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## Study on Promotion of Diversity and Equality



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This study was conducted for the needs of the Office of Good Governance, human rights, equal opportunities, and non-discrimination.

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## **Foreword**

This survey on “Discrimination patterns in Kosovo\*” is the result of the very good cooperation between the Office of the Prime Minister/Office for Good Governance and the Office of Council of Europe in Kosovo, in the context of the EU – COE programme Horizontal Facility for the Western Balkans and Turkey.

The document aims to measure the general perception of the population in Kosovo of the presence of discrimination in many aspects of their lives, including the impact of COVID-19 pandemic.. It covers discrimination issues and vulnerable groups which are relevant to the work and standards of the European Commission against Racism and Intolerance, the Anti-discrimination monitoring body of the Council of Europe.

The survey’s results reflect the achievements of and challenges faced by institutions to ensure the full and equal enjoyment of human rights of the people and in particular the protection against discrimination in all aspects of their lives. The survey serves as measurement of the implementation of the Law No. 05/L-021 on the Protection from Discrimination, and will help Kosovo institutions in developing policies and actions in accordance with the needs presented.

The Institutions of Kosovo, and especially the Office for Good Governance, will use with the data of this research as orientation in the planning of common priorities to prevent and combat discrimination.

A wide range of recommendations are contained in this research, including] the establishment and strengthening of mechanisms at all institutional levels for the implementation and monitoring of Law No. 05/L-021 on the Protection from Discrimination.

We would like to express our gratitude to all our partners for their tireless efforts to achieve results in the protection and promotion of human rights for all citizens of Kosovo, regardless of their gender, language, religion, ethnic origin, sexual orientation, disability and other personal status.

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## 1. Executive Summary

During the month of September 2020, UBO Consulting, on behalf of the Office for Good Governance/Office of the Prime Minister and in cooperation with the Council of Europe, conducted a study on "Promotion of Diversity and Equality in Kosovo". This study aimed to identify the general public's perception and direct experiences of human rights violations, as well as their knowledge and assessment of the work of human rights institutions in Kosovo.

This study consisted of a total of 1,065 individual interviews throughout 38 municipalities of Kosovo, making up a representative sample of the country.

### 1.1. Key Findings

- In total, almost half of the respondents (48%) said to believe that discrimination is present to a moderate/great extent in Kosovo. When distributed by ethnicity, Kosovo Albanians (K-Albanians) (48%) said discrimination was present to a moderate/great extent and 52% Kosovo Bosnian, Kosovo Roma, Kosovo Ashkali, Kosovo Egyptian, Kosovo Turkish, Kosovo Goran (K-Others) said the same, whereas only 29% of K-Serbs of share the same opinion.
- An equal number of citizens declared that discrimination is most prevalent on gender and ethnicity (19% for each ground), followed by political opinion (16%), education or income level (14%) and age (11%).
- More women (27%) than men (12%) believed that discrimination mainly happens based on gender. On the other hand, more men (19%) than women (13%) believe discrimination is a result of different political opinion.
- Employment was considered as one of the areas with the highest prevalence of discrimination (59%).
- Only 9% of respondents declared being victims of discrimination in the last 12 months of whom 36% had that experience at work. When asked about the actions they had taken against the act of discrimination, most of them (67%) claimed that they did not do anything.
- More K-Others (15%), than K-Albanians (9%) and K-Serbs (8%) said they had been victims of discrimination due to their ethnicity in the last 12 months.
- Fewer than half of respondents (44%) reported not knowing about their rights in cases of discrimination. As per ethnicity, only 10% of K-Serbs answered positively, whereas 46% of K-Albanians and 33% of K-Others replied the same.
- More than half of respondents (54%) stated that they would turn to the Police, and 24% of them said they would turn to the Courts.
- When asked about their personal experience of discrimination, injustice or bad treatment based on different grounds at any time in their lives, 20% of respondents declared to have been denied a job because of their gender, nationality, religion,

political belief, age, disability, sexual orientation, etc., while 16% of them declared to have not been given the same opportunities as others in education because of the same grounds.

- The majority (67%) of respondents declared that discrimination had somewhat/a little interfered with them having a full and productive life.
- More than half of respondents (57%) reported that they were not aware about the Law no.05/l-021 on Protection from Discrimination. On the contrary, 57% of them declared that they were familiar with the Ombudsperson, where more than half of them (55%) declared that they would be somewhat/very willing to report cases of discrimination to the latter.
- Only 19% of respondents declared that there had been somewhat a lot/a lot of effort invested in the fight against discrimination.
- On a scale from 1 to 5, where 1 is the lowest and 5 is the highest, the media (3.05) and International Organizations (3.04) were rated the highest when asked the extent of which the institutions give their contributions on the fight against discrimination.
- The majority of respondents (74%) believed that institutions of Kosovo are protecting the Serbian community well from discrimination, whereas fewer respondents (56%) said the same about Roma community.
- A total of 40% of respondents declared that they had somewhat little/no trust at all on the state when it came to protecting them from discrimination. The most discriminated group were considered people in poverty (3.94), followed by elderly people (3.84) and women (3.79).
- The majority of respondents (83%) believed that discrimination in employment is mainly based on political belief, and 77% of them believed that it is based on gender.
- A total of 24% of respondents believed that the number of discrimination cases during the COVID-19 pandemic had increased, especially towards people in poverty (43%) and women (41%).

## 2. Introduction

In September 2020, UBO Consulting was commissioned by the Office for Good Governance/Office of the Prime Minister in cooperation with the Council of Europe, to conduct a study on Promotion of Diversity and Equality in Kosovo. The study aimed to develop statistical data at the national level on issues of protection against discrimination which is within the mandate of the Office for Good Governance as per Law no. 05/L-021 on Protection from Discrimination.

The main purpose of the research was to better understand public's perception of discrimination and individual experiences of human rights violations in Kosovo, as well as the knowledge and assessment of the work of human rights' institutions in Kosovo. Further, this study assessed the general situation regarding discrimination patterns in Kosovo and evaluated the impact that COVID-19 outbreak had on these patterns.

Lastly, data gathered from this study will guide all relevant institutions, including the Office for Good Governance/Office of the Prime Minister, in the efficient implementation of Law no. 05/L-021 on Protection from Discrimination, the Law no. 05 / L-019 on the People's Advocate and the Law no. 05 / L-020 on Gender Equality (the so-called package of human rights laws) which were adopted by the Assembly of the Republic of Kosovo on June 2, 2015. With this package, the Republic of Kosovo has established a comprehensive frame of domestic legislation that embodies the Universal Declaration of Human Rights, Council Directives and the Parliament of the European Union.<sup>12</sup>

For this assignment, UBO Consulting agency assisted the Council of Europe with technical advice in designing, developing and conducting the study. Namely, the agency's major tasks included:

- Preparing the research instruments
- Proposing the data collection methods and procedure
- Conducting face-to-face interviews (surveys)
- Conducting data analysis
- Drafting a general report
- Drafting a presentation of findings

This document presents the results derived from a total sample of **1,065 respondents**. Furthermore, it includes the methodological approach, instrument, data cleaning and analysis. The conclusion from the results of this study are part of the report as well.

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<sup>1</sup> OFFICIAL GAZETTE OF THE REPUBLIC OF KOSOVA / No. 16 / 26 JUNE 2015, PRISTINA retrieved on 25 September, 2020 from: [https://equineteurope.org/wp-content/uploads/2019/10/Annex-LAW\\_NO\\_05\\_L\\_021\\_ON\\_THE\\_PROTECTION\\_FROM\\_DISCRIMINATION.pdf](https://equineteurope.org/wp-content/uploads/2019/10/Annex-LAW_NO_05_L_021_ON_THE_PROTECTION_FROM_DISCRIMINATION.pdf)

<sup>2</sup> Complete list of the Council of Europe's treaties was retrieved on 19 October, 2020 from: <https://www.coe.int/en/web/conventions/full-list>



### 3. Methodology

For the purpose of this study, UBO Consulting used a quantitative method of research, in order to measure the perceptions of discrimination and individual experiences of human rights violations, as well as their knowledge and assessment of the work of human rights' institutions in Kosovo. The questionnaire consisted of 41 questions, 12 of which were demographic questions. In addition, descriptions were provided for concepts which were potentially not familiar to respondents, in order to give them a clear understanding of their meaning.

#### 3.1. Sampling Design

The "Promotion of Diversity and Equality in Kosovo" questionnaire was administered through face to face interviews, using computer-assisted personal interviewing (CAPI) technique. CAPI technique ensures less errors and higher data quality, which is the main method to ensure validity of the study. This survey has been conducted in 38 municipalities throughout Kosovo, encompassing K-Albanians, K-Serbs and K-other ethnicities residing in Kosovo. Kosovo Serbs and other minority communities were intentionally oversampled to allow for comparative analysis across different ethnicities. Other than ethnicity, the dataset was weighted based on the age of respondents, to accurately reflect the population. The respondents have been randomly selected, by walking and choosing every third house on the left side of the street. The interviews have been conducted with the respondents who were older than 18 years and had the closest birthday at that certain household.

#### 3.2. Sample size

The current research includes a total of **1,065 respondents** throughout all 38 municipalities in Kosovo, making up a total of 92% K-Albanians, 4% K-Serbs and 4% representatives from other ethnic communities in Kosovo. In order to ensure accurate and un-biased data collection, the surveys were conducted using random probability sampling within the general target populations. Moreover, the sampling frame for this nation-wide representative survey was based on the latest (2011) Population Census Data in order to reflect the population size, gender, ethnic and geographical distribution, to ensure that the results accurately represent the population. The exact quotas for all the ethnic community sub-groups were determined for each municipality based on the PPS (probability proportional to size) method and were distributed to our enumerators, ensuring the representation of every group. The representation of the minority groups was ensured through oversampling and weight variables, whenever applicable and necessary.



This sample was calculated considering the confidence level of 95% and the margin of error of 3% for the entire sample and is representative of the targeted population.

### 3.3. Finalization of the questionnaire

To identify the potential problems that may arise during the conduction of the interviews in the field, UBO Consulting conducted a pilot-testing of the questionnaires to validate them in terms of content and logic. The pilot test also allowed to establish the validity (the degree to which the questionnaire measures what it is supposed to measure) and reliability (general internal consistency) of the questionnaire. Necessary modifications were made to the questionnaires during this stage including: editing or reformulating questions, adding filters to certain questions, etc. Lastly, the final version of the survey questionnaires was compiled in three languages, such as English, Albanian, and Serbian.

### 3.4. Recruitment and training of the survey team

The team was carefully selected with preference given to experienced researchers. The fieldwork team consisted of 23 enumerators, two field supervisors, one technical controller, and one field coordinator. The fieldwork supervisor allowed for supervision in all the regions being surveyed. Training sessions were organized at UBO Consulting's training facility on 2<sup>nd</sup> of September.

The purpose of this training was to ensure that enumerators fully understood the survey questions, were familiar with the methodology of sampling and interviewing, and were effective interviewers and could administer the interviews easily, accurately, consistently, and naturally.

### 3.5. Fieldwork and quality check

UBO Consulting conducted the survey fieldwork between 03 and 23 September. The survey has been conducted with representatives of K-Albanian, K-Serb and K-other non-majority communities, 18 years of age and older and has been carried out in both urban and rural areas, equally.

In order to achieve effective supervision and quality assurance, quality check was carried out by the field supervisors, who were responsible for carrying out the first quality control by screening each questionnaire submitted and data entry personnel, responsible for carrying out the second level of quality control, while checking the data in the electronic database.

The standard procedure for UBO Consulting quality assurance is to back-check 1/3rd of the sample. 30% of the respondents were re-contacted by phone in order to verification and

validate data. This process ensured the authenticity of results and safeguard the fairness of the research.

### 3.6. Data cleaning, tabulation and analysis

The data cleaning and analysis for quantitative survey was realized in SPSS and tables were generated as per the analysis plan that was finalized by the report writing team. Our experienced data validation professionals ensured that the data did not contain any unwanted codes, errors, inconsistencies, or missing data.

Cross-tabulations were generated to reveal association between data based on a number of variables (those relevant to the objectives of the study). In addition, they were used to find patterns, trends and probabilities within raw data.

## 4. Results from “Promotion of Diversity and Equality in Kosovo” study

The following section discloses the results of interviews with 1,065 respondents regarding the “Promotion of Diversity and Equality in Kosovo” study, among which, respondents from all ethnicities in Kosovo were included. This research addressed various topics, including the general situation regarding discrimination patterns in Kosovo and evaluated the impact that COVID-19 outbreak had on changing these patterns.

### 4.1. Demographic profile of respondents

The sample consisted of 53% men and 47% women, who mainly belonged to the age group of 25 – 34 (24%), followed by the age group of 18 - 24 (22%). In addition, the majority of respondents have finished secondary school of 4 years (53%) and are employed full-time in the private sector (26%). Slightly more respondents come from rural areas (53%) than urban areas (47%). Among interviewed respondents, 77% were Albanian, 14% were Serbian and 8% were others. However, as we noted above, the dataset was weighted based on ethnicity and age-group to accurately reflect the population distribution.

### 4.2. General perception of discrimination in Kosovo

To begin with, it was important to assess the respondents’ opinion regarding the presence of discrimination they observed in Kosovo. Therefore, this section of the questionnaire meant to discover the general perception that respondents had about discrimination, the most affected categories and grounds, personal experiences, actions they took in cases of discrimination and general awareness towards rights that protect them from discrimination.

The following graph shows the level of discrimination in Kosovo according to the interviewed respondents. Almost half of respondents (48%) declared that discrimination is present to a moderate/ great extent in Kosovo (respectively 27% and 21%). In contrast, as illustrated in the figure below, almost an equal number of participants (40%) declared that discrimination was present to a small extent. The number of those who believed that discrimination is not at all present in Kosovo was low (4%).

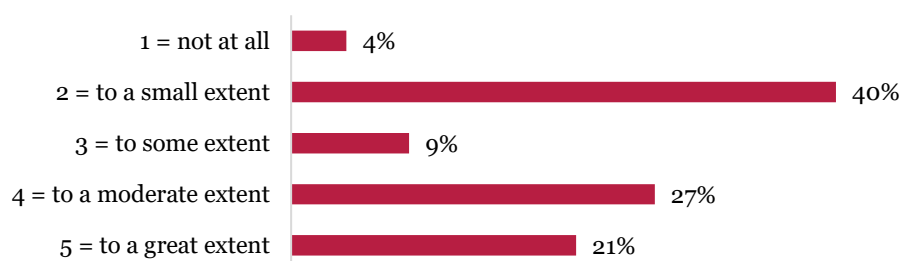


Figure 1. Generally speaking, to what extent, according to your view, is discrimination present in Kosovo?

When distributed by ethnicity, it can be seen that different ethnicities in Kosovo shared different opinions when asked to what scale they thought discrimination was present in Kosovo. Almost half of K-Albanians (48%) said discrimination was present to a moderate/great extent, whereas 29% of K-Serbs and 52% of K-Others said the same.

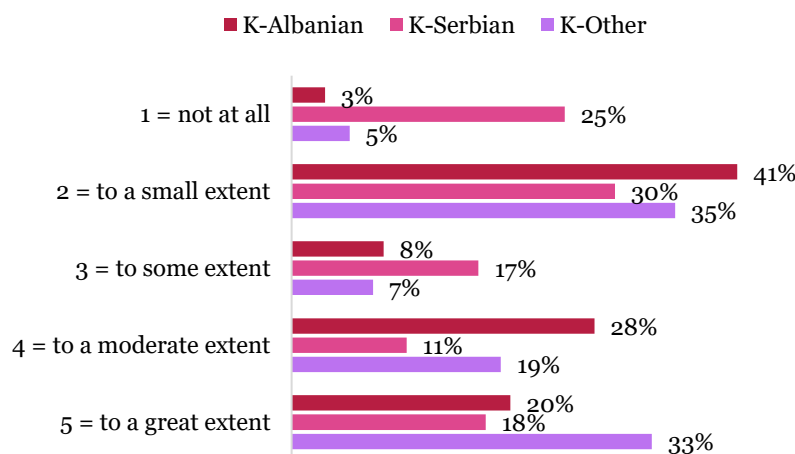


Figure 2. Generally speaking, to what extent, according to your view, is discrimination present in Kosovo? By ethnicity

Further, this study provided information on the level of discrimination based on different grounds. Based on the results, an equal number of citizens declared that discrimination is most prevalent in gender and ethnicity/nationality (19%). Meanwhile, this was followed by different political opinion (16%), education or income level (14%) and age (11%). Moreover, a small number of respondents declared that discrimination was prevalent in grounds such as race (6%), disability (5%) and religion (4%).

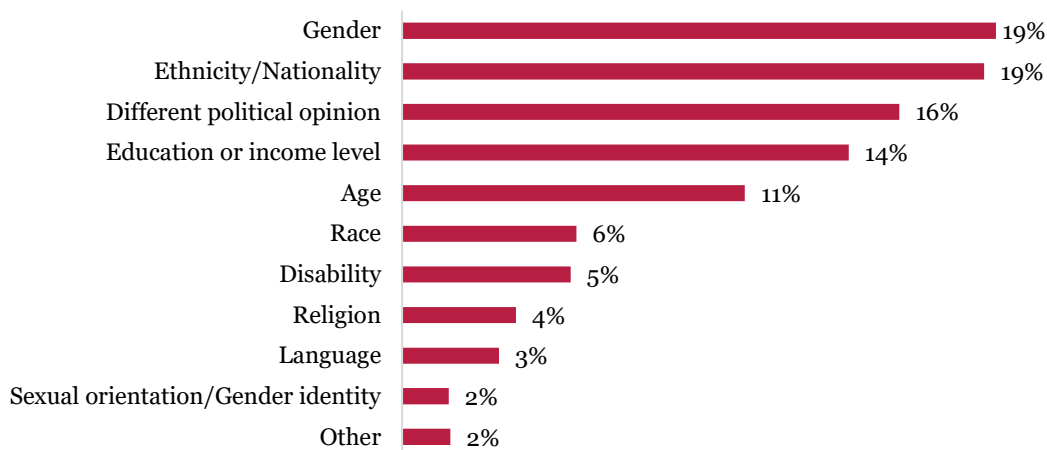


Figure 3. In general, in which of the following grounds do you believe that discrimination is most prevalent?

While most K-Serbs and K-Others believe that discrimination mainly happens on grounds of ethnicity/nationality, twice as many K-Serbs (71%) say so compared to K-Others (38%). On the other hand, only 16% of K-Albanians believe the same. In this regard, one in four K-Albanians (21%) said that discrimination is mostly prevalent because of gender.

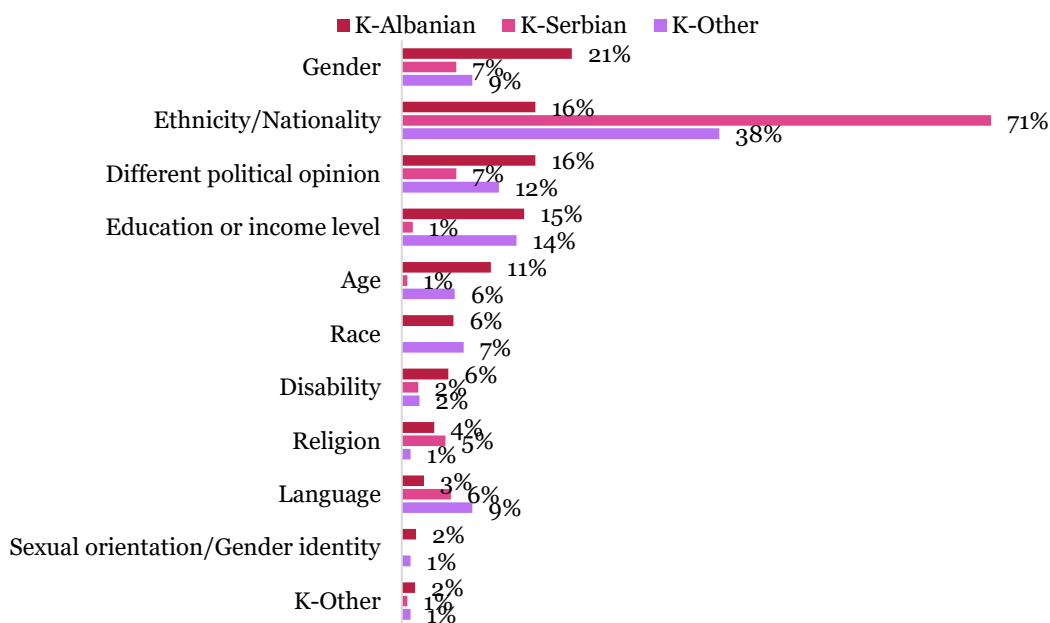


Figure 4. In general, in which of the following grounds do you believe that discrimination is most prevalent? By ethnicity

Respondents of different gender have different opinions about which grounds people are discriminated against more often. As the figure below depicts, 27% of women believe that discrimination is mainly done based on gender, which is more than twice than men (12%). While, 19% of men believe discrimination mainly happens because of different political opinion; an option chosen by 13% of women.

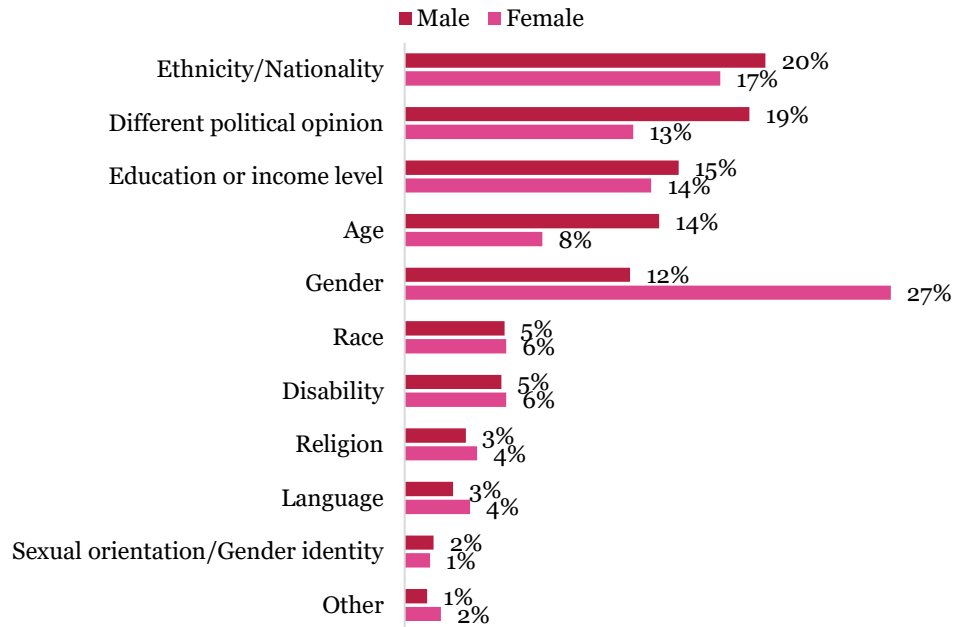


Figure 5. In general, in which of the following grounds do you believe that discrimination is most prevalent? By gender

In this context, the questionnaire also addressed the specific areas where there may be a high prevalence of discrimination. In this case, more than half of the respondents (59%) considered employment as one of the areas with the highest prevalence of discrimination. Less respondents believed that discrimination was present on the following areas such as access to healthcare (14%), education (8%), judicial system (8%) and public services (6%).

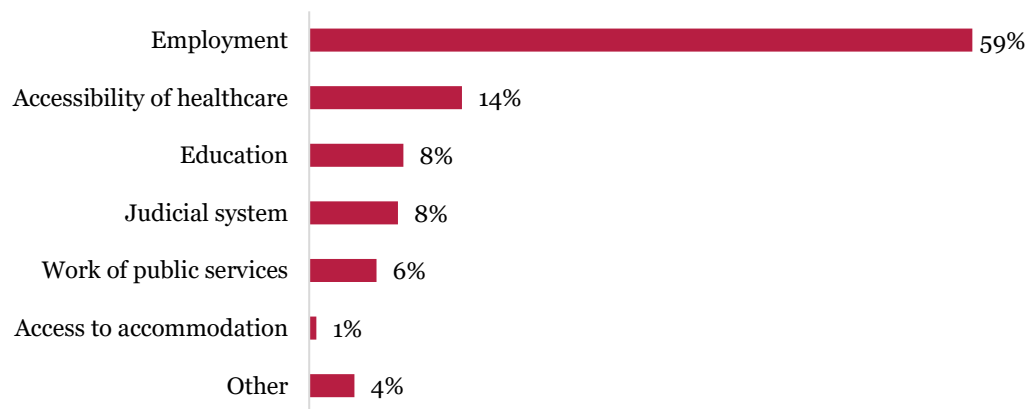


Figure 6. In general, in which of the following categories do you believe that discrimination is most prevalent?

During the research, respondents had the opportunity to declare personal cases of discrimination. In this regard, only 9% of them reported being victims of discrimination in the last 12 months, which is clearly indicative on the low awareness on what is discrimination or/and who to address with a claim.

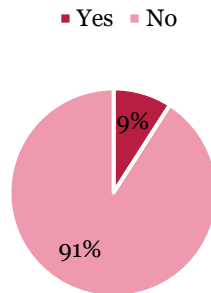


Figure 7. During the last 12 months, were you a victim of discrimination, for any reason?

Respondents who said they have experienced discrimination in the last year, were further asked where they experienced discrimination. 36% stated that they had been at work around one fourth of respondents (24%) listed other situations, such as during healthcare. 18% said discrimination happened while applying for a job position. 8% said discrimination happened while on the street. 7% said discrimination happened while at home. 4% said discrimination happened while getting service when buying something. 2% said discrimination happened while using public transport. 2% said discrimination happened while dealing with the court.

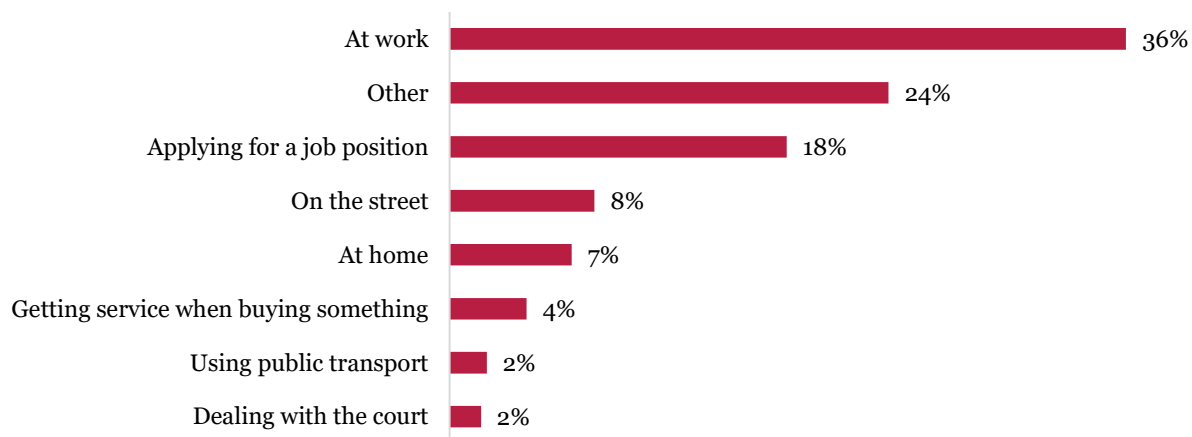


Figure 8. What situation were you in when you experienced discrimination?

On the question of personal experience of discrimination, respondents also had the opportunity to comment on the actions taken against the act of discrimination. The majority of them (67%) claimed that they did not do anything, whereas 14% talked to someone about what to do in this situation and 10% expressed anger towards the person causing the problem. The reason for not taking action against cases of discrimination can be justified by their distrust of the state, where a large share of them stated that they had somewhat little/no trust at all on the state, when it came to protecting them from discrimination.

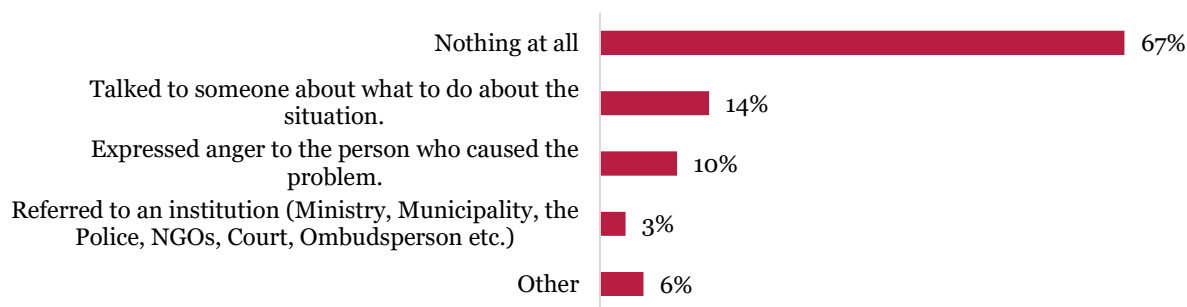


Figure 9. What actions did you take?

The following table lists the main reasons why respondents believed they had encountered discrimination. As it can be seen, 21% of them considered gender to be the main reason for their discrimination. This was followed by an equal result on ethnicity/nationality and different political opinion (17%). However, not a much smaller number of them reported education or income level (16%) and age (13%) as reasons for their discrimination.

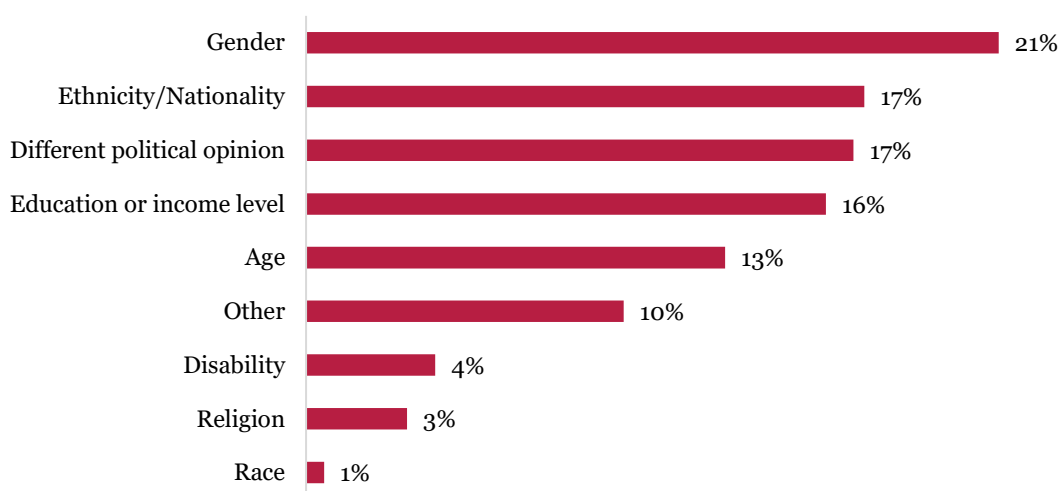


Figure 10. What do you think was the main reason why you encountered discrimination?

When it comes to experiencing discrimination, more K-Others (15%), more than K-Albanians (9%) and K-Serbs (8%). said they have been discriminated in the last 12 months. The following figure shows that the majority of K-Serbs (67%) and K-Others (64%) who were discriminated against, believe this happened due to their ethnicity/nationality, as stated by only 11% of K-Albanians. 23% of K-Albanians think they have been discriminated because of gender.



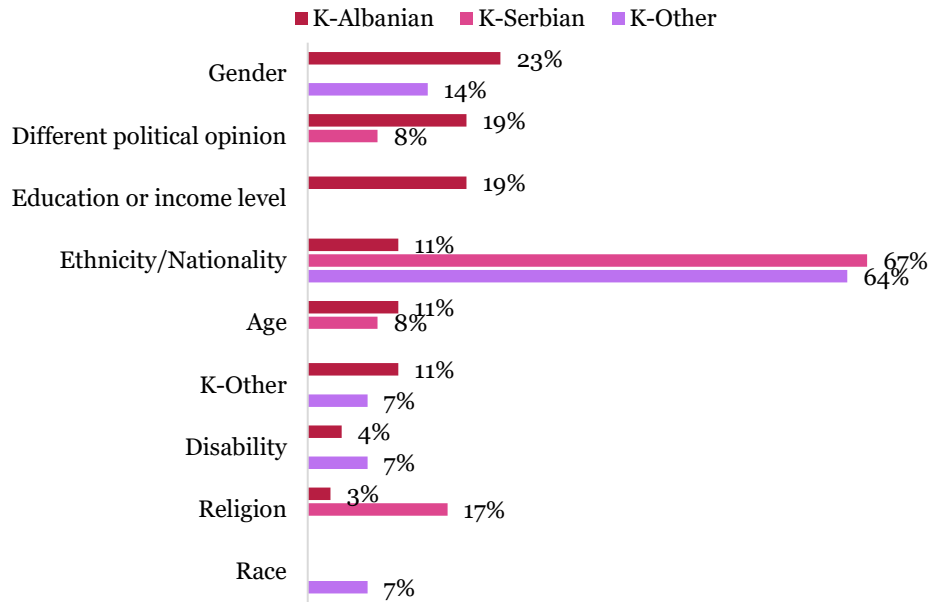


Figure 11. What do you think was the main reason why you encountered discrimination? By ethnicity

In total, 10% of men and 8% of women reported to have experienced discrimination in the last year. When asked which ground of discrimination, more women (44%) than men (7%) said it was because of gender. On the contrary, 24% of men said it was because of their ethnicity/nationality and 22% said it was because of different political opinion; as stated by 5% and 8% of women, respectively.

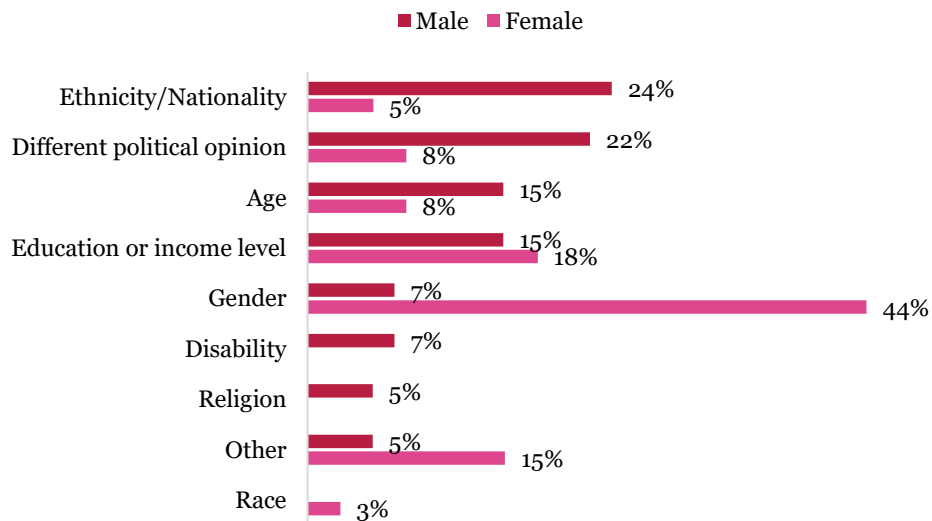


Figure 12. What do you think was the main reason why you encountered discrimination? By gender

Considering that this research aims to raise awareness of equality and diversity among the population, the questionnaire also addressed the knowledge of respondents about their

rights in cases of discrimination. Fewer than half of respondents (44%) reported not knowing about their rights in cases of discrimination, whereas 43% claimed the opposite.

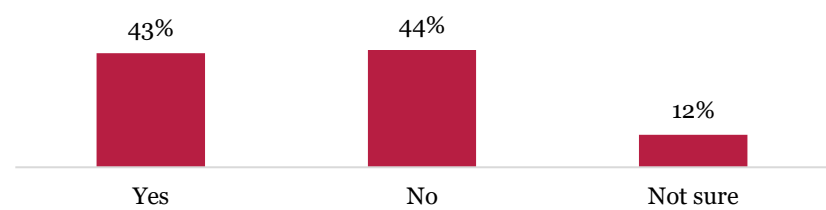


Figure 13. Do you know what your rights would be in case that you were to fall victim to discrimination?

When asked whether they know what their rights would be if they were to be discriminated against, only 10% of K-Serbs answered positively, whereas 46% of K-Albanians and 33% of K-Others said the same.

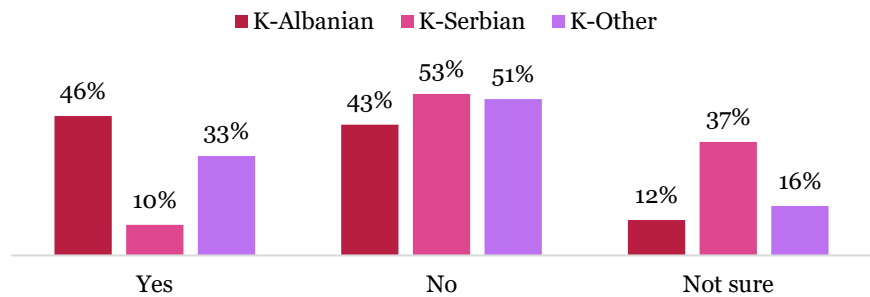


Figure 14. Do you know what your rights would be in case that you were to fall victim to discrimination? By ethnicity

Regardless of the information they might have had about their rights, respondents had the opportunity to indicate who they would turn to if they were to fall victim of discrimination. Slightly more than half of them (54%) stated that they would turn to the Police, and 24% of them said they would turn to the Courts.

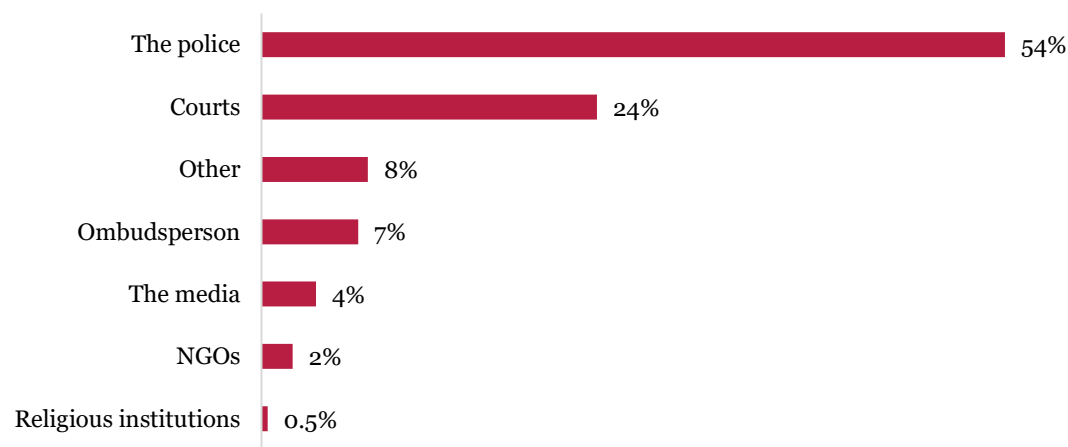


Figure 15. If discrimination were to happen towards you, who would you turn to?

In addition, generally more than half of respondents claim that none of the situations listed below has ever happened to them. For instance, 69% said they have never been threatened/harassed because of their gender, nationality, religion, political belief, age, disability, sexual orientation, etc. Moreover, 67% said they have never been called names or insulted because of the above-mentioned. However, less than half of respondents (48%) have never been treated with less respect than others because of their characteristics, whereas 22% experience that less than once a year and around one in five (19%) experience that a few times a year.

Table 1. In your day-to-day life, how often do any of the following things happen to you?

	Almost everyday	At least once a week	A few times a month	A few times a year	Less than once a year	Never
You are treated with less respect than other people are because of your gender, nationality, religion, political belief, age, disability, sexual orientation, etc.	1%	4%	6%	19%	22%	48%
You receive poorer service than other people at restaurants or stores because of your gender, nationality, religion, political belief, age, disability, sexual orientation, etc.	1%	3%	12%	13%	13%	57%
People act as if they think you are not smart because of your gender, nationality, religion, political belief, age, disability, sexual orientation, etc.	0.2%	2%	6%	16%	17%	59%
People act as if they are afraid of you because of your gender, nationality, religion, political belief, age, disability, sexual orientation, etc.	1%	2%	9%	12%	11%	65%
You are called names or insulted because of your gender, nationality, religion, political belief, age, disability, sexual orientation, etc.	1%	3%	7%	12%	12%	67%

When asked about their personal experience of discrimination, injustice or bad treatment based on different grounds at any time in their lives, the results are not so different from each other. In this regard, 20% of respondents declared to have been denied for a job on

grounds such as gender, nationality, religion, political belief, age, disability, sexual orientation, etc., while 16% of them declared to have been not given the same opportunities as others in education because of the same. Further, fewer respondents declared to have been denied a service (such as public housing)/medical care or to have been unfairly fired based on the aforementioned grounds (respectively 10% and 11%).

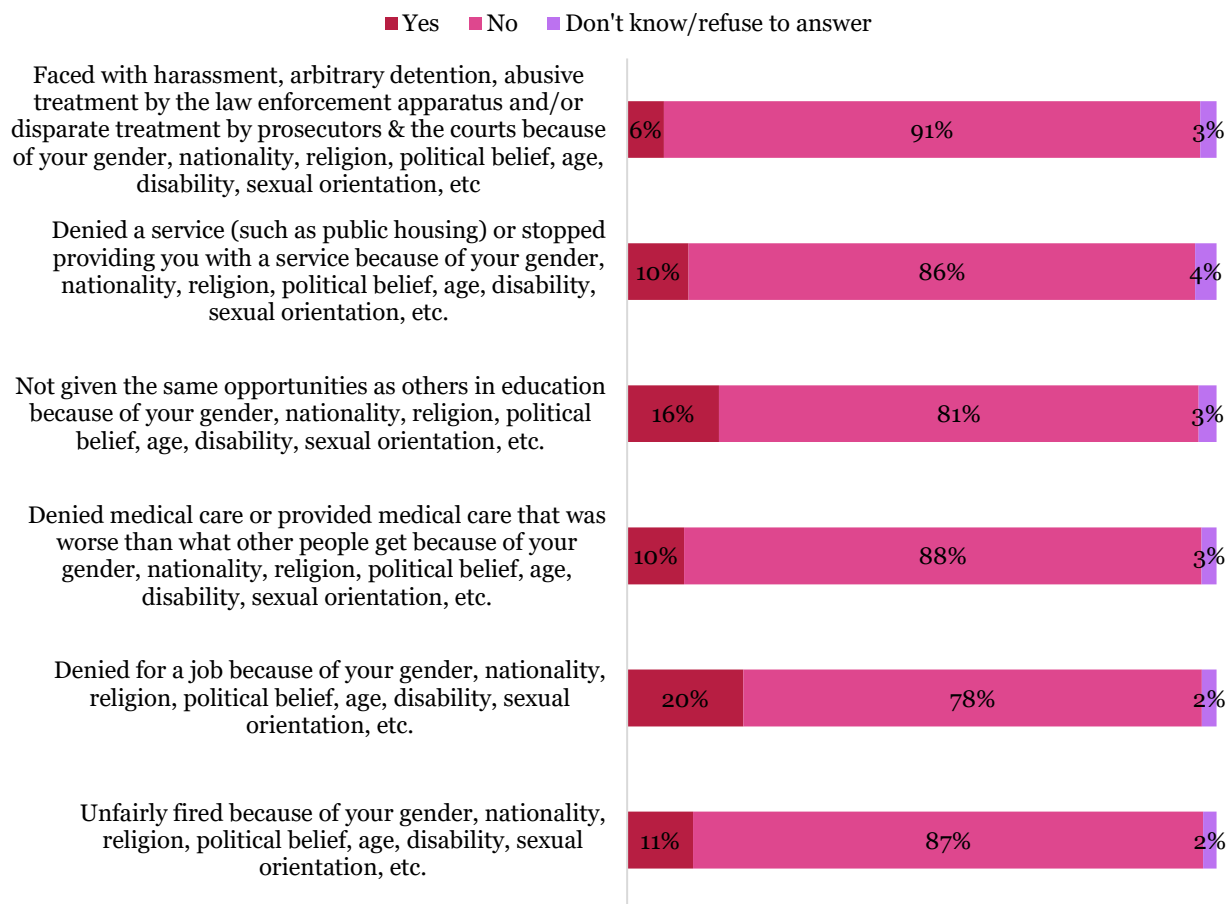


Figure 16. At any time in your life, do you think you have been:

Overall, 67% of respondents declared that discrimination had interfered with them having a full and productive life somewhat/a little. When considering the extreme responses in this case, 29% reported that discrimination had not interfered in their lives at all, and only five% reported that it had interfered a lot with them having a full and productive life.

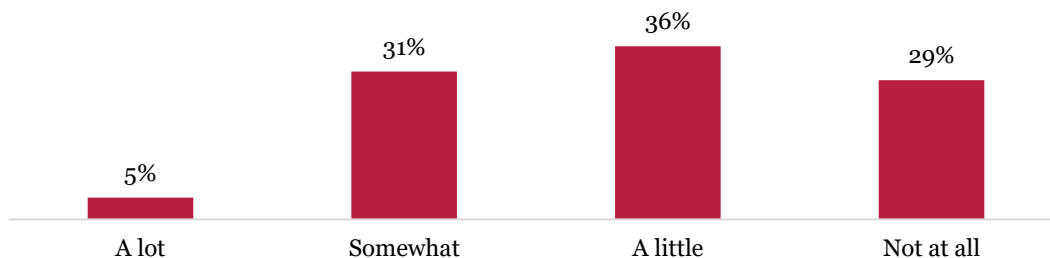


Figure 17. Overall, how much has discrimination interfered with you having a full and productive life?

In addition, respondents had the opportunity to indicate if they knew someone who had been a victim of discrimination. As illustrated in the figure below, the results showed that 31% of them responded positively in this case.

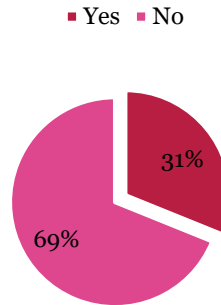


Figure 18. Do you know someone (friend/family) who experienced discrimination?

Moreover, results indicated that gender and age were the main reasons respondents thought their friends/family were victims of discrimination (respectively 24% and 23%).

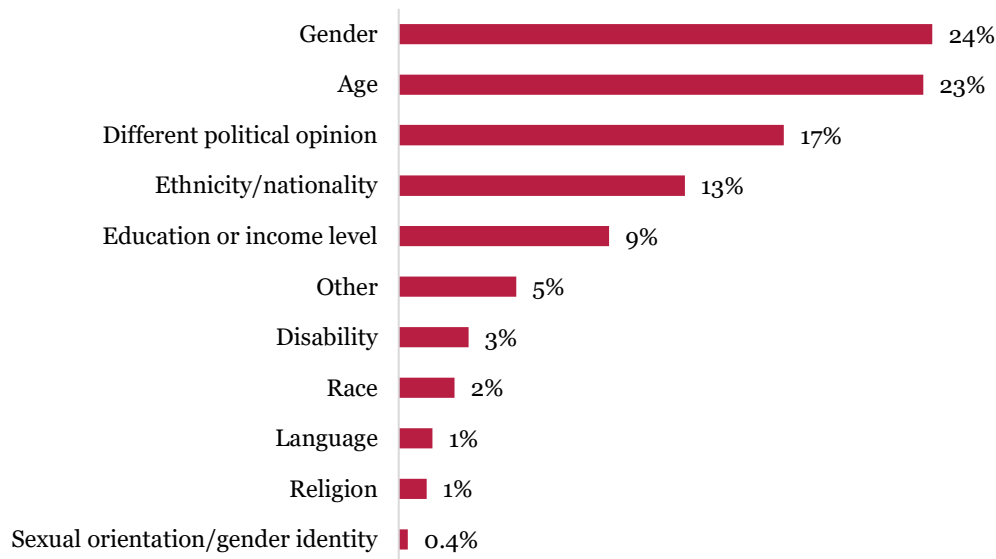


Figure 19. What was the reason for that?

Regardless of their personal experiences with discrimination, this study also aimed to assess whether respondents were aware of the Law no.05/l-021 on Protection from Discrimination. More than half of them (57%) reported that they were not aware of this law, while 30% stated that they were.

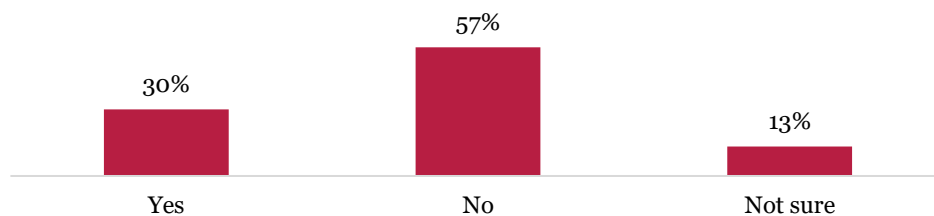


Figure 20. Are you aware of Law no. 05 / I-021 on Protection from Discrimination in Kosovo?

Around one-third of K-Albanians (31%) were aware of the Law on Protection from Discrimination in Kosovo, which is half as much as K-Others (15%). In this regard, only 3% of K-Serbs answered positively.

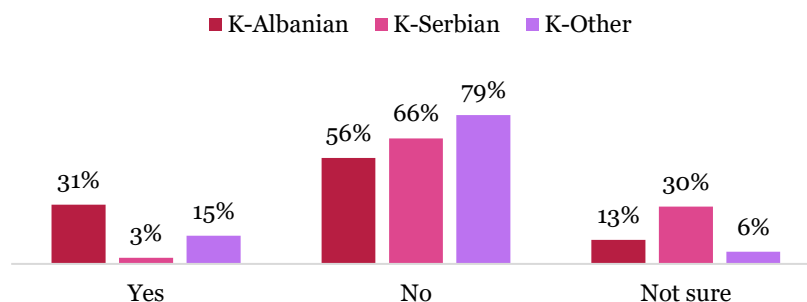


Figure 21. Are you aware of Law no. 05 / I-021 on Protection from Discrimination in Kosovo? By ethnicity

Results show that 35% of men are aware of the law on protection from discrimination in Kosovo, which is 11 percentage points more than women (24%).

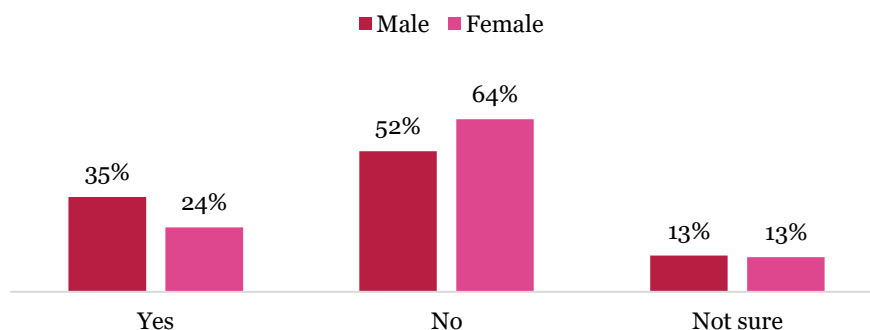


Figure 22. Are you aware of Law no. 05 / I-021 on Protection from Discrimination in Kosovo? By gender

On the contrary, when respondents were asked about their knowledge of the Ombudsperson, as an institution which handles individuals' complaints/allegations of discrimination in Kosovo, 57% of them declared that they were familiar with it.

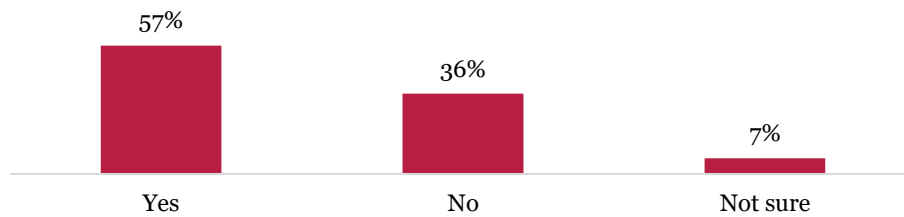


Figure 23. Are you familiar with Ombudsperson, as an institution which handles individuals' complaints / allegations of discrimination in Kosovo?

Considering the abovementioned knowledge on Ombudsperson, respondents were also asked about their willingness to report cases of discrimination to this institution. As depicted in the figure below, more than half of the surveyed respondents (55%) declared that they would be somewhat/very willing to report cases of discrimination to the latter; whereas 19% of them stated that they were somewhat not/ not at all willing to do so.

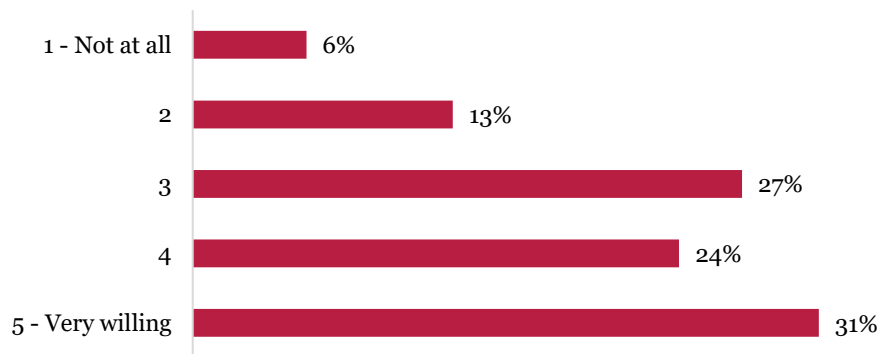


Figure 24. How willing would you be to report cases of discrimination to the Ombudsperson?

#### 4.3. The contribution of the stakeholders in fighting against discrimination

This study, among others, aimed to assess the opinion of the respondents on the contribution of institutions in the fight against discrimination in Kosovo. In order to make such an assessment, respondents were given the opportunity to assess on a scale of 1 (lowest rate) to 5 (highest rate), how much they thought was invested in the fight against discrimination by institutions. 19% of them declared that there had been a somewhat a lot/a lot of effort invested in the fight against discrimination. While 44% were neutral about this topic, 38% believed that there had been somewhat little/ not at all effort invested in the fight against discrimination.



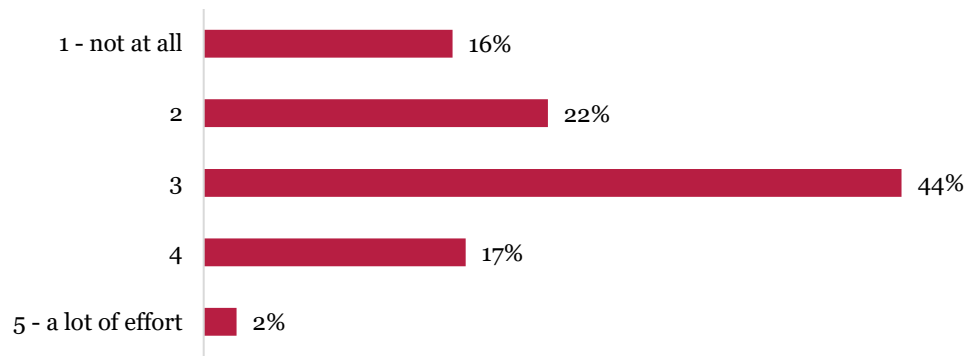


Figure 25. On a scale of 1 to 5, how much effort do you think has been invested in Kosovo in the fight against discrimination?

When considering the replies given on efforts made in fighting discrimination, K-others rated them highest (2.87), on a scale from 1 (not at all) to 5 (very much), compared to the other two groups. K-Albanians rated the investment about 2.69, whereas K-Serbs only 1.90.

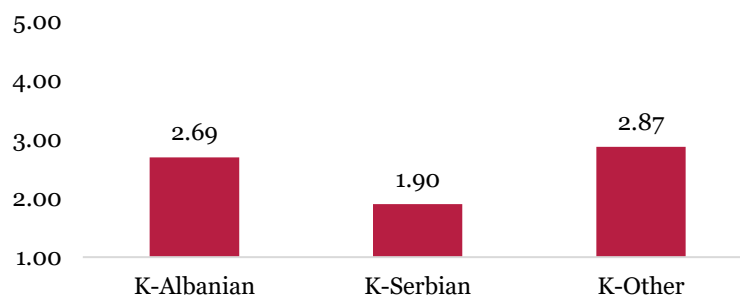


Figure 26. On a scale of 1 to 5, how much effort do you think has been invested in Kosovo in the fight against discrimination? By ethnicity

Furthermore, respondents were also asked the extent of which the following institutions give their contributions to the fight against discrimination, which they had to rate on a scale from 1 to 5, where 1 meant no contribution at all, and 5 meant high contribution. Although there were no major differences in the results of this question, the highest rate was 3.05, a rating given to the media, followed by International Organizations (UN, OSCE, EU, Council of Europe etc.) with a rate of 3.04. The police were evaluated with a rate of 2.98, followed by educational institutions (2.95), the Ombudsperson (2.94) and NGOs (2.92).

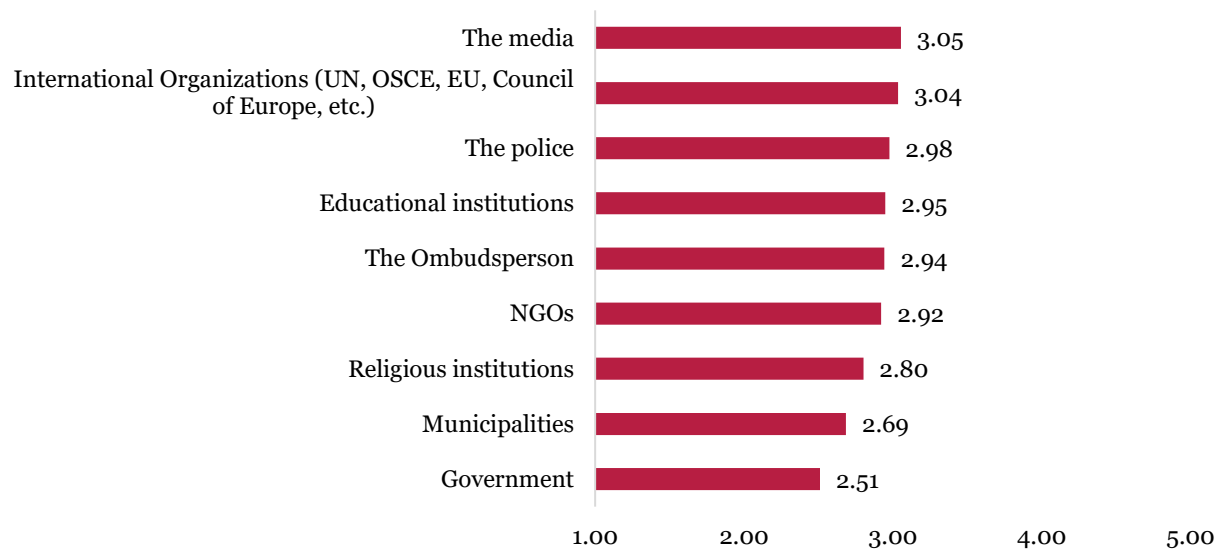


Figure 27. To what extent do the following institutions give their contribution to the fight against discrimination?

When asked about the contribution of stakeholders against discrimination in Kosovo, respondents also had the opportunity to evaluate their support towards measures and actions directed towards fighting discrimination for specific groups. They had to rate this evaluation on a scale from 1 to 5, where 1 meant do not support at all, and 5 fully support them. While generally, no major differences were identified, results indicate that the extent of support towards actions taken towards women (4.43) and people in poverty (4.42) ranked the highest, whereas LGBT was the least supported group. Similarly, other groups ranked about the same as the two aforementioned groups, such as elderly people (4.38), persons with disabilities (4.33), and people on welfare (4.30). When considering the ethnic aspect, less support was shown towards measures taken towards Serbian Community (3.72).

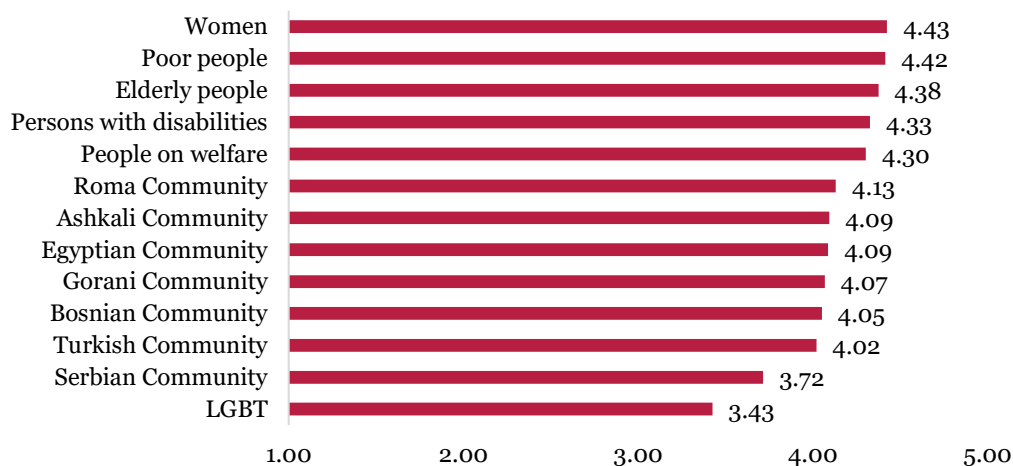


Figure 28. On a scale from 1 to 5, to what extent do you support measures and actions directed towards fighting discrimination of the following groups?

In terms of the extent to which Kosovo Institutions (Government, Parliament, Judiciary) are protecting the following communities in Kosovo from discrimination, the majority of respondents believe that the institutions are doing a good job for all of the below-mentioned communities. The majority of respondents (74%) believed that institutions of Kosovo are protecting the Serbian community well from discrimination, whereas fewer respondents (56%) said the same about Roma community.

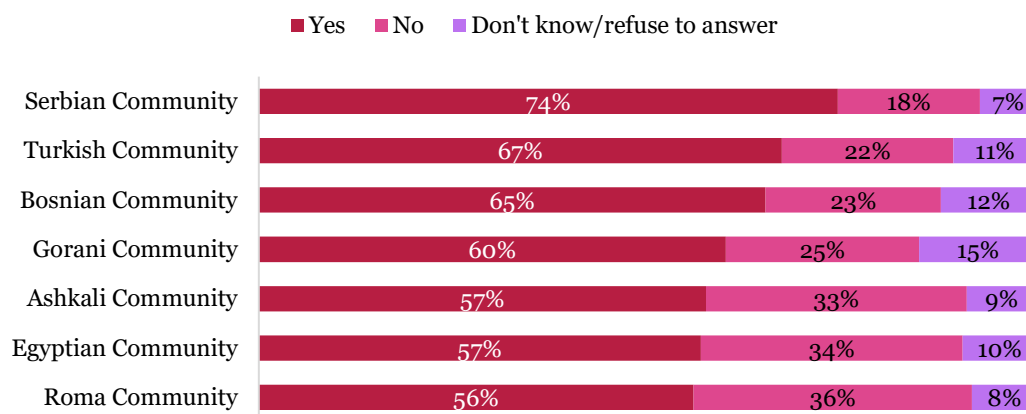


Figure 29. Do you believe Kosovo institutions (Government, Parliament, Judiciary) are protecting well from discriminating the below communities who live in Kosovo?

The following figure depicts the level of trust respondents had on the state that it would protect them from discrimination. A total of 40% of respondents declared that they had somewhat little/no trust at all on the state, when it came to protecting them from discrimination, compared to 9% who declared that they had somewhat high/high trust. Half of them (51%) were neither trustful nor mistrustful.

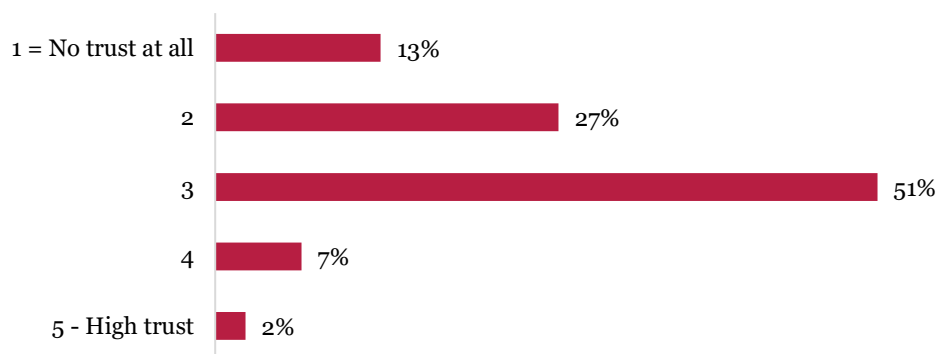


Figure 30. How would you rate your trust in the state that it will protect you from discrimination?

With regards to friendship, respondents were specifically asked if they had friends who belonged to another age, political belief, disability, sexual orientation, or nationality. The majority of them (respectively 83% and 80%) reported to have friends of other ages and with different political beliefs. Further, almost half of the respondents (45%) declared to

have friends who had a disability. However, only 11% declared to have same gender friends with a different sexual orientation. Lastly, the vast majority (97%) reported that they did not have friends who belonged to another nationality.

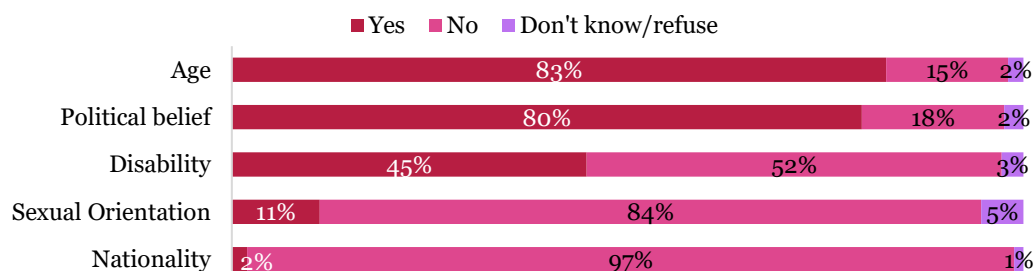


Figure 31. Do you have friends who belong to another..?

With the purpose of exploring deeper on the level of equality and diversity that is present in Kosovo, respondents were asked about their willingness to live in the same town/village/street with different groups of people, willingness to work in the same place and to have marital relations with them. While there was a majority of positive replies when asked to live in the same town / village / street and work in the same place with the groups mentioned below, the same cannot be said when it comes to living with Serbian or LGBTI persons. Only half of the respondents stated that they would live in the same town / village / street with Serbs (respectively 55% and 46%), and LGBTI persons (respectively 52% and 42%).

Further, these results were much different when it came to having marital relationships with persons from the groups mentioned in the table below. For example, 92% declared that they would have marital relations with Albanians and 84% with persons with different political affiliation, whereas fewer respondents declared that they would have marital relations with persons of a different religion. However, this percentage was considerably lower when it came to marriages with Turks (17%), persons with disabilities (17%), Bosnians (16%), Gorani 13%, Roma (8%), Ashkali (8%), Egyptians (8%) and Serbs (7%).

Table 2. Do you agree or disagree with the following statements?

	To live in the same town/village with	To live in the same street with	To work in the same workplace with	To have marital relations with
Albanians	99%	99%	99%	95%
Roma Community	84%	79%	77%	8%

Ashkali Community	79%	74%	72%	8%
Egyptian Community	81%	75%	78%	8%
Serbian Community	55%	46%	44%	7%
Bosnian Community	86%	83%	83%	16%
Turkish Community	88%	86%	87%	17%
Gorani Community	84%	79%	78%	13%
Persons with disabilities	97%	97%	95%	17%
LGBT	52%	42%	42%	1%
Persons with different political affiliation	98%	98%	97%	84%
Persons of a different religion	98%	98%	96%	40%

Table 3. Do you agree or disagree with the following statements? By ethnicity

		Albanians	Roma	Ashkali	Egyptians	Serbians	Bosnians	Turkish	Gorani
K-Albanians	To live in the same town/village with	100%	83%	78%	80%	52%	86%	88%	83%
	To live in the same street with	100%	77%	73%	74%	43%	82%	85%	77%
	To work in the same work place with	100%	77%	71%	77%	41%	82%	87%	78%
	To have marital relations with	100%	7%	6%	6%	4%	16%	16%	13%
K-Serbians	To live in the same town/village with	79%	84%	75%	80%	100%	88%	86%	99%
	To live in the same street with	84%	83%	75%	74%	100%	93%	91%	95%
	To work in the same work place with	80%	75%	70%	72%	100%	87%	84%	59%
	To have marital relations with	6%	3%	2%	4%	100%	9%	3%	16%
K-Others	To live in the same town/village with	99%	96%	98%	94%	70%	98%	100%	98%
	To live in the same street with	99%	96%	98%	94%	64%	98%	100%	98%
	To work in the same work place with	99%	93%	98%	91%	68%	96%	96%	89%
	To have marital relations with	71%	38%	54%	44%	6%	50%	50%	38%

Furthermore, respondents were also asked about the extent of discrimination which the following groups suffered on a daily basis, on a scale from 1 (lowest rate) to 5 (highest rate). Results indicate that the most discriminated group were considered people in poverty (3.94), followed by elderly people (3.84) and women (3.79). On the other hand, the least discriminated were considered to be the Serbian (2.62) and Turkish (2.95) communities.

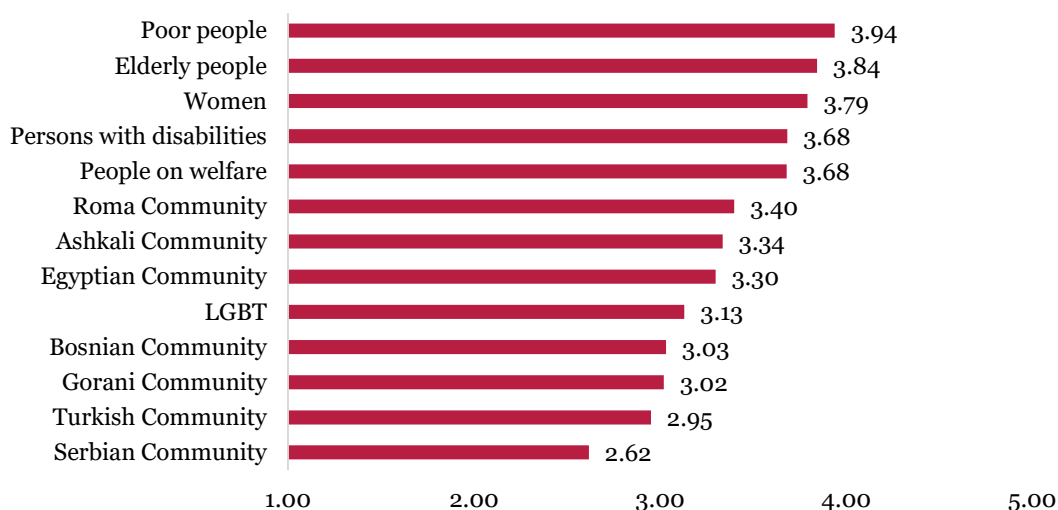


Figure 32. On what scale do you believe the following groups receive discrimination on a daily basis in Kosovo?

One of the questions provided the opportunity to further elaborate the level of discrimination in different categories based on different grounds. Based on the results, 83% of respondents believe that discrimination in employment is based on political belief, and 77% of them believe that it is based on gender. Further, when it comes to different categories such as education, access to accommodation, access to health care, access to public services and access to the judicial system, more than half of the respondents consider political belief to be the reason of discrimination in these categories.



Table 4. In your opinion, is there discrimination based on?

	Employment	Education	Access to accommodation	Access to health care	Access to public services	Access to judicial system
Sex Gender	77%	58%	42%	41%	40%	42%
Nationality	61%	49%	42%	41%	40%	38%
Religion	34%	31%	25%	24%	24%	24%
Political belief	83%	70%	73%	67%	62%	61%
Age	53%	36%	28%	42%	30%	35%
Disability	76%	62%	46%	52%	49%	53%
Sexual Orientation	32%	27%	22%	22%	19%	21%

#### 4.4. Effects of COVID-19 on discrimination patterns

The COVID-19 pandemic has had an impact on everyone. Governments have taken urgent measures to curb its spread to safeguard public health and provide medical care to those who need it. Inevitably, these measures limit fundamental rights to an extent rarely experienced in peacetime. It is important to ensure that such limitations are consistent with our legal safeguards and that their impact on particular groups is adequately taken account of.

With that said, in addition to assessing the overall situation regarding patterns of discrimination in Kosovo, this study also provided an opportunity to assess the impact of the COVID-19 pandemic had on changing these patterns.

In order to expand understanding on the effect of COVID-19 in discrimination patterns, respondents had the opportunity to assess whether the level of discrimination or the number of cases had increased, remained the same or decreased during the pandemic. Based on the results, 39% of respondents stated that this level had remained the same,

while almost the same number declared that they did not know/refused to answer on this matter (31%). However, the number of those who believed that the level of discrimination during the COVID-19 pandemic had increased was even smaller (24%).

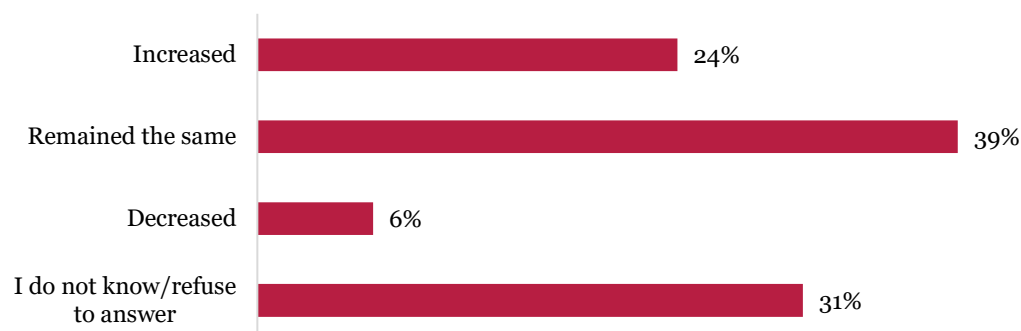


Figure 33. Do you believe that the number of discrimination cases during the COVID-19 pandemic has...?

Hence, respondents who stated that there had been an increase / decrease in the level of discrimination during the COVID-19 pandemic, were further asked specifically about these levels towards different groups. Based on the responses of the respondents, the main two groups against which the level of discrimination had increased were people in poverty (43%) and women (41%), followed by people on welfare and elderly people (respectively 38% and 36%). In other cases, more than half of the respondents believed that the level of discrimination towards the mentioned groups had remained the same even during the pandemic.

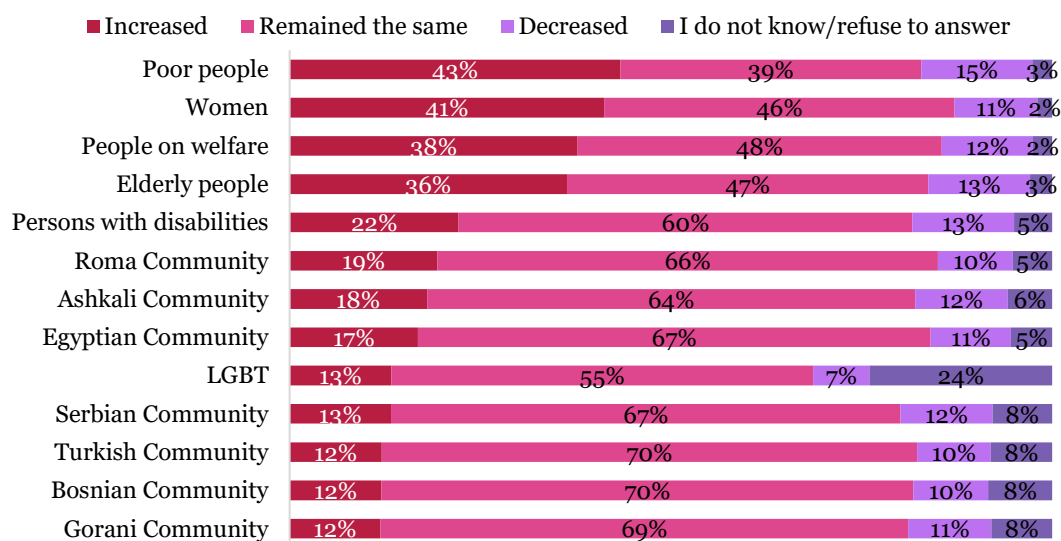


Figure 34. Due to COVID-19, for which of the following groups, has the level of discrimination increased, decreased, or remained the same?

## 5. Conclusions

The results of this study, in addition to identifying the general public's perception and direct experiences of human rights violations, as well as their knowledge and assessment of the work of human rights institutions in Kosovo, provides a guideline for all relevant institutions, including the Office for Good Governance/Office of the Prime Minister, in the effective implementation of Law no. 05/L-021 on Protection from Discrimination. This study also addresses the topic of the impact that COVID-19 outbreak has potentially had on discrimination patterns.

In general, the study results indicate that the majority of respondents believe that there is discrimination present in Kosovo; an opinion mainly shared by K-others and K-Albanians. More specifically, based on their personal experiences and those around them, they declare that its prevalence is higher when it comes to gender, age and ethnicity/nationality, and it is most prevalent in employment. However, most of them state that it does not interfere with their everyday lives.

The study found that the citizens' awareness of discrimination and the level of information about their rights if they were to fall victims of discrimination, is generally low. When talking about the institutions where citizens would refer to in cases of discrimination, the Police and courts were mentioned by most respondents. Further, more than half of respondents were familiar with the Ombudsperson, and half of those would be willing to report discrimination cases they would do to this institution.

What helps in fighting the discrimination and raising the level of equality and diversity, is the contribution of different institutions in Kosovo. However, less than one fifth of citizens believe that there has been somewhat a lot/a lot of effort invested in the fight against discrimination. The media and international organizations (UN, OSCE, EU, Council of Europe, etc.) are considered to have contributed the most to the fight against discrimination. At the same time interviewees generally display a low level of trust towards the state to protect them against discrimination.

When measuring attitudes towards different groups, interviewees show a high level of acceptance towards diversity when living in the same town / village / street and working in the same place with different groups of people. Unfortunately, this level of acceptance is not found when considering having marital relationships with people from those specific groups. Further, the study also found that the vast majority (97%) reported did not have friends who belonged to another nationality. It can be concluded that the that society is divided in terms of nationality.

Finally, when identifying the impact of COVID-19 pandemic on discrimination patterns, the results show that a high number of citizens believe that the number of discrimination cases has remained the same. For those who believe that discrimination has since increased, they mainly think so about people in poverty, women, people on welfare and elderly people.

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