Annex 1).

A lower percentage of Ranillug/Ranilug's residents compared to Kosovo's averages are satisfied with environmental protection (18% compared to Kosovo's average of 48%) and nature and species conservation (28% compared to Kosovo's average of 48%). While a similar share to Kosovo's average (57%) are satisfied with the general cleanliness of their municipality, only 5-6% of Ranillug/Ranilug's residents are satisfied with availability and usability of parks and squares compared to 54-56% of Kosovans on average. In contrast, a significantly higher percentage of them, 70% compared to Kosovo's average of 45%, are satisfied with solid waste collection services (see Table A7 in Annex 1).

Performance of the Public Administration

Fifty-two percent of the residents of Ranillug/Ranilug reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. The majority of them, 93% compared to Kosovo's average of 82%, reported that their request was fulfilled, whereas 4% stated that they were only sometimes provided with the requested document or service (see Table A16 in Annex 1).

Significantly lower percentages of Ranillug/Ranilug's residents compared to Kosovo's averages think that the Public Administration is efficient or very efficient in issuing all of the following documents: passports (55%), ID cards (72%), vehicle registration documents and driver's licenses (52%), building permits (28%), business licenses (26%), marriage, birth, and death certificates (66%), and Social Assistance cards (37%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that a notably lower share of Ranillug/Ranilug's residents are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration compared to Kosovo's averages. Thirty-nine percent of them compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 26% compared to 63% of Kosovans on average are satisfied with the work of the Municipal Assembly, while 35% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (compared to 63% of

Kosovans) (see Table B10 in Annex 2).

Slightly more than half, 54% of Ranillug/Ranilug's residents believe that the local authorities have the capacity to solve the problems faced by their municipality, whereas 17% believe that the aforementioned can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the majority of households in Ranillug/Ranilug can afford basic goods and services. Twelve percent compared to 20% of Kosovo's households on average cannot afford a meal with meat once a week, 21% compared to 42% of Kosovo's households on average cannot afford to pay for public utilities, and 17% compared to 34% of Kosovo's households on average are unable to cover the costs of treating a flu or another minor illness. However, the percentages of households that cannot afford other goods and services are higher compared to Kosovo's averages. Sixty-one percent of the households in Ranillug/Ranilug compared to 49% of households in Kosovo on average cannot afford to buy new clothes and footwear whenever necessary, 75% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 53% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, and 85% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year (see Table A21 in Annex 1).

Ninety-one percent of the households residing in Ranillug/Ranilug own a refrigerator, while 79% own a washing machine. A significantly lower percentage of them compared to Kosovo's averages own a mobile phone (67% compared to Kosovo's average of 94% of households), a computer (50% compared to Kosovo's average of 70% of households), a generator (8% compared to Kosovo's average of 22% of households), and are connected to the Internet (45% compared to Kosovo's average of 62% of households). While the percentage of those that own a car is similar to Kosovo's average (62% of households), a higher number of households in this municipality own a fixed phone line (56% compared to Kosovo's average of 25% of households) and a tractor (40% compared to Kosovo's average of 24% of households) (see Table B12 in Annex 2).

Only 14% of households residing in Ranillug/Ranilug compared to Kosovo's average of 29% declared that they do not possess any land. Fifty-five percent of them compared to Kosovo's average of 39% of households reported to own between 0.5 and 3 hectares of land, while 9% compared to Kosovo's average of 6% reported to own more than 3 hectares of land. Ten percent of households in this municipality compared to Kosovo's average of 14% of households declared that they own a business (see Table A22 in Annex 1).

Shtërpçë/Štrpcë Municipality Analysis

Brief overview of the municipality

The municipality of Shtërpçë/Štrpcë is located in south-eastern Kosovo, within Ferizaj/Uroševac's region. It covers an area of 247 km² and includes the town of Shtërpçë/Štrpcë and 16 villages.¹ Shtërpçë/Štrpcë has a population of 6,949 inhabitants and a total number of 1,603 conventional dwellings.²

The adult residents (aged 18 or older) of Shtërpçë/Štrpcë have a higher education attainment than Kosovo's average. Only 1% of them have no formal education, 7% have not completed primary education, 18% have completed primary education, 58% have completed secondary education, 10% have completed vocational education, and 6% have a university degree (see Table B1 in Annex 2). The education attainment of men residing in Shtërpçë/Štrpcë is slightly higher than women's. Two percent of women residing in this municipality have no formal education compared to 1% of men. In terms of the highest education level attained, 23% of women compared to 13% of men have completed primary education, 54% compared to 62% of men have completed secondary education, 7% compared to 14% of men have completed vocational education, and 4% compared to 8% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Shtërpçë/Štrpcë (38%) is higher than Kosovo's average of 29%. While the percentage of unemployed is 27%, the share of those who are outside the labour market (36%) as they are either unemployed and not looking for work (6%), or are studying, disabled, housewives, or have retired is also lower than Kosovo's average of 45% (see Table B3 in Annex 2). The share of women outside the labour market (58%) is higher than that of men (27%). Even though higher than Kosovo's average, the share of employed women in Shtërpçë/Štrpcë (21%) is less than half the percentage of employed men (46%) (see Table B4 in Annex 2).

Satisfaction with public services

Like in the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Shtërpçë/Štrpcë by 41% of its residents. While poverty or low standards of living is perceived as the biggest problem by 16%, crime, corruption, and inter-ethnic relations are each identified as the biggest problems in Shtërpçë/Štrpcë by 6% of its residents (see Table B5 in Annex 2).

The satisfaction level of Shtërpçë/Štrpcë's residents with local authorities and institutions is higher than Kosovo's average. While they show no common positive or negative trend in satisfaction with public goods and services compared to Kosovo's average, the residents of Shtërpçë/Štrpcë are drastically less satisfied with cemetery maintenance, protection of cultural heritage, nature and species conservation, public transport, and youth, culture, and sports activities.

The residents of Shtërpçë/Štrpcë are mostly satisfied with access and quality of education in preschools, primary schools, and secondary schools (SI 46), phone and postal services (SI 42), and electricity supply (SI 39).

They are least satisfied with cultural, youth, and sports activities (SI -83), public transport (SI -55), and supplies of medicines and medical supplies in hospitals and family medical centres (SI -44).

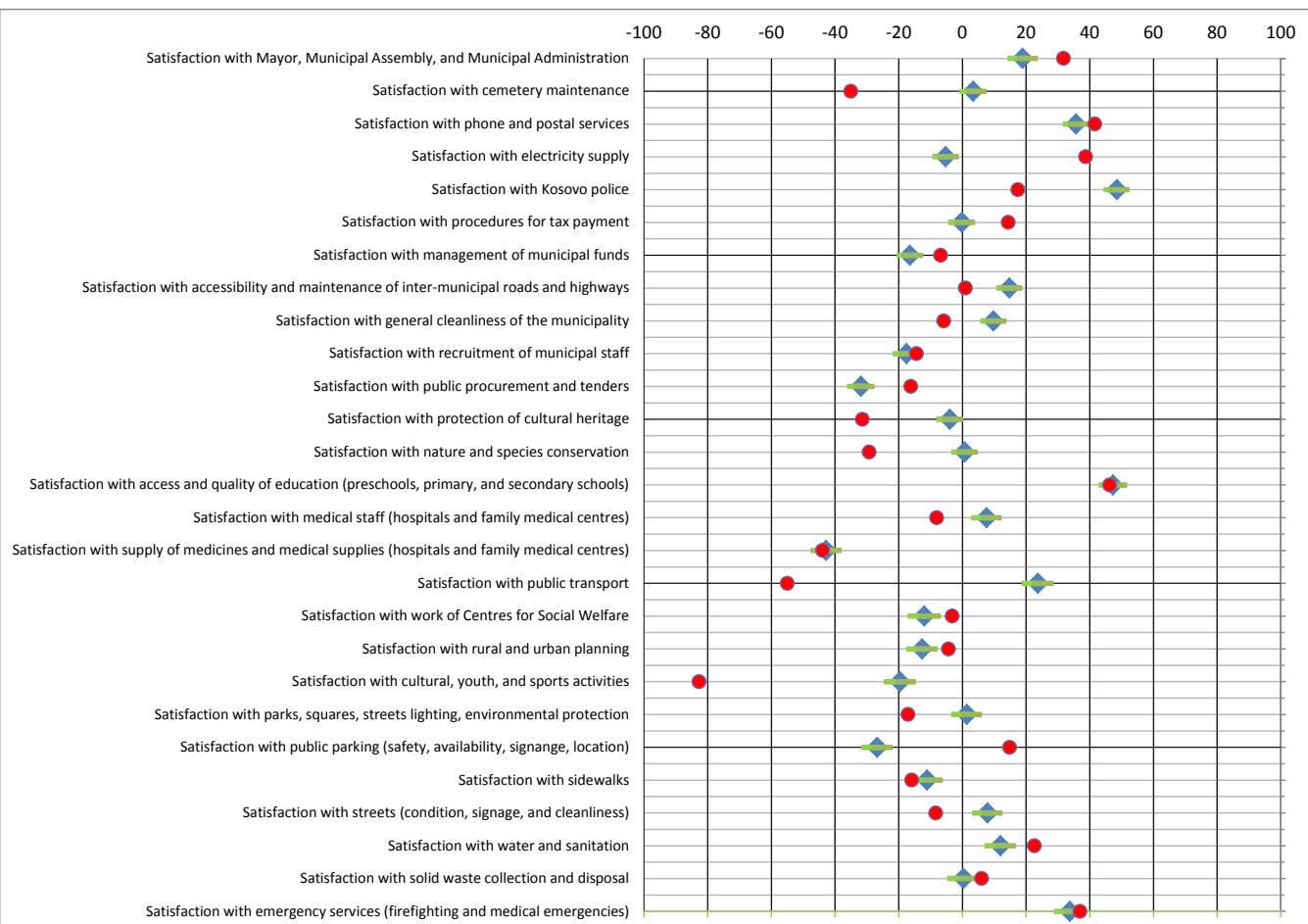
Water and sanitation

A high percentage of Shtërpçë/Štrpcë's households (83%) are connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. Another 12% have access to safe drinking water through public taps (4%), protected wells (1%), and protected springs (7%). A lower share of Shtërpçë/Štrpcë's households, 5% compared to Kosovo's average of 9%, do not have access to safe drinking water as they get it from unprotected springs (see Table A1 in Annex 1).

KMS 2012 data show that water supply from the public water provider is less of a problem in the municipality of Shtërpçë/Štrpcë compared to Kosovo's average. More than half (58%) of the households connected to the public water provider have unrestricted water supply compared to Kosovo's average of 42% of households. Three percent reported to have shortages between 1 and 4 hours a day, 2% between 5 and 10 hours a day, 26% have shortages of more than 11 hours a day, while for 11% the water supply cut-offs last longer than 3 hours at a time (see Table A2 in Annex 1).

¹ OSCE Kosovo. Shtërpçë/Štrpcë Municipal Profile: <http://www.osce.org/kosovo/13130>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M30 Satisfaction Indices with local authorities and public goods and services, Shterpë/Štrpcë and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Quality of drinking water from the public water provider in Shterpë/Štrpcë is also high compared to Kosovo's averages. Only 6% of the households connected to the public water provider reported that their tap water is unclear from dirt, 14% that its pressure is too low for household utilization, while only 1% stated that their tap water has a bad taste (see Table A3 in Annex 1).

A very high percentage (70%) of Shterpë/Štrpcë's households is satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). A slightly lower percentage (63%) is satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

The residents of Shterpë/Štrpcë have a much poorer access to pharmacies and healthcare providers compared to Kosovo's averages with regard to geographical proximity. The nearest doctor is reachable within an average of 26 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 61 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 32 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

Like the majority of Kosovans, 80% of Shterpë/Štrpcë's residents reported that the last time they needed to see a doctor, the cost of buying medicines made it difficult to do so. A lower share of them had problems to access healthcare due to the cost of seeing the doctor (40% compared to 58% of Kosovans on average) or the waiting time to be seen by the doctor on the appointment day (33% compared to 39% of Kosovans on average). While an almost equal percentage to Kosovo's average (28%) claimed that the time it takes to get an appointment hindered their access to healthcare, 41% of Shterpë/Štrpcë's residents (compared to 27% of Kosovans on average) have problems accessing healthcare because of the distance to the healthcare provider (see Table B7 in Annex 2).

With the exception of supply of medicines and medical supplies in hospitals, the residents of Shterpë/Štrpcë are less satisfied with all components of healthcare provision, especially in family medical centres. Twenty-three percent compared to Kosovo's average of 31% are satisfied with supply of medicines and medical supplies in family medical centres, 42% compared to Kosovo's average of 52% are satisfied with equal treatment of patients,

while 54% compared to Kosovo's average of 66% are satisfied with professionalism of medical staff in these institutions (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Shtërpçë/Štrpcë have a much poorer access to all, preschools, primary, and secondary schools, compared to Kosovo's average with regard to geographical proximity. The nearest preschool can be reached within an average of 30 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 24 minutes (compared to Kosovo's average of 14 minutes), whereas the closest secondary school is reachable within an average of 32 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

A higher percentage of Shtërpçë/Štrpcë's residents are satisfied with both access and quality of education at all levels of schooling compared to Kosovo's averages. The greatest differences are noted in percentages of those that are satisfied with quality of education in preschools (83% compared to 69% of Kosovans on average), access to primary education (91% compared to 78% of Kosovans on average), and quality of education in primary schools (89% compared to 75% of Kosovans on average). As in the rest of Kosovo, on average, a higher percentage of residents of Shtërpçë/Štrpcë are satisfied with primary school education compared to other levels of schooling (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that a rather large share of Shtërpçë/Štrpcë's residents is concerned about environmental pollution in their municipality. Almost half of them (45%) consider their town to be dirty or very dirty, whereas 39% regard their neighbourhood as such (see Table A8 in Annex 1). While loud noise is perceived as a problem by only 1% of Shtërpçë/Štrpcë's residents, none of them perceive problems with air quality in their vicinity (see Table A10 in Annex 1).

Fewer residents of Shtërpçë/Štrpcë are satisfied with environmental protection and management of public spaces compared to Kosovo's averages. Specifically, 48% of them compared to 58% of Kosovans on average are satisfied with the general cleanliness of their municipality, 33% compared to 48% of Kosovans on average are satisfied with environmental protection, 31% compared to 48% of Kosovans on average are satisfied with nature and species conservation, while 43% compared to 54%-56% of Kosovans on average are satisfied with availability and usability of parks and squares. Conversely, 54% of Shtërpçë/Štrpcë's residents are satisfied or very satisfied with solid waste collection services in their municipality compared to 45% of Kosovans on average (see Table A7 in Annex 1).

Performance of the Public Administration

Thirty-four percent of Shtërpçë/Štrpcë's respondents stated that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A lower share than Kosovo's average, 70% compared to 82%, reported that their request was fulfilled, while 22% claimed that they were only sometimes provided with the requested document or service (see Table A16 in Annex 1).

A similar percentage of Shtërpçë/Štrpcë's residents to Kosovo's averages think that the Public Administration is efficient or very efficient in issuing ID cards (84%), driver's licenses (65%), and marriage, birth, and death certificates (75%). On the other hand, a higher percentage of them think that the abovementioned institution is efficient in issuing the following: passports (82%), vehicle registration documents (71%), building permits (55%), business licenses (57%), and Social Assistance cards (56%) (see Table A17 in Annex 1).

Satisfaction with local authorities

The share of Shtërpçë/Štrpcë's residents who are satisfied with the work of their Mayor, Municipal Administration, and especially Municipal Assembly is higher than Kosovo's average. Seventy-nine percent of them compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 69% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 74% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A relatively high share (66%) of Shtërpçë/Štrpcë's residents believes that the local authorities have the capacity to solve the problems in their municipality, while 11% (compared to Kosovo's average of 15%) think that these problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the percentage of households of Shtërpëcë/Štrpcë that cannot afford basic goods and services is significantly lower than Kosovo's average. Eleven percent of them compared to Kosovo's average of 20% reported that they cannot afford a meal with meat once a week, 22% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 16% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or any other minor illness, 40% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 61% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 33% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, and 66% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a month (see Table A21 in Annex 1).

Ninety-six percent of households in Shtërpëcë/Štrpcë own a washing machine and a refrigerator. Slightly lower percentages of them compared to Kosovo's averages own a mobile phone (88% compared to 94%), a computer (68% compared to 70%), and are connected to the Internet (56% compared to 62%). A significantly high share of households in Shtërpëcë/Štrpcë (61%) owns a fixed phone line compared to 25% of Kosovans on average. A higher share of them compared to Kosovo's average also own a car (70% compared to 64%), a tractor (36% compared to 24%), and a generator (29% compared to 22%) (see Table B12 in Annex 2).

Nineteen percent of the households residing in Shtërpëcë/Štrpcë declared that they do not possess any land compared to Kosovo's average of 29%. Forty-three percent compared to Kosovo's average of 39% reported to own between 0.5 and 3 hectares of land, while 11% compared to Kosovo's average of 6% claimed to own more than 3 hectares of land. A slightly lower percentage of Shtërpëcë/Štrpcë's households (11%) compared to Kosovo's average of 14% reported to own a business (see Table A22 in Annex 1).

Shtime/Štimlje Municipality Analysis

Brief overview of the municipality

The municipality of Shtime/Štimlje is located in southern Kosovo, within Ferizaj/Uroševac region. It covers an area of 134 km² and includes the town of Shtime/Štimlje and 22 villages.¹ Shtime/Štimlje has a population of 27,324 inhabitants and a total number of 4,383 conventional dwellings.²

The average education attainment of adults (aged 18 or older) in Shtime/Štimlje is slightly lower than Kosovo's average. Six percent of them do not have any formal education, 9% have not completed primary education, 33% have completed primary education, 46% have completed secondary education, 1% have completed vocational education, and 4% have a university degree (see Table B1 in Annex 2). Adult women residing in this municipality have a lower education attainment than men. Ten percent of them compared to 2% of men have no formal education. In terms of the highest education level attained, 45% of women compared to 22% of men have completed primary education, 29% compared to 63% of men have completed secondary education, while 2% compared to 6% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Shtime/Štimlje, 22%, is lower than Kosovo's average of 29%, the share of unemployed is 39%, while around 39% are outside the labour market as they are either unemployed and not looking for work (10%), or studying, disabled, housewives, or have retired (see Table B3 in Annex 2). The percentage of women outside the labour market (66%) is more than double that of men outside the labour market (24%). In addition, only 7% of adult women residing in this municipality report to be employed compared to 33% of men (see Table B4 in Annex 4).

Satisfaction with public services

Similar to the majority of municipalities in Kosovo, unemployment is considered to be the biggest problem in Shtime/Štimlje by 69% of its residents. Poor road infrastructure is ranked the biggest problems by 13%, while poor electricity supply by 6% of its residents (see Table B5 in Annex 2).

The satisfaction level of residents of Shtime/Štimlje with local authorities and institutions is slightly lower than Kosovo's average. While their satisfaction for most of the public goods and services is similar or slightly higher than Kosovo's average, the residents of Shtime/Štimlje are less satisfied with supply of medicines and medical supplies in hospitals and family medical centres, solid waste collection and disposal, water and sanitation, and condition of streets (including cleanliness and signage).

The residents of Shtime/Štimlje are mostly satisfied with Kosovo Police (SI 61), access and quality of education in preschools, primary schools, and secondary schools (SI 57), and phone and postal services (SI 50).

They are least satisfied with supply of medicines and medical supplies in hospitals and medical centres (SI -73), cultural, youth, and sports activities (SI -31), and public procurement and tenders (SI -30).

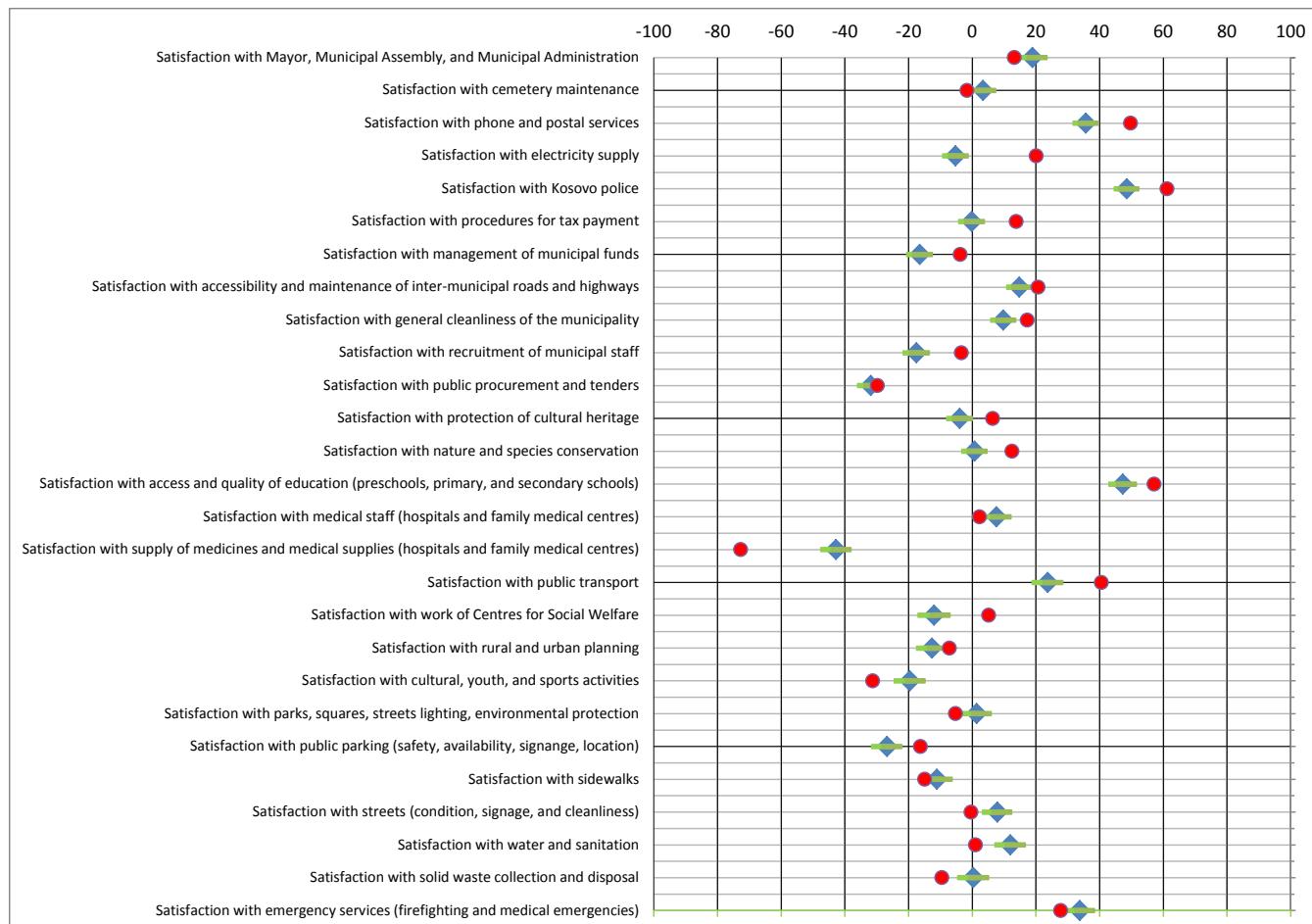
Water and sanitation

Sixty-three percent of Shtime/Štimlje's households report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining households have access to safe drinking water through protected wells (25%), protected springs (7%), and public taps (1%). Only 1% of households in Shtime/Štimlje use bottled water, compared to 4% of Kosovan households on average. The share of households that do not have access to safe drinking water - the main sources of their drinking water being unprotected wells (2% of households) and unprotected springs (2% of households) - is lower than Kosovo's averages of 9% of households (see Table A1 in Annex 1).

Water supply from the public water provider is quite problematic in the municipality of Shtime/Štimlje. Forty-two percent of the households connected to it (equal to Kosovo's average) claim that they have unrestricted water supply. Ten percent have water shortages between 1 and 4 hours a day, 15% between 5 and 10 hours a day, while for 29% the daily water supply cut-offs last longer than 11 hours (see Table A2 in Annex 1).

¹ OSCE Kosovo. Shtime/Štimlje Municipal Profile: <http://www.osce.org/kosovo/13129>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M31 Satisfaction Indices with local authorities and public goods and services, Shtime/Štimlje and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Quality of drinking water from the public water provider in Shtime/Štimlje is reported to be higher than Kosovo's average. Only 2% of the households connected to the public water provider report that their tap water is unclear from dirt, 11% that its pressure is too low for household utilization, 3% that it has a bad taste, and 5% that it has a bad odour (see Table A3 in Annex 1).

More than half (58%) of households in Shtime/Štimlje are satisfied with water supply in their municipality, while 48% are satisfied with sewage and sanitation (see Table A4 and Table A5 in Annex 1).

Healthcare services

The residents of Shtime/Štimlje enjoy a similar access to healthcare providers and pharmacies compared to Kosovo's average in terms of proximity. The nearest doctor can be reached within an average of 19 minutes (equal to Kosovo's average), the nearest hospital within an average of 41 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 20 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

Similar to the rest of Kosovo, cost of buying medicine is the biggest obstacle in accessing healthcare among residents of Shtime/Štimlje, reported as such by 92% of them. The cost of seeing the doctor is the second biggest obstacle hinder access to healthcare, as it is reported problematic by 44% of this municipality's residents. On the other hand, the administrative and logistical issues in healthcare provision were reported to be problematic by fewer residents of Shtime/Štimlje compared to Kosovo's average. Nineteen percent compared to 27% of Kosovans on average reported that on the last occasion they needed to see a doctor, they had a problem doing so because of the distance to the healthcare provider, 17% compared to 27% of Kosovans on average had a problem with the time it took to get an appointment, while 27% compared to 39% of Kosovans on average reported that the waiting time to be seen by the doctor on the appointment day was problematic (see Table B7 in Annex 2).

Except for professionalism of medical staff in family medical centres, fewer residents of Shtime/Štimlje are satisfied with all the other components of healthcare provision compared to Kosovo's average. A significantly lower

share of them, 12% compared to 31% of Kosovans on average, are satisfied with supply of medicines and medical supplies in family medical centres, while 11% compared to 26% of Kosovans on average are satisfied with supply of the aforementioned in hospitals. Equal treatment of patients in hospitals is considered satisfactory by 32% of Shtime/Štimlje's residents compared to 41% of Kosovans on average, while 42% of them (compared to Kosovo's average of 52%) are satisfied with equal treatment of patients in family medical centres (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Shtime/Štimlje enjoy a similar access to primary and secondary schools, and a slightly poorer access to preschools compared to Kosovo's average in terms of geographical proximity. The nearest preschool facility can be reached within an average of 23 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 14 minutes (equal to Kosovo's average), and the nearest secondary school within an average of 23 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The residents of Shtime/Štimlje are more satisfied with both access and quality of education in preschools, primary schools, and secondary schools compared to the rest of Kosovans on average. As is the case for the rest of Kosovans, more residents of Shtime/Štimlje are satisfied with access to primary education (89%) and quality of education in primary schools (87%), compared to other levels of education. Compared to Kosovo's average, the residents of this municipality are more satisfied with quality of education in secondary schools (79% compared to 66%) and preschools (82% compared to 69%) (see Table A6 in Annex 1).

Environmental protection

KMS 2012 data show that a relatively high share of Shtime/Štimlje's residents is concerned about environmental issues in their municipality. Twenty-nine percent of them consider their town to be dirty or very dirty, whereas 21% claim that their neighbourhood is dirty or very dirty (see Table A8 in Annex 1). Air quality and loud noise are each considered to be problems by 8% of Shtime/Štimlje's residents (see Table A10 in Annex 1).

A higher share of Shtime/Štimlje's residents, 65% compared to 58% of Kosovans on average, is satisfied with general cleanliness in their municipality, 56% compared to 48% of Kosovans on average are satisfied with environmental protection, while 58% compared to 48% of Kosovans on average are satisfied with nature and species conservation. On the other hand, fewer residents of this municipality are satisfied with availability of parks and squares (49% of respondents), their usability (52% of respondents), and solid waste collection services (40%) compared to Kosovo's averages (see Table A7 in Annex 1).

Performance of the Public Administration

Eleven percent of the residents of Shtime/Štimlje reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. The share of those who were provided with the requested document or service is equal to Kosovo's average of 82% (see Table A16 in Annex 1).

A similar percentage of Shtime/Štimlje's residents to Kosovo's average (80%) think that the Public Administration is efficient in issuing marriage, birth, and death certificates. A lower percentage of them think that its institutions are efficient in issuance of ID cards (83% compared to Kosovo's average of 86%) and Social Assistance cards (43% compared to Kosovo's average of 50%). On the other hand, higher percentages of Shtime/Štimlje's residents compared to Kosovo's averages think that the Public Administration is efficient in issuing the following: passports (82%), vehicle registration documents and driver's licenses (73%), and building permits and business licenses (47%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that fewer residents of Shtime/Štimlje are less satisfied with the work of their Mayor, equally satisfied with the work of their Municipal Assembly, and more satisfied with the work of the Municipal Administration compared to Kosovo's averages. Sixty-one percent compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 63% are satisfied with the work of the Municipal Assembly, and 71% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A very high percentage (78%) of Shtime/Štimlje's residents believe that their local authorities are sufficiently competent to solve the problems in their municipality, while 8% believe that these problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that a higher share of Shtime/Štimlje's households compared to Kosovo's averages cannot afford basic goods and services. Thirty-five percent of them compared to Kosovo's average of 20% cannot afford a meal with meat once a week, 50% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 49% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or any other minor illness, 60% compared to Kosovo's average of 49% cannot afford to buy new clothes or footwear whenever necessary, 77% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, and 39% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month. The share of Shtime/Štimlje's households (76%) that cannot afford to pay for a week's holiday away from home once a year is equal to Kosovo's average (see Table A21 in Annex 1).

KMS 2012 data show that more than 95% of households residing in Shtime/Štimlje own a washing machine, a refrigerator, and a mobile phone. The percentage of those that own a computer (62%) and those that are connected to the Internet (52%) are lower than Kosovo's averages of 70% and 62% for computer ownership and connectivity to the Internet, respectively. While a lower percentage of Shtime/Štimlje's households compared to Kosovo's average own a fixed phone line (19% compared to 25%), a higher percentage of them owns a car (71 compared to 64%) and a tractor (34% compared to 24%). An equal percentage to Kosovo's average (23%) owns a generator (see Table B12 in Annex 2).

The share of households of Shtime/Štimlje that own a business (9%) is lower than Kosovo's average of 14%. On the other hand, the percentage of households that own land is higher than Kosovo's average. Twenty percent of the households residing in Shtime/Štimlje compared to Kosovo's average of 29% declared that they do not possess any land. Forty-four percent compared to 39% of Kosovan households on average reported to own between 0.5 and 3 hectares of land, while 5% compared to Kosovo's average of 6% of households own more than 3 hectares of land (see Table A22 in Annex 1).

Skënderaj/Srbica Municipality Analysis

Brief overview of the municipality

The municipality of Skënderaj/Srbica is located in north-western Kosovo, within Mitrovicë/Mitrovica region. It covers an area of 378 km² and includes the town of Skënderaj/Srbica and 52 villages.¹ Skënderaj/Srbica has a population of 50,858 inhabitants and a total number of 7,708 conventional dwellings.²

The average education attainment of adults (aged 18 or older) in Skënderaj/Srbica is similar to Kosovo's average. Six percent of them have no formal education, 25% have completed primary education, 54% have completed secondary education, and 4% have a university degree (see Table B1 in Annex 2). Women have a lower education attainment than men. Ten percent of them compared to 2% of men have no formal education. In terms of the highest education level attained, 34% of women compared to 16% of men have completed primary education, 41% compared to 68% of men have completed secondary education, and 3% of women compared to 6% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Skënderaj/Srbica is 24% (compared to Kosovo's average of 29%), the share of unemployed 24%, whereas around 52% are outside the labour market as they are either unemployed and not looking for work (15%), or studying, disabled, housewives, or have retired (see Table B3 in Annex 2). The majority of adult women residing in Skënderaj/Srbica (80%) are outside the labour market compared to 34% of men. The share of employed women in Skënderaj/Srbica (4%) is much lower than Kosovo's average of 12% and almost ten times lower compared to the percentage of employed men (38%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the majority of municipalities in Kosovo, unemployment is considered to be the biggest problem in Skënderaj/Srbica by 64% of its residents. Poor electricity supply is ranked the biggest problem by 9%, whereas lack of economic growth by 7% (see Table B5 in Annex 2).

The satisfaction level of residents of Skënderaj/Srbica with local authorities is significantly higher than Kosovo's average. While their satisfaction level is also significantly higher for the majority of public goods and services, the aforementioned are less satisfied with cemetery maintenance, phone and postal services, electricity supply, water and sanitation, solid waste collection and disposal, and medical staff and supply of medicine and medical supplies in hospitals and family medical centres.

The residents of Skënderaj/Srbica are mostly satisfied with the Kosovo Police (SI 65), access and quality of education in preschools, primary schools, and secondary schools (SI 49), and availability and maintenance of public spaces (availability and usability of parks and squares, street lighting, and environmental protection) (SI 39).

The lowest satisfaction level has been recorded for supply of medicines and medical supplies in hospitals and family medical centres (SI -66), public parking (safety, availability, signage, and location) (SI -31), and solid waste collection and disposal (SI -26).

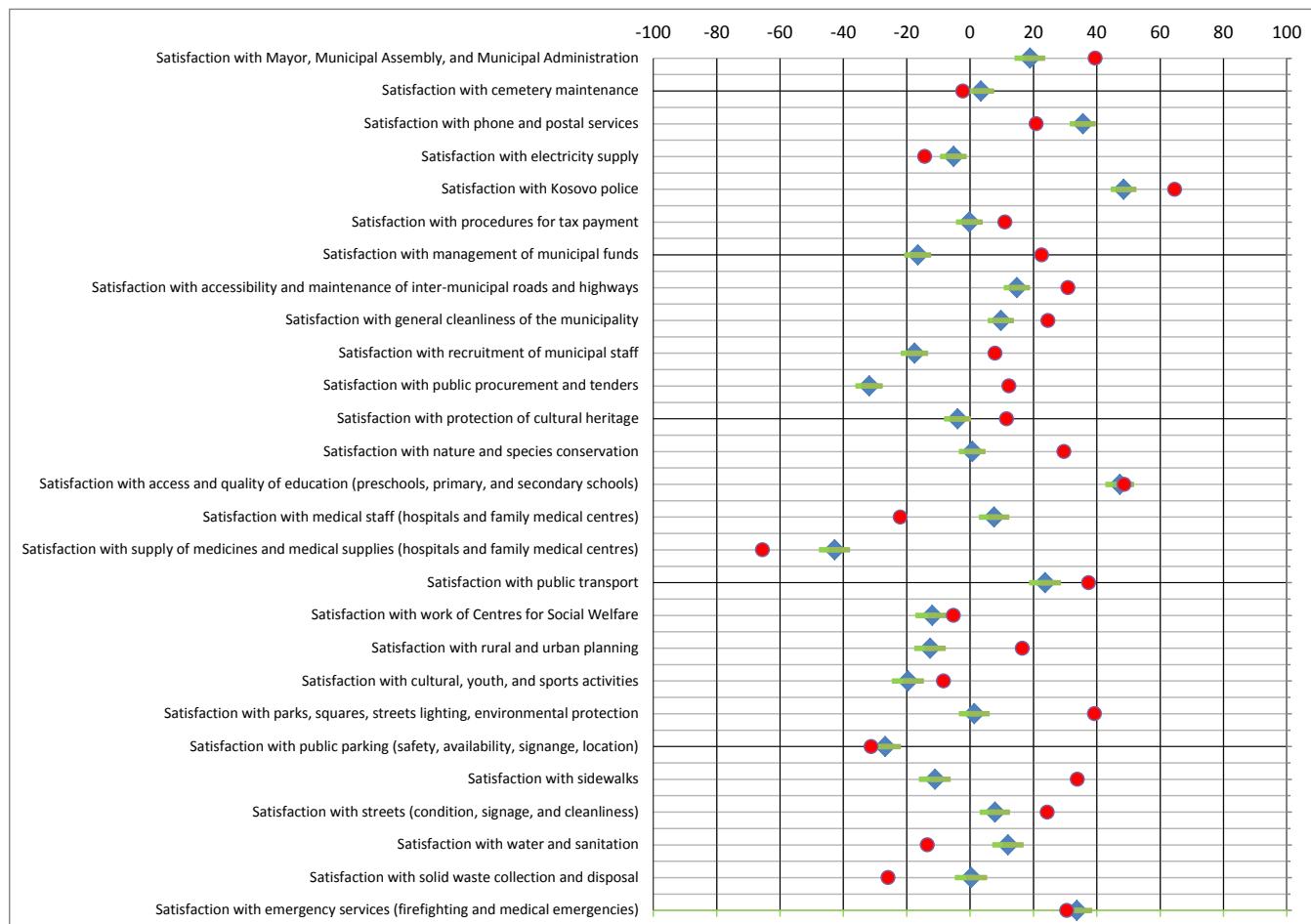
Water and sanitation

Fifty-one percent of the households residing in Skënderaj/Srbica report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining households have access to safe drinking water through protected wells (32%), protected springs (1%), and public taps (1%). Only 1% of households residing in this municipality use bottled water. The percentage of households that do not have access to safe drinking water (16%) - the main sources of their drinking water being tube wells or boreholes (13% of all households) and unprotected wells (3% of all households) - is higher than Kosovo's average of 9% (see Table A1 in Annex 1).

Water supply from the public water provider is rather problematic in the municipality of Skënderaj/Srbica. Thirty-seven percent of the households connected to it compared to Kosovo's average of 42% have unrestricted water supply. While 6% of the households reported to experience daily water shortages of 1 to 4 hours and 5 to 10 hours each, 40% report that their water-supply cut-offs from the public water provider last longer than 11 hours a day (see Table A2 in Annex 1).

¹ OSCE Kosovo. Skënderaj/Srbica Municipal Profile: <http://www.osce.org/kosovo/13273>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M32 Satisfaction Indices with local authorities and public goods and services, Skënderaj/Srbica and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

The quality of drinking water from the public water provider in Skënderaj/Srbica is reported to be much higher than Kosovo's average. Only 1% of the households connected to the public water provider claimed that their tap water is unclear from dirt, whereas 8% reported that its pressure is too low for household utilization. None of the respondents from Skënderaj/Srbica claimed that their tap water has a bad taste or a bad odour (see Table A3 in Annex 1).

Less than half (45%) of Skënderaj/Srbica's households are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). An even lower share (38%) of them is satisfied or very satisfied with sanitation and sewage (see Table A5 in Annex 1).

Healthcare services

The residents of Skënderaj/Srbica have a similar access to doctors and a poorer access to hospitals and pharmacies compared to Kosovo's averages in terms of geographical proximity. The nearest doctor can be reached within an average of 21 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 43 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 26 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

The cost of buying medicines is a factor hindering access to healthcare for an overwhelming majority of 98% of residents of Skënderaj/Srbica. The cost of seeing the doctor is also problematic for a high percentage of them, 84%, compared to Kosovo's average of 58% of households. While a similar percentage to Kosovo's average consider the distance to the healthcare provider (25% of respondents) and the time it takes to get an appointment (27% of respondents) as problematic, a slightly higher percentage compared to Kosovo's average, 43% compared to 39%, claimed that the last time they needed to see a doctor, the waiting time it took to be seen by the doctor on the appointment day was too long (see Table B7 in Annex 2).

The residents of Skënderaj/Srbica are less satisfied with all components of healthcare provision compared to

Kosovo's averages. Thirteen percent of them compared to 31% of Kosovans on average are satisfied with supply of medicines and medical supplies in family medical centres, 23% compared to 52% of Kosovans on average are satisfied with equal treatment of patients, while 50% compared to 66% of Kosovans on average are satisfied with professionalism of medical staff in these institutions. Also, a significantly low percentage of Skënderaj/Srbica's residents are satisfied with supply of medicines and medical supplies in hospitals (13%) and equal treatment of patients in them (29%) (see Table B8 in Annex 2).

Education

In terms of geographical proximity, the residents of Skënderaj/Srbica have a similar access to preschools and primary schools, and a poorer access to secondary schools compared to Kosovo's averages. The nearest preschool can be reached within an average of 21 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 14 minutes (equal to Kosovo's average), and the nearest secondary school within an average of 32 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

A higher percentage of Skënderaj/Srbica's residents are satisfied with both access and quality of education at all levels of schooling compared to Kosovo's averages. The largest differences in this regard are noted for the percentage of those that are satisfied with access to secondary education (88% compared to 71% of Kosovans on average), quality of education in secondary schools (82% compared to 66% of Kosovans on average), and access to preschool education (87% compared to 72% of Kosovans on average). Similar to the majority of other municipalities in Kosovo, the residents of Skënderaj/Srbica are more satisfied with access to primary education (89% of respondents) and quality of education in primary schools (84% of respondents), compared to other levels of education (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that the share of Skënderaj/Srbica's residents who perceive problems with environmental pollution in their town and neighbourhood is rather low. Only 13% of them consider their town to be dirty or very dirty, whereas 27% of them consider their neighbourhood as such (see Table A8 in Annex 1). While air quality is considered to be a problem in the immediate neighbourhood by 14% of Skënderaj/Srbica's residents, loud noise is considered a problem by 15% of them (see Table A10 in Annex 1).

Compared to Kosovo's averages, higher percentages of Skënderaj/Srbica's residents are satisfied with environmental protection and its components in their municipality. Specifically, 63% of them compared to Kosovo's average of 58% are satisfied with general cleanliness of their municipality, 65% compared to Kosovo's average of 48% are satisfied with environmental protection, 71% compared to Kosovo's average of 48% are satisfied with nature and species conservation, and 84% compared to Kosovo's average of 54-56% are satisfied with availability and usability of parks and squares in their municipality. On the other hand, the percentage of Skënderaj/Srbica's residents who are satisfied with solid waste collection services in their municipality is lower than Kosovo's average, 31% compared to 45% of Kosovans on average (see Table A7 in Annex 1).

Performance of the Public Administration

Nineteen percent of the residents of Skënderaj/Srbica reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. The share of those who were provided with the requested document or service (90%) is higher than Kosovo's average of 82% (see Table A16 in Annex 1).

A drastically higher percentage of Skënderaj/Srbica's residents compared to Kosovo's average think that the Public Administration is efficient or very efficient in issuing the following documents: passports (99%), ID cards (100%), vehicle registration documents (97%), driver's licenses (98%), building permits (95%), business licenses (96%), marriage, birth, and death certificates (99%), and Social Assistance cards (99%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that more residents of Skënderaj/Srbica are satisfied with the work of their Municipal Assembly, Municipal Administration, and especially Mayor compared to Kosovo's averages. The majority of them, 90% compared to Kosovo's average of 69%, are satisfied with the work of their Mayor, 71% compared to Kosovo's average of 63% are satisfied with the work of the Municipal Assembly, and 68% compared to Kosovo's average of 64% are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

The majority of Skënderaj/Srbica's residents (72%) believe that their local authorities are sufficiently competent to solve the problems in their municipality, whereas 21% believe that only the central government can solve these problems (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that a higher percentage of households residing in Skënderaj/Srbica compared to Kosovo's average can afford basic goods and services. Specifically, 9% compared to Kosovo's average of 20% of households cannot afford a meal with meat once a week, 11% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 10% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or any other minor illness, 13% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 57% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, and 64% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year. On the other hand, a slightly higher percentage of households residing in Skënderaj/Srbica, 41% compared to Kosovo's average of 37%, cannot afford to invite family or friends for a meal at least once a month (see Table A21 in Annex 1).

Ninety-six percent of the households residing in Skënderaj/Srbica own a washing machine and a refrigerator. An even higher percentage, 99% compared to 94% of Kosovan households on average, owns a mobile phone. While the percentage of those that own a computer is equal to Kosovo's average (70% of households), higher percentages of households residing in Skënderaj/Srbica compared to Kosovo's averages own car (71% compared to Kosovo's average of 64%), a tractor (36% compared to Kosovo's average of 24%), and a generator (36% compared to Kosovo's average of 22%). The percentage of those connected to the Internet, 70%, is also higher than Kosovo's average of 62% of households. On the other hand, a lower percentage of Skënderaj/Srbica's households own a fixed phone line, 15% compared to Kosovo's average of 25% (see Table B12 in Annex 2).

Eleven percent of households residing in Skënderaj/Srbica compared to Kosovo's average of 29% declared that they do not possess any land. Sixty percent compared to Kosovo's average of 39% reported to own between 0.5 and 3 hectares of land, while 14% compared to Kosovo's average of 6% claimed to own more than 3 hectares of land. A slightly higher percentage of households residing in this municipality own a business compared to Kosovo's average, 16% compared to 14% (see Table A22 in Annex 1).

Suharekë/Suva Reka Municipality Analysis

Brief overview of the municipality

The municipality of Suharekë/Suva Reka is located in southern Kosovo, within Prizren region. It covers an area of 361 km² and includes the town of Suharekë/Suva Reka and 42 villages.¹ Suharekë/Suva Reka has a population of 59,722 inhabitants and a total number of 10,674 conventional dwellings.²

The average education attainment of adults (aged 18 or older) in Suharekë/Suva Reka is lower than Kosovo's average. Seven percent of them have no formal education, 9% have not completed primary education, 36% have completed primary education, 37% have completed secondary education, 3% have completed vocational education, while 9% have a university degree (see Table B1 in Annex 2). Adult women in the municipality of Suharekë/Suva Reka have a lower education attainment than men. Ten percent of them compared to 4% of men have no formal education. In terms of the highest education level attained, 46% of women compared to 23% of men have completed primary education, 25% compared to 51% of men have completed secondary education, while 6% compared to 13% of men have a university degree (see Table B2 in Annex 2).

The percentage of employed adults (aged 18-64) in Suharekë/Suva Reka is equal to Kosovo's average (29%), the share of unemployed is 20%, whereas around 52% are outside the labour market as they are either unemployed and not looking for work (16%), or studying, disabled, housewives, or have retired (see Table B3 in Annex 2). This rate of women outside the labour market (78%) is significantly higher compared to that of men (33%). The share of employed women in Suharekë/Suva Reka (9%) is lower than both Kosovo's average (12%) and percentage of employed men (44%) (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the majority of municipalities in Kosovo, unemployment is considered to be the biggest problem in Suharekë/Suva Reka by 61% of its residents. Poor electricity supply is ranked the biggest problems by 10% of them, while poor water supply by 9% (see Table B5 in Annex 2).

The satisfaction level of residents of Suharekë/Suva Reka with local authorities and institutions is equal to Kosovo's average. While their satisfaction level is notably higher than Kosovo's average for most of the public goods and services, they are less satisfied with public procurement and tenders, supply of medicines and medical supplies in hospitals and family medical centres, management of public spaces (availability and usability of parks and squares, public lighting, environmental protection), and public parking (safety, availability, signage, and location).

The residents of Suharekë/Suva Reka are mostly satisfied with access and quality of education in preschools, primary schools, and secondary schools (SI 69), Kosovo Police (SI 63), and public transport (SI 61).

They are least satisfied with supply of medicines and medical supplies in hospitals and family medical centres (SI -79), public parking (safety, availability, signage, and location) (SI -51), and public procurement and tenders (SI -49).

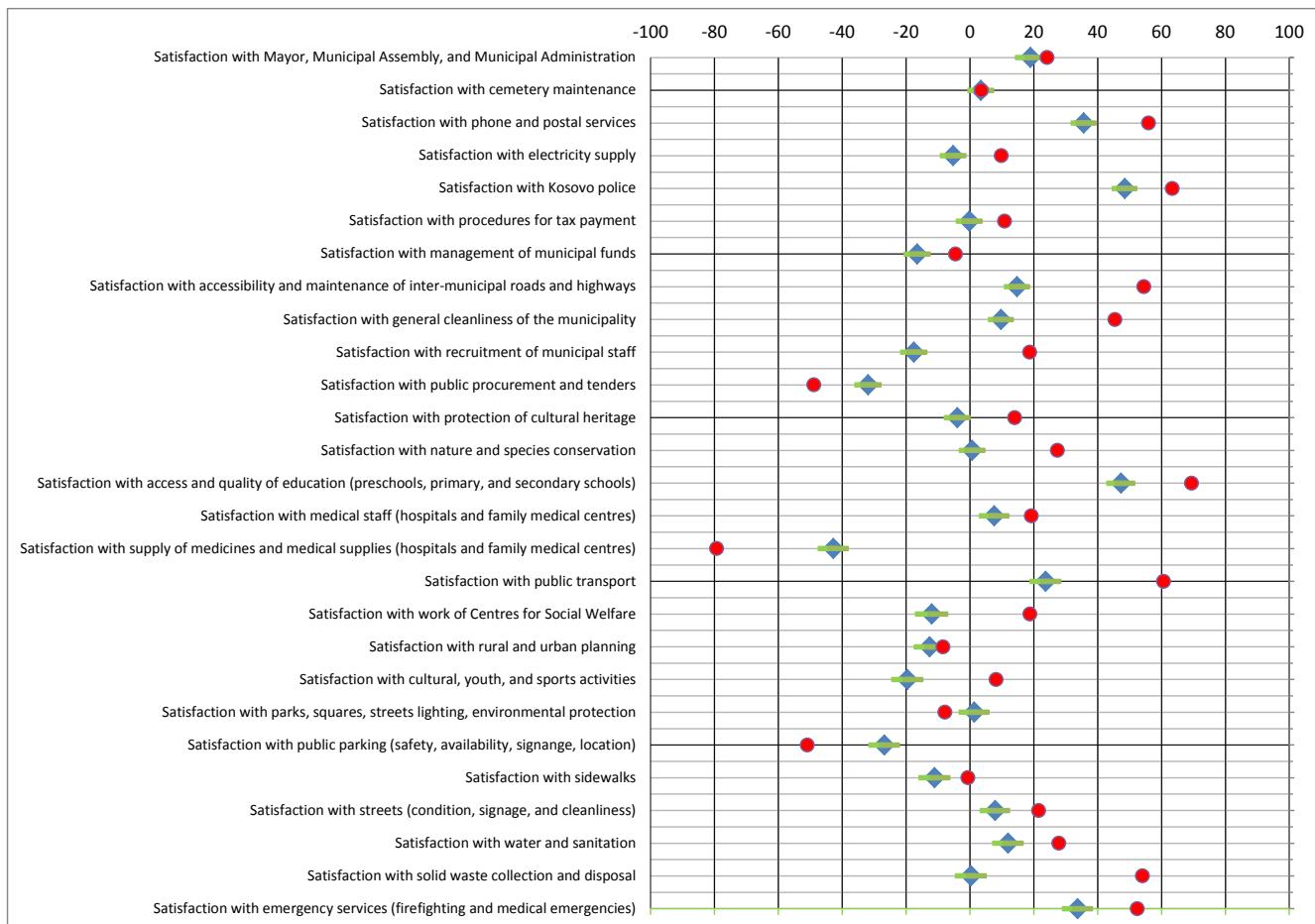
Water and sanitation

Forty-two percent of Suharekë/Suva Reka's households report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. Another 31% of its households have access to safe drinking water through protected wells (26%), protected springs (4%), and public taps (1%). Three percent of Suharekë/Suva Reka's households use bottled water. A higher share of its households, 25% compared to 9% of households in Kosovo on average, do not have access to safe drinking water - the main sources of their drinking water being tube wells or boreholes (18% of all households), unprotected wells (6% of all households), and unprotected springs (1% of all households) (see Table A1 in Annex 1).

Water supply from the public water provider is fairly problematic in the municipality of Suharekë/Suva Reka. Only 18% of the households connected to the public water provider (compared to Kosovo's average of 42%) claim that they have unrestricted water supply. Twenty-six percent have water shortages between 1 and 4 hours

¹ OSCE Kosovo. Suharekë/Suva Reka Municipal Profile: <http://www.osce.org/kosovo/13131>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M33 Satisfaction Indices with local authorities and public goods and services, Suharekë/Suva Reka and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

a day, 7% experience shortages between 5 and 10 hours a day, while for 32% the daily water supply cut-offs last longer than 11 hours. Another 16% of Suharekë/Suva Reka's households connected to the public water supplier reported that the water supply cut-offs in their dwelling last longer than 3 hours at a time (see Table A2 in Annex 1).

The percentage of households connected to the public water provider that report problems with quality of drinking water is similar to Kosovo's average. Seventeen percent of them report that their tap water is unclear from dirt, 35% that its pressure is too low for household utilization, 14% that it has a bad taste, and 13% that it has a bad odour (see Table A3 in Annex 1).

About half (51%) of households in Suharekë/Suva Reka are satisfied with water supply in their municipality (see Table A4 in Annex 1). The majority (86%) is satisfied or very satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

The residents of Suharekë/Suva Reka enjoy a better access to doctors and pharmacies and a poorer access to hospitals compared to Kosovo's average in terms of proximity to these facilities. The nearest doctor can be reached within an average of 16 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 45 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 18 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

Like for the rest of Kosovans, cost of buying medicine is the biggest obstacle in accessing healthcare among the majority of Suharekë/Suva Reka's residents, 97% compared to Kosovo's average of 85%. Even though lower than Kosovo's average (48% compared to 58%), the cost of seeing the doctor was also reported as problematic by a high share of them. While the waiting time to be seen by the doctor on the appointment day was reported as problematic by an equal percentage to Kosovo's average (39%), a higher percentage of Suharekë/Suva Reka's residents (37% compared to 27% of Kosovans on average) claimed that the last time they needed to see a

doctor, the distance to the healthcare facility made it difficult for them to do so. On the other hand, the time it takes to get an appointment is considered as problematic by a lower share of these respondents compared to Kosovo's average, 23% compared to 27% (see Table B7 in Annex 2).

Significantly lower percentage of Suharekë/Suva Reka's residents compared to Kosovo's averages are satisfied with supply of medicines and medical supplies in hospitals (5% compared to 26%) and family medical centres (13% compared to 31%) as well as equal treatment of patients in hospitals (30% compared to 41%). On the other hand, a notably higher share of them compared to Kosovo's average are satisfied with professionalism of medical staff in hospitals (78% compared to 63%) and family medical centres (85% compared to 66%) (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Suharekë/Suva Reka enjoy a better access to preschools, primary schools, and secondary schools compared to Kosovo's average in terms of geographical proximity. The nearest preschool can be reached within an average of 16 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 11 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within an average of 22 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

A higher percentage of Suharekë/Suva Reka's residents are satisfied with both access and quality of education in preschools, primary schools, and secondary schools. Like the rest of Kosovans, a higher percentage of the aforementioned are satisfied with access to primary education (89% of respondents) and quality of education in primary schools (84% of respondents) compared to other levels of schooling. On the other hand, compared to Kosovo's average, more residents of Suharekë/Suva Reka are satisfied with access to secondary education (83% compared to 71% of Kosovans on average), quality of education in secondary schools (78% compared to 66% of Kosovans on average), and access to primary schools (89% compared to 78% of Kosovans on average) (see Table A6 in Annex 1).

Environmental protection

KMS 2012 data show that not too many residents of Suharekë/Suva Reka think that they have problems with environmental pollution in their municipality. Only 10% of them consider their town to be dirty or very dirty, whereas 7% claim that their neighbourhood is dirty or very dirty (see Table A8 in Annex 1). Air quality is considered to be a problem in the immediate neighbourhood by 13% of Suharekë/Suva Reka's residents, whereas loud noise by 4% of them (see Table A10 in Annex 1).

A lower percentage of Suharekë/Suva Reka's residents compared to Kosovo's average are satisfied with availability of parks and squares in their municipality (50% compared to 56%) and their usability (44% compared to 54%). On the other hand, significantly higher percentages of them compared to Kosovo's averages are satisfied with all of the following: general cleanliness of their municipality (90% compared to 58%), environmental protection (69% compared to 48%), nature and species conservation (68% compared to 48%), and solid waste collection services (90% compared to 45%) (see Table A7 in Annex 1).

Performance of the Public Administration

Fourteen percent of Suharekë/Suva Reka's residents reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A slightly lower share (79%) than Kosovo's average of 82% reported that their request was fulfilled. An additional 4% claimed that they were only sometimes provided with the requested document or service (see Table A16 in Annex 1).

A similar percentage of Suharekë/Suva Reka's households to Kosovo's average (67%) think that the Public Administration is efficient or very efficient in issuing vehicle registration documents. A lower percentage of them compared to Kosovo's average think that the abovementioned is efficient in issuing passports (75%) and building permits (35%). On the other hand, higher percentages than Kosovo's averages think that the Public Administration is efficient in issuing ID cards (94%), driver's licenses (69%), business licenses (52%), marriage, birth, and death certificates (92%), and Social Assistance cards (55%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that less residents of Suharekë/Suva Reka are satisfied with the work of their Mayor, but more of them are satisfied with the work of the Municipal Assembly and Municipal Administration compared to Kosovo's averages. Sixty-six percent of them compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 76% compared to 63% of Kosovans on average are satisfied with the work of the Municipal Assembly, and 80% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A higher percentage of Suharekë/Suva Reka's residents (69%) believe that their local authorities are sufficiently competent to solve the problems in their municipality, while 17% believe that these problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that lower shares of Suharekë/Suva Reka's households compared to Kosovo's averages cannot afford to: have a meal with meat once a week (14% compared to 20%), cover the expenses of treating a flu or any other minor illness (22% compared to 34%), and invite family or friends for a meal at least once a month (23% compared to 37%). On the other hand, a higher share of them compared to Kosovo's averages cannot afford to: pay for public utilities (53% compared to 42%), buy new clothes and footwear whenever necessary (55% compared to 49%), go to a restaurant once a month (86% compared to 71%), and pay for a week's holiday away from home once a year (80% compared to 76%) (see Table A21 in Annex 1).

Most of the households residing in Suharekë/Suva Reka (98-99%) own a washing machine and a refrigerator. While almost all of them own a mobile phone, a higher percentage compared to Kosovo's average also owns a computer (79% compared to 70%) and are connected to the Internet (75% compared to 62%). While only 10% of Suharekë/Suva Reka's households own a fixed phone line compared to 25% of Kosovan households on average, the shares of those that own a car (79% compared to Kosovo's average of 64%), a tractor (29% compared to Kosovo's average of 24%), and a generator (36% compared to Kosovo's average of 22%), are all larger than Kosovo's averages (see Table B12 in Annex 2).

The share of households of Suharekë/Suva Reka that own a business is equal to Kosovo's average of 14%. On the other hand, 23% of them compared to Kosovo's average of 29% declared that they do not possess any land. Fifty percent compared to Kosovo's average of 39% reported that they own between 0.5 and 3 hectares of land, while 4% compared to Kosovo's average of 6% reported to own more than 3 hectares of land (see Table A22 in Annex 1).

Viti/Vitina Municipality Analysis

Brief overview of the municipality

The municipality of Viti/Vitina is located in south-eastern Kosovo, within Gjilan/Gnjilane region. It covers an area of 276 km² and includes the town of Viti/Vitina and 38 villages.¹ Viti/Vitina has a population of 46,987 inhabitants and a total number of 8,369 conventional dwellings.²

The adult residents (aged 18 or older) of Viti/Vitina have a higher education attainment than Kosovo's average. Four percent have no formal education, 5% have not completed primary education, 24% have completed primary education, 52% have completed secondary education, 6% have completed vocational education, and 10% have a university degree (see Table B1 in Annex 2). Adult women in this municipality have a lower education attainment than men. Seven percent of them compared to 1% of men have no formal education. In terms of the highest level education attained, 31% of women compared to 17% of men have completed primary education, 49% compared to 54% of men have completed secondary education, and 5% compared to 15% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Viti/Vitina (35%) is higher than Kosovo's average of 29%. While the percentage of unemployed is 22%, the share of those who are outside the labour market (42%) as they are either unemployed and not looking for work (12%), or are studying, disabled, housewives, or have retired is slightly lower than Kosovo's average of 45% (see Table B3 in Annex 2). A significantly higher share of Viti/Vitina's adult women report to be outside the labour market (65%) compared to men (31%). Also, a significantly lower share of them is employed compared to men, 10% compared to 53% (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Viti/Vitina by almost half of its residents, 46%. Corruption is ranked the biggest problem by 18%, poverty or low standards of living by 14%, whereas crime by 11% (see Table B5 in Annex 2).

The residents of Viti/Vitina are slightly less satisfied with local authorities and institutions compared to Kosovo's average. While their satisfaction is equal or higher than Kosovo's average with most public goods and services, the residents of Viti/Vitina are less satisfied with accessibility and maintenance of municipal roads and highways, access and quality of education in preschools, primary schools, and secondary schools, and medical staff in hospitals and family medical centres.

The residents of Viti/Vitina are mostly satisfied with Kosovo Police (SI 48), access and quality of education in preschools, primary schools, and secondary schools (SI 31), and phone and postal services (SI 29).

They are least satisfied with sidewalks (availability, usability, and condition) (SI -7), supply of medicines and medical supplies in hospitals and family medical centres (SI -4), and protection of cultural heritage (SI -3).

Water and sanitation

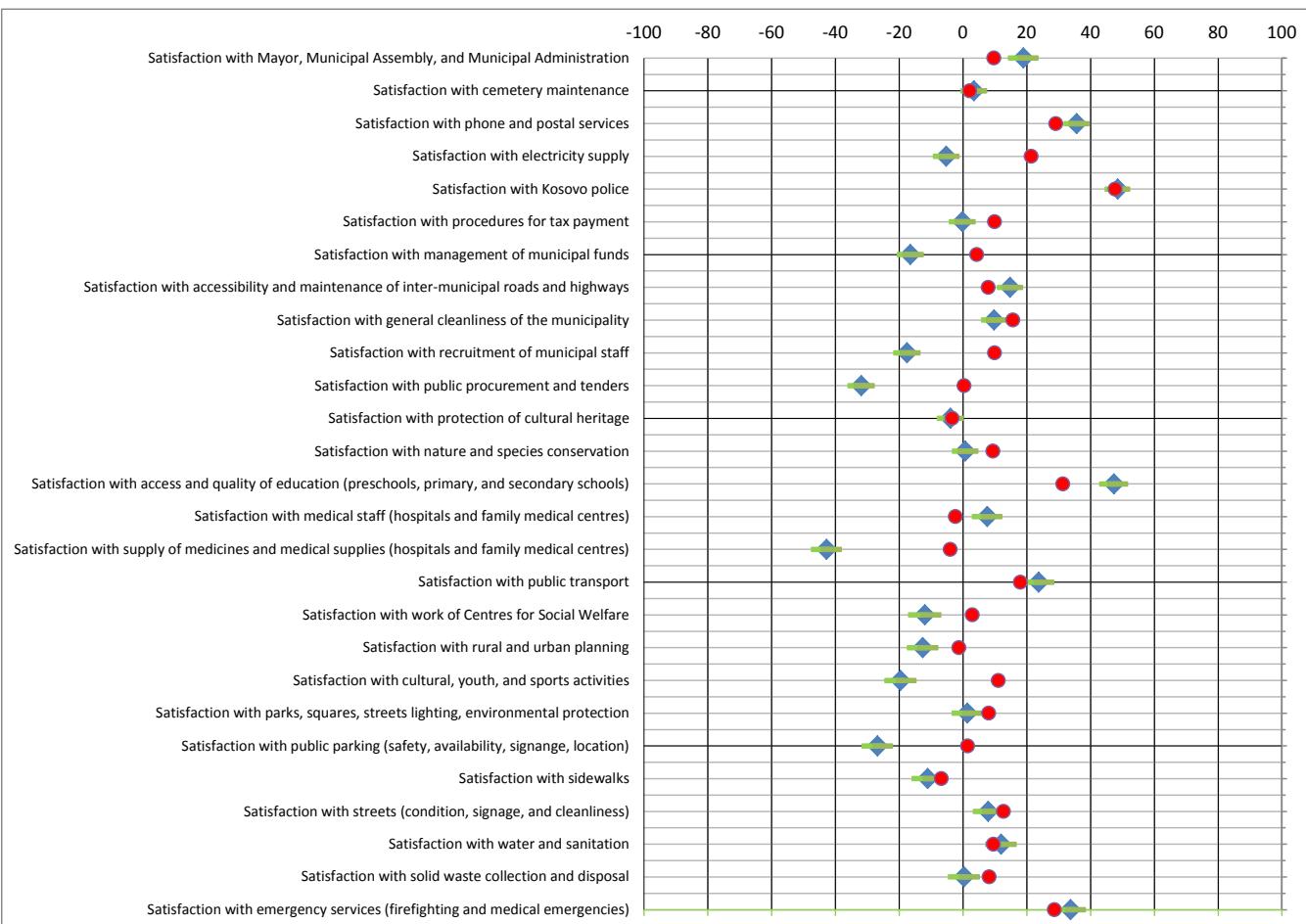
Only 9% of Viti/Vitina's households report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. Another 57% have access to safe drinking water through protected wells (33%), protected springs (20%), and public taps (4%). A drastically high share of Viti/Vitina's households (32%) use bottled water compared to Kosovo's average of 4% of households. Four percent compared to Kosovo's average of 9% of households do not have access to safe drinking water as they get it from tube wells or boreholes (see Table A1 in Annex 1).³

More than half (54%) of Viti/Vitina's residents are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). An even higher percentage (63%) is satisfied or very satisfied with sewage and sanitation (see Table A5 in Annex 1).

¹ OSCE Kosovo. Viti/Vitina Municipal Profile: <http://www.osce.org/kosovo/13133>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

³ The sample of 9% of Viti/Vitina's households connected to the public water provider is statistically insignificant to conduct analysis on water supply restrictions and water quality.

Figure M34 Satisfaction Indices with local authorities and public goods and services, Viti/Vitina and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Healthcare services

While their access to doctors is similar to Kosovo's average, the residents of Viti/Vitina enjoy a better access to hospitals and pharmacies in terms of geographical proximity. The nearest doctor can be reached within an average of 19 minutes (equal to Kosovo's average), the nearest hospital within an average of 23 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 18 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

The financial, administrative, and logistics components of healthcare provision are less problematic for the residents of Viti/Vitina's in accessing healthcare compared to the average of Kosovans. The cost of buying medicine is reported to hinder access to healthcare services by 53% of them compared to Kosovo's average of 85%, the cost of seeing the doctor was reported to be problematic by 51% compared to Kosovo's average of 58%, the waiting time to be seen by the doctor on the appointment day by 36% compared to 39% of Kosovans on average, while only 15% compared to 27% of Kosovans on average had problems accessing healthcare due to the distance to the healthcare provider. A slightly higher percentage of Viti/Vitina's residents compared to Kosovo's average had problems accessing healthcare services due to the time it took them to get an appointment, 30% compared to 27% of Kosovans on average (see Table B7 in Annex 2).

The residents of Viti/Vitina are significantly more satisfied with supply of medicines and medical supplies in hospitals (55% compared to Kosovo's average of 26%) and family medical centres (50% compared to 31%). While the percentage of those who are satisfied or very satisfied with equal treatment of patients in hospitals is also higher than Kosovo's average, 50% compared to 41%, the residents of Viti/Vitina are less satisfied with professionalism of medical staff in both hospitals (55% compared to 63% of Kosovans on average) and family medical centres (56% compared to 66% of Kosovans on average) (see Table B8 in Annex 2).

Education

KMS 2012 data show that in terms of geographical proximity, the residents of Viti/Vitina have a similar access to preschools and a poorer access to primary and secondary schools compared to Kosovo's averages. The nearest preschool can be reached within an average of 18 minutes (compared to Kosovo's average of 20 minutes), the nearest primary school within an average of 18 minutes (compared to Kosovo's average of 14 minutes), and the nearest secondary school within an average of 21 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The residents of Viti/Vitina are less satisfied with access and quality of education in all three, preschools, primary school, and secondary schools. The greatest differences compared to Kosovo's average are noted for the percentage of those who are satisfied with access to secondary education (65% compared to 71% of Kosovans on average) and quality of education in secondary schools (60% compared to 66% of Kosovans on average). Like in the rest of the municipalities in Kosovo, a higher percentage of Viti/Vitina's residents are satisfied with access to primary education (74% of respondents) and quality of education in primary schools (71% of respondents) compared to other levels of education (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that a relatively high percentage of Viti/Vitina's residents think that environmental pollution is a problem in their municipality. Twenty-three percent of them consider their town to be dirty or very dirty, whereas 20% regard their neighbourhood as such (see Table A8 in Annex 1). Air quality in the vicinity is perceived as a problem by 34% of Viti/Vitina's residents (compared to 18% of Kosovans on average), whereas loud noise by an even higher share 41% (compared to 13% of Kosovans on average) (see Table A8 in Annex 1).

A similar percentage of Viti/Vitina's residents compared to Kosovo's average are satisfied with general cleanliness of their municipality. While a slightly smaller share of them are satisfied with environmental protection (45% compared to 48% of Kosovans on average), more residents of this municipality are satisfied with all of the following: nature and species conservation (51% compared to Kosovo's average of 48%), availability of parks and squares (63% compared to Kosovo's average of 56%), usability of parks and squares (60% compared to Kosovo's average of 54%), and solid waste collection services (60% compared to Kosovo's average of 45%) (see Table A7 in Annex 1).

Performance of the Public Administration

Fifty-eight percent of the residents of Viti/Vitina reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A slightly higher share of them compared to Kosovo's average (86% compared to 82%) reported that they were provided with the requested document or service, while 11% stated that their requests were only sometimes fulfilled (see Table A16 in Annex 1).

A similar percentage of Viti/Vitina's residents to Kosovo's average think that the Public Administration is efficient in issuing Social Assistance cards (53%) and vehicle registration documents (64%). Lower percentages of them compared to Kosovo's averages think that the institutions of the above mentioned are efficient in issuing passports (59%), ID cards (65%), driver's licenses (59%), and marriage, birth, and death certificates (65%). On the other hand, a higher percentage of Viti/Vitina's residents compared to Kosovo's average think that the Public Administration is efficient in issuing building permits (46%) and business licenses (50%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that fewer residents of Viti/Vitina's are satisfied with the work of their Mayor and Municipal Administration, while a slightly higher share of them are satisfied with the work of their Municipal Assembly compared to Kosovo's averages. Sixty-two percent compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 65% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 62% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

Fifty-eight percent of Viti/Vitina's residents believe that their local authorities have the capacity to solve the problems in their municipality. The share of those who believe that only the central government can solve these problems is equal to Kosovo's average of 15% (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the percentages of households residing in Viti/Vitina that cannot afford basic goods and services are lower than Kosovo's averages, implying that the aforementioned have higher standards of living. Twelve percent compared to Kosovo's average of 20% cannot afford to have a meal with meat once a week, 35% compared to Kosovo's average of 42% cannot afford to pay for public utilities (electricity, water supply, and phone bills), 16% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or any other minor illness, 34% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 58% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 23% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, and 71% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year (see Table A21 in Annex 1).

More than 95% of the households in Viti/Vitina own a refrigerator and a washing machine. While slightly fewer of them (92% compared to 94% of Kosovan households on average) own a mobile phone, the shares of those who have a computer (78%) and are connected to the Internet (73%) are higher than Kosovo's averages of 70% and 62% for computer ownership and Internet connection, respectively. A higher percentage of Viti/Vitina's households compared to Kosovo's averages also own a fixed phone line (27% compared to Kosovo's average of 25%), a car (78% compared to Kosovo's average of 64%), and a tractor (30% compared to Kosovo's average of 24%). Fewer households (17%) in this municipality own a generator compared to 22% of Kosovo's households on average (see Table B12 in Annex 2).

Twenty-one percent of the households residing in Viti/Vitina compared to Kosovo's average of 29% declared that they do not possess any land. Thirty-six percent compared to Kosovo's average of 39% of households reported that they own between 0.5 and 3 hectares of land, while 5% compared to Kosovo's average of 6% reported to own more than 3 hectares of land. A similar percentage to Kosovo's average (15%) claimed that they own a business (see Table A22 in Annex 1).

Vushtrri/Vučitrn Municipality Analysis

Brief overview of the municipality

The municipality of Vushtrri/Vučitrn is located in north-eastern Kosovo, within Mitrovicë/Mitrovica region. It covers an area of 344 km² and includes the town of Vushtrri/Vučitrn and 66 villages.¹ Vushtrri/Vučitrn has a population of 69,870 inhabitants and a total number of 12,107 conventional dwellings.²

The adult residents (aged 18 or older) of Vushtrri/Vučitrn have a slightly higher education attainment than Kosovo's average. Three percent have no formal education, 6% have not completed primary education, 24% have completed primary education, 57% have completed secondary education, 3% have completed vocational education, and 7% have a university degree (see Table B1 in Annex 2). Adult women residing in this municipality have a lower education attainment than men. Five percent compared to 1% of men have no formal education. In terms of the highest education level attained, 32% of women compared to 15% of men have completed primary education, 47% compared to 67% of men have completed secondary education, and 5% compared to 9% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Vushtrri/Vučitrn (29%) is equal to Kosovo's average. While the percentage of unemployed is 22%, the share of those who are outside the labour market (49%) as they are either unemployed and not looking for work (4%), or are studying, disabled, housewives, or have retired is slightly higher than Kosovo's average of 45% (see Table B3 in Annex 2). The majority of adult women residing in Vushtrri/Vučitrn (77%) are outside the labour market compared to men (29%). A notably lower share of them are employed compared to men, 11% compared to 42% (see Table B4 in Annex 2).

Satisfaction with public services

Similar to the rest of the municipalities in Kosovo, unemployment is considered to be the biggest problem in Vushtrri/Vučitrn by 47% of its residents. Poor water supply is ranked the biggest problem by 17%, whereas poor electricity supply by 13% (see Table B5 in Annex 2).

The satisfaction level of Vushtrri/Vučitrn's residents with local authorities is slightly higher than Kosovo's average. While their satisfaction level is significantly lower for most of the public goods and services, the residents of Vushtrri/Vučitrn are more satisfied with public procurement and tenders, protection of cultural heritage, nature and species conservation, management of public spaces (availability and usability of parks and squares, street lighting, and environmental protection), public parking (safety, availability, signage, and location) and sidewalks (availability, usability, and condition) compared to Kosovo's averages.

The residents of Vushtrri/Vučitrn are mostly satisfied with access and quality of education in preschools, primary schools, and secondary schools (SI 36), emergency services (firefighting and medical emergency services) (SI 35), and Kosovo Police (SI 23).

The lowest satisfaction level has been recorded for electricity supply (SI -55), supply of medicines and medical supplies in hospitals and family medical centres (SI -52), and cultural, youth, and sports activities (SI -36).

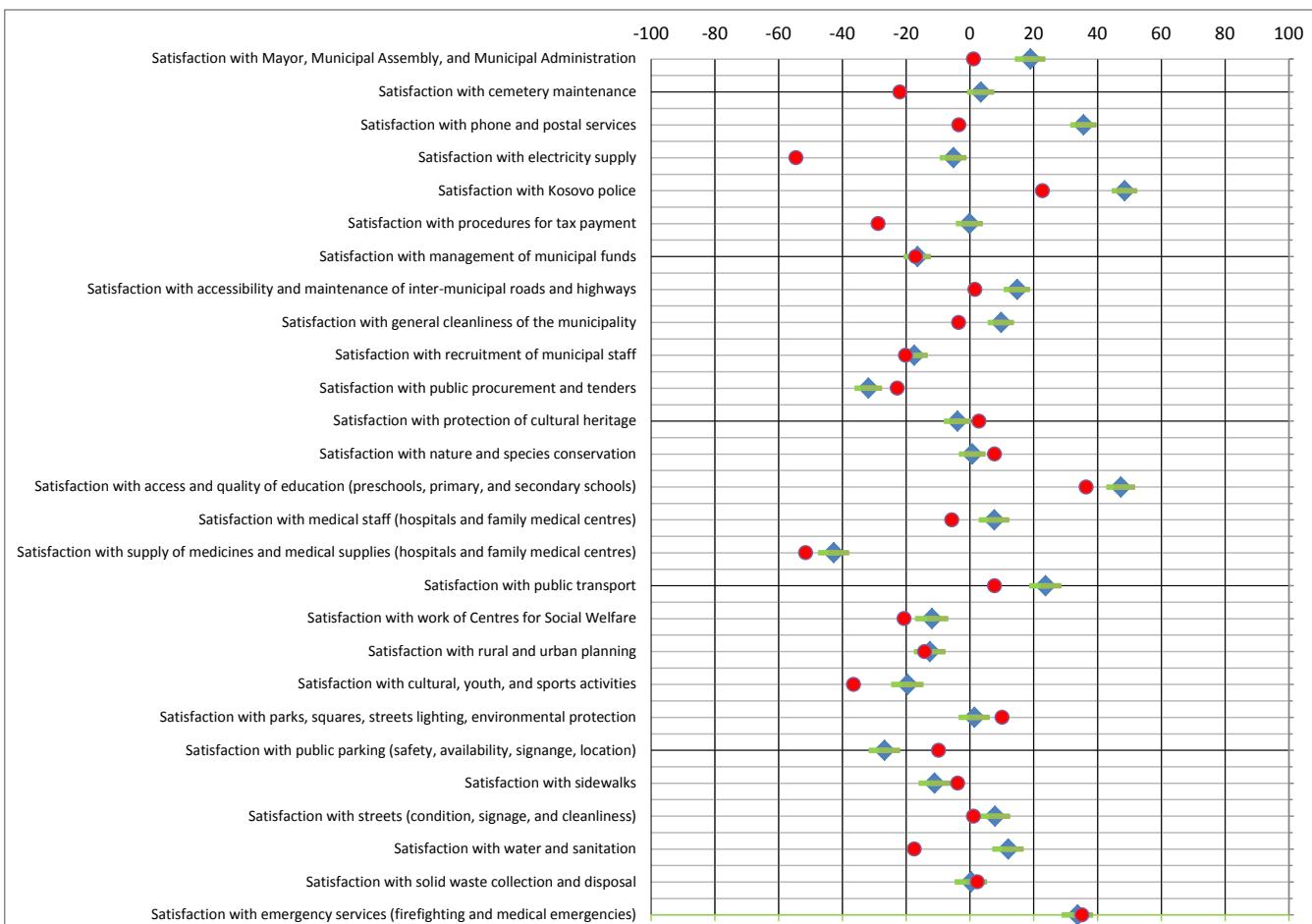
Water and sanitation

Around 84% of households residing in Vushtrri/Vučitrn report to be connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. The remaining households have access to safe drinking water through public taps (1%), protected wells (1%), and protected springs (3%), while 4% use bottled water. Eight percent of households in Vushtrri/Vučitrn (compared to Kosovo's average of 9%) do not have access to safe drinking water as they get it from tube wells or boreholes (see Table A1 in Annex 1).

KMS 2012 data show that water supply from the public water provider in Vushtrri/Vučitrn is fairly problematic. A drastically low share of households connected to it (5% compared to Kosovo's average of 42%) have unrestricted water supply. Twenty-five percent reported to experience water shortages between 1 and 4 hours a day, 5% between 5 and 10 hours a day, 18% longer than 11 hours a day, whereas for 43% of the households connected to the public water provider, the daily water supply cut-offs last longer than 3 hours at a time (see Table A2 in Annex 1).

¹ OSCE Kosovo. Vushtrri/Vučitrn Municipal Profile: <http://www.osce.org/kosovo/13134>

² Kosovo Agency of Statistics. Kosovo Population and Housing Census 2012: http://esk.rks-gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Figure M35 Satisfaction Indices with local authorities and public goods and services, Vushtrri/Vučitrn and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

Quality of drinking water from the public water provider in Vushtrri/Vučitrn is also reported to be poor. Thirty percent of the households connected to the public water provider claimed that their tap water is unclear from dirt, 50% that its pressure is too low for household utilization, 28% that it has a bad taste, and 29% that it has a bad odour (see Table A3 in Annex 1).

A very small share (33%) of Vushtrri/Vučitrn's households is satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). More than half of them (54%) are satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

The residents of Vushtrri/Vučitrn enjoy a similar access to doctors and pharmacies and a better access to hospitals compared to Kosovo's averages in terms of geographical proximity. The nearest doctor is reachable within an average of 19 minutes (equal to Kosovo's average), the nearest hospital within an average of 21 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 20 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

The overwhelming majority of residents of Vushtrri/Vučitrn (91% compared to Kosovo's average of 85%) identified the cost of buying medicines as a big or very big problem in accessing healthcare. A higher percentage of them compared to Kosovo's averages also claimed that cost of seeing the doctor (61% compared to 58% of Kosovans on average) and the waiting time to be seen by the doctor on the appointment day (46% compared to 39% of Kosovans on average) hindered their access to healthcare. On the other hand, fewer residents of Vushtrri/Vučitrn compared to Kosovo's averages have problems accessing healthcare services due to the distance to the healthcare provider (15% compared to 27% of Kosovans on average) and the time it takes them to get an appointment (19% compared to 27% of Kosovans on average) (see Table B7 in Annex 2).

The residents of Vushtrri/Vučitrn are less satisfied with all components of healthcare provision in family medical

centres and professionalism of medical staff in hospitals compared to Kosovo's averages. Twenty-two percent compared to Kosovo's average of 31% are satisfied with supply of medicines and medical supplies in family medical centres, 44% compared to Kosovo's average of 52% are satisfied with equal treatment of patients, while 56% compared to Kosovo's average of 66% are satisfied with professionalism of medical staff in these institutions. While a similar percentage to Kosovo's average are satisfied with supply of medicines and medical supplies (26% of respondents) and equal treatment of patients in hospitals (41% of respondents), 54% of Vushtrri/Vučitrn's residents compared to 63% of Kosovans on average are satisfied with professionalism of medical staff in these institutions (see Table B8 in Annex 2).

Education

KMS 2012 data show that in terms of geographical proximity, the residents of Vushtrri/Vučitrn have a similar access to primary schools, a slightly poorer access to preschools, and a slightly better access to secondary schools compared to Kosovo's averages. The nearest preschool can be reached within an average of 22 minutes (compared to Kosovo's average of 20 minutes), the closest primary school within an average of 15 minutes (compared to Kosovo's average of 14 minutes), whereas the closest secondary school is reachable within an average of 22 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The percentages of Vushtrri/Vučitrn's residents who are satisfied with access and quality of education at different levels of schooling are similar to Kosovo's averages. As in the rest of municipalities in Kosovo, a higher percentage of Vushtrri/Vučitrn's residents are satisfied with access to primary education (79%) and quality of education in primary schools (78%) compared to other levels of schooling. Compared to Kosovo's averages, a slightly lower percentage of the aforementioned are satisfied with access to preschools education (69% compared to 72% of Kosovans on average) and access to secondary education (68% compared to 71% of Kosovans on average) (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that a relatively high percentage of Vushtrri/Vučitrn's residents perceive environmental pollution to be a major problem in their municipality. Thirty-eight percent of them consider their town to be dirty or very dirty, whereas 29% regard their neighbourhood as such (see Table A8 in Annex 1). Air quality is perceived to be a problem by 22% if Vushtrri/Vučitrn's residents, whereas loud noise by 12% (see Table A10 in Annex 1).

Only half (50%) of Vushtrri/Vučitrn's residents think that the general cleanliness of their municipality is satisfactory compared to 58% of Kosovans on average. While similar percentages to Kosovo's averages are satisfied with environmental protection (47% of respondents) and solid waste collection services (45% of respondents), a higher percentage of Vushtrri/Vučitrn's residents are satisfied with the following: nature and species conservation (56% compared to 48% of Kosovans on average), availability of parks and squares (67% compared to 56% of Kosovans on average), and usability of parks and squares (65% compared to 54% of Kosovans on average) (see Table A7 in Annex 1).

Performance of the Public Administration

Thirty-five percent of Vushtrri/Vučitrn's respondents reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A slightly higher share than Kosovo's average, 84% compared to 82%, reported that their request was fulfilled, whereas 6% reported that they were only sometimes provided with the requested document or service (see Table A16 in Annex 1).

Higher percentages of Vushtrri/Vučitrn's residents compared to Kosovo's averages think that the Public Administration is efficient or very efficient in issuing all of the following documents: passports (87%), ID cards (90%), vehicle registration documents (79%), driver's licenses (84%), building permits (73%), business licenses (70%), marriage, birth, and death certificates (87%), and Social Assistance cards (69%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that the share of Vushtrri/Vučitrn's residents who are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration is lower than Kosovo's average. Sixty-seven percent of Vushtrri/Vučitrn's residents compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 49% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 45% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

A relatively high share (65%) of Vushtrri/Vučitrn's residents believes that their local authorities have the capacity to solve the problems in their municipality. The share of those who believe that only the central government can solve these problems is equal to Kosovo's average of 15% (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the percentage of households of Vushtrri/Vučitrn that cannot afford basic goods and services is lower than Kosovo's average, implying that the aforementioned enjoy slightly better standards of living. Fifteen percent compared to Kosovo's average of 20% cannot afford a meal with meat once per week, 30% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 24% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or any other minor illness, 37% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 67% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, and 74% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year. A similar percentage to Kosovo's average (36% of households) cannot afford to invite family or friends for a meal at least once a month (see Table A21 in Annex 1).

More than 97% of households in Vushtrri/Vučitrn own a refrigerator and a washing machine. A similar percentage to Kosovo's average, 95%, own a mobile phone. While a higher percentage compared to Kosovo's average own a computer (75% compared to 70%), a fixed phone line (28% compared to Kosovo's average of 25%), and a generator (26% compared to Kosovo's average of 22%), 62% of Vushtrri/Vučitrn's households (equal to Kosovo's average) are connected to the Internet. On the other hand, fewer of them compared to Kosovo's averages own a car (55% compared to 64%) and a tractor (18% compared to 24%) (see Table B12 in Annex 2).

The share of Vushtrri/Vučitrn's households that owns a business is equal to Kosovo's average of 14%. Thirty-six percent of them compared to Kosovo's average of 29% of households declared that they do not possess any land. Forty-three percent compared to Kosovo's average of 39% of households reported to own between 0.5 and 3 hectares of land, while 4% compared to Kosovo's average of 6% reported to own more than 3 hectares of land (see Table A22 in Annex 1).

Zubin Potok Municipality Analysis

Brief overview of the municipality¹

The municipality of Zubin Potok is located in northern Kosovo, within Mitrovicë/Mitrovica region. It covers an area of 333 km² and includes the town of Zubin Potok and 63 villages. Zubin Potok's total population is estimated at 14,900²

The adult residents (aged 18 or older) of Zubin Potok have a higher education attainment compared to Kosovo's average. Four percent of them have not completed primary education, 9% have completed primary education, 69% have completed secondary education, 11% have completed vocational education, and 6% have a university degree (see Table B1 in Annex 2). Although men have a slightly higher education attainment than women, this difference is smaller compared to most of the municipalities in Kosovo. Eight percent of adult women residing in Zubin Potok have not completed primary education compared to 1% of men. In terms of the highest education level attained, 11% of women compared to 7% of men have completed primary education, 65% compared to 73% of men have completed secondary education, and 8% compared to 5% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Zubin Potok (56%) is significantly higher than Kosovo's average of 29%. While the percentage of the unemployed is 11%, the share of those who are outside the labour market (34%) as they are either unemployed and not looking for work (2%), or are studying, disabled, housewives, or have retired is notably lower than Kosovo's average of 45% (see Table B3 in Annex 2). The share of women outside the labour market (54%) is double that of men (27%). Despite a similar education attainment, a lower share of women in Zubin Potok (34%) is employed compared to men (65%). However, it must be noted that this percentage is significantly higher than the average percentage of employed women in Kosovo (12%) (see Table B4 in Annex 2).

Satisfaction with public services

Unemployment is considered to be the biggest problem in Zubin Potok by 30% of its residents. Poor electricity supply is ranked the biggest problem by 18%, whereas limited freedom of movement by 14% (see Table B5 in Annex 2).

The satisfaction level of Zubin Potok's residents with local authorities is lower than Kosovo's average. While their satisfaction level is significantly lower for most of the public goods and services, the residents of Zubin Potok are more satisfied with phone and postal services, access and quality of education in preschools, primary schools, and secondary schools, medical staff and supply of medicines and medical supplies in hospitals and family medical centres, and emergency services (firefighting and medical emergency services).

The residents of Zubin Potok are mostly satisfied with access and quality of education in preschools, primary schools, and secondary schools (SI 88), emergency services (firefighting and medical emergency services) (SI 71), and phone and postal services (SI 62).

The lowest satisfaction level has been recorded for recruitment of municipal staff (SI -81), urban and rural planning (SI -79), and electricity supply (SI -77).

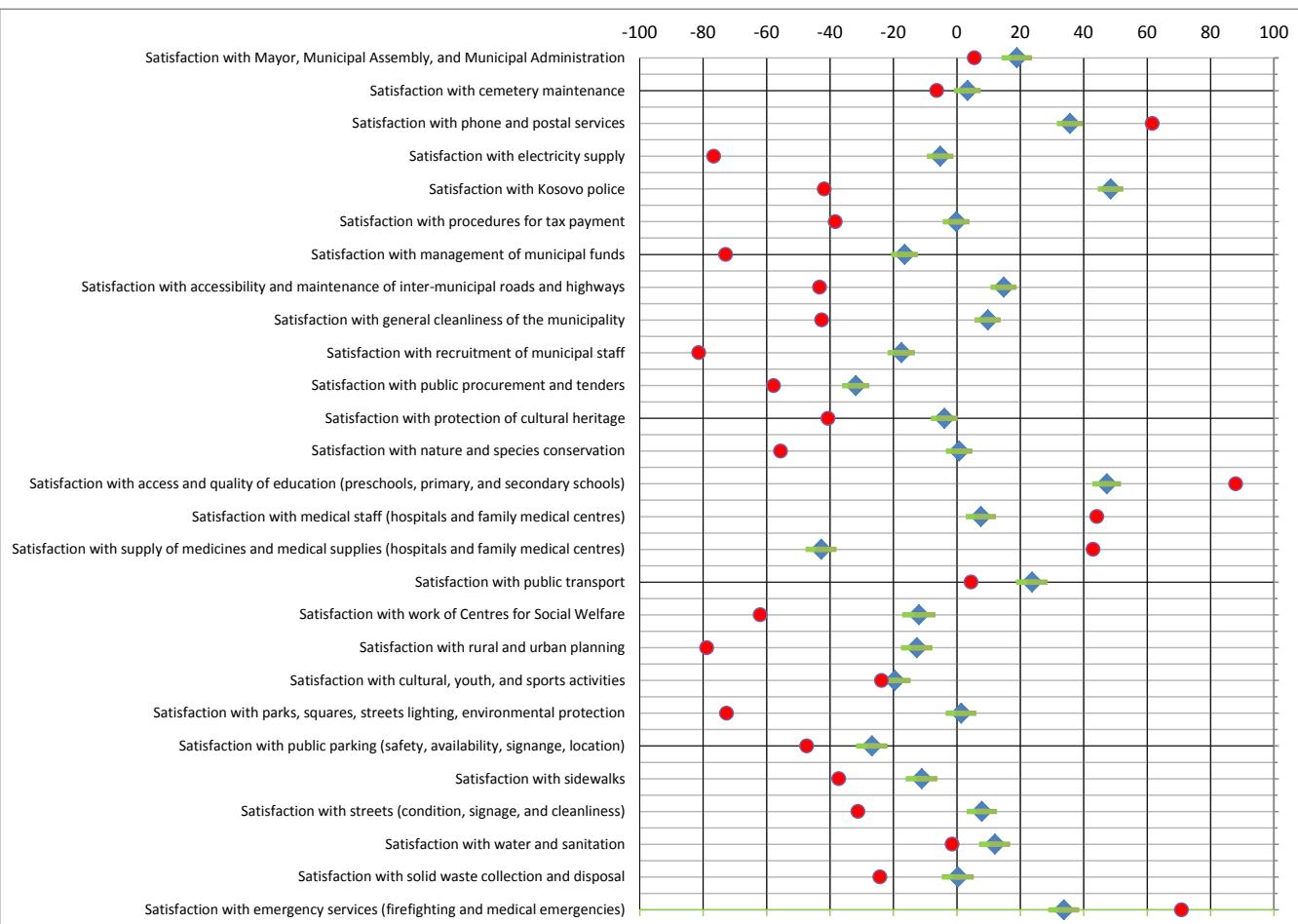
Water and sanitation

Around 63% of households residing in Zubin Potok are connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. Another 4% use bottled water, whereas the remaining households have access to safe drinking water through protected wells (12%) and protected springs (15%). Seven percent of households in Zubin Potok (compared to Kosovo's average of 9%) do not have access to safe drinking water - the main sources of their drinking water being tube wells or boreholes (5% of all households) and unprotected springs (2% of all households) (see Table A1 in Annex 1).

KMS 2012 data show that water supply from the public water provider is a relatively big problem in the municipality of Zubin Potok. A very small share of households connected to it (11%) claimed that they have unrestricted water supply compared to Kosovo's average of 42%. Nineteen percent reported to experience water shortages

¹ The population census was not conducted in the municipality of Zubin Potok, therefore, information on the population size is based on the OSCE municipal profile.

² OSCE Kosovo. Zubin Potok Municipal Profile: <http://www.osce.org/kosovo/13135>

Figure M36 Satisfaction Indices with local authorities and public goods and services, Zubin Potok and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

between 1 and 4 hours a day, 9% between 5 and 10 hours a day, 32% experience cut-offs longer than 11 hours a day, whereas for 26% the cut-offs last longer than 3 hours at a time (see Table A2 in Annex 2).

Quality of drinking water from the public water provider in Zubin Potok is relatively poor according to the households connected to it. Seventeen percent of them claimed that their tap water is unclear from dirt, 48% that its pressure is too low for household utilization, 7% that it has a bad taste, and 19% that it has a bad odour (see Table A3 in Annex 1).

More than half (58%) of Zubin Potok's households are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). The share of those who are satisfied with sewage and sanitation is lower, 43% (see Table A5 in Annex 1).

Healthcare services

The residents of Zubin Potok have a poorer access to pharmacies and healthcare providers compared to Kosovo's averages in terms of geographical proximity. The nearest doctor is reachable within an average of 24 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 46 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 24 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

Significantly lower shares of Zubin Potok's residents report to have had problems accessing healthcare because of financial or logistical and administrative factors compared to Kosovo's averages. Nineteen percent compared to Kosovo's average of 27% claimed that the last time they needed to see a doctor, the distance to the healthcare facility made it difficult to do so, 22% compared to Kosovo's average of 27% claimed that the time to get an appointment was problematic, 26% compared to Kosovo's average of 39% claimed that the waiting time to be seen by the doctor on the appointment day was problematic, 28% compared to Kosovo's average of 58% claimed that the cost of seeing the doctor hindered their access to healthcare, while 52% compared to Kosovo's average of 85% claimed that they had problems with covering the cost of medicines (see Table B7 in Annex 2).

Significantly higher percentages of Zubin Potok's residents are satisfied with all components of healthcare

provision, especially in hospitals, compared to Kosovo's average. The majority of them are satisfied with professionalism of medical staff in hospitals (85% compared to 63% of Kosovans on average) and family medical centres (79% compared to 66% of Kosovans on average). The largest differences compared to Kosovo's average are noted for the percentages of those satisfied with: supply of medicines and medical supplies in hospitals (77% compared to 26%), supply of medicines and medical supplies in family medical centres (78% compared to 31%), and equal treatment of patients in hospitals (72% compared to 41%) (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Zubin Potok have a poorer access to preschools and primary schools compared to Kosovo's average in terms of geographical proximity. The nearest preschool can be reached within an average of 23 minutes (compared to Kosovo's average of 20 minutes), the closest primary school within an average of 23 minutes (compared to Kosovo's average of 14 minutes), whereas the closest secondary school is reachable within an average of 25 minutes (equal to Kosovo's average) of walking or by public transport (see Table B9 in Annex 2).

The percentages of Zubin Potok's residents who are satisfied with access and quality of education at different levels of schooling are higher than Kosovo's averages. When comparing the three levels of education, KMS 2012 data show that a larger share of Zubin Potok's residents are satisfied with access to secondary schools (86% of respondents) and quality of education in preschools (81% of respondents). Compared to Kosovo's averages, the largest differences in the number of those who are satisfied or very satisfied are evident for access to secondary education (86% compared to 71% of Kosovans on average), quality of education in secondary schools (78% compared to 66% of Kosovans on average), and access to preschool education (85% compared to 72% of Kosovans on average) (see Table A6 in Annex 1).

Environmental protection

KMS2012 data show that the number of Zubin Potok's residents who perceive problems with environmental pollution is relatively high. About 35% of them consider their town to be dirty or very dirty, whereas 37% regard their neighbourhood as such (see Table A8 in Annex 1). Air quality is perceived as a problem by 6% of Zubin Potok's residents, whereas loud noise by 17% (see Table A10 in Annex 1).

Fewer residents of Zubin Potok are satisfied with environmental protection and availability and maintenance of green spaces in their municipality. Specifically, 24% compared to 58% of Kosovans on average are satisfied with the general cleanliness of their municipality, 8% compared to 48% of Kosovans on average are satisfied with environmental protection, 14% compared to 48% of Kosovans on average are satisfied with nature and species conservation, 4% compared to 54-56% of Kosovans on average are satisfied with availability and usability of parks and squares, and 32% compared to 45% of Kosovans on average are satisfied with solid waste collection services (see Table A7 in Annex 1).

Performance of the Public Administration

Forty-seven percent of Zubin Potok's residents reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A slightly higher share than Kosovo's average, 84% compared to 82%, reported that their request was fulfilled, whereas 2% reported that they were only sometimes provided with the requested documents or services (see Table A16 in Annex 1).

Except for issuance of Social Assistance cards which is considered to be efficient by a higher percentage of Zubin Potok's residents compared to Kosovo's average (59% compared to 50%), significantly lower percentages of them think that the Public Administration is efficient in issuing all of the following documents: passports (20%), ID cards (34%), vehicle registration documents (30%), driver's licenses (32%), building permits (10%), business licenses (9%), and marriage, birth, and death certificates (65%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that fewer residents of Zubin Potok are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration compared to Kosovo's averages. Fifty-six percent of them compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 48% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 58% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

Less than half (49%) of Zubin Potok's residents believe that their local authorities have the capacity to solve the problems in their municipality. A significantly high share 37% (compared to Kosovo's average of 15%) believes that the aforementioned problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the percentage of households of Zubin Potok that cannot afford basic goods and services is significantly lower than Kosovo's average, implying that the aforementioned enjoy slightly better standards of living. All the households from Zubin Potok compared to Kosovo's average of 80% of households reported that they can afford a meal with meat once a week, 4% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 5% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or any other minor illness, 45% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 61% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 23% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, and 58% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year (see Table A21 in Annex 1).

Ninety-seven percent of the households residing in Zubin Potok own a washing machine and 99% own a refrigerator. A similar percentage to Kosovo's average (95%) owns a mobile phone. While a higher percentage of them compared to Kosovo's average own a fixed phone line (81% compared to 25% of Kosovar households on average) and a car (69% compared to 64% of Kosovar households on average), fewer households in Zubin Potok own a computer (55% compared to 70% of Kosovar households on average), a tractor (14% compared to 24% of Kosovar households on average), a generator (2% compared to 22% of Kosovar households on average), and are connected to the Internet (43% compared to 62% of Kosovar households on average) (see Table B12 in Annex 2).

Twenty-five percent of households residing in Zubin Potok declared that they do not possess any land compared to Kosovo's average of 29%. Forty-two percent compared to Kosovo's average of 39% of households reported to own between 0.5 and 3 hectares of land, while only 1% compared to Kosovo's average of 6% of households reported to own more than 3 hectares of land. A significantly small share of Zubin Potok's households (6% compared to 14% of Kosovar households on average) reported that they own a business (see Table A22 in Annex 1).

Zveçan/Zvečan Municipality Analysis

Brief overview of the municipality¹

The municipality of Zveçan/Zvečan is located in northern Kosovo, within Mitrovicë/Mitrovica region. It covers an area of 122 km² and includes the town of Zveçan/Zvečan and 35 villages. Zveçan/Zvečan's total population is estimated at 16,650²

The adult residents (aged 18 or older) of Zveçan/Zvečan have a higher education attainment than Kosovo's average. Two percent of them have no formal education, 3% have not completed primary education, 9% have completed primary education, 60% have completed secondary education, 16% have completed vocational education, and 12% have a university degree (see Table B1 in Annex 2). Although men have a higher education attainment, it must be noted that this difference is very small compared to most of the municipalities in Kosovo. Two percent of adult women residing in Zveçan/Zvečan compared to 1% of men have no formal education. In terms of the highest education level attained, 11% of women compared to 7% of men have completed primary education, 55% compared to 64% of men have completed secondary education, and 13% compared to 12% of men have a university degree (see Table B2 in Annex 2).

The share of employed adults (aged 18-64) in Zveçan/Zvečan (51%) is significantly higher than Kosovo's average of 29%. While the percentage of unemployed is 15%, the share of those who are outside the labour market (34%) as they are either unemployed and not looking for work (3%), or are studying, disabled, housewives, or have retired is notably lower than Kosovo's average of 45% (see Table B3 in Annex 2). The share of women outside the labour market is similar to that of men, 43%. Unlike the majority of municipalities in Kosovo, the share of employed women in Zveçan/Zvečan (42%) is almost equal to the share of employed men (45%) (see Table B4 in Annex 2).

Satisfaction with public services

Unlike most of the municipalities in Kosovo, poor electricity supply is considered to be the biggest problem in Zveçan/Zvečan by 46% of its residents. Unemployment is perceived as the biggest problem by 20%, whereas poor water supply by 9% of its residents (see Table B5 in Annex 2).

The satisfaction level of Zveçan/Zvečan's residents with local authorities is lower than Kosovo's average. While their satisfaction level is drastically lower for most of the public goods and services, the residents of Zveçan/Zvečan are more satisfied with cemetery maintenance, phone and postal services, access and quality of education in preschools, primary schools, and secondary schools, medical staff and supply of medicines and medical supplies in hospitals and family medical centres, solid waste collection and disposal, and emergency services (firefighting and medical emergency services).

The residents of Zveçan/Zvečan are mostly satisfied with emergency services (firefighting and medical emergency services) (SI 77), access and quality of education in preschools, primary schools, and secondary schools (SI 71), and phone and postal services (SI 64).

The lowest satisfaction level has been recorded for electricity supply (SI -91), urban and rural planning (SI -74), and public procurement and tenders (SI -73).

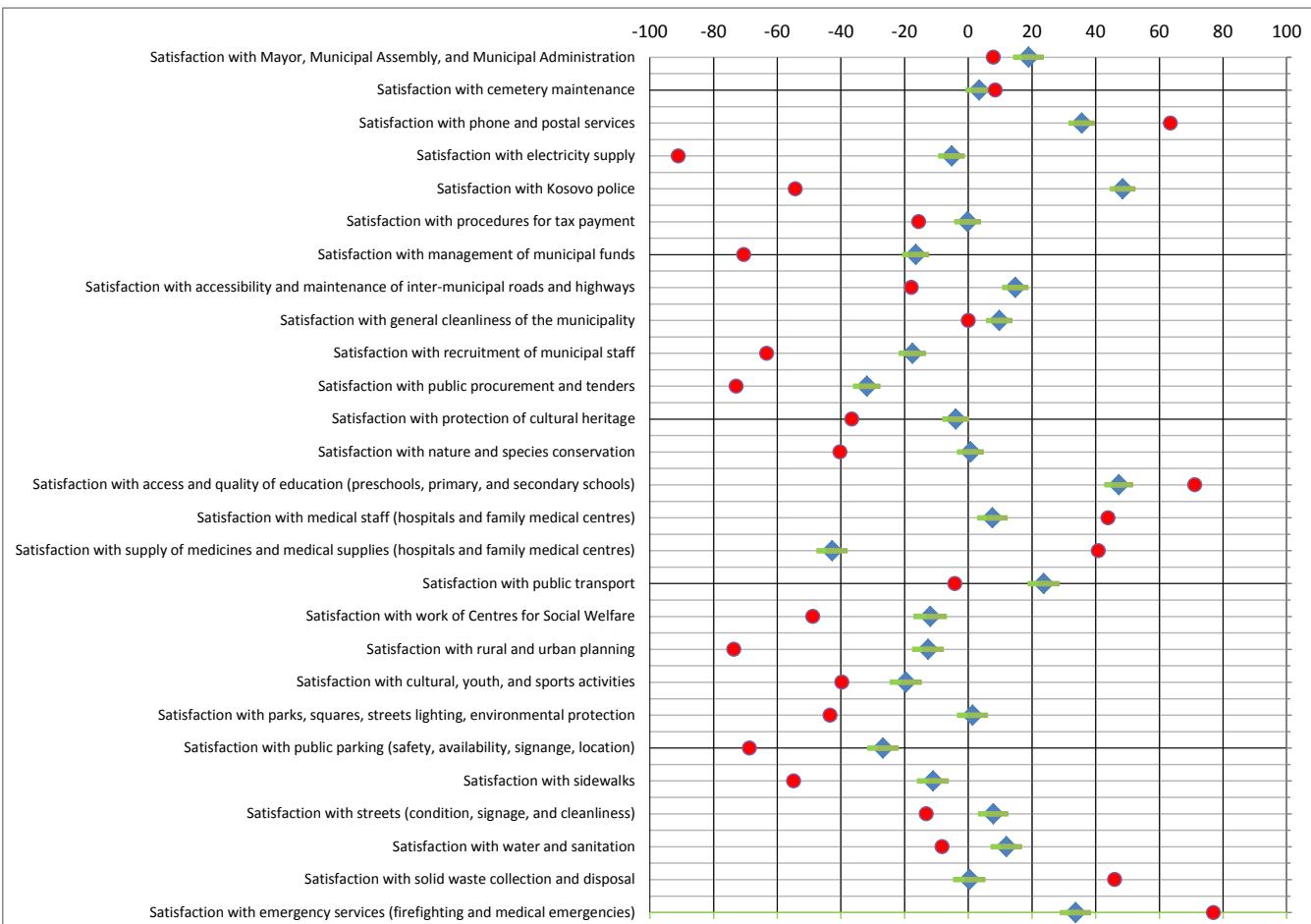
Water and sanitation

Forty-eight percent of Zveçan/Zvečan's households are connected to the public water provider - water is piped into their dwelling or compound - compared to Kosovo's average of 60% of households. While another 15% have access to safe drinking water through protected springs, a very high share (25%) use bottled water. A slightly higher share of Zveçan/Zvečan's households compared to Kosovo's average, 12% compared to 9%, do not have access to safe drinking water as they get it from tube wells or boreholes (see Table A1 in Annex 1).

KMS 2012 data show that water supply from the public water provider is highly problematic in the municipality of Zveçan/Zvečan. A very small share of the households connected to it (13% compared to Kosovo's average of 42%) claim that they have unrestricted water supply. Seven percent of them reported to experience water shortages between 1 and 4 hours a day, 11% between 5 and 10 hours a day, while 69% experience water supply

¹ The population census was not conducted in the municipality of Zveçan/Zvečan, therefore, information on the population size is based on the OSCE municipal profile.

² OSCE Kosovo. Zveçan/Zvečan Municipal Profile: <http://www.osce.org/kosovo/13136>

Figure M37 Satisfaction Indices with local authorities and public goods and services, Zveçan/Zvečan and Kosovo's average

* Red - Municipality; Blue - Kosovo average; Green - Kosovo average +/- Standard error

cut-offs of longer than 11 hours a day (see Table A2 in Annex 1).

Quality of drinking water from the public water provider in Zveçan/Zvečan is reported to be poor by a high percentage of the households connected to it. Thirty percent of them claimed that their tap water is unclear from dirt, 57% that its pressure is too low for household utilization, 33% that it has a bad taste, and 32% that it has a bad odour (see Table A3 in Annex 1).

Only 26% of Zveçan/Zvečan's households are satisfied or very satisfied with water supply in their municipality (see Table A4 in Annex 1). A significantly high percentage of them (69%) are satisfied with sewage and sanitation (see Table A5 in Annex 1).

Healthcare services

The residents of Zveçan/Zvečan have a better access to healthcare providers and a similar access to pharmacies compared to Kosovo's average in terms of geographical proximity. The nearest doctor is reachable within an average of 15 minutes (compared to Kosovo's average of 19 minutes), the nearest hospital within an average of 31 minutes (compared to Kosovo's average of 38 minutes), and the nearest pharmacy within an average of 20 minutes (compared to Kosovo's average of 21 minutes) of walking or by public transport (see Table B6 in Annex 2).

Significantly lower shares of Zveçan/Zvečan's residents reported to have had difficulties accessing healthcare because of financial or logistical and administrative factors compared to Kosovo's averages. Nine percent compared to Kosovo's average of 27% claimed that the last time they needed to see a doctor, the distance to the healthcare facility made it difficult for them to do so, 9% compared to Kosovo's average of 27% claimed that the time it took them to get an appointment was problematic, 21% compared to Kosovo's average of 39% claimed that the waiting time to be seen by the doctor on the appointment day was problematic, 18% compared to Kosovo's average of 58% had problems covering the cost of seeing the doctor, while 54% compared to Kosovo's average of 85% had problems accessing healthcare due to the cost of medicines (see Table B7 in Annex 2).

A higher percentage of Zveçan/Zvečan's residents are satisfied with all components of healthcare provision,

especially in hospitals, compared to Kosovo's averages. The largest differences are noted for the percentages of those satisfied with: supply of medicines and medical supplies in hospitals (70% compared to Kosovo's average of 26%), supply of medicines and medical supplies in family medical centres (74% compared to Kosovo's average of 31%), and equal treatment of patients in hospitals (67% compared to Kosovo's average of 41%). The majority of Zveçan/Zvečan's residents (74%) are satisfied with supply of medicines and medical supplies and equal treatment of patients in family medical centres, while 81% are satisfied with professionalism of medical staff in these institutions (see Table B8 in Annex 2).

Education

KMS 2012 data show that the residents of Zveçan/Zvečan have a slightly better access to preschools and secondary schools compared to Kosovo's average in terms of geographical proximity. The nearest preschool can be reached within an average of 16 minutes (compared to Kosovo's average of 20 minutes), the closest primary school within an average of 15 minutes (compared to Kosovo's average of 14 minutes), whereas the closest secondary school is reachable within an average of 23 minutes (compared to Kosovo's average of 25 minutes) of walking or by public transport (see Table B9 in Annex 2).

The percentages of Zveçan/Zvečan's residents who are satisfied with access and quality of education at different levels of schooling are slightly lower than Kosovo's averages. The greatest differences are noted for percentages of those who are satisfied with access to primary education (71% compared to Kosovo's average of 78%) and quality of education in primary schools (68% compared to Kosovo's average of 75%). A comparison across the three levels of schooling shows that a lower percentage of Zveçan/Zvečan's residents are satisfied with access to secondary schools (68% of respondents) and quality of education in secondary schools (59% of respondents) (see Table A6 in Annex 1).

Environmental protection

KMS 2012 data show that a relatively high percentage of Zveçan/Zvečan's residents are concerned about environmental pollution in their municipality. About 20% of them consider their town to be dirty or very dirty, whereas 38% regard their neighbourhood as such (see Table A8 in Annex 1). Air quality is perceived as a problem by 10% of Zveçan/Zvečan's residents, whereas loud noise by 14% (see Table A10 in Annex 1).

Fewer residents of Zveçan/Zvečan are satisfied with environmental protection and availability and management of green spaces in their municipality compared to Kosovo's averages. Fifty-four percent of them compared to Kosovo's average of 58% are satisfied with general cleanliness of their municipality, 30% compared to Kosovo's average of 48% are satisfied with environmental protection, 28% compared to Kosovo's average of 48% are satisfied with nature and species conservation, 30% compared to Kosovo's average of 56% are satisfied with availability of parks and squares, while 27% compared to Kosovo's average of 54% are satisfied with usability of parks and squares. On the other hand, a significantly higher share of Zveçan/Zvečan's residents are satisfied with solid waste collection services in their municipality compared to Kosovo's average, 79% compared to 45% (see Table A7 in Annex 1).

Performance of the Public Administration

Thirty-seven percent of Zveçan/Zvečan's respondents reported that they had visited the municipal office during the last 12 months to request a document (e.g. birth certificate, building permit, and such) or a service. A lower share than Kosovo's average, 73% compared to 82%, reported that their request was fulfilled, whereas 12% reported that they were only sometimes provided with the requested document or service (see Table A16 in Annex 1).

Significantly lower percentages of Zveçan/Zvečan's residents compared to Kosovo's averages think that the Public Administration is efficient or very efficient in issuing all of the following documents: passports (14%), ID cards (17%), vehicle registration documents (16%), driver's licenses (15%), building permits (11%), business licenses (10%), marriage, birth, and death certificates (26%), and Social Assistance cards (15%) (see Table A17 in Annex 1).

Satisfaction with local authorities

KMS 2012 data show that a lower percentage of Zveçan/Zvečan's residents compared to Kosovo's averages are satisfied with the work of their Mayor, Municipal Assembly, and Municipal Administration. Sixty percent of them compared to 69% of Kosovans on average are satisfied with the work of their Mayor, 50% compared to 63% of Kosovans on average are satisfied with the work of their Municipal Assembly, and 52% compared to 64% of Kosovans on average are satisfied with the work of the Municipal Administration (see Table B10 in Annex 2).

Slightly more than half (52%) of Zveçan/Zvečan's residents believe that their local authorities have the capacity to solve the problems in their municipality. Thirteen percent of them (compared to Kosovo's average of 15%) believe that the abovementioned problems can be solved only by the central government (see Table B11 in Annex 2).

Well-being of households

KMS 2012 data show that the percentage of households of Zveçan/Zvečan that cannot afford basic goods and services is significantly lower than Kosovo's average, implying that the aforementioned enjoy slightly better standards of living. Only 3% of them compared to Kosovo's average of 20% reported that they cannot afford a meal with meat once a week, 9% compared to Kosovo's average of 42% cannot afford to pay for public utilities, 5% compared to Kosovo's average of 34% are unable to cover the expenses of treating a flu or any other minor illness, 38% compared to Kosovo's average of 49% cannot afford to buy new clothes and footwear whenever necessary, 55% compared to Kosovo's average of 71% cannot afford to go to a restaurant once a month, 22% compared to Kosovo's average of 37% cannot afford to invite family or friends for a meal at least once a month, and 58% compared to Kosovo's average of 76% cannot afford to pay for a week's holiday away from home once a year (see Table A21 in Annex 1).

Almost all, 99% of households in Zveçan/Zvečan own a refrigerator and a washing machine. The overwhelming majority of them, 96%, also own a mobile phone. While a smaller share of them own a tractor (9% compared to 24% of Kosovan households on average) and a generator (20% compared to 22% of Kosovan households on average), a higher percentage of Zveçan/Zvečan's households own the following: a computer (73% compared to 70% of Kosovan households on average), a fixed phone line (88% compared to 25% of Kosovan households on average), and a car (69% compared to 64% of Kosovan households on average). Also, a higher percentage of this municipality's households (67%) are connected to the Internet compared to Kosovo's average of 62% (see Table B12 in Annex 2).

Forty-four percent of households residing in Zveçan/Zvečan compared to Kosovo's average of 29% of households declared that they do not possess any land. Twenty-three percent of them compared to Kosovo's average of 39% of households reported to own between 0.5 and 3 hectares of land, while 9% compared to Kosovo's average of 6% of households reported to own more than 3 hectares of land. The share of Zveçan/Zvečan's households that own a business (20%) is higher than Kosovo's average of 14% (see Table A22 in Annex 1).

KOSOVO MOSAIC 2012

ANNEX1: TABLES

Table A1. Main sources of drinking water, by municipality

	Piped into dwelling	Piped into compound, yard or plot	Piped to neighbour	Public tap or stand-pipe	Tube well or borehole	Protected well	Unprotected well	Protected spring	Unprotected spring	Rain-water collection	Bottled water	Other	Don't know	Total
Dečan/Dečane	67.0%			1.0%	1.0%	17.0%		13.5%	.5%					100.0%
Dragash/Dragaš	40.5%	1.0%		2.5%	1.0%	1.0%		48.5%	5.0%		.5%			100.0%
Ferizaj/Uroševac	81.5%	.5%	.5%	1.0%		12.0%		4.0%			.5%			100.0%
Fushë Kosovë/Kosovo Polje	39.0%	3.5%		3.0%	8.5%	14.0%	1.0%	8.0%	1.0%		22.0%			100.0%
Gjakovë/Đakovica	77.0%	3.0%	.5%	2.5%		2.0%		13.0%	1.5%			.5%		100.0%
Gjilan/Gnjilane	60.5%			1.0%	3.5%	22.0%		12.5%				.5%		100.0%
Gilogoc/Glogovac	42.0%	1.5%		.5%	.5%	40.5%	2.0%	5.0%	1.5%		3.0%	3.5%		100.0%
Gračanica/Gračanica	69.0%	1.0%			20.5%	.5%			2.5%		6.5%			100.0%
Hani i Elezit/Đeneral Janković	35.6%	1.0%		2.9%		16.3%	2.9%	34.6%	1.0%		3.8%	1.9%		100.0%
Istog/Istok	93.0%	1.5%		2.5%		3.0%								100.0%
Junik	96.2%	1.0%		1.9%				1.0%						100.0%
Kaçanik/Kačanik	53.0%		.5%	1.5%		14.0%	1.0%	13.0%	15.5%			1.5%		100.0%
Kamenicë/Kamenica	43.5%	1.5%		.5%	.5%	41.0%		12.0%				.5%	.5%	100.0%
Klinë/Klina	20.0%	.5%	2.0%		4.0%	43.0%	7.0%	7.0%	1.0%	.5%	13.0%		2.0%	100.0%
Klokot/Klokot	3.8%			13.5%	43.3%	38.5%						1.0%		100.0%
Leposaviq/Leposavić	60.0%		.5%	.5%	5.0%	1.5%		16.0%	1.5%		14.5%		.5%	100.0%
Lipjan/Lipljan	38.5%	1.0%	.5%	5.0%		44.5%	1.0%	1.5%	.5%		7.5%			100.0%
Malishevë/Mališevo	19.5%	6.0%		1.0%	40.5%	29.0%	2.0%	2.0%						100.0%
Mamushë/Mamuša	1.9%				94.2%	1.9%		1.0%					1.0%	100.0%
Mitrovicë/Mitrovica	83.6%	1.0%		.3%	2.0%							13.2%		100.0%
Novobërdë/Novo Brdo	14.6%			3.1%	16.7%	18.8%		45.8%			1.0%			100.0%
Obiliq/Obilić	63.0%	1.0%		1.5%		26.0%	.5%	8.0%						100.0%
Partesh/Parteš	1.0%			1.0%	34.6%	61.5%						1.9%		100.0%
Pejë/Peć	96.0%	1.5%		2.0%					.5%					100.0%
Podujevë/Podujevo	76.5%			.5%		19.5%	2.0%	.5%			.5%		.5%	100.0%
Prishtinë/Priština	81.4%	1.1%		.8%	2.3%	3.8%					10.6%			100.0%
Prizren	77.9%	.8%		2.1%	11.3%	6.3%		.4%			1.3%			100.0%
Rahovec/Orahovac	93.5%	5.5%		1.0%										100.0%
Ranillug/Ranilug	25.0%	1.0%		1.0%	40.4%	18.3%	1.0%	11.5%	1.0%		1.0%			100.0%
Shterpce/Štrpce	78.1%	4.4%		4.4%		1.3%		6.9%	5.0%					100.0%
Shtime/Štimlje	60.5%	2.0%	.5%	1.0%		24.5%	1.5%	6.5%	.5%		.5%		2.5%	100.0%
Skënderaj/Srbica	49.5%	1.5%		.5%	13.0%	31.5%	2.5%	.5%			1.0%			100.0%
Suharekë/Suva Reka	40.0%	1.0%	1.0%	.5%	17.5%	26.0%	6.0%	3.5%	1.0%		2.5%	1.0%		100.0%
Viti/Vitina	8.5%			4.0%	3.5%	33.0%		19.5%			31.5%			100.0%
Vushtrri/Vučitrn	77.5%	5.5%	.5%	.5%	8.0%	1.0%		3.0%			4.0%			100.0%
Zubin Potok	62.5%				4.8%	11.5%		15.4%	1.9%		3.8%			100.0%
Zveçan/Zvečan	48.2%				11.6%			15.2%			25.0%			100.0%
Kosovo	58.3%	1.5%	.2%	1.5%	7.0%	16.8%	.9%	8.0%	1.2%	.0%	4.3%	.0%	.4%	100.0%

Table A2. Reported water supply restrictions by households connected to the public water provider, by municipality

	(1 to 4) hours	(5 to 10) hours	(11 or more) hours	Unrestricted	Cut-offs lasting more than 3 hours at a time	Don't know	Total
Dečan/Dečane	5.2%	6.7%	3.7%	79.1%	5.2%	0%	100.0%
Dragash/Dragaš	4.8%	14.5%	28.9%	43.4%	7.2%	1.2%	100.0%
Ferizaj/Uroševac	3.0%	7.9%	47.3%	39.4%	2.4%	0%	100.0%
Fushë Kosovë/Kosovo Polje	47.1%	37.6%	2.4%	4.7%	2.4%	5.9%	100.0%
Gjakovë/Đakovica	11.8%	5.6%	2.5%	68.3%	11.2%	.6%	100.0%
Gjilan/Gnjilane	2.5%	.8%	1.7%	55.4%	33.9%	5.8%	100.0%
Glogovac/Glogovac	21.8%	40.2%	12.6%	10.3%	8.0%	6.9%	100.0%
Graçanica/Gračanica	23.6%	35.7%	29.3%	10.7%	0%	.7%	100.0%
Hani i Elezit/Đeneral Janković	26.3%	21.1%	7.9%	31.6%	13.2%	0%	100.0%
Istog/Istok	5.8%	5.8%	5.8%	70.9%	11.1%	.5%	100.0%
Junik	0%	2.0%	1.0%	97.0%	0%	0%	100.0%
Kaçanik/Kačanik	10.3%	10.3%	4.7%	66.4%	5.6%	2.8%	100.0%
Kamenicë/Kamenica	3.3%	8.9%	3.3%	48.9%	10.0%	25.6%	100.0%
Klinë/Klina	8.9%	17.8%	37.8%	26.7%	6.7%	2.2%	100.0%
Kllokot/Klokot	50.0%	0%	0%	50.0%	0%	0%	100.0%
Leposaviq/Leposavić	7.4%	23.1%	37.2%	24.8%	7.4%	0%	100.0%
Lipjan/Lipljan	23.8%	15.0%	20.0%	38.8%	0%	2.5%	100.0%
Malishevë/Mališevo	27.5%	3.9%	21.6%	39.2%	7.8%	0%	100.0%
Mamushë/Mamuša	0%	0%	0%	50.0%	50.0%	0%	100.0%
Mitrovicë/Mitrovica	29.2%	10.9%	27.2%	16.0%	16.0%	.8%	100.0%
Novobërdë/Novo Brdo	0%	50.0%	7.1%	7.1%	35.7%	0%	100.0%
Obiliq/Obilić	10.9%	17.2%	7.8%	36.7%	25.0%	2.3%	100.0%
Partesh/Parteš	0%	0%	0%	100.0%	0%	0%	100.0%
Pejë/Peć	8.7%	12.8%	25.6%	48.7%	4.1%	0%	100.0%
Podujevë/Podujevo	3.3%	2.0%	4.6%	68.0%	20.3%	2.0%	100.0%
Prishtinë/Priština	15.6%	37.6%	20.2%	23.9%	2.3%	.5%	100.0%
Prizren	20.6%	21.7%	15.9%	32.8%	8.5%	.5%	100.0%
Rahovec/Orahovac	22.7%	29.3%	5.6%	41.4%	1.0%	0%	100.0%
Ranillug/Ranilug	22.2%	14.8%	7.4%	51.9%	3.7%	0%	100.0%
Shterpce/Štrpcë	3.0%	1.5%	25.8%	58.3%	11.4%	0%	100.0%
Shtime/Štimlje	10.3%	15.1%	29.4%	42.1%	2.4%	.8%	100.0%
Skënderaj/Srbica	5.9%	5.9%	40.2%	37.3%	5.9%	4.9%	100.0%
Suharekë/Suva Reka	26.2%	7.1%	32.1%	15.5%	15.5%	3.6%	100.0%
Viti/Vitina	0%	0%	0%	23.5%	70.6%	5.9%	100.0%
Vushtrri/Vučitrn	24.6%	5.4%	18.0%	5.4%	42.5%	4.2%	100.0%
Zubin Potok	18.5%	9.2%	32.3%	10.8%	26.2%	3.1%	100.0%
Zveçan/Zvečan	7.4%	11.1%	68.5%	13.0%	0%	0%	100.0%
Kosovo	14.1%	14.5%	17.0%	41.5%	10.8%	2.1%	100.0%

Table A3. Quality of drinking water from the public water provider, by municipality

	Unclear, with colour [from dirt]	Low pressure, insufficient for household utilities	Bad taste	Bad odour
Dečan/Dečane	13.4%	9.7%	0%	0%
Dragash/Dragaš	27.7%	36.1%	10.1%	13.3%
Ferizaj/Uroševac	5.5%	7.9%	5.0%	3.6%
Fushë Kosovë/Kosovo Polje	56.5%	51.8%	56.5%	50.6%
Gjakovë/Dakovica	10.6%	23.6%	12.6%	14.9%
Gjilan/Gnjilane	14.9%	5.8%	13.5%	12.4%
Gjillogoc/Glogovac	18.4%	20.7%	24.2%	24.1%
Gračanica/Gračanica	27.1%	30.0%	9.7%	7.1%
Hani i Elezit/Đeneral Janković	60.5%	50.0%	42.9%	44.7%
Istog/Istok	.5%	22.2%	0%	0%
Junik	5.9%	2.0%	8.1%	5.9%
Kaçanik/Kačanik	29.0%	40.2%	3.4%	3.7%
Kamenicë/Kamenica	10.0%	3.3%	7.1%	6.7%
Klinë/Klina	71.1%	48.9%	77.6%	77.8%
Klllokot/Klokot	0%	0%	0%	0%
Leposaviq/Leposavić	48.8%	50.4%	35.3%	36.4%
Lipjan/Lipljan	11.3%	17.5%	11.4%	7.5%
Malishevë/Mališevo	23.5%	29.4%	5.4%	11.8%
Mamushë/Mamuša	50.0%	50.0%	0%	0%
Mitrovicë/Mitrovica	17.1%	30.0%	19.5%	19.8%
Novobërdë/Novo Brdo	0%	35.7%	0%	0%
Obiliq/Obilić	27.3%	37.5%	18.7%	17.2%
Partesh/Parteš	0%	100.0%	0%	0%
Pejë/Peć	5.1%	20.0%	0%	0%
Podujevë/Podujevo	11.8%	20.9%	12.6%	10.5%
Prishtinë/Priština	22.5%	26.6%	18.0%	17.9%
Prizren	35.4%	67.2%	24.3%	25.4%
Rahovec/Orahovac	.5%	52.0%	8.7%	7.1%
Ranilug/Ranilug	18.5%	18.5%	25.0%	14.8%
Shtërpce/Štrpcë	6.1%	13.6%	1.4%	0%
Shtime/Štimlje	2.4%	11.1%	2.9%	4.8%
Skënderaj/Srbica	1.0%	7.8%	0%	0%
Suharekë/Suva Reka	16.7%	34.5%	14.1%	13.1%
Viti/Vitina	0%	88.2%	22.2%	0%
Vushttri/Vučitrn	29.9%	50.3%	28.4%	28.7%
Zubin Potok	16.9%	47.7%	7.1%	18.5%
Zveçan/Zvečan	29.6%	57.4%	33.3%	31.5%
Kosovo	17.2%	28.4%	13.8%	13.5%

* Percentage of respondents who claimed that their tap water is unclear, has a low pressure, a bad taste, or bad odour

Table A4. Satisfaction with water supply, by municipality

	Very unsatisfied	Somewhat unsatisfied	Some-what satisfied	Very satisfied	Refuse to answer	Don't know	Total
Dečan/Dečane	12.0%	7.5%	22.0%	58.0%	0%	.5%	100.0%
Dragash/Dragaš	38.0%	9.5%	16.5%	36.0%	0%	0%	100.0%
Ferizaj/Uroševac	15.5%	4.5%	27.5%	52.5%	0%	0%	100.0%
Fushë Kosovë/Kosovo Polje	33.5%	21.0%	35.5%	7.0%	0%	3.0%	100.0%
Gjakovë/Đakovica	10.5%	9.5%	18.5%	60.5%	.5%	.5%	100.0%
Gjilan/Gnjilane	21.0%	14.5%	38.0%	22.0%	2.0%	2.5%	100.0%
Gjillogoc/Glogovac	25.0%	12.5%	29.5%	32.0%	.5%	.5%	100.0%
Graçanica/Gračanica	17.0%	10.5%	61.5%	11.0%	0%	0%	100.0%
Hani i Elezit/Đeneral Janković	30.8%	9.6%	28.8%	29.8%	0%	1.0%	100.0%
Istog/Istok	13.5%	8.5%	13.0%	58.0%	0%	7.0%	100.0%
Junik	1.0%	1.9%	11.5%	84.6%	0%	1.0%	100.0%
Kaçanik/Kačanik	36.5%	15.0%	22.5%	24.5%	0%	1.5%	100.0%
Kamenicë/Kamenica	17.0%	14.0%	27.5%	28.5%	1.5%	11.5%	100.0%
Klinë/Klina	51.0%	11.5%	12.5%	2.5%	.5%	22.0%	100.0%
Klllokot/Klokot	22.1%	27.9%	32.7%	16.3%	0%	1.0%	100.0%
Leposaviq/Leposavić	37.5%	18.5%	28.5%	15.5%	0%	0%	100.0%
Lipjan/Lipljan	48.5%	4.5%	14.5%	31.5%	0%	1.0%	100.0%
Malishevë/Mališevo	25.0%	19.5%	31.5%	17.0%	0%	7.0%	100.0%
Mamushë/Mamuša	76.0%	13.5%	2.9%	6.7%	0%	1.0%	100.0%
Mitrovicë/Mitrovica	27.3%	14.8%	37.2%	20.1%	0%	.7%	100.0%
Novobërdë/Novo Brdo	31.3%	42.7%	18.8%	5.2%	0%	2.1%	100.0%
Obiliq/Obilić	31.5%	10.0%	22.5%	34.5%	0%	1.5%	100.0%
Partesh/Parteš	12.5%	30.8%	41.3%	11.5%	0%	3.8%	100.0%
Pejë/Peć	5.0%	6.0%	34.0%	54.5%	0%	.5%	100.0%
Podujevë/Podujevo	16.0%	7.5%	31.0%	44.5%	0%	1.0%	100.0%
Prishtinë/Priština	20.8%	13.6%	43.2%	21.6%	0%	.8%	100.0%
Prizren	42.9%	7.9%	17.5%	30.0%	0%	1.7%	100.0%
Rahovec/Orahovac	11.0%	27.0%	29.0%	32.5%	0%	.5%	100.0%
Ranillug/Ranilug	11.5%	8.7%	46.2%	32.7%	0%	1.0%	100.0%
Shterpce/Štrpcë	15.0%	14.4%	33.8%	36.3%	0%	.6%	100.0%
Shtime/Štimlje	30.0%	10.0%	22.0%	35.5%	0%	2.5%	100.0%
Skënderaj/Srbica	35.0%	12.5%	26.5%	18.0%	0%	8.0%	100.0%
Suharekë/Suva Reka	38.0%	8.5%	29.0%	21.5%	.5%	2.5%	100.0%
Viti/Vitina	17.0%	28.0%	43.5%	10.0%	0%	1.5%	100.0%
Vushtrri/Vučitrn	46.0%	16.5%	27.0%	5.5%	0%	5.0%	100.0%
Zubin Potok	26.0%	14.4%	34.6%	23.1%	0%	1.9%	100.0%
Zveçan/Zvečan	52.7%	21.4%	14.3%	11.6%	0%	0%	100.0%
Kosovo	26.8%	13.1%	27.3%	29.8%	.2%	2.9%	100.0%

Table A5. Satisfaction with sewage and sanitation, by municipality

	Very unsatisfied	Somewhat unsatisfied	Somewhat satisfied	Very satisfied	Refuse to answer	Don't know	Total
Dečan/Deçane	54.0%	21.0%	18.0%	5.0%	0%	2.0%	100.0%
Dragash/Dragaš	13.0%	4.5%	28.0%	54.5%	0%	0%	100.0%
Ferizaj/Uroševac	9.5%	6.5%	33.5%	48.0%	0%	2.5%	100.0%
Fushë Kosovë/Kosovo Polje	14.0%	18.0%	48.5%	16.5%	0%	3.0%	100.0%
Gjakovë/Dakovica	12.5%	16.0%	29.5%	41.5%	0%	.5%	100.0%
Gjilan/Gnjilane	7.5%	21.0%	59.0%	8.5%	3.5%	.5%	100.0%
Glogoc/Glogovac	31.5%	21.0%	32.0%	14.5%	0%	1.0%	100.0%
Graçanica/Graçanica	17.0%	28.0%	43.5%	11.5%	0%	0%	100.0%
Hani i Elezit/Đeneral Janković	16.3%	10.6%	32.7%	39.4%	0%	1.0%	100.0%
Istog/Istok	35.0%	17.5%	6.5%	33.5%	0%	7.5%	100.0%
Junik	20.2%	4.8%	18.3%	45.2%	0%	11.5%	100.0%
Kaçanik/Kačanik	23.5%	11.0%	21.5%	42.5%	.5%	1.0%	100.0%
Kamenicë/Kamenica	8.0%	20.0%	37.5%	23.0%	1.0%	10.5%	100.0%
Klinë/Klina	38.0%	13.5%	17.5%	9.5%	1.0%	20.5%	100.0%
Klllokot/Klokot	26.0%	26.9%	37.5%	9.6%	0%	0%	100.0%
Leposaviq/Leposavić	18.5%	16.5%	30.5%	33.5%	.5%	.5%	100.0%
Lipjan/Lipljan	38.5%	5.5%	11.5%	43.5%	0%	1.0%	100.0%
Malishevë/Mališevo	31.5%	18.0%	30.0%	15.0%	0%	5.5%	100.0%
Mamushë/Mamuša	6.7%	3.8%	27.9%	61.5%	0%	0%	100.0%
Mitrovicë/Mitrovica	17.1%	16.8%	44.7%	20.1%	0%	1.3%	100.0%
Novobërdë/Novo Brdo	46.9%	24.0%	21.9%	5.2%	0%	2.1%	100.0%
Obiliq/Obilić	31.5%	13.0%	24.5%	29.5%	0%	1.5%	100.0%
Partesh/Parteš	14.4%	26.9%	40.4%	14.4%	0%	3.8%	100.0%
Pejë/Peć	23.5%	20.5%	39.5%	15.5%	1.0%	0%	100.0%
Podujevë/Podujevo	23.0%	10.5%	33.5%	32.0%	0%	1.0%	100.0%
Priştinë/Priština	23.5%	20.1%	39.8%	13.3%	0%	3.4%	100.0%
Prizren	7.9%	5.4%	29.2%	56.3%	0%	1.3%	100.0%
Rahovec/Orahovac	12.0%	28.5%	36.0%	23.0%	0%	.5%	100.0%
Ranillug/Ranilug	22.1%	5.8%	38.5%	31.7%	1.0%	1.0%	100.0%
Shterpce/Štrpcë	23.8%	13.1%	36.3%	26.3%	0%	.6%	100.0%
Shtime/Štimlje	45.0%	5.5%	16.0%	31.5%	0%	2.0%	100.0%
Skënderaj/Srbica	34.5%	20.5%	16.0%	21.5%	0%	7.5%	100.0%
Suharekë/Suva Reka	13.5%	1.0%	23.5%	62.0%	0%	0%	100.0%
Viti/Vitina	3.5%	29.5%	51.5%	11.0%	0%	4.5%	100.0%
Vushtri/Vučitrn	25.5%	14.0%	37.5%	16.5%	0%	6.5%	100.0%
Zubin Potok	24.0%	30.8%	27.9%	15.4%	0%	1.9%	100.0%
Zveçan/Zvečan	12.5%	18.8%	37.5%	31.3%	0%	0%	100.0%
Kosovo	22.8%	15.2%	30.8%	27.8%	.2%	3.1%	100.0%

Table A6. Satisfaction with access and quality of education (preschool, primary, secondary), by municipality

	Preschool education		Primary school education		Secondary school education	
	Access	Quality of education	Access	Quality of education	Access	Quality of education
Dečan/Dečane	52.5%	44.0%	54.5%	53.0%	52.5%	42.0%
Dragash/Dragaš	60.5%	57.0%	83.5%	78.0%	68.0%	64.0%
Ferizaj/Uroševac	85.5%	85.5%	90.0%	89.5%	83.0%	82.0%
Fushë Kosovë/Kosovo Polje	68.5%	68.0%	72.0%	70.0%	69.0%	62.0%
Gjakovë/Dakovica	67.5%	58.0%	70.5%	63.5%	67.0%	61.5%
Gjilan/Gnjilane	87.0%	87.5%	87.5%	88.5%	83.0%	77.0%
Glogovac/Glogovac	74.0%	74.0%	78.0%	77.0%	69.5%	58.5%
Gračanica/Gračanica	88.0%	77.0%	94.5%	86.0%	90.5%	81.5%
Hani i Elezit/Đeneral Janković	86.5%	82.7%	86.5%	90.4%	89.4%	83.7%
Istog/Istok	54.5%	44.5%	57.5%	48.5%	53.0%	45.0%
Junik	43.3%	44.2%	61.5%	62.5%	45.2%	45.2%
Kaçanik/Kačanik	81.0%	83.0%	82.0%	85.0%	80.0%	80.5%
Kamenicë/Kamenica	57.0%	55.5%	62.5%	62.0%	60.5%	54.0%
Klinë/Klina	65.0%	61.5%	73.0%	72.5%	65.0%	63.0%
Klllokot/Klokot	52.9%	56.7%	58.7%	58.7%	56.7%	54.8%
Leposaviq/Leposavić	74.5%	74.5%	79.5%	77.5%	74.5%	72.5%
Lipjan/Lipljan	75.0%	74.5%	78.0%	73.0%	65.5%	52.0%
Malishevë/Mališevo	84.0%	79.5%	84.0%	79.5%	72.0%	66.0%
Mamushë/Mamuša	66.3%	57.7%	85.6%	78.8%	72.1%	61.5%
Mitrovicë/Mitrovica	72.4%	71.7%	78.0%	74.7%	70.1%	62.2%
Novobërdë/Novo Brdo	72.9%	77.1%	81.3%	82.3%	62.5%	74.0%
Obiliq/Obilić	76.0%	73.5%	75.0%	73.5%	64.0%	58.0%
Partesh/Parteš	66.3%	52.9%	66.3%	53.8%	69.2%	54.8%
Pejë/Peć	65.5%	59.0%	67.5%	64.5%	61.5%	51.5%
Podujevë/Podujevo	79.5%	83.5%	83.5%	80.5%	78.0%	77.0%
Prishtinë/Priština	67.4%	64.4%	72.3%	72.7%	67.0%	61.7%
Prizren	55.0%	50.0%	73.8%	69.6%	62.1%	57.1%
Rahovec/Orahovac	85.0%	83.5%	89.5%	91.0%	84.5%	84.5%
Ranillug/Ranilug	80.8%	72.1%	84.6%	77.9%	84.6%	77.9%
Shterpce/Štrpce	82.5%	83.1%	90.6%	89.4%	74.4%	68.1%
Shtime/Štimlje	83.0%	82.0%	88.5%	86.5%	81.0%	79.0%
Skënderaj/Srbica	87.0%	81.5%	88.5%	84.0%	87.5%	82.0%
Suharekë/Suva Reka	74.0%	72.5%	89.0%	83.5%	82.5%	77.5%
Viti/Vitina	68.5%	64.5%	74.0%	71.0%	65.0%	59.5%
Vushtrri/Vučitrn	69.0%	67.0%	79.0%	78.0%	68.0%	67.5%
Zubin Potok	84.6%	80.8%	84.6%	79.8%	85.6%	77.9%
Zveçan/Zveçan	70.5%	67.0%	70.5%	67.9%	67.9%	58.9%
Kosovo	71.9%	68.9%	77.6%	75.3%	70.8%	65.5%

* Percentage of respondents who are satisfied or very satisfied

Table A7. Satisfaction with environmental protection, by municipality

	General cleanliness of municipality	Environmental protection	Urban and rural planning	Nature and species conservation	Availability of parks and square	Usability of parks and squares	Solid waste collection services	Implementation of building regulations and control standards	Issuing of buildings permits
Dečan/Dečane	33.0%	38.5%	17.0%	35.5%	39.0%	35.5%	33.5%	13.0%	8.5%
Dragash/Dragaš	71.0%	49.0%	36.5%	57.0%	21.5%	18.0%	66.5%	25.5%	20.0%
Ferizaj/Uroševac	75.0%	67.5%	71.5%	72.5%	78.5%	84.0%	56.0%	65.5%	56.0%
Fushë Kosovë/Kosovo Polje	48.5%	40.5%	51.0%	50.0%	35.5%	33.5%	64.0%	30.5%	32.0%
Gjakovë/Đakovica	62.0%	54.0%	51.5%	51.0%	67.5%	63.5%	33.0%	34.0%	34.0%
Gjilan/Gnjilane	67.0%	46.0%	50.5%	56.0%	43.0%	47.0%	36.0%	33.5%	25.0%
Glogovac/Glogovac	36.5%	47.0%	36.0%	42.0%	81.5%	78.5%	32.5%	35.0%	25.5%
Gračanica/Gračanica	38.5%	27.5%	15.5%	19.5%	43.0%	42.5%	44.5%	16.5%	15.0%
Hani i Elezit/Đeneral Janković	91.3%	57.7%	49.0%	58.7%	56.7%	58.7%	34.6%	46.2%	54.8%
Istog/Istok	43.0%	42.0%	38.5%	44.5%	52.0%	45.0%	20.0%	36.5%	22.0%
Junik	84.6%	62.5%	29.8%	48.1%	18.3%	13.5%	8.7%	18.3%	9.6%
Kaçanik/Kaçanik	93.0%	64.5%	40.5%	58.0%	59.5%	63.5%	36.0%	33.0%	48.0%
Kamenicë/Kamenica	59.5%	52.5%	46.0%	38.0%	66.0%	73.0%	51.0%	30.0%	25.5%
Klinë/Klina	51.0%	41.5%	24.0%	48.5%	55.0%	54.0%	16.0%	20.5%	16.5%
Klllokot/Klokot	41.3%	30.8%	18.3%	34.6%	30.8%	24.0%	38.5%	13.5%	10.6%
Leposaviq/Leposavić	52.0%	47.0%	11.5%	37.0%	55.0%	53.0%	52.5%	12.5%	11.0%
Lipjan/Lipljan	61.0%	46.5%	35.5%	40.0%	50.5%	50.5%	38.5%	30.5%	28.0%
Malishevë/Mališevo	56.5%	46.5%	53.5%	40.0%	83.5%	79.5%	39.5%	48.5%	30.5%
Mamushë/Mamuša	86.5%	67.3%	47.1%	54.8%	91.3%	85.6%	64.4%	28.8%	25.0%
Mitrovicë/Mitrovica	27.3%	27.6%	29.6%	32.6%	40.5%	34.2%	45.1%	21.1%	16.8%
Novobërdë/Novo Brdo	72.9%	45.8%	38.5%	46.9%	16.7%	17.7%	55.2%	12.5%	19.8%
Obiliq/Obilić	32.5%	11.0%	28.5%	32.0%	29.0%	27.0%	37.5%	22.0%	20.0%
Partesh/Parteš	34.6%	39.4%	22.1%	45.2%	31.7%	28.8%	49.0%	18.3%	16.3%
Pejë/Peć	46.5%	57.5%	43.5%	53.0%	72.0%	61.0%	38.5%	39.5%	30.5%
Podujevë/Podujevo	78.0%	64.5%	62.5%	64.5%	92.0%	92.5%	53.0%	55.0%	50.0%
Prishtinë/Priština	35.6%	29.5%	28.4%	29.2%	59.5%	51.5%	47.7%	14.8%	19.3%
Prizren	85.8%	64.2%	44.2%	47.1%	66.7%	65.8%	55.8%	28.8%	20.0%
Rahovec/Orahovac	43.0%	42.5%	42.5%	37.5%	43.5%	40.5%	58.5%	36.0%	39.0%
Ranillug/Ranilug	56.7%	18.3%	6.7%	27.9%	5.8%	4.8%	70.2%	7.7%	4.8%
Shterpce/Štrpce	48.1%	33.1%	40.6%	31.3%	43.1%	42.5%	53.8%	41.3%	44.4%
Shtime/Štimlje	64.5%	56.0%	43.0%	57.5%	49.0%	52.0%	39.5%	40.0%	33.0%
Skënderaj/Srbica	63.0%	65.0%	69.5%	70.5%	84.0%	83.5%	30.5%	64.5%	57.5%
Suharekë/Suva Reka	89.5%	69.0%	55.5%	67.5%	49.5%	44.0%	90.0%	39.5%	32.0%
Viti/Vitina	56.5%	44.5%	48.5%	51.0%	63.0%	60.0%	59.5%	45.0%	41.0%
Vushtri/Vučitrn	49.5%	47.0%	41.0%	55.5%	67.0%	64.5%	44.5%	38.5%	39.5%
Zubin Potok	24.0%	7.7%	1.9%	13.5%	3.8%	3.8%	31.7%	1.0%	1.9%
Zveçan/Zveçan	53.6%	29.5%	7.1%	27.7%	30.4%	26.8%	78.6%	6.3%	8.0%
Kosovo	58.0%	48.0%	41.6%	48.0%	55.7%	53.6%	45.3%	33.1%	29.4%

* Percentage of respondents who are satisfied or very satisfied

Table A8. Perceptions of city and neighbourhood cleanliness, by municipality

	City				Neighbourhood			
	Very clean and clean	Dirty and very dirty	Don't know and no answer	Total	Very clean and clean	Dirty and very dirty	Don't know and no answer	Total
Dečan/Dečane	68.0%	29.5%	2.5%	100.0%	71.0%	29.0%	0.0%	100.0%
Dragash/Dragaš	70.5%	28.0%	1.5%	100.0%	82.0%	18.0%	0.0%	100.0%
Ferizaj/Uroševac	76.0%	22.5%	1.5%	100.0%	75.5%	24.0%	0.5%	100.0%
Fushë Kosovë/Kosovo Polje	53.5%	45.5%	1.0%	100.0%	71.0%	29.0%	0.0%	100.0%
Gjakovë/Đakovica	75.5%	24.0%	0.5%	100.0%	72.0%	27.5%	0.5%	100.0%
Gjilan/Gnjilane	71.5%	26.0%	2.5%	100.0%	75.5%	23.5%	1.0%	100.0%
Glogoc/Glogovac	67.0%	32.0%	1.0%	100.0%	58.0%	42.0%	0.0%	100.0%
Gračanica/Gračanica	48.0%	52.0%	0.0%	100.0%	53.5%	46.5%	0.0%	100.0%
Hani i Elezit/Đeneral Janković	89.4%	9.6%	1.0%	100.0%	83.7%	16.3%	0.0%	100.0%
Istog/Istok	84.5%	14.0%	1.5%	100.0%	69.0%	31.0%	0.0%	100.0%
Junik	83.7%	12.5%	3.8%	100.0%	79.8%	20.2%	0.0%	100.0%
Kaçanik/Kačanik	90.5%	7.5%	2.0%	100.0%	85.0%	15.0%	0.0%	100.0%
Kamenicë/Kamenica	70.5%	23.5%	6.0%	100.0%	78.5%	20.0%	1.5%	100.0%
Klinë/Klina	50.0%	48.0%	2.0%	100.0%	54.5%	45.5%	0.0%	100.0%
Klikot/Klokot	55.8%	44.2%	0.0%	100.0%	53.8%	46.2%	0.0%	100.0%
Leposaviq/Leposavić	72.5%	27.5%	0.0%	100.0%	67.0%	33.0%	0.0%	100.0%
Lipjan/Lipljan	64.5%	35.0%	0.5%	100.0%	66.5%	33.5%	0.0%	100.0%
Malishevë/Mališeve	65.5%	34.0%	0.5%	100.0%	78.0%	22.0%	0.0%	100.0%
Mamushë/Mamuša	84.6%	15.4%	0.0%	100.0%	88.5%	11.5%	0.0%	100.0%
Mitrovicë/Mitrovica	41.4%	58.6%	0.0%	100.0%	52.0%	48.0%	0.0%	100.0%
Novobërdë/Novo Brdo	87.5%	12.5%	0.0%	100.0%	84.4%	15.6%	0.0%	100.0%
Obiliq/Obilić	26.5%	73.0%	0.5%	100.0%	48.0%	52.0%	0.0%	100.0%
Partesh/Parteš	55.8%	43.3%	1.0%	100.0%	50.0%	49.0%	1.0%	100.0%
Pejë/Peć	71.0%	29.0%	0.0%	100.0%	61.5%	38.5%	0.0%	100.0%
Podujevë/Podujevo	86.0%	13.5%	0.5%	100.0%	84.0%	16.0%	0.0%	100.0%
Prishtinë/Priština	41.7%	57.6%	0.8%	100.0%	56.4%	43.6%	0.0%	100.0%
Prizren	90.0%	10.0%	0.0%	100.0%	88.3%	11.7%	0.0%	100.0%
Rahovec/Orahovac	85.0%	14.5%	0.5%	100.0%	79.0%	20.5%	0.5%	100.0%
Ranillug/Ranilug	72.1%	27.9%	0.0%	100.0%	63.5%	35.6%	1.0%	100.0%
Shterpce/Štrpcë	55.0%	45.0%	0.0%	100.0%	61.3%	38.8%	0.0%	100.0%
Shtime/Štimlje	70.0%	29.0%	1.0%	100.0%	78.5%	21.0%	0.5%	100.0%
Skënderaj/Srbica	86.5%	13.0%	0.5%	100.0%	73.0%	27.0%	0.0%	100.0%
Suharekë/Suva Reka	89.5%	10.0%	0.5%	100.0%	93.5%	6.5%	0.0%	100.0%
Viti/Vitina	77.5%	22.5%	0.0%	100.0%	80.5%	19.5%	0.0%	100.0%
Vushtrri/Vučitrn	61.0%	38.0%	1.0%	100.0%	71.0%	28.5%	0.5%	100.0%
Zubin Potok	65.4%	34.6%	0.0%	100.0%	63.5%	36.5%	0.0%	100.0%
Zveçan/Zvečan	80.4%	19.6%	0.0%	100.0%	60.7%	38.4%	0.9%	100.0%
Kosovo	69.8%	29.3%	1.0%	100.0%	72.2%	27.6%	0.2%	100.0%

Table A9. Satisfaction with solid waste management, by municipality

	Collection completed on the scheduled day	Solid waste collection services	Solid waste selection	Management of landfills
Dečan/Dečane	42.7%	33.6%	29.5%	16.4%
Dragash/Dragaš	79.2%	67.0%	42.1%	49.3%
Ferizaj/Uroševac	77.0%	55.8%	51.2%	45.9%
Fushë Kosovë/Kosovo Polje	82.9%	64.2%	48.9%	52.3%
Gjakovë/Đakovica	58.8%	33.3%	32.3%	32.7%
Gjilan/Gnjilane	77.1%	35.9%	26.9%	24.5%
Glogovac/Glogovac	47.0%	32.6%	19.3%	19.6%
Gračanica/Gračanica	60.2%	44.9%	58.4%	34.8%
Hani i Elezit/Đeneral Janković	66.7%	35.1%	31.3%	21.9%
Istog/Istok	48.6%	20.1%	10.6%	7.3%
Junik	28.1%	8.0%	4.4%	7.0%
Kaçanik/Kačanik	65.0%	36.1%	35.0%	27.4%
Kamenicë/Kamenica	49.5%	50.9%	45.7%	44.7%
Klinë/Klina	19.1%	16.4%	16.8%	18.3%
Klllokot/Klokot	45.5%	38.6%	47.7%	30.4%
Leposavić/Leposavić	67.4%	52.9%	65.9%	45.3%
Lipjan/Lipljan	60.1%	38.8%	24.5%	25.5%
Malishevë/Mališevo	43.6%	39.9%	38.2%	35.3%
Mamushë/Mamuša	89.9%	64.8%	13.6%	12.7%
Mitrovicë/Mitrovica	52.5%	42.1%	34.2%	28.6%
Novobërdë/Novo Brdo	78.4%	65.3%	54.7%	23.0%
Obiliq/Obilić	41.3%	37.6%	28.0%	21.5%
Partesh/Parteš	56.8%	48.9%	52.2%	31.8%
Pejë/Peć	61.9%	38.5%	41.1%	38.5%
Podujevë/Podujevo	61.6%	53.0%	48.6%	48.9%
Prishtinë/Priština	70.0%	47.6%	34.9%	37.0%
Prizren	88.9%	55.9%	36.8%	36.3%
Rahovec/Orahovac	77.2%	58.4%	55.3%	54.3%
Ranillug/Ranilug	83.7%	71.1%	82.2%	63.6%
Shtërpce/Štrpcë	60.4%	53.1%	58.3%	37.5%
Shtime/Štimlje	51.6%	39.3%	37.0%	47.5%
Skënderaj/Srbica	32.6%	30.7%	26.6%	26.1%
Suharekë/Suva Reka	95.4%	90.0%	52.5%	63.0%
Viti/Vitina	64.8%	59.8%	58.3%	53.2%
Vushtrri/Vučitrn	53.2%	44.7%	33.6%	35.5%
Zubin Potok	40.9%	33.3%	34.1%	29.5%
Zveçan/Zveçan	85.7%	79.2%	86.0%	60.4%
Kosovo	60.8%	45.3%	37.3%	34.7%

* Percentage of respondents who are satisfied or very satisfied

Table A10. Perceptions of problems with air quality and loud noise in the immediate neighbourhood, by municipality

	Air quality	Loud noise
Dečan/Dečane	5.0%	11.5%
Dragash/Dragaš	.5%	1.0%
Ferizaj/Uroševac	13.5%	4.5%
Fushë Kosovë/Kosovo Polje	63.5%	21.5%
Gjakovë/Đakovica	22.5%	18.5%
Gjilan/Gnjilane	18.0%	18.0%
Gjillogoc/Glogovac	36.5%	18.5%
Graçanica/Gračanica	25.0%	11.5%
Hani i Elezit/Đeneral Janković	24.0%	8.7%
Istog/Istok	4.5%	10.5%
Junik	4.8%	4.8%
Kaçanik/Kačanik	9.5%	10.0%
Kamenicë/Kamenica	2.0%	3.5%
Klinë/Klina	20.0%	24.5%
Klllokot/Klokot	38.5%	39.4%
Leposaviq/Leposavić	12.5%	10.0%
Lipjan/Lipljan	15.5%	4.5%
Malishevë/Mališovo	2.5%	1.0%
Mamushë/Mamuša	4.8%	10.6%
Mitrovicë/Mitrovica	25.3%	17.8%
Novobërdë/Novo Brdo	3.1%	5.2%
Obiliq/Obilić	84.5%	36.0%
Partesh/Parteš	10.6%	8.7%
Pejë/Peć	6.0%	8.0%
Podujevë/Podujevo	12.0%	8.0%
Prishtinë/Priština	31.1%	19.3%
Prizren	11.7%	5.8%
Rahovec/Orahovac	4.5%	7.5%
Ranillug/Ranilug	4.8%	18.3%
Shtërpce/Štrpcë		1.3%
Shtime/Štimlje	7.5%	8.0%
Skënderaj/Srbica	14.0%	14.5%
Suharekë/Suva Reka	12.5%	3.5%
Viti/Vitina	34.0%	40.5%
Vushtrri/Vučitrn	22.0%	12.0%
Zubin Potok	5.8%	17.3%
Zveçan/Zvečan	9.8%	14.3%
Kosovo	18.0%	12.7%

*Percentage of affirmative responses

Table A11. Condition of roads in the city and neighbourhood, by municipality

Municipality	City	Neighbourhood
Dečan/Dečane	85.0%	72.0%
Dragash/Dragaš	82.0%	79.0%
Ferizaj/Uroševac	87.5%	76.0%
Fushë Kosovë/Kosovo Polje	67.0%	78.5%
Gjakovë/Đakovica	93.0%	73.0%
Gjilan/Gnjilane	74.0%	71.0%
Glogoc/Glogovac	78.5%	58.5%
Graçanica/Gračanica	49.0%	53.5%
Hani i Elezit/Đeneral Janković	94.2%	82.7%
Istog/Istok	91.5%	69.5%
Junik	88.5%	76.9%
Kaçanik/Kačanik	91.0%	83.0%
Kamenicë/Kamenica	76.5%	81.0%
Klinë/Klina	60.0%	52.0%
Kllokot/Klokot	57.7%	51.0%
Leposaviq/Leposavić	54.0%	51.0%
Lipjan/Lipljan	87.0%	78.0%
Malishevë/Mališevo	87.5%	81.0%
Mamushë/Mamuša	88.5%	89.4%
Mitrovicë/Mitrovica	54.3%	54.3%
Novobërdë/Novo Brdo	70.8%	51.0%
Obiliq/Obilić	65.0%	61.5%
Partesh/Parteš	36.5%	23.1%
Pejë/Peć	78.0%	67.0%
Podujevë/Podujevo	90.0%	83.0%
Prishtinë/Priština	60.6%	59.5%
Prizren	93.3%	84.6%
Rahovec/Orahovac	86.5%	75.5%
Ranillug/Ranilug	51.0%	40.4%
Shterpce/Štrpcë	41.9%	45.0%
Shtime/Štimlje	81.5%	72.5%
Skënderaj/Srbica	97.0%	77.0%
Suharekë/Suva Reka	93.0%	81.5%
Viti/Vitina	77.5%	79.5%
Vushtrri/Vučitrn	84.0%	79.0%
Zubin Potok	31.7%	36.5%
Zveçan/Zvečan	49.1%	46.4%
Kosovo	78.9%	71.7%

* Percentage of respondents who think that the condition of roads in their municipality is good or very good

Table A12. Satisfaction with horizontal and vertical signage of streets, by municipality

Dečan/Dečane	30.0%
Dragash/Dragaš	31.5%
Ferizaj/Uroševac	63.0%
Fushë Kosovë/Kosovo Polje	48.5%
Gjakovë/Dakovica	61.5%
Gjilan/Gnjilane	60.5%
Glogoc/Glogovac	39.5%
Gračanica/Gračanica	33.5%
Hani i Elezit/Đeneral Janković	54.8%
Istog/Istok	45.5%
Junik	41.3%
Kaçanik/Kačanik	39.5%
Kamenicë/Kamenica	60.0%
Klinë/Klina	41.5%
Klokot/Klokot	23.1%
Leposaviq/Leposavić	29.5%
Lipjan/Lipljan	46.0%
Malishevë/Mališevo	56.5%
Mamushë/Mamuša	65.4%
Mitrovicë/Mitrovica	31.6%
Novobërdë/Novo Brdo	31.3%
Obiliq/Obilić	38.5%
Partesh/Parteš	25.0%
Pejë/Peć	58.0%
Podujevë/Podujevo	58.0%
Prishtinë/Priština	44.3%
Prizren	62.1%
Rahovec/Orahovac	50.0%
Ranillug/Ranilug	22.1%
Shterpce/Štrpce	31.9%
Shtime/Štimlje	46.5%
Skënderaj/Srbica	64.0%
Suharekë/Suva Reka	49.5%
Viti/Vitina	65.5%
Vushtrri/Vučitrn	53.0%
Zubin Potok	30.8%
Zveçan/Zvečan	25.0%
Kosovo	48.5%

* Percentage of respondents who are satisfied or very satisfied

Table A13. Satisfaction with sidewalks, by municipality

	Availability	Usability (free of vehicles, vendors, waste bins)	Condition
Dečan/Dečane	33.0%	28.0%	30.5%
Dragash/Dragaš	30.0%	16.5%	33.0%
Ferizaj/Uroševac	42.5%	32.5%	46.0%
Fushë Kosovë/Kosovo Polje	50.0%	38.5%	51.0%
Gjakovë/Đakovica	47.0%	43.5%	45.5%
Gjilan/Gnjilane	15.0%	16.0%	24.0%
Glogoc/Glogovac	64.5%	56.0%	61.5%
Graçanica/Gračanica	50.5%	44.5%	48.5%
Hani i Elezit/Đeneral Janković	77.9%	75.0%	80.8%
Istog/Istok	42.0%	35.0%	42.5%
Junik	61.5%	53.8%	59.6%
Kaçanik/Kačanik	54.0%	54.0%	57.0%
Kamenicë/Kamenica	49.5%	49.5%	56.0%
Klinë/Klina	56.0%	54.0%	57.5%
Klokot/Klokot	38.5%	35.6%	31.7%
Leposavić/Leposavić	51.0%	42.5%	56.0%
Lipjan/Lipljan	39.5%	30.0%	39.5%
Malishevë/Mališevo	49.5%	52.0%	50.0%
Mamushë/Mamuša	86.5%	74.0%	86.5%
Mitrovicë/Mitrovica	27.3%	22.7%	26.0%
Novobërdë/Novo Brdo	35.4%	25.0%	34.4%
Obiliq/Obilić	45.5%	53.0%	47.0%
Partesh/Parteš	29.8%	28.8%	27.9%
Pejë/Peć	49.5%	38.5%	41.5%
Podujevë/Podujevo	60.5%	56.0%	56.0%
Prishtinë/Priština	29.5%	20.8%	28.8%
Prizren	52.1%	39.2%	53.3%
Rahovec/Orahovac	45.0%	43.5%	44.5%
Ranillug/Ranilug	21.2%	22.1%	19.2%
Shtërpce/Štrpce	43.8%	38.8%	43.1%
Shtime/Štimlje	47.0%	46.5%	47.0%
Skënderaj/Srbica	75.0%	72.5%	78.5%
Suharekë/Suva Reka	57.0%	45.0%	62.0%
Viti/Vitina	42.5%	42.0%	47.0%
Vushtrri/Vučitrn	45.0%	51.5%	52.0%
Zubin Potok	21.2%	36.5%	30.8%
Zveçan/Zvečan	22.3%	17.9%	22.3%
Kosovo	46.7%	41.9%	47.7%

* Percentage of respondents who are satisfied or very satisfied

Table A14. Satisfaction with public parking, by municipality

	Safety of parking spots	Availability of parking spots	Proper signage of public parking	Location of public parking spots
Dečan/Dečani	22.5%	20.5%	27.0%	22.0%
Dragash/Dragaš	18.5%	11.5%	12.5%	12.0%
Ferizaj/Uroševac	45.0%	42.5%	49.5%	46.5%
Fushë Kosovë/Kosovo Polje	38.5%	31.0%	34.5%	36.5%
Gjakovë/Đakovica	42.5%	36.5%	37.5%	38.5%
Gjilan/Gnjilane	30.0%	24.0%	34.0%	24.0%
Glogovac/Glogovac	50.5%	46.5%	34.5%	40.5%
Gračanica/Gračanica	24.5%	24.5%	26.5%	26.5%
Hani i Elezit/Đeneral Janković	39.4%	30.8%	34.6%	26.9%
Istog/Istok	40.5%	38.5%	40.5%	34.0%
Junik	8.7%	9.6%	9.6%	8.7%
Kaçanik/Kačanik	47.0%	28.5%	32.0%	33.5%
Kamenicë/Kamenica	49.5%	49.0%	46.0%	43.0%
Klinë/Klina	18.0%	17.0%	18.5%	17.0%
Kllokot/Klokot	37.5%	30.8%	20.2%	17.3%
Leposaviq/Leposavić	40.0%	42.0%	34.5%	35.0%
Lipjan/Lipljan	33.0%	31.0%	31.5%	33.0%
Malishevë/Mališovo	42.0%	40.5%	41.0%	41.5%
Mamushë/Mamuša	12.5%	11.5%	10.6%	8.7%
Mitrovicë/Mitrovica	23.7%	24.0%	21.7%	16.8%
Novobërdë/Novo Brdo	40.6%	33.3%	18.8%	22.9%
Obiliq/Obilić	28.0%	26.0%	28.0%	26.0%
Partesh/Parteš	42.3%	40.4%	23.1%	33.7%
Pejë/Peć	54.5%	47.0%	49.0%	44.0%
Podujevë/Podujevo	48.5%	46.5%	43.0%	41.0%
Prishtinë/Priština	21.6%	13.6%	18.6%	16.7%
Prizren	33.8%	21.7%	27.9%	18.8%
Rahovec/Orahovac	35.0%	28.5%	31.0%	29.0%
Ranillug/Ranilug	23.1%	20.2%	14.4%	12.5%
Shërpce/Štrpce	60.0%	61.9%	59.4%	65.6%
Shtime/Štimlje	47.0%	45.0%	42.0%	41.5%
Skënderaj/Srbica	31.5%	29.0%	29.5%	32.0%
Suharekë/Suva Reka	25.5%	20.5%	22.5%	17.5%
Viti/Vitina	50.5%	48.0%	52.5%	48.0%
Vushtrri/Vučitrn	43.0%	44.0%	47.5%	41.0%
Zubin Potok	31.7%	11.5%	12.5%	21.2%
Zveçan/Zveçan	12.5%	13.4%	7.1%	8.9%
Kosovo	35.8%	31.5%	32.5%	30.5%

* Percentage of respondents who are satisfied or very satisfied

Table A15. Satisfaction with public lighting, by municipality

Dečan/Dečane	48.0%
Dragash/Dragaš	39.0%
Ferizaj/Uroševac	81.5%
Fushë Kosovë/Kosovo Polje	49.5%
Gjakovë/Đakovica	57.5%
Gjilan/Gnjilane	51.5%
Glogoc/Glogovac	69.0%
Graçanica/Gračanica	36.5%
Hani i Elezit/Đeneral Janković	80.8%
Istog/Istok	54.0%
Junik	81.7%
Kaçanik/Kačanik	68.5%
Kamenicë/Kamenica	57.5%
Klinë/Klina	53.5%
Kllokot/Klokot	31.7%
Leposaviq/Leposavić	58.5%
Lipjan/Lipljan	46.0%
Malishevë/Mališevo	68.0%
Mamushë/Mamuša	71.2%
Mitrovicë/Mitrovica	34.9%
Novobërdë/Novo Brdo	4.2%
Obiliq/Obilić	27.0%
Partesh/Parteš	30.8%
Pejë/Peć	62.0%
Podujevë/Podujevo	84.5%
Prishtinë/Priština	52.7%
Prizren	79.2%
Rahovec/Orahovac	51.5%
Ranillug/Ranilug	11.5%
Shterpce/Štrpcë	54.4%
Shtime/Štimlje	49.0%
Skënderaj/Srbica	75.5%
Suharekë/Suva Reka	41.5%
Viti/Vitina	60.5%
Vushtri/Vučitrn	57.5%
Zubin Potok	15.4%
Zveçan/Zvečan	31.3%
Kosovo	55.9%

* Percentage of respondents who are satisfied or very satisfied

Table A16. Frequency of visits to the municipal office and reported rate of fulfilled requests

	Share of respondents that visited the municipal office during the past 12 months to request a document	Fulfillment of requests			
		Yes	Request fulfilled	Unmet	Sometimes given, sometimes unmet
Dečan/Dečane	4.5%	77.8%	22.2%	0%	0%
Dragash/Dragaš	7.0%	71.4%	28.6%	0%	0%
Ferizaj/Uroševac	6.5%	84.6%	15.4%	0%	0%
Fushë Kosovë/Kosovo Polje	14.0%	60.7%	21.4%	14.3%	3.6%
Gjakovë/Đakovica	9.0%	83.3%	11.1%	5.6%	0%
Gjilan/Gnjilane	36.0%	83.3%	1.4%	15.3%	0%
Gjillogoc/Glogovac	42.0%	79.8%	17.9%	1.2%	1.2%
Gračanica/Gračanica	63.0%	96.0%	1.6%	2.4%	0%
Hani i Elezit/Đeneral Janković	4.8%	60.0%	20.0%	20.0%	0%
Istog/Istok	2.5%	40.0%	20.0%	20.0%	20.0%
Junik	0%	NA	NA	NA	NA
Kaçanik/Kačanik	5.0%	60.0%	0%	30.0%	10.0%
Kamenicë/Kamenica	46.5%	90.3%	3.2%	6.5%	0%
Klinë/Klina	3.5%	85.7%	0%	14.3%	0%
Kllokot/Klokot	62.5%	100.0%	0%	0%	0%
Leposaviq/Leposavić	37.0%	82.4%	9.5%	8.1%	0%
Lipjan/Lipljan	8.0%	68.8%	18.8%	6.3%	6.3%
Malishevë/Mališevo	6.5%	30.8%	15.4%	38.5%	15.4%
Mamushë/Mamuša	3.8%	75.0%	0%	25.0%	0%
Mitrovicë/Mitrovica	30.9%	77.7%	3.2%	19.1%	0%
Novobërdë/Novo Brdo	31.3%	93.3%	6.7%	0%	0%
Obiliq/Obilić	31.0%	82.3%	9.7%	3.2%	4.8%
Partesh/Parteš	66.3%	97.1%	1.4%	1.4%	0%
Pejë/Peć	2.0%	50.0%	50.0%	0%	0%
Podujevë/Podujevo	26.0%	73.1%	13.5%	9.6%	3.8%
Prishtinë/Pristina	25.0%	89.4%	9.1%	1.5%	0%
Prizren	10.0%	54.2%	33.3%	4.2%	8.3%
Rahovec/Orahovac	3.5%	28.6%	28.6%	42.9%	0%
Ranillug/Ranilug	51.9%	92.6%	3.7%	3.7%	0%
Shterpce/Štrpcë	33.8%	70.4%	7.4%	22.2%	0%
Shtime/Štimlje	11.0%	81.8%	18.2%	0%	0%
Skënderaj/Srbica	19.0%	89.5%	5.3%	0%	5.3%
Suharekë/Suva Reka	14.0%	78.6%	17.9%	3.6%	0%
Viti/Vitina	57.5%	86.1%	1.7%	11.3%	.9%
Vushtrri/Vučitrn	34.5%	84.1%	8.7%	5.8%	1.4%
Zubin Potok	47.1%	83.7%	14.3%	2.0%	0%
Zveçan/Zveçan	36.6%	73.2%	14.6%	12.2%	0%
Kosovo	19.6%	81.7%	9.0%	7.8%	1.4%

Table A17. Perceptions of the Public Administration efficiency

	Passports	ID cards	Vehicle registration documents	Driver's licenses	Building permits	Business licenses	Marriage, birth, and death certificates	Social Assistance cards
Dečan/Dečane	79.5%	94.5%	59.0%	62.0%	22.5%	19.0%	66.5%	36.5%
Dragash/Dragaš	82.0%	96.0%	65.5%	67.0%	38.5%	37.0%	92.5%	42.0%
Ferizaj/Uroševac	82.5%	85.0%	70.0%	64.5%	43.5%	44.0%	68.5%	41.5%
Fushë Kosovë/Kosovo Polje	84.5%	84.0%	69.0%	71.5%	34.5%	34.5%	56.5%	42.5%
Gjakovë/Đakovica	81.0%	91.0%	67.5%	64.5%	31.0%	37.0%	81.5%	48.5%
Gjilan/Gnjilane	97.0%	98.0%	77.0%	79.0%	46.0%	43.0%	77.5%	63.5%
Glogoc/Glogovac	79.5%	89.5%	64.5%	60.5%	32.0%	27.5%	89.0%	57.5%
Gračanica/Gračanica	44.5%	83.0%	75.5%	47.5%	33.0%	31.5%	79.0%	37.5%
Hani i Elezit/Đeneral Janković	91.3%	91.3%	86.5%	79.8%	71.2%	52.9%	90.4%	74.0%
Istog/Istok	72.5%	91.5%	66.5%	74.0%	23.5%	29.5%	76.0%	23.5%
Junik	70.2%	73.1%	57.7%	61.5%	42.3%	32.7%	75.0%	55.8%
Kaçanik/Kačanik	89.0%	90.5%	71.5%	68.5%	60.0%	45.5%	85.0%	60.5%
Kamenicë/Kamenica	74.5%	76.0%	62.0%	61.5%	53.5%	48.5%	59.5%	54.5%
Klinë/Klina	72.0%	77.5%	50.0%	49.5%	23.0%	22.0%	63.0%	32.5%
Kllokot/Klokot	64.4%	88.5%	74.0%	68.3%	9.6%	5.8%	80.8%	53.8%
Leposaviq/Leposavić	23.0%	29.5%	25.5%	26.5%	18.0%	14.5%	40.0%	22.5%
Lipjan/Lipljan	86.0%	90.0%	67.0%	63.5%	40.0%	37.5%	75.0%	50.5%
Malishevë/Mališevo	87.5%	90.0%	82.5%	76.0%	31.5%	36.5%	76.0%	33.5%
Mamushë/Mamuša	76.0%	87.5%	41.3%	33.7%	23.1%	16.3%	80.8%	21.2%
Mitrovicë/Mitrovica	63.2%	73.7%	42.8%	51.3%	30.9%	32.6%	73.7%	41.4%
Novobërdë/Novo Brdo	81.3%	88.5%	67.7%	58.3%	31.3%	22.9%	72.9%	34.4%
Obiliq/Obilić	73.5%	90.5%	67.5%	68.0%	35.0%	39.0%	79.0%	48.5%
Partesh/Parteš	50.0%	88.5%	50.0%	50.0%	18.3%	13.5%	73.1%	33.7%
Pejë/Peć	88.5%	92.0%	70.0%	70.5%	36.5%	43.0%	76.5%	56.5%
Podujevë/Podujevo	69.0%	88.0%	70.5%	71.0%	53.0%	54.5%	81.5%	55.5%
Prishtinë/Pristina	83.7%	86.7%	64.8%	61.4%	31.4%	39.8%	71.6%	57.6%
Prizren	82.5%	92.5%	59.2%	63.8%	31.7%	25.8%	91.7%	41.3%
Rahovec/Orahovac	81.0%	83.0%	72.5%	74.5%	63.5%	59.5%	82.0%	71.5%
Ranillug/Ranilug	54.8%	72.1%	51.9%	51.9%	27.9%	26.0%	66.3%	36.5%
Shterpce/Štrpcë	81.9%	84.4%	71.3%	65.0%	55.0%	56.9%	75.0%	55.6%
Shtime/Štimlje	81.5%	82.5%	72.5%	73.0%	47.0%	46.5%	79.5%	42.5%
Skënderaj/Srbica	99.0%	100.0%	97.0%	98.0%	94.5%	96.0%	98.5%	99.0%
Suharekë/Suva Reka	75.0%	94.0%	67.0%	69.0%	35.0%	51.5%	91.5%	54.5%
Viti/Vitina	59.0%	64.5%	63.5%	59.0%	46.0%	49.5%	65.0%	52.5%
Vushtri/Vučitrn	86.5%	90.0%	78.5%	84.0%	72.5%	70.0%	86.5%	69.0%
Zubin Potok	20.2%	33.7%	29.8%	31.7%	9.6%	8.7%	65.4%	58.7%
Zveçan/Zveçan	14.3%	17.0%	16.1%	15.2%	10.7%	9.8%	25.9%	15.2%
Kosovo	78.0%	86.0%	66.4%	66.0%	41.0%	40.7%	77.2%	50.1%

* Percentage of respondents who are positive or very positive about efficiency of the institutions

Table A18. Respondents' knowledge of their Mayor's name, by municipality

	Right name	Wrong name	Refuse to answer	Don't know	Total
Dečan/Dečane	86.5%	6.5%	0%	7.0%	100.0%
Dragash/Dragaš	76.5%	7.5%	0%	16.0%	100.0%
Ferizaj/Uroševac	92.0%	1.5%	0%	6.5%	100.0%
Fushë Kosovë/Kosovo Polje	65.0%	24.5%	0%	10.5%	100.0%
Gjakovë/Đakovica	72.5%	12.5%	4.5%	10.5%	100.0%
Gjilan/Gnjilane	73.0%	23.0%	1.5%	2.5%	100.0%
Glogoc/Glogovac	81.5%	17.0%	.5%	1.0%	100.0%
Graçanica/Gračanica	90.0%	2.0%	0%	8.0%	100.0%
Hani i Elezit/Đeneral Janković	99.0%	0%	0%	1.0%	100.0%
Istog/Istok	86.5%	7.0%	0%	6.5%	100.0%
Junik	96.2%	0%	0%	3.8%	100.0%
Kaçanik/Kačanik	92.5%	2.5%	0%	5.0%	100.0%
Kamenicë/Kamenica	79.5%	10.0%	2.5%	8.0%	100.0%
Klinë/Klina	87.0%	9.5%	0%	3.5%	100.0%
Kllokot/Klokot	70.2%	12.5%	2.9%	14.4%	100.0%
Leposaviq/Leposavić	88.5%	5.0%	0%	6.5%	100.0%
Lipjan/Lipljan	92.5%	4.5%	0%	3.0%	100.0%
Malishevë/Mališovo	56.5%	35.0%	2.5%	6.0%	100.0%
Mamushë/Mamuša	97.1%	1.9%	0%	1.0%	100.0%
Mitrovicë/Mitrovica	87.5%	7.9%	0%	4.6%	100.0%
Novobërdë/Novo Brdo	89.6%	6.3%	1.0%	3.1%	100.0%
Obiliq/Obilić	62.0%	18.5%	0%	19.5%	100.0%
Partesh/Parteš	76.0%	9.6%	1.9%	12.5%	100.0%
Pejë/Peć	92.0%	4.0%	0%	4.0%	100.0%
Podujevë/Podujevo	90.5%	5.0%	0%	4.5%	100.0%
Prishtinë/Pristina	92.4%	3.0%	0%	4.5%	100.0%
Prizren	92.1%	3.3%	0%	4.6%	100.0%
Rahovec/Orahovac	87.0%	4.5%	1.5%	7.0%	100.0%
Ranillug/Ranilug	79.8%	12.5%	1.9%	5.8%	100.0%
Shterpce/Štrpcë	77.5%	2.5%	0%	20.0%	100.0%
Shtime/Štimlje	88.0%	2.5%	0%	9.5%	100.0%
Skënderaj/Srbica	99.5%	.5%	0%	0%	100.0%
Suharekë/Suva Reka	97.0%	.5%	0%	2.5%	100.0%
Viti/Vitina	37.5%	45.5%	6.0%	11.0%	100.0%
Vushtrri/Vučitrn	94.0%	3.0%	0%	3.0%	100.0%
Zubin Potok	96.2%	2.9%	0%	1.0%	100.0%
Zveçan/Zveçan	94.6%	3.6%	0%	1.8%	100.0%
Kosovo	83.8%	8.9%	.7%	6.5%	100.0%

Table A19. Respondents' information on the work of their municipality, by municipality

	Very informed	Somewhat informed	Not so informed	Not informed at all	Refuse to answer	Don't know	Total
Deçan/Dečane	5.0%	44.0%	23.0%	18.0%	0%	10.0%	100.0%
Dragash/Dragaš	5.0%	28.0%	22.5%	40.0%	2.0%	2.5%	100.0%
Ferizaj/Uroševac	3.5%	55.0%	30.5%	10.5%	0%	.5%	100.0%
Fushë Kosovë/Kosovo Polje	2.5%	39.0%	21.0%	36.0%	0%	1.5%	100.0%
Gjakovë/Đakovica	2.5%	45.5%	43.5%	8.5%	0%	0%	100.0%
Gjilan/Gnjilane	3.0%	46.0%	37.0%	12.0%	.5%	1.5%	100.0%
Glogoc/Glogovac	1.0%	31.5%	34.0%	33.0%	0%	.5%	100.0%
Graçanica/Gračanica	6.0%	52.5%	41.5%	0%	0%	0%	100.0%
Hani i Elezit/Đeneral Janković	19.2%	63.5%	15.4%	0%	0%	1.9%	100.0%
Istog/Istok	2.5%	46.0%	21.5%	25.0%	0%	5.0%	100.0%
Junik	7.7%	47.1%	18.3%	11.5%	0%	15.4%	100.0%
Kaçanik/Kačanik	4.0%	50.0%	27.0%	17.0%	0%	2.0%	100.0%
Kamenicë/Kamenica	4.5%	37.0%	34.5%	11.5%	1.0%	11.5%	100.0%
Klinë/Klina	11.0%	37.0%	19.5%	30.0%	0%	2.5%	100.0%
Klllokot/Klokot	1.9%	33.7%	64.4%	0%	0%	0%	100.0%
Leposaviq/Leposavić	3.5%	52.5%	42.0%	0%	0%	2.0%	100.0%
Lipjan/Lipljan	4.0%	33.0%	18.0%	42.0%	.5%	2.5%	100.0%
Malishevë/Mališevo	4.0%	48.5%	21.0%	25.0%	0%	1.5%	100.0%
Mamushë/Mamuša	7.7%	24.0%	26.0%	34.6%	0%	7.7%	100.0%
Mitrovicë/Mitrovica	4.6%	45.1%	28.6%	20.7%	0%	1.0%	100.0%
Novobërdë/Novo Brdo	3.1%	51.0%	45.8%	0%	0%	0%	100.0%
Obiliq/Obilić	2.5%	36.5%	32.5%	27.0%	0%	1.5%	100.0%
Partesh/Parteš	1.9%	56.7%	38.5%	0%	0%	2.9%	100.0%
Pejë/Peć	3.0%	56.0%	18.0%	20.0%	0%	3.0%	100.0%
Podujevë/Podujevo	3.5%	45.0%	25.0%	25.0%	0%	1.5%	100.0%
Prishtinë/Priština	2.7%	42.4%	24.2%	26.5%	.4%	3.8%	100.0%
Prizren	5.0%	50.0%	21.7%	22.9%	0%	.4%	100.0%
Rahovec/Orahovac	1.5%	32.5%	54.5%	11.5%	0%	0%	100.0%
Ranillug/Ranilug	4.8%	32.7%	60.6%	0%	0%	1.9%	100.0%
Shterpce/Štrpcë	21.3%	60.6%	10.0%	7.5%	0%	.6%	100.0%
Shtime/Štimlje	2.5%	36.5%	38.5%	22.0%	0%	.5%	100.0%
Skënderaj/Srbica	30.5%	40.5%	24.0%	5.0%	0%	0%	100.0%
Suharekë/Suva Reka	5.0%	34.5%	26.0%	34.5%	0%	0%	100.0%
Viti/Vitina	22.5%	48.5%	17.0%	6.0%	0%	6.0%	100.0%
Vushtrri/Vuçitrn	7.5%	37.0%	28.5%	24.5%	0%	2.5%	100.0%
Zubin Potok	3.8%	52.9%	43.3%	0%	0%	0%	100.0%
Zveçan/Zveçan	2.7%	66.1%	29.5%	0%	0%	1.8%	100.0%
Kosovo	6.0%	42.8%	28.2%	20.3%	.1%	2.6%	100.0%

Table A20. Perceptions of respondents on the extent to which their considerations are taken into account by municipal officials

	A lot	To some extent	Don't take into account at all	Refuse to answer	Don't know	Total
Dečan/Dečane	8.0%	44.5%	25.0%	0%	22.5%	100.0%
Dragash/Dragaš	3.0%	41.5%	48.0%	1.5%	6.0%	100.0%
Ferizaj/Uroševac	2.5%	59.0%	36.0%	0%	2.5%	100.0%
Fushë Kosovë/Kosovo Polje	2.0%	44.0%	49.5%	0%	4.5%	100.0%
Gjakovë/Dakovica	4.0%	52.0%	40.0%	0%	4.0%	100.0%
Gjilan/Gnjilane	.5%	55.5%	35.5%	1.0%	7.5%	100.0%
Gjillogoc/Glogovac	2.0%	51.5%	44.0%	0%	2.5%	100.0%
Graçanica/Gračanica	1.5%	36.0%	58.0%	0%	4.5%	100.0%
Hani i Elezit/Đeneral Janković	20.2%	59.6%	14.4%	0%	5.8%	100.0%
Istog/Istok	3.5%	59.5%	22.0%	.5%	14.5%	100.0%
Junik	12.5%	60.6%	13.5%	0%	13.5%	100.0%
Kaçanik/Kačanik	5.0%	56.0%	30.5%	0%	8.5%	100.0%
Kamenicë/Kamenica	7.0%	45.0%	36.0%	0%	12.0%	100.0%
Klinë/Klina	9.5%	48.0%	39.5%	0%	3.0%	100.0%
Klllokot/Klokoṭ	5.8%	48.1%	44.2%	0%	1.9%	100.0%
Leposaviq/Leposavić	.5%	35.5%	52.5%	0%	11.5%	100.0%
Lipjan/Lipljan	2.5%	41.5%	49.0%	0%	7.0%	100.0%
Malishevë/Mališovo	1.0%	50.0%	42.0%	0%	7.0%	100.0%
Mamushë/Mamuša	10.6%	35.6%	35.6%	1.0%	17.3%	100.0%
Mitrovicë/Mitrovica	3.6%	40.8%	48.7%	.3%	6.6%	100.0%
Novobërdë/Novo Brdo	2.1%	46.9%	44.8%	0%	6.3%	100.0%
Obiliq/Obilić	5.5%	46.0%	41.5%	0%	7.0%	100.0%
Partesh/Parteš	2.9%	50.0%	38.5%	0%	8.7%	100.0%
Pejë/Peć	9.0%	51.0%	27.0%	0%	13.0%	100.0%
Podujevë/Podujevo	5.0%	54.5%	38.0%	0%	2.5%	100.0%
Prishtinë/Priština	2.7%	46.6%	46.6%	.8%	3.4%	100.0%
Prizren	2.5%	47.5%	47.1%	0%	2.9%	100.0%
Rahovec/Orahovac	1.0%	73.5%	23.5%	0%	2.0%	100.0%
Ranillug/Ranilug	4.8%	23.1%	56.7%	1.0%	14.4%	100.0%
Shtërpce/Štrpce	7.5%	62.5%	21.3%	.6%	8.1%	100.0%
Shtime/Štimlje	2.0%	51.5%	41.0%	0%	5.5%	100.0%
Skënderaj/Srbica	41.5%	43.0%	15.0%	0%	.5%	100.0%
Suharekë/Suva Reka	3.5%	55.0%	40.5%	0%	1.0%	100.0%
Viti/Vitina	5.0%	54.5%	37.5%	.5%	2.5%	100.0%
Vushtrri/Vučitrn	14.5%	39.5%	37.0%	0%	9.0%	100.0%
Zubin Potok	1.9%	43.3%	43.3%	0%	11.5%	100.0%
Zveçan/Zvečan	.9%	55.4%	38.4%	0%	5.4%	100.0%
Kosovo	5.9%	49.8%	37.5%	.2%	6.6%	100.0%

Table A21. Proxy measures of households' well-being (Percentage of households that cannot afford the good or service)

	A meal with meat once a week	Paying for public utilities (electricity, phone bill, water supply) of your household	Expenses of treating a flu or any other minor illness of any family member	Buying new clothes and shoes whenever necessary	Going to a restaurant with family once a month	Inviting family or friends for a meal at least once a month	Paying for a week's annual holiday away from home with family
Dečan/Deçane	32.0%	61.5%	61.5%	64.5%	80.0%	60.0%	84.5%
Dragash/Dragaš	24.0%	37.5%	25.0%	60.0%	89.0%	50.0%	90.0%
Ferizaj/Uroševac	27.0%	51.5%	49.0%	59.5%	71.0%	33.0%	74.5%
Fushë Kosovë/Kosovo Polje	24.5%	35.5%	30.0%	39.0%	53.0%	30.5%	58.0%
Gjakovë/Dakovica	33.0%	60.5%	48.0%	67.0%	79.0%	59.0%	85.5%
Gjilan/Gnjilane	14.5%	41.0%	30.0%	49.5%	67.0%	39.5%	78.0%
Gllogoc/Glogovac	29.5%	38.5%	30.5%	56.0%	70.0%	27.5%	81.5%
Graçanica/Gračanica	4.0%	17.0%	8.5%	50.0%	73.0%	43.0%	78.5%
Hani i Elezit/Đeneral Janković	26.0%	57.7%	30.8%	69.2%	81.7%	22.1%	86.5%
Istog/Istok	36.5%	54.5%	49.5%	51.5%	66.0%	53.5%	75.5%
Junik	25.0%	46.2%	34.6%	53.8%	82.7%	49.0%	82.7%
Kaçanik/Kačanik	26.5%	61.5%	43.5%	59.5%	81.0%	29.0%	81.5%
Kamenicë/Kamenica	11.0%	37.5%	37.0%	38.0%	54.0%	29.5%	56.0%
Klinë/Klina	17.0%	59.0%	53.0%	58.5%	78.5%	59.0%	80.5%
Kllokot/Klokot	11.5%	15.4%	20.2%	34.6%	54.8%	68.3%	82.7%
Leposaviq/Leposavić	1.5%	12.0%	5.0%	40.0%	58.0%	24.5%	60.5%
Lipjan/Lipljan	35.5%	61.5%	55.0%	47.5%	86.0%	31.5%	82.5%
Malishevë/Malištevo	7.0%	37.5%	33.5%	43.0%	55.5%	18.0%	63.0%
Mamushë/Mamuša	12.5%	26.0%	18.3%	51.9%	85.6%	34.6%	91.3%
Mitrovicë/Mitrovica	8.9%	27.6%	17.1%	34.5%	62.8%	22.0%	72.0%
Novobërdë/Novo Brdo	9.4%	25.0%	30.2%	58.3%	82.3%	50.0%	85.4%
Obiliq/Obilić	40.5%	44.0%	40.5%	54.0%	85.5%	33.0%	87.0%
Partesh/Parteš	4.8%	23.1%	27.9%	51.9%	91.3%	66.3%	94.2%
Pejë/Pec	15.0%	46.5%	45.0%	51.0%	65.0%	34.5%	87.0%
Podujevë/Podujevo	31.5%	47.0%	32.5%	38.5%	71.0%	24.5%	68.5%
Prishtinë/Priština	13.6%	32.2%	20.5%	30.7%	56.8%	34.1%	58.3%
Prizren	14.2%	36.3%	23.8%	55.4%	78.8%	49.6%	85.4%
Rahovec/Orahovac	9.5%	61.5%	54.5%	62.0%	78.0%	33.5%	80.0%
Ranillug/Ranilug	11.5%	21.2%	17.3%	60.6%	75.0%	52.9%	84.6%
Shterpce/Štrpcë	11.3%	21.9%	15.6%	40.0%	60.6%	33.1%	65.6%
Shtime/Štimlje	35.0%	49.5%	49.0%	60.0%	76.5%	39.0%	75.5%
Skënderaj/Srbica	8.5%	10.5%	9.5%	12.5%	56.5%	41.0%	64.0%
Suharekë/Suva Reka	13.5%	52.5%	21.5%	55.0%	85.5%	22.5%	80.0%
Viti/Vitina	12.0%	35.0%	16.0%	33.5%	57.5%	23.0%	71.0%
Vushtrri/Vučitrn	15.0%	29.5%	24.0%	37.0%	66.5%	35.5%	74.0%
Zubin Potok	0%	3.8%	4.8%	45.2%	60.6%	23.1%	57.7%
Zveçan/Zvečan	2.7%	8.9%	5.4%	38.4%	54.5%	22.3%	58.0%
Kosovo	20.0%	42.1%	33.6%	48.9%	71.2%	36.7%	76.3%

Table A22. Business and land ownership, by municipality

	Business ownership (% of households that own a business)	Under 0.5 ha	Between 0.5 and 1 ha	Between 1 and 2 ha	Between 2 and 3 ha	Between 3 and 4 ha	More than 4 ha	Do not possess
Dečan/Déčani	14.0%	25.0%	46.0%	16.5%	4.5%	1.5%	.5%	5.5%
Dragash/Dragaš	13.0%	32.5%	19.0%	12.0%	2.0%	1.0%	2.0%	24.0%
Ferizaj/Uroševac	16.5%	16.5%	15.5%	6.0%	4.0%	5.5%	2.5%	48.0%
Fushë Kosovë/Kosovo Polje	12.0%	34.0%	16.5%	8.5%	2.5%	2.5%	1.0%	35.0%
Gjakovë/Đakovica	16.0%	16.0%	14.0%	8.5%	4.5%	2.0%	1.0%	51.5%
Gjilan/Gnjilane	11.5%	12.5%	13.0%	2.0%	.5%	.5%	2.0%	67.5%
Glogoc/Glogovac	14.5%	28.5%	30.0%	24.0%	8.0%	1.5%	2.5%	.5%
Gračanica/Gračanica	1.5%	17.5%	16.0%	18.0%	8.0%	2.5%	1.0%	36.5%
Hani i Elezit/Đeneral Janković	12.5%	31.7%	11.5%	8.7%	4.8%		1.9%	34.6%
Istog/Istok	12.5%	37.0%	25.5%	14.0%	6.0%	2.5%	5.0%	10.0%
Junik	5.8%	38.5%	24.0%	20.2%	5.8%	1.9%	3.8%	1.9%
Kaçanik/Kačanik	13.5%	27.0%	14.0%	8.0%	2.0%		4.5%	38.5%
Kamenicë/Kamenica	10.0%	9.5%	16.5%	10.0%	5.5%	3.0%	5.5%	33.5%
Klinë/Klina	21.5%	11.5%	19.5%	20.5%	8.0%	4.0%	12.0%	22.0%
Klllokot/Klokot	18.3%	23.1%	34.6%	18.3%	11.5%	7.7%	4.8%	
Leposaviq/Leposavić	8.5%	12.5%	13.0%	8.5%	4.0%	6.0%	6.5%	43.5%
Lipjan/Lipljan	11.0%	31.0%	22.0%	15.0%	4.0%	2.5%	4.0%	18.0%
Malishevë/Mališevo	16.0%	12.5%	21.0%	24.5%	15.5%	4.0%	12.0%	
Mamushë/Mamuša	19.2%	27.9%	18.3%	17.3%	4.8%	1.9%	7.7%	18.3%
Mitrovicë/Mitrovica	18.1%	14.5%	5.3%	2.6%	.7%	.3%	1.6%	68.1%
Novobërdë/Novo Brdo	7.3%	21.9%	28.1%	14.6%	9.4%	6.3%	12.5%	6.3%
Obiliq/Oibilić	8.0%	21.0%	32.0%	12.5%	7.0%	2.0%	.5%	23.5%
Partesh/Parteš	11.5%	23.1%	30.8%	19.2%	11.5%	5.8%	6.7%	1.9%
Pejë/Peć	11.5%	13.0%	18.0%	14.0%	3.5%	2.0%	1.0%	47.5%
Podujevë/Podujevo	15.5%	24.5%	27.0%	9.5%	7.5%	.5%	1.5%	23.0%
Prishtinë/Priština	15.5%	12.9%	11.7%	4.9%	1.5%	1.1%	13.6%	51.9%
Prizren	14.6%	14.6%	17.9%	6.3%	1.7%	.8%	2.1%	53.8%
Rahovec/Orahovac	17.5%	33.0%	24.0%	16.5%	4.5%	1.5%	3.0%	17.0%
Ranillug/Ranilug	9.6%	19.2%	18.3%	26.0%	10.6%	7.7%	1.0%	14.4%
Shterpce/Štrpcë	10.6%	13.8%	15.0%	13.8%	13.8%	6.3%	5.0%	18.8%
Shtime/Štimlje	9.0%	29.5%	21.0%	17.5%	5.5%	2.5%	2.5%	20.0%
Skënderaj/Srbica	16.0%	12.5%	21.0%	26.0%	12.5%	5.5%	8.0%	10.5%
Suharekë/Suva Reka	14.0%	18.5%	28.0%	11.5%	10.0%	1.5%	2.5%	22.5%
Viti/Vitina	14.5%	32.5%	25.0%	6.5%	4.5%	2.0%	2.5%	21.0%
Vushtrri/Vučitrn	14.0%	12.5%	24.5%	9.5%	9.0%	.5%	3.0%	36.0%
Zubin Potok	5.8%	29.8%	22.1%	14.4%	5.8%		1.0%	25.0%
Zveçan/Zvečan	19.6%	15.2%	10.7%	6.3%	6.3%	2.7%	6.3%	43.8%
Kosovo	13.6%	21.7%	20.8%	12.6%	5.5%	2.1%	3.9%	29.2%

* “Don't know” and “No answer” responses are not included in the table

Table A23. Correlation of different factors with satisfaction with local authorities

Pearson Correlation	Satisfaction with Mayor, Municipal Assembly and Municipal Administration	Significance
Satisfaction with municipality operations, public procurement, tenders, recruitment of municipal staff, management of municipal funds	0.348	**
Satisfaction with rural and urban planning	0.301	**
Satisfaction with work of Centers for Social Welfare	0.266	**
Satisfaction with condition of streets, signange, cleanliness	0.265	**
Satisfaction with public transport	0.258	**
How informed do you feel about your municipality?	0.251	**
Satisfaction with parks, squares, street lightning, environmental protection	0.240	**
Satisfaction with sidewalks	0.221	**
Condition of city roads	0.215	**
Satisfaction with access and quality of education in preschools, primary schools, and secondary schools	0.213	**
City cleanliness	0.209	**
Satisfaction with emergency services (firefighting and medical emergency services)	0.198	**
Satisfaction with cultural, youth, and sports activities	0.190	**
Condition of neighbourhood roads	0.186	**
Satisfaction with public parking (safety, availability, signange,location)	0.179	**
Satisfaction with electricity supply and phone and postal services	0.179	**
Satisfaction with medical staff in hospitals and family medical centres	0.176	**
Information on municipal government, name of mayor, assembly meetings	0.162	**
Neighbourhood cleanliness	0.156	**
Satisfaction with water and sanitation	0.153	**
Ferizaj/Uroševac	0.135	**
Safety on the street from adequate lightning	0.133	**
Satisfaction with solid waste collection and disposal	0.121	**
Pejë/Peć	0.094	**
Access to the public water provider	0.063	**
Public participation over the last 12 months	0.061	**
Satisfaction with healthcare provision in hospitals and family medical centres	0.050	**
Prizren	0.046	**
Access to unsafe drinking water	0.020	**
Gjakovë/Dakovica	0.008	
Frequency of visits to the municipal office and local community office	-0.026	*
Frequency of visits to healthcare providers (family healthcare centres, hospitals)	-0.037	**
Distance from bank, post office	-0.044	**
Distance from the municipal office	-0.044	**
Distance from doctor, hospital, pharmacy	-0.045	**
Problem of the cost of seeing a doctor and cost of buying medicine in accessing healthcare	-0.045	**
Distance from library	-0.046	**
Distance from education institutions (preschool, primary school, secondary school)	-0.052	**
Distance from the local community office	-0.055	**
Prishtinë/Priština	-0.058	**
Mitrovicë/Mitrovica	-0.071	**
Distance from sports centre, theatre or cinema	-0.081	**
Quality of drinking water from the public water provider (water has at least one of the following attributes: unclear, bad taste, bad odour)	-0.093	**
Gjilan/Gnjilane	-0.139	**
Problems of the distance, time to get an appointment, and waiting time to be seen by a doctor in accessing healthcare	-0.153	**
Gender	-0.002	

**Correlation is significant at the 0.01 level (2-tailed).

*Correlation is significant at the 0.05 level (2-tailed).

KOSOVO MOSAIC 2012

ANNEX2: TABLES

Table B1. Education attainment, by municipality

	None	Incomplete primary education	Primary education	Secondary education	Vocational education	University	Total
Dečan/Dečane	3.9%	7.5%	30.1%	47.4%	3.5%	7.6%	100.0%
Dragash/Dragaš	2.5%	8.7%	43.8%	35.7%	3.4%	5.9%	100.0%
Ferizaj/Uroševac	6.8%	12.0%	27.4%	43.9%	2.5%	7.4%	100.0%
Fushë Kosovë/Kosovo Polje	6.0%	4.2%	20.2%	54.2%	2.4%	13.1%	100.0%
Gjakovë/Đakovica	4.8%	5.7%	43.3%	32.5%	5.1%	8.7%	100.0%
Gjilan/Gnjilane	4.0%	4.0%	27.8%	52.3%	4.9%	7.0%	100.0%
Gjilgoc/Glogovac	3.8%	5.3%	26.9%	53.2%	3.6%	7.2%	100.0%
Gračanica/Gračanica	1.4%	4.9%	12.5%	74.1%	3.1%	4.1%	100.0%
Hani i Elezit/Đeneral Janković	3.3%	13.4%	33.0%	44.4%	1.1%	4.9%	100.0%
Istog/Istok	5.3%	7.6%	28.5%	46.2%	2.4%	10.0%	100.0%
Junik	7.2%	6.6%	48.3%	29.8%	2.3%	5.8%	100.0%
Kaçanik/Kačanik	4.0%	8.0%	30.6%	47.6%	2.4%	7.3%	100.0%
Kamenicë/Kamenica	10.4%	5.9%	27.6%	43.8%	3.6%	8.6%	100.0%
Klinë/Klina	8.6%	8.9%	30.3%	42.8%	3.0%	6.5%	100.0%
Klikot/Klokot	15.4%	3.5%	23.9%	44.6%	10.5%	2.1%	100.0%
Leposaviq/Leposavić	1.4%	4.6%	14.5%	57.5%	11.1%	10.9%	100.0%
Lipjan/Lipljan	6.4%	9.3%	25.8%	46.8%	2.9%	8.8%	100.0%
Malishevë/Mališeve	3.5%	6.0%	47.3%	35.9%	2.1%	5.3%	100.0%
Mamushë/Mamuša	6.2%	15.0%	61.0%	14.6%	1.0%	2.3%	100.0%
Mitrovicë/Mitrovica	2.8%	1.6%	23.3%	55.3%	6.8%	10.2%	100.0%
Novobërdë/Novo Brdo	3.4%	6.5%	26.2%	51.7%	8.8%	3.4%	100.0%
Obiliq/Obilić	5.1%	8.0%	21.6%	56.2%	3.7%	5.4%	100.0%
Partesh/Parteš	8.4%	3.6%	25.3%	51.9%	8.4%	2.3%	100.0%
Pejë/Peć	3.3%	8.3%	28.6%	46.9%	4.4%	8.5%	100.0%
Podujevë/Podujevo	5.1%	7.9%	25.2%	47.1%	3.4%	11.2%	100.0%
Prishtinë/Priština	2.4%	5.3%	15.3%	47.0%	4.7%	25.2%	100.0%
Prizren	3.2%	8.8%	43.6%	35.7%	2.4%	6.3%	100.0%
Rahovec/Orahovac	4.8%	12.0%	42.4%	30.1%	3.3%	7.2%	100.0%
Ranillug/Ranilug	3.8%	2.4%	22.9%	56.2%	11.3%	3.4%	100.0%
Shterpce/Štrpcë	1.2%	6.9%	17.6%	58.1%	10.4%	5.8%	100.0%
Shtime/Štimlje	5.7%	9.1%	33.2%	46.3%	1.1%	4.4%	100.0%
Skënderaj/Srbica	5.8%	9.2%	24.9%	54.1%	1.7%	4.3%	100.0%
Suharekë/Suva Reka	6.9%	9.1%	35.5%	36.9%	2.7%	9.0%	100.0%
Viti/Vitina	3.5%	4.7%	23.6%	51.5%	6.3%	10.4%	100.0%
Vushtrri/Vučitrn	3.3%	6.0%	23.6%	57.1%	3.3%	6.7%	100.0%
Zubin Potok	.4%	4.1%	9.0%	69.2%	11.3%	6.0%	100.0%
Zveçan/Zvečan	1.7%	2.6%	8.6%	59.5%	15.5%	12.1%	100.0%
Kosovo	5.0%	7.8%	30.0%	45.4%	4.2%	7.6%	100.0%

Table B2. Education attainment, by gender and municipality

	Men							Women						
	None	Unfin- ished primary educa- tion	Primary education	Secondary education	Vocational education	University	Total	None	Unfin- ished primary educa- tion	Primary education	Secondary education	Vocational education	University	Total
Dečan/Dečane	.6%	2.7%	17.8%	62.8%	5.1%	10.9%	100.0%	6.9%	11.8%	41.3%	33.3%	1.9%	4.7%	100.0%
Dragash/Dragaš	1.1%	3.3%	22.5%	57.5%	6.0%	9.6%	100.0%	3.9%	13.9%	64.3%	14.7%	.8%	2.4%	100.0%
Ferizaj/Uroševac	2.9%	7.0%	22.0%	56.6%	2.9%	8.6%	100.0%	10.5%	16.7%	32.4%	32.2%	2.0%	6.2%	100.0%
Fushë Kosovë/Kosovo Polje	3.5%	3.5%	10.3%	65.6%	2.7%	14.4%	100.0%	8.6%	4.9%	30.6%	42.3%	2.0%	11.7%	100.0%
Gjakovë/Đakovica	1.8%	4.5%	41.1%	36.9%	5.1%	10.7%	100.0%	7.6%	6.8%	45.3%	28.5%	5.1%	6.8%	100.0%
Gjilan/Gnjilane	2.2%	2.5%	19.5%	60.7%	5.0%	10.1%	100.0%	5.8%	5.5%	36.3%	43.7%	4.8%	3.9%	100.0%
Glogoc/Glogovac	1.4%	2.9%	13.9%	68.1%	5.2%	8.4%	100.0%	6.1%	7.8%	39.8%	38.3%	2.0%	6.1%	100.0%
Gračanica/Gračanica	.4%	2.3%	8.5%	81.5%	3.5%	3.9%	100.0%	2.4%	7.5%	16.5%	66.5%	2.8%	4.3%	100.0%
Hani i Elezit/Đeneral Janković	.5%	7.6%	18.9%	63.2%	1.6%	8.1%	100.0%	6.0%	19.2%	47.3%	25.3%	.5%	1.6%	100.0%
Istog/Istok	2.8%	5.7%	19.2%	56.0%	3.8%	12.6%	100.0%	7.6%	9.3%	37.2%	37.2%	1.2%	7.6%	100.0%
Junik	2.0%	3.3%	32.0%	46.7%	5.3%	10.7%	100.0%	11.2%	9.2%	60.7%	16.8%		2.0%	100.0%
Kaçanik/Kačanik	.9%	4.3%	15.7%	63.4%	4.0%	11.7%	100.0%	7.2%	11.8%	45.7%	31.5%	.9%	2.9%	100.0%
Kamenicë/Kamenica	7.6%	2.7%	19.6%	52.9%	5.1%	12.1%	100.0%	13.2%	9.1%	35.4%	35.1%	2.0%	5.3%	100.0%
Klinë/Klina	4.4%	6.3%	25.9%	51.0%	5.0%	7.4%	100.0%	13.2%	11.7%	35.0%	33.8%	.9%	5.4%	100.0%
Klllokot/Klokot	13.2%	2.1%	20.1%	52.1%	10.4%	2.1%	100.0%	17.7%	5.0%	27.7%	36.9%	10.6%	2.1%	100.0%
Leposaviq/Leposavić	.8%	3.6%	10.0%	64.0%	10.8%	10.8%	100.0%	2.0%	5.5%	18.9%	51.2%	11.4%	11.0%	100.0%
Lipjan/Lipljan	1.6%	7.2%	13.3%	61.5%	4.8%	11.7%	100.0%	11.2%	11.5%	38.0%	32.3%	1.0%	6.0%	100.0%
Malishevë/Mališeve	2.0%	3.6%	40.2%	43.3%	3.6%	7.2%	100.0%	5.2%	8.7%	55.6%	27.2%	.2%	3.1%	100.0%
Mamushë/Mamuša	4.2%	7.7%	61.4%	20.8%	1.5%	4.2%	100.0%	8.2%	22.3%	60.5%	8.2%	.4%	.4%	100.0%
Mitrovicë/Mitrovica	1.3%	.8%	16.9%	62.6%	7.6%	10.8%	100.0%	4.4%	2.3%	29.5%	48.2%	6.0%	9.6%	100.0%
Novobërdë/Novo Brdo	.6%	1.9%	22.6%	59.4%	11.0%	4.5%	100.0%	6.5%	11.5%	30.2%	43.2%	6.5%	2.2%	100.0%
Obiliq/Obilić	1.6%	2.6%	13.5%	69.5%	5.2%	7.6%	100.0%	9.4%	14.4%	31.3%	40.1%	1.9%	2.8%	100.0%
Partesh/Parteš	4.3%	2.5%	22.8%	58.0%	8.0%	4.3%	100.0%	13.0%	4.8%	28.1%	45.2%	8.9%	0%	100.0%
Pejë/Pec	.3%	4.8%	20.0%	60.3%	4.5%	10.0%	100.0%	5.9%	11.5%	36.3%	34.8%	4.3%	7.1%	100.0%
Podujevë/Podujevo	2.5%	4.3%	16.3%	59.4%	4.8%	12.8%	100.0%	8.1%	12.0%	35.1%	33.4%	1.9%	9.5%	100.0%
Prishtinë/Priština	1.0%	3.6%	8.7%	54.6%	5.0%	27.2%	100.0%	3.8%	7.0%	21.6%	39.9%	4.3%	23.4%	100.0%
Prizren	1.7%	4.6%	33.8%	48.2%	3.3%	8.5%	100.0%	4.6%	12.9%	52.9%	23.9%	1.7%	4.1%	100.0%
Rahovec/Orahovac	1.6%	7.6%	35.9%	39.9%	5.7%	9.2%	100.0%	7.9%	16.4%	48.8%	20.6%	1.1%	5.3%	100.0%
Raniillug/Ranilug	1.3%	.7%	16.1%	63.1%	14.8%	4.0%	100.0%	6.3%	4.2%	30.1%	49.0%	7.7%	2.8%	100.0%
Shterpce/Štrpcce	.7%	2.9%	13.1%	62.2%	13.5%	7.6%	100.0%	1.6%	11.5%	22.6%	53.5%	7.0%	3.7%	100.0%
Shtime/Štimlje	2.0%	4.4%	22.0%	63.2%	2.0%	6.4%	100.0%	9.7%	14.1%	45.2%	28.5%	.3%	2.3%	100.0%
Skënderaj/Srbica	2.0%	5.4%	15.8%	67.9%	3.0%	5.9%	100.0%	9.5%	12.9%	33.9%	40.5%	.5%	2.7%	100.0%
Suharekë/Suva Reka	3.8%	5.4%	23.4%	50.8%	3.8%	12.8%	100.0%	9.7%	12.3%	46.2%	24.5%	1.7%	5.6%	100.0%
Viti/Vitina	.8%	4.3%	17.0%	53.8%	8.9%	15.2%	100.0%	6.5%	5.1%	30.6%	49.1%	3.5%	5.1%	100.0%
Vushtrri/Vučitrn	1.2%	2.9%	15.1%	67.2%	4.6%	9.0%	100.0%	5.4%	9.0%	31.9%	47.2%	2.0%	4.5%	100.0%
Zubin Potok		.8%	6.8%	72.9%	15.0%	4.5%	100.0%	.8%	7.5%	11.3%	65.4%	7.5%	7.5%	100.0%
Zveçan/Zvečan	1.1%	.6%	6.6%	64.1%	16.0%	11.6%	100.0%	2.4%	4.8%	10.8%	54.5%	15.0%	12.6%	100.0%

Table B3. Employment status, by municipality

	Employed	Not employed (looking for work)	Not employed (not looking for work)	Other (students, housewives, pensioners, disabled)	Total
Deçan/Decâne	18.2%	37.0%	1.0%	43.9%	100.0%
Dragash/Dragaš	27.1%	16.6%	7.5%	48.8%	100.0%
Ferizaj/Uroševac	29.0%	27.2%	10.7%	33.1%	100.0%
Fushë Kosovë/Kosovo Polje	37.8%	20.7%	3.3%	38.2%	100.0%
Gjakovë/Đakovica	22.4%	32.8%	6.3%	38.6%	100.0%
Gjilan/Gnjilane	27.3%	39.6%	7.2%	25.9%	100.0%
Glogovac	32.3%	21.4%	1.4%	44.9%	100.0%
Gračanica/Gračanica	48.4%	29.8%	2.2%	19.6%	100.0%
Hani i Elezit/Đeneral Janković	26.3%	23.3%	2.1%	48.4%	100.0%
Istog/Istok	22.9%	33.4%	1.5%	42.3%	100.0%
Junik	16.5%	41.1%	15.5%	26.9%	100.0%
Kaçanik/Kaçanik	26.3%	29.3%	4.9%	39.5%	100.0%
Kamenicë/Kamenica	28.2%	30.2%	21.0%	20.5%	100.0%
Klinë/Klina	25.4%	24.0%	5.8%	44.8%	100.0%
Kllotok/Klokot	19.4%	56.7%	.8%	23.0%	100.0%
Leposaviq/Leposavić	51.4%	14.2%	2.5%	31.9%	100.0%
Lipjan/Lipljan	28.9%	27.3%	10.2%	33.7%	100.0%
Malishevë/Mališevo	19.3%	25.9%	10.0%	44.9%	100.0%
Mamushë/Mamuša	21.7%	12.8%	13.5%	52.0%	100.0%
Mitrovicë/Mitrovica	37.6%	28.4%	8.0%	26.0%	100.0%
Novobërdë/Novo Brdo	33.9%	16.4%	5.5%	44.2%	100.0%
Obiliq/Obilić	31.8%	12.8%	2.7%	52.7%	100.0%
Partesh/Parteš	25.3%	37.9%	9.0%	27.8%	100.0%
Pejë/Peć	26.9%	24.9%	2.0%	46.2%	100.0%
Podujevë/Podujevo	27.7%	21.5%	6.3%	44.4%	100.0%
Prishtinë/Pristina	45.9%	17.9%	3.7%	32.5%	100.0%
Prizren	28.4%	21.6%	7.2%	42.8%	100.0%
Rahovec/Orahovac	24.1%	19.5%	4.4%	52.0%	100.0%
Ranillug/Ranilug	28.1%	33.8%	12.3%	25.8%	100.0%
Shterpce/Štrpcë	37.7%	26.5%	5.5%	30.3%	100.0%
Shtime/Štimlje	22.1%	38.5%	9.7%	29.7%	100.0%
Skënderaj/Srbica	23.5%	24.2%	14.6%	37.6%	100.0%
Suharekë/Suva Reka	28.9%	19.5%	15.7%	35.9%	100.0%
Viti/Vitina	35.4%	22.4%	12.1%	30.1%	100.0%
Vushtrri/Vučitrn	29.0%	21.7%	3.9%	45.4%	100.0%
Zubin Potok	55.5%	10.9%	2.1%	31.5%	100.0%
Zveçan/Zveçan	50.5%	15.4%	2.7%	31.4%	100.0%
Kosovo	29.4%	25.3%	7.2%	38.2%	100.0%

Table B4. Employment status, by gender and municipality

	Men					Women				
	Employed	Not employed (looking for work)	Not employed (not looking for work)	Other (students, housewives, pensioners, disabled)	Total	Employed	Not employed (looking for work)	Not employed (not looking for work)	Other (students, housewives, pen- sioners, disabled)	Total
Dečan/Dečane	27.2%	49.5%	.6%	22.7%	100.0%	5.8%	16.5%	1.1%	76.6%	100.0%
Dragash/Dragaš	44.9%	24.1%	3.6%	27.4%	100.0%	4.5%	5.8%	10.0%	79.8%	100.0%
Ferizaj/Uroševac	42.4%	33.0%	4.0%	20.6%	100.0%	10.5%	16.0%	14.7%	58.9%	100.0%
Fushë Kosovë/Kosovo Polje	54.7%	22.8%	2.7%	19.8%	100.0%	15.4%	15.7%	3.4%	65.4%	100.0%
Gjakovë/Đakovica	31.3%	41.7%	4.8%	22.3%	100.0%	10.3%	19.5%	6.8%	63.4%	100.0%
Gjilan/Gnjilane	35.8%	42.1%	2.8%	19.2%	100.0%	14.8%	31.5%	10.9%	42.8%	100.0%
Glogoc/Glogovac	48.1%	26.1%	1.2%	24.6%	100.0%	12.1%	13.3%	1.4%	73.2%	100.0%
Graçanica/Gračanica	54.8%	22.4%	2.3%	20.5%	100.0%	31.5%	31.1%	1.6%	35.8%	100.0%
Hani i Elezit/Đeneral Janković	44.3%	34.6%	1.1%	20.0%	100.0%	3.8%	8.2%	2.7%	85.2%	100.0%
Istog/Istok	30.5%	45.6%	1.6%	22.3%	100.0%	12.2%	16.9%	1.2%	69.8%	100.0%
Junik	28.0%	48.0%	4.7%	19.3%	100.0%	4.6%	28.1%	20.9%	46.4%	100.0%
Kaçanik/Kačanik	40.3%	39.4%	2.9%	17.4%	100.0%	7.8%	13.6%	6.1%	72.5%	100.0%
Kamenicë/Kamenica	41.7%	31.4%	8.2%	18.7%	100.0%	9.1%	22.8%	29.8%	38.3%	100.0%
Klinë/Klina	33.6%	32.2%	5.8%	28.4%	100.0%	12.0%	10.8%	5.1%	72.2%	100.0%
Klokot/Klokot	26.4%	54.2%	.7%	18.8%	100.0%	8.5%	49.6%	.7%	41.1%	100.0%
Leposaviq/Leposavić	51.2%	10.0%	.8%	38.0%	100.0%	37.8%	15.0%	3.5%	43.7%	100.0%
Lipjan/Lipljan	43.0%	31.6%	4.0%	21.5%	100.0%	11.2%	19.5%	14.8%	54.4%	100.0%
Malishevë/Mališevo	28.8%	37.6%	5.8%	27.8%	100.0%	6.6%	9.4%	15.0%	69.0%	100.0%
Mamushë/Mamuša	38.2%	20.1%	21.6%	20.1%	100.0%	1.6%	3.9%	3.1%	91.4%	100.0%
Mitrovicë/Mitrovica	45.7%	26.2%	3.2%	24.9%	100.0%	23.9%	25.8%	12.7%	37.6%	100.0%
Novobërdë/Novo Brdo	47.7%	18.7%	6.5%	27.1%	100.0%	14.4%	11.5%	3.6%	70.5%	100.0%
Obiliq/Obilić	48.4%	19.5%	3.9%	28.1%	100.0%	7.5%	2.8%	1.6%	88.1%	100.0%
Partesh/Parteš	35.2%	37.7%	9.9%	17.3%	100.0%	8.9%	30.8%	6.2%	54.1%	100.0%
Pejë/Peć	37.9%	33.1%	2.8%	26.2%	100.0%	12.1%	12.7%	1.2%	73.9%	100.0%
Podujevë/Podujevo	40.9%	31.8%	6.0%	21.3%	100.0%	10.3%	7.2%	6.4%	76.0%	100.0%
Prishtinë/Priština	57.0%	16.8%	3.4%	22.8%	100.0%	29.1%	16.2%	3.4%	51.4%	100.0%
Prižren	44.0%	26.9%	6.7%	22.3%	100.0%	8.9%	13.1%	6.6%	71.4%	100.0%
Rahovec/Orahovac	39.7%	31.0%	3.3%	26.1%	100.0%	5.5%	5.5%	4.7%	84.2%	100.0%
Ranillug/Ranilug	34.9%	30.9%	12.1%	22.1%	100.0%	14.7%	29.4%	9.8%	46.2%	100.0%
Shterpce/Štrpcë	46.2%	26.5%	3.6%	23.6%	100.0%	21.0%	21.4%	6.6%	51.0%	100.0%
Shtime/Štimlje	33.1%	42.5%	4.9%	19.5%	100.0%	6.8%	27.4%	13.8%	52.0%	100.0%
Skënderaj/Srbica	37.5%	27.7%	3.5%	31.4%	100.0%	4.4%	15.6%	23.7%	56.3%	100.0%
Suharekë/Suva Reka	44.3%	22.6%	7.9%	25.3%	100.0%	9.2%	12.8%	19.4%	58.6%	100.0%
Viti/Vitina	53.0%	16.0%	8.6%	22.3%	100.0%	10.3%	25.2%	13.6%	50.9%	100.0%
Vushtrri/Vučitrn	42.0%	29.0%	1.7%	27.2%	100.0%	11.6%	11.0%	5.4%	72.0%	100.0%
Zubin Potok	65.4%	7.5%	1.5%	25.6%	100.0%	33.8%	12.0%	2.3%	51.9%	100.0%
Zveçan/Zveçan	44.8%	11.6%	1.1%	42.5%	100.0%	41.9%	15.0%	3.6%	39.5%	100.0%
Kosovo	41.3%	30.0%	5.0%	23.7%	100.0%	12.4%	16.1%	8.3%	63.2%	100.0%

Table B5. Perceptions of biggest problems in the municipality, by municipality

	Lack of economic growth	Poor road infrastructure	Lack of general or personal security	Limited freedom of movement	Unemployment	Crime	Corruption	Poverty/Low standard of living	Inter-ethnic relations	Poor electricity supply
Dečan/Dečane	10.5%	1.5%	.5%	0%	58.0%	0%	2.0%	8.5%	0%	7.5%
Dragash/Dragaš	4.5%	8.0%	1.0%	0%	60.0%	0%	1.5%	4.0%	0%	3.0%
Ferizaj/Uroševac	.5%	5.5%	0%	0%	70.0%	0%	.5%	1.0%	0%	9.5%
Fushë Kosovë/Kosovo Polje	1.5%	4.0%	1.0%	.5%	51.5%	0%	4.0%	3.0%	0%	3.5%
Gjakovë/Đakovica	7.0%	1.0%	0%	0%	71.0%	.5%	5.0%	8.5%	0%	2.5%
Gjilan/Gnjilane	8.5%	1.0%	.5%	0%	57.0%	0%	11.0%	10.0%	0%	.5%
Glogoc/Glogovac	4.0%	12.0%	.5%	0%	51.5%	0%	2.5%	4.0%	0%	13.0%
Gračanica/Gračanica	.5%	5.0%	7.5%	8.5%	38.5%	5.0%	2.5%	9.0%	1.0%	10.5%
Hani i Elezit/Đeneral Janković	1.0%	4.8%	0%	0%	59.6%	1.0%	0%	1.9%	0%	0%
Istog/Istok	4.0%	1.5%	0%	0%	71.0%	.5%	3.0%	5.5%	0%	7.5%
Junik	2.9%	2.9%	1.0%	0%	76.9%	0%	1.0%	1.0%	0%	2.9%
Kaçanik/Kaçanik	1.0%	0%	.5%	0%	71.5%	.5%	0%	3.5%	0%	8.5%
Kamenicë/Kamenica	3.0%	.5%	0%	0%	72.5%	.5%	9.5%	8.5%	.5%	0%
Klinë/Klina	5.0%	3.5%	0%	0%	54.5%	.5%	7.5%	7.5%	0%	4.5%
Kllotok/Klokot	1.9%	0%	5.8%	2.9%	27.9%	3.8%	5.8%	10.6%	1.0%	0%
Leposaviq/Leposavić	.5%	5.0%	7.0%	3.0%	21.5%	1.0%	.5%	9.0%	.5%	36.5%
Lipjan/Lipljan	1.5%	10.0%	0%	0%	54.0%	.5%	2.0%	1.0%	0%	6.0%
Malishevë/Mališevë	4.0%	4.5%	0%	.5%	61.0%	.5%	9.0%	2.5%	0%	5.0%
Mamushë/Mamuša	5.8%	1.9%	0%	0%	46.2%	0%	0%	5.8%	0%	9.6%
Mitrovicë/Mitrovica	3.3%	.3%	4.9%	2.0%	55.9%	1.3%	2.0%	7.6%	.7%	12.2%
Novobërdë/Novo Brdo	4.2%	3.1%	2.1%	0%	46.9%	1.0%	3.1%	14.6%	0%	0%
Obiliq/Obilić	4.5%	7.0%	0%	0%	38.0%	1.0%	1.0%	5.0%	0%	9.0%
Partesh/Parteš	0%	6.7%	12.5%	4.8%	34.6%	7.7%	3.8%	12.5%	1.9%	0%
Pejë/Peć	14.0%	4.5%	0%	0%	60.5%	.5%	2.5%	5.5%	0%	3.0%
Podujevë/Podujevo	3.0%	3.0%	0%	0%	69.5%	.5%	4.0%	1.5%	0%	11.0%
Prishtinë/Priština	2.7%	13.3%	1.1%	0%	47.3%	0%	3.4%	1.5%	0%	4.5%
Prizren	2.1%	2.9%	.8%	0%	55.4%	0%	2.1%	2.5%	0%	10.4%
Rahovec/Orahovac	5.0%	7.5%	0%	0%	57.0%	0%	9.5%	8.0%	0%	6.5%
Ranillug/Ranilug	1.0%	1.9%	1.0%	6.7%	47.1%	1.9%	6.7%	9.6%	0%	1.0%
Shterpce/Štrpcë	1.9%	4.4%	3.1%	.6%	41.3%	5.6%	5.6%	16.3%	5.6%	.6%
Shtime/Štimlje	0%	12.5%	0%	0%	69.0%	.5%	0%	3.5%	0%	5.5%
Skënderaj/Srbica	7.0%	2.5%	0%	0%	64.0%	0%	4.5%	2.5%	0%	9.0%
Suharekë/Suva Reka	3.5%	4.5%	0%	0%	61.0%	0%	1.0%	2.5%	0%	10.0%
Viti/Vitina	9.0%	0%	0%	0%	45.5%	10.5%	17.5%	14.0%	0%	2.0%
Vushtrri/Vučitrn	6.5%	3.0%	0%	0%	46.5%	0%	2.5%	3.0%	0%	13.0%
Zubin Potok	0%	1.9%	10.6%	14.4%	29.8%	4.8%	0%	9.6%	0%	18.3%
Zveçan/Zvečan	.9%	0%	5.4%	.9%	19.6%	6.3%	.9%	8.0%	0%	45.5%
Kosovo	4.3%	4.4%	.8%	.4%	57.7%	.9%	3.9%	5.4%	.1%	7.0%

* Percent of respondents who think that the service or issue is problematic

Table B5. Perceptions of biggest problems in the municipality, by municipality (continued)

	Poor water supply	Poor heating supply	Environmental pollution	Poor healthcare service	Poor transport service	Poorly functioning waste management	Poor pre-school, primary and secondary education	Dysfunctional administration	Tax administration system	Illegal construction
Dečan/Dečane	1.0%	0%	2.0%	0%	0%	0%	.5%	.5%	0%	0%
Dragash/Dragaš	12.0%	0%	0%	0%	1.5%	0%	.5%	0%	0%	0%
Ferizaj/Uroševac	3.5%	0%	.5%	1.0%	0%	0%	0%	0%	1.0%	0%
Fushë Kosovë/Kosovo Polje	22.5%	0%	6.0%	1.0%	0%	.5%	0%	0%	0%	0%
Gjakovë/Đakovica	0%	0%	0%	1.0%	0%	0%	0%	0%	0%	0%
Gjilan/Gnjilane	4.0%	0%	0%	0%	0%	0%	0%	.5%	1.0%	0%
Gjilgoc/Glogovac	3.0%	0%	4.5%	2.0%	0%	.5%	.5%	.5%	0%	0%
Gračanica/Gračanica	4.5%	0%	1.5%	2.5%	1.5%	.5%	0%	.5%	0%	0%
Hani i Elezit/Đeneral Janković	22.1%	0%	3.8%	1.9%	0%	1.9%	0%	0%	0%	0%
Istog/Istok	.5%	0%	.5%	.5%	0%	0%	0%	0%	0%	0%
Junik	0%	0%	1.9%	1.0%	0%	3.8%	0%	0%	0%	0%
Kaçanik/Kačanik	11.5%	0%	0%	0%	0%	1.0%	.5%	0%	0%	0%
Kamenicë/Kamenica	2.0%	0%	1.0%	0%	0%	0%	0%	.5%	0%	0%
Klinë/Klina	14.5%	0%	1.0%	.5%	0%	.5%	0%	0%	0%	0%
Klikot/Klokot	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Leposaviq/Leposavić	7.0%	0%	1.0%	.5%	.5%	0%	0%	0%	0%	0%
Lipjan/Lipljan	10.0%	1.0%	1.5%	0%	0%	2.5%	.5%	.5%	0%	.5%
Malishevë/Mališeve	2.0%	0%	.5%	1.0%	.5%	0%	.5%	0%	0%	0%
Mamushë/Mamuša	20.2%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Mitrovicë/Mitrovica	1.6%	0%	1.6%	.7%	0%	.7%	0%	.3%	0%	.3%
Novobërdë/Novo Brdo	13.5%	0%	0%	1.0%	5.2%	0%	0%	0%	0%	0%
Obiliq/Obilić	4.0%	.5%	18.5%	1.5%	.5%	0%	.5%	0%	.5%	0%
Partesh/Parteš	1.0%	0%	1.9%	0%	0%	0%	1.0%	0%	0%	0%
Pejë/Peć	0%	.5%	2.5%	0%	0%	0%	.5%	.5%	0%	0%
Podujevë/Podujevo	1.5%	0%	2.5%	0%	0%	1.0%	0%	.5%	0%	0%
Prishtinë/Priština	4.5%	3.4%	8.7%	0%	0%	.8%	1.1%	1.5%	0%	0%
Prizren	15.8%	0%	.8%	1.3%	0%	1.3%	0%	0%	0%	.4%
Rahovec/Orahovac	2.0%	.5%	.5%	1.5%	0%	.5%	.5%	0%	0%	0%
Ranillug/Ranilug	1.0%	0%	0%	1.0%	0%	0%	1.0%	0%	0%	0%
Shterpce/Štrpcë	.6%	0%	1.3%	.6%	3.1%	0%	0%	.6%	0%	1.3%
Shtime/Štimlje	4.0%	0%	.5%	0%	0%	1.0%	.5%	.5%	0%	0%
Skënderaj/Srbica	5.0%	0%	1.0%	1.5%	0%	1.0%	0%	0%	0%	0%
Suharekë/Suva Reka	9.0%	0%	0%	1.0%	0%	.5%	.5%	0%	0%	0%
Viti/Vitina	0%	0%	0%	1.0%	0%	0%	0%	.5%	0%	0%
Vushtrri/Vučitrn	17.0%	0%	1.0%	3.5%	0%	1.0%	.5%	0%	0%	0%
Zubin Potok	1.0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Zveçan/Zveçan	8.9%	0%	.9%	0%	0%	0%	0%	0%	0%	0%
Kosovo	6.4%	.2%	2.1%	.7%	.2%	.5%	.2%	.2%	.1%	0.0%

* Percent of respondents who think that the service or issue is problematic

Table B5. Perceptions of biggest problems in the municipality, by municipality (continued)

	Other	Baricades in the north/Mitrovica/The north	Lack of investments in agriculture	High prices	Poor sewage supply/maintenance/network	Low pensions	General political situation/political uncertainty	Lack of a school	Poor lighting	Stray dogs
Dečan/Dečane	0%	0%	.5%	.5%	2.5%	.5%	0%	0%	0%	0%
Dragash/Dragaš	1.5%	0%	0%	0%	0%	1.0%	0%	1.0%	0%	0%
Ferizaj/Uroševac	0%	0%	0%	1.5%	.5%	.5%	0%	0%	0%	0%
Fushë Kosovë/Kosovo Polje	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%
Gjakovë/Đakovica	.5%	0%	0%	0%	0%	2.0%	.5%	0%	0%	0%
Gjilan/Gnjilane	.5%	0%	0%	4.0%	0%	0%	0%	0%	1.0%	0%
Glogoc/Glogovac	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Gračanica/Gračanica	0%	0%	0%	0%	.5%	0%	0%	0%	0%	0%
Hani i Elezit/Đeneral Janković	0%	0%	0%	0%	1.0%	0%	0%	1.0%	0%	0%
Istog/Istok	0%	0%	.5%	0%	.5%	1.0%	.5%	0%	0%	0%
Junik	0%	0%	0%	0%	0%	0%	0%	1.0%	0%	1.0%
Kaçanik/Kačanik	.5%	0%	0%	0%	0%	.5%	.5%	0%	0%	0%
Kamenicë/Kamenica	.5%	0%	0%	0%	0%	.5%	0%	0%	0%	0%
Klinë/Klina	0%	0%	0%	0%	.5%	0%	0%	0%	0%	0%
Kllotot/Klokot	8.7%	1.0%	0%	0%	0%	1.9%	2.9%	0%	0%	0%
Leposaviq/Leposavić	1.0%	1.5%	0%	0%	0%	0%	2.0%	0%	.5%	0%
Lipjan/Lipljan	0%	0%	.5%	.5%	0%	0%	.5%	2.0%	0%	0%
Malishevë/Mališeve	3.5%	0%	0%	0%	1.0%	0%	.5%	0%	0%	.5%
Mamushë/Mamuša	0%	1.0%	1.0%	0%	0%	0%	1.0%	0%	0%	0%
Mitrovicë/Mitrovica	0%	2.0%	0%	0%	0%	0%	1.3%	0%	0%	0%
Novobërdë/Novo Brdo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Obiliq/Obilić	.5%	0%	.5%	0%	0%	0%	0%	0%	0%	0%
Partesh/Parteš	2.9%	0%	0%	0%	0%	0%	1.0%	0%	0%	0%
Pejë/Peć	0%	0%	.5%	0%	3.0%	1.0%	0%	0%	0%	0%
Podujevë/Podujevo	.5%	0%	0%	0%	.5%	0%	0%	0%	0%	0%
Prishtinë/Priština	.4%	0%	0%	0%	0%	2.3%	0%	0%	0%	0%
Prizren	2.9%	0%	.4%	0%	0%	.4%	0%	0%	0%	0%
Rahovec/Orahovac	0%	0%	.5%	0%	0%	.5%	0%	0%	0%	0%
Ranillug/Ranilug	6.7%	0%	0%	1.0%	0%	1.0%	2.9%	1.0%	0%	0%
Shterpce/Štrpcë	3.1%	0%	.6%	0%	0%	0%	1.3%	0%	0%	0%
Shtime/Štimlje	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Skënderaj/Srbica	.5%	.5%	0%	0%	0%	0%	0%	0%	0%	0%
Suharekë/Suva Reka	1.0%	0%	0%	0%	0%	3.0%	0%	0%	1.0%	0%
Viti/Vitina	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Vushtrri/Vučitrn	0%	0%	0%	0%	0%	1.0%	1.5%	0%	0%	0%
Zubin Potok	0%	1.0%	0%	0%	0%	0%	4.8%	0%	0%	0%
Zveçan/Žvečan	0%	0%	0%	0%	0%	0%	1.8%	0%	0%	0%
Kosovo	.6%	.1%	.1%	.2%	.3%	.5%	.3%	.1%	.1%	.0%

* Percent of respondents who think that the service or issue is problematic

Table B5. Perceptions of biggest problems in the municipality, by municipality (continued)

	Coffee shops close to schools	Poor social policies/forgotten war invalids	Poor social policies/forgotten war invalids	Lack of cultural events	Traffic/taxi drivers	Property issues/privatization	Refuse to answer	Don't know	Total
Dečan/Dečane	0%	0%	0%	0%	0%	0%	0%	3.5%	100.0%
Dragash/Dragaš	0%	0%	0%	0%	0%	0%	0%	.5%	100.0%
Ferizaj/Uroševac	0%	1.0%	1.0%	0%	0%	0%	0%	3.0%	100.0%
Fushë Kosovë/Kosovo Polje	0%	0%	0%	0%	0%	0%	0%	.5%	100.0%
Gjakovë/Dakovica	0%	0%	0%	0%	0%	.5%	0%	0%	100.0%
Gjilan/Gnjilane	.5%	0%	0%	0%	0%	0%	0%	0%	100.0%
Glogoc/Glogovac	0%	0%	0%	0%	0%	0%	0%	1.5%	100.0%
Graçanica/Gračanica	0%	0%	0%	0%	0%	0%	0%	.5%	100.0%
Hani i Elezit/Đeneral Janković	0%	0%	0%	0%	0%	0%	0%	0%	100.0%
Istog/Istok	0%	0%	0%	0%	0%	0%	0%	3.0%	100.0%
Junik	0%	0%	0%	0%	0%	0%	0%	2.9%	100.0%
Kaçanik/Kačanik	0%	0%	0%	0%	0%	0%	0%	0%	100.0%
Kamenicë/Kamenica	0%	0%	0%	0%	0%	0%	0%	.5%	100.0%
Klinë/Klina	0%	0%	0%	0%	0%	0%	0%	0%	100.0%
Klokot/Klokot	0%	1.0%	1.0%	0%	0%	0%	13.5%	9.6%	100.0%
Leposaviq/Leposavić	0%	0%	0%	0%	0%	0%	0%	1.5%	100.0%
Lipjan/Lipljan	0%	0%	0%	0%	.5%	.5%	0%	4.0%	100.0%
Malishevë/Mališevo	0%	0%	0%	0%	.5%	.5%	0%	2.0%	100.0%
Mamushë/Mamuša	0%	1.0%	1.0%	0%	0%	0%	0%	6.7%	100.0%
Mitrovicë/Mitrovica	0%	1.0%	1.0%	.3%	0%	0%	0%	0%	100.0%
Novobërdë/Novo Brdo	0%	0%	0%	0%	0%	0%	2.1%	3.1%	100.0%
Obiliq/Obilić	0%	0%	0%	0%	0%	0%	.5%	7.0%	100.0%
Partesh/Parteš	0%	0%	0%	0%	0%	0%	4.8%	2.9%	100.0%
Pejë/Peć	0%	1.0%	1.0%	0%	0%	0%	0%	0%	100.0%
Podujevë/Podujevo	0%	0%	0%	0%	0%	0%	.5%	.5%	100.0%
Prishtinë/Priština	0%	0%	0%	.4%	.8%	0%	0%	2.3%	100.0%
Prizren	0%	0%	0%	0%	0%	0%	.4%	0%	100.0%
Rahovec/Orahovac	0%	0%	0%	0%	0%	0%	0%	0%	100.0%
Ranillug/Ranilug	0%	0%	0%	0%	0%	0%	0%	7.7%	100.0%
Shterpce/Štrpcë	0%	1.3%	1.3%	.6%	0%	0%	0%	.6%	100.0%
Shtime/Štimlje	0%	0%	0%	0%	0%	0%	0%	2.5%	100.0%
Skënderaj/Srbica	0%	0%	0%	0%	0%	0%	0%	1.0%	100.0%
Suharekë/Suva Reka	.5%	0%	0%	0%	.5%	.5%	0%	0%	100.0%
Viti/Vitina	0%	0%	0%	0%	0%	0%	0%	0%	100.0%
Vushtrri/Vučitrn	0%	0%	0%	0%	0%	0%	0%	0%	100.0%
Zubin Potok	0%	0%	0%	0%	0%	0%	0%	3.8%	100.0%
Zveçan/Zvečan	0%	.9%	.9%	0%	0%	0%	0%	0%	100.0%
Kosovo	.0%	.2%	.2%	.0%	.1%	.1%	.2%	1.4%	100.0%

* Percent of respondents who think that the service or issue is problematic

Table B6. Mean distance (in minutes) to healthcare providers and pharmacies, by municipality

	Doctor	Hospital	Pharmacy
Dečan/Dečane	22	34	23
Dragash/Dragaš	16	35	17
Ferizaj/Uroševac	16	20	15
Fushë Kosovë/Kosovo Polje	18	39	23
Gjakovë/Đakovica	15	28	18
Gjilan/Gnjilane	19	28	19
Glogovac/Glogovac	26	57	28
Graçanica/Gračanica	20	47	33
Hani i Elezit/Đeneral Janković	18	70	18
Istog/Istok	23	26	22
Junik	14	76	12
Kaçanik/Kačanik	18	64	21
Kamenicë/Kamenica	20	33	23
Klinë/Klina	20	30	24
Klokot/Klokot	18	57	22
Leposaviq/Leposavić	18	53	19
Lipjan/Lipljan	16	42	17
Malishevë/Mališevo	21	50	21
Mamushë/Mamuša	9	44	9
Mitrovicë/Mitrovica	19	30	25
Novobërdë/Novo Brdo	24	50	33
Obiliq/Obilić	21	41	26
Partesh/Parteš	17	51	21
Pejë/Peć	23	36	24
Podujevë/Podujevo	18	25	22
Priština/Priština	14	26	12
Prizren	15	34	14
Rahovec/Orahovac	20	29	21
Ranillug/Ranilug	26	47	33
Shterpce/Štrpcë	26	61	32
Shtime/Štimlje	19	41	20
Skënderaj/Srbica	21	43	26
Suharekë/Suva Reka	16	45	18
Viti/Vitina	19	23	18
Vushtrri/Vučitrn	19	21	20
Zubin Potok	24	46	24
Zveçan/Zveçan	15	31	20
Kosovo	19	38	21

Table B7. Factors hindering access to healthcare

	Distance to doctor's office / hospital/ medical centre	Time to get an appointment	Waiting time to be seen by the doctor on the appointment day	Cost of seeing the doctor	Cost of buying medicine
Dečan/Dečane	36.5%	37.0%	55.0%	83.5%	95.5%
Dragash/Dragaš	35.5%	16.0%	17.0%	51.5%	92.5%
Ferizaj/Uroševac	11.0%	8.5%	19.5%	50.5%	89.0%
Fushë Kosovë/Kosovo Polje	47.5%	41.5%	54.0%	72.0%	85.5%
Gjakovë/Đakovica	27.5%	28.0%	52.5%	78.0%	85.5%
Gjilan/Gnjilane	13.5%	44.0%	52.0%	65.5%	92.5%
Glogovac/Glogovac	44.5%	52.0%	61.5%	71.0%	88.5%
Gračanica/Gračanica	31.5%	21.0%	32.5%	18.0%	85.0%
Hani i Elezit/Đeneral Janković	20.2%	14.4%	14.4%	33.7%	84.6%
Istog/Istok	24.0%	19.0%	30.0%	64.0%	80.5%
Junik	34.6%	26.0%	28.8%	51.0%	82.7%
Kaçanik/Kačanik	14.0%	7.5%	11.0%	44.5%	90.5%
Kamenicë/Kamenica	7.5%	15.0%	18.0%	50.0%	71.0%
Klinë/Klina	30.0%	37.5%	55.5%	69.0%	86.0%
Kllokot/Klokot	50.0%	41.3%	43.3%	52.9%	51.9%
Leposaviq/Leposavić	28.0%	13.5%	31.0%	16.0%	49.5%
Lipjan/Lipljan	21.0%	15.0%	39.5%	56.0%	93.5%
Malishevë/Mališevo	31.5%	30.5%	45.0%	53.5%	74.5%
Mamushë/Mamuša	17.3%	19.2%	27.9%	39.4%	90.4%
Mitrovicë/Mitrovica	9.9%	15.5%	28.6%	35.5%	70.1%
Novobërdë/Novo Brdo	42.7%	29.2%	33.3%	42.7%	86.5%
Obiliq/Obilić	51.0%	45.0%	60.0%	62.5%	94.5%
Partesh/Parteš	58.7%	51.9%	52.9%	59.6%	65.4%
Pejë/Peć	23.5%	27.5%	38.0%	73.0%	81.5%
Podujevë/Podujevo	23.5%	29.0%	48.0%	57.0%	80.5%
Prishtinë/Priština	40.2%	35.2%	57.2%	67.4%	83.7%
Prizren	23.8%	22.1%	35.0%	59.6%	87.5%
Rahovec/Orahovac	42.0%	40.0%	49.5%	85.0%	92.0%
Ranillug/Ranilug	47.1%	41.3%	43.3%	51.9%	73.1%
Shtërpce/Štrpce	40.6%	27.5%	33.1%	39.4%	80.0%
Shtime/Štimlje	19.0%	16.5%	27.0%	43.5%	92.0%
Skënderaj/Srbica	24.5%	26.5%	43.0%	84.0%	97.5%
Suharekë/Suva Reka	37.0%	23.0%	38.5%	48.0%	96.5%
Viti/Vitina	14.5%	30.0%	35.5%	50.5%	53.0%
Vushtri/Vučitrn	14.5%	19.0%	46.0%	61.0%	90.5%
Zubin Potok	19.2%	22.1%	26.0%	27.9%	51.9%
Zveçan/Zvečan	8.9%	8.9%	21.4%	17.9%	53.6%
Kosovo	27.2%	26.7%	39.2%	58.1%	84.6%

* Percent of respondents who consider these factors a problem or very big problem

Table B8. Satisfaction with healthcare provision in hospitals and family medical centres, by municipality

	Hospital			Family Medical Centres		
	Supply of medicines and medical supplies	Equal treatment of patients	Professionalism of medical staff	Supply of medicines and medical supplies	Equal treatment of patients	Professionalism of medical staff
Dečan/Dečane	23.5%	25.0%	55.5%	19.0%	26.0%	57.0%
Dragash/Dragaš	11.5%	48.0%	75.5%	11.0%	74.0%	75.0%
Ferizaj/Uroševac	26.0%	30.0%	58.0%	38.5%	55.5%	67.5%
Fushë Kosovë/Kosovo Polje	33.5%	45.0%	67.0%	39.0%	53.0%	67.5%
Gjakovë/Đakovica	17.5%	57.5%	60.0%	15.0%	57.0%	59.0%
Gjilan/Gnjilane	11.5%	44.0%	62.0%	9.0%	55.5%	63.0%
Glogovac/Glogovac	34.5%	55.5%	72.5%	40.0%	67.5%	81.5%
Gračanica/Gračanica	40.5%	66.5%	87.5%	28.5%	77.0%	93.0%
Hani i Elezit/Đeneral Janković	21.2%	31.7%	63.5%	51.0%	72.1%	69.2%
Istog/Istok	18.5%	42.0%	53.0%	8.0%	39.5%	51.0%
Junik	5.8%	24.0%	49.0%	16.3%	74.0%	83.7%
Kaçanik/Kačanik	14.5%	24.0%	56.0%	23.5%	60.0%	67.0%
Kamenicë/Kamenica	41.0%	52.0%	55.0%	60.0%	68.5%	67.5%
Klinë/Klina	26.5%	34.5%	48.0%	26.5%	30.5%	47.5%
Klokot/Klokot	51.0%	50.0%	54.8%	41.3%	43.3%	53.8%
Leposaviq/Leposavić	64.5%	64.0%	79.0%	63.5%	66.5%	79.5%
Lipjan/Lipljan	25.0%	31.0%	76.5%	29.0%	54.5%	80.0%
Malishevë/Mališevë	47.0%	56.0%	60.0%	35.5%	49.5%	56.5%
Mamushë/Mamuša	4.8%	41.3%	66.3%	35.6%	84.6%	83.7%
Mitrovicë/Mitrovica	32.9%	35.2%	65.8%	34.2%	40.1%	63.5%
Novobërdë/Novo Brdo	15.6%	58.3%	74.0%	22.9%	77.1%	84.4%
Obiliq/Obilić	18.0%	39.0%	56.5%	21.5%	52.5%	61.0%
Partesh/Parteš	44.2%	49.0%	44.2%	36.5%	41.3%	42.3%
Pejë/Peć	53.5%	49.5%	70.0%	49.0%	54.5%	71.5%
Podujevë/Podujevo	41.5%	46.0%	66.5%	41.5%	52.0%	70.0%
Prishtinë/Priština	18.6%	37.9%	64.4%	24.6%	42.0%	62.1%
Prizren	4.2%	23.3%	65.8%	13.8%	45.0%	67.1%
Rahovec/Orahovac	47.0%	59.5%	74.5%	46.0%	58.5%	71.5%
Ranillug/Ranilug	41.3%	51.9%	62.5%	39.4%	51.9%	59.6%
Shterpce/Štrpce	26.9%	35.0%	56.9%	22.5%	41.9%	54.4%
Shtime/Stimlje	11.0%	32.0%	70.0%	11.5%	41.5%	69.0%
Skënderaj/Srbica	12.5%	28.5%	48.0%	13.0%	22.5%	49.5%
Suharekë/Suva Reka	5.0%	29.5%	77.5%	13.0%	64.0%	85.0%
Viti/Vitina	55.0%	49.5%	55.0%	50.0%	51.0%	56.0%
Vushtrri/Vučitrn	26.0%	41.0%	54.0%	21.5%	44.0%	56.0%
Zubin Potok	76.9%	72.1%	84.6%	77.9%	73.1%	78.8%
Zveçan/Zveçan	69.6%	67.0%	73.2%	74.1%	74.1%	81.3%
Kosovo	26.4%	41.2%	63.3%	31.0%	52.4%	66.3%

Percent of respondents who are satisfied or very satisfied

Table B9. Mean distance (in minutes) to schools and municipal and local community offices, by municipality

	Preschool or Kindergarten	Primary School	Secondary School	Municipal Office	Local Community Office
Deçan/Dečane	19	15	26	24	24
Dragash/Dragaš	15	10	29	26	22
Ferizaj/Uroševac	17	12	20	21	22
Fushë Kosovë/Kosovo Polje	22	13	21	25	21
Gjakovë/Đakovica	15	10	21	27	23
Gjilan/Gnjilane	17	17	34	33	32
Glogoc/Glogovac	24	16	33	29	26
Graçanica/Gračanica	20	20	25	52	46
Hani i Elezit/Đeneral Janković	20	17	20	19	19
Istog/Istok	16	16	21	22	20
Junik	10	12	16	12	12
Kaçanik/Kačanik	18	13	25	25	24
Kamenicë/Kamenica	21	20	28	26	28
Klinë/Klina	18	17	25	25	21
Klllokot/Klokot	24	18	23	28	29
Leposaviq/Leposavić	20	18	23	24	19
Lipjan/Lipljan	19	13	27	21	20
Malishevë/Mališevo	23	10	20	22	22
Mamushë/Mamuša	15	14	16	11	13
Mitrovicë/Mitrovica	30	15	25	30	32
Novobërdë/Novo Brdo	23	21	32	40	39
Obiliq/Obilić	20	11	28	27	27
Partesh/Parteš	27	18	25	43	42
Pejë/Pec	22	20	34	31	27
Podujevë/Podujevo	17	14	24	24	24
Prishtinë/Priština	15	10	25	24	18
Prizren	18	13	32	31	19
Rahovec/Orahovac	21	14	23	35	34
Ranillug/Ranilug	23	25	29	48	47
Shterpce/Štrpcë	30	24	32	32	33
Shtime/Štimlje	23	14	23	22	27
Skënderaj/Srbica	21	14	32	31	27
Suharekë/Suva Reka	16	11	22	21	21
Viti/Vitina	18	18	21	25	27
Vushtrri/Vučitrn	22	15	22	22	22
Zubin Potok	23	23	25	24	24
Zveçan/Zvečan	16	15	23	21	18
Kosovo	20	14	25	26	25

Table B10. Satisfaction with the work of the Mayor, Municipal Assembly, and Municipal Administration, by municipality

	Mayor	Municipal Assembly	Municipal Administration
Deçan/Dečane	86.0%	65.5%	59.0%
Dragash/Dragaš	66.5%	61.5%	70.0%
Ferizaj/Uroševac	89.5%	84.5%	81.0%
Fushë Kosovë/Kosovo Polje	80.0%	67.5%	70.5%
Gjakovë/Đakovica	74.5%	70.5%	68.5%
Gjilan/Gnjilane	62.0%	48.5%	48.0%
Glogoc/Glogovac	51.0%	53.5%	58.0%
Graçanica/Gračanica	54.5%	39.0%	57.5%
Hani i Elezit/General Janković	92.3%	85.6%	81.7%
Istog/Istok	78.5%	71.0%	66.5%
Junik	84.6%	81.7%	80.8%
Kaçanik/Kačanik	87.0%	80.0%	83.5%
Kamenicë/Kamenica	54.0%	50.0%	52.5%
Klinë/Klina	63.5%	61.0%	63.5%
Kllotk/Klokot	37.5%	29.8%	27.9%
Leposaviq/Leposavić	46.0%	42.5%	44.0%
Lipjan/Lipljan	60.5%	64.5%	76.5%
Malishevë/Mališevo	49.0%	61.0%	62.0%
Mamushë/Mamuša	81.7%	76.9%	76.0%
Mitrovicë/Mitrovica	56.3%	45.1%	48.0%
Novobërdë/Novo Brdo	69.8%	49.0%	53.1%
Obiliq/Obilić	45.0%	39.0%	53.5%
Partesh/Parteš	40.4%	33.7%	35.6%
Pejë/Peć	81.5%	77.5%	75.5%
Podujevë/Podujevo	80.5%	70.5%	73.5%
Prishtinë/Priština	68.2%	53.0%	54.5%
Prizren	69.2%	61.3%	63.8%
Rahovec/Orahovac	69.5%	71.0%	68.0%
Ranillug/Ranilug	38.5%	26.0%	34.6%
Shterpce/Štrpcë	79.4%	68.8%	73.8%
Shtime/Štimlje	61.0%	62.5%	71.0%
Skënderaj/Srbica	89.5%	70.5%	67.5%
Suharekë/Suva Reka	66.0%	75.5%	80.0%
Viti/Vitina	62.0%	65.0%	62.0%
Vushtrri/Vučitrn	67.0%	49.0%	45.0%
Zubin Potok	55.8%	48.1%	57.7%
Zveçan/Zvečan	59.8%	50.0%	51.8%
Kosovo	68.6%	62.5%	64.4%

* Percent of respondents who are satisfied or very satisfied

Table B11. Trust of respondents on the competence of local authorities to solve problems faced by the municipality, by municipality

	Local authorities can solve the problems in the municipality	The problems in the municipality can be solved only by central authorities	Some problems can be solved by the local and some by the central authorities	Don't know and Refuse to answer	Total
Dečan/Dečane	70.5%	14.0%	5.0%	10.5%	100.0%
Dragash/Dragaš	65.0%	22.0%	7.5%	5.5%	100.0%
Ferizaj/Uroševac	86.5%	5.0%	2.5%	6.0%	100.0%
Fushë Kosovë/Kosovo Polje	73.0%	11.5%	10.0%	5.5%	100.0%
Gjakovë/Đakovica	58.5%	18.5%	17.0%	6.0%	100.0%
Gjilan/Gnjilane	39.5%	13.5%	41.0%	6.0%	100.0%
Gilogoc/Glogovac	68.0%	22.5%	3.5%	6.0%	100.0%
Gračanica/Gračanica	63.0%	11.5%	21.5%	4.0%	100.0%
Hani i Elezit/Đeneral Janković	82.7%	3.8%	6.7%	6.7%	100.0%
Istog/Istok	73.5%	10.5%	7.5%	8.5%	100.0%
Junik	75.0%	1.9%	15.4%	7.7%	100.0%
Kaçanik/Kaçanik	82.5%	8.0%	6.5%	3.0%	100.0%
Kamenicë/Kamenica	22.5%	15.0%	28.0%	34.5%	100.0%
Klinë/Klina	35.5%	25.5%	32.0%	7.0%	100.0%
Klllokot/Klokoč	68.3%	15.4%	7.7%	8.7%	100.0%
Leposaviq/Leposavić	54.5%	22.0%	20.0%	3.5%	100.0%
Lipjan/Lipljan	75.0%	9.5%	8.5%	7.0%	100.0%
Malishevë/Mališeve	63.0%	24.0%	4.0%	9.0%	100.0%
Mamushë/Mamuša	54.8%	17.3%	13.5%	14.4%	100.0%
Mitrovicë/Mitrovica	64.5%	13.5%	16.8%	5.3%	100.0%
Novobërdë/Novo Brdo	52.1%	20.8%	12.5%	14.6%	100.0%
Obiliq/Obilić	66.5%	22.5%	8.0%	3.0%	100.0%
Partesh/Parteš	48.1%	16.3%	22.1%	13.5%	100.0%
Pejë/Peć	52.0%	13.5%	26.0%	8.5%	100.0%
Podujevë/Podujevo	69.5%	9.5%	13.5%	7.5%	100.0%
Prishtinë/Priština	68.9%	22.7%	3.4%	4.9%	100.0%
Prizren	67.9%	25.4%	2.9%	3.8%	100.0%
Rahovec/Orahovac	72.5%	11.5%	14.0%	2.0%	100.0%
Ranillug/Ranilug	53.8%	17.3%	21.2%	7.7%	100.0%
Shterpce/Štrpcë	65.6%	10.6%	15.6%	8.1%	100.0%
Shtime/Štimlje	77.5%	8.0%	10.0%	4.5%	100.0%
Skënderaj/Srbica	71.5%	20.5%	4.0%	4.0%	100.0%
Suharekë/Suva Reka	69.0%	17.0%	7.5%	6.5%	100.0%
Viti/Vitina	58.0%	14.5%	20.5%	7.0%	100.0%
Vushtrri/Vučitrn	65.0%	14.5%	11.0%	9.5%	100.0%
Zubin Potok	49.0%	36.5%	8.7%	5.8%	100.0%
Zveçan/Zvečan	51.8%	12.5%	27.7%	8.0%	100.0%
Kosovo	64.8%	15.4%	12.5%	7.3%	100.0%

Table B12. Possessions of households, by municipality

	Washing machine	Refrigerator	Computer	Internet	Mobile phone	Fixed phone line	Car	Tractor	Electricity generator
Dečan/Dečane	96.0%	97.5%	65.0%	61.0%	94.0%	21.0%	56.5%	27.0%	21.5%
Dragash/Dragaš	95.5%	95.0%	65.0%	56.5%	95.0%	17.0%	56.0%	22.5%	21.0%
Ferizaj/Uroševac	94.0%	97.0%	72.0%	66.0%	100.0%	26.0%	65.0%	11.0%	30.0%
Fushë Kosovë/Kosovo Polje	97.0%	94.5%	83.0%	73.0%	97.5%	40.0%	68.0%	14.0%	11.5%
Gjakovë/Đakovica	97.5%	98.5%	63.0%	60.0%	95.0%	27.5%	54.0%	15.5%	22.0%
Gjilan/Gnjilane	94.5%	97.5%	77.0%	70.5%	96.0%	17.0%	60.5%	8.5%	10.0%
Glogoc/Glogovac	96.5%	97.0%	72.5%	60.5%	96.5%	11.0%	69.5%	25.5%	16.5%
Graçanica/Gračanica	97.0%	98.5%	59.5%	55.5%	83.5%	70.5%	71.0%	25.0%	16.5%
Hani i Elezit/Deneral Janković	98.1%	98.1%	55.8%	50.0%	97.1%	5.8%	58.7%	12.5%	8.7%
Istog/Istok	91.5%	93.0%	62.5%	53.0%	90.0%	16.5%	68.0%	32.0%	24.0%
Junik	97.1%	97.1%	69.2%	64.4%	98.1%	49.0%	59.6%	30.8%	35.6%
Kaçanik/Kačanik	96.0%	97.0%	64.0%	54.5%	91.5%	13.0%	57.0%	16.0%	11.0%
Kamenicë/Kamenica	93.0%	94.5%	77.0%	68.0%	96.0%	27.5%	62.0%	27.5%	13.0%
Klinë/Klina	91.5%	85.0%	67.0%	64.5%	82.0%	20.0%	64.5%	29.0%	21.5%
Kllotok/Klokot	82.7%	91.3%	48.1%	34.6%	52.9%	20.2%	56.7%	38.5%	2.9%
Leposaviq/Leposavić	96.5%	99.0%	67.5%	58.5%	89.0%	95.5%	68.5%	23.5%	5.5%
Lipjan/Lipljan	94.0%	94.0%	70.0%	59.5%	96.0%	26.5%	63.0%	29.0%	25.0%
Malishevë/Mališeve	95.5%	95.5%	67.0%	61.5%	96.0%	11.0%	82.0%	51.5%	62.5%
Mamushë/Mamuša	97.1%	98.1%	52.9%	48.1%	94.2%	15.4%	71.2%	56.7%	38.5%
Mitrovicë/Mitrovica	97.4%	99.0%	82.9%	76.0%	95.1%	49.7%	54.6%	7.6%	21.1%
Novobërdë/Novo Brdo	85.4%	97.9%	49.0%	35.4%	84.4%	10.4%	74.0%	27.1%	12.5%
Obiliq/Obilić	99.0%	96.5%	67.0%	54.0%	94.0%	26.5%	73.0%	25.0%	16.5%
Partesh/Parteš	70.2%	84.6%	38.5%	22.1%	44.2%	46.2%	51.9%	31.7%	3.8%
Pejë/Pec	93.5%	97.5%	71.0%	65.0%	96.5%	15.0%	52.0%	14.5%	10.5%
Podujevë/Podujevo	94.0%	94.0%	72.0%	61.5%	92.0%	21.5%	55.0%	26.0%	23.0%
Prishtinë/Priština	98.1%	99.2%	87.5%	82.2%	98.9%	33.0%	70.5%	9.1%	11.7%
Prizren	96.3%	96.7%	68.3%	63.3%	94.6%	21.7%	57.5%	14.6%	24.6%
Rahovec/Orahovac	98.0%	98.0%	55.5%	49.0%	99.0%	8.0%	63.0%	36.0%	21.5%
Ranillug/Ranilug	78.8%	91.3%	50.0%	45.2%	67.3%	55.8%	61.5%	40.4%	7.7%
Shterpce/Štrpce	96.3%	96.3%	67.5%	56.3%	88.1%	61.3%	70.0%	36.3%	28.8%
Shtime/Štimlje	96.5%	94.5%	61.5%	51.5%	97.0%	19.0%	70.5%	33.5%	23.0%
Skënderaj/Srbica	96.0%	96.0%	70.0%	69.5%	99.0%	15.0%	70.5%	35.5%	36.0%
Suharekë/Suva Reka	97.5%	99.0%	79.0%	75.0%	99.5%	10.0%	79.0%	29.0%	35.5%
Viti/Vitina	95.5%	96.0%	77.5%	72.5%	92.0%	27.0%	77.5%	29.5%	17.0%
Vushtrri/Vučitrn	98.0%	96.5%	75.0%	62.0%	94.5%	27.5%	55.0%	17.5%	26.0%
Zubin Potok	97.1%	99.0%	54.8%	43.3%	95.2%	80.8%	69.2%	14.4%	1.9%
Zveçan/Zvečan	99.1%	99.1%	73.2%	67.0%	96.4%	88.4%	68.8%	8.9%	19.6%
Kosovo	95.5%	96.2%	69.5%	62.1%	94.0%	25.0%	64.4%	24.0%	21.7%

* Percent of households that possess the items

KOSOVO MOSAIC 2012

METHODOLOGY AND SURVEY DESIGN

Annex 3. Methodology and Survey Design

KMS 2012 was conducted to identify and re-assess citizens' perceptions, needs and priorities with respect to public services based on a representative sample of 6,704 respondents, all 18 years of age or older and living in Kosovo. The survey was conducted using a face-to-face, paper and pencil interview methodology 'in home' of the respondent, with multi-staged random probability sampling.

The survey is representative of the adult (18+) population. Taking into consideration that sampling was based on municipalities, the proportion of Kosovo Serbs (K-Serbs) surveyed within the sample (18%) is higher than their proportion within the Kosovo population (around 5%). This is due to the fact that as per population percentages, there are more municipalities with predominantly K-Serb population, 9 municipalities out of 37, totalling to 24% of municipalities. Since this resulted in oversampling of K-Serbs within the KMS, when calculating figures for Kosovo totals, all the responses were weighted based on proportions of ethnic groups within the population.

KMS 2012 did not include people in hospitals, prisons, military facilities and similar at the time when the survey was conducted.

Since the census data were not made public when this survey was conducted, the breakdown of the population by municipalities is based on the number of registered voters¹ registered in each municipality.

Primary data collection was conducted using a multistage random sampling model, where Kosovo's 37 municipalities were assigned proportionate sampling quotas based on their estimated population. The sample was stratified by regions and by the residential profile of each region², which is as follows: Prishtinë/Priština, Mitrovicë/Mitrovica, Prizren, Gjakovë/Đakovica, Gjilan/Gnjilane, Pejë/Peć, and Ferizaj/Uroševac for the Kosovo Albanian population, as well as non-Serb minorities living in the same localities. For the Kosovo Serb population, the sample was stratified by regions and by the residential profile of each region, which is as follows: Northern Region, Central Region, Southern Region, and South-eastern Region.

Each sampling point was designed to have 8 households irrespective of the type of residence (urban or rural³), 838 sampling points in total.

Selection of households to survey within each sampling point was based on the 'random route' method. In urban areas, the first contacted household was the third house or address number from the starting point on the left-hand side of the street or route, and every third one from that household onward. In a block-of-flats, every third apartment was selected, starting from the top floor of each building.

Within the households selected for the survey, only one person aged 18 or older was selected by asking birthdays of household members and selecting the person whose birthday was the first from the date of the interview. A total of 6,704 face-to-face interviews were conducted.

The survey design and methodology was developed by the Kosovo Mosaic Committee, which consisted of representatives of the United Nations Development Programme (UNDP), the United States Agency for International Development (USAID), the Ministry of Local Government Administration, and the Association of Kosovo Municipalities.

The KMS 2012 questionnaire was developed by Kosovo Mosaic Committee using the baseline questionnaires used for the KMS 2003, KMS 2006, and KMS 2009.

Statistical analyses and data processing were conducted using the SPSS (Statistical Package for the Social Sciences) software. The statistics for the report have a margin of error of less than 5%.

¹ Kosovo Central Election Commission.

² Based on the Central Election Commission (CEC) database of voters (2010) and the Office of Statistics population data (2008).

³ Urban and Rural settlements are defined by administrative borders set by each municipality, i.e. neighbourhoods of a city/town are clearly defined that they belong to the urban area, and villages and rural settlements are also clearly defined that they belong to the rural area.



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