



A research analysis on discrimination in North Mitrovica



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Advocacy Center for Democratic Culture

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*All references to Kosovo, whether to the territory, institutions or population, in this text shall be understood in full compliance with United Nations' Security Council Resolution 1244 and without prejudice to the status of Kosovo

“The principle of equal treatment shall mean that there shall be no discrimination, direct or indirect”

1. Introduction

Discrimination is a pervasive social issue that profoundly impacts individuals and communities, hindering social cohesion, development, and the realization of human rights. In the specific context of North Mitrovica, discrimination has become deeply ingrained, shaped by socio-cultural and most of all political factors.

This analysis aims to provide insights into citizens' perceptions of discrimination and assess their knowledge about the existing legislation designed to combat it. The analysis draws on a multi-faceted research approach that includes an online survey, desk research, and interviews conducted among residents of North Mitrovica. By triangulating data from these diverse sources, a comprehensive picture of discrimination in the region can be obtained.

The online survey was designed to gauge citizens' perceptions, experiences, and attitudes regarding discrimination. It explored various dimensions of discrimination, such as ethnicity, language, religion, gender, and other potential factors contributing to unequal treatment and social exclusion. The survey collected quantitative data that shed light on the prevalence and manifestations of discrimination, as well as citizens' personal experiences with discriminatory practices.

In addition to the survey, desk research was conducted to thoroughly examine the existing legislation relevant to discrimination in North Mitrovica. This included a comprehensive review of the Constitution, which guarantees fundamental rights and freedoms for all individuals, and the Law on Protection from Discrimination, which specifically addresses the issue of discrimination in various domains of life.

Furthermore, interviews were conducted with key stakeholders, including representatives from civil society organizations, legal experts, and local authorities. These interviews aimed to gather qualitative data and perspectives on discrimination



in North Mitrovica, the effectiveness of existing legislation, and potential challenges in combating discrimination.

By synthesizing the findings from the online survey, desk research, and interviews, this analysis seeks to offer a comprehensive understanding of discrimination in North Mitrovica. The research outcomes will contribute to informing evidence-based strategies and policies aimed at addressing discrimination, fostering equality, and promoting social cohesion in the region.

2. Background

The current political crisis in North Mitrovica is closely intertwined with the broader context of the Belgrade-Pristina dialogue and the rights of the non-majority population. The ongoing dialogue between the governments of Serbia and Kosovo aims to resolve the long-standing disputes and establish a sustainable framework for peaceful coexistence. However, the negotiations have faced significant challenges, particularly concerning the rights and representation of the non-majority population in North Mitrovica.

Non-Majority Population Rights: The non-majority population in North Mitrovica, primarily consisting of ethnic Serbs, faces distinct challenges related to their rights, representation, and integration into the broader Kosovo context. The issue of autonomy and self-governance for Serb-majority areas has been a contentious point in the dialogue. Concerns over the protection of cultural, linguistic, and religious rights of the non-majority population have also been raised, with a focus on ensuring equitable access to education, healthcare, employment, and participation in decision-making processes.

Political Crisis and Tensions: The unresolved issues surrounding the rights and representation of the non-majority population in North Mitrovica have contributed to a political crisis and ongoing tensions in the region. Disagreements over the implementation of agreements, the functioning of local institutions, and the division of responsibilities between Kosovo and Serbia have further exacerbated the situation. These tensions have hindered efforts to promote interethnic dialogue,



reconciliation, and the development of a shared vision for the future of North Mitrovica.

International Involvement and Mediation: The international community, particularly the European Union, UNMIK, and other relevant stakeholders, has been actively engaged in mediating the Belgrade-Pristina dialogue and supporting efforts to address the rights of the non-majority population. International actors have emphasized the importance of inclusive governance, respect for minority rights, and the need for sustainable solutions that promote reconciliation and peaceful coexistence.

Moving Forward: Resolving the political crisis and addressing the rights of the non-majority population in North Mitrovica require sustained efforts from all parties involved. It is essential to promote dialogue, build trust, and foster an inclusive political and social environment that upholds the rights and aspirations of all residents. Meaningful participation of the non-majority population in decision-making processes, effective implementation of agreed-upon measures, and continued international support are key factors in advancing the resolution of the crisis and building a more inclusive and stable North Mitrovica.

2.1 The Legal Framework:

The legal framework in Kosovo provides protections against discrimination and promotes equality as fundamental rights for all individuals. The Constitution of Kosovo, serves as the supreme law of the land and guarantees the fundamental rights and freedoms of all citizens, irrespective of their ethnicity, language, religion, or other characteristics. It enshrines the principles of equality, non-discrimination, and equal protection under the law.

To combat discrimination and promote equality, specific laws and regulations have been enacted in Kosovo. The Law on Protection from Discrimination, forms the core legal instrument in addressing discrimination. This law sets out the legal framework for combating discrimination in various areas of life, including employment, access to public services, participation in local and central institutions, and other fields. It prohibits discrimination based on a range of protected characteristics, including race, ethnicity, religion, gender, disability, age, sexual orientation, and social origin, among others.

The Law on Protection from Discrimination establishes the legal obligations and responsibilities of public authorities, private entities, and individuals in preventing and addressing discrimination. It outlines the mechanisms for lodging complaints,



conducting investigations, and enforcing sanctions against acts of discrimination. The law establishes the Office of the Ombudsperson as an independent institution responsible for promoting and protecting human rights, including addressing cases of discrimination.

In addition to the Law on Protection from Discrimination, other legal instruments complement the legal framework in Kosovo. These include laws that address specific forms of discrimination, such as the Law on Gender Equality, the Law on Persons with Disabilities, and the Law on Minority Rights. These laws aim to ensure equal treatment and protection for specific groups that may face intersectional discrimination.

Despite the legal provisions and the efforts to address discrimination, challenges persist in effectively implementing and enforcing the legal framework in North Mitrovica. Factors such as limited awareness of rights, insufficient capacity of institutions, and socio-political tensions can hinder the full realization of the legal protections against discrimination. Ensuring effective implementation, enforcement, and awareness of the legal framework remain crucial to combating discrimination and promoting equality in North Mitrovica.

2.2 Local Legislation:

At the local level, the Municipality of North Mitrovica have specific position in charge for discrimination that aim to prevent and address discrimination within its jurisdiction. These obligations are derived from the local and central legislation on discrimination:

- **Non-Discrimination Obligation:** The person in charge is obliged to ensure that no discriminatory practices occur within their sphere of authority or influence. This means that they must refrain from engaging in any form of discrimination themselves and take proactive measures to prevent discrimination by others.
- **Promoting Equality:** The person in charge has a responsibility to promote equality and create an inclusive environment that respects and values diversity. This includes fostering a workplace or public space where individuals are treated fairly, regardless of their protected characteristics, such as ethnicity, religion, gender, or disability.
- **Implementing Policies and Procedures:** The person in charge should establish and implement policies and procedures that explicitly prohibit

discrimination and promote equal treatment. These policies may include recruitment and hiring practices, disciplinary procedures, and mechanisms for addressing discrimination complaints.

- **Training and Awareness:** The person in charge should provide training and awareness programs to employees or relevant stakeholders to ensure they understand their rights and responsibilities regarding discrimination. This may involve educating staff about the various forms of discrimination, its impact, and how to prevent and address it effectively.
- **Responding to Complaints:** If a discrimination complaint is brought forward, the person in charge has an obligation to investigate the complaint promptly, impartially, and confidentially. They should take appropriate action to address the complaint, which may involve disciplinary measures, remedial actions, or providing support to the affected individual.
- **Collaboration with Relevant Authorities:** The person in charge should collaborate with relevant authorities, such as the local institutions responsible for enforcing anti-discrimination laws, to address discrimination effectively. This may include cooperating in investigations, providing necessary information, and implementing the recommendations or decisions made by the competent authorities.
- **Monitoring and Reporting:** The person in charge may have an obligation to monitor and report on the efforts and outcomes of their anti-discrimination initiatives. This includes regularly evaluating the effectiveness of implemented policies, tracking incidents of discrimination, and reporting progress to higher authorities or relevant stakeholders.

2.3 Central Legislation:

The central legislation in Kosovo provides the legal framework for combating discrimination and promoting equality. The key legislation at the central level includes:

- **Constitution of Kosovo:** The Constitution Of Kosovo serves as the fundamental legal document that guarantees and protects human rights and freedoms for all individuals within the territory of Kosovo. It establishes the principles of equality, non-discrimination, and the prohibition of discrimination based on various grounds, including race,

ethnicity, religion, gender, language, and more. The Constitution sets the basis for other laws and regulations related to discrimination.

- Law on Protection from Discrimination: The Law on Protection from Discrimination is a comprehensive legal instrument that explicitly addresses the issue of discrimination. It establishes the legal framework for preventing, combating, and remedying discrimination in various spheres of life, including employment, education, housing, healthcare, and public services. The law prohibits discrimination based on a wide range of protected characteristics, including ethnicity, religion, gender, disability, age, sexual orientation, and others. It outlines the rights and obligations of individuals, employers, service providers, and public authorities in preventing and addressing discrimination.
- Labour Law: The Labour Law of Kosovo contains provisions that aim to ensure equal treatment and non-discrimination in the workplace. It prohibits discrimination in recruitment, hiring, promotions, salary, working conditions, and termination based on protected characteristics. The law requires employers to provide equal opportunities and fair treatment to all employees, regardless of their background.
- Education Law: The Education Law of Kosovo promotes equal access to education and prohibits discrimination in educational institutions. It guarantees the right to education without discrimination based on various grounds, such as ethnicity, language, religion, gender, or disability. The law emphasizes inclusive education and strives to create a safe and non-discriminatory learning environment for all students.
- Criminal Code: The Criminal Code of Kosovo includes provisions that criminalize certain forms of discrimination, such as hate speech, hate crimes, and incitement to discrimination or violence based on protected characteristics. These provisions aim to deter and punish individuals who engage in discriminatory acts or expressions that harm others.
- Promoting awareness of citizens' rights, providing legal support, and fostering a culture of respect for diversity are essential in addressing discrimination and ensuring the full realization of these rights in North Mitrovica.



3. Research Methodology

3.1 Methodology of quantitative research

The quantitative part of this research utilized an online survey approach, open to all individuals in North Mitrovica, to investigate perceptions and knowledge related to discrimination. The survey aimed to capture a broad range of perspectives by providing an accessible platform for respondents to share their views and experiences. This section outlines the key aspects of the survey methodology, including the online nature of the survey and the voluntary participation of respondents.

Survey Design and Distribution: The survey was designed as an online questionnaire and made available to the public in North Mitrovica in Serbian and Albanian language. Utilizing online survey tools, the research team created a user-friendly and accessible questionnaire that allowed respondents to participate at their convenience. To reach a diverse pool of participants, various channels were utilized to distribute the survey, including social media platforms, email invitations, and community networks.

Open Participation: The survey was open to all individuals in North Mitrovica, irrespective of their background or affiliations. By adopting an open participation approach, the research aimed to gather a wide range of perspectives on discrimination within the local context. This methodology allowed for the inclusion of individuals who may not have been traditionally represented in research studies, fostering a more inclusive understanding of the issue.

Data Collection and Anonymity: Data collection was conducted entirely online, enabling respondents to complete the survey remotely and anonymously. This approach aimed to promote candid and honest responses by ensuring the confidentiality of participants.

The analysis will provide quantitative indicators of the prevalence of discriminatory perceptions and knowledge among the respondents. The results will be presented in a clear and organized manner, ensuring the findings are easily comprehensible and facilitating meaningful interpretation.

By employing an online survey methodology with an open participation approach, this research aims to gather a diverse range of perspectives on discrimination. The



survey data, in conjunction with qualitative data and desk research, will provide a comprehensive analysis of discrimination in North Mitrovica, supporting evidence-based recommendations for addressing the issue and promoting equality in the region.

Sample size: 207 respondents

Sample type: Stratified representative random sample, based only on the municipality of residence Poststratification: Age, level of education, and employment status

3.2. Methodology of qualitative research

In addition to the quantitative survey, this research employed a qualitative approach to gain in-depth insights into the issue of discrimination in North Mitrovica. The qualitative part involved conducting 12 interviews with key stakeholders, including CSO representatives, international and local stakeholders, and citizens.

The selection of interviewees aimed to capture a diverse range of perspectives and experiences related to discrimination in North Mitrovica. The interviewees included representatives from CSOs actively working on issues of discrimination, individuals from international organizations involved in promoting human rights and equality, local stakeholders with relevant expertise or involvement in addressing discrimination, and citizens who have personal experiences or insights to share.

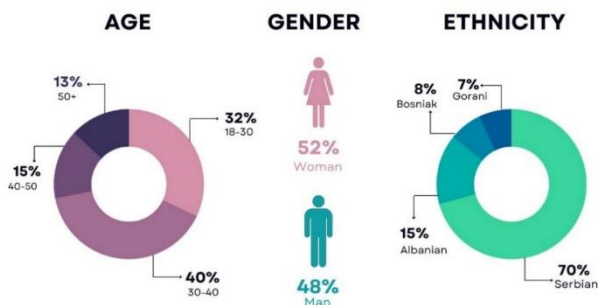
Semi-structured interviews were conducted with each participant to explore their perspectives, experiences, and knowledge regarding discrimination in North Mitrovica. The interviews were designed to be open-ended, allowing the interviewees to express their opinions, provide narratives, and elaborate on their understanding of the issue. The interview questions covered a wide range of topics, including their perceptions of discrimination, challenges faced in addressing the issue, existing initiatives or programs, and recommendations for combating it. The interviews were conducted in-person, and also have tackled latest situations where allegedly some police force members exceeded their authority and used excessive force but also expropriation cases in which happened in northern Kosovo.

By conducting in-depth interviews with representatives from CSOs, international organizations, local stakeholders, and citizens, this qualitative research component contributes valuable qualitative data to the broader analysis of discrimination. The insights gained through the interviews, along with the quantitative survey data and desk research, provide a comprehensive understanding of the issue and inform

evidence-based recommendations for addressing discrimination and promoting equality in North Mitrovica.

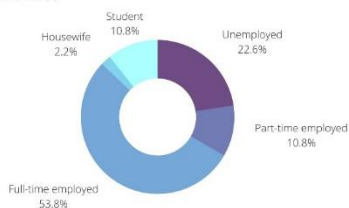
4. Research Findings

4.1 Demography

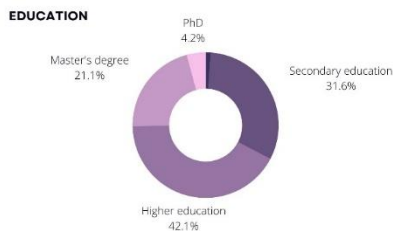


The structure of the respondents is such that women were slightly more represented with 52% to 48%, with most of them are from Serbian community with 70%, then, Albanian community with 15% and Bosniak with 8% and Gorani with 7%. Regarding the age, survey was responded with the younger groups of citizens, age 18 – 30 with 32%, 30 – 40 with 40%, 40-50 with 15%, and 50+ category with 13%. This result was expected since the survey was published online and the older groups of people tend to use fewer social media when they are getting information.

WORK STATUS



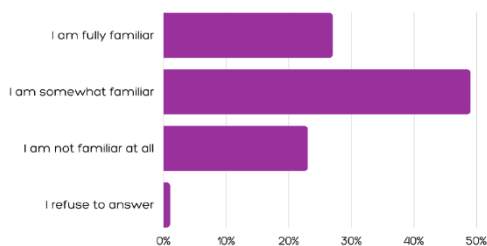
Regarding the employment status, full time employed make up the largest number of respondents, close to 53,8%, followed by unemployed 22,6%, part time employed 10,8%, while students and housewives made up a smaller percentage 10,8% and 2,2%.



The level of education is at the high level, with master's degree 21,1%, some form of higher education (faculty or college) 42,1, with secondary education 31,6% and 4,2% with a PhD.

4.2 Knowledge of Citizens' Rights and Legal Framework

To what extent are you familiar about citizens' rights and their protection?



Fully Familiar: 26.6%. This group demonstrates a strong understanding of the rights afforded to them and the mechanisms in place to safeguard those rights. Their familiarity suggests that they are likely well-informed about their legal entitlements.

Somewhat Familiar: The majority, comprising 48.9%. This group possesses a moderate level of knowledge regarding their rights, but may have room for further exploration and understanding. While they may have a general awareness of their rights, there might be specific areas or nuances that require additional education or clarification.

Not Familiar at All: A significant portion, accounting for 22.2%. This finding highlights a concerning lack of awareness among this group regarding their legal rights and the mechanisms available for their protection. It suggests the need for targeted educational campaigns, awareness programs, and legal literacy initiatives to empower individuals with knowledge about their rights and the means to address discrimination. A small fraction, approximately 2.3% of the respondents, chose not to answer the question.

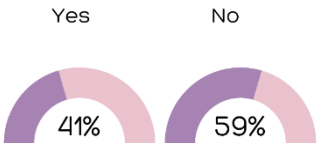
These results shed light on the level of familiarity among the respondents regarding citizens' rights and their protection. While a significant number have some degree



of awareness, there is a substantial portion that lacks comprehensive knowledge in this regard.

Are you familiar with the Law on Protection against Discrimination?

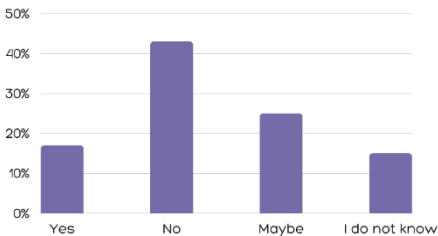
Yes: 41%. This group demonstrates an awareness of the existence of the law and its purpose in addressing discriminatory practices. They may have knowledge about their rights and the legal provisions available for protection against discrimination.



No: 59%. This finding highlights a lack of knowledge or awareness among a significant majority regarding the specific provisions, scope, and mechanisms outlined in the law. It suggests the need for increased efforts to disseminate information about the law, its importance, and the avenues for seeking protection against discrimination.

These results emphasize the importance of raising awareness about the Law on Protection against Discrimination among the population. By promoting understanding of this legislation, individuals can better comprehend their rights, identify instances of discrimination, and take appropriate action to address and combat discriminatory practices.

Do you think that the legislation in Kosovo adequately regulates the protection of citizens against discrimination?



Yes: 17%. This group expresses confidence in the existing legal framework and believes that it provides sufficient protection against discriminatory practices.

No: 43%. This finding indicates a significant level of dissatisfaction with the current legislation, suggesting that there are perceived gaps or shortcomings

in the legal framework's ability to effectively address and prevent discrimination.

Maybe: 25%. This group may have reservations or limited knowledge about the effectiveness of the legislation, requiring further clarification or evidence to form a definitive opinion.

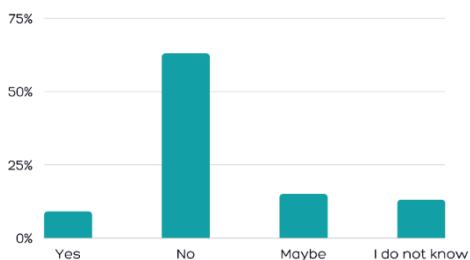


I do not know: 15%. This group may lack sufficient awareness or understanding of the legal framework and its provisions, leading to uncertainty about its adequacy in addressing discrimination.

These results reflect a diverse range of perspectives regarding the effectiveness of the legislation in Kosovo in regulating the protection of citizens against discrimination. The relatively high percentage of respondents expressing dissatisfaction suggests a need for critical evaluation and potential improvements in the legal framework to enhance its efficacy in combating discriminatory practices.

Do you think that institutions effectively implement this law as prescribed?

Yes: Only 9% of the respondents believe that institutions effectively implement the law on discrimination as prescribed. This indicates a small minority who have confidence in the institutions' ability to enforce and uphold the provisions outlined in the law.



No: The majority, comprising 63% of the respondents, do not think that institutions effectively implement the law as prescribed. This finding suggests a widespread perception of inadequate implementation, highlighting concerns about the institutions' capacity, resources, or commitment to effectively address discrimination.

Maybe: 15%. This group may have reservations, requiring further evidence or information about the actual implementation practices to form a definitive opinion.

I do not know: 13%. This group may lack sufficient awareness or knowledge about the implementation process, making it challenging for them to assess the institutions' effectiveness.

These results indicate a significant lack of confidence in the effective implementation of the law on discrimination by institutions in Kosovo. The majority of respondents perceive a gap between the legal provisions and their practical enforcement, suggesting the need for enhanced efforts to ensure the effective implementation of the law.



Have any of your rights been denied or violated in the last 6 months, or have you felt discriminated against?



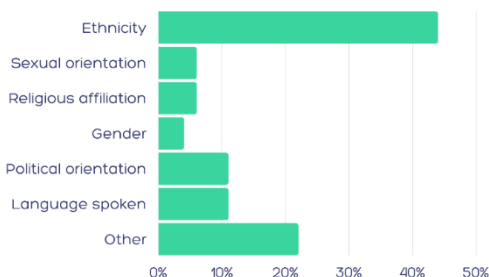
Yes: 65%. This finding indicates a significant proportion of individuals who have personally encountered instances of rights violations or discrimination, underscoring the existence of ongoing challenges and issues within the community.

No: 35%. This suggests that a portion of the respondents have not personally encountered such incidents during the specified timeframe.

These results highlight a concerning number of individuals who have experienced rights violations or discrimination in the recent past. The high percentage of respondents indicating this first-hand experience signifies the need for continued efforts to address and prevent discrimination, protect individuals' rights, and ensure equal treatment and opportunities for all members of the community.

Do you think you have been discriminated against based on the following categories?

Ethnicity: 44.4%. This indicates a significant percentage of individuals who perceive that they have experienced discrimination based on their ethnic background, highlighting the existence of ethnic tensions or biases within the community.



Sexual orientation: 0%. This suggests that none of the participants perceived discrimination in this category, indicating a potential positive trend regarding acceptance and inclusivity.

Religious affiliation: 6.7%. This finding suggests that a small portion of individuals feel they have been treated unfairly or differently due to their religious beliefs, emphasizing the importance of promoting religious tolerance and respect.



Gender: 4.4%. This indicates a minority who feel they have been treated unfairly or unequally based on their gender, highlighting the need for continued efforts to promote gender equality and combat gender-based discrimination.

Political commitment: 11.1%. This suggests that a notable percentage of individuals feel they have faced discrimination or bias due to their political beliefs or affiliations, indicating the presence of political tensions or intolerance.

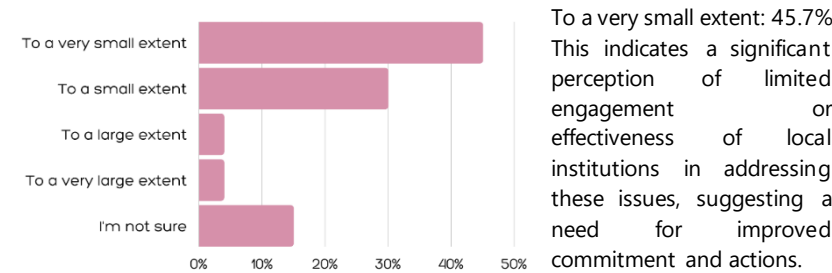
The language you speak: 11.2%. This finding suggests that a significant portion of individuals feel they have been treated unfairly or disadvantaged based on their language, highlighting the importance of promoting linguistic diversity and addressing language-based discrimination.

Other: 22.2%. This broad category encompasses various forms of discrimination that individuals perceive they have encountered, indicating the complexity and multifaceted nature of discrimination issues.

These results illustrate that a significant number of respondents perceive discrimination in various categories, particularly ethnicity, political commitment, and the language they speak. It highlights the need for continuous efforts to combat discrimination, promote inclusivity, and protect individuals' rights across multiple dimensions.

4.3 Local Institutions and Trust in Kosovo

To what extent do you think local institutions are involved in the protection of human rights and the prevention of discrimination?



To a small extent: 30.4%.
This finding reflects a similar sentiment to the previous category, with respondents expressing a perception of limited efforts or impact by local institutions.



To a large degree: Only 4.3%. This indicates a minority who have a positive perception of the commitment and effectiveness of local institutions in addressing these issues.

To a very large extent: Similarly, only 4.5%. This finding reflects a minority who have a strong belief in the engagement and effectiveness of local institutions in addressing these matters.

I am not sure: 15%. This group may lack sufficient information or have mixed perceptions regarding the actions and effectiveness of local institutions.

These results suggest a significant level of scepticism or dissatisfaction regarding the involvement of local institutions in the protection of human rights and the prevention of discrimination. The majority of respondents perceive limited engagement or impact, underscoring the need for increased efforts, transparency, and accountability of local institutions to address these concerns.

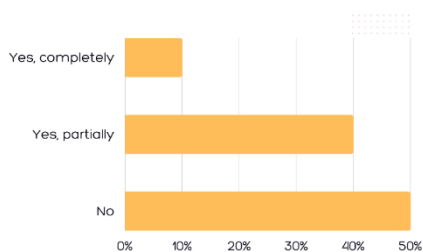
Are you aware that there are officials/offices at the municipal level to combat discrimination?

Yes, completely: 10%. This suggests a small percentage of individuals who have comprehensive knowledge about these officials/offices and their role in addressing discrimination.

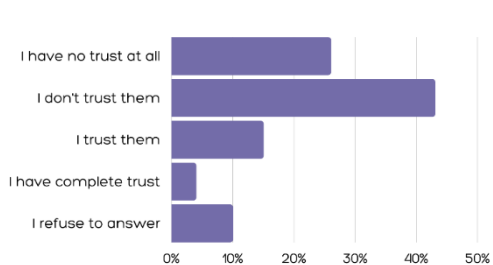
Yes, partially: 40%. This indicates a larger group of respondents who have some knowledge or awareness about the existence of these officials/offices, but their understanding may not be comprehensive.

No: 50%. This finding indicates that a significant portion of respondent's lack awareness or information about these officials/offices and their function in addressing discrimination at the local level.

These results demonstrate a notable lack of awareness among the respondents regarding the presence of officials/offices at the municipal level dedicated to combating discrimination. The majority of respondents either have limited knowledge or are completely unaware of their existence. This underscores the need for enhanced awareness-raising efforts and effective communication to inform the public about the existence and role of these officials/offices.



How much trust do you have in Kosovo institutions?



I completely don't believe it: 26.1%. This indicates a significant lack of trust or confidence in the institutions, suggesting a deep-rooted scepticism or dissatisfaction with their performance.

I do not believe: 43.5%. This finding indicates a substantial majority who have reservations

or doubts about the institutions' credibility or effectiveness.

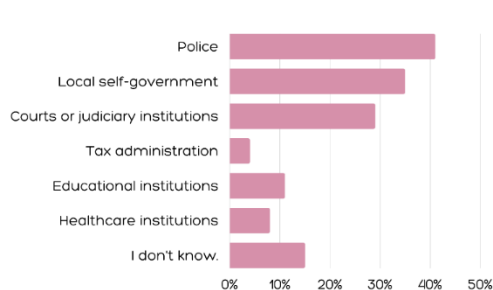
I believe: 15.2%. This represents a minority who have faith or trust in the institutions, indicating a positive perception of their functioning or impact.

I have complete trust: Only 4.1% of the respondents stated that they have complete trust in Kosovo institutions. This reflects a small minority who have a high level of confidence in the institutions and their ability to fulfil their responsibilities.

I refuse to answer: 10.1%. This group may have various reasons for not providing a response, such as personal preference or concerns about sharing their opinions.

These results reveal a significant level of scepticism and lack of trust in Kosovo institutions among the respondents. The majority either don't believe or have limited trust in the institutions, indicating a need for efforts to rebuild public trust, enhance transparency, and improve the performance and accountability of Kosovo institutions.

In your opinion, in which public institutions is discrimination most prevalent?



Police: 41.3%. This finding suggests a significant perception of discrimination within the law enforcement sector, indicating potential concerns regarding biased practices, unequal treatment, or lack of accountability.

Municipality or local self-government: 34.8%. This



indicates a notable proportion of individuals who perceive discrimination within the local administrative structures, highlighting potential issues of unequal access to services or biased decision-making processes.

Court or judicial institutions: 23.9%. This finding suggests concerns about unequal access to justice or potential biases within the judicial system, impacting the fair resolution of legal disputes.

Tax Service: 4.3%. This indicates a relatively smaller proportion of individuals who identify potential discriminatory practices or biases within the tax administration processes.

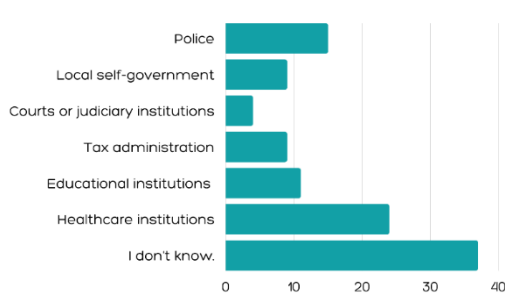
Educational institutions: 10.9%. This finding suggests concerns regarding unequal treatment or biased practices within the educational system, affecting access to quality education or opportunities for certain groups.

Health institutions: 8.7%. This indicates a minority who perceive discrimination within the healthcare sector, potentially reflecting concerns about unequal access to healthcare services or differential treatment based on personal characteristics.

I do not know: 15.2%. This group may lack sufficient information or have mixed perceptions regarding the specific institutions where discrimination occurs.

These results highlight varying perceptions of discrimination across different public institutions. The respondents' opinions indicate potential areas where efforts to address and prevent discrimination should be focused, such as the police, municipality, and judicial institutions.

In your opinion, in which public institutions is discrimination least prevalent?



Police: 15.2%. This suggests a perception that the police exhibit a relatively lower occurrence of discrimination compared to other public institutions.

Municipality or local self-government: 8.7%. This indicates a smaller proportion of individuals

who perceive a relatively lower occurrence of discrimination within the local administrative structures.



Court or judicial institutions: 4.3%. This suggests a perception of relatively fewer instances of discrimination within the judicial system, indicating some level of trust or confidence in the fairness of these institutions.

Tax Service: 8.7%. This indicates a perception of relatively lower occurrence of discrimination within the tax administration processes.

Educational institutions: 10.9%. This suggests a perception of relatively fewer instances of discrimination within the educational system, reflecting a belief in equal treatment and opportunities in educational settings.

Health institutions: 23.9%. This indicates a perception of relatively lower occurrence of discrimination within the healthcare sector, reflecting a belief in equal access to healthcare services and fair treatment.

I do not know: 37%. This group may lack sufficient information or have mixed perceptions regarding the specific institutions where discrimination occurs at a lower rate.

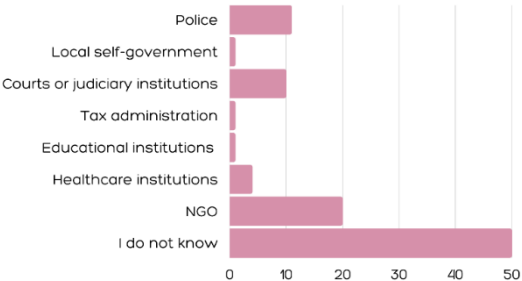
These results suggest varying perceptions among the respondents regarding the least prevalent public institutions in terms of discrimination. While some respondents identified specific institutions, a significant portion indicated uncertainty or lack of knowledge. This underscores the importance of promoting transparency, awareness, and monitoring mechanisms to address discrimination comprehensively across all public institutions.

Which institution in northern Kosovo do you have the most trust in regarding discrimination?

Police: 10.9%. This suggests a limited level of confidence in the police's ability to effectively handle discrimination cases.

Municipality or local self-government: 2%. This indicates a relatively low level of trust in the local administrative structures to effectively address and prevent discrimination.

Court or judicial institutions: 8.7%. This suggests a moderate level of confidence in the judiciary's capacity to address discrimination cases fairly and impartially.



Tax Administration: 2.2%. This indicates a limited level of trust in the Tax Administration's ability to address discrimination concerns effectively.

Educational institutions: 1.9%. This suggests a low level of confidence in educational institutions' capacity to tackle discrimination effectively.

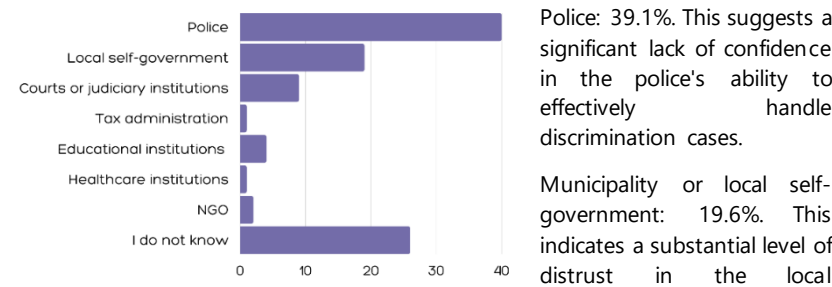
Health institutions: 4.1%. This indicates a limited level of trust in the healthcare sector's ability to address discrimination issues adequately.

NGOs: 21.2%. This suggests a relatively higher level of confidence in the role of NGOs in addressing and advocating for the prevention of discrimination.

I do not know: 49%. This highlights a significant lack of awareness or knowledge among respondents about the institution they can trust the most in addressing discrimination.

These results reveal a mixed perception of trust in different institutions when it comes to addressing discrimination in northern Kosovo. The majority of respondents expressed uncertainty or lack of knowledge about the institution they have the most trust in. NGOs, however, emerged as a relatively more trusted entity in this regard, suggesting their potential role in advocating for the rights and protection of individuals facing discrimination.

Which institution in northern Kosovo do you have the least trust in regarding discrimination?



administrative structures to effectively address and prevent discrimination.

Court or judicial institutions: 8.7%. This suggests a moderate level of doubt in the judiciary's capacity to address discrimination cases fairly and impartially.

Tax Administration: 1%. This indicates a relatively low level of trust in the Tax Administration's ability to address discrimination concerns effectively.



Educational institutions: 4.3%. This suggests a limited level of confidence in educational institutions' capacity to tackle discrimination effectively.

Health institutions: 1.5%. This indicates a relatively low level of trust in the healthcare sector's ability to address discrimination issues adequately.

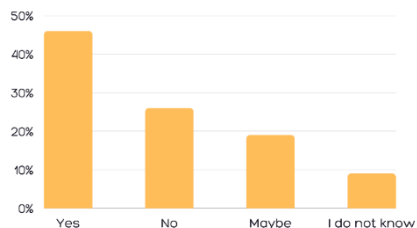
NGOs: 2.2%. This suggests a relatively low level of doubt in the role of NGOs in addressing and advocating for the prevention of discrimination.

I do not know: 25.1%. This highlights a significant lack of awareness or knowledge among respondents about the institution they have the least trust in.

These results reveal a significant lack of trust in various institutions when it comes to addressing discrimination in northern Kosovo. The police and the municipality or local self-government emerged as the institutions with the highest level of distrust, indicating a need for increased efforts to improve transparency, accountability, and responsiveness in these areas.

Do you think there is discrimination in educational institutions towards any community?

Yes: 45.7%. This suggests a significant portion of respondents perceive the presence of discrimination within educational institutions, indicating the need for further examination and action to address this issue.



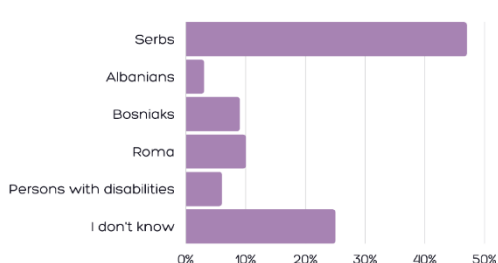
No: 26.1%. This indicates a relatively smaller proportion of respondents who perceive educational institutions as free from discrimination.

Maybe: 19.6%. This suggests a level of ambiguity or lack of clear perception regarding the occurrence of discrimination in educational settings.

I do not know: 8.7%. This highlights a lack of knowledge or information among respondents about the presence or absence of discrimination in educational settings.

These results suggest a mixed perception among respondents regarding discrimination in educational institutions towards any community. While a significant proportion believes that discrimination exists, a notable portion expressed uncertainty or lack of knowledge.

If the answer to the previous question is "Yes," towards which community?



Serbs: 47.1%. This suggests a significant perception of discrimination against the Serb community within the educational context.

Albanians: 2.7%. This indicates a relatively smaller proportion of respondents who perceive discrimination against the

Albanian community within educational settings.

Bosniaks: 8.9%. This suggests a perception of discrimination against the Bosniak community within the educational context.

Roma: 8.8%. This indicates a perception of discrimination against the Roma community within educational settings.

Persons with disabilities: 5.9%. This suggests a perception of discrimination against individuals with disabilities within the educational context.

I do not know: 26.5%. This highlights a lack of specific knowledge or information about the specific communities facing discrimination within educational settings.

These results indicate that the Serb community is the most frequently perceived target of discrimination in educational institutions, followed by the Bosniak, Roma, and persons with disabilities communities.

4.4 Reporting Discrimination

Do you know who to contact if your rights are violated?

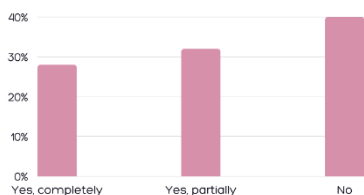
Yes: 37%. This suggests that a minority of respondents are aware of the appropriate channels or authorities to reach out to in case of rights violations.

No: 63%. This indicates a significant majority of respondents who lack knowledge about the specific entities or individuals to approach when their rights are violated.



These results highlight a concerning lack of awareness among the respondents regarding the appropriate avenues for seeking assistance or reporting rights violations. It indicates a need for enhanced education and awareness campaigns to inform individuals about the relevant institutions, organizations, or authorities that can provide support and address rights violations.

Are you familiar with the responsibilities of the Ombudsperson?



Yes, partially: 32%. This suggests that a significant portion of respondents have some level of knowledge about the role and responsibilities of the Ombudsperson, but their understanding may not be comprehensive.

Yes, completely: 28%. This indicates that a notable proportion of respondents have a thorough understanding of the role and responsibilities of the Ombudsperson.

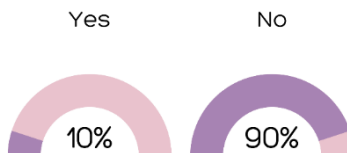
No: 40%. This indicates a significant lack of knowledge or awareness among respondents about the specific responsibilities and functions of the Ombudsperson.

These results highlight a mixed level of familiarity with the responsibilities of the Ombudsperson. While a notable portion of respondents have at least partial knowledge or complete understanding, a significant proportion remains unfamiliar with the Ombudsperson's role. This underscores the need for awareness-raising efforts and educational initiatives to enhance public knowledge and understanding of the Ombudsperson's responsibilities as a key institution for safeguarding and promoting human rights.

Have you ever contacted the Ombudsperson's office in Mitrovica?

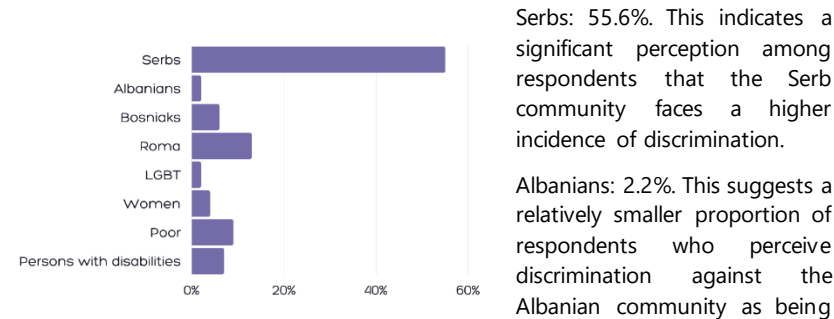
Yes: 10%. This suggests that a small proportion of respondents have sought assistance or engaged with the Ombudsperson's office to address rights-related issues or concerns.

No: 90%. This indicates a significant majority of respondents who have not utilized the services or support offered by the Ombudsperson's office in the region.



These results highlight a low level of engagement with the Ombudsperson's office in Mitrovica among the surveyed respondents. The majority of individuals have not reached out to the Ombudsperson's office for assistance, potentially indicating a lack of awareness, trust, or accessibility of the institution's services. Efforts should be made to raise awareness about the Ombudsperson's office, its role, and the services it provides, as well as to address any barriers that may hinder individuals from seeking assistance.

In your opinion, which group is most frequently subjected to discrimination in Kosovo?



more prevalent.

Bosniaks: 6.7%. This indicates a perception of discrimination against the Bosniak community as being relatively frequent.

Roma: 13.3% of the respondents believe that the Roma community is the most frequently targeted group for discrimination in Kosovo.

LGBT: 2.2% of the respondents believe that the LGBT community is the most frequently subjected to discrimination in Kosovo.

Women: 4.4% of the respondents believe that women are the most frequently targeted group for discrimination in Kosovo.

Poor: 8.9% of the respondents perceive that individuals living in poverty are the most frequently subjected to discrimination in Kosovo.

Persons with disabilities: 6.7% of the respondents believe that persons with disabilities are the most frequently targeted group for discrimination in Kosovo.

These results indicate a diversity of opinions regarding the group most frequently subjected to discrimination in Kosovo. While the Serb community is perceived as the



most frequently targeted, other groups such as the Roma, Bosniaks, and individuals living in poverty are also seen as facing significant discrimination.

Do you consider discrimination against any of the mentioned groups personally acceptable or not?



These results highlight a clear and widespread rejection of discrimination among the surveyed respondents. The overwhelming majority firmly believe that discrimination should not be acceptable under any circumstances and should not be directed towards any specific group of citizens.

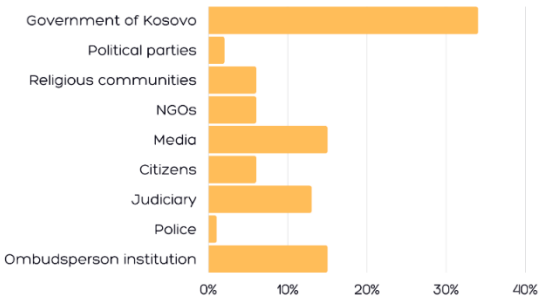
According to your opinion, which of the following institutions can contribute to reducing the occurrence of discrimination?

Government of Kosovo: 34.8% of the respondents believe that the Government of Kosovo can contribute to reducing the occurrence of discrimination.

Political parties: 2.2% of the respondents believe that political parties can contribute to reducing the occurrence of discrimination.

Religious communities: 6.5% of the respondents believe that religious communities can contribute to reducing the occurrence of discrimination.

NGO: 6.5%. This indicates a perception that NGOs can actively engage in advocacy, education, and support initiatives to address discrimination.



The media: 15.2% of the respondents believe that the media can contribute to reducing the occurrence of discrimination.

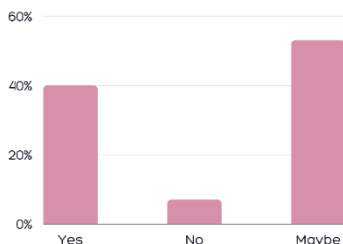
Citizens: 6.5% of the respondents believe that citizens themselves can contribute to reducing the occurrence of discrimination.

Justice Institutions: 13% of the respondents believe that the justice system can contribute to reducing the occurrence of discrimination.

Ombudsman institution: 15.2%. This indicates a perception that the Ombudsman institution can provide oversight, support, and advocacy to protect individuals against discrimination and promote equal treatment.

These results showcase the diverse range of institutions that respondents believe can contribute to reducing discrimination in Kosovo. The government, media, justice system, Ombudsman institution, and NGOs are seen as key actors in combating discrimination, while religious communities and citizens themselves are also recognized as having a role to play.

Would you report discrimination against yourself or others?



Yes: 40% of the respondents indicated that they would report discrimination if it happened to themselves or others.

No: 6.7% of the respondents stated that they would not report discrimination.

Maybe: 53.3% of the respondents expressed

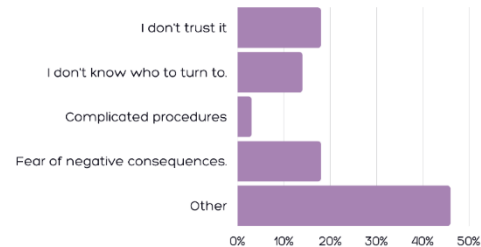
uncertainty or indecisiveness about whether they would report discrimination.

These results highlight a mixed response regarding the willingness to report discrimination. While a notable proportion of respondents expressed their readiness to report discrimination, there is also a significant portion that remains uncertain or hesitant. It is important to further explore the reasons behind the hesitation or uncertainty in order to address any barriers or concerns that may prevent individuals from reporting incidents of discrimination.

If "No," why? If "Yes," why?



Lack of trust: 17.9% of the respondents indicated that they do not have trust in the system or the authorities to effectively address or act against discrimination.



I don't know who to turn to: 14.3% of the respondents expressed uncertainty about who to approach or contact when it comes to reporting incidents of discrimination.

The procedures are too complicated: 3.6% of the respondents mentioned that

they find the procedures for reporting discrimination to be overly complex or burdensome.

I am afraid of negative consequences: 17.9% of the respondents stated that they fear negative consequences or retaliation if they were to report discrimination.

Other reasons: 46.4% of the respondents cited other reasons for not reporting discrimination.

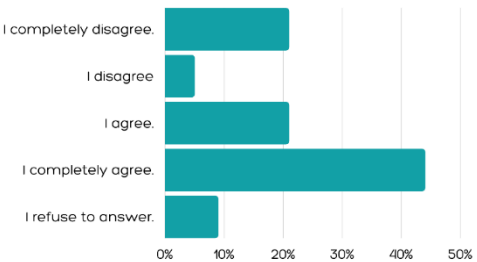
These results shed light on the various factors that contribute to individuals' decision not to report discrimination. Lack of trust, uncertainty about reporting channels, perceived complexity of procedures, fear of negative consequences, and other personal considerations all play a role in shaping individuals' responses.

4.5 Political Situation and Institutional Discrimination

Do you believe that the current political situation contributes to a higher degree of discrimination?

I completely disagree: 21.7% of the respondents strongly disagreed with the notion that the current political situation contributes to a higher degree of discrimination.

I do not agree: 4.3% of the respondents stated that they do



not agree with the statement, suggesting a small proportion of respondents who do not see a connection between the political situation and increased discrimination.

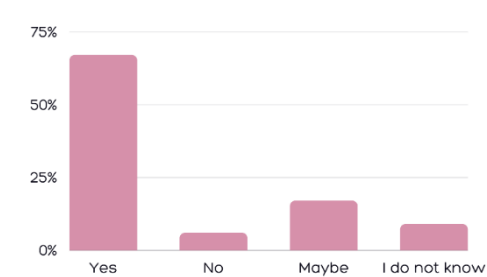
I agree: 21.8% of the respondents agreed that the current political situation contributes to a higher degree of discrimination.

I totally agree: 43.5% of the respondents strongly agreed with the statement, indicating a significant majority of respondents who strongly believe that the current political situation has a direct impact on the level of discrimination experienced.

I refuse to answer: 8.7% of the respondents chose not to provide an answer to this question.

These results suggest that a significant portion of respondents perceive a strong association between the current political situation and increased discrimination.

Do you think that the police and/or other institutions participate in the discrimination of one or more groups of people?



Yes: 67.7% of the respondents answered affirmatively, indicating that they believe the police and/or other institutions are involved in the discrimination of one or more groups of people.

No: 6.1% of the respondents stated that they do not

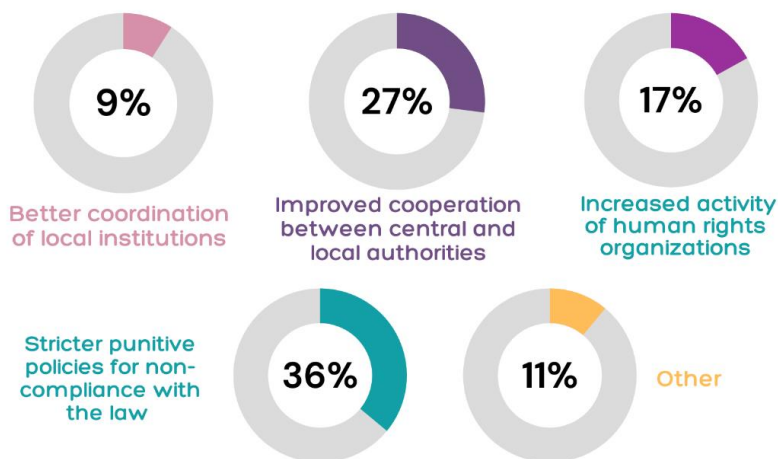
believe the police and/or other institutions participate in discrimination. Maybe: 17.2% of the respondents expressed uncertainty or ambiguity regarding the involvement of the police and/or other institutions in discrimination

I do not know: 9.1% of the respondents indicated that they do not know whether the police and/or other institutions engage in discrimination.

These results highlight a substantial perception among respondents that the police and/or other institutions participate in discriminatory practices.



What, in your opinion, would improve the better implementation of the Law against discrimination?



Better coordination of local institutions: 9%. This implies a need for enhanced collaboration and synergy among various local entities involved in combating discrimination.

Improved cooperation between central and local authorities: 27%. This indicates a belief that stronger collaboration and alignment between different levels of governance would enhance the effectiveness of implementing the Law against discrimination.

Increased activity of organizations that deal with the protection of human rights: 17%. This suggests the importance of the civil society sector in advocating for and monitoring the enforcement of anti-discrimination measures.

Stricter penal policy for non-compliance with the Law: 36%. This indicates a strong belief that stronger enforcement measures, including punitive actions, would serve as a deterrent and promote compliance with anti-discrimination regulations.

Other: 11% of the respondents provided alternative suggestions or additional factors that they believe would contribute to the better implementation of the Law against discrimination.

These results reflect the diverse opinions of respondents regarding the measures that would improve the implementation of the Law against discrimination. These insights can guide policymakers and stakeholders in identifying priority areas and strategies for advancing the implementation and enforcement of anti-discrimination legislation.



5. Conclusion

In conclusion, the research findings shed light on the significant role that ethnicity plays in shaping people's experiences and perceptions of discrimination in North Mitrovica. With a considerable percentage of respondents believing they are discriminated against due to their ethnicity, it is evident that discriminatory practices persist in the region.

The identification of the police and the municipality as the institutions where discrimination is perceived to be most prevalent emphasizes the need for focused attention and improvement in these areas. Efforts should be directed towards enhancing the effectiveness of local institutions in combating discrimination and protecting citizens' rights. Additionally, the vulnerability of the Serb community, identified as the most frequent target of discrimination, underscores the challenges faced by this community and the importance of tailored measures to address their specific needs.

The research also reveals a lack of familiarity with citizens' rights and legislation on protection against discrimination among a considerable percentage of respondents. This calls for increased awareness and education initiatives to ensure that individuals are well-informed about their rights and the legal mechanisms available to them.

The majority of respondents (63%) do not believe that institutions effectively implement the law as prescribed. This highlights a perceived gap between the existence of legal frameworks and their practical application in addressing and preventing discrimination.

Overall, the research underscores the persistence of discrimination in North Mitrovica and the need for comprehensive measures to address this issue. It is crucial to enhance trust in institutions, strengthen the implementation of legislation, and improve coordination between local and central authorities. Additionally, raising awareness about citizens' rights and fostering dialogue and cooperation between different stakeholders can contribute to combating discrimination effectively. These findings provide valuable insights for policymakers, civil society organizations, and relevant stakeholders to develop targeted strategies and initiatives aimed at promoting inclusivity, protecting rights, and mitigating discriminatory practices in North Mitrovica.



In addition to the quantitative findings, the qualitative interviews conducted with representatives of civil society, international organizations, local stakeholders, and citizens provided further valuable insights into the issue of discrimination in North Mitrovica. The interviews were conducted in accordance with the aims of the research, complementing the quantitative data and providing a deeper understanding of the lived experiences and perceptions of the participants.

Throughout the interviews, it was evident that the interviewers showed great concern for the discrimination problem in North Mitrovica. They approached the interviews with empathy and a genuine commitment to understanding the experiences and viewpoints of the participants. This approach fostered a sense of trust and openness, enabling the interviewees to share their personal stories, observations, and concerns related to discrimination.

The qualitative findings were consistent with the quantitative results, affirming the prevalence of discrimination and its impact on various groups within the community. The interviews revealed a common sentiment of distrust in Kosovo institutions' ability to effectively address and prevent discrimination. This finding further underscores the need for comprehensive and systemic changes to build trust and improve the implementation of anti-discrimination measures.

Importantly, the interviews highlighted the crucial role played by civil society organizations, international organizations, and local stakeholders in addressing discrimination. The interviewees acknowledged and appreciated the efforts of these entities in advocating for human rights, providing support to victims, and raising awareness about discrimination. The interviews emphasized the importance of continued collaboration and support from these organizations to drive positive change and combat discrimination effectively.

Overall, the qualitative interviews served as a valuable complement to the quantitative data, enriching the understanding of the discrimination issue in North Mitrovica. The interviewers' genuine concern and the participants' willingness to share their experiences provided valuable insights that can inform future actions and initiatives aimed at addressing discrimination in the region.



6. Recommendations

For Local and Central Authorities:

- ✔ Take concrete steps to improve the implementation of existing legislation against discrimination. This can be achieved through regular monitoring, training programs for officials, and transparent reporting mechanisms.
- ✔ Foster better coordination and cooperation between local and central authorities to address discrimination effectively. This includes sharing information, resources, and best practices to ensure a comprehensive and unified approach.
- ✔ Ensure that information regarding citizens' rights, legal procedures, and reporting mechanisms is widely accessible and easily understood by the public. This can be achieved through the development of user-friendly materials, public awareness campaigns, and the establishment of dedicated helplines or information centres.
- ✔ Actively engage with local communities, including marginalized groups, to understand their concerns, experiences, and needs related to discrimination. This can be done through regular dialogue sessions, community meetings, and inclusive decision-making processes.



For NGOs and International Organizations:

- ✔ Continue their efforts in providing support, resources, and capacity-building programs to local civil society organizations working on human rights and combating discrimination through funding opportunities, technical assistance, and knowledge-sharing platforms.
- ✔ Play a vital role in raising awareness about citizens' rights, existing legislation, and mechanisms for reporting discrimination. This can be achieved through targeted awareness campaigns, workshops, and training programs for both the public and relevant stakeholders.
- ✔ Foster collaboration and partnerships between NGOs, international organizations, and local authorities to jointly address discrimination issues.
- ✔ Continue monitoring the situation of discrimination in North Mitrovica and provide regular reports highlighting the progress made, challenges faced, and areas requiring further attention. These reports can serve as a basis for evidence-based policy recommendations and advocacy effort



This research analysis aims to delve into the issue of discrimination within the context of North Mitrovica in Kosovo. This analysis provides insights into citizens' perceptions of discrimination and assess their knowledge about the existing legislation designed to combat it.

The analysis draws on a multi-faceted research approach that includes an online survey, desk research, and interviews conducted among residents of North Mitrovica. By synthesizing the findings from the online survey, desk research, and interviews, this analysis seeks to offer a comprehensive understanding of discrimination in North Mitrovica.

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