

# PUBLIC OPINION IN THE CAPITAL

Assessing Satisfaction with the Municipal Services







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An efficient local governance is imperative to enhance the delivery of public services and meet the needs of the population. Local governance in Kosovo is regulated by the Law on Local Self Government, which “defines the legal status of municipalities, their competencies and general principles of municipal finances, organization and functioning of the municipal bodies, the intra-municipal arrangements and the inter-municipal cooperation including the cross-border cooperation and the relationship between municipalities and central government.”<sup>1</sup> Currently, the country is composed of 38 municipalities, each led by a Mayor and a Municipal Assembly elected for a four-year term.<sup>2</sup> These municipalities develop their competencies autonomously, in accordance with the law in force. The law distinguishes between own competencies directly attributed to them, delegated competencies which are those transferred by the central government in certain conditions, and enhanced competencies in which the municipality partakes in some processes in cooperation with and under the supervision of the central authorities.<sup>3</sup>

The municipal budget is composed of own revenues, Government grant, donations, and other revenues.<sup>4</sup> Currently municipal funding is largely dependent on the Government grants. On this note, Prishtina has, according to the Agency of Statistics of Kosovo, a population of 218,413 residents as of December 31, 2020. However, it is well known that its actual population is much higher as the floating, unregistered population has become an important part of the city. This has consequences, since municipal budgets are also allocated in accordance with the population of each municipality. For Prishtina, the overall budget in the last few years has ranged between €85 and €91 million, the highest being in 2020. The budget allocated for this year is €90,669,333 which is a by 5.72 percent increase from the previous year’s budget.<sup>5</sup>

That said, adequate budget allocation, planning, and spending is important to achieve positive results that enhance the wellbeing of the local population. The National Audit Office has continuously reported that Prishtina has a low budgetary spending on capital investments, which only indicated that the municipality lacks commitment and dedication to plan, manage, and supervise the implementation

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1 LAW no. 03/L-040 on Local Self Government, Article 2, 2.1, pp. 1. Available at: <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2530>

2 State Portal of the Republic of Kosovo. “Local Government”. Available at: <https://www.rks-gov.net/EN/f50/republika-e-kosoves/qeverisja-lokale>

3 LAW no. 03/L-040 on Local Self Government. Article 16, 17, 18, and 19. Available at: <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2530>

4 LAW no. 03/L-040 on Local Self Government. Article 24. Available at: <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2530>

5 Budget of the Municipality of Prishtina in 2019, 2020, 2021, and 2022. Available at <https://prishtinaonline.com/investimet/buxheti>.

of capital projects.<sup>6</sup> In other words, the municipality is consistently incapable of executing its planned budget, leaving large projects stalled. On the other hand, Prishtina is characterized by an urban chaos marked by a deficient urban grid, a lack of parking spaces and even sidewalks, frequent and irregular building, and public works that are consistently delayed and of poor quality.

This policy report aims to assess the performance of the municipality of Prishtina throughout the last term, based on a survey on public satisfaction with municipal services. This would allow decision makers to understand the perceived performance of local institutions and plan and prioritize accordingly. The study is organized as follows: Section II reviews the methodology and technical data of the survey; Section III analyses the results; and the last section offers concluding remarks and recommendations for policy makers

## 2

## DATA AND METHODOLOGY

In October 2021, UBO Consulting conducted a survey among residents of Prishtina on behalf of Prishtina Institute for Political Studies, assessing satisfaction with public services, the work of the municipality and of its mayor. The survey encompasses a sample of 402 respondents in urban and rural areas of Prishtina and provides findings that help to better understand perceptions on the performance of the municipality in the last four years. Moreover, face-to-face interviews were used to conduct the survey and the respondents were selected randomly. In total, there were 23 questions, including individual and household characteristics as well as perceptions.

Out of the 402 respondents, 71.6 percent are from urban areas whereas the remaining 28.4 percent have a rural background. The respondents are almost equally distributed between men and women. Four out of ten (40%) respondents are aged 41 to 64, a third (32.1%) are 26 to 40 years old, less than 20 percent (16.9%) are aged between 18 and 25, and one in ten (10.9%) respondents is over 65 years old. The highest number of respondents (40.4%) have a secondary education, almost a third (28%) enjoy a third level education, and around 13 percent have only finished primary education. Regarding employment, more than a third (34.2%) of the respondents are employed in the private sector, less than a sixth (14.7%) are unemployed looking for a job, roughly 14 percent are housewives, 12.1 percent are employed in the public sector, and 11.2 percent are retired. The remaining are students/pupils, employed from time to time, and unemployed but not looking for a job.

With regard to the personal monthly income of the respondents, the majority of them (24%) did not receive any income in the last month, roughly 21 percent received an income ranging from 301 to 450€, almost a sixth (15.6%) received 151 to 300€, 14.1 percent earned between 451 to 600€, and almost one in ten (8.8%) received up to 150€ in the last month. While 11.3 percent refused to answer the question, 3.5, 1, and 0.6 percent stated that in the last month they received 601 to 750€, 751 to 900€, and over 900€, respectively. In terms of household income in the last month, a fourth (25.4%) received an income ranging between 451 to 600€, followed by those whose monthly household income ranges from 301 to 450€ (22%), whereas a sixth (16.7%) refused to provide an answer.

## Variables

## Proportions

### Gender

Female	49.5
Male	50.5

### Residence

Rural	28.4
Urban	71.6

### Age

18 - 25	16.9
26 - 40	32.1
41 - 64	40
65+	10.9

### Education

Some years of primary education	2.7
Primary education	12.6
Some years of secondary education	3.2
Secondary education	40.4
Student	8.6
Bachelor degree	28
Master's degree or PhD	4.5

### Employment

Unemployed – looking for a job	14.7
Unemployed – not looking for a job	2.9
Employed in the public sector	12.1
Employed in the private sector	34.2
Employed from time to time	3.6
Retired	11.2
Student/Pupil	13.9
Housewife	7.3



Variables	Proportions
<b>Personal Income</b>	
Up to €150	8.8
€151-300	15.6
€301-450	21.1
€451-600	14.1
€601-750	3.5
€751-900	1.0
Over €900	0.6
No income	24
Refuse to answer	11.
<b>Household Income</b>	
Up to €150	2.1
€151-300	6.4
€301-450	22
€451-600	25.2
€601-750	12.1
€751-900	6.3
Over €900	7.0
No income	2.1
Refuse to answer	16.7

The respondents were asked to express their opinion to several services provided by the municipality of Prishtina. Most of these items were measured on a two to seven-point Likert scale.

# 3

## SURVEY RESULTS

### Citizens' Satisfaction with the Performance of the Municipality of Prishtina

#### Satisfaction with certain areas and main services

The respondents were asked to rate their degree of satisfaction with the work performed by the municipality since the local elections of 2017 in a number of areas. These areas were family medicine centers, education, road construction, economic development, cultural and sports activities, management of the pandemic, public lighting, sidewalks, road maintenance, parks and playgrounds, kindergartens, parking spaces, and public transportation. On a five-point scale, the citizens of Prishtina were generally satisfied to a certain extent. Public transportation and family medicine centers are the areas with the highest satisfaction. More precisely, almost half of the respondents (42%) are either satisfied or very satisfied with the public transportation services provided by the municipality, a third (32.7%) are satisfied to a certain extent, and a fourth (24.9%) of them are either dissatisfied or very dissatisfied. Similarly, almost four in ten respondents (39.4%) are either satisfied or very satisfied with family medicine centers, 27.3 percent are satisfied to a certain extent, and the remaining third (33%) of them are dissatisfied or very dissatisfied. These results are in line with two of the main priorities of the municipality during the last term; acquiring new vehicles for the public bus company and modernizing family centers. It should be noted that public employees are in general more satisfied than everyone else.

On the other hand, the highest level of dissatisfaction lies with parking spaces, sidewalks, and environmental protection. Almost every second respondent (47%) is either dissatisfied or very dissatisfied with the work of the municipality regarding parking spaces, less than a third are satisfied to a certain extent (31.5%), and barely a fifth (19.6%) are either satisfied or very satisfied. Citizens are also highly dissatisfied with the sidewalks: 43.5 percent are either dissatisfied or very dissatisfied, almost a fourth (24.2%) are satisfied or very satisfied, and a third (32%) are satisfied to a certain extent. Regarding the efforts put forth by the municipality on environmental protection, four in ten respondents (40%) are either dissatisfied or very dissatisfied, 22.6 percent are either satisfied or very satisfied, and 37.4 percent are satisfied to a certain extent. Respondents living in urban areas have a higher dissatisfaction with these three areas than their rural counterparts. This level of dissatisfaction is reflected in Prishtina's urban chaos characterized by the absence of parking spaces and sidewalks, as well as chronic seasonal deterioration in the air quality during winter.



## Family Medical Centers



## Education

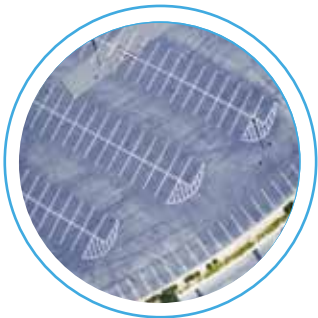


## Road Construction





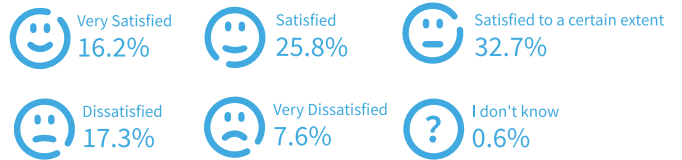
## Kindergardens



## Parking Spaces



## Public Transportation





## Economic Development



## Environmental Protection



## Cultural and Sports Activities





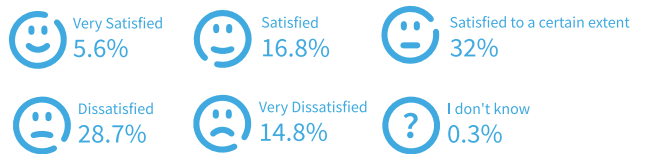
## Management of the Pandemic



## Public/road Lighting



## Sidewalks





## Maintenance of Local Roads



## Parks and Playgrounds



The respondents were also asked to provide their opinion about certain municipal services, such as ambulance, firefighting, garbage collection, landfill management, water supply, sewage, and public hygiene. Transport and public spaces occupied a prominent role, and road condition and cleanliness, horizontal and vertical signaling, parking security, availability, signaling, and location, as well as availability and usability of sidewalks (no cars, sellers, garbage) were also assessed.

The survey results suggest that the highest satisfaction level is with water supply (61.9%), garbage collection (52.3%), and firefighter services (45.2%). Individuals living in urban areas are slightly more satisfied with water supply. On the other hand, the highest dissatisfaction expressed by the citizens is with availability of sidewalks (46.8%), usability of them (46.2%), and location of public parking (46.2%). On this note, almost half of the respondents living in urban areas are either dissatisfied or very dissatisfied with the availability of the sidewalks.



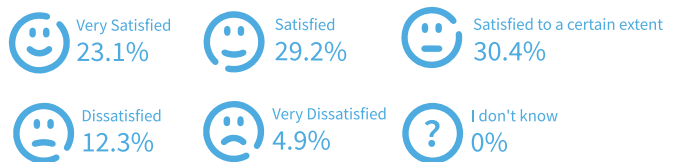
## Ambulance



## Firefighting



## Garbage Collection in the set day



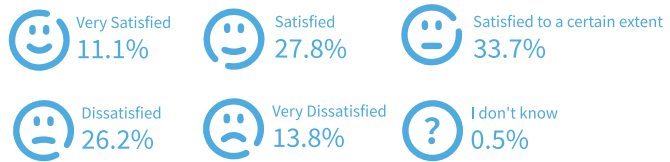




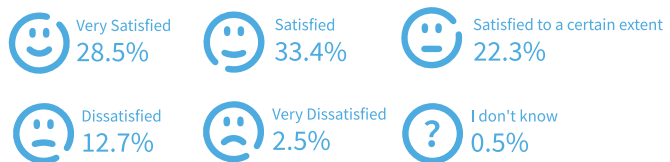
## Landfield Management



## Sewage and Public Hygiene



## Water Supply

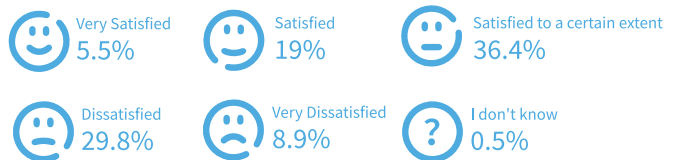




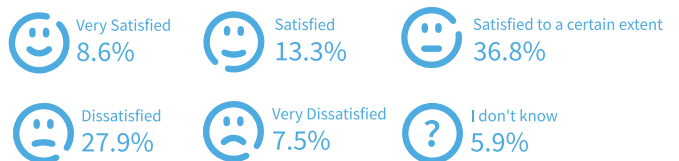
## Level of Road Cleanliness



## Road Conditions

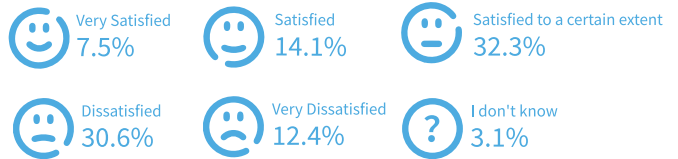


## Horizontal and vertical Signs





## Parking Security



## Availability of Public Parking



## Proper Public Parking Signs

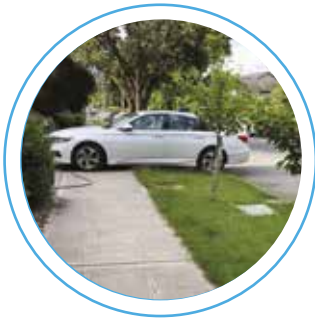




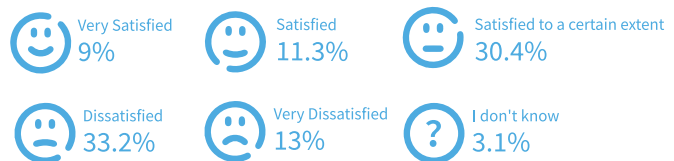
## Location of Public Parking



## Availability of Sidewalks



## Usability of Sidewalks (no cars, sellers, garbage)



## Main problems and satisfaction with the municipal actors

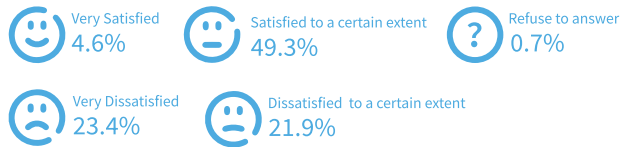
Overall, the people of Prishtina are divided regarding their assessment of the work conducted by the municipal institutions since the elections of 2017. Every second respondent (49.3%) is satisfied to a certain extent with the performance of the last mayor, Shpend Ahmeti, although few are very satisfied (less than 5%). On the other hand, slightly less than half is somewhat or very dissatisfied with his work, 23.4 and 21.9 percent, respectively.

The Municipal Assembly obtains slightly worse numbers, with 48.1% of respondents being somewhat or very satisfied with its work, compared to 51.2% that are somewhat or very dissatisfied. The municipal administration is rated better, with 51.3% of respondents claiming to be somewhat or very satisfied with its work against 48% who are somewhat or very dissatisfied. In both cases, somewhat satisfied was the most common answer, being the assessment of almost one in two respondents (49.3% for the Assembly and 45% for the administration).

These results suggest that the citizens are similarly satisfied with the Mayor, Municipal Assembly, and Administration of the Municipality of Prishtina. It should be noted that men were more dissatisfied than women with the performance of these actors. Respondents living in the rural areas are more dissatisfied with the performance of the mayor and municipal assembly and more satisfied with the administration than their urban counterparts.



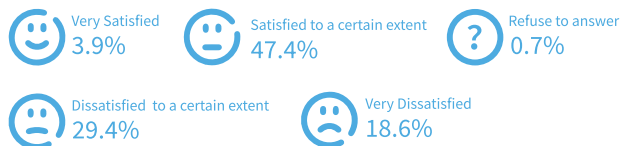
## Mayor of Prishtina



## Municipal Assembly



## Administration



The respondents also identified the current three main problems in the municipality, according to their opinions. These were unemployment (60.4%), road infrastructure (33%), and lack of economic development (26.2%). Unemployment was mostly chosen by younger people (26-40 years old), while road infrastructure seemed to be a concern for more senior respondents (41-61) and the lack of economic development for those over 65. In general, the respondents living in rural areas highlighted these issues more often.

## What are the three main current problems in your municipality?

Lack of Economic Development	26.2%
Road Infrastructure	33%
Lack of personal or general safety	6.1%
Unemployment	60.4%
Crime	9.3%
Corruption	25.9%
Gender/domestic/ all types of sexual violence	9.3%
Poor supply of water	12.5%
Poor supply of heating	12.1%
Environmental pollution	19.5%
Sidewalks	15.4%
Poor health services	13.3%
Poor transportation services	4.3%
Parking spaces	18.7%
Poor garbage collection	6.9%
Lack of or poor postal services	3%
Poor preschool, elementary, secondary education	14.7%
Non-functional administration	2.4%
Illegal building	5.6%
Other	1.4%

In order to better understand citizens' knowledge of the competencies of the municipal authorities, they were asked to provide their opinion about whether or not the local authorities could solve the problems faced in the municipality. The results reveal that almost half of the respondents (46.2%), especially those living in rural areas, believe that local authorities can solve the municipal problems, almost a fourth (18%), the majority of whom live in urban areas, believe that only central authorities can do so, whereas three in ten respondents (31%) believe that some problems can be solved by local authorities and some others by the central ones.



Almost two-thirds (61.3%) of the respondents visited a municipal office in the last 12 months to request any kind of document (for instance, construction permits). Those who did were further asked whether or not they were provided with the document or service requested. In this case, almost every second (47.7%) respondents' request was fulfilled, although four in ten respondents (40.2%) stated that their request was met with certain delays, and one in ten respondents (12.1%) said that their request had not been fulfilled.

When asked about the reason for that lack of delivery, the most repeated answers were procrastination of work (41.1%), non-functional or incompetent administration (25.7%) and bureaucratized services/processes (19.1%).



Gjatë 12 muajve të fundit, ju personalisht a keni vizituar zyrën tuaj komunale për të kërkuar ndonjë dokument (p.sh. leje ndërtim) për interesat/obligimet tuaja personale



A ju kanë dhënë dokumentim/informatën që keni kërkuar, apo kërkesa juaj nuk është përmbushur?

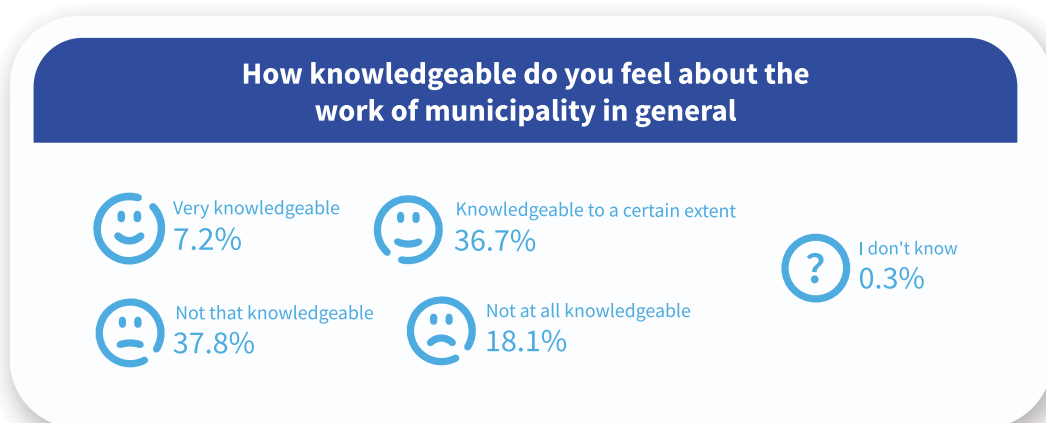


Cilat janë problemet e hasura gjatë përmbushjes së kërkesës për sigurimin e dokumenteve/informatave

Administrata jo funksionale/jo kompetente	25.7%
Zvarritje në punë	41.1%
Shërbime byrokratike	19.1%
Sqarimet e pamjaftueshme/jo të sakta nga personeli i administratës	17.3%
Mungesë e materialeve	15.5%
Tendenca për korrupsion	5.1%
Tjetër	4.7%

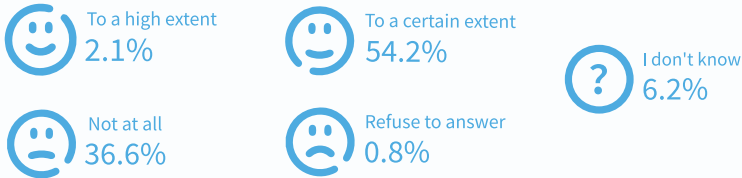
## Knowledge about municipal work and participation in decision making

Another field assessed in the survey was transparency, and most particularly, the level of information available to the public. Respondents were asked to express their opinions on how knowledgeable they felt they were about the work of the municipality in general. The majority of the respondents (37.8%) are not that knowledgeable, more than a third (36.6%) are somewhat knowledgeable, 18.1 percent are not knowledgeable at all, and only 7.2 percent are very knowledgeable.



When further exploring the perception about municipal representatives, the results reveal that more than half (54.2%) of the respondents think that they take into account the opinions and assessments of the population to a certain extent, while slightly over a third (36.6%) stated that the representatives do not take them into account at all. Only 2.1 percent perceive that municipal representatives take the citizenry into consideration to a higher extent. In general, people with secondary education and middle income (€301-450 monthly) are more trusting of the representatives, while postgraduate individuals with a higher than average income tend to hold a more cynical view of their representatives.

## To what extent do the municipal representatives take into account the opinions and assessments of the citizens of your municipality?



The survey also asked about citizen participation in municipal decision-making processes. Even though individuals can influence them, the results suggest that the respondents were not very politically active. Almost nine in ten respondents did not participate in public consultations organized by the municipality (88.9%), signed a petition (86.7%), attended a public debate (90.1%), and even less (94%) attended a meeting to plan the municipal budget. The population was also apathic outside of formal channels, with 90.4% not having taken part in any protest. The results further reveal that the lack of participation in such events is due to their lack of interests (46.1%), lack of information (27.3%), inadequate meeting schedules (18.5%) and inadequate locations (8%).

### During last year, did you...



### During last year, did you...



### Arsyjet për mospjesëmarrje në organizime

Nuk kam qenë i/e inforuar	<b>27.3%</b>
Orari i papërshtatshëm i takimeve	<b>18.5%</b>
Lokacioni i papërshtatshëm	<b>8%</b>
Nuk kam qenë i/e interesuar	<b>46.1%</b>

There are numerous ways available through which citizens can effectively impact the decision-making process in their municipalities. On this note, the respondents were asked to grade from 1 to 5, 1 being the lowest and 5 the highest degree, the effectiveness of different methods of impacting the social life in their municipality. According to the responses, use of media has the highest effectiveness (3.62), followed by personal contacts in the government/municipal assembly (3.18), voluntary work in organizations/municipal committees (3.17), and participation in municipal meetings and public protests (2.88).

Using a grade of '1' 'Not at all effective' and '5' 'Very effective', tell me, in your opinion, the effectiveness of these methods in impacting the social life in your municipality?



Use of media  
**3.62**



Participation in public protests  
**2.88**



Volunteer work in organizations/  
municipal committees  
**3.17**



Personal contacts in the government/  
municipal assembly  
**3.18**



Participation in municipal meetings  
**2.88**

# 4

## CONCLUDING REMARKS AND RECOMMENDATIONS

Considering the role municipal governments play in providing public services to the population, identifying citizens' perceptions and areas of concern is of utmost importance for policy makers at the local level. In order to do so, Prishtina Institute for Political Studies conducted a survey through UBO Consulting among residents of Prishtina. The survey provides information about both personal characteristics of the respondents and their perceptions. Unsurprisingly, the results reveal there is a higher satisfaction with public transportation and family medicine centers, and less with parking spaces, sidewalks, and environmental protection. Also, the majority of respondents are satisfied to a certain extent with the work and performance of the mayor, municipal assembly, and administration of the municipality. The main problems identified are unemployment, road infrastructure, and lack of economic development. Residents are mostly satisfied with water supply, as well as firefighting and ambulance services, and more dissatisfied with the availability and usability of sidewalks.

Participation in public consultations is recognized as a useful tool to improve institutional responsiveness towards public needs and challenges. Nonetheless, only about half of the respondents think that their opinions and assessments are taken into consideration, and most of them say that it is just to a certain extent. At the same time, interest in participating in consultations and meetings organized by the municipality is very low.

Keeping these considerations in mind, PIPS can offer some recommendations to the municipal authorities:

**Prioritize public information.** The survey has shown that the population of Prishtina is generally uninformed about municipal work and disinterested in its daily functioning. This, in turn, results in lower trust and satisfaction with public authorities. Facilitating a better understanding of participation mechanisms and administrative processes would both increase public satisfaction and allow for better responsiveness from the administration.

**Improve administrative services.** The survey showed that there are substantial difficulties to obtain services from the administration, with respondents mostly blaming procrastination and incompetence, as well as bureaucratized processes. Document requests constitute the main point of contact with the administration for many individuals; consequently, training staff on handling requests and streamlining procedures would increase the municipality's standing vis-à-vis the population.

**Focus on the main complaints.** Sidewalks and public spaces and the environmental state of the city have been the most recurrent complaints by the respondents.

Freeing walking spaces and separating cars and pedestrians, which was also a prominent point in the current mayor's electoral program, should be considered a primary goal for this term.

The second main issue, environmental protection, is to a large extent the result of a deteriorating air quality, particularly in winter months. Due to traffic, heating, and energy production, fully solving the issue will likely require cooperation with the central level. However, within the purview of municipal competences, there are some actions that can ameliorate the situation indirectly such as through public transport policies or traffic regulations. Budget allowing, direct grants for replacing older heating with more efficient, modern systems could also be considered.

