

BRIEF ANALYSIS
Youth and Transparency: Excluded or ignored?
September 2013, Prizren and Gjilan/Gnjilane

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I. Introduction

This paper considers the transparency of the municipalities of Prizren and Gjiilan/Gnjilane in relation to the youth living in both these urban centres. Findings of this report derive from the research, respectively from the surveys conducted with the youth from the secondary schools and Universities of Prizren and Gjiilan/Gnjilane. The surveys included 200 young respondents from both municipalities, who answered the questions in relation to operation of local government, transparency and participation of the public and the youth in municipal decision-making.

Research findings generally indicate that the involvement of youth in the decision-making of Prizren and Gjiilan/Gnjilane municipalities remain in low levels, the governance transparency is run down, the youth is not informed about participatory budgeting and there is no proper consultation with them when drafting important strategic documents.

Surveys conducted show that young people of both municipalities are left aside from municipal policymaking process while their inclusion in public consultation is quite rare and largely formal solely for the fulfilment minimum legal obligations. At the same time, the awareness of these young people in relation to their civic rights ranks low thus it is required a structured approach to decision-making and educational institutions but also of those of civil society for improving these trends.

Legal framework on which municipal decision-making are based provides opportunities for the involvement of the public and in this case of the youth in decision-making processes.

Moreover, Administrative Instruction No. 2008/09 of the MLGA¹ stipulates that in addition to public meetings municipalities are obliged to inform the citizens of the municipality on any plans or programs relevant to public interest.

This Administrative Instruction foresees that within the framework of the Action Plan for Transparency to be included initiatives such as more frequent reporting in the media on issues related to the use of the municipal budget, economic development, the use of municipal property, urban planning, investments, municipal revenues and other matters. In addition, it is recommended holding of periodical press conferences (fortnightly or once a month) but also the organisation of Q&A sessions with the public or stakeholders. It also requires regular updating of the official municipal website. Survey with the youth of Prizren and Gjiilan/Gnjilane reveals defects on the enforcement implementation of this legal act in practice. EC Ma Ndryshe, in previous publications, in addressing the issue of "Transparency of local governance in Prizren"² underlined that transparency represents the fundamental principle of good governance. Access to information plays an important role in promoting transparency. Information, therefore, should be provided in time, be relevant, accurate and complete if being used effectively.

¹ Ministry of Local Government Administration, Administrative Instruction for Transparency in Municipalities, at <http://mapl.rks.gov.net/getattachment/0f8d2612-8259-43ad-828c-dda2cc3fc318/UA-Nr--2008-09-Per-transparence-ne-Komuna.aspx>

² EC Ma Ndryshe, Adherence to the law in local governance, at http://online-transparency.org/repository/docs/Adherence_to_the_law_in_local_governance_ENG_%281%29.pdf

II. Research methodology

The research involved a survey of 200 young people in the municipality of Prizren and other 200 young people in the municipality of Gjilan/Gnjilane. The sample was selected by random sampling pattern, by interviewing every fifth respondent. Survey was conducted at the universities or school premises, respectively in their yards and on the street. 100 interviews were conducted in four secondary schools, 25 in each; 50 interviews in public and private university or 25 in each and other 50 on the street. In the municipality of Prizren more than 98.5% of the respondents were of Albanian ethnicity, 1% of Roma ethnicity and 0.5% of Turkish ethnicity; whereas in the municipality of Gjilan/Gnjilane all respondents were of Albanian ethnicity. As far as the age group, in the municipality of Prizren more than 65% of respondents were of age group 16-20, 23.5% of age group 21-25 years, around 9% of the age group 26-30 years and 2.5% to the age group 31-35 years. While in Gjilan/Gnjilane municipality, 58% of respondents were of age group 16-20, 30.5% of age group 21-25 years, 10% of age group 26-30 years and 1% to the age group 31-35 years. The error margin is around two percent (+ or -).

The youth were asked about the operation of local government, transparency and the inclusion of the public and the youth in municipal decision-making.

III. About the project

The project "Increase of participation through social media" is financially supported by United Nations Development Programme (UNDP) and implemented by the NGO EC Ma Ndryshe from Prizren and in partnership with KCIC in

Gjilan/Gnjilane. Survey with the youth of Prizren and Gjilan/Gnjilane has been conducted for the needs of this project.

The purpose of the project is to encourage the youth of Prizren and Gjilan/Gnjilane to participate in local decision-making through innovative and educative approach to help them understanding of civil rights and responsibilities. Moreover, the project aims to bridge the gap between local government and the youth by supporting them through various activities in the field and in their communities, by using social tools that nowadays are increasingly available.

The project encompasses three main objectives: i) Strengthening of interactive and direct communication between local government and the youth groups; ii) instil a better understanding of the youth on their civic rights and responsibilities by developing and introducing social media, and iii) to increase public interest and understanding of civic rights and responsibilities.

For achieving these objectives the work of municipal government is being monitored and the advocacy on issues that concern the youth will be carried out. Meetings between youth and municipal officials will also be organized.

As for the purpose of this project a web portal has been produced, where all the monitoring findings are unfold. Within the web portal online platforms were established, such as Participatory budgeting; platform for expressing concerns, and the E-petition.³

The project has also launched a SMS platform whereby the public is informed about the

³ This website can be found at <http://online-transparency.org/rpms/>

decisions and public meetings of the Municipality of Prizren.

The project will help young people particularly, and the citizens in general, in addressing their concerns to decision-making bodies through the use of social media, meaning that local government will benefit because it will have an interactive communication with the citizens. Hundreds of young people will be actively engaged in the project through online applications, as well as through surveys.

This is a civic project dedicated primarily to the youth in the municipalities of Prizren and Gjilan/Gnjilane, to women and men of all ethnic groups. By participating in this project the youth and the citizens will benefit in a manner that will feel empowered and will serve as driving force for social change.

IV. Key monitoring findings from Prizren and Gjilan/Gnjilane

Research findings generally indicate that the involvement of youth in the decision-making of Prizren and Gjilan/Gnjilane municipalities remain in low levels, the governance's transparency is run down, the youth is not informed about participatory budgeting and there is no proper consultation with them when drafting important strategic documents.

Surveys show that the knowledge of these young people regarding their civic rights remain at a low level. While 61 percent of young respondents of Prizren have no information for decision-making in the municipality, in Gjilan/Gnjilane the trends show to be somewhat a bit positive, with 55 percent of young people who have no such information. Over 43 percent of the youth of Gjilan/Gnjilane

are familiar with the functioning of the municipality *versus* 38 percent in Prizren.

Challenging appear to be the transparency of these municipalities towards citizens as well. More than half of the youth of Prizren think that local government is insufficiently transparent in its work while 38 percent say that transparency is average. Different from Prizren, transparency of Gjilan/Gnjilane municipality, according to the youth, is at more satisfactory level since 46 percent of them responded that the transparency of municipal government is at average, compared to 45 percent of them who say it is barely transparent.

Youth is generally left or remained outside municipal policymaking processes. Only one among seven young people of Prizren has participated sometimes in public meetings of the Municipal Assembly. The same result emerged in Gjilan/Gnjilane where 83 percent of respondents answered that they have not taken part in plenary sessions of the Municipal Assembly.

Inclusion of the youth in public consultation is quite rare as well. Only one in five young Prizrenites has attended public debates organised by the Municipality. In Gjilan/Gnjilane, survey has shown a different trend since two among five youngsters of this municipality have participated in public debates.

Meanwhile, the voice of the youth is not heard almost at all when drafting municipal budgets, both in Prizren and Gjilan/Gnjilane. The majority of them have not been informed about the process. In Prizren, 87 percent of young respondents have not been informed on budget drafting process; whereas, in Gjilan, 82 percent

of youth have no information on budget drafting.

Different from the budget, situation is slightly better reflected in regard to consultations when drafting strategic documents. In Prizren, just more than half of respondents stated they were not consulted at all, while the remainder has mentioned public debates and the municipal website as a way of inclusion. In Gjilan/Gnjilane the survey has shown encouraging results on this matter as well.

Just over a one third of young respondents said they were not consulted by the municipality during the drafting of municipal strategic documents while the other one third claimed of being involved in public debates. While in Gjilan/Gnjilane 23.5 percent of respondents have claimed to be involved in the process through the municipal website.

Meanwhile, even the representatives of the municipal executive closed themselves up for communication with the youth about the concerns of this group of society. From 10 young people of Prizren only one of them had the opportunity to present issues before the Mayor or directors of the municipality. Same in Gjilan/Gnjilane, from 10 young people only one of them had the opportunity to present issues before the Mayor or municipal directors, however with a difference that among these 10 respondents one respondent has refused to answer this question.

Lack of contacts with the representatives of the executive seems to have weakened further the sense of activism among the youth of these two municipalities. Just one among ten young people of Prizren has tried in person or in a group with other citizens to set off an initiative for solving a problem, while eight others have not even thought about doing such a thing. In

Gjilan/Gnjilane, however, nearly three among ten young people have had individual initiatives or in a group for problem solving.

As for the tools the youth exploits for information with the decisions rendered by the municipality, the media outlets lead significantly. In Prizren, 58 percent of youngsters use media for getting informed with the decisions of the municipality, while in Gjilan/Gnjilane this percentage is lower, or 53 percent. Nevertheless, 27 percent of young respondents in Gjilan/Gnjilane stated for using municipal website as a source of information. Social media are also listed as information tool used by youth, but not to a great extent.

V. Conclusions

According to the official data from the last census of the population, the young of the age group 15-27 constitute almost one fourth of the residents of Prizren and Gjilan/Gnjilane. From 177,781 residents of Prizren 43,288 belong to the age group 15-27. While from 90,178 residents of Gjilan/Gnjilane, 22,230 belong to the age group 15-27 years.⁴

According to data obtained from the research it can be reckoned that the municipal authorities have left aside or excluded a quarter of their vital population from decision-making processes.

Survey results do corroborate the findings and concerns raised for several years now by civil society watchdogs of municipal transparency. For more, even the predominance of

⁴ Kosovo Agency of Statistics, Census 2011, page 134, at http://esk.rks.gov.net/rekos2011/repository/docs/Final%20Results_ENG.pdf

Gjilan/Gnjilane vis-a-vis Prizren in terms of transparency and inclusion of the public has been apparent in the reports produced by non-governmental organisations dealing with the study of these matters.

During the last three years (2010-2012) Gjilan/Gnjilane municipality has improved the level of transparency. On the municipal website are posted diverse materials and information for most of areas covered by the Municipality. Financial reports of this institution on the revenues and the expenditures of public money are publicised as well.⁵

Local governance in Prizren suffers from scores of structural shortcomings. Transparency, as a fundamental principle of good governance, certainly ranks on the top of this list. Moreover, the municipal website contains only protocol information, whilst it contains only the decisions adopted in their final form. This practice is contrary to democratic governance required for coining opportunities for citizen participation and influence in decision-making during the policy-making process.⁶

Notwithstanding, both Prizren and Gjilan/Gnjilane municipalities should undertake more sincere efforts to increase public participation in decision-making. They must enforce law provisions, put into the function different institutional mechanisms and cooperate with civil society and citizen groups for improving the level of accountability,

transparency and adequate preparation and expenditure of the municipal budget.

It should recall that transparency is an indisputable issue as the transparency and accountability constitute the first step towards good and effective governance. Proper transparency on decision-making goes in favour of both the community and municipal leaders. Being informed on municipal projects aids the citizens to identify and connect with the community. Such a connection is crucial for local government to operate effectively and to render decisions for public interest. In addition, dissemination of information is a principal precondition for addressing the citizens' priorities and for rational budget drafting. Proper coordination among the triangle – citizen, municipality and government – enables the identification and problem solving for citizens, but also but the screening of ideas in order to develop projects that bring more benefits to the community.⁷

⁵ Institute for Advanced Studies GAP, Letërnjoftimi i komunës së Gjilanit 2013, at http://www.institutigap.org/documents/76619_LeternjoftimiGjilan2013.pdf

⁶ EC Ma Ndryshe, Transparency of local governance in Prizren, at http://online-transparency.org/repository/docs/Transparency_of_local_governance_in_Prizren_ENG.pdf

⁷ EC Ma Ndryshe, Adherence to the law in local governance, at http://online-transparency.org/repository/docs/Adherence_to_the_law_in_local_governance_ENG_%281%29.pdf

VI. Recommendations

In order to improve citizen participation in decision-making but also to increase transparency and accountability, we recommend both the municipalities of Prizren and Gjilan/Gnjilane:

- To display willingness in mending the manner of the decision-making at local level;
- To enforce AI 2008/09 of the MLGA and the provisions of the legislation in force to increase transparency and public participation in decision-making;
- To fashion conditions for involving citizens in the municipal budget drafting process;
- To provide support for proposals emerged during consultations with the youth groups;
- To inform participants of public debates on the results and impact of their involvement;

- To apply modern approaches for public consultations and participation of the public by utilizing social media;
- To develop effective means of communication, particularly through “new media” in order to increase the level of active participation of youth from different community groups;
- To consider possibilities of introducing of decisions and relevant information on social media as part of a public relations strategy;
- To use social media technologies for involving the public in the local government-citizen dialogue and provide opportunities for discussion and drafting of policies and their implementation;
- To understand the importance and potential that social media possess as a space for communication and mobilization;
- To create and promote Facebook pages, Twitter accounts, blog-writing, etc.

EC Ma Ndryshe

Non-governmental organization “Emancipimi Civil Ma Ndryshe” was founded in March 2006. The main goals of the organization are: promotion of active and participatory citizenry and the raise of civic awareness on the protection and foster of cultural heritage. EC Ma Ndryshe is one of the founding organizations and represents Kosovo in South East European Heritage Network of organizations that deal with cultural heritage – SEE Heritage Network. Furthermore, it is the founder of Cultural Heritage Forum of Prizren, Network of Cultural Organizations (RrOK) of Prizren and the Network of Independent Culture Organizations in Kosovo – Cultural Forum. Since its establishment in 2006, EC Ma Ndryshe is exercising direct pressure on local government in Prizren to generate access for civil society and the citizens in participatory decision-making. In addition to direct participation in public consultation processes, EC Ma Ndryshe has regularly advocated the adherence to legal requirements for public consultations, wider community involvement in public consultations and inclusion of community’s matters and needs in public policy documents.

Main projects: Citizen participation through social media in Prizren and Gjilan/Gnjilane (2013 – 2014); Inclusive city – participatory planning for sustainable urban development in Prizren (2013 – 2015); Cultural heritage, the central pillar for sustainable local and regional development in Prizren (2013 – 2014); Cultural Volunteers (2012 – 2013), Citizen participation in the design and implementation of cultural policies in Prizren municipality (2012 – 2013), Online Transparency of Prizren Municipality (2012), Role of Civil Society in Promotion of Cultural Heritage (regional project) 2011 – 2013, A Balkan Tale, Ottoman heritage in the Balkans (regional project) (2011 – 2013), Raising cultural awareness among youth through documentaries (2010), Strengthening citizens’ action in promoting and protecting cultural heritage (2009), “Culture 2013” Platform (2008 – 2009), Restoration Camps (2007, 2008 & 2009), Open Citizens’ Forums (2007), European Heritage Days in Kosova (2006, 2007 & 2008), Zambaku i Prizrenit 2006.

Publications: A short documentary “Prizreni qytet kulturor” (*Prizren, the city of culture*), (2013); Citizen participation in drafting of cultural policies in Prizren (expected to be published in June 2013); Who oversees the supervisors – accountability of civil society in Kosovo (expected to be published in May 2013); Erroneous – An analysis of numerous and continuous faults in cultural heritage (2013); Four released analysis of “Online Transparency” project: 1. Natural and Urban Degradation, 2. Adherence to the law in local governance, 3. Good governance is not just a phrase, 4. Transparency of local governance in Prizren; Silent Balkan, a documentary within “A Balkan Tale” project (2012); Cultural life in the municipality of Prizren (in cooperation with ODA Theatre, 2010 – 2011); Prizren through Retrospector, comparative catalogue of the old and new photos of Prizren (2009); Volunteerism and Cultural Heritage (2009); Low cost intervention (2009); Strategic document: Organizing European Heritage Days in Kosova (2008), Cultural Heritage and Cultural Tourism in Prizren(2008), Cultural Spaces in Kosovo (in cooperation with ODA Theatre – 2008).

Kosovo Center for International Cooperation

Kosovo Centre for International Cooperation (KCIC), (*Albanian*: Qendra Kosovare për Bashkëpunim Ndërkombëtar – QKBN), was founded in 2001 and registered on 8 January 2002, with the number 51011813. At the outset, the mission of the organization has been to generate a lasting peace in Kosovo by interconnecting the youth of all communities of Kosovo in the implementation of joint projects thereby overcoming the barriers created from the past.

Since 2004, the organization has changed its mission. Hence, from this point, the organization's mission is to raise civic activism, to strengthen the sense of community and to promote the accountable governance as well as to support and develop local, national and international initiatives for building human resources in Kosovo and in particular of the Kosovan youth.

Thus, the key target of the organization's projects is the youth of Kosovo, regardless of nationality, religion, race, and so forth. In such manner, the organization has also set its programs through which seeks to achieve the following mission:

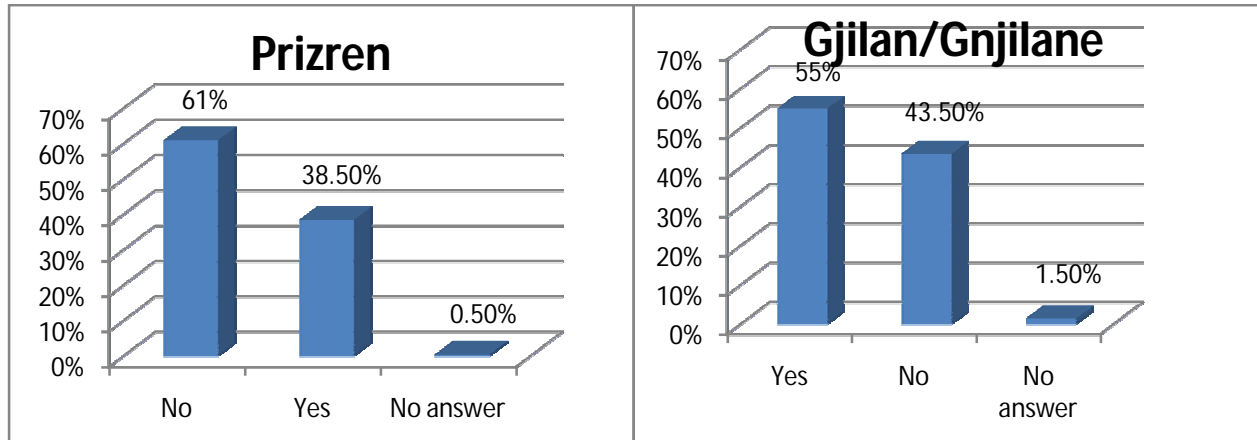
- Democratization of the society by monitoring/advocating government institutions,
- Informal (extracurricular) upbringing of citizens and, in particular, education of youth aiming at creation of new jobs,
- Strengthening of the civil society and networking with other similar organizations in order to implement projects assuming the organization's mission,
- Cross-border and international cooperation.

So far, the organization has implemented a large number of projects (40), given as their implementer but also as partner to other organizations from Kosovo and international organizations. Moreover, these projects were funded almost entirely by international organizations/donors operating in Kosovo and abroad. Kosovo Centre for International Cooperation (KCIC) continues to be active by carrying out its own projects or as a partner to other organizations.

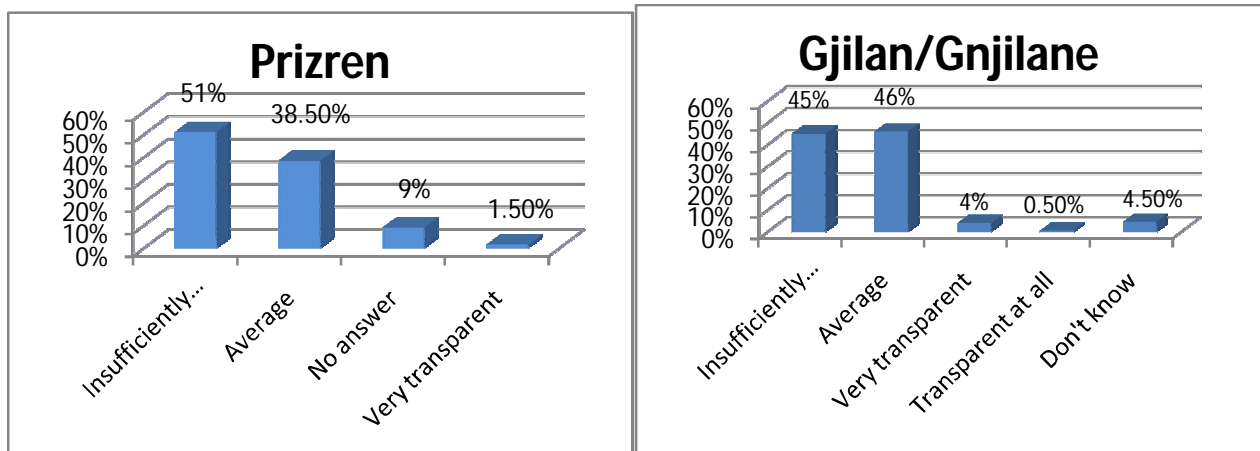
SUPPLEMENT

Graphical findings for Prizren and Gjilan/Gnjilane

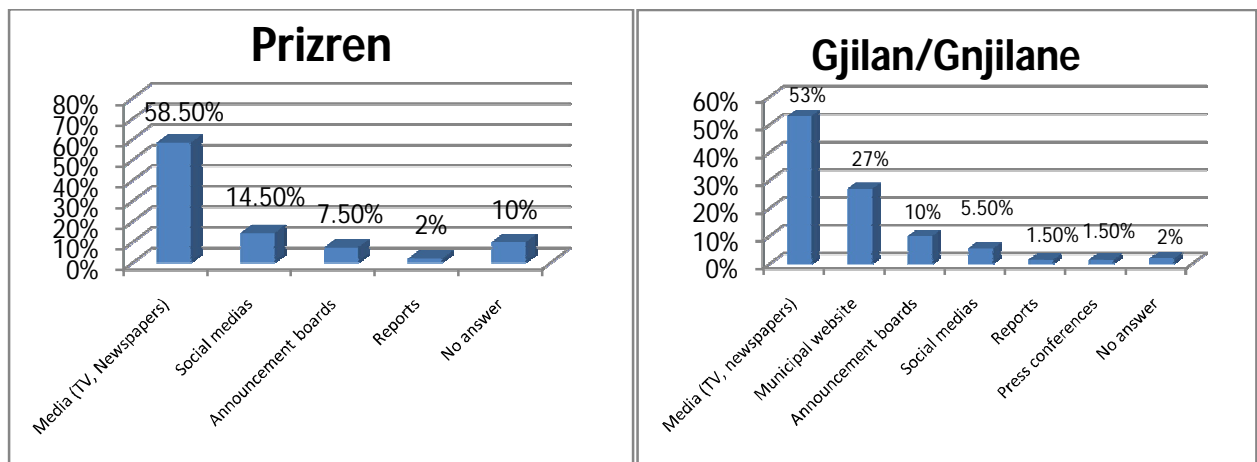
Do you have any knowledge on the functioning and decision-making in your municipality?



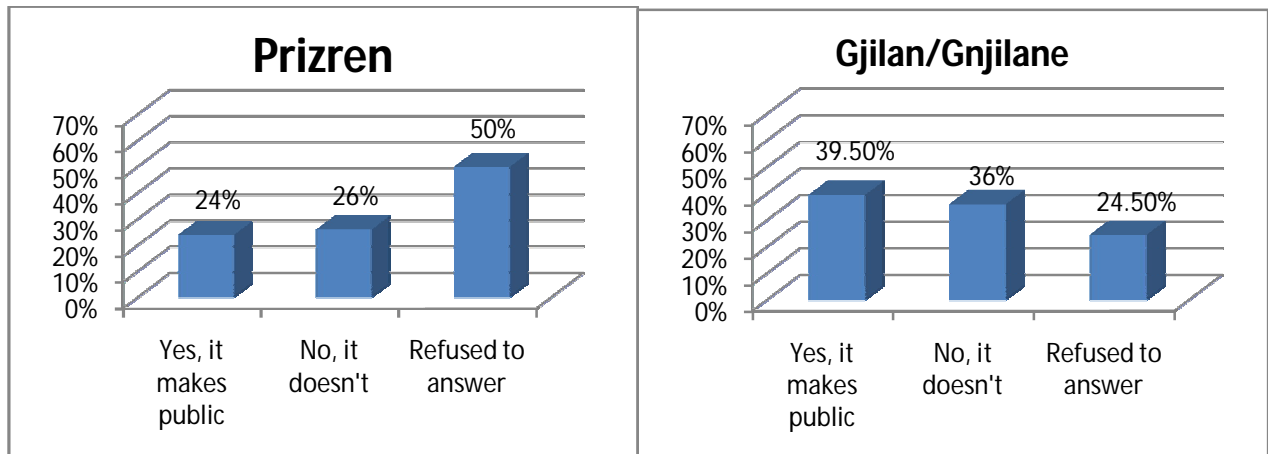
Governance transparency in your municipality



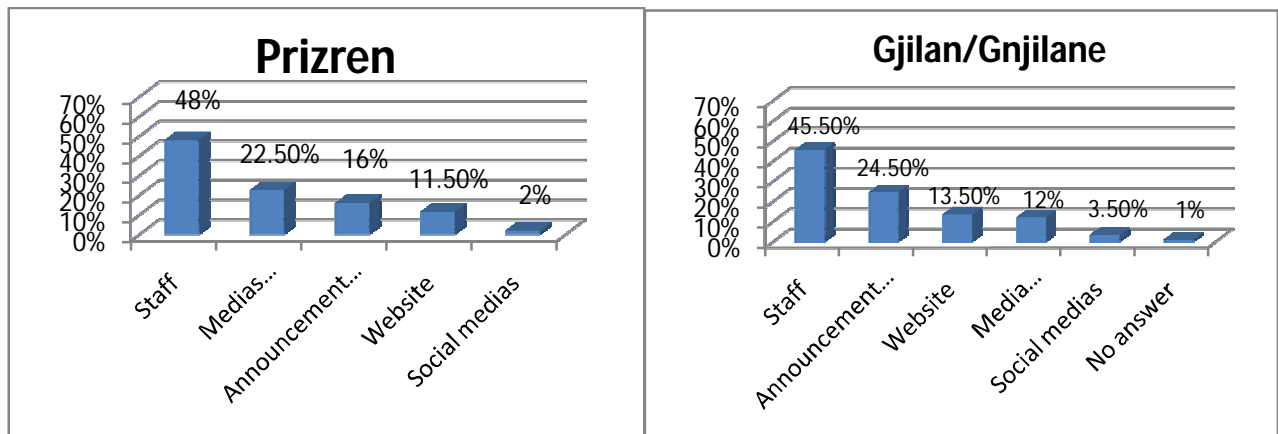
Information on the decisions of the municipality



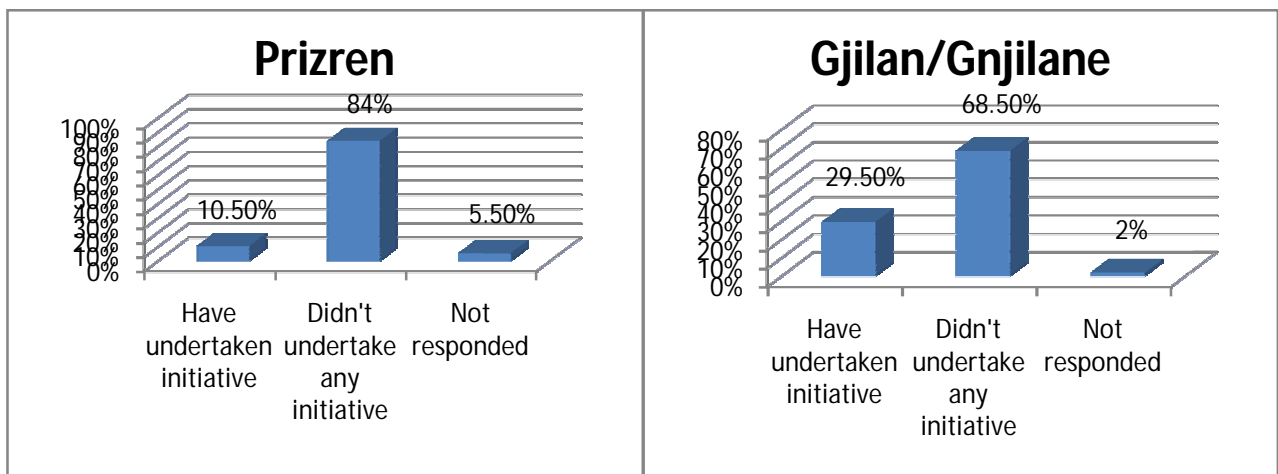
Does the municipality publicize the decisions and the list of services it provides?



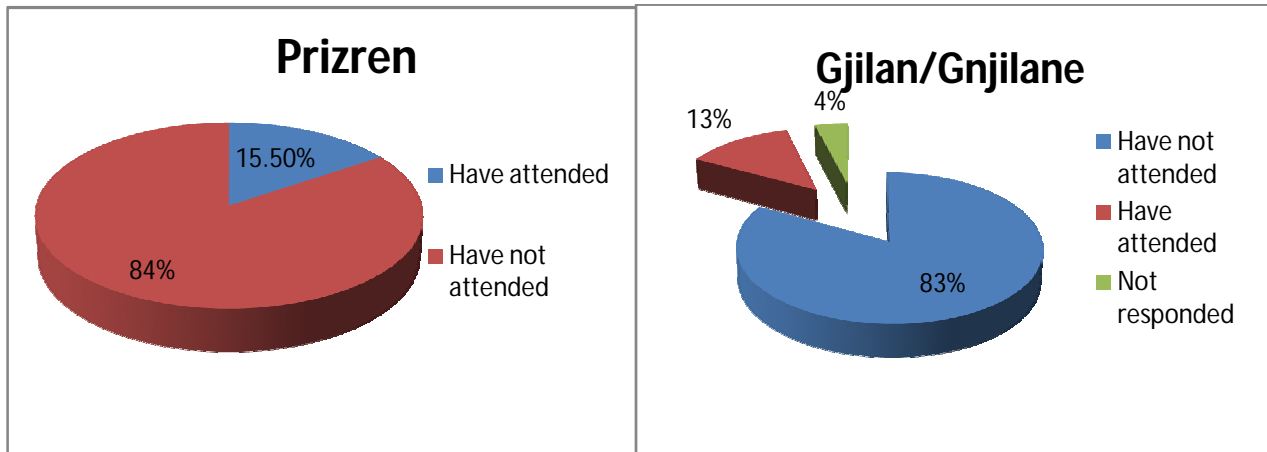
Information on the procedures and application documents for the services provided in the municipality



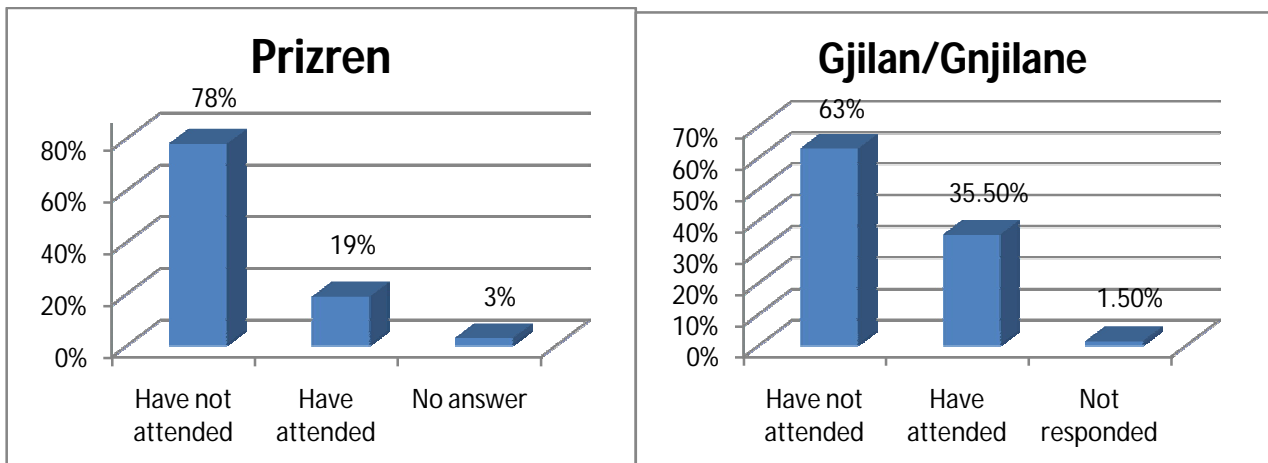
Instigation of initiatives for problem solving in the municipality



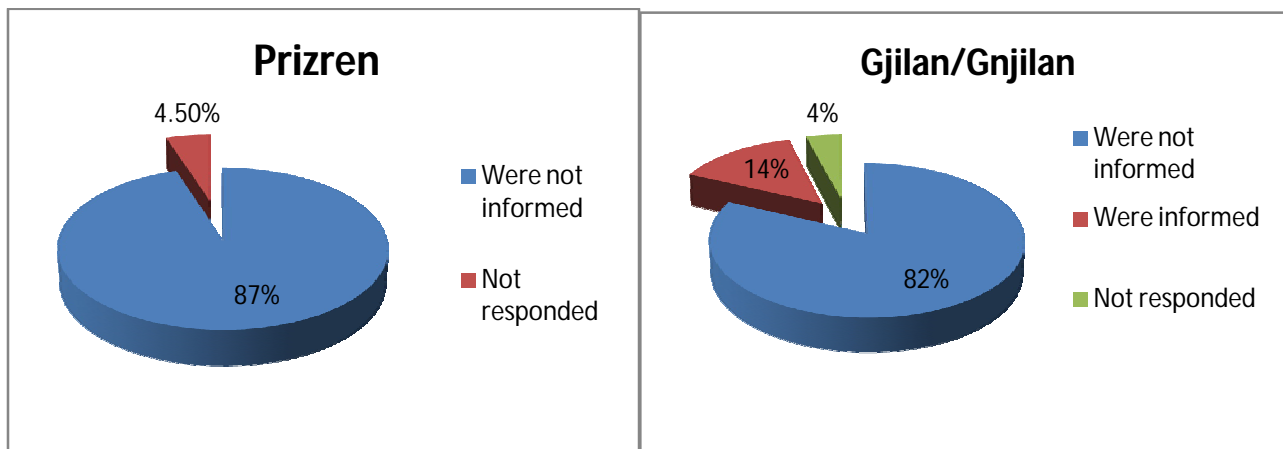
Meetings of the Municipal Assembly



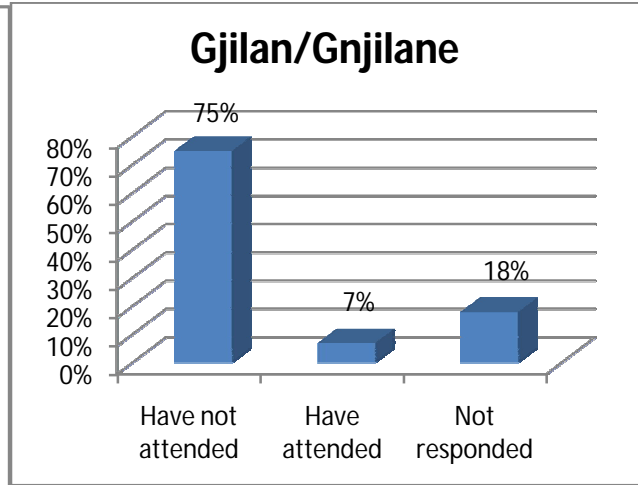
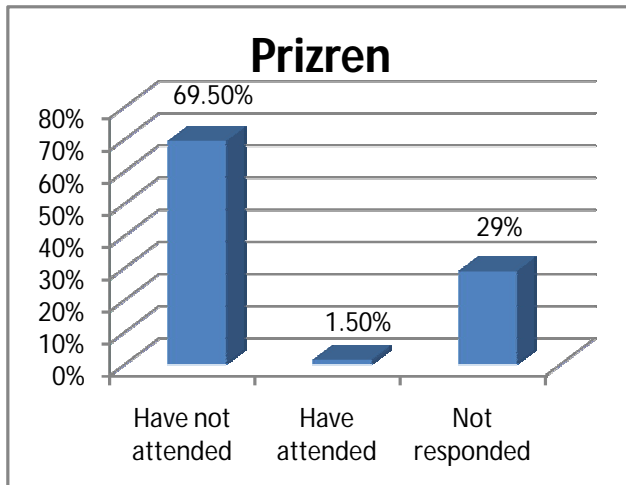
Public debates organized by the municipality



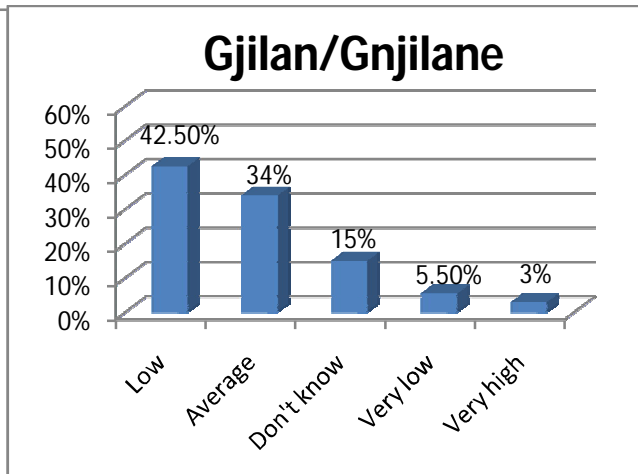
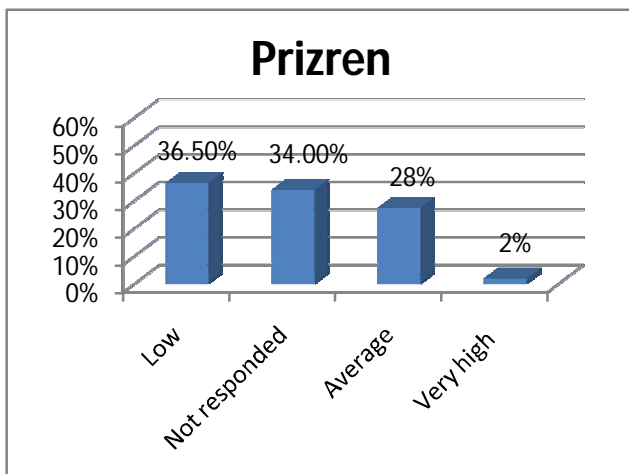
Information on the process of drafting the municipal budget



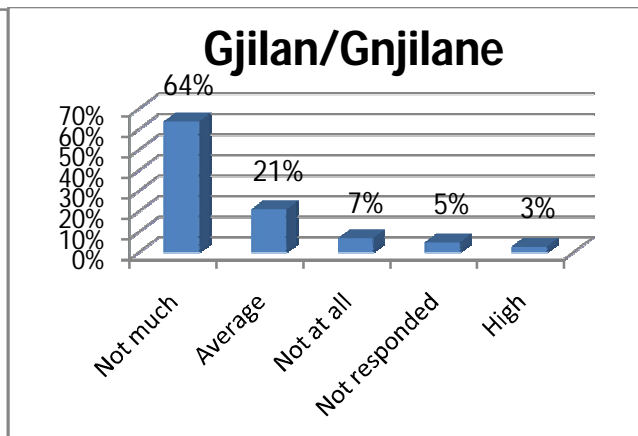
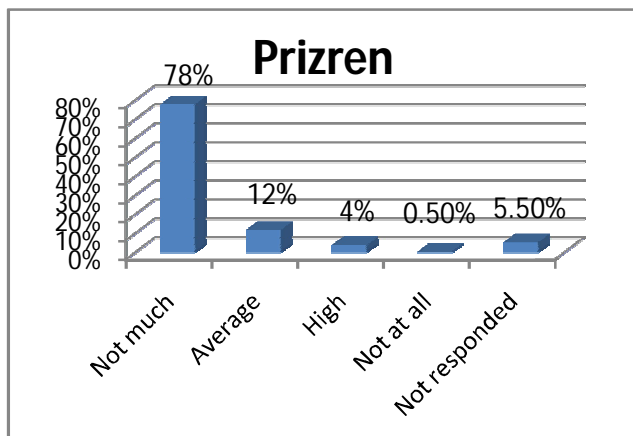
Activities related to the drafting of the municipal budget



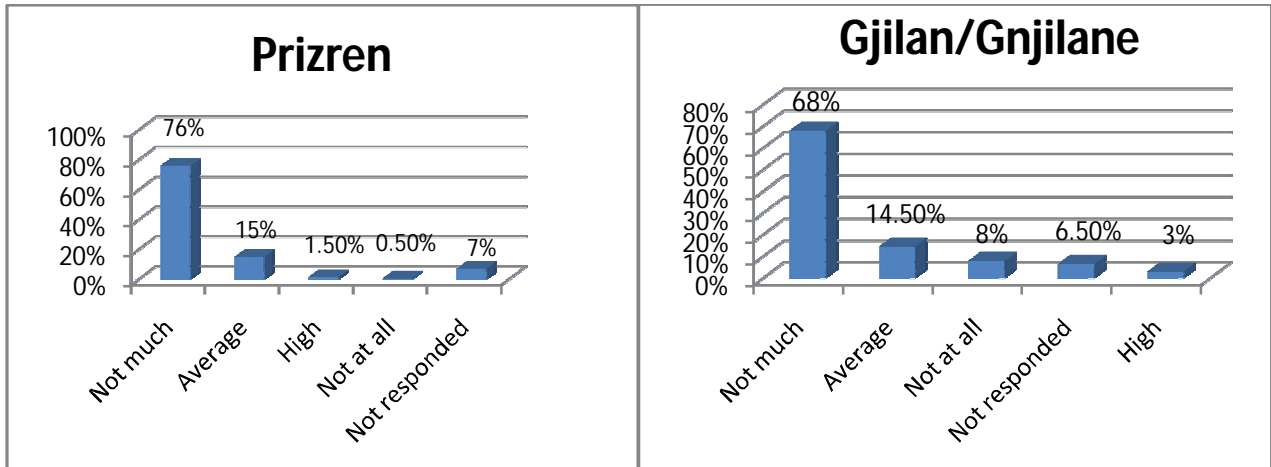
To what extent details on the content of the municipal budget were made public?



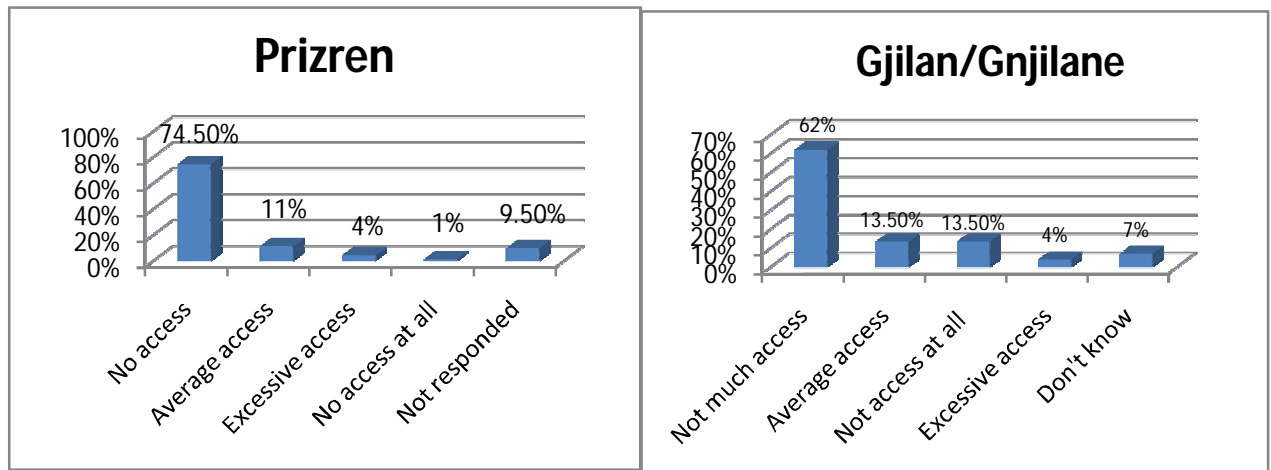
Understanding on budgetary performance of the municipality



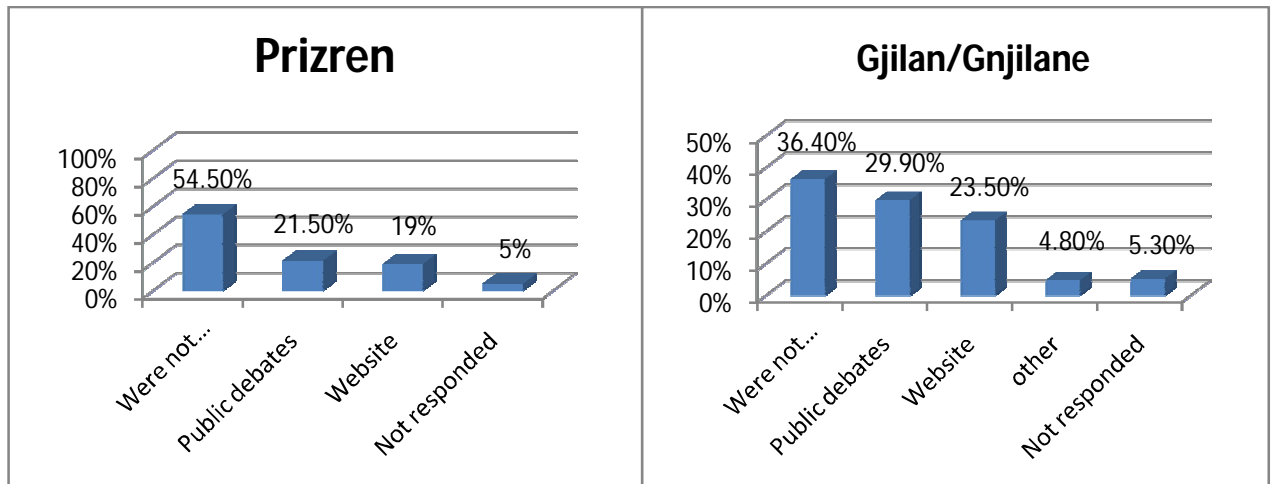
Understanding on the outlay of municipal budget



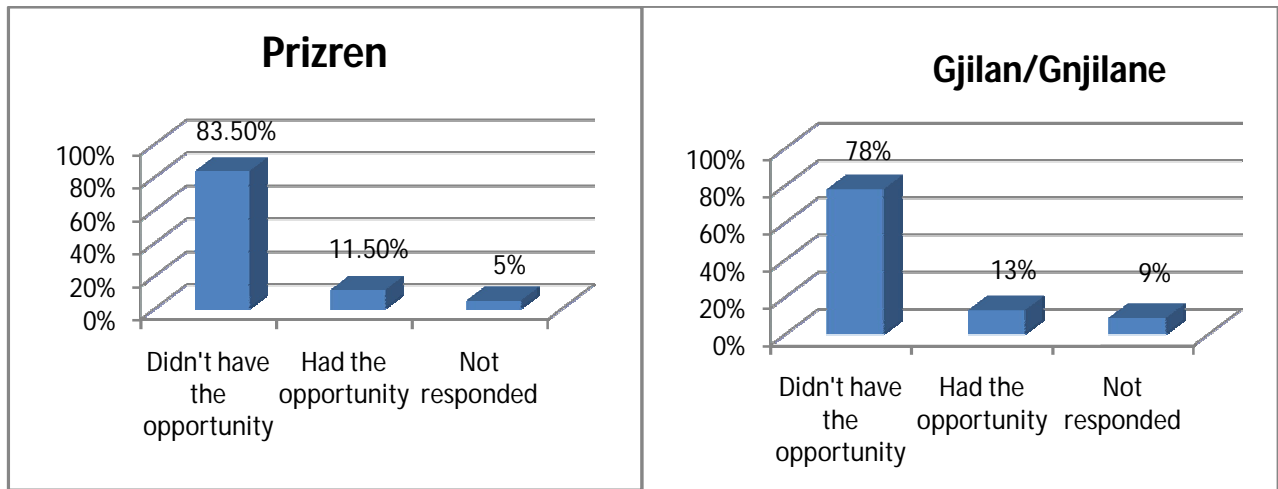
Access to the assessment and monitoring of municipal budget



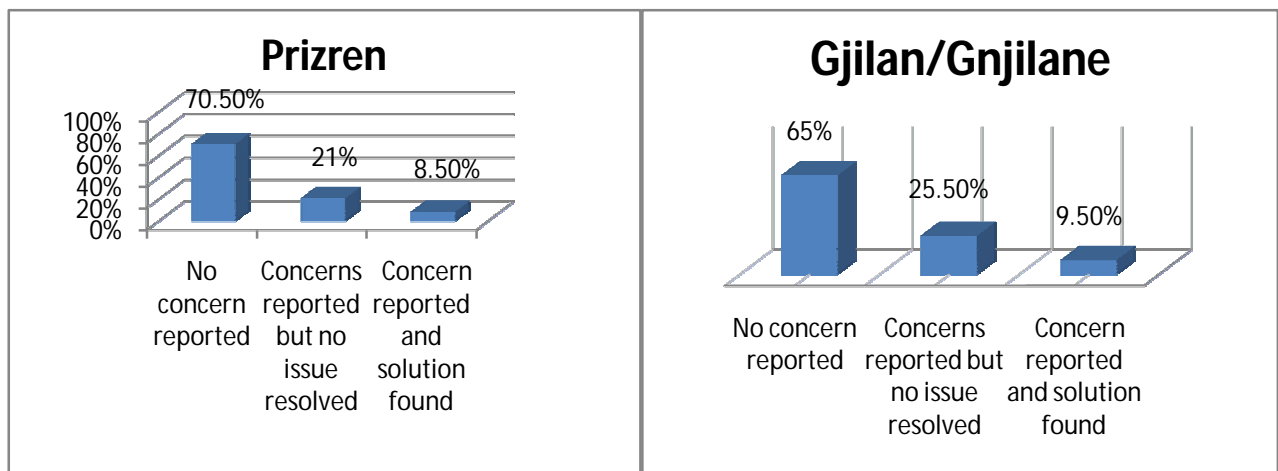
Consultations of the municipality with the youth in the drafting of strategic documents



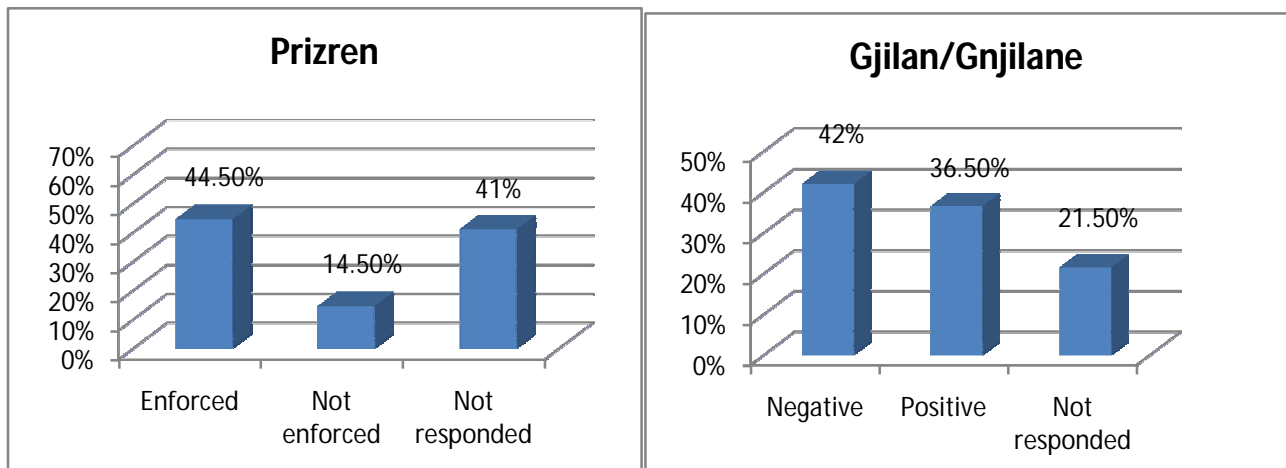
Submission of issues of the youth before the Mayor and directors of departments



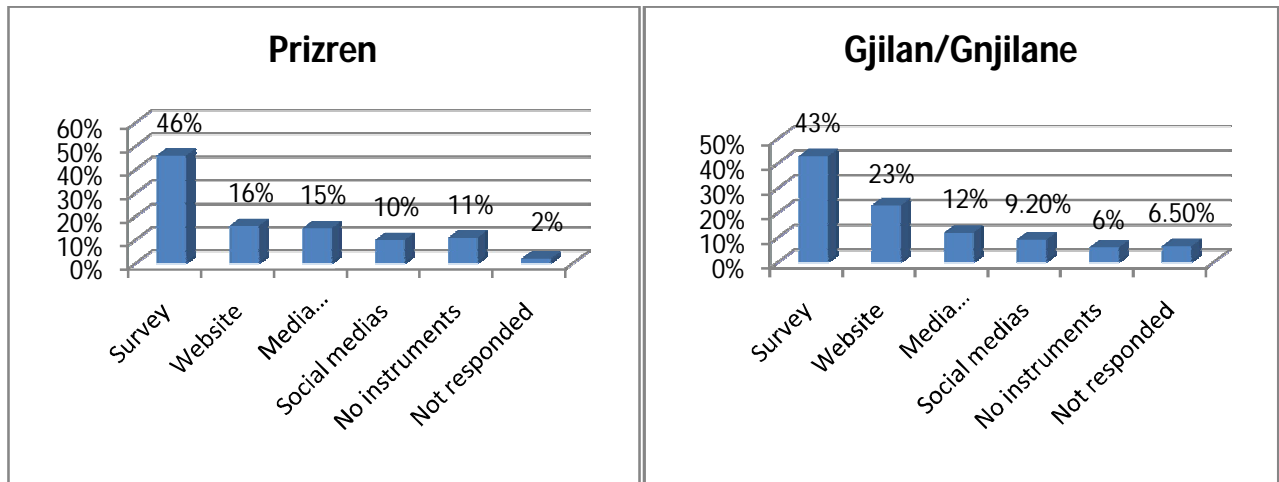
Reporting of concerns to the municipal administration



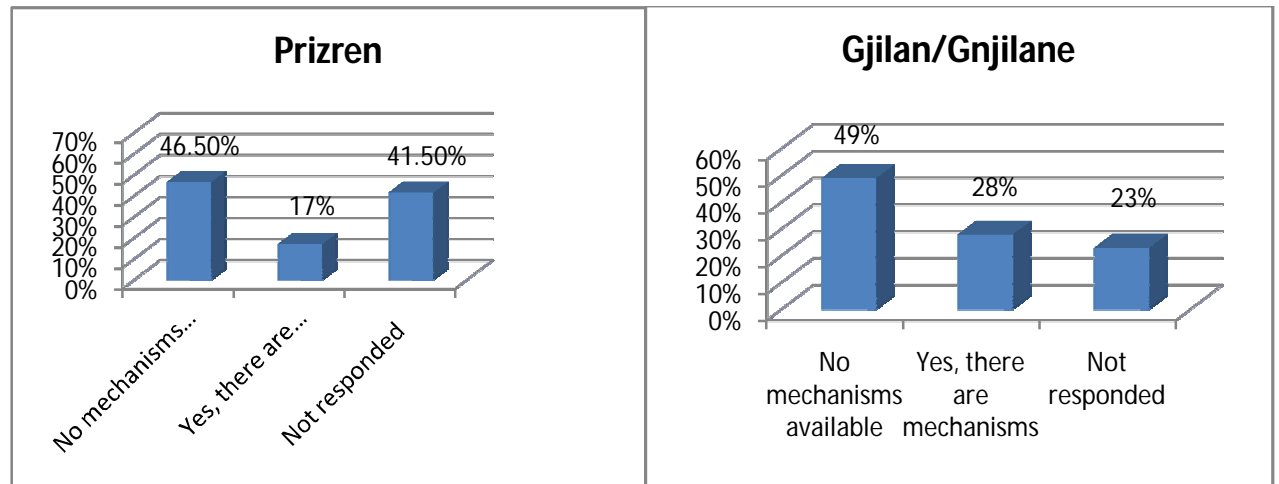
Enforcement of the measures by the municipality to encourage effective functioning of urban communities



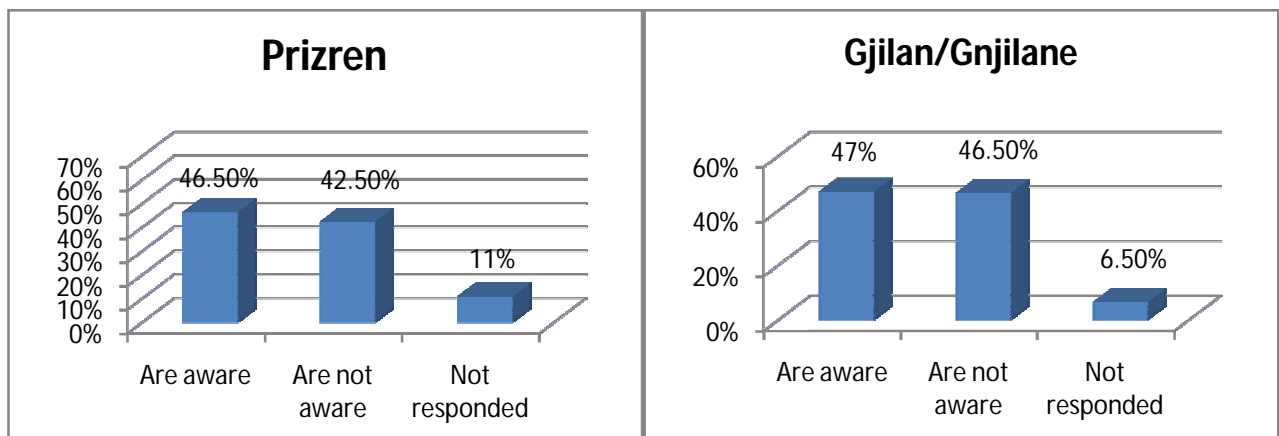
Instruments available for expressing their satisfaction or dissatisfaction with local governance



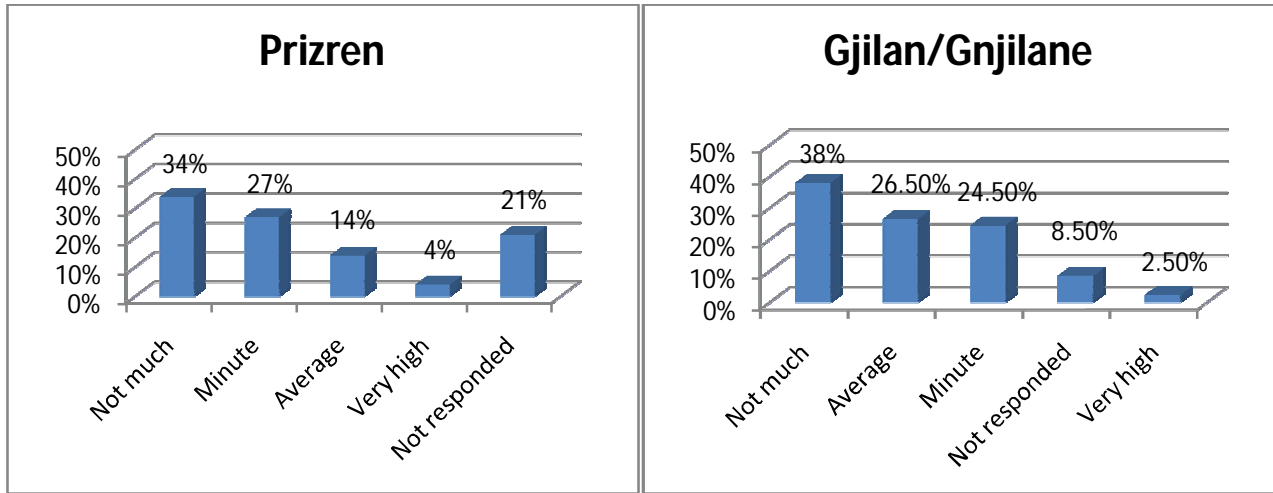
Complaint mechanisms available for reporting unbecoming conduct of municipal administration employees



The awareness of the youth on the responsibilities the municipality (directorate) has towards them



Approval ratings on the budget allocation for the Department of Youth



Responses by gender in the municipality of Gjilan/Gnjilane

1. Do you have any knowledge on the functioning and decision-making in your municipality?	Yes 43.5 %		No 55 %		Refused 1.5%									
	F 36%	M 51%	F 62%	M 48%	F 2%	M 1%								
2. In your opinion how transparent is the governance in your municipality?	Very 4%		Average 46%		Insufficiently 45%		Don't know / Refused 4.5%		No transparency 0.5%					
	F 4%	M 4%	F 49%	M 43%	F 40%	M 50%	F 7%	M 2%	F /	M 1%				
3. Which tools do you use for getting informed with the decisions of the municipality?	Municipal website 27%		Announcement board 10%		Media (TV, Newspaper) 53%		Social medias 5.5%		Reports 1.5%		Press conferences 1.5%		Refused 2%	
	F 29%	M 25%	F 8%	M 12%	F 57%	M 49%	F 2%	M 9%	F 1%	M 2%	F 1%	M 1%	F 2%	M /
4. Does your municipality publicize the decisions and the list of services it provides?	Yes 39.5%		No 36%		Refused 24.5%									
	F 35%	M 44%	F 35%	M 37%	F 30%	M 19%								
5. How do you get informed on the procedures and application documents for the services provided?	Staff 45.5%		Announcement board 24.5%		Municipal website 13.5%		Media (TV, Newspaper) 12%		Social medias 3.5%		Refused 1%			
	F 41%	M 50%	F 29%	M 20%	F 16%	M 11%	F 11%	M 13%	F 1%	M 6%	F 2%	M /		
6. Have you tried personally or in group to instigate any initiative in your municipality during the last years?	Yes 29.5%		No 68.5%		Refused 2%									
	F 22%	M 37%	F 77%	M 60%	F 1%	M 3%								
7. Did you take part in any of the meetings of the Municipal Assembly?	Yes 13%		No 83%		Refused 4%									
	F 11%	M 15%	F 86%	M 80%	F 3%	M 5%								
8. Did you take part in any of the public debates organized by the Municipality?	Yes 35.5%		No 63%		Refused 1.5%									
	F 34%	M 37%	F 65%	M 61%	F 1%	M 2%								
9. Have you been informed on the process of drafting of the municipal budget?	Yes 14%		No 82%		Refused 4%									
	F 10%	M 18%	F 86%	M 76%	F 4%	M 4%								

10. If yes, have you participate in any activity related to the drafting of the municipal budget?	Yes 7%		No 75%		Refused 18%								
	F 6%	M 8%	F 74%	M 76%	F 20%	M 16%							
11. To what extent the details on the content of the municipal budget were made public?	Very 3%		Average 34%		Little 42.5%		Very Little 5.5%		Refused 5%				
	F 4%	M 2%	F 26%	M 42%	F 46%	M 39%	F 4%	M 7%	F 20%	M 20%			
12. What is your knowledge on the budgetary performance of the municipality?	Great 3%		Average 21%		Little 64%		At all 7%		Refused 6.5%				
	F 1%	M 5%	F 19%	M 23%	F 65%	M 63%	F 9%	M 5%	F 6%	M 4%			
13. What is your knowledge on the outlay of the municipal budget?	Great 3%		Average 14.5%		Little 68%		At all 8%		Refused 6.5%				
	F 2%	M 5%	F 11%	M 18%	F 65%	M 64%	F 9%	M 7%	F 6%	M 7%			
14. What is your access to the assessment and monitoring of municipal budget (annual financial statements, etc.)?	Great 4%		Average 13.5%		Insufficient 62%		At all 13.5%		Refused 7%				
	F 3%	M 5%	F 12%	M 15%	F 58%	M 66%	F 17%	M 10%	F 10%	M 4%			
15. In what way the Municipality have consulted you during the drafting of strategic documents, plans, etc?	Public debates 29.9%		Website 23.5%		Not at all 36.4%		Other 4.8%		Refused 5.3%				
	F 26%	M 30%	F 26%	M 18%	F 33%	M 35%	F 4%	M 5%	F 6%	M 4%			
16. Have you had any opportunity for submission of current issues before the Mayor and directors of departments?	Yes 13%		No 78%		Refused 9%								
	F 13%	M 13%	F 80%	M 76%	F 7%	M 11%							
17. Did you report any of concerns at the municipal administration?	Yes (was solved) 9.5%		Yes (wasn't solved) 25.5%		No 65%								
	F 7%	M 12%	F 22%	M 29%	F 71%	M 59%							
18. Do you think that municipality applies measures for encouraging effective functioning of urban communities?	Yes 36.5%		No 42%		Refused 21%								
	F 38%	M 39%	F 40%	M 44%	F 22%	M 21%							

19. Which are the instruments available to you for expressing satisfaction or dissatisfaction with local governance?	Website 23%		Survey 43%		No instruments 6%		Medias (TV, Newspaper) 12%		Social medias 9.2%		Other		Refused 23%	
	F 25%	M 21%	F 45%	M 41%	F 4%	M 8%	F 12%	M 12%	F 6%	M 13%	F 3%	M 2%	F 5%	M 3%
20. Did your municipality made available complaint mechanisms for reporting unbecoming conduct of municipal administration employees?	Yes 28%		No 49%		Refused 23%									
	F 32%	M 24%	F 42%	M 56%	F 26%	M 20%								
21. Do you have knowledge on your rights (youth) and the responsibilities the municipality (directorate) has towards you?	Yes 47%		No 46.5%		Refused 6.5%									
	F 49%	M 45%	F 46%	M 47%	F 5%	M 8%								
22. How satisfied were you with the budget allocation for the Directorate of Youth (youth activities)?	Very 2.5%		Average 26.5%		Not much 24.5%		Unsatisfied 38%		Refused 8.5%					
	F 3%	M 2%	F 30%	M 23%	F 24%	M 25%	F 35%	M 41%	F 8%	M 9%				
23. What was the satisfaction or dissatisfaction that you have expressed and in what form?	Website 18.1%		Survey 47.7%		Medias (TV, Newspaper) 10.9%		Social medias 15%		Complaint box 8.3%					
	F 21%	M 14%	F 47%	M 45%	F 9%	M 12%	F 11%	M 18%	F 7%	M 9%				

Responses by gender in the municipality of Prizren

1. Do you have any knowledge on the functioning and decision-making in your municipality?	Yes 38 %		No 61 %		Refuse 0.5%					
	F 29.5%	M 46.7%	F 69.5%	M 53.3%	F 1.1%	M /				
2. In your opinion how transparent is the governance in your municipality?	Very 1.5%		Average 38.5%		Insufficiently 51%		Refused 9%			
	F 1.1%	M 1.9%	F 41.1%	M 36.2%	F 46.3%	M 55.2%	F 11.6%	M 6.7%		
3. Which tools do you use for getting informed with the decisions of the municipality?	Medias 58.5%		Social medias 14.5%		Announcement boards 7.5%		Reports 2%		Refused 10%	
	F 52.4%	M 65.3%	F 13.3%	M 15.8%	F 5.3%	M 9.5%	F /	M 9.5%	F 4.2%	M 3.8%
4. Does your municipality publicize the decisions and the list of services it provides?	Yes 24%		No 26%		Refused 50%					
	F 25.3%	M 22.9%	F 20%	M 31.4%	F 54.7%	M 45.7%				
5. How do you get informed on the procedures and application documents for the services provided?	Staff 48%		Medias 22.5%		Announcement board 16%		Website 11.5%		Social medias 2%	
	F 47.4%	M 48.6%	F 7.4%	M 16.2%	F 25.3%	M 19%	F 4.2%	M 6.7%	F 7.4%	M 5.7%
6. Have you tried personally or in group to instigate any initiative in your municipality during the last years?	Yes 10.5%		No 84%		Refuse 5.5%					
	F 5.3%	M 15.2%	F 88.4%	M 80%	F 6.3%	M 4.8%				
7. Did you take part in any of the meetings of the Municipal Assembly?	Yes 15.5%		No 84%							
	F 12.6%	M 18.1%	F 87.4%	M 81%						
8. Did you take part in any of the public debates organized by the Municipality?	Yes 19%		No 78%		Refuse 3%					
	F 12.6%	M 21%	F 87.4%	M 75.2%	F 2.1%	M 3.8%				
9. Have you been informed on the process of drafting of the municipal budget?	Yes 8.5		No 87%		Refuse 4.5%					
	F 3.32%	M 13.3%	F 90.5%	M 83.8%	F 6.3%	M 2.9%				

10. If yes, have you participate in any activity related to the drafting of the municipal budget?	Yes 1.5%		No 69.5%		Refuse 29%					
	F 2.1%	M 1%	F 71.6%	M 67.6%	F 26.3%	M 31.4%				
11. To what extent the details on the content of the municipal budget were made public?	Very high 2%		Average 27%		Low 36.5%		Refused 34%			
	F 1.1%	M 2.9%	F 21.1%	M 33.3%	F 34.7%	M 38.1%	F 43.2%	M 25.7%		
12. What is your knowledge on the budgetary performance of the municipality?	Great 4%		Average 12%		Little 78%		At all 0.5%		Refused 5.5%	
	F 1.1%	M 6.7%	F 13.7%	M 10.5%	F 77.9%	M 78.1%	F 1.1%	M /	F 6.3%	M 4.8%
13. What is your knowledge on the outlay of the municipal budget?	Great 1.5%		Average 15%		Little 76%		At all 0.5%		Refused 7%	
	F /	M 2.9%	F 10.5%	M 19%	F 82.1%	M 70.5%	F 1.1%	M /	F 6.3%	M 7.6%
14. What is your access to the assessment and monitoring of municipal budget (annual financial statements, etc.)?	Very 4%		Average 11%		Insufficient 74.5%		At all 1%		Refused 9.5%	
	F 2.1%	M 5.7%	F 8.4%	M 13.3%	F 76.8%	M 72.4%	F 2.1%	M /	F 10.5%	M 8.6%
15. In what way the Municipality have consulted you during the drafting of strategic documents, plans, etc.?	Public debate 21.5%		Not consulted 54.5%		Website 19%		Refused 5%			
	F 21.1%	M 21.9%	F 61.1%	M 48.6%	F 13.7%	M 23.8%	F 1.1%	M 2.9%		
16. Have you had any opportunity for submission of current issues before the Mayor and directors of departments?	Yes 11.5%		No 83.5%		Refuse 5%					
	F 12.6%	M 10.5%	F 82.1%	M 84.8%	F 5.3%	M 4.8%				
17. Did you report any of the concerns at the municipal administration?	Yes (was solved) 8.5%		Yes (wasn't solved) 21%		Refuse 41%					
	F 5.3%	M 11.4%	F 12.6%	M 28.6%	F 81.2%	M 60%				
18. Do you think that municipality applies measures for encouraging effective functioning of urban communities?	Yes 14.5%		No 44.5%		Refuse 41%					
	F 14.7%	M 14.3%	F 41.1%	M 47.6%	F 44.2%	M 38.1%				

19. Which are the instruments available to you for expressing satisfaction or dissatisfaction with local governance?	Survey 46%		Website 16%		Medias 15%		Social medias 10%		No instr. at all 11%		Refused 2%	
	F 53.7%	M 39%	F 10.5%	M 21%	F 15.8%	M 14.3%	F 13.7%	M 6.7%	F 6.3%	M 15.2%	F /	M 3.8%
20. Did your municipality made available complaint mechanisms for reporting unbecoming conduct of municipal administration employees?	Yes 12%		No 46.5%		Refuse 41.5%							
	F 6.3%	M 17.1%	F 47.4%	M 45.7%	F 46.3%	M 37.1%						
21. Do you have knowledge on your rights (youth) and the responsibilities the municipality (directorate) has towards you?	Yes 46.5%		No 42.5%		Refuse 11%							
	F 46.3%	M 46.7%	F 42.1%	M 42.9%	F 11.6%	M 10.5%						
22. How satisfied were you with the budget allocation for the Directorate of Youth (youth activities)?	Very 4%		Average 14%		Not much 27%		Unsatisfied 34%		Refused 21%			
	F 4.2%	M 3.8%	F 13.7%	M 14.3%	F 26.4%	M 25.7%	F 35.8%	M 32.4%	F 17.9%	M 23.8%		
23. What was the content or discontent that you have expressed and in what form?	Website 12.4%		Survey 33.2%		Medias 16.1%		Social medias 16.6%		Complaint box 21.8%			
	F 1.1%	M 13.3%	F 12.6%	M 31.4%	F 2.1%	M 19%	F 2.4%	M 13.3%	F 1.1%	M 19%		