

# PUBLIC PERCEPTION OF THE CONSTITUTIONAL COURT



COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

# Public Perception of the Constitutional Court

October 2024

This perception survey was conducted by UBO Consulting, with the support of the project "Support to the Constitutional Court in Applying and Disseminating European Human Rights Standards." UBO Consulting was also responsible for the processing, analysis, and interpretation of the survey data.

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## Executive summary

The “Constitutional Court Satisfaction Survey” project, supported by the Council of Europe (CoE) and implemented by UBO Consulting, aimed to assess the public awareness, perceptions, and experiences regarding the Constitutional Court of Kosovo. Conducted through a quantitative approach, this study gathered responses from a representative sample of 1,341 individuals across Kosovo, providing valuable insights into public attitudes toward the Constitutional Court.

As elaborated in details in what follows in this report, the majority of the 1,341 individuals across Kosovo, namely, 68% are of Albanian ethnicity, followed by 16% of Serb ethnicity and 16% falling into the "other" category, reflecting a diverse ethnic representation. In addition, a slight majority of respondents, namely 55%, live in urban areas, while 45%, live in rural areas, reflecting a fairly even distribution between urban and rural populations. As it pertains to age, the largest age group is 25-34 (29%), followed by 35-44 (25%) and 18-24 (18%), while older age groups, 45-54 (16%) and 55+ (13%), are less represented, indicating that the majority of respondents are younger or middle-aged. As it pertains to the level of education, 9% of the respondents have primary education, 5% have lower secondary education, 30% have upper secondary education, 32% hold a Bachelor's degree, 12% have Postgraduate/Master's degrees, while only 1% have a PhD. In terms of information as well as self-assessment of understanding of the Constitutional Court, according to the data collected, 88% of respondents have heard of the Constitutional Court, while 12% have not. While in terms of self-assessment about their understanding of the Constitutional Court's role and function, a combined 59% of respondents rate their understanding as either "very good" (29%) or "good" (30%), while 33% rate their understanding as "average," with a smaller percentage rating it as "poor" (6%) and "very poor" (2%).

The findings highlight a generally positive perception of the Constitutional Court's role and functions. Most respondents expressed confidence in understanding the Court's responsibilities, with a significant majority acknowledging the Court's critical role in protecting citizens' rights. A majority of respondents also display a high level of trust in the Court's independence and impartiality. As noted in details in what follows, the respondents were, among others, asked about their confidence in the Constitutional Court's independence and impartiality, but also about their perceptions pertaining to the fairness of the Constitutional Court decisions, speed at which the Constitutional Court handles cases, transparency, effectiveness of its communication, clarity of the decisions, as well as the quality of the performance over the last five (5) years.

In terms of the Constitutional Court's *independence and impartiality*, a total of 76% of the respondents express confidence in the Constitutional Court, with 18% "extremely confident", 24% "very confident" and 34% "moderately confident". A lower level of confidence 13% of respondents who only express to be "slightly confident", while 6% that are "not confident at all" in this respect. On the other hand, 5% of the respondents, declare that they do not know or refuse/prefer not to answer.

In terms of perceptions of the *fairness and justice* of the Constitutional Court's decisions, a total of 55% of respondents, affirmatively assess that the Court's decisions as fair and just, with 21% "strongly agreeing" and 34% "agreeing." Meanwhile, a quarter of the respondents, namely 25% of them, remain neutral in this respect. Disagreement is relatively lower, with 14% of the respondents viewing the Constitutional Courts decisions negatively, with 8% "disagreeing" and 6% "strongly disagreeing" that the decisions are fair and just. On the other hand, 6% of the respondents, declare that they do not know or refuse/prefer not to answer.

In terms of the *speed* at which the Constitutional Court handles cases, a total of 47% of respondents viewed the Court's case handling positively, with 34% of the respondents, remaining neutral. On the other hand, 20% of respondents are dissatisfied with the Court's speed on handling cases, with 16% finding the speed "unsatisfying" and 4% "very unsatisfying."

In terms of the Constitutional Court's *transparency*, a total of 39% of respondents view the Court's transparency positively, while 38% of the respondents remain neutral in this respect. On the other hand, only 15% of respondents perceive the Court's transparency negatively, with 10% rating it as "low" and 5% as "very low." On the other hand, 8% of the respondents, declare that they do not know or refuse/prefer not to answer.

In terms of the Constitutional Court's *effectiveness of communication* with the public, a notable majority of 89% of the respondents believe that the Court communicates its decisions and activities effectively, with 12% rating it as "extremely effective", 30% as "very effective" and 47% as "moderately effective". Nevertheless, 8% of the respondents consider this communication "slightly effective" and 2% find it "not effective at all."

In terms of the *clarity* of the Constitutional Court's decisions, a total of 61% of the respondents, believe that the decisions are understandable and clear, while 23% of them declare that they do not know the answer, while 16% of respondents finding that the Constitutional Court decisions are unclear.

Finally, pertaining to the Constitutional Court's performance over the last five (5) years, the data reveals that 35% of respondents believe that the Court's performance has improved, with an equal percentage, namely 35%, perceiving the Court's performance as remaining the same during this period. On the other hand, 22% of the respondents declare to not know this answer or preferring not to respond, with only 8% of respondents believe that the Court's performance has deteriorated.

Key findings gathered from this survey are listed as follows:

## Key findings

### **Knowledge about the Constitutional Court**

- A significant 88% of respondents (1,183 out of 1,341), have heard of the Constitutional Court of Kosovo, reflecting widespread awareness of the institution.
- There is a clear gender gap in awareness, with 93% of male respondents reporting that they have heard of the Constitutional Court, compared to 84% of female respondents. This indicates that women are slightly less familiar with the Court, with 16% of women indicating they have not heard of it.
- The respondents had to rate their understanding of the Constitutional Court's role and function. A combined 59% of respondents rate their understanding as either "very good" (29%) or "good" (30%), indicating a majority that believes to understand the Court's responsibilities. A further 33% rate their understanding as "average," suggesting some familiarity but not a deep knowledge. The smaller percentages for "poor" (6%) and "very poor" (2%) reflect a minority with limited understanding of the Court's role.

### **Information about the Constitutional Court**

- Television is the most dominant source of information about the Constitutional Court, with 84% of respondents stating they receive news from this source. The internet

(56%) and social media (52%) are also prominent sources of information, reflecting the shift towards digital platforms for public engagement.

- 70% of respondents correctly identify the Court's role in reviewing laws to ensure constitutional compliance, while 66% acknowledge its role in protecting the Constitution. However, there is limited recognition of other key functions of the Court, such as protecting individual rights (41%) and reviewing constitutional amendments (36%).
- The Albanian respondents perceive the Court as important, with 49% rating its role as "extremely important" and 37% as "very important." On the other hand, Serb respondents show a more mixed perspective, with only 16% rating it as "extremely important," while a notable 30% see it as "slightly important" or "not important at all."
- Television is the dominant source of information for 66% of respondents regarding the Constitutional Court's decisions, followed by the internet (47%) and social media (43%). Notably, 40% also rely on the Court's website to stay informed, showing the importance of both traditional as well as digital channels in disseminating information.

### ***Using the Services of the Constitutional Court***

- The majority of respondents (96%) have never filed an application with the Constitutional Court.
- Among the 47 respondents who have filed cases, civil (23%) and criminal cases (22%) are the most commonly submitted.
- Of the 47 cases submitted, 38% resulted in decisions fully in favor of the applicant, while 17% received judgments partially in their favor. 23% of cases were ruled not in favor of the applicant, while 22% were deemed inadmissible.
- Of 47 respondents, 44% filed referrals in 2020 or later, showing a recent rise in cases, while 26% filed between 2015–2019. Only 3% filed from 2009–2014, and 27% were unsure of their filing date.

### ***Satisfaction with the Constitutional Court services***

- A total of 76% of respondents expressed confidence on the Constitutional Court independence and impartiality, with 18% "extremely confident", 24% "very confident" and 34% describing their confidence as "moderately confident". On the other hand, 13% of respondents are only "slightly confident", and 6% are "not confident at all" in this aspect.
- A total 55% of the respondents affirmatively view the Court's decisions as fair and just, with 21% "strongly agreeing" and 34% "agreeing" in this respect. Meanwhile, a quarter of the respondents (25%), remain neutral pertaining to this matter. Disagreement is relatively lower, with 8% "disagreeing" and 6% "strongly disagreeing" that the decisions are fair and just, totaling 14% who view the decisions negatively.
- A majority of respondents, namely 61%, believe that the Court's decisions are understandable and clear, demonstrating a significant level of transparency perceived by the public. However, 16% of respondents find the decisions unclear, pointing to an area where the Court might improve its communication or the clarity with which it articulates its rulings.
- Overall, 47% of respondents viewed the Court's case handling positively, with 10% rating it as "very satisfying" and 37% as "satisfying", with 34% remaining neutral. On the other hand, 20% of respondents are dissatisfied, with 16% finding the speed "unsatisfying" and 4% "very unsatisfying".
- A total of 39% of respondents view the Court's transparency positively, with 10% rating it as "very high" and 29% as "high." However, the largest group of respondents, namely 38%, remains neutral. On the less positive side, 15% of respondents perceive the Court's transparency negatively, with 10% rating it as "low" and 5% as "very low."



- The survey data on the effectiveness of the Constitutional Court's communication with the public generally reflects positive assessments. A notable 42% of respondents believe that the Court communicates its decisions and activities effectively, with 12% rating it as "extremely effective", 30% as "very effective" and 47%, rating it as "moderately effective". However, a small but significant minority expresses less satisfaction, with 8% considering the communication "slightly effective" and 2% finding it "not effective at all".
- The data reveals that the public opinion on the Constitutional Court's performance over the last five (5) years, is fairly balanced between perceptions of improvement and stability. Specifically, 35% of the respondents believe that the Court's performance has improved, which could reflect positive changes in its processes, decisions, or public outreach during this period. Meanwhile, an equal percentage (35%) consider that the Court's work has remained unchanged. On the other hand, only 8% of respondents believe the Court's performance has deteriorated.

***For those who do not know the Constitutional Court***

- Television is the primary source of information about public institutions for 71% of respondents. Social media follows closely, with 49% of the public using it to stay informed. Additionally, 33% use the internet (excluding social media) and 29% gather information through conversations with family and friends.
- Public opinion on the importance of having a Constitutional Court of Kosovo is largely positive. A combined 58% of respondents consider it either "extremely important" (27%) or "very important" (31%). Ethnic group breakdowns reveal significant differences: 58% of the Albanian respondents consider the Court either "extremely" or "very important," while only 10% of the Serb respondents view it as "very important".
- Interest in attending informational sessions or workshops about the Constitutional Court declines significantly with age. Among the youngest respondents (18-24 years), 31% are interested in attending, while 35% are not. Among respondents aged 55 and older, only 11% are interested, while 79% express no interest in attending such sessions, highlighting a generational divide in engagement with the Court's activities.

## Introduction

The Constitutional Court of Kosovo is a fundamental institution that ensures the protection of constitutional rights and the judicial integrity of the nation. To indicate the public's perception of this key body, a thorough survey was conducted, targeting a wide demographic cross-section. The purpose of the survey was to assess the general awareness, understanding, and trust in the Constitutional Court, exploring how different population groups perceive its role, functions, and performance.

This report outlines the survey findings, providing insights into the public's awareness and perception of the Court, how it receives information regarding its activities, and the importance attributed to its existence. It probes into the public's trust in the Court's impartiality and effectiveness, explores the preferred methods of communication between the Court and the citizens, and highlights how different demographic groups, including ethnic and gender differences, perceive the Court's work. In addition, the report also sheds light on those who have interacted with the Court, either by filing cases or following its decisions, and on the broader public's interest in learning more about its functions.

The findings presented herein not only reflect the current state of public opinion on the Constitutional Court but also provide a roadmap for improving its engagement and communication with Kosovo's citizens. The report aims to inform efforts to strengthen the Court's role in the judicial landscape and enhance its transparency, accessibility, and effectiveness by identifying key gaps in public understanding and trust pertaining to the role and functions of the Constitutional Court.

## Methodology

UBO Consulting employed a quantitative research approach to collect data for this study, involving a sample of 1,341 respondents. The primary data collection method was through Computer-assisted personal interviewing (CAPI), which ensures both efficiency and accuracy by minimizing misunderstandings during interviews. To further ensure data reliability, back-check interviews were conducted with at least 30% of the respondents.

The questionnaire, finalized by the Council of Europe and Constitutional Court team, included both closed-ended and open-ended questions. It was carefully translated into Albanian and Serb using the back-translation method to maintain conceptual and cultural accuracy. A team of trained researchers and interviewers ensured the high quality of data collection throughout the process.

Data was analyzed using SPSS software, with the validation team rigorously checking for any errors, inconsistencies, or missing information. Cross-tabulations were performed to explore relationships between variables and to identify key patterns within the dataset.

## Study Results

This section presents the findings from the survey designed to assess public knowledge, perceptions, and experiences with the Constitutional Court of Kosovo. The survey aimed to capture insights into the general public's awareness and perceptions of the Court's role, sources of information, confidence in its operations, and user satisfaction. Responses were gathered from a diverse group of participants, with an emphasis on ensuring anonymity. The results provide information on how the Court is perceived and utilized by the public, offering a foundation for future initiatives to enhance public engagement and understanding.

### Demographics

**Gender:** The survey is fairly balanced, with 48% male and 52% female respondents, indicating a good representation of both genders.

**Age:** The largest age group is 25-34 (29%), followed by 35-44 (25%) and 18-24 (18%). Older age groups, 45-54 (16%) and 55+ (13%), are less represented, indicating that the majority of respondents are younger or middle-aged.

**Language Spoken at Home:** The majority of respondents speak Albanian (74%), followed by Serb (16%). Smaller percentages speak Turkish (3%) and other languages (6%).

**Education Level:** The largest group of respondents holds a Bachelor's degree (32%), followed by those with upper secondary education (30%). A notable portion has Postgraduate/Master's degrees (12%), while only 1% have a PhD. Lower education levels, such as primary education (9%) and lower secondary (5%), are less common.

**Employment:** 40% of respondents are employed full-time, with 7% employed part-time. Next, 16% are unemployed and seeking jobs, while 12% are homemakers. A smaller portion is self-employed full-time (6%) and part-time (2%).

**Income:** A significant 28% of respondents did not earn any income in the last three months, while the majority earned between 151 and 600 euros (48%). Only 5% reported earning more than 900 euros, indicating that most respondents fall within lower income brackets.

**Ethnic Background:** The majority of respondents (68%) are of Albanian ethnicity, followed by Serb (16%). Another 16% fall into the "Other" category, reflecting a diverse ethnic representation.

**Settlement:** A slight majority of respondents (55%) live in urban areas, while 45% live in rural areas, suggesting a fairly even distribution between urban and rural populations.

## Section 1: Knowledge about the Constitutional Court

This section assesses the respondent's general awareness of the Constitutional Court of Kosovo. It seeks to determine whether the respondent has heard of the institution.

According to the data, 88% of respondents, or 1,183 out of 1,341, have heard of the Constitutional Court of Kosovo, while 12% have not. This indicates a high level of awareness of the Constitutional Court among the population surveyed. Overall, this shows that the majority of people in Kosovo are familiar with the Constitutional Court.



Figure 1. Have you heard of the Constitutional Court of Kosovo? (n=1341)

Among male respondents, a high percentage, 93%, report having heard of the Court, indicating strong awareness within this group. In contrast, 84% of female respondents are aware of the Court, showing a slightly lower level of awareness compared to the male respondents. Consequently, 16% of females indicate they have not heard of the Constitutional Court.

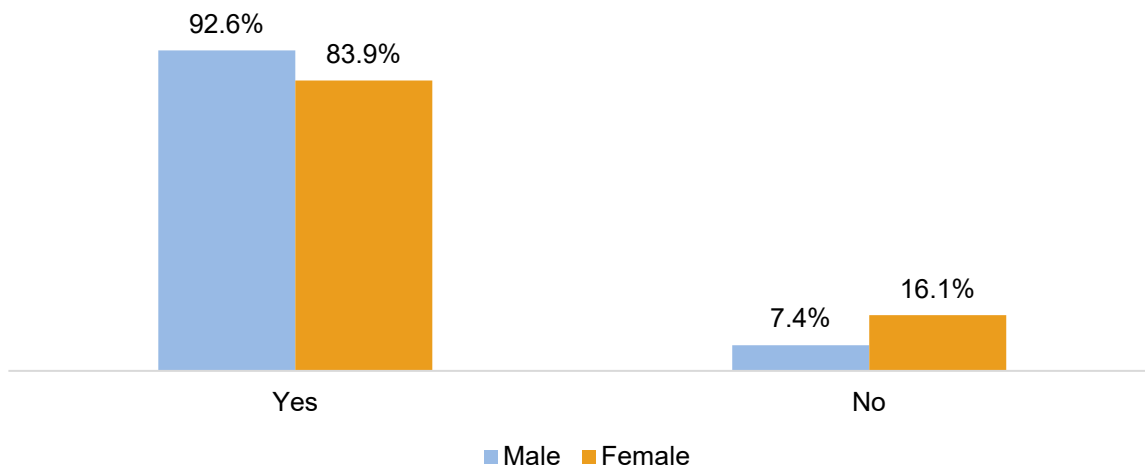


Figure 2. Have you heard of the Constitutional Court of Kosovo? \*Gender Breakdown

## Section 2: Information about the Constitutional Court

This section of the survey focuses on assessing public awareness and perceptions of the Constitutional Court among the respondents who are familiar with it. It explores the sources from which respondents have received information about the Court, assesses their understanding of its role and functions, and measures their perceived importance of the Court in protecting citizens' rights.

The data presents the various sources from which respondents have received information about the Constitutional Court. Television emerges as the most dominant source, with 84% of respondents citing it. The internet follows at 56%, showing substantial engagement with digital platforms. Social media is also a prominent source at 52%. Conversations with family and friends account for 28%, suggesting that personal interactions also contribute to public awareness.

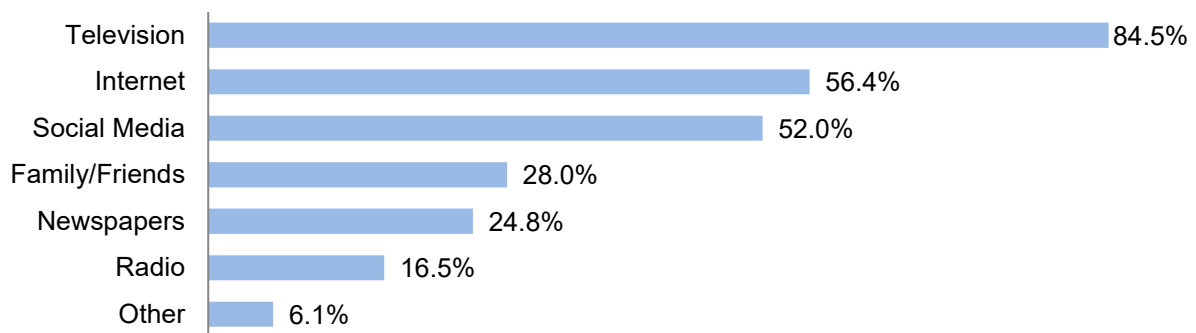


Figure 3. From which sources have you received information about the Constitutional Court? (n=1183)

The respondents had to rate their understanding of the Constitutional Court's role and function. A combined 59% of respondents rate their understanding as either "very good" (29%) or "good" (30%), indicating a majority with the belief to understand the Court's responsibilities. A further 33% rate their understanding as "average," suggesting some familiarity but perhaps not a deep knowledge. The smaller percentages for "poor" (6%) and "very poor" (2%), reflect a minority with limited understanding of the Court's role.

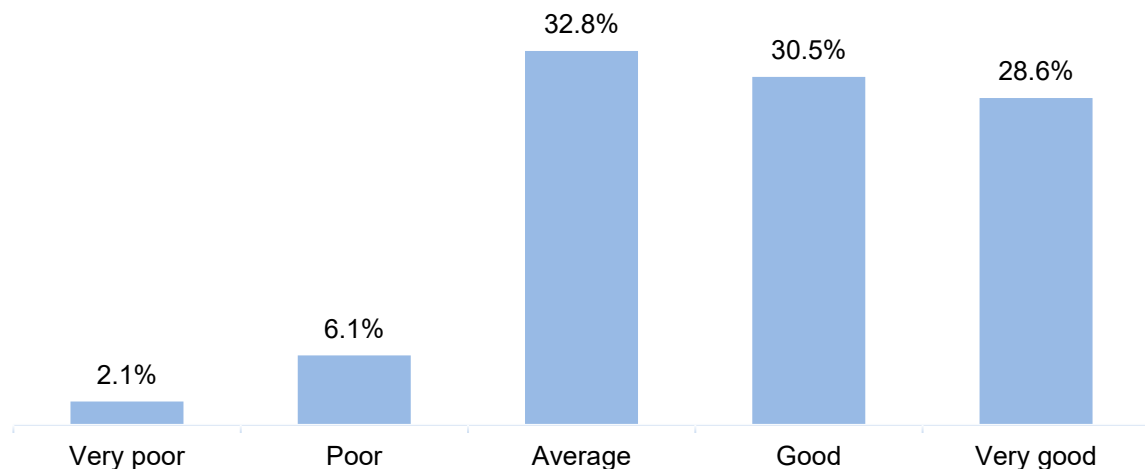


Figure 4. How would you rate your understanding of the Constitutional Court's role and function? (n=1183)

Younger respondents aged 18-24 report a "very good" understanding at 23%, with the majority considering their understanding as average. This perception of moderate understanding persists across all age groups but slightly improves among those aged 35-44, where 33% feel they have a "very good" understanding. Confidence in understanding dips for the 45-54 age group, yet 35% still describe their understanding as "good." Notably, respondents aged 55 and older show an increased confidence, with 34% reporting a "very good" understanding, but also a significant 7% rating their understanding as "very poor," the highest among all groups.

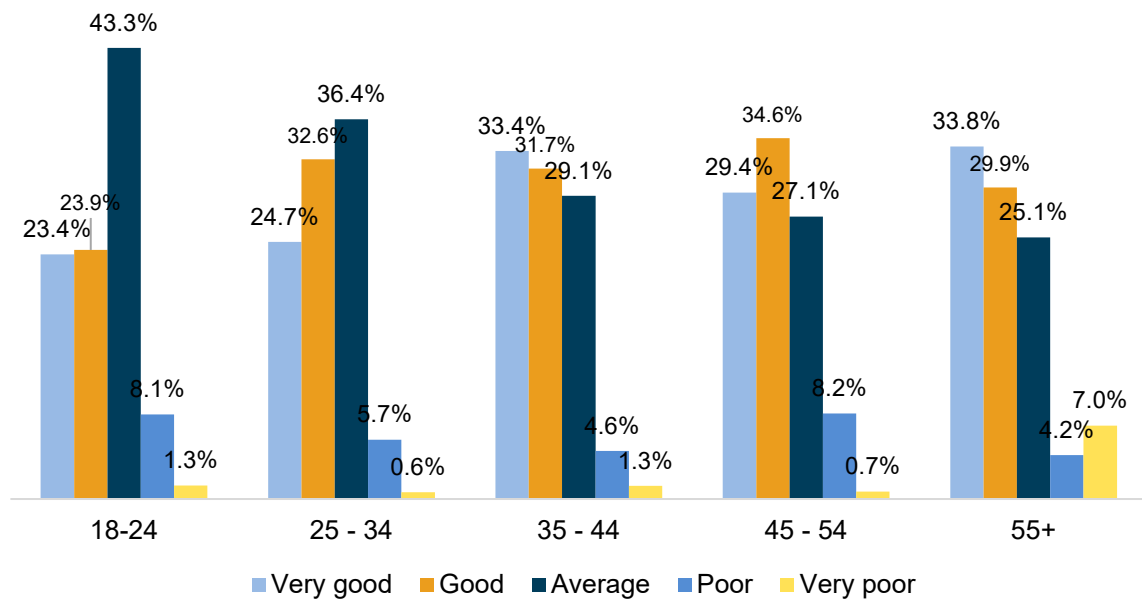


Figure 5. How would you rate your understanding of the Constitutional Court's role and function? \*Age Breakdown

The survey data reflects varying levels of public understanding regarding the Constitutional Court's mandate and functions. A significant majority recognizes its core roles, with 70% identifying the Court's responsibility to review laws for constitutional compliance and 66% acknowledging its role in protecting the Constitution. However, understanding appears more limited for other functions, with only 41% aware of its role in protecting individual rights and 36% recognizing its authority to review constitutional amendments.

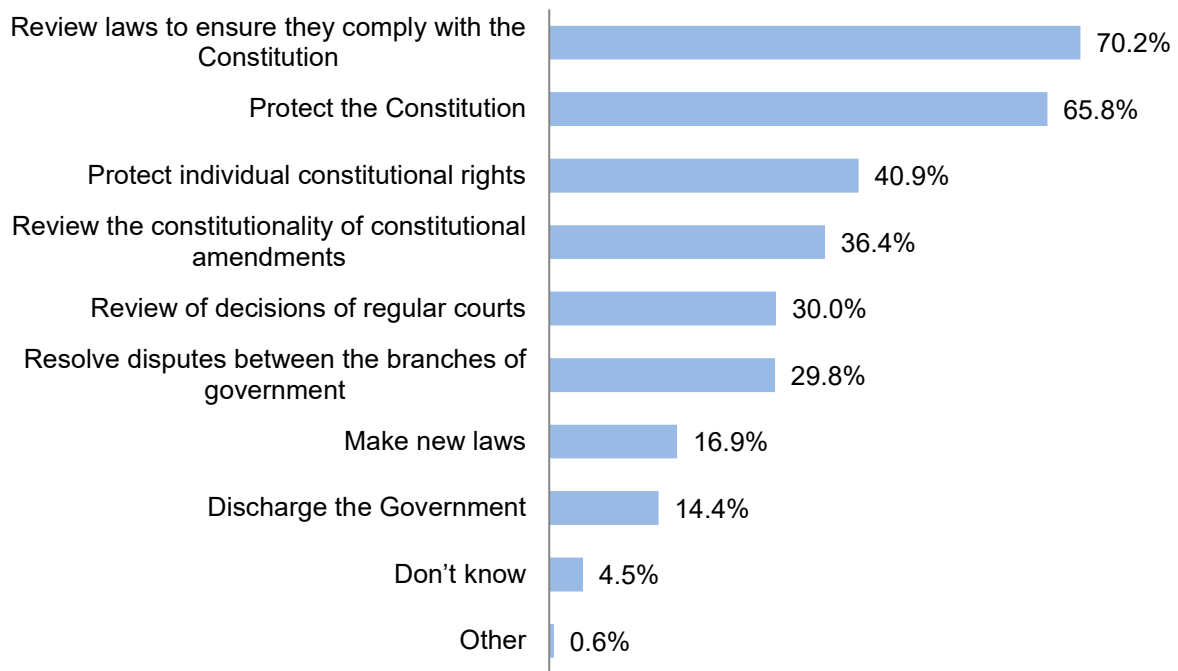


Figure 6. What is your understanding of the Constitutional Court's mandate and functions? (n=1183)

According to 47% of respondents, the Court's role in protecting citizens' rights is "extremely important," and an additional 36% rate it as "very important," cumulatively accounting for 83% of the responses. In contrast, only a minority see the Court's role as less critical, with 13% considering it "moderately important" and a mere 4% rating it as either "slightly important" or "not important at all."

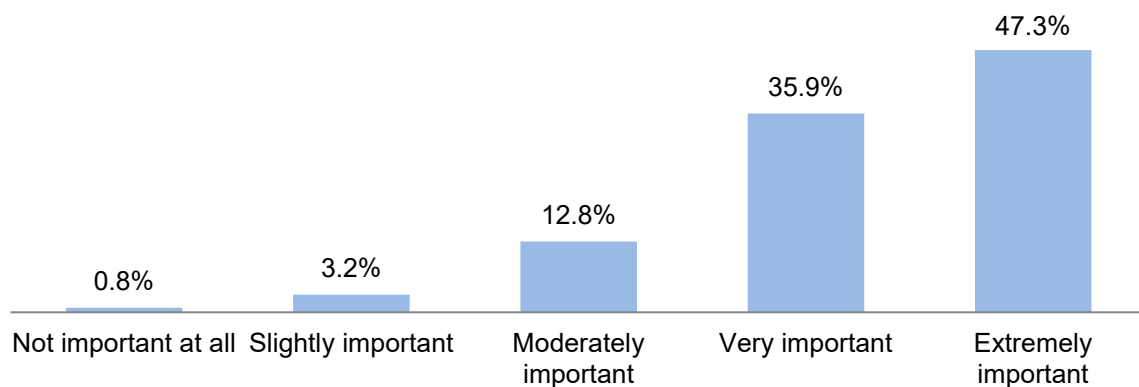


Figure 7. How important do you think the Constitutional Court is in protecting citizens' rights? (n=1183)

These results further indicate significant differences in how the Court is perceived across ethnicities. Among Albanian respondents, a significant majority perceive the Court as important, with 49% rating it as "extremely important" and 37% as "very important." In contrast, the Serb minority exhibits a more diverse range of opinions: only 16% consider the Court's role as "extremely important," and 18% as "very important," while a substantial 30% view it as only "slightly important" and another 5% as "not important at all."

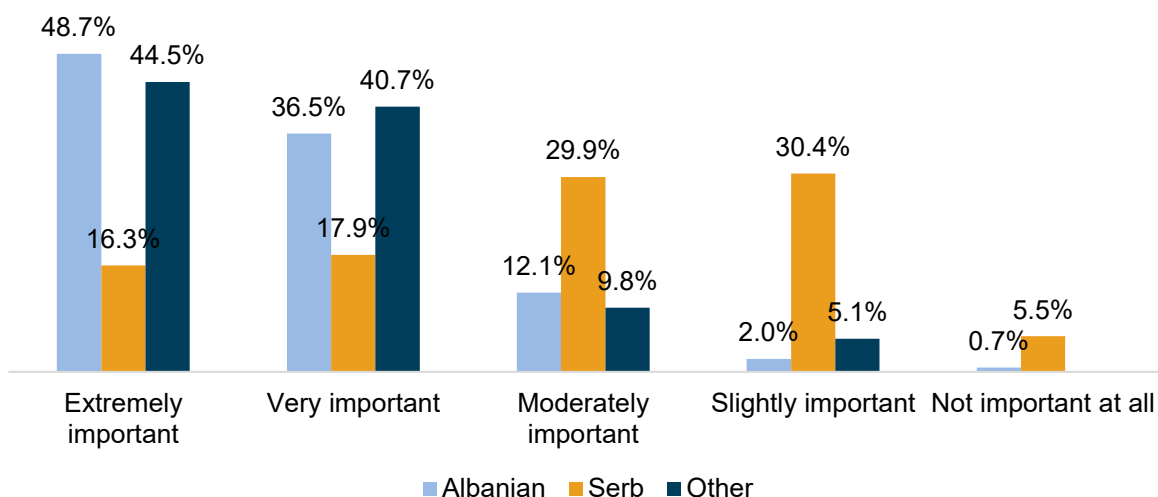


Figure 8. How important do you think the Constitutional Court is in protecting citizens' rights? \*Ethnicity Breakdown

### Section 3: Using the Services of the Constitutional Court

This section aims to determine whether respondents have ever personally filed an application with the Constitutional Court. The overwhelming majority, namely 96%, reported that they had not submitted an application, indicating limited direct interaction with the Court among those surveyed.

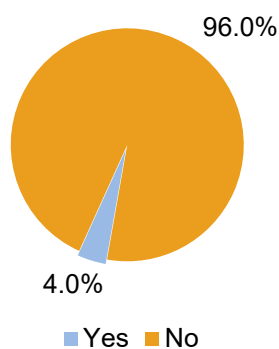


Figure 9. Have you ever filed an application with the Constitutional Court? (n=1183)

### Section 4: Application Details

This section is designed for respondents who have previously filed an application with the Constitutional Court. It gathers detailed information about their specific case, including the type of case, the method of submission, and the outcome.

Out of the 47 respondents who filed an application with the Constitutional Court, civil cases were the most common type of case submitted, making up 23% of the submissions (n=11). Criminal cases followed closely at 22% (n=10) and commercial cases represented 15% (n=7) of the submissions. Administrative cases were also brought before the Court, making up 14% (n=7) of the total. Notably, a significant portion of respondents, 26% (n=12), were either unsure of the type of case they submitted or preferred not to specify.





Figure 10. What type of case did you submit to the Constitutional Court? (n=47)

From the total of 47 respondents who filed referrals, the majority, accounting for 44% (n=21), stated that the filings occurred in the year 2020 or later. This suggests a recent increase in the number of cases brought to the Court. The period from 2015 to 2019 also saw a significant number of filings, with 26% (n=12) of respondents submitting during this time. In contrast, the period from 2009 to 2014 saw very minimal activity, with only one respondent (3%) filing a referral. Additionally, 27% of the respondents (n=13) did not know when they filed a referral or provided no response.

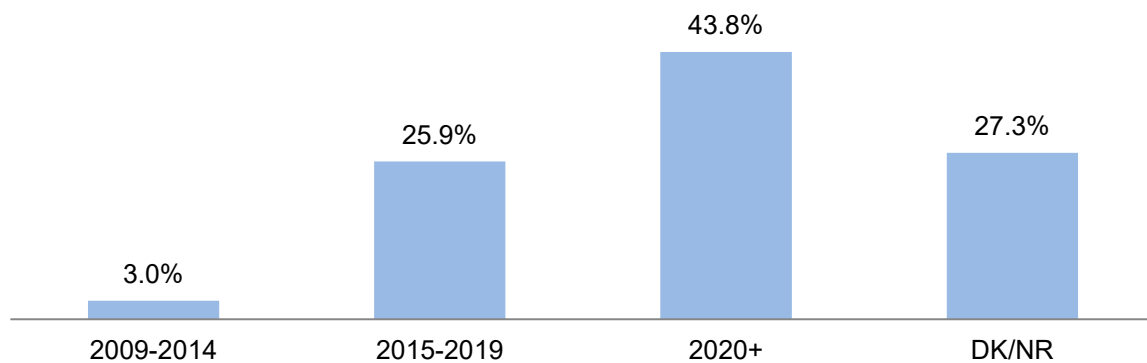


Figure 11. In which year did you file your referral? (n=47)

The data collected concerning the methods used by respondents to submit their referrals to the Constitutional Court shows a preference for in-person submissions, with 46% (n=22) of respondents choosing this method. Email submissions were also relatively popular, used by 34% (n=16) of respondents. Meanwhile, traditional mail was the least favored option, with 25% (n=12) of respondents using it.

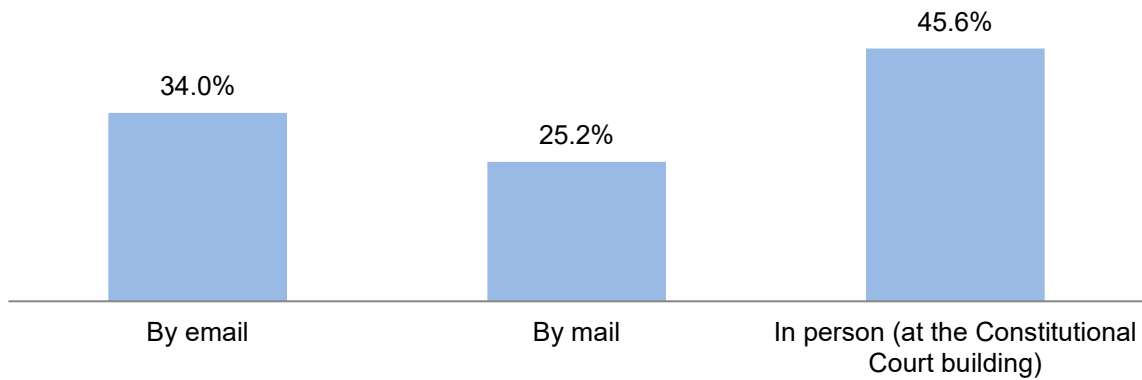


Figure 12. How did you submit your referral? (n=47)

The survey results reflect the outcomes of cases submitted to the Constitutional Court by the respondents. Out of the 47 cases reviewed, the decision was fully in favor of the applicant in 38% (n=18) of cases. Partial judgments in favor of the applicant were seen in 17% of cases (n=8), showing that some claims were upheld, although not in their entirety. Decisions not in favor of the applicant accounted for 23% of cases (n=11), reflecting those instances where the Court ruled against the submissions. Additionally, 22% (n=10) of the cases were deemed inadmissible.

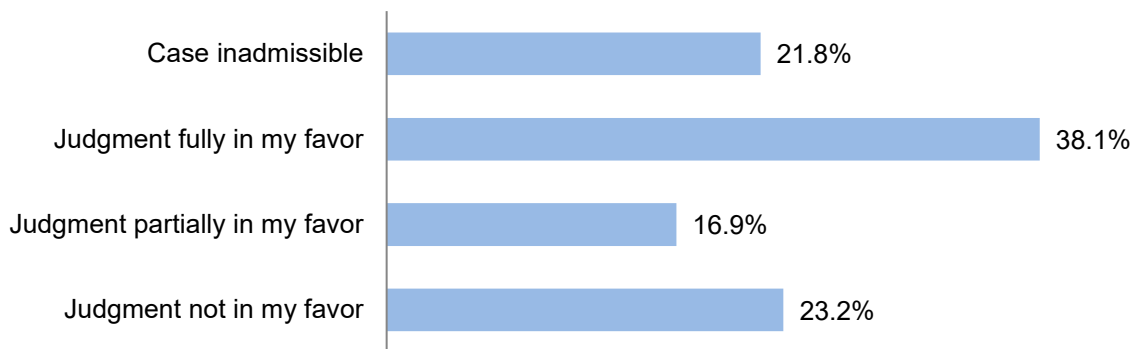


Figure 13. What was the Constitutional Court's decision on your case? (n=47)

Furthermore, a significant majority of respondents filed as individuals (73% or n=35), either as natural or legal persons. On the other hand, 27% of the referrals (n=13), were submitted by representatives of state organizations.

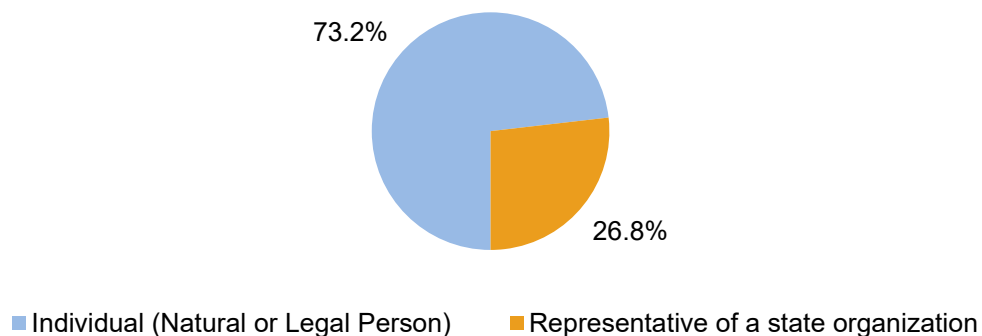


Figure 14. Did you file the referral as an individual or on behalf of a state organization? (n=47)

Additionally, the survey data shows that among the respondents who had cases before the Constitutional Court, 58% (n=28) did not use legal representation, while legal representation was noted in 42% (n=20) of the cases.

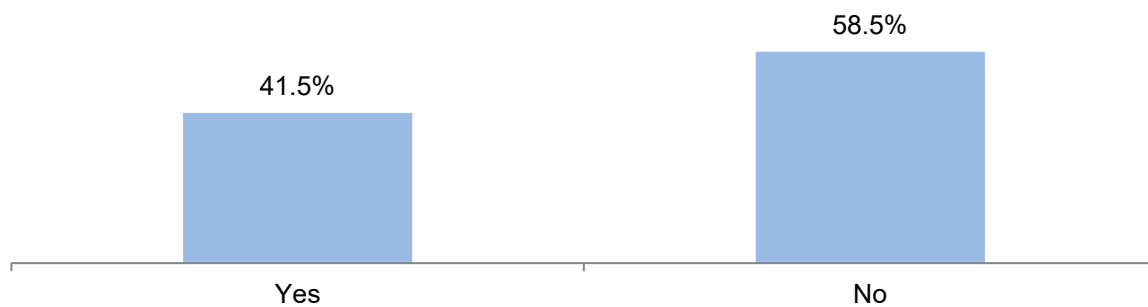


Figure 15. Were you represented by a lawyer? (n=47)

When analyzed by ethnicity, the findings show that only 37% of Albanian respondents were represented by a lawyer, with a substantial 63% claiming that they did not use legal representation. In contrast, the Serb respondents showed a much higher reliance on legal support, with 83% having representation and only 17% going without. Additionally, other ethnicities reported a 100% rate of representation by lawyers.

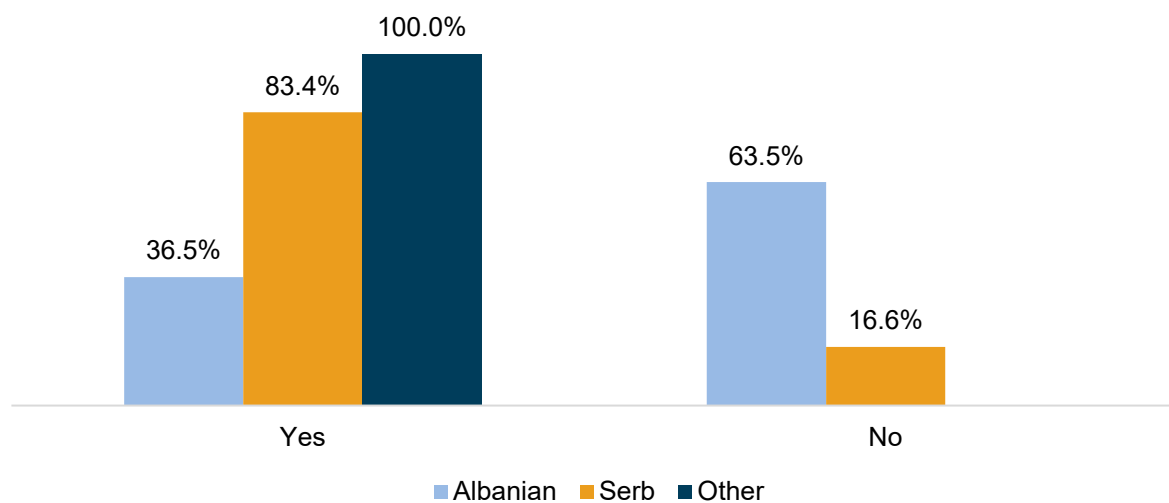


Figure 16. Were you represented by a lawyer? \*Ethnic Breakdown

## Section 5: Satisfaction with the Constitutional Court Services

This section of the survey focuses on measuring public satisfaction with the Constitutional Court's services among those familiar with the institution. It covers key areas such as sources of information about the Court, confidence in its independence and impartiality, perceptions of fairness and clarity in its decisions, the speed at which cases are handled, and other matters.

Regarding respondents' primary sources of information on the Constitutional Court's decisions, 66% cited television as their main source. The internet and social media followed,

with 47% and 43%, respectively. Additionally, 40% of respondents reported relying on the Court's website for updates.

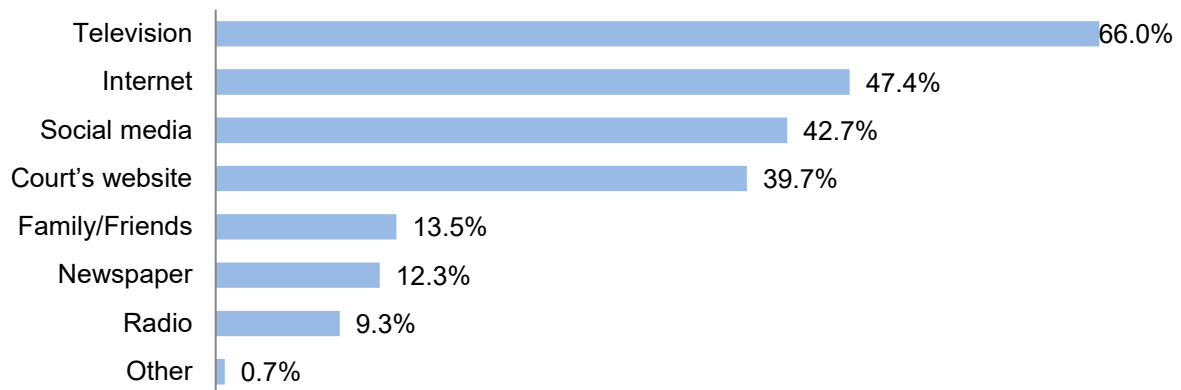


Figure 17. What are the main sources you rely on to stay informed about the Constitutional Court's decisions? (n=1183)

When respondents were asked about confidence in the Constitutional Court's independence and impartiality, a spectrum of opinions was illustrated. A total of 42% of respondents expressed high confidence, with 18% "extremely confident" and 24% "very confident" about the Court's independence, while 34%, describe their confidence as "moderately confident" in the Court's functions. On the other hand, 13% of respondents are only "slightly confident" and 6% are "not confident at all" in the Constitutional Court.

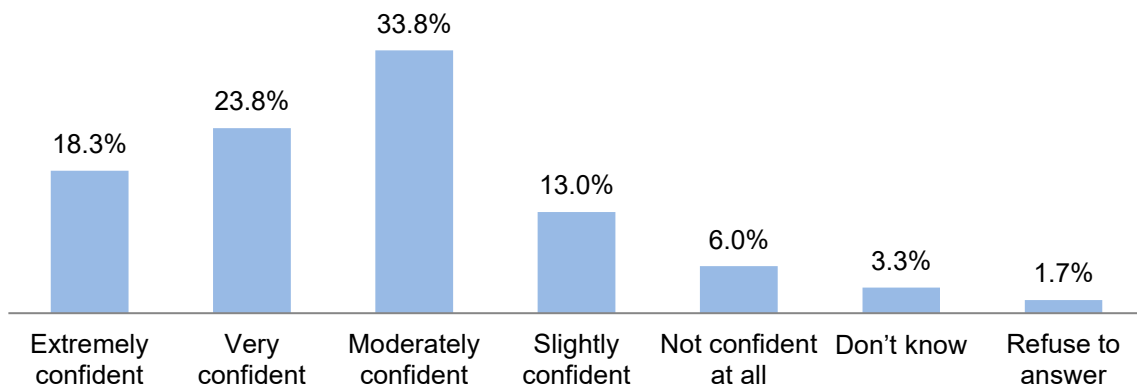


Figure 18. How confident are you in the Constitutional Court's independence and impartiality? (n=1183)

In addition, the confidence in the Constitutional Court's independence and impartiality, divided by ethnic backgrounds, reveals considerable differences among the respondents of Albanian, Serb, and other ethnicities in Kosovo. Albanian respondents show a moderate to high level of confidence, with 19% being "extremely confident" and 24% "very confident." In contrast, confidence levels among Serb respondents are drastically lower, with only 3% "extremely confident" and 54% "not confident at all".

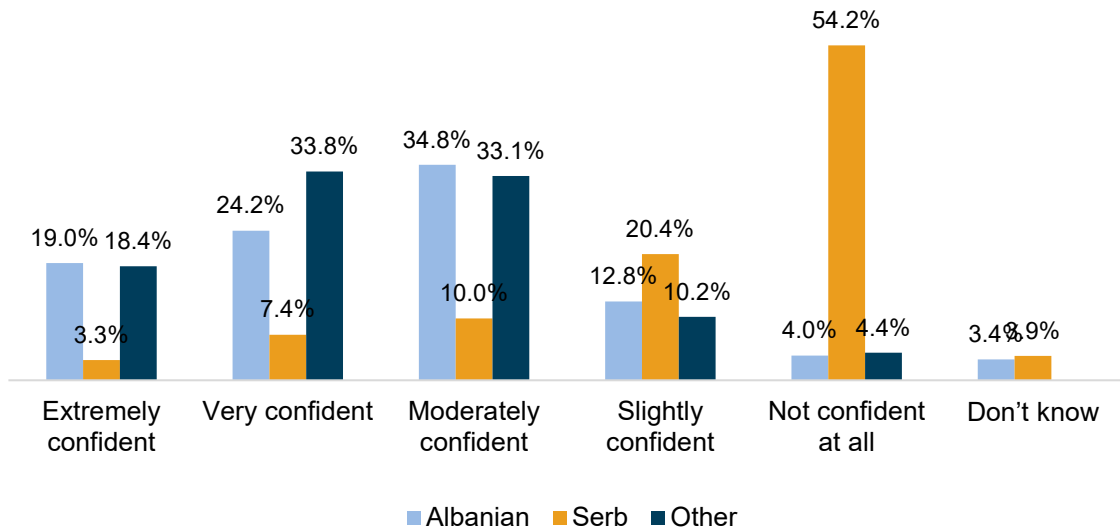


Figure 19. How confident are you in the Constitutional Court's independence and impartiality? \*Ethnic Breakdown

The respondents' perceptions pertaining to the fairness and justice of the Constitutional Court's decisions, reflect that a significant proportion of respondents view the Court positively. Specifically, 55% of respondents affirmatively view the Court's decisions as fair and just, with 21% "strongly agreeing" and 34% "agreeing." Meanwhile, a quarter of the respondents (25%) remain neutral in this respect, indicating neither agreement nor disagreement pertaining to the fairness of the decisions. Disagreement is relatively lower, with 8% "disagreeing" and 6% "strongly disagreeing" that the decisions are fair and just, totaling 14% who view the decisions negatively.

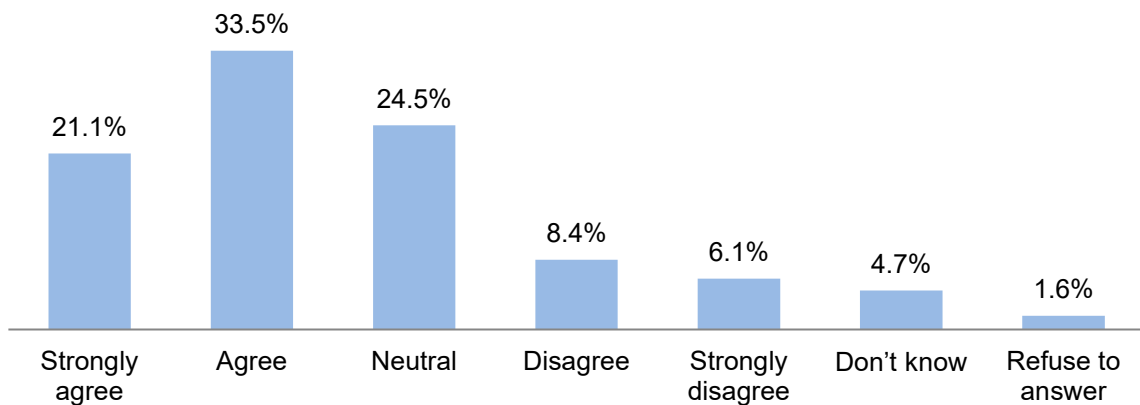


Figure 20. The Constitutional Court's decisions are fair and just? (n=1183)

Perceptions pertaining to the fairness and justice of the Constitutional Court's decisions across different ethnic groups in Kosovo, reveal significant disparities. Among Albanian respondents, a majority view the Court's decisions positively, with 22% "strongly agreeing" and 34% "agreeing" that the decisions are fair and just. On the other hand, the Serb community is much more critical, with only 13% expressing agreement (3% strongly agreeing and 10% agreeing) and a substantial 62% expressing disagreement (27% disagreeing and 35% strongly disagreeing), indicating significant dissatisfaction with the Court's decisions fairness. The "Other" ethnic group's responses are more aligned with those of Albanian respondents, with 39% agreeing on the fairness of the decisions.

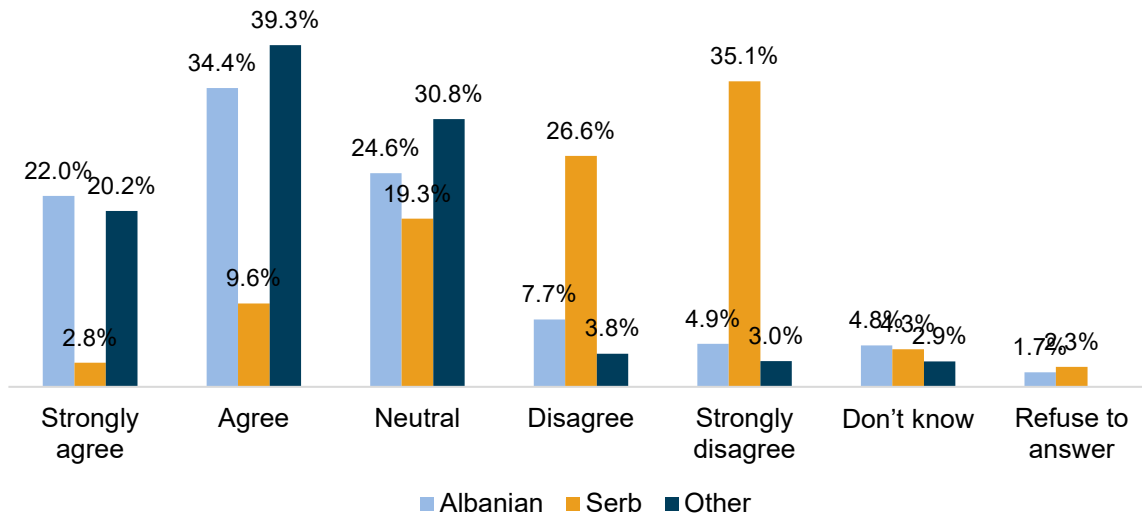


Figure 21. The Constitutional Court's decisions are fair and just? \*Ethnic Breakdown

The data shown in the graph below indicates a mixed response regarding the clarity of the Constitutional Court's decisions. A majority of respondents, 61%, believe that the decisions are understandable and clear, demonstrating a significant level of transparency perceived by the public. However, 16% of respondents find the decisions unclear, pointing to an area where the Court might improve the communication or the way it articulates its rulings.

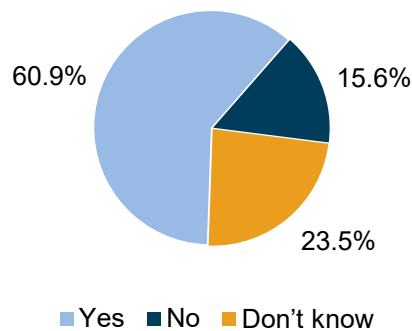


Figure 22. Do you think that the Constitutional Court decisions are understandable/clear? (n=1183)

Among Albanian respondents, a significant majority, namely 63%, find the Court's decisions to be understandable and clear, with only 13% disagreeing in this respect. On the other hand, the Serb respondents overwhelmingly find the decisions unclear, with 64% claiming that they are not understandable, compared to just 13% who think the decisions are clear.

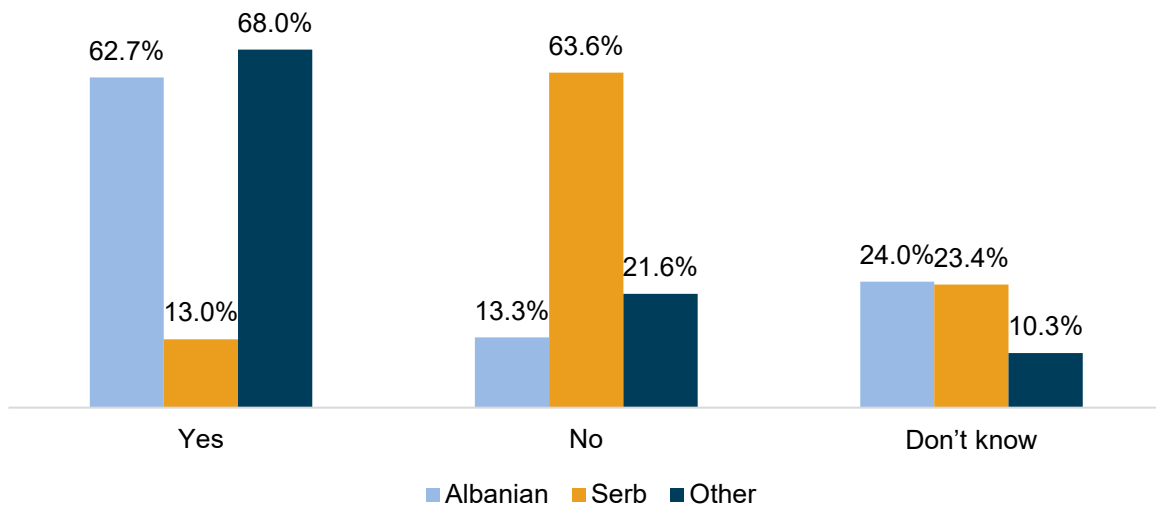


Figure 23. Do you think that the Constitutional Court decisions are understandable/clear? \*Ethnic Breakdown

The survey data concerning the speed at which the Constitutional Court handles cases reveal a range of public perceptions. Overall, 47% of respondents viewed the Court's case handling positively, with 10% rating it as "very satisfying" and 37% as "satisfying." However, a significant portion, 34%, remains neutral. On the less positive side, 20% of respondents are dissatisfied, with 16% finding the speed "unsatisfying" and 4% "very unsatisfying."

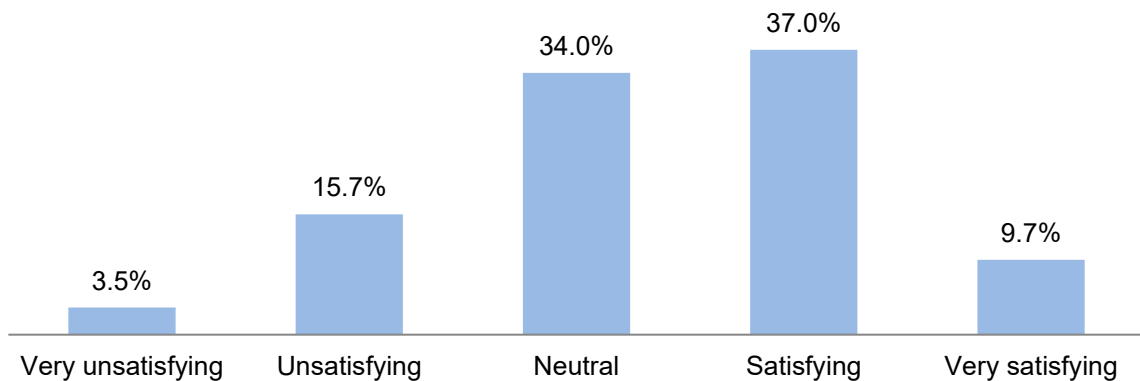


Figure 24. How do you rate the Constitutional Court's speed of handling the cases? (n=1183)

A total of 39% of respondents view the Court's transparency positively, with 10% rating it as "very high" and 29% as "high." However, the largest single group of respondents, namely 38%, remains neutral, indicating no view pertaining the Court's transparency. On the less positive side, 15% of respondents perceive the Court's transparency negatively, with 10% rating it as "low" and 5% as "very low."

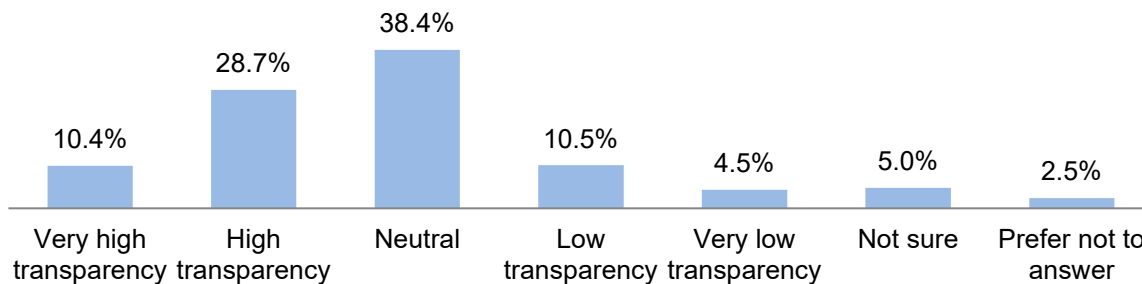


Figure 25. How would you rate the transparency of the Constitutional Court? (n=1183)

The Albanian respondents, with a combined 40% perceive the Court as either "Very high" or "High" in transparency, with nearly the same proportion, namely 39%, maintaining a neutral stance. Contrastingly, the Serb respondents display substantial skepticism, with 57% rating the Court's transparency as either "Low" or "Very low" and only 9% viewing it positively. The other ethnic group appears more optimistic, with 46% rating the transparency positively and 44% neutrally.

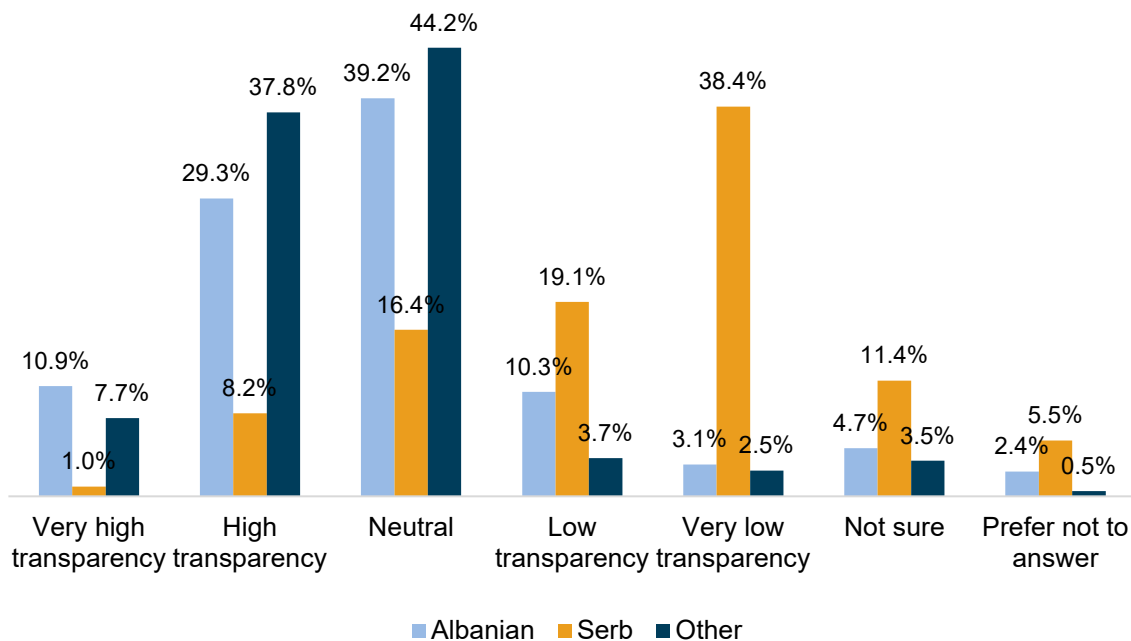


Figure 26. How would you rate the transparency of the Constitutional Court? \*Ethnic Breakdown

The survey data on the effectiveness of the Constitutional Court's communication with the public generally reflects positive perceptions. A notable 42% of respondents believe the Court communicates its decisions and activities effectively, with 12% rating it as "extremely effective" and 30% as "very effective." Additionally, the majority, namely 47%, view the Court's communication efforts as "moderately effective," suggesting that while the Court is performing well, there is potential for further enhancement. However, a small but significant minority expresses less satisfaction, with 8% considering the communication "slightly effective" and 2% finding it "not effective at all".



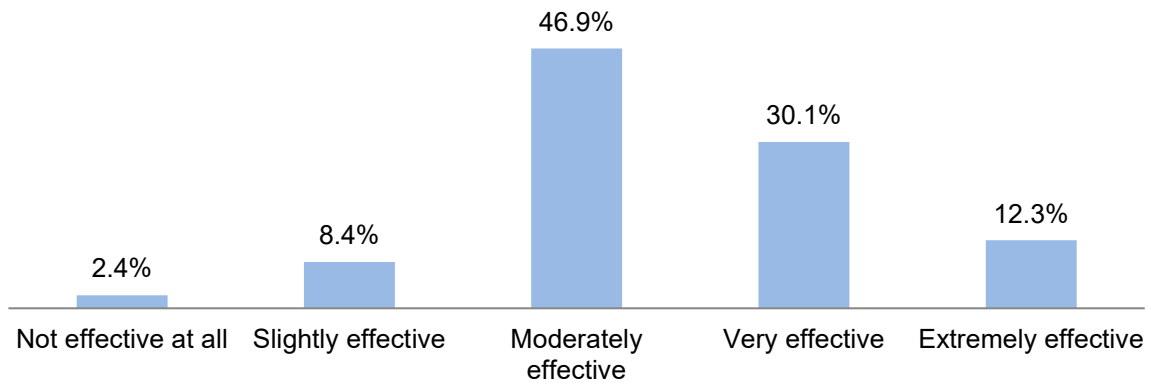


Figure 27. In your opinion, how effectively does the Constitutional Court communicate its decisions and activities to the public? (n=1183)

The data reveals that public opinion on the Constitutional Court's performance over the last five (5) years is fairly balanced between perceptions of improvement and stability. Specifically, 35% of respondents believe the Court's performance has improved, which could reflect positive changes in its processes, decisions, or public outreach during this period. Meanwhile, an equal percentage of 35%, feel the Court's performance has remained unchanged. On the other hand, only 8% of respondents believe the Court's performance has deteriorated.

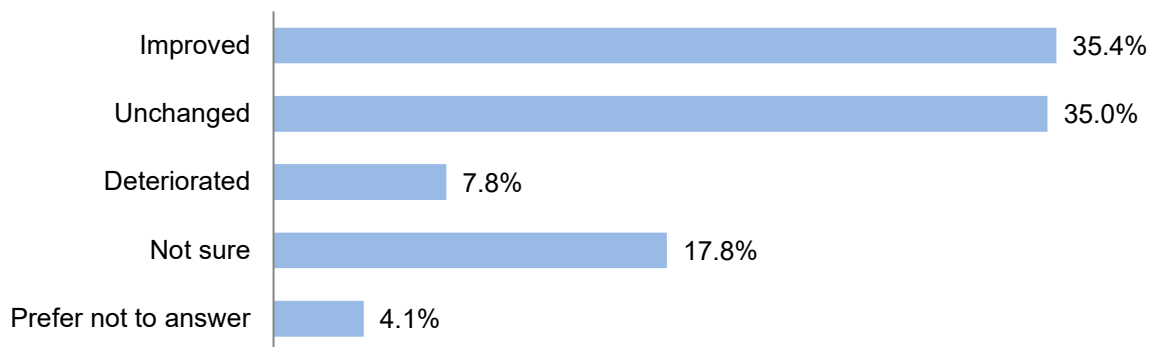


Figure 28. In your opinion, how has the work of the Court changed during the last five years? (n=1183)

Perceptions of how the work of the Constitutional Court has changed over the last five (5) years, display noticeable differences between male and female respondents. Among males, 31% believe the Court's work has improved, while a larger percentage of females, 40%, share this positive view. Conversely, 45% of males think the Court's work has remained unchanged, compared to only 24% of females who hold this view. Regarding uncertainty, 22% of females are not sure about the changes, compared to 14% of males, indicating a higher level of indecision among females.

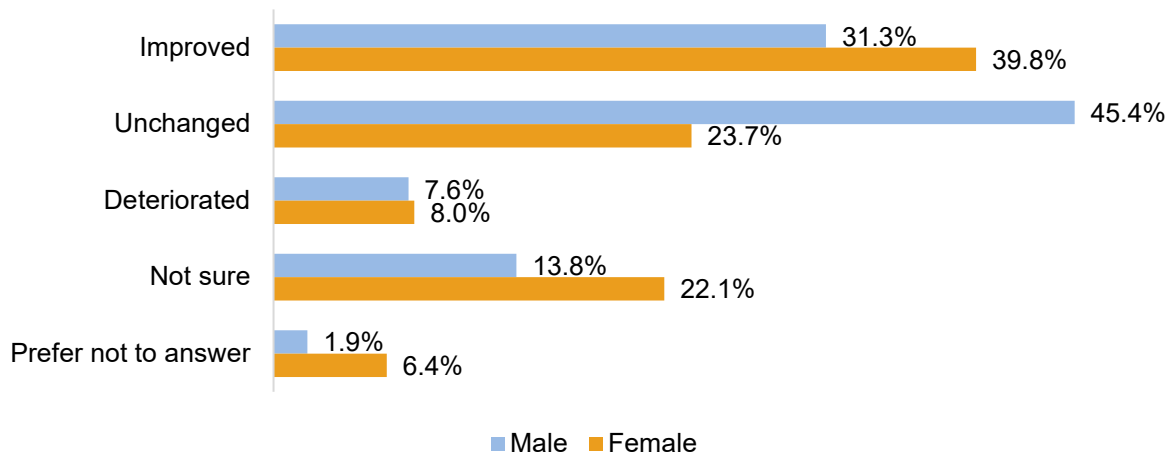


Figure 29. In your opinion, how has the work of the Court changed during the last five years? \*Gender Breakdown

## Section 6: For those who do not know the Constitutional Court

This section aims to gather insights from respondents who are unfamiliar with the Constitutional Court, focusing on their preferred methods of receiving information and their perception of the Court's significance.

Regarding the data for the sources which individuals access information about public institutions, television emerges as the dominant source, with 71% of respondents relying on it. Social media also plays a significant role, with 49% of the public relying on it to access information about the government. The internet, excluding social media, is used by 33% of respondents. Additionally, 29% of respondents gather information through conversations with family and friends.

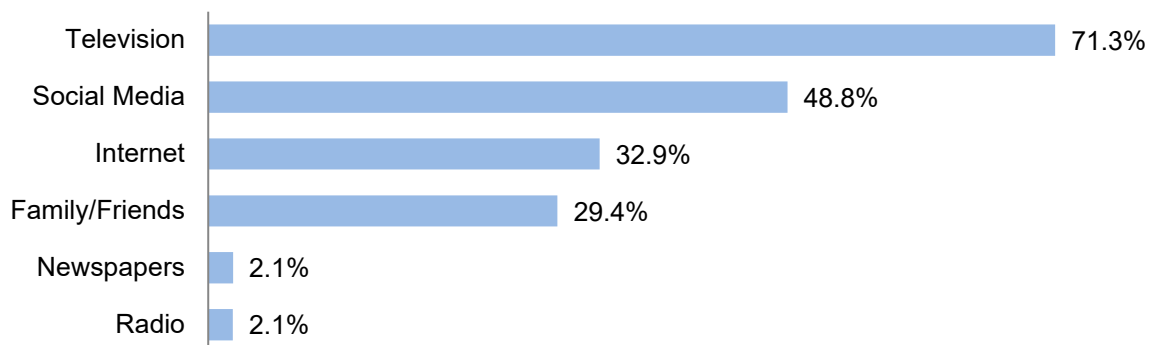


Figure 30. How do you generally find information about the government institutions? (n=158)

Respondents were questioned regarding preferred sources for receiving information about the Constitutional Court. The findings reveal a clear preference for television, with 67% of respondents choosing it as their primary medium. Social media is also a significant choice, preferred by 45% of respondents, highlighting its increasing role in news distribution and engagement. The internet, excluding social media, is preferred by 36%. Additionally, 24% of respondents rely on discussions with family and friends. On the other hand, traditional newspapers and radio are less popular, preferred by only 4% and 2% respectively.

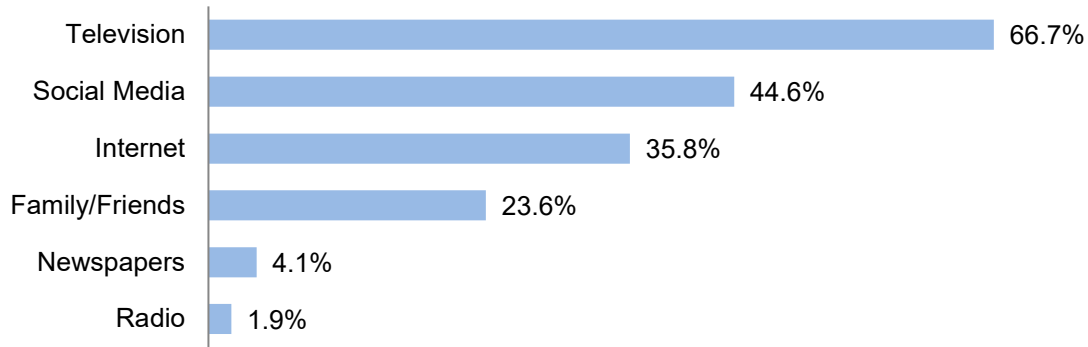


Figure 31. How would you prefer to receive information about the Constitutional Court? (n=158)

Moreover, the results indicate a strong recognition of the Constitutional Court's importance among respondents. A combined 90% believe the Court is essential, with 27% rating it as "Extremely important," 31% as "Very important," and 32% as "Moderately important." Only a small fraction (10%) considers it less important or irrelevant.

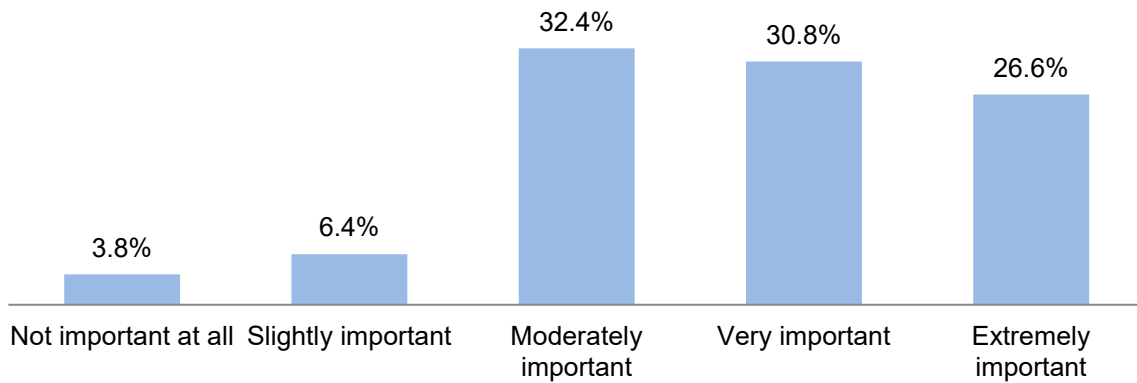


Figure 32. How important do you think having a Constitutional Court of Kosovo is? (n=158)

According to study results, the perceived importance of the Constitutional Court of Kosovo highlights significant differences among ethnic groups. A notable majority of the Albanian respondents, namely 58%, consider the Court's existence to be either "extremely important" or "very important". On the other hand, the Serb respondents claim considerably less regard for the Court, with none finding it "extremely important" and only 10% considering it "very important." Furthermore, a significant portion of Serb respondents, namely 52%, only sees the Court as "moderately important" and a combined 39% view it as "slightly important" or "not important at all". Meanwhile, respondents from other ethnic backgrounds display a high regard for the Court, with 67% valuing it as "extremely" or "very important".

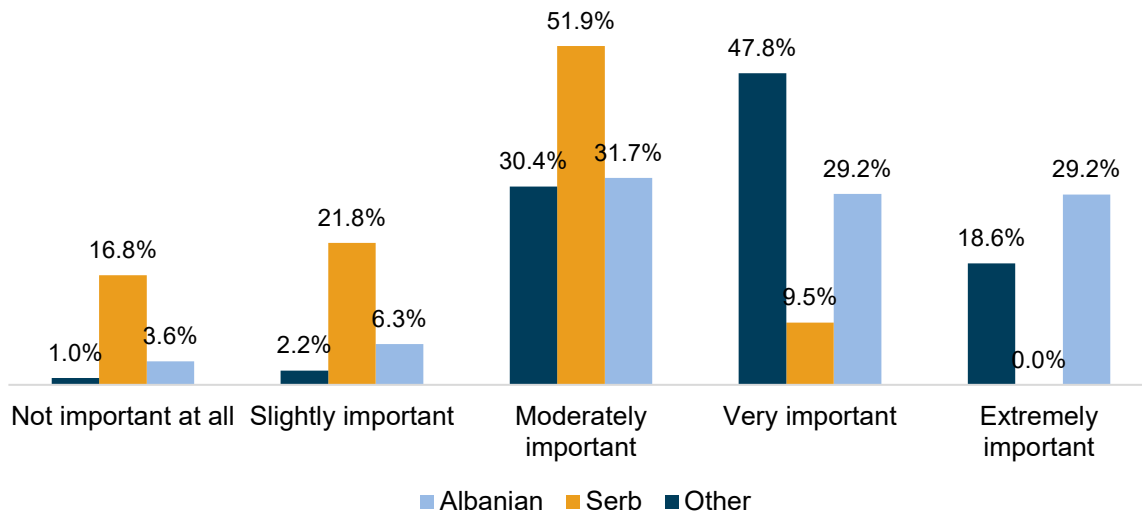


Figure 33. How important do you think having a Constitutional Court of Kosovo is? \*Ethnic Breakdown

The following graph, presenting the data about the likeliness of respondents seeking information about the Constitutional Court after the survey completion, showed a variety of answers. Out of all respondents, 33% claimed that it was likely for them to seek information about the Constitutional Court. Next, 15% of all respondents claimed that it was very likely for them to seek information about the Constitutional Court after survey completion. On the other hand, 12% and 18% claimed that it was unlikely/very unlikely, respectively, for them to seek information about the Constitutional Court after completion of the survey.

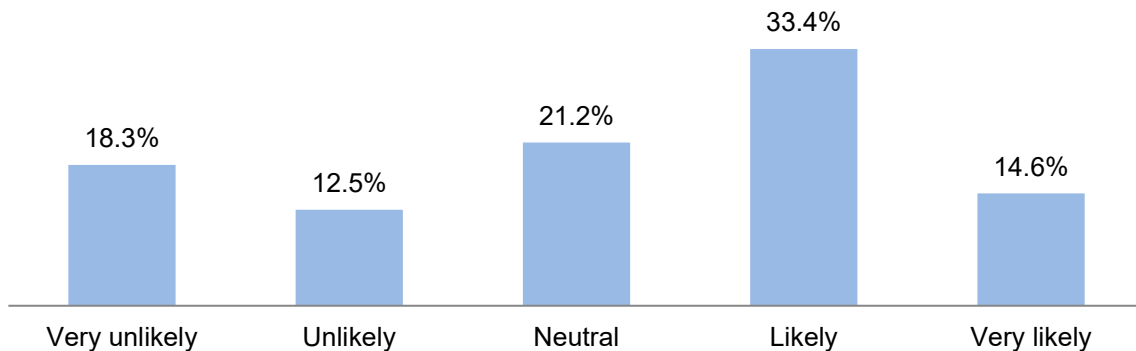


Figure 34. How likely are you to seek information about the Constitutional Court after completing this survey? (n=158)

According to the data, the most sought-after information about the Constitutional Court pertains to its general functions and responsibilities, with 49% of respondents indicating this as their primary interest. Additionally, 35% of respondents are interested in learning how to file a referral. Information on the Court's recent decisions and rulings is important to 29% of respondents. Furthermore, 27% value information on the rights protected by the Court, underscoring concerns about personal and civic freedoms under the constitutional framework.

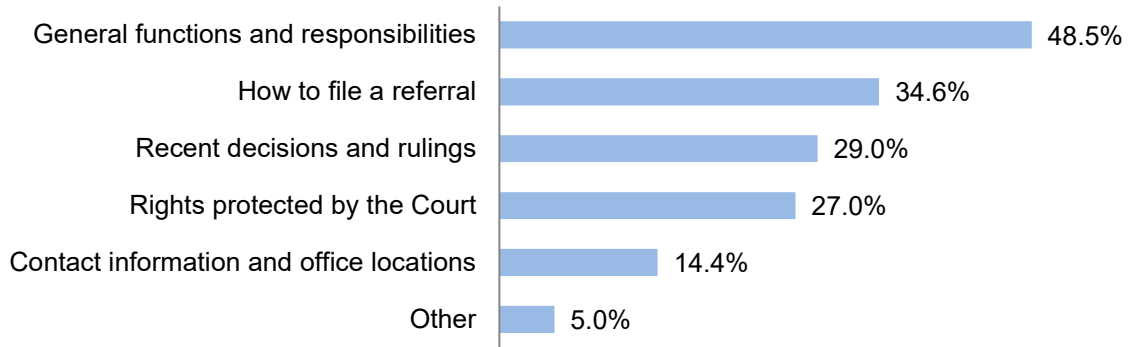


Figure 35. What type of information about the Constitutional Court would you find most useful? (n=158)

The survey data on attending informational sessions or workshops about the Constitutional Court indicates that most respondents are not interested, with 63% saying they would not attend. Only 16% of respondents show a clear interest in these events, while 21% are undecided, suggesting they might consider attending depending on various factors.

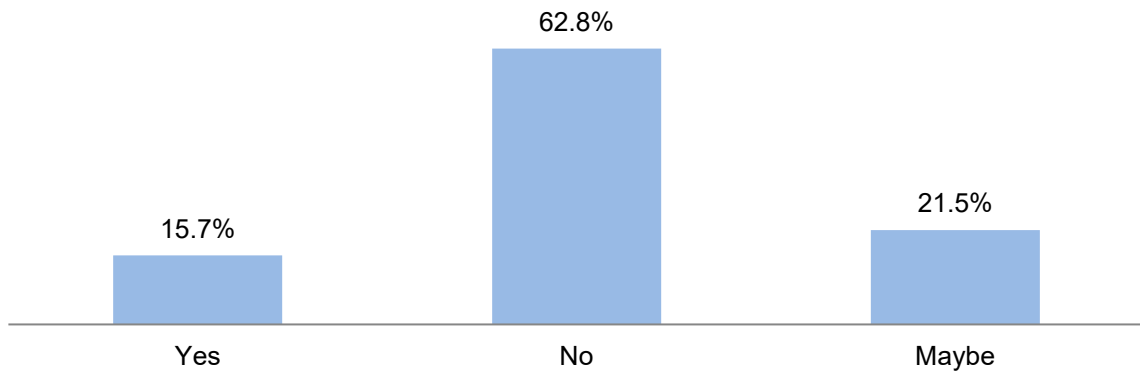


Figure 36. Would you be interested in attending informational sessions or workshops about the Constitutional Court? (n=158)

Ultimately, the abovementioned findings show a notable decline in interest as age increases. Among the youngest group, aged 18-24, there is a relatively balanced perspective, with 31% expressing interest, 35% not interested, and 34% uncertain. However, as we move to older age groups, interest steadily declines: only 19% of those aged 25-34, 10% of those aged 35-44, and 9% of those aged 45-54 express interest, with a slight increase to 11% among those 55 and older. Conversely, disinterest increases significantly with age, with 79% of those aged 55+ indicating no interest in attending such sessions.

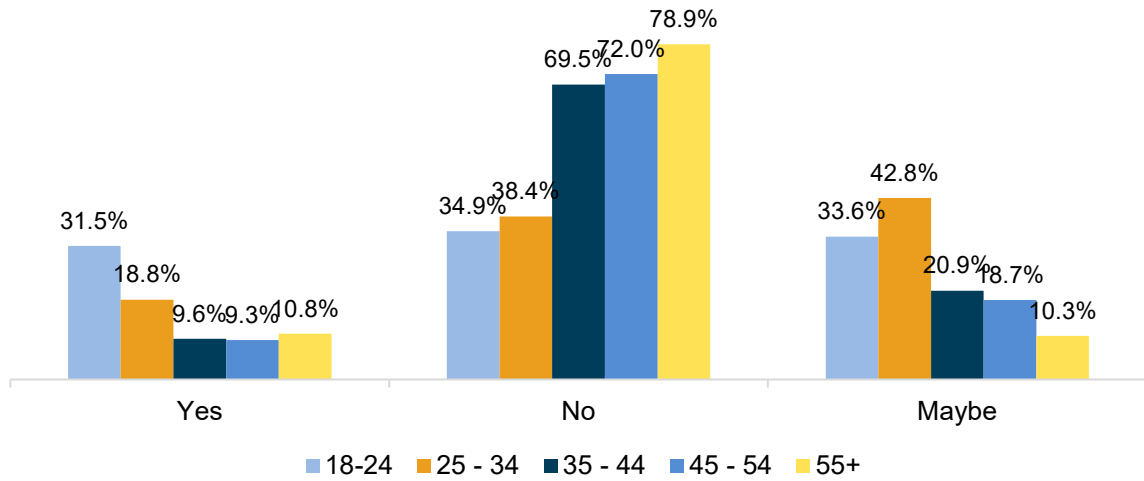


Figure 37. Would you be interested in attending informational sessions or workshops about the Constitutional Court? \*Age Breakdown

## Conclusion

The Constitutional Court of Kosovo plays a key role in maintaining judicial integrity and upholding the rights of its citizens. Understanding public perceptions of this key institution is crucial for assessing its impact and effectiveness across different communities. The extensive survey on the public's perception of the Constitutional Court of Kosovo reveals significant insights into the population's awareness, understanding, and trust across various demographic and ethnic lines. While there is a high level of overall awareness of the Court, with most respondents indicating familiarity with its existence and role, there are notable differences in perceptions of its importance and transparency among ethnic groups. The Albanian respondents generally hold the Court in higher esteem and express greater trust compared to the Serb respondents, who display significant skepticism and lower confidence in the Court.

The findings highlight that information about the Court predominantly reaches the public through television and online platforms, suggesting these channels are crucial for public education and civil engagement. The results also show variability in awareness and understanding across different demographic groups, with men generally more aware than women and differences in comprehension apparent across age groups.

Additionally, the data shows strong value placed on the Court's role in protecting citizens' rights, with most seeing it as essential for keeping justice and constitutional order in Kosovo. However, there are clear ethnic differences, with Albanian respondents seeing the Court's role as more important compared to Serb respondents, who have a wider range of views.

In conclusion, this survey not only highlights the high levels of awareness and critical importance attributed to the Constitutional Court but also pinpoints the areas where public knowledge is uneven or lacking. It offers a picture of the public's interaction with and attitudes toward a key institution that plays a fundamental role in the constitutional and legal order in Kosovo.

These findings highlight the complex relationship between media, personal experiences, and demographic influences in shaping public opinion, emphasizing the continued necessity for focused education and outreach initiatives to improve understanding and trust in the Constitutional Court's societal role.