

*Where should I go?*



**ACDC**

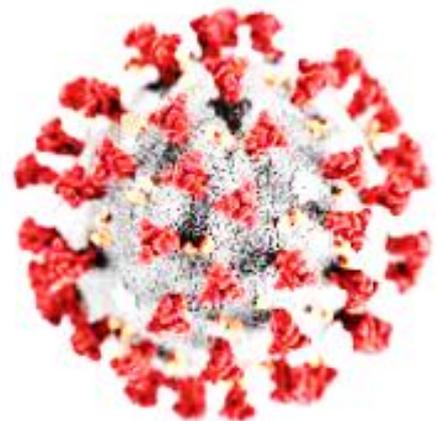
Advocacy Center For Democratic Culture

*What should I do?*

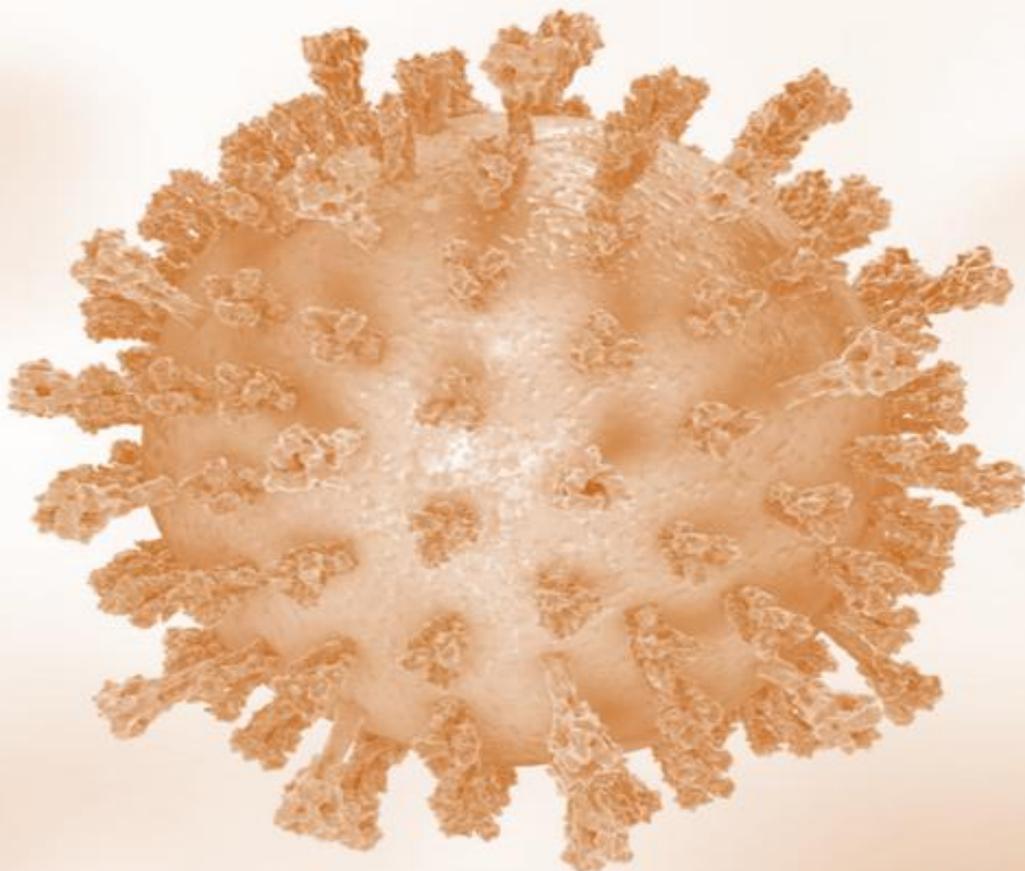


**INFLUENCE OF  
COVID-19 VIRUS ON  
TRUST OF CITIZENS**

*Whom should I trust?*



# **Research analysis**



**April, 2020**

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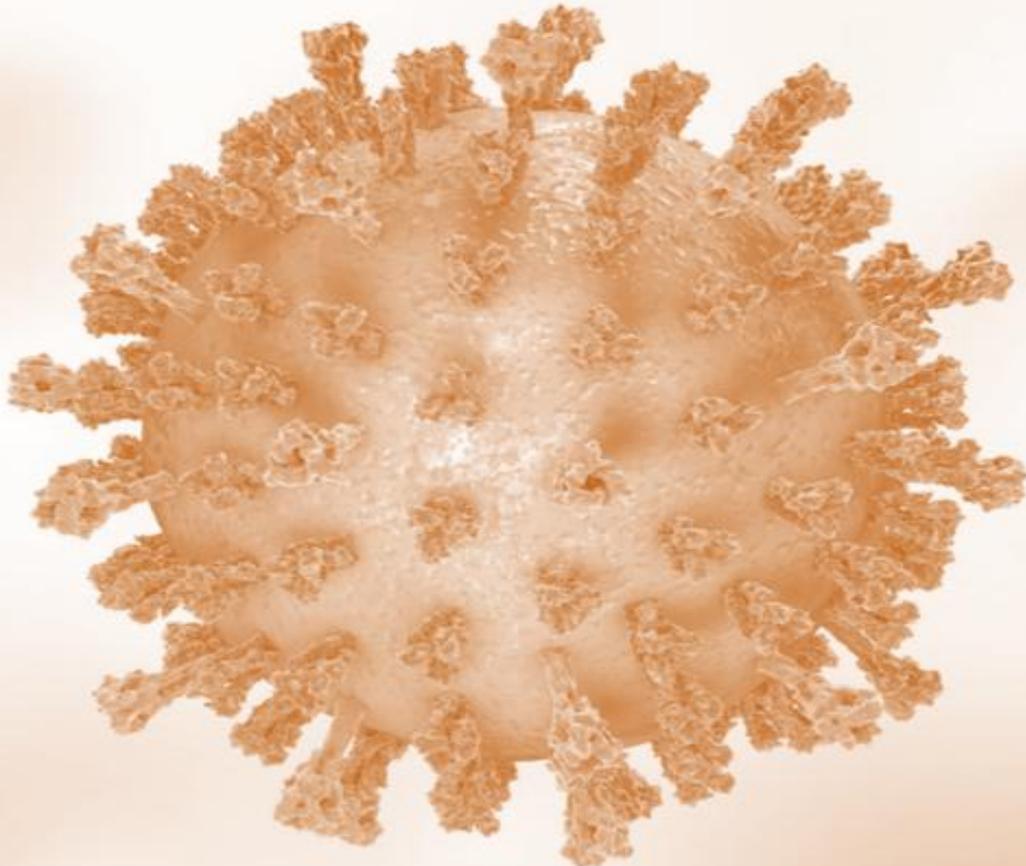
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## Context of research

A new Corona virus, Covid-19 presents a global challenge that requires responsible behavior from each of us. Every citizen individually, as well as companies, institutions and organizations, may undertake measures to increase level of virus protection and to be prepared for unpredictable situations. Available predictions and estimations shows that Covid-19 will produce shock for economy of many states as well as for global economy. Countries in the region have reacted differently after appearance of corona virus. Media from Pristina published information that cases of corona virus infection were registered on 13 March 2020, while the Government of Kosovo adopted some restrictive measures after the first tested samples on March 11, trying to prevent spread of epidemic. First restrictive measures included schools, kinder gardens and colleges. Except closing of schools, all air and traffic lines in the country, with high or medium risk of corona virus infection, were stopped too. Preventive measures included ban of work of restaurants, night clubs and gyms. Global population is also faced with psychological influence, low moral and increased anxiety because of isolation and because human contact and freedom of movement are almost completely restricted. The COVID-19 virus pandemic produced various conflicts of opinion and different ways of thinking that citizens have about safety situation, as well as trust they have in health institutions and Government representatives.

From a stand point of local self-governments and citizens, obtaining information about state of consciousness and trust of population is very important so that safety parameters, organization and measures could be adequately adopted in accordance to a current situation.

Based on all of the above-mentioned, Advocacy Center for Democratic Culture (ACDC) conducted a research about current situation, level of trust and state of citizens' consciousness. The research was, according to situation, conducted over internet questioner filled by 577 respondents from almost all municipalities with Serbian majority in Kosovo and their opinions were included in the presented results and analysis.

With this research we got approximate picture to which extent citizens are familiar with problems of the new situation, what is the level of trust and to whom they believe more.

## Research Methodology

### *-Quantitative research-*

**Research modality:** Online survey.

**Geographical coverage:** All municipalities of Republic of Kosovo

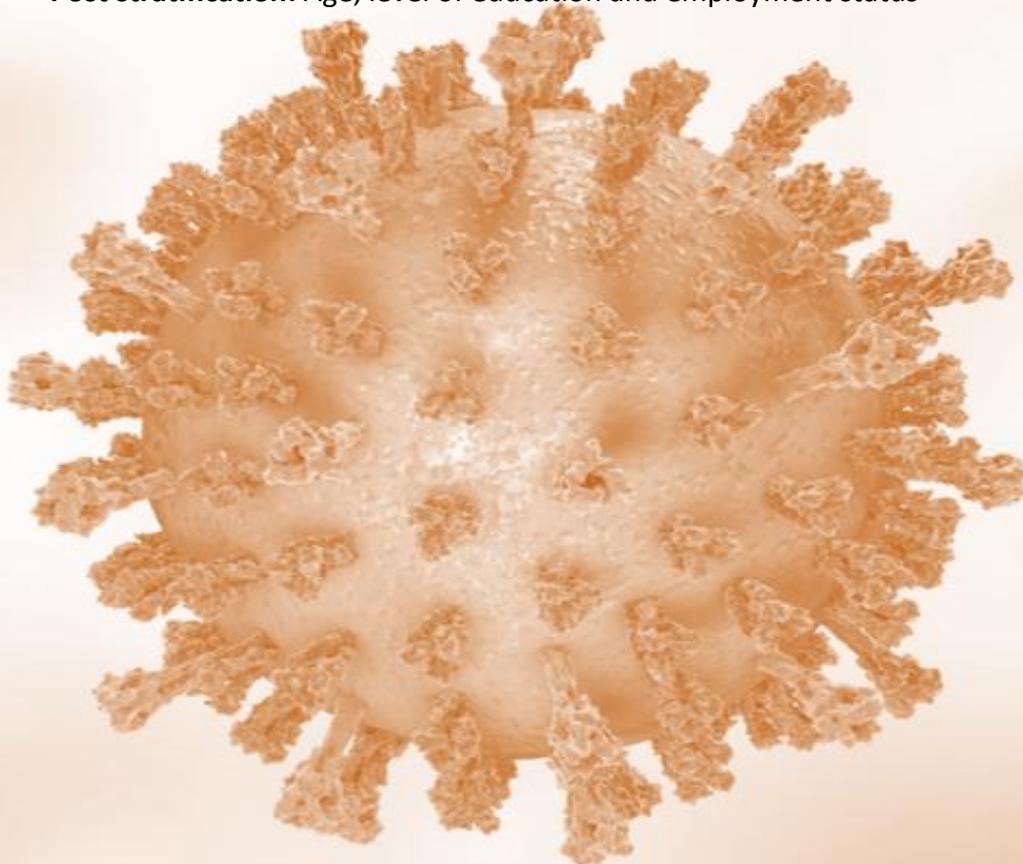
**Research timeframe:** 1 April – 20 April 2020.

**Sample size:** 577 respondents through online survey.

**Sample description:** From total of 577 respondents, 45.5% are males and 55.5% are females.

**Sample type:** Stratified representative random sample, based on municipality of residence

**Post stratification:** Age, level of education and employment status



## The most important results

*91% of respondents are very well or partially informed about current situation*

*72% of respondents consider safety situation as improved or the same as it was before*

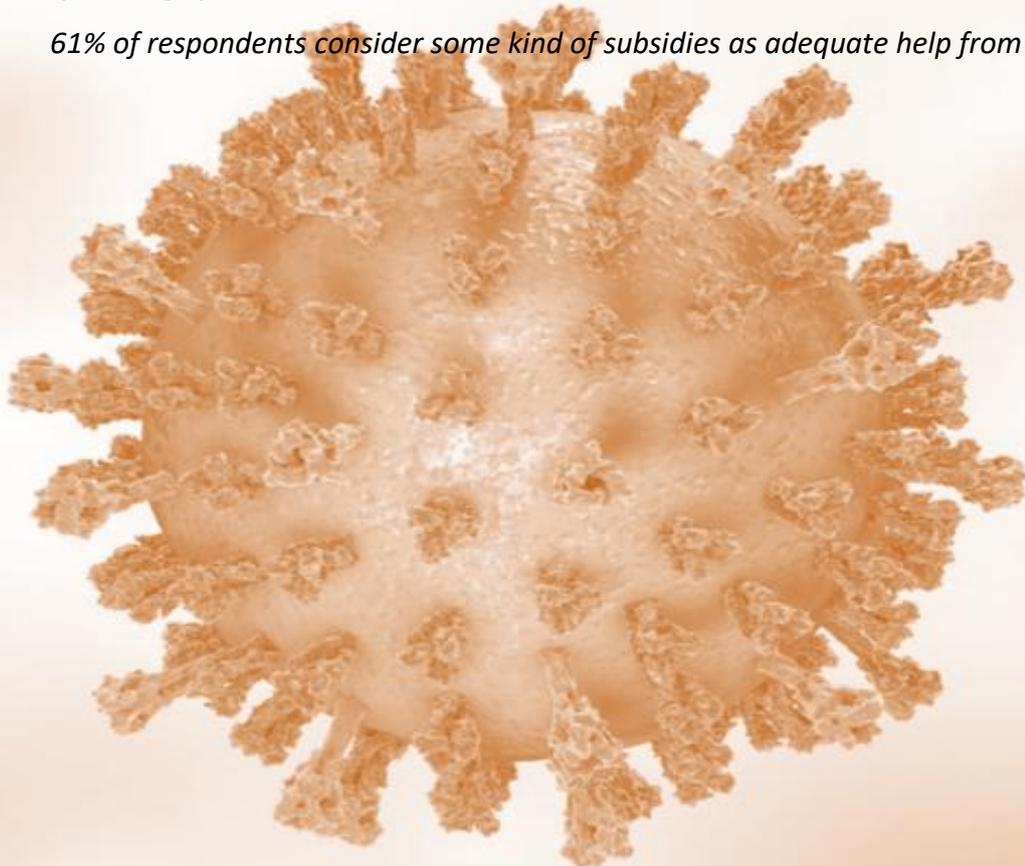
*79% of respondents considers that citizens in their environment support introduced measures*

*64% of respondents doesn't know or they are not aware of services for psychological support on their native language*

*45.7% of respondents considers toppling the government of Kosovo as unacceptable and 27.1% of them are not sure*

*55.3% of respondents think that International community is not doing enough to prevent spreading of virus*

*61% of respondents consider some kind of subsidies as adequate help from the Government*



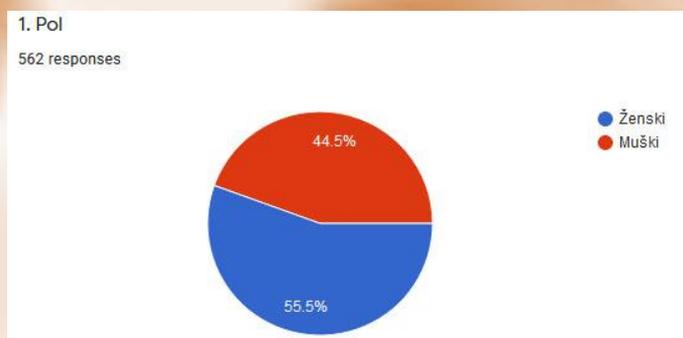
## Research summary – Perception of key issues

### Survey results:

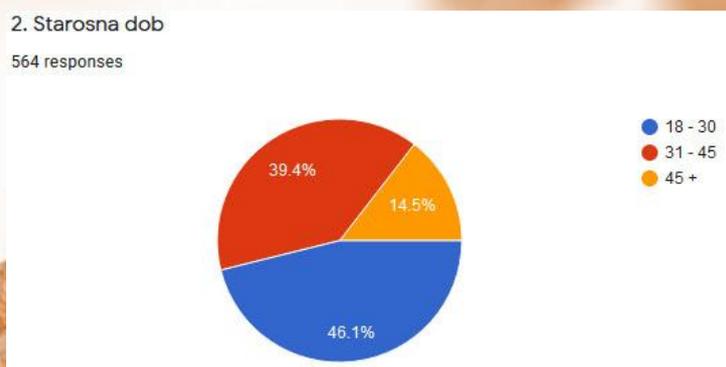
- Awareness: research showed that awareness of citizens about current situation is very good.
- Majority of Kosovo institutions are facing with the low level of citizens' trust
- Small number of respondents would accept to be treated in Health institutions of Kosovo
- Majority of respondents are receiving information over internet and media from Belgrade
- Prevailing opinion is that International community is not doing enough on prevention of virus spreading
- Huge number of respondents considers overthrow of Kosovo government as unacceptable within the current situation.

## Demography

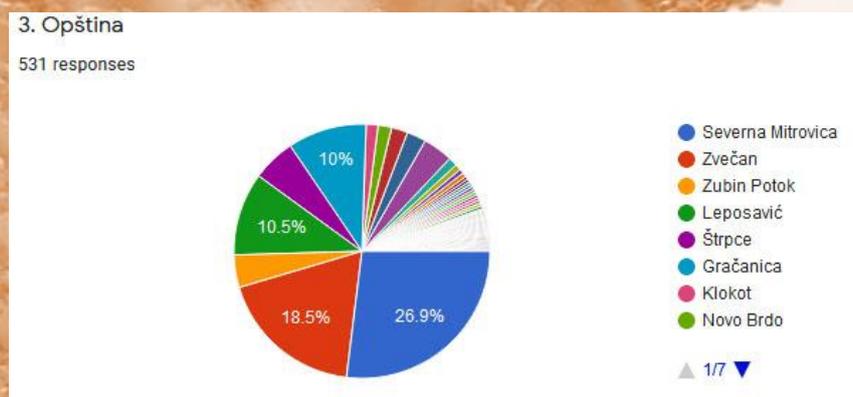
### 1. Gender



### 2. Age



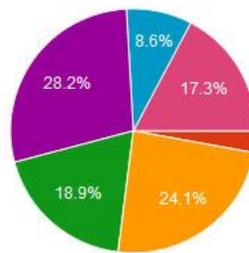
### 3. Municipality



## 4. Education

### 4. Obrazovanje

556 responses

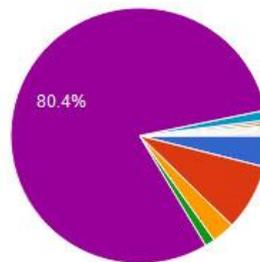


- Nezavršena osnovna škola
- Završena osnovna škola
- Završena srednja škola
- Osnovne studije (u toku)
- Osnovne studije (završene)
- Postdiplomske studije (u toku)
- Postdiplomske studije (završene)

## 5. Ethnicity

### 5. Etnička pripadnost

560 responses



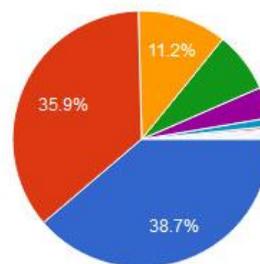
- Albanac/ka
- Bošnjak/inja
- Goranac/ka
- RAE
- Srbin/kinja
- Turčin/kinja
- Crnogorac
- Prizren

▲ 1/2 ▼

## 6. Employment status

### 6. Radni status?

563 responses



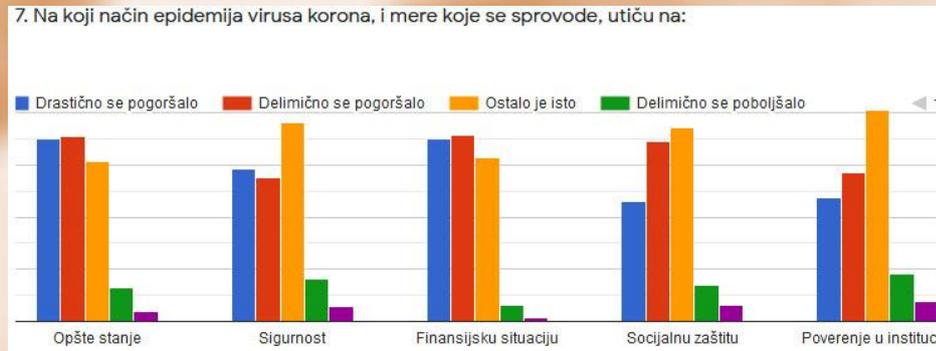
- Nezaposlen/a
- Zaposlen/a (javni sektor)
- Zaposlen/a (privatni sektor)
- Zaposlen/a (NVO)
- Vlasnik/ca sopstvenog biznisa
- Penzioner/ka
- Student
- Internationa Organisation

▲ 1/2 ▼

## Research results

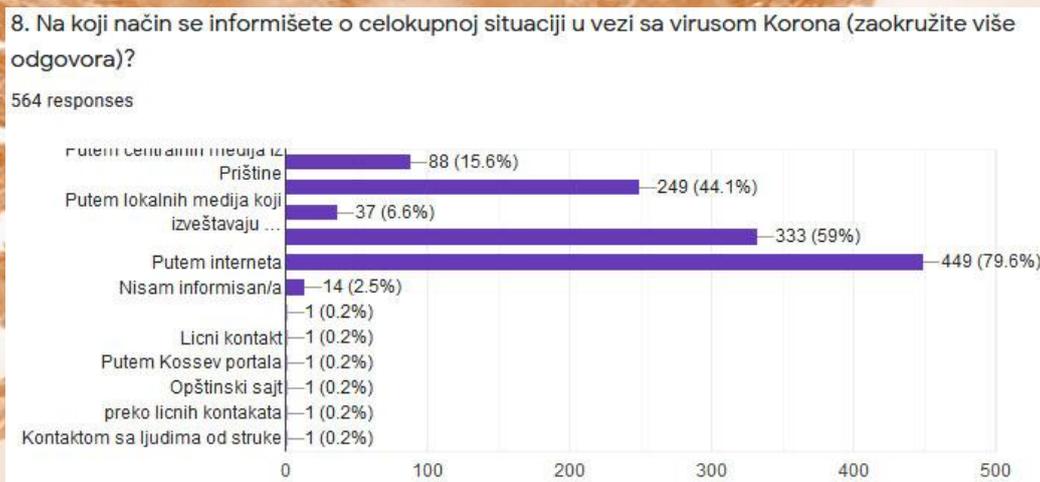
### 7. How does the epidemic of Corona virus and measures that have been introduced affect:

General condition, safety, finances, social welfare, trust in institutions



As we can see from the chart, almost all respondents agreed that all mentioned areas suffered deterioration, although huge number of respondents evaluated safety situation, social welfare and trust in institutions as the same as before. Even before the pandemic, citizens of Kosovo were not satisfied with these institutions, but now that dissatisfaction came to the fore because they faced the situation that has shaken systems in much more developed countries worldwide too.

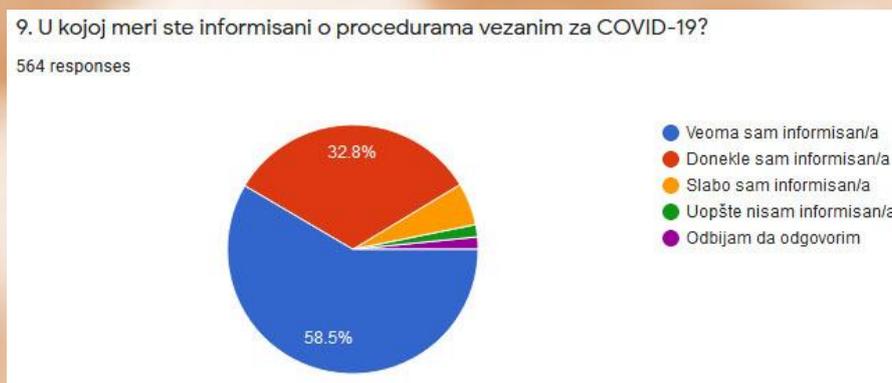
### 8. How do you obtain information about overall situation in connection to Corona virus (circle multiple answers)?



As expected in the present time, 79.6% of respondents are obtaining information about situation over internet, although a large percent, 59% of respondents are getting information from Belgrade media and 44.1% as source of information mentioned media from Pristina, especially for people living in the central part of Kosovo. Reporting of Belgrade

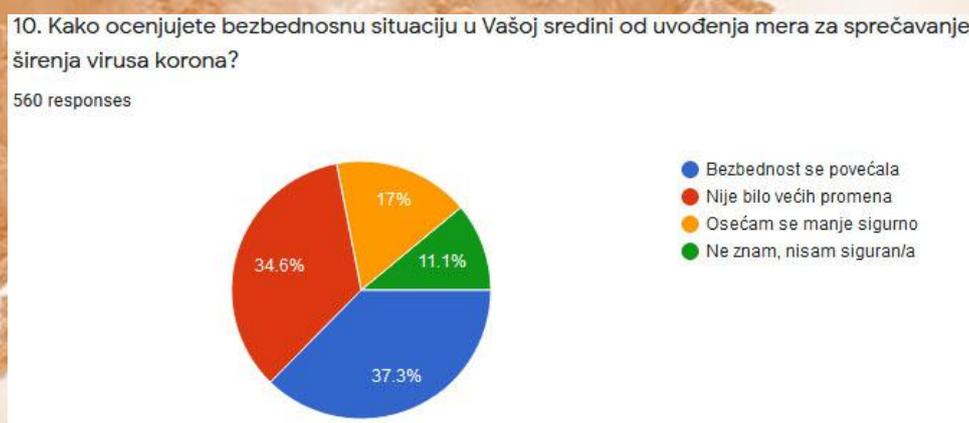
media quantitatively overcome reporting of Kosovo local media and those from Pristina. A large number of addressing to people made by President of Serbia, as well as Crises Team and other institutions involved in finding solution for pandemic, resulted with higher percentage of those who are following Belgrade media.

### 9. What is the level of awareness of procedures connected to COVID-19?



With such a high representation of information in every type of media, in order to raise the awareness of citizens who are the key for getting out of this situation, it was expected that the vast majority, 58.5% is very well informed or to certain extent informed - 32.8%, about procedures in regards to COVID-19. Their behavior and respect of measures is crucial in situations like this, so all of the media made an effort to have information reached the population.

### 10. How do you evaluate safety situation in your region after implementing measures for prevention of virus spreading



It is interesting that 37.3% of respondents consider safety situation as improved after implementation of measures for prevention of spreading COVID-19 virus; while 34.6% of them think that situation remains the same and 17% of respondents feel less safe.

11. Your trust in Kosovo Police from implementation of measures for preventing and suppression of COVID-19 have



In total, 45.8% respondents think that not much changed regarding trust toward KPS. However, 22.8% think that the trust increased from the beginning of pandemic, although Kosovo police didn't have a chance or need to show preparedness to act in these moments, considering small number of infected citizens and respect of measures imposed by the Kosovo Government. Their presence can be seen much more than before. Number of police officers in the field have been increased and for some respondents that creates greater confidence in their work.

12. Has your local self-government informed you adequately about the situation and changes regarding the measures it brings?



Then, 48.8% of respondents think that local self-government adequately shared information about implemented measures (for prevention of Covid-19 virus). However, 34.7% of respondents consider that is not the case and that, if we take in consideration 16.5% of those who were not sure, makes majority of respondents who think that local self-governments could have done more in informing the population.

13. Did you, as a citizen, have the opportunity to learn about the measures of the central authorities in your native language?



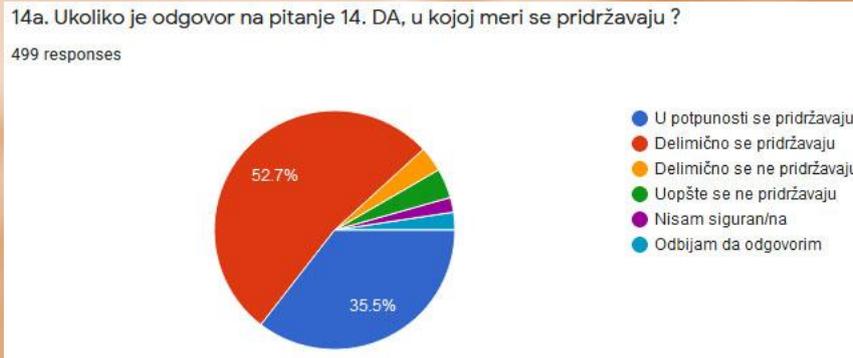
Majority of the respondents consider that they were able to find information about measures of central and local self-governments on their native language; while 24.4% think that they haven't had that opportunity.

14. Do people in your area adhere to the measures introduced?



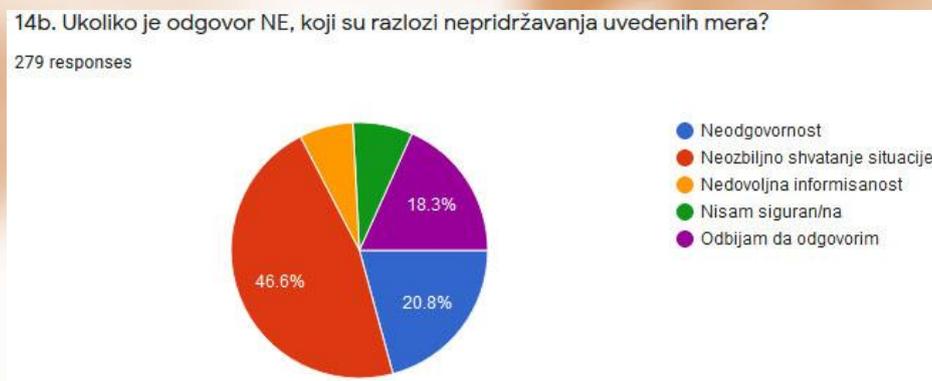
It is good that 79% of respondents responded that people from their surrounding respect the implemented measures, it means that the citizens' consciousness about consequences of COVID-19 is at high level. On the other side, 21% think that people are not respecting those measures.

14a. If the answer on question number 14 is YES, what is the extent which they respect it



52.7% partially respect implemented measures and 36.5% fully respect it.

14b. If the answer on question number 14 is NO, what are the reasons for disrespect of the introduced measures



The biggest reason for disrespect is a frivolous understanding of the situation and irresponsibility.

15. Are psychosocial support services available in your language?

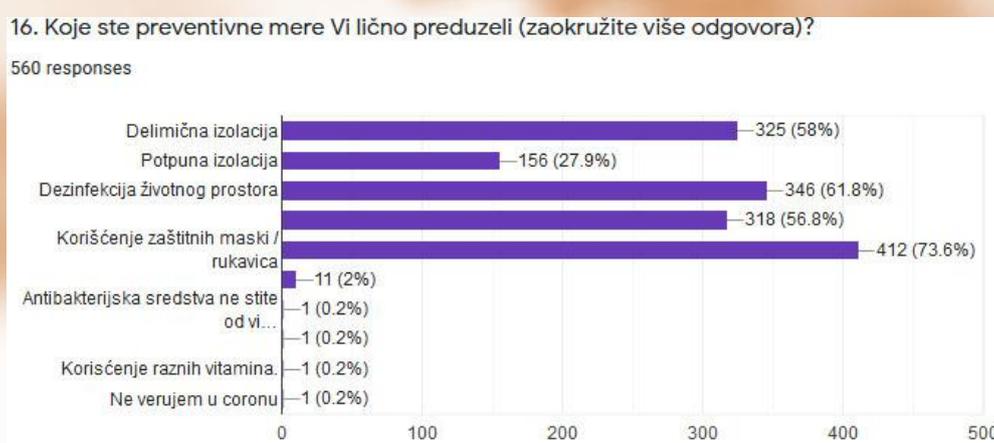


In regard to a support service, 43.5% of respondents don't know if psychosocial support service exists in their native language, while 34.6% think that kind of support exists and 20.9% think that support doesn't exist. It's worrying that a huge percent of respondents

don't know or think that service of psychological support doesn't exist, although that kind of service is very important in isolation period because of epidemic.

According to obtained results it is obvious that there is a lack of information in regard to this kind of help and support to citizens. That is very important having in mind that the number of domestic violence cases and number of psychological problems of citizens increased and it is caused by isolation and fear.

16. What preventive measures have you personally taken (circle multiple answers)?



As expected, most people take the measures available to them prescribed by both the Government and the World Health Organization. The majority of respondents opted for use of protective masks and gloves (73.6%), disinfection of living space (61.8%) and partial isolation (58%), which are the most recommended measures.

17. If you become infected, would you allow Kosovo medical institutions to take care o you?



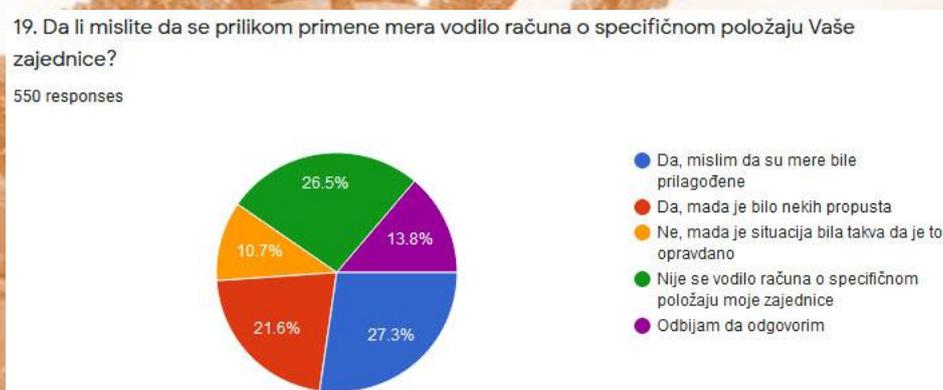
On this question, 36.9% of respondents would accept this only in case that no other option is available, while 28.4% would never voluntarily accept such a thing and 17.4% think that

would be OK and 10.2% would accept but they will not feel comfortable. Unfortunately all weaknesses of health care system of Kosovo came to the fore. Insufficient trust of citizens, as well as lack of equipment and personnel. Being aware of this, citizens are afraid they will not be taken care adequately by institutions in Kosovo.

**18. Is the supply of medical equipment in your place of living the same as in places with Albanian majority?**



**19. Do you think that the specific position of your community was taken into account when implementing the measures?**



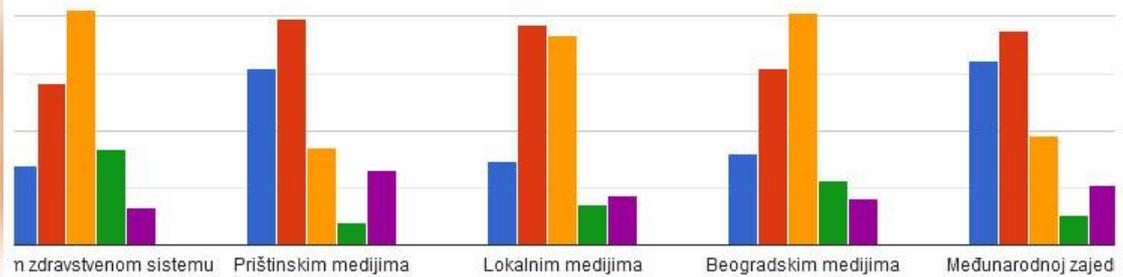
The percentages on this question are almost evenly distributed over the three answers. Namely, 27.3% of respondents believe that the measures were adjusted and that the position of the community was taken into account, 26.5% think that the specific position of the community was not taken into account, while 21.6% of citizens believe that there were some omissions.

**20. Assess the degree of confidence you have during this crisis toward:**

20. Ocenite stepen poverenja koji imate tokom ove krizne situacije prema:



20. Ocenite stepen poverenja koji imate tokom ove krizne situacije prema:

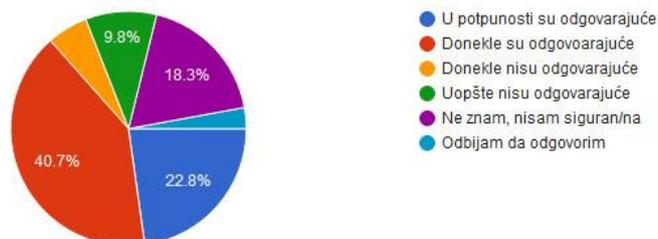


Depending on the given answers, it goes from low level of trust toward Kosovo institutions, local self-governments, Kosovo police, media from Pristina, local media and International community, to high level of trust toward institutions of Republic of Serbia, Health system of Serbia and Belgrade media.

21. In your view, did the Kosovo government take appropriate measures to prevent the spread of the corona virus?

21. Po Vašem mišljenju, da li je kosovska Vlada preduzela odgovarajuće mere u cilju suzbijanja širenja virusa korona?

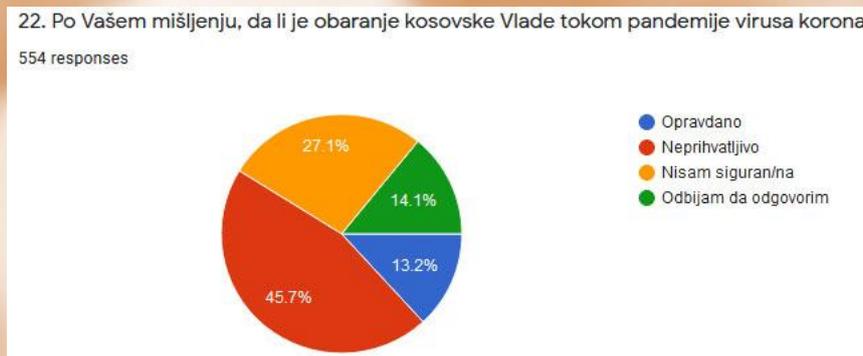
553 responses



It is commendable that about 63% of respondents think that the Government of Kosovo has taken appropriate or partially appropriate measures to prevent the spread of the virus.

Although confronted with many problems, government was able to introduce measures in a timely manner and modify them to meet the needs of residents and prevent a larger spread of the pandemic.

22. In your opinion, is the overthrow of the Kosovo government during the corona virus pandemic?



Almost 46% of respondents think that overthrow of Kosovo Government in this moment is unacceptable, 27% was not able to decide and only 13% think that there is justification for that. Dissatisfaction with such actions by the Kosovo government is expected, because at such times a fight is inevitable to protect its citizens and their health.

23. What does this say about the Kosovo government and what is your opinion on the current political situation in Kosovo? Please write your answer

23. Šta to govori o kosovskoj Vladi i kakvo je vaše mišljenje o trenutnoj političkoj situaciji na Kosovu?  
Molimo Vas da nevedete odgovor

406 responses

Nemam misljenje
Neozbiljnost
Nemam komentar
Katastrofa
Ne znam
Uzas
Odbijam da odgovorim
Haoticno

23. Šta to govori o kosovskoj Vladi i kakvo je vaše mišljenje o trenutnoj političkoj situaciji na Kosovu?  
Molimo Vas da nevedete odgovor

406 responses

- Individualni interesi se stavljaju ispred interesa naroda.
- Ne valja im posao
- Govori o nestabilnosti citavog sistema i jakom spoljnom uticaju
- Hiçbir şey bilinmiyor
- Samo im je položaj vazan
- Ne znaju da rade svoj posao.
- Vlada nikakva.
- Lose generalno kao i uvek tako ce i ostati menjace ce non stop. Cvrsta zemlja i prava zemlja je SRBIJA!
- Najboja vlada u rajonubposlednjih 20 godina

Mentioned answers shows that the opinions of respondents are mostly critical about Kosovo government and political situation. Dissatisfaction is obviously coming from numerous problems faced by citizens and from constant contrary information citizens are getting from media.

24. *In your opinion, is the International community in Kosovo doing enough to fight the corona virus?*



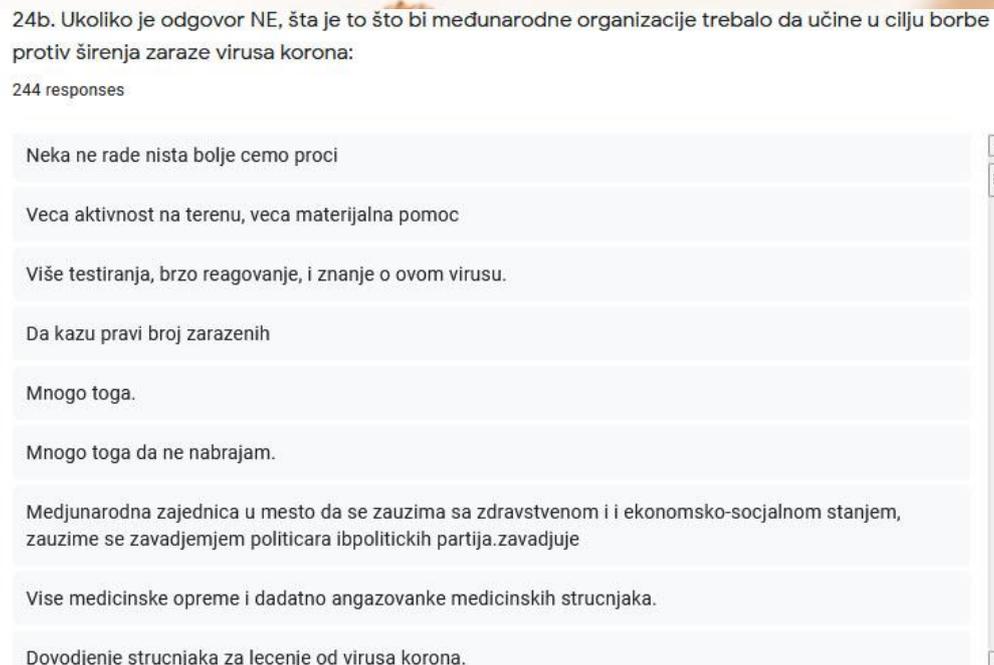
The critical stand has been shown in answers on this question. Only 14.6% of respondents think that international community in Kosovo is doing enough in fight against COVID-19 virus, while 55.3% have totally different opinion and 30% refuse to give an answer. Unfortunately there are only few information available to citizens about work of International organizations. Because of lack of information one gets impression that there is no help.

24a. If the answer is YES, write the name/s of organization/s:



Variations of given answers are so big, so there is no possibility to say with certainty which organization did something. Maybe only UNHCR can be mentioned with 6.8%.

24b. If the answer is NO, what the International organizations should do in fight against spreading of corona virus infection:



There are more options mentioned by the respondents and the most often are listed here.

## 25. How can the state help citizens following the end of the epidemic



The subsidies for small production and agricultural companies are mentioned by 36.6% respondents as a solution for help that government can provide. Approval of interest-free loans with longer grace period for promoting farmers is on second place with 27.6%, while subsidies for marginalized groups is on third place with 24.5%.

## 26. Some other comment, if you have it

26. Dodatni komentar, ukoliko ga imate

132 responses

Nemam

Samo zajedničkim snagama cemo pobediti koronu.

Nadam se da sam doprineo necemu tu sam ako treba bilo koja pomoc ..žare 🤔🤔🤔

Panika vlada među ljudima a korone nema

Trenutno je genelarno teska finansijska situacija mnogo sve je stalo

.....

Bog sve vidi svima po zasluzi.

//////

Ne izlazimo napolje ibice lakse svima

Maybe the best mentioned additional comment can be „Only by joining forces we can win against corona virus”

## **Conclusions:**

Hard situations and hard times are awakening desire among people to help and strive for communion. In some situations that can be enough but during pandemic of these proportions, while the whole world heals, people rightly seek help from representatives of Government. These situations build trust but also a distrust. It is very important to know whom, when and how to give the trust. How and whom to entrust life to care. Most of the citizens think that epidemic of Covid-19 brought deterioration of general condition, safety, finance situation, social welfare and trust in institutions. A small number think that the overall situation remained at the same level. Of course that is defeating fact for the whole system, because exactly this is the situation when the Kosovo Government, local self-governments and other institutions should cooperate to suppress pandemic.

The K-Serbs had the opportunity to feel division in this situation as well as existence of dualism and dual system, because confusion in respecting the measures brought the situation that some of them were changed day by day at the beginning of pandemic, and at the same time people adhered to measures were introduced from both sides.

The exact goal of this survey was to access level of trust that citizens have and to whom they trust more, whose information is closer to an actual situation on the ground. Who is offering more adequate medical assistance and what is the supply level of medical equipment and medicines.

Research results showed that citizens, at least those who fill up the questioner, have more trust in medical institutions of the Republic of Serbia, while the small percentage of respondents would undergo a treatment in Kosovo medical institutions but only if there is no other option.

The large number of respondents specified Belgrade media as informing center, and that can be attributed to lack of information's coming from Kosovo institutions and local media. Their reporting, in regards to quality and content, was insufficient, comparing to Belgrade media.

Trust toward institutions of Republic of Kosovo was estimated as low, whether considering central or local institutions, Kosovo Police, Kosovo Health system or even International community. Even in the situation caused by force majeure, citizens didn't show enough trust in Kosovo institutions, though all mentioned institutions were involved in suppression of pandemic. The reasons may be due to an underdeveloped system or lack of equipment, as well as an inadequate preparedness to respond to a pandemic.

On the other side that trust is high toward institutions of the Republic of Serbia, Medical system of Republic of Serbia and Belgrade media, who undertake a number of measures to

prevent spreading of epidemic and protect citizens. From introduction of state of emergency, organization of temporary hospitals to procurement of medical equipment and medicines. All those measures had media coverage, while citizens, especially K-Serbs, didn't have enough information about reactions of Kosovo institutions, except those on introduced measures.

The information coming ONLY in Albanian language, presents a big problem, and produces distrust. Working on trust means that all statements should be available to media on both languages, with correct translation.

When talking about psychological support, we are getting results point that citizens are not informed that those services exist. This topic should be addressed by competent institutions.

It is commendable that the citizens are aware of situation and majority of them respect the introduced measures. Almost half of the respondents consider that local self-governments adequately informed them about the current situation.

The trust plays a main role in a fight against this kind of problem. It's worrying that the trust in Kosovo institutions is on such a low level and needs to be improved. The only way to achieve that is honest mutual cooperation and respect. If that doesn't exist, it would be hard to have trust neither.

The majority of citizens are still turning toward institutions of Republic of Serbia and they addresses them for help. This is logical, having in mind that in the north, health system of Republic of Serbia is in function and that is the key fact in terms of citizens' trust in institutions in time of epidemic. Ideal would be if institutions from both systems could cooperate more and work on a problem solution. However, to conclude, we should say that there is an agreement concerning entrance of doctors from Belgrade to Kosovo as well as medicines and medical equipment.

One more interesting observation is that citizens considered International community not doing much in prevention of Covid-19. Some of the given answers were that they should be more active on the field and in material aid, to provide more medical equipment and experts, to act promptly, to regularly inform about number of infected people and etc.

Some of the listed proposals to government how to help population after epidemic are subsidies for small production and agriculture companies, approval of interest-free loans with longer grace period for enhancement of farmers, as well as subsidies for marginalized groups.