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Community Justice Mapping in Kosovo

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LIST OF ACRONYMS AND ABBREVIATIONS

ACDC – Advocacy Center for Democratic Culture
FLAA – Free Legal Aid Agency
KAS – Kosovo Agency of Statistics
CEL – Center for Equality and Liberty
CLARD – Center for Legal Aid and Regional Development
GIZ –Deutsche Gesellschaft für Internationale Zusammenarbeit
GLPS – Group for Legal and Political Studies
KLI – Kosovo Law Institute
KLGI – Kosovo Local Government Institute
Moj – Ministry of Justice
MLSW – Ministry of Labor and Social Welfare
QKV – Qendra Kosovare për Vetë-përkrahje (Kosovo Center for Self-Help)
VoRAE – Voice of Roma, Ashkali and Egyptians
YIHR – Youth Initiative for Human Rights

Introduction

The Kosovo Local Government Institute (KLG I), with the support of **USAID's Justice Activity**, carried out this research with the aim of providing a complete overview of the difficulties and challenges under-represented groups face in terms of access to justice. This report presents data collected through a methodology combining the analysis of strategic documents, work reports, direct interviews, and surveys with 367 citizens from target groups: women, persons with disabilities, LGBTI community, Roma, Ashkali and Egyptian communities, non-majority Serb, Turk and Bosniak communities, the elderly, and people with low financial revenues. The sample was designed to be inclusive, including both citizens from the country's seven largest districts and under-represented groups.

The questionnaires were designed to first measure the economic and social condition of respondents, and then to continue with the measurement of their legal literacy, media literacy, and finally to measure citizens' need for free legal assistance.

Justice Activity in Kosovo

The USAID's Justice Activity strengthens Kosovo's justice system by applying a people-centered approach to justice. The five-year activity improves institutional capacity and provides people access to quality services and multiple means for solving justice needs and everyday legal problems. The activity also generates greater public trust in the justice system and the rule of law. The Activity achieves this through: Improving quality and accessibility of justice services. USAID's Justice Activity supports improving citizens' access to justice by enhancing procedural justice, expanding legal aid services, and improving court administration and management policies and practices.

Through these efforts, the Justice Activity supports Kosovo's institutions and key stakeholders to properly understand priority needs of citizens, improve existing mechanisms or identify new measures and ensure that all citizens receive fair and impartial services, and also better understand their legal rights and judicial procedures.

Deepening of citizens' understanding of, engagement with, and trust in the justice system

The USAID's Justice Activity engages communities and professionals in identifying problems and proposing improvements in the provision of legal services and information to justice seekers, where they live and about the issues they often face. Working through Kosovo's responsible institutions, the Activity facilitates professional forums, including a community of practice for public information officers, to institutionalize critical and practical resources for engaging with court users by soliciting their feedback, while developing communication and information sharing activities for the provision of justice services.

Development of effective innovations in the justice sector.

The Justice Activity supports the Justice Innovation Incubator to channel the capacity to bring innovation based on the challenges faced by justice institutions and their users. In the people-centered justice paradigm, these innovations are likely to enhance the user-friendliness of policies and procedures, increase the affordability and accessibility of justice services, and improve justice seekers' feelings of fairness and trust in the justice system.

Executive Summary

The constitutional obligation to guarantee free legal aid to all citizens in need of the Republic of Kosovo, has not been fully met.

In February 2022, the Assembly of Kosovo adopted the amendments to the Law on the Free Legal Aid Agency, adding categories of beneficiaries of free legal aid and increasing the volume of work of this institution.

Data shows that the Free Legal Aid Agency, as an institution competent to coordinate, provide and control free legal aid, despite all efforts, has not yet managed to fully rollout its consolidation to the entire territory of the country and to all communities.

The lack of budgetary support for staff and technical equipment, as well as the lack of coordination in some cases, prevent the Agency's work from achieving full result in the field. This data also comes from the budget request of the Free Legal Aid Agency, which was submitted to the Assembly of Kosovo on 14.06.2021.

The Kosovo Local Government Institute – KLGI, with the support of USAID's Justice Activity, carried out this research with the aim of providing a complete overview of the difficulties and challenges under-represented groups face in terms of access to justice.

Data shows that the Free Legal Aid Agency is enhancing its organizational capacities, while the process of educating citizens about the Agency's role has advanced significantly. The success of the Agency's work in the field is hindered by several factors, the addressing of which often does not depend on the work of the Agency, but on the work of other state institutions.

Data from the research argue that, despite the advancement in the field, there are still problems which can be divided into two large groups:

- Lack of inter-institutional coordination;
- Technical and organizational deficiencies in free legal aid work.

The Free Legal Aid Agency was established by special Law No. 04/L-017 on Free Legal Aid. The research finds the need to open discussions on the advancement of the legal framework of this field, especially bylaw regulation, which would further strengthen the work of the Agency.

The first problem identified is related to the lack of a legal basis for the Agency's communication with Courts. Data shows that the Agency has no data on the fate of the cases it has filed with courts or other institutions. This is because the Agency only performs the role of mediator through legal aid, so the institutions do not recognize it as a party, and this causes great lack of information, but deprives them of the possibility of counseling on further actions. In order to solve these barriers, the interviewees have recommended changes to the legal basis, so that copies of judgments are also sent to the Agency.

Poor inter-institutional communication is one of the problems that has been continuously mentioned by interviewees. The findings show that the biggest problems in terms of communication between the Agency

and Kosovo Courts are related, especially, to the provision of data on the status of the case in court or the provision of judgments.

Furthermore, research has shown that in the absence of an electronic case tracking system, it is impossible for Agency officers to understand what stage a case submitted to the court is at.

Interviewees emphasized that the absence of data on the status of the case, creates mistrust among citizens and also other problems, since the Agency must spend resources to compile emergency requests for the parties, with which it intends to receive data on the status of the cases.

The lack of data on the final status of cases was also identified as another difficulty in communication. Courts reply only to the parties, not to the Agency. In absence of answers from the court, the Agency has no information about the fate of the cases and is unable to advise the parties on the next steps in the procedure. As a consequence, the parties may lose their legal rights, in the absence of relevant legal insights.

Other noted problems are related to procedural costs for the parties, such as the need for an expert during the process. The officers of Free Legal Aid Agency Regional Offices emphasize that the Agency does not have a budget line that would cover certain procedural expenses of the parties. For this reason, the parties are often unable to pay for a concrete procedural action and as a result the procedure is stopped by the court.

From the interviews, it was established that the work of the Agency is also related to cases of certain specific institutions, such as the Ministry of Labor and Social Welfare. Due to citizens' lack of knowledge about obtaining free legal services, many cases that would come from other sectors of the state administration have been avoided.

Even the data from the citizen surveys shows that the citizens of the country are inclined to seek information about legal problems from prosecuting institutions. Most citizens, when asked where they get advice for a problem, answered that they get it from the Police and Courts, not from attorneys.

Likewise, data shows that state institutions make no effort to formally promote the Agency's address. Proper promotion of free legal aid would increase the attention of citizens, so that requests in other sectors of the administration are addressed through the Agency.

In this regard, respondents mentioned as an immediate measure the establishment of the standard, that in addition to the legal advice in their decisions, the institutions should also write the address of the Free Legal Aid Office. It was mentioned that such a model has been very functional in the Prizren region.

In addition to formal communication, interviewees also mentioned other models that should be used to promote the work of the Agency. Interviewees mentioned that target groups have no legal literacy, and advising them indirectly is a good way to educate them about the role of the Agency. Education in schools was also mentioned as the right model to further promote the role of the Agency, and greater focus is required in promoting the work of the Agency in the areas inhabited by the Serb community.

Currently, there are several civil society organizations in the country that offer free legal aid. Their work was found to be of high quality, but interviewees recommended that the provision of free legal aid be certified, in order to be easier to perform quality control.

Problems are also identified in the quality control of the work contracted by the Agency. In the absence of data on the fate of cases, the Agency is often unable to control the quality of the work of attorneys contracted to provide free legal aid.

Technical and organizational deficiencies in free legal aid work

Data from the field shows that the access of marginalized groups to Agency Offices is limited in some cases, due to some technical and organizational problems. These problems can be related to factors such as:

- Language;
- Access for disabled persons;
- Lack of education and stigmatization barriers;
- Lack of trainings;
- Financial impossibility.

In most Free Legal Aid Offices, the recruitment of staff was carried out without having the criterion of knowledge of the two official languages of the country. Consequently, some staff members do not speak the two official languages and, for this reason, communication between Agency officers and communities, especially the Serb one, must be carried out with translators who are borrowed from other institutions.

Physical access is also problematic in some of the institutions, because people with disabilities have no access to facilities due to the absence of ramps, and in some offices due to the absence of elevators.

Stigmatization is another noted problem, especially for people from the LGBTI community. In interviews with NGOs representing these communities, it was mentioned as an imperative need for the Agency and other institutions to try to combat stigmatization and aim to encourage these communities to bring legal cases to courts.

In this regard, trainings for Agency officers to approach certain social categories were mentioned, especially by civil society members. In this respect, trainings for communication with the public and communication with the LGBTI community were recommended.

Technical capacities, such as vehicles or means to visit citizens in certain areas, were also mentioned as problems that hinder the work of the Agency. These offices provide free legal aid primarily to social cases or the like. The distance between Free Legal Aid Offices and the place of residence of the citizens, is a problem in itself. For a family living in a remote area and in financial hardship, who needs free legal assistance, even travel to receive services from these offices, has its own financial weight. New action strategies are needed, so that in such cases Agency staff may assist citizens in their places of residence, in

order to reduce their financial burden. Also, communication should be enabled through mail, or even online apps, so that the physical presence of parties is not necessary.

In this regard, Kosovo institutions must take immediate steps to:

- Increase budget support for the Agency;
- Advance legislation;
- Ensure institutional coordination;
- Establish quality control in free legal aid;
- Promote the Agency's role, especially among under-represented groups.

Methodology

This report presents data collected through a methodology combining the analysis of strategic documents, work reports, direct interviews, and surveys with 367 citizens from target groups: women, persons with disabilities, LGBTI community, Roma, Ashkali and Egyptian communities, non-majority Serb, Turk and Bosniak communities, the elderly, and people with low financial revenues. The sample was designed to be inclusive, including both citizens from the country's seven largest districts and under-represented groups.

The selection of the sample was designed to be inclusive and to represent all communities living in Kosovo. For the purpose of inclusiveness, the conducted surveys covered the entire territory of Kosovo, including the area of North Mitrovica.

To ensure geographic inclusiveness, citizens of 7 regions, Mitrovica, Prizren, Gjiilan, Ferizaj, Gjakova, Peja and Prishtina, were surveyed. Geographic selection was based on the reach of the Free Legal Aid Agency. 367 people responded to the survey, including 170 men and 195 women, as well as 2 undeclared. Of them, 172 respondents are from Prishtina, 16 from Peja, 12 from Gjakova, 24 from Ferizaj, 16 from Gjiilan, 46 from Prizren, and 81 from Mitrovica.

In order to include under-represented groups, the questionnaire was filled out online and in the field, offering the opportunity to respondents who have no access to a computer or the Internet.

The questionnaires were designed to first measure the economic and social condition of respondents, and then to continue with the measurement of their legal literacy, media literacy, and finally to measure citizens' need for free legal assistance.

Field measurements aimed to understand, in particular, the effect of campaigns and citizens' knowledge on the first address where they should seek free legal aid.

Data from surveys, but also data from preliminary research, were elaborated in direct interviews with different actors and two focus groups.

For this report, interviews were conducted with:

- Officers of Free Legal Aid Agency Regional Offices in: Prishtina, Ferizaj, Gjiilan, Prizren, Skenderaj;

- Two focus groups with Agency officers;
- Non-governmental organization, such as: KLI, QKV, VoRAE, CLARD, GLPS, YIHR, ACDC, CEL, UNDP, GIZ.

The selection of interviewed stakeholders was carried out based on geographical, ethnic and representative criteria.

Based on the geographical criteria, representatives from the Free Legal Aid Agency Regional Offices from the municipalities of Prishtina, Mitrovica, Podujeva, Gjilan, Skenderaj, Prizren and Gjakova, were interviewed.

Meanwhile, in order to meet the ethnic criterion, agency officers who work in areas where there are non-majority communities, and representatives of civil society organizations that work with communities such as Serb, Ashkali, Roma and Egyptian, were interviewed.

Also, in order to include and discuss the problems faced by people with disabilities, as well as members of the LGBTI community, representatives and activists of organizations that promote the rights of these communities were interviewed.

In direct and hybrid interviews with representatives of institutions and NGOs, problems were elaborated and the situation on the ground was measured. The focus of these interviews was to provide data on the level of citizens' access to free legal services, as well as the physical, linguistic and cultural barriers to access. An important part was the collection of data related to inter-institutional communication and the involvement of civil society in the provision of assistance.

Data from the interviews was further compared with data from internal reports of the Agency and the measurements carried out by the Agency over the years on its work.

Background and Context

Since 2011, when Kosovo recorded its last population census, after a full 10 years, local and international institutions still use these data, although outdated. The Kosovo Agency of Statistics (KAS) has not yet been seen to have started the process of the new population census. However, assessments and estimates have been continuously made to track population movement and economic trends in the country. According to the 2011 census, Kosovo had a resident population of 1,804,944. After more than 10 years, a decrease in the number of the population is observed. KAS data shows that in 2020, the resident population was 1,798,188. As for the median age, there is no other official data, except for 2011 data, when the median age was 30.2 years. According to the same sources, 61.7% of the population lived in rural areas.¹ Pronounced emigration of the population has been observed, but internal emigration has also been noted, mainly towards urban centers. Kosovo has 38 municipalities, with 1,467 settlements, covering a total of 10,896 km². The municipality with the largest population is the municipality of Prishtina, with a total of 198,897 residents, while the municipality with the smallest population is that of Partesh, with 1,787

¹ KAS "Statistical Yearbook of the Republic of Kosovo 2021". Accessible at: <https://ask.rks-gov.net/media/6390/vjetari-statistikor-2021.pdf>

residents². Of these, 27 municipalities are Albanian majority, 10 are Serb majority, and 1 is Turk majority. The composition of the population in Kosovo emphasizes the dominance of the Albanian majority with about 87%, then 8% Serb, 5% from the Turk, Bosniak, Goran, Roma, Ashkali and Egyptian, Croat and Montenegrin minorities.³

The unemployment rate still remains high in the country. Within the working age population (15-64 years old), the labor force participation rate is 39.5%. Based on the results of the Labor Force Survey conducted by KAS, “in the first quarter of 2021, the unemployment rate was 25.8%.” Unemployment is most pronounced between females, at 29.7%, as opposed to males at 24.2%. The highest unemployment rate is among the 15-24 age group, at 48.6%⁴, while it is more pronounced among non-majority communities, Roma, Ashkali and Egyptian. According to estimates, members of these communities live under severe economic conditions and are mainly “involved in the informal economic sector, with about 30% of families supporting themselves by collecting recyclable materials”⁵. Unemployment problems are also manifested in the inability to get an education and live in normal living standards, thus increasing the demand for protection or social care, the phenomenon of early marriages, various crimes, as well as the limitations of socio-economic development.

Free legal aid in Kosovo enjoys Constitutional support to guarantee this service for all strata who have no financial means to ensure effective access to justice. In 2012, the Assembly of the Republic of Kosovo adopted Law No. 04/L-017 on Free Legal Aid, followed in 2022 by Law No. 08/L-035 on amending and supplementing Law No. 04/L-017 on Free Legal Aid. The latter, exhaustively lists the categories of beneficiaries of free legal aid, in addition to those defined by the old legislation. In the framework of the secondary legislation, seven follow-up Regulations have been drafted. In accordance with the legal regulations, the Free Legal Aid Agency now operates seven Regional Offices in the municipalities of: Prishtina, Mitrovica, Peja, Gjakova, Gjilan, Mitrovica and Ferizaj. Also, within the Agency there are also mobile offices which operate in: Fushë Kosova, Glllogoc, Istog, Deçan, Dragash, Suhareka, North Mitrovica, Skenderaj, Malisheva, Graçanica, Kamenica, Podujeva, Klina, Lipjan, Shtime, Hani i Elezit, and Kaçanik.⁶

Data from the Free Legal Aid Agency shows a similar trend in the number of people who have received this type of aid over the years, although in 2021 their percentage is less pronounced than in previous years. Referring to the official statistics of 2021, the beneficiaries of free legal aid were 4,599 citizens, compared to 5,778 citizens who received this service in 2020, and 5,539 citizens in 2019. While in 2020, free legal aid marked an increase of 4.31%⁷ in the number of cases compared to 2019, data points to a

²Ministry of Local Government Administration “*Strategy for Local Self-Government 2016-2026*”. Accessible at: https://mapl.rks-gov.net/wp-content/uploads/2017/08/Strategjia_liber_tri-gjuhe_finale-2016.pdf

³European Centre for Minority Issues Kosovo: Communities in Kosovo “*Guide for professionals working with communities in Kosovo*”. Accessible at: https://www.ecmikosovo.org/uploads/ECMI-Kosovo_Dec-2013_Guidebook-for-Professionals_ALB.pdf

⁴KAS “Labor Force Survey (LFS), Q1 2021”, Available at: <https://ask.rks-gov.net/sq/agjencia-e-statistikave-te-kosoves/add-nees/anketa-e-fuqise-punetore-afp-tm1-2021>

⁵OSCE “Overview of the Roma, Ashkali and Egyptian Communities in Kosovo”, January 2020. Accessible at: https://www.osce.org/files/f/documents/c/c/443590_2.pdf

⁶<https://anif.rks-gov.net/>

⁷Free Legal Aid Agency “Annual Work Report January-December 2020”, Prishtina, 2021. Accessible at: <https://anif.rks-gov.net/desk/inc/media/2D22BB55-61B1-49B7-8069-54B39E7E839E.pdf>

20% decrease in 2021. The largest number of beneficiaries of this aid is among men, while according to the ethnic structure it is much more prevalent among Albanians. More precisely, in 2021, the beneficiaries of free legal aid were 2,618 men and 1,981 women, while referring to ethnicity, 86% of the beneficiaries were Albanians, 1.89% Serbs, 1.89% Bosniaks, 1.26% Turks, 8.34% Roma, Ashkali and Egyptian (RAE), other 0.13%.

Trust in and satisfaction with the Justice System

Trust in the legal system of a country is one of the main factors for guaranteeing human rights. This introspective element is necessary to ensure equality, while its sustainability depends on many factors, mainly social, economic and political ones. Of course, among the key factors is the institutional readiness in the responsible and complete handling of all cases when citizens are confronted with the state administration. There are many opinions about citizens' trust in and satisfaction with the justice system. They are related to the personal experience of individuals in relation to the state apparatus, institutional organizational culture, professionalism, efficiency, accountability, ethics, and other management elements.

Data on the efficiency of the Kosovo judicial system speaks of the presence of numerous problems related to case management. Based on official data related to the work of the Kosovo judiciary in 2021, "the percentage of efficiency of all courts in Kosovo turns out to be 71%, with most pending cases at the level of the basic courts".⁸ Credible international reports still highlight problems related to the capacity of the judiciary, as well as elements of corruption in public institutions in general. Delays of judicial proceedings prevent timely treatment of cases and limit the realization of the rights of citizens under the law. The European Convention on Human Rights stipulates that signatory states are "obliged to organize their legal systems in such a way as to enable the courts to act in accordance with the requirements of Article 61, including the realization of the judgment within a reasonable time".

Free Legal Aid Agency Officers, during interviews and focus groups, emphasized the delays and extensions of deadlines in court proceedings on cases brought by various parties, especially from vulnerable groups. Failure to respect deadlines and the case delays at courts, make the parties suffer the consequences of institutional inaction. While the large number of cases in the judiciary still remains evident, the evaluation of the performance of judges and prosecutors turns out to be not based on clear criteria⁹, which represents a separate problem.

It often happens that "injured parties lack the capacity to defend themselves and pursue their legal interests in criminal proceedings, they tend to receive insufficient legal information on their rights, and rarely receive assistance during criminal proceedings from professional legal representatives".¹⁰ The reports state that "the level of provision of legal aid in practice is not adequate due to conflicting legislation, lack of public awareness, and various existing systems for providing free legal aid. Furthermore, there is no quality

⁸ KJC "Efficiency rate of all courts in 2021". Accessible at: <https://www.gjyqesori-rks.org/pasqyra-e-performances/>

⁹ KJC "Efficiency rate of all courts in 2021". Accessible at: <https://www.gjyqesori-rks.org/pasqyra-e-performances/>

¹⁰ European Commission, Kosovo* 2020, 2021 Reports. Accessible at: <http://mei-ks.net/sq/raporti-i-progresit-585>

assurance system in the provision of legal aid. Of the 2,014 complaints received by the ombudsperson in 2019, 409 of them concerned the right to a fair trial within a reasonable time.”¹¹ This determines the need for rapid measures, so that citizens use alternative institutions to exercise their legal rights.

Such barriers cause the level of citizens’ trust in institutions to be low, adding to the fact that civil society and citizens still face barriers in full access to official documents. Lack of appropriate efficiency therefore affects the degree of citizens’ trust in state institutions. Referring to research on citizen satisfaction, UNDP’s Public Pulse data for 2021, “Results of the Fall 2021 Public Pulse survey”, show a slight decrease in satisfaction levels with all Kosovo institutions, compared to the survey conducted in May 2021, except with the Office of the Chief Prosecutor. On average, 47% of respondents are satisfied with the work of Kosovo’s central institutions compared to 51.4% in May 2021, 27.5% in December 2020, and 42.5% in April 2020.¹² On the other hand, the reports developed by directly surveying court users, show another picture of the satisfaction of the citizens with the legal system in the country.

The measurement carried out by Democracy Plus, entitled “Evaluation of the Application of Procedural Justice in the Seven Basic Courts of Kosovo”, shows different impressions from citizens who use the courts.

“About 45% of users of court services think that they are not treated impartially by judges, or they are treated so only to an extent. Data breakdown of by gender reflects the same feeling among both women and men,” the report states¹³.

This measurement shows that the perception of the justice system differs from the perception of those who deal directly with courts. Even the data from the research carried out in the field argue for a similar approach.

Impact of COVID-19

Even during 2021, the situation of the Covid-19 pandemic altered the overall social circumstances, which affected the intensity of the institutions’ work. During this period, the Government of the Republic of Kosovo continued to impose its pandemic safeguards, to ensure the protection of public health. The restrictive measures reduced the economic and social activity in the country, as well as affected the labor markets. Public Pulse results emphasize that “51% of respondents think that COVID-19 has had a negative

¹¹ Ibid.

¹²UNDP, “Public Pulse XXI”. Accessible at: https://www.ks.undp.org/content/kosovo/en/home/library/democratic_governance/public-pulse-brief-xxi.html

¹³Democracy Plus “Evaluation on the Application of Procedural Justice in the Seven Basic Courts of Kosovo” January 2022. Accessible at: <https://dplus.org/publikimet/raport-vleresimi-mbi-aplikimin-e-drejtise-procedurale-ne-shtate-gjykatat-themelore-te-kosoves/13384/>

impact on their economic well-being.¹⁴ The restrictions also caused the administrative activity of public institutions to be much lower.”

Most Frequent Legal Problems

The legal problems that citizens mostly face and for which they seek judicial protection, are numerous. In this regard, respondents were asked about the most serious legal problems they think anyone may face. The results of the survey highlight 5 main problems identified by respondents, including: disputes related to labor relationships (28.07%); legal property disputes (29.97%); inheritance relations (18.53%); family cases – child custody (17.98%); divorce (2.7%); other (2.7%). In the same question, the respondents also listed 3 main issues, which they think are the most serious legal problems that anyone may face, singling out the difficulties related to social welfare (79.84%), pensions (19.07%), and other (1.1%). Respondents also gave special weight to other problems, as 76.1% of them think that domestic violence remains the main problem, while 75.75% also consider theft, and other (21.53%). Also, 50.41% of the respondents also listed problems of provision of public services, while 48.23% think that traffic accidents are an obvious problem, other (1.4%).

The impact of Covid-19 affected labor markets and people’s employment opportunities, not only in Kosovo, but throughout the Western Balkans. Following the measures to cope with the crisis, Kosovo declared the coverage of pension contributions for the months of April and May, for a value of 8 million Euros.¹⁵ Data of the November survey of citizens “suggests a decrease in the level of satisfaction compared to the survey of May 2021, which registered moderate levels of satisfaction”.¹⁶ However, at a general level, citizen satisfaction with the work of public institutions was higher in 2021, with “32.3% of respondents expressing satisfaction with the measures of the executive cabinet, as opposed to 43.6% in May 2021 and 78.8% in April 2020”.¹⁷

¹⁴UNDP, “Public Pulse XXI”. Accessible at:

https://www.ks.undp.org/content/kosovo/en/home/library/democratic_governance/public-pulse-brief-xxi.html

¹⁵World Bank “The Socio-Economic Impact of COVID 19”. Accessible at:

<https://thedocs.worldbank.org/en/doc/704591590749557617-0080022020/original/RERSocialProtectionCovidResponseALB.pdf>

¹⁶ UNDP, “Public Pulse XXI”. Accessible at:

https://www.ks.undp.org/content/kosovo/en/home/library/democratic_governance/public-pulse-brief-xxi.html

¹⁷Ibid.

Table I: Most Serious Evident Problems

Results related to:	Labor disputes, 103 respondents (28.5%)
(Labor, child custody, divorce, inheritance, property dispute cases)	Child custody, 66 respondents (18.3%)
	Divorce, 10 respondents (2.7%)
	Inheritance cases, 68 respondents (18.8%)
	Property disputes, 105 respondents (29%)
<hr/>	
Social welfare, pensions	Social welfare, 293 respondents (79.8%)
	Pensions, 70 respondents (19.1%)
<hr/>	
Domestic violence, theft	Domestic violence, 277 respondents (76.1%)
	Theft, 79 respondents (21.7%)
<hr/>	
Public services, accidents	Public Services, 144 respondents (50.4%)
	Accidents, 131 respondents (48.2%)

The results obtained in this part of the research show numerous problems that citizens face and which are reported almost every year. Agency legal officers confirm that they assist most cases with legal aid in the field of social services, labor relations, as well as property disputes, as well as any other case they are asked to¹⁸. Expanding the research by sharing the personal experiences of relevant Agency officers and civil society, shows that labor disputes, social rights, pensions, domestic violence, as well as property disputes, constitute the largest number of cases for which citizens seek judicial protection, and therefore also legal aid. Their experience points out that the largest number of people who request free legal aid for the above-mentioned issues, find themselves under poor economic conditions, are from all communities, including Roma, Ashkali, Egyptian, Serb, Turk, but it is mostly Albanians who are seeking such aid.¹⁹

In addition to respondent perceptions of the possible problems faced by society in general, 22.7% of them shared their personal experiences with problems they faced in their daily life during the last four years. In this regard, 10.63% of them highlighted problems related to labor relations, 0.27% in matters of child custody, 1.63% divorce, 6% problems with inheritance, as well as 5.72% property disputes. Likewise, 15.5% of them added social welfare problems, as well as 3.2% pensions. According to the respondents, they have

¹⁸Interview with Ms. Donika Nura, FLAA Legal Officer, Skenderaj Branch, 02.03.2022.

¹⁹Interview with Mr. Sadullah Salihu, FLAA Legal Officer, Gjilan Branch, 03.03.2022

faced other problems, such as domestic violence (6.3%), theft (4.9%), and share the experience of encountering problems with public services (10.9%) and accidents (6.2%). Seen in general, the relationship between perceptions and personal experience is closer in problems related to labor disputes and social and administrative services. It should be added that respondents with disabilities have faced serious problems, with most problems arising in matters of labor relations, property disputes, inheritance, social welfare, pensions, domestic violence and administrative services.

Access to Information

Public administration bodies and other state authorities must act transparently and inform the parties about their rights. Even in case of non-competence, state bodies are obliged to guide the parties to the responsible address and ensure that “the party’s ignorance does not worsen the protection of their legal rights and interests under the law”²⁰. In many cases, the parties may miss their legal deadlines, in the absence of knowledge about the institutions they should turn to for their rights. From this point of view, respondents were asked about the reasons for their inaction to solve the problems. About 9.38% of them emphasized that they have taken no action due to various delays, 3.13% think that there are no institutions or organizations that provide free legal aid, 14.1% have tried to get advice, but have not received it, 4.6% stated that they did not have enough money, 29.7% of respondents did not know where they could seek advice, 4.6% of them stated that they had no time, and 34.4% of respondents stated that they did not believe that they would be offered any aid.

Referring to this data, it appears that a significant part of the citizens still do not have sufficient knowledge about where to institutionally address a certain problem, while mistrust that their problems can receive the appropriate epilogue is still present. In order to reduce this level of mistrust of citizens in relation to public institutions, the research shows that there is still a need for an effective strategic approach in order to make citizens aware of the opportunities offered by Kosovo’s legal system.

From the conversations held with Free Legal Aid Agency legal officers, it was understood that “most of the applicants for free legal aid were addressed to this Agency through the Center for Social Work, municipal institutions, but also the courts”²¹. It was even emphasized that, in addition to the legal aid provided by these Agency centers, many awareness campaigns, participation in discussion roundtables, door-to-door contacts with citizens, distribution of leaflets, promotion of activities on social media and others have been carried out. Among the main recommendations given by Agency officers, is that the final acts in the administrative and judicial procedure, in addition to the legal advice, should also direct the party to free legal aid services. This would significantly affect the reduction of cases when citizens withdraw from undertaking additional legal actions, for lack of knowledge or due to financial impossibility.

The manners in which citizens are informed about their legal rights and the paths that must be taken to enjoy these rights, are numerous. According to the data from the research, when asked where citizens usually get information about legal remedies, 3.05% stated that they were informed through TV, radio and newspapers, 16.89% through the Internet, 13.62% from institutions, courts, agencies, 10.63% from civil

²⁰Law No. 05/L-031 on General Administrative Procedure, Article 11.

²¹Interview with Ms. Fjorda Mujollar, FLAA Legal Officer, Prizren Branch, 04.03.2022.

society organizations, 36.51% through other people, 18.80% from lawyers, and 0.54% through other forms. Access to information largely depends on the tools and methods that citizens use. This may vary from one region to another, and it also depends on the characteristics of the population, including: age, social, economic status, intellectual traits, education, and other characteristics. As for their preferences regarding receiving information on legal issues, out of 363 respondents, 1.3% prefer to receive information from TV, radio or newspapers, 2.7% from the Internet, 39.4% from institutions, courts or agencies, 6.8% from civil society organizations, 0.2% from other people, 38.6% from lawyers, and 10.7% other.

Dispute Resolution

Respondents were asked about the actions taken in cases where they faced any legal problem. According to the data, 20.44% of the respondents stated that they took action in cases of facing legal problems. Most of the respondents, or 36%, stated that in their cases of legal problems they went to the police, 33.3% consulted an attorney, 22.67% went to the court, 10.67% asked for help from friends, 17.33% turned to municipal institutions, and 18.67% to central institutions. The satisfaction of the respondents with the state institutions or other entities they submitted their cases to, is rather low.



The experience of the respondents in relation to these institutions shows that 38.36% of them expressed satisfaction with the services provided, 5.48% were very satisfied, 27.4% have no positive or negative impression, 13.7% did not feel satisfied, and 15.1% feel very unsatisfied. Citizens' satisfaction with the first contact with the state administration has an impact on the expectations and subsequent actions of the parties to further solve their problems. Regarding the issue of what citizens expected to achieve when submitting their requests, most respondents or 61.33% emphasized that they expected the exercise of their rights and their addressing, 42.67% expected someone to be punished for wrongdoing, 20% cash compensation, 26.67% improvement of relations, 16.67% property compensation, and 14.67% an apology.

The consequences of violations of the legal rights of citizens can be manifested in different forms, such as: loss of the right to property, termination of the employment relationship, non-compensation of material

and non-material damages, subjection to threat of violence, other problems as a result of domestic violence, etc. All these have consequences in the personal life of citizens. In this regard, in the question on how much the encountered problem has affected their personal life, out of 177 respondents who answered this question, 15.20% of them emphasized that the negative effect was severe, 38.24% were moderately affected, 20.59% just a little, 17.20% were hardly affected negatively.

The number of unresolved cases as well as those with prolonged delays is quite high. This is also confirmed by Free Legal Aid Agency legal officers. In many cases, parties encounter difficulties to realize their right within a reasonable time.

Among the many reasons, the case overload of the respective judges is also mentioned. Such delays exhaust the party, cause it to withdraw and not continue with the realization of legal rights.²² The data from the survey shows that of the 204 respondents who answered, the problem of 121 of them has not been solved, 26.96% have given up on further steps, 18.14% stated that the problem is still ongoing, 14.22% emphasized that the problem was partially solved, while in 19.61% of cases, the problem was completely solved. Regarding giving up on taking further steps, 5.45% of the respondents stated that they reached a settlement through traditional methods, 47.27% have lost faith, 14.5% have no time, 18.18% cited financial reasons, 3.64% other.

Awareness and Trust

One of the main reasons why citizens give up their rights or do not continue the proceedings, is the lack of proper information about these rights and the possibilities for their institutional solution. Citizens have multiple needs for free legal aid. Respondents were asked what type of free legal aid they need most often. Of the 353 respondents, 20.44% need representation, 25.89% need assistance to obtain legal information, 9.81% assistance to draft a complaint, 39.78% need legal advice, 0.27% other. However, almost half of the surveyed respondents appear to be uninformed about the role of the Free Legal Aid Agency. More precisely, in the question of how informed they are about the Free Legal Aid Agency, 46% of the respondents stated that they are very little informed, 26.4% are a little informed, 11.17% reasonably informed, 11.17% well informed and 5.18 % very well informed.

In terms of information, the party must be clear about the main issues as a beneficiary of this aid, understand the eligibility criteria, the role of the office, and the benefits they can receive from this service. The research points out that citizens are largely uninformed about the role of the Agency and the possibilities of benefiting from this service, adding that a real institutional approach is needed in terms of their awareness.²³ Such a thing has been confirmed by the surveyed respondents themselves, where 82.8% of the 367 respondents are not aware of what criteria must be met to qualify for free legal aid, while 17.2% declare that they are informed about the criteria. Moreover, 97.3% of them stated that they have not received free legal aid, while only 2.7% have received such aid. Also, 10% of the respondents stated very little satisfaction with Agency services, 10% were reasonably satisfied, 60% rated the service as good, and 20% as very good.

²² Interview with Ms. Yllka Bajrami Llallosi, FLAA Legal Officer in Prishtina, 03.03.2022.

²³ Interview with Ms. Yllka Bajrami Llallosi, FLAA Legal Officer in Prishtina, 03.03.2022.

The level of trust in institutions is variable. Despite the fact that in most cases citizens have turned to the Police, this does not translate into trust in this institution. The survey shows that only 5.72% of the respondents trust the Police in terms of obtaining legal services/aid. The level of trust in receiving such aid from other sources, is variable. 3.27% of respondents expressed trust in media or online sources, 8.72% in civil society organizations, 7.9% in the Free Legal Aid Agency, 18.6% in friends and family, and 55.04% in attorneys. Regarding trust in civil society organizations that provide free legal aid, out of 359 respondents, 36.78% are undecided, while 8.45% answered no and 54.77% yes. On the other hand, survey data shows that the level of trust in legal clinics that provide legal aid, stands at 41.42%.

In the annex of this report, detailed answers will be provided for the geographical distribution of the respondents and their answers.

Free Legal Aid Agency Challenges

Established with a mandate to provide free legal aid to all citizens of the country, the Agency has not yet managed to guarantee full funding for the staff and the spaces in which it operates. Personnel data shows that the Agency has requested at least 9 more employees in 2022 in order to fulfill its operational needs in the office and in the field.

The lack of staff and the need to develop their capacities is also mentioned in the budget request that the Agency has sent to the Assembly of Kosovo.

Other research data has shown that the staff of the Agency have followed continuous training to enhance their capacities, but one of the elements that hinders their communication with the different ethnic groups is the lack of knowledge of their languages.

In some of the areas with mixed population, staff speak only one official language, while communication with parties from other communities is carried out with translators who are sometimes courts interpreters or municipal translators, depending on the institution the Agency's Office is located at.

This problem has been identified in municipalities such as: Skenderaj, Mitrovica and Prizren.²⁴

The explanations of the officers from the focus groups show that the current law does not provide an opportunity to require knowledge of the two official languages during recruitment for the Agency.

From the data collected in the focus groups, it appears that the Agency, with the support of donors, has continuously provided different training modules for its officers and has built control mechanisms over their work.

²⁴ Interview with Ms. Donika Nura, FLAA Legal Officer, Skenderaj Branch, 02.03.2022.

Most of the interviewees in the focus groups mentioned the lack of control over the work of attorneys as problematic. This, according to the interviewees, is a consequence of the lack of communication between the Agency and Courts.²⁵

Based on procedural codes, the court is obliged to communicate with the parties and their attorneys. In cases where the Agency is involved, the Agency is not a party, and therefore case files are not sent to the Agency at the time the court makes a ruling on a case.

The lack of information about the fate of the case, in addition to the lack of control, also create other problems.

The parties, in some cases, have missed the deadlines for appeals due to the lack of legal advice, while in the absence of legal advice, they do not even submit the cases to the second instance.²⁶

The lack of communication mechanisms with Courts also creates other problems. The CMIS system created for case management in courts, does not provide opportunities for the parties to monitor the fate of the cases and their status from the outside.

In the focus groups, Agency officers have continuously mentioned that a good part of their time is spent drafting documents for the parties who ask the court to understand at what stage a case is, whether criminal or civil.²⁷

In the meetings with Agency officers, but also with civil society, the need for the KJC and the Agency to establish an electronic mechanism through which Agency can check on cases, without the need to write bureaucratic letters and wait for answers, was continuously mentioned.

NGO-FLAA Coordination

Another problem mentioned by representatives of NGOs, but also by Agency officers, is the duplication of work between civil society organizations and the Agency.

In the absence of a database, where all cases would be recorded, the parties turn to the Agency for help, but also to non-governmental organizations.²⁸ This creates chaos in this regard, since two or more appeals are filed simultaneously for one case. The lack of a database also creates other problems when it comes to understanding the history of the cases and the procedural actions undertaken by civil society representatives.²⁹

²⁵ Interview with Ms. Rrona Berisha, GIZ.

²⁶ Focus Group 1 finding.

²⁷ Focus Group 1 and Focus Group 2 findings.

²⁸ Interview with Mr. Anton Ndrecaj, CLARD, and Arrita Rezniki, KLI.

²⁹ Focus Group 1 and Focus Group 2 finding.

In Kosovo, there are several organizations whose mission is to provide free legal aid and legal advice. Appreciated by Agency officers for its quality, the work of several organizations has made great contributions to the advancement of legal aid.

However, part of the work, especially that related to legal advice, has remained outside the scope of a control oversight or licensing mechanism.

Most interviewees admitted that improper legal advice can create grave consequences for the parties, while the repetition of mistakes in this regard is not sanctioned.

Despite these problems in coordination, the interviewees stated that working with NGOs is indispensable, due to their easier penetration, especially in areas with communities and marginalized groups.³⁰

The use of NGOs to reach these groups has been intensified, especially among the LGBTI community, which the Agency finds even more difficult to penetrate.

Organizations that deal with the protection of the rights of this community have highlighted stigma as one of the main problems that this community faces,³¹ while their data shows that the members of these communities have significant problems with criminal cases and attacks against them.

Message Delivery

Most interviewees stated during the survey that during 2021 they were engaged to promoting free legal aid. All participants in interviews and focus groups with the FLAA have stated that this institution has been engaged in promoting free legal aid in various forms. Even organizations like: KLI, CLARD, ACDC, YIHR, CEL, have stated that they have taken care to promote legal aid and the opportunities it offers.

Statistical data, on the other hand, shows that the number of cases in the FLAA has decreased over the past year, and this was also referred to in the focus group as a consequence of lack of education among citizens.

Data shows that the Agency has used most of the opportunities and resources for media presence and in the field to promote its work, but the analysis of the nature of the cases shows that most of the cases are related to social assistance disputes and issues with the Ministry of Labor and Social Welfare.

In this regard, in focus groups and interviews with representatives of NGOs, the need for greater promotion of the work of the Agency was raised. NGOs that deal with the rights of the Roma, Ashkali and Egyptian communities, mentioned the need for a door-to-door educational campaign, which would educate citizens about the opportunities they have.

³⁰ Interview with Mr. Dusan Radakovic, ACDC.

³¹ Interview with Ms. Gresa Rrahmani, CEL

According to the analyses of the NGOs that represent these communities, a large part of them live in apartments without defined ownership and need legal assistance to resolve their status.³²

The promotion of model cases in the community was also mentioned as a good opportunity by Agency officers in focus groups and interviews.

In general, most of the interviewees stated that their campaigns were successful, however, the Agency does not have a methodology on measuring the impact of such campaigns.

Legal Advice

Based on criminal, civil, administrative legislation, etc., the institution, at the time of making a decision, is obliged to provide the party with legal advice on the right to appeal. This principle is strictly applied by the country's institutions, as the court, in some cases, has considered the lack of this advice as grounds for annulling the decisions.

In the questionnaires filled out with the community, most of the respondents answered that they receive the first information about free legal aid at very late stages, after they have knocked on doors of institutions for help.

During the interviews with NGO and FLAA representatives, an interesting model used in the Prizren region was presented. In this district, the Court, at the end of each decision, writes a footnote informing the parties that apart from the right to appeal, they have the right to turn to free legal aid. The Prizren model, according to NGO representatives,³³ has proven successful in orienting the parties.

The conclusion from the focus groups is that the FLAA and the country's institutions should build a practice so that all decisions have such a footnote. With this standard, the state would ensure that it has advised all citizens about the possibilities offered by free legal aid.

As one of the newest institutions in the country, the FLAA has continuously faced technical problems, which prevent the access of persons with disabilities to the Agency's premises. A large part of the Agency's offices, including the central office in Prishtina, have no ramps, elevators and special staircases that guarantee access for people with disabilities. In these institutions, staff is forced to meet disabled people on the street or in spaces around the Agency.

The FLAA does not have a facility that provides the appropriate technical conditions, while despite the requests, the problems have not been solved.

Access is also limited in the absence of street markings for blind people or technical equipment to enable communication with people with disabilities.

³²Interview with Ms. Amanda Toska, VoRAE, 01.03.2022.

³³Interview with Ms. Rrona Berisha, GIZ.

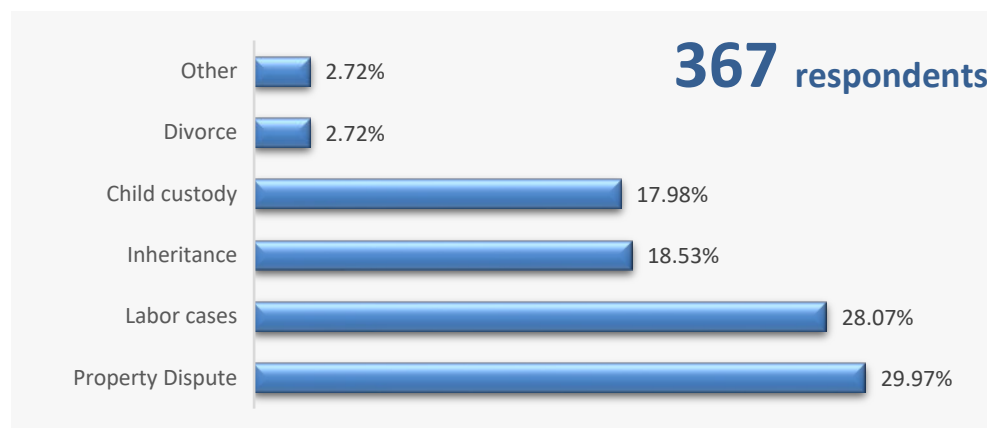
Recommendations

The following conclusions were drawn from the focus groups, interviews and survey:

- The Government of Kosovo must increase its support with budgetary means and human resources to guarantee the implementation of the constitutional principle on the provision of free legal aid;
- The Assembly of Kosovo, during the revision of the budget and the drafting of the new budget, must reallocate funds to guarantee the full functioning of the Agency;
- The Ministry of Justice, during the drafting of the legal regulation, must ensure that institutions are required to add the legal advice notice and FLAA's address at the end of their decisions;
- The FLAA must start the process of drafting the norm regulating the provision of legal services by NGOs;
- The FLAA must build a database, where all cases of citizens receiving legal aid from NGOs and the FLAA are registered;
- The FLAA and the country's institutions must enhance communication to promote legal aid;
- The FLAA and KJC must establish an electronic communications line, which enables access to the procedural case data;
- The FLAA must enhance its capacity to supervise the quality of the provision of free legal aid;
- The FLAA must create opportunities for citizens to communicate with the Agency in their own language;
- FLAA offices must ensure access for people with disabilities;
- The FLAA must enhance communication and promote models of treatment of cases of members of the LGBTI community;
- In communication with the public, the FLAA must continue to increase its presence and start with the promotion of success stories;
- In secluded areas, the FLAA and donors must continue with door-to-door campaigns to educate citizens;
- In each area, based on community responses, the FLAA must design specific communication plans and strategies to reach the target population.

Annex I: Survey Results Summary

1



Most Evident Problems of Civil Nature

Tab.1.1 Main Indicators Summary

Problem Type (Civil Cases)	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
Property dispute	110	29.97%	23.04%	Ashkali 38.64%; Bosniak 55.56%; Egyptian 8.33%; Roma 11.11%; Serb 43.33%; Albanian 27.23%; Turk %	38.27%	Ferizaj 12.50%; Gjakova 18.18%; Gjilan 25.00%; Mitrovica 39.51%; Peja 31.25%, Prishtina 32.95%; Prizren 15.22%	28.99%
Labor Cases	103	28.07%	28.92%	Ashkali 50%; Bosniak 22.2%; Egyptian 66.67%, Roma 51.85%, Serb 5%, Albanian 23.35 %	38.27%	Ferizaj 41.67%; Gjakova 18.18%; Gjilan 37.50%; Mitrovica 11.11%; Peja 18.75%; Prishtina 28.90%; Prizren 50%	2.90%

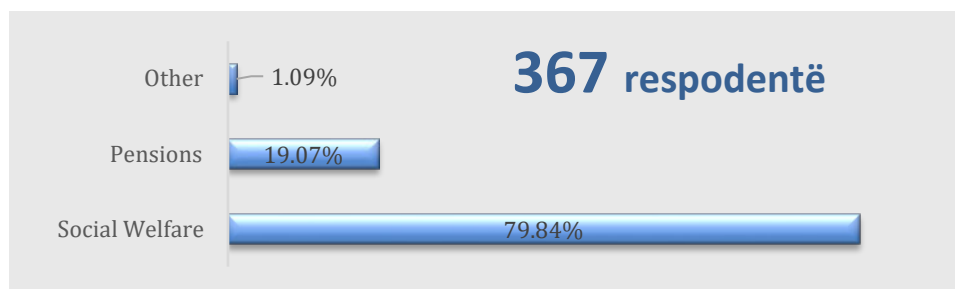
Inheritance	68	18.53%	19.61%	Ashkali 4.55%; Bosniak 11.11%; Egyptian 8.33%; Roma 7.41%; Serb 11.67%; Albanian 24.88 %	14.81%	Ferizaj 12.50%; Gjakova 27.27%; Gjilan 25.00%; Mitrovica 16.05%; Peja 18.75%, Prishtina, 21.97%; Prizren 8.70%	26.09%
Child Custody	66	17.98%	21.08%	Ashkali 4.55%; Bosniak 11.11%; Egyptian 0.00%; Roma 22.22%; Serb 36.67%; Albanian 16.43%; Turk 0.00%	4.94%	Ferizaj 20.83%; Gjakova 18.18%; Gjilan 12.50%; Mitrovica 30.86%; Peja 31.25%, Prishtina 10.98%; Prizren 17.39%	15.94%
Divorce	10	2.72%	3.43%	Ashkali 2.27%; Bosniak 0.00%; Egyptian 0.00%; Roma 3.70%; Serb 1.67%; Albanian 3.29 %	1.23%	Ferizaj 12.50%; Gjakova 0%; Gjilan 0%; Mitrovica 1.23%; Peja 0%; Prishtina 2.31%; Prizren 4.35%	5.80%
Other	10	2.72%	3.92%		2.47%		20.29%

Problem Type (Civil Cases)	Age						Unknown
	15 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65+	
Labor Cases	38.96%	35.11%	31.17%	29.63%	23.53%	5.63%	0.00%
Divorce	7.79%	0.00%	1.30%	0.00%	11.76%	1.41%	0.00%
Property dispute	9.09%	27.66%	27.27%	44.44%	29.41%	53.52%	25.00%
Child Custody	15.58%	20.21%	25.97%	14.81%	5.88%	11.27%	50.00%
Other	7.79%	4.26%	0.00%	0.00%	0.00%	0.00%	0.00%
Inheritance	20.78%	12.77%	14.29%	11.11%	29.41%	28.17%	25.00%

Results by Gender					Sexual Orientation	
Problem Type <i>(Civil Cases)</i>	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Labor Cases	26.71%	100.00%	28.92%	0.00%	2.68%	2.90%
Divorce	1.86%	0.00%	3.43%	0.00%	2.68%	2.90%
Property dispute	39.13%	0.00%	23.04%	0.00%	30.87%	26.09%
Child Custody	14.29%	0.00%	21.08%	0.00%	18.46%	15.94%
Other	1.24%	0.00%	3.92%	0.00%	2.01%	5.80%
Inheritance	16.77%	0.00%	19.61%	100.00%	18.12%	20.29%

Employment			Education			
Problem Type <i>(Civil Cases)</i>	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Labor Cases	34.13%	23.00%	21.88%	18.52%	36.59%	36.05%
Divorce	2.99%	2.50%	3.13%	1.48%	1.22%	3.49%
Property dispute	33.53%	27.00%	43.75%	28.15%	41.46%	20.93%
Child Custody	8.98%	25.50%	25.00%	22.22%	10.98%	17.44%
Other	2.40%	3.00%	3.13%	3.70%	0.00%	4.65%
Inheritance	17.96%	19.00%	3.13%	25.93%	9.76%	17.44%

Revenue level				
Problem Type <i>(Civil Cases)</i>	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Labor Cases	18.84%	37.93%	20.00%	38.27%
Divorce	1.45%	3.45%	3.85%	1.23%
Property dispute	24.64%	25.29%	30.77%	38.27%
Child Custody	27.54%	16.09%	22.31%	4.94%
Other	5.80%	3.45%	0.77%	2.47%
Inheritance	21.74%	13.79%	22.31%	14.81%



Most Evident Problems of Administrative Nature

Tab.1.2. Main Indicators Summary

Problem Type (Administrative Nature)	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
Social welfare	293	79.84%	83.82%	Ashkali 79.55%; Bosniak 100.00%; Egyptian 91.67%; Roma 77.78%; Serb 80.00%; Albanian 78.40%; Turk %	38.27%	Ferizaj 66.67%; Gjakova 72.73%; Gjilan 93.75%; Mitrovica 79.01%; Peja 87.50%; Prishtina 80.92%; Prizren 78.26%	95.65%
Pensions	70	19.07%	15.69%	Ashkali 20.45%; Bosniak 0.00%; Egyptian 8.33%; Roma 18.52%; Serb 15.00%; Albanian 21.60%; Turk 0.00%	38.27%	Ferizaj 33.33%; Gjakova 18.18%; Gjilan 6.25%; Mitrovica 17.28%; Peja 12.50%; Prishtina 19.08%; Prizren 21.74%	4.35%

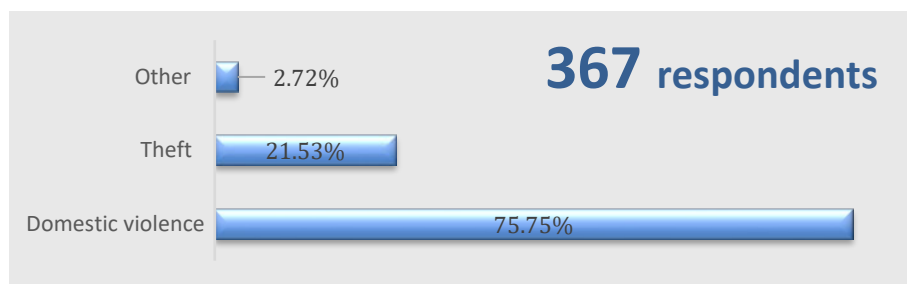
Other	4	1.09%	0.49%	Ashkali 0%; Bosniak 0%; Egyptian 0%; Roma 3.70%; Serb 5%; Albanian 0%; Turk 0%	14.81%	Ferizaj 0%; Gjakova 9.09%; Gjilan 0%; Mitrovica 3.7%; Peja 0%; Prishtina, 0%; Prizren 0%	0%
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Age Group							
Problem Type (Administrative Nature)	15 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65+	Unknown
Social welfare	79.22%	96.81%	88.31%	88.89%	64.71%	49.30%	75.00%
Pensions	18.18%	3.19%	9.09%	11.11%	35.29%	50.70%	25.00%
Other	2.60%	0.00%	2.60%	0.00%	0.00%	0.00%	0.00%

Results by Gender					Sexual Orientation	
Problem Type (Administrative Nature)	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Social welfare	75.16%	100.00%	83.82%	0.00%	76.17%	95.65%
Pensions	22.98%	0.00%	15.69%	100.00%	22.48%	4.35%
Other	1.86%	0.00%	0.49%	0.00%	1.34%	0.00%

Employment			Education			
Problem Type (Administrative Nature)	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Social welfare	71.26%	87.00%	90.63%	87.41%	67.07%	81.40%
Pensions	27.54%	12.00%	9.38%	10.37%	32.93%	17.44%
Other	1.20%	1.00%	0.00%	2.22%	0.00%	1.16%

Problem Type (Administrative Nature)	Revenue level			
	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Social welfare	88.41%	80.46%	79.23%	72.84%
Pensions	10.14%	18.39%	20.00%	25.93%
Other	1.45%	1.15%	0.77%	1.23%



Most Evident Problems of Criminal Nature

Tab.1.3. Main Indicators Summary

Problem Type (Criminal Nature)	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
Domestic violence	278	75.75%	79.41%	Ashkali 27.27%; Bosniak 0.00%; Egyptian 83.33%; Roma 51.85%; Serb 81.67%; Albanian 86.38%; Turk 100.00%	35.80%	Ferizaj 100%; Gjakova 90.91%; Gjilan 93.75%; Mitrovica 83.95%; Peja 87.50%; Prishtina 68.21%; Prizren 63.04%	91.30%

Theft	79	21.53%	17.65%	Ashkali 70.45%; Bosniak 22.22%; Egyptian 8.33%; Roma 40.74%; Serb 13.33%; Albanian 12.21%; Turk 0.00%	59.26%	Ferizaj 0.00%; Gjakova 9.09%; Gjilan 6.25%; Mitrovica 12.35%; Peja 12.50%; Prishtina 30.06%; Prizren 28.26%	21.53%
Other	10	2.72%	2.94%	Ashkali 2.27%; Bosniak 0%; Egyptian 8.33%; Roma 7.41%; Serb 5%; Albanian 1.41%; Turk 0%	4.94%	Ferizaj 0%; Gjakova 0%; Gjilan 0%; Mitrovica 3.7%; Peja 0%; Prishtina, 1.73%; Prizren 8.70%	2.72%

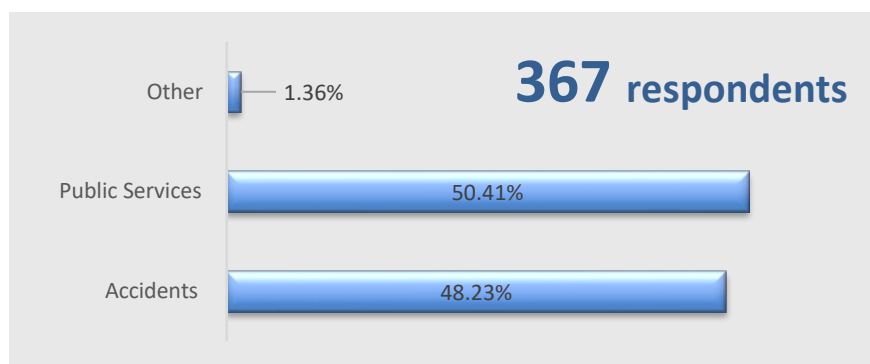
Age Group							
Problem Type (Criminal Nature)	15 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65+	Unknown
Domestic violence	81.82%	82.98%	81.82%	62.96%	47.06%	63.38%	100.00%
Theft	12.99%	14.89%	14.29%	37.04%	47.06%	36.62%	0.00%
Other	5.19%	2.13%	3.90%	0.00%	5.88%	0.00%	0.00%

Results by Gender					Sexual Orientation	
Problem Type (Criminal Nature)	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Domestic violence	70.81%	100.00%	79.41%	100.00%	72.15%	91.30%
Theft	26.71%	0.00%	17.65%	0.00%	25.17%	5.80%
Other	2.48%	0.00%	2.94%	0.00%	2.68%	2.90%

Employment	Education
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Problem Type (Criminal Nature)	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Domestic violence	59.28%	89.50%	93.75%	90.37%	34.15%	81.40%
Theft	37.72%	8.00%	3.13%	6.67%	62.20%	16.28%
Other	2.99%	2.50%	3.13%	2.96%	3.66%	2.33%

Problem Type (Criminal Nature)	Revenue level			
	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Domestic violence	94.20%	77.01%	90.00%	35.80%
Theft	2.90%	20.69%	8.46%	59.26%
Other	2.90%	2.30%	1.54%	4.94%



Most Evident Problems of Minor Offense Nature

Tab.1.4. Main Indicators Summary

Problem Type (Minor Offense Nature)	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
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Accidents	177	48.23%	49.02%	Ashkali 29.55%; Bosniak 33.33%; Egyptian 41.67%; Roma 48.15%; Serb 55.00%; Albanian 51.17%; Turk 50.00%	37.04%	Ferizaj 54.17%; Gjakova 54.55%; Gjilan 62.50%; Mitrovica 49.38%; Peja 43.75%; Prishtina 45.09%; Prizren 50.00%	42.03%
Public Services	185	50.41%	49.51%	Ashkali 68.18%; Bosniak 66.67%; Egyptian 50.00%; Roma 51.85%; Serb 41.67%; Albanian 48.36%; Turk 50.00%	61.73%	Ferizaj 41.67%; Gjakova 45.45%; Gjilan 37.50%; Mitrovica 48.15%; Peja 56.25%; Prishtina 54.91%; Prizren 45.65%	57.97%
Other	5	1.36%	1.47%	Ashkali 2.27%; Bosniak 0%; Egyptian 8.33%; Roma 0%; Serb 3.33%; Albanian 0.47%; Turk 0%	1.23%	Ferizaj 4.17%; Gjakova 0%; Gjilan 0%; Mitrovica 2.47%; Peja 0%; Prishtina, 0%; Prizren 4.35%	0%

Age Group							
Problem Type (Minor Offense Nature)	15 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65+	Unknown
Accidents	50.65%	43.62%	50.65%	48.15%	58.82%	46.48%	50.00%
Public Services	48.05%	55.32%	46.75%	51.85%	41.18%	53.52%	25.00%
Other	1.30%	1.06%	2.60%	0.00%	0.00%	0.00%	25.00%

Results by Gender	Sexual Orientation
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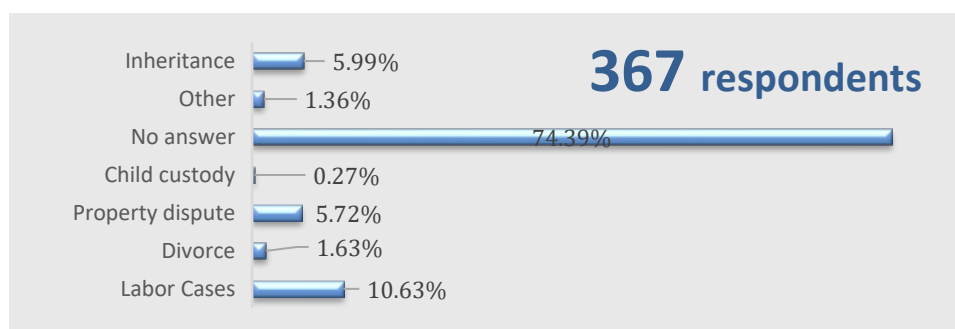
Problem Type (Minor Offense Nature)	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Accidents	47.20%	0.00%	49.02%	100.00%	49.66%	42.03%
Public Services	51.55%	100.00%	49.51%	0.00%	48.66%	57.97%
Other	1.24%	0.00%	1.47%	0.00%	1.68%	0.00%

Employment			Education			
Problem Type (Minor Offense Nature)	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Accidents	44.91%	51.00%	46.88%	53.33%	43.90%	47.67%
Public Services	53.29%	48.00%	53.13%	45.93%	54.88%	50.00%
Other	1.80%	1.00%	0.00%	0.74%	1.22%	2.33%

Revenue level				
Problem Type (Minor Offense Nature)	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Accidents	53.62%	49.43%	51.54%	37.04%
Public Services	46.38%	48.28%	46.92%	61.73%
Other	0.00%	2.30%	1.54%	1.23%

Annex:

Survey Results Summary



2

Legal Problems Over Last Four Years in Civil Cases

Tab.2.1. Main Indicators Summary

Problem Type (Civil Cases)	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
Labor Cases	39	10.63%	12.25%	Ashkali 11.36%; Bosniak 0%; Egyptian 25.00%; Roma 11.11%; Serb 1.67%; Albanian 12.21%; Turk 50.00%	9.88%	Ferizaj 12.50%; Gjakova 18.18%; Gjilan 25.00%; Mitrovica 39.51%; Peja 31.25%, Prishtina 32.95%; Prizren 15.22%	14.49%
Divorce	6	1.63%	0.98%	Ashkali 0%; Bosniak 11.11%; Egyptian 0%; Roma 0%; Serb 5.00%; Albanian 0.94%; Turk 0%	2.47%	Ferizaj 0.0%; Gjakova 9.1%; Gjilan 0.0%; Mitrovica 4.9%; Peja 0.0%; Prishtina 0.6%; Prizren 0.0%	1.45%
Property dispute	21	5.72%	4.41%	Ashkali 9.09%; Bosniak 0%; Egyptian 0%; Roma 0%; Serb 10%; Albanian 5.16%; Turk 0%	7.41%	Ferizaj 16.7%; Gjakova 0.0%; Gjilan 0.0%; Mitrovica 8.6%; Peja 0.0%; Prishtina 5.8%; Prizren 0.0%	1.45%
Child Custody	1	0.27%	0.00%	Ashkali 0%; Bosniak 0%; Egyptian 0%; Roma 0%; Serb 0%; Albanian 0.47%; Turk 0.00%	0.00%	Ferizaj 0.0%; Gjakova 0.0%; Gjilan 0.0%; Mitrovica 0.0%; Peja 0.0%; Prishtina 0.6%; Prizren 0.0%	1.45%

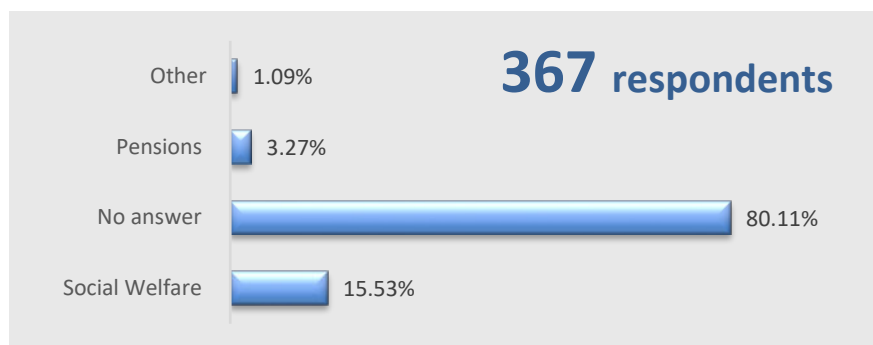
No answer	273	74.39%	75.98%	Ashkali 79.55%; Bosniak 88.89%; Egyptian 58.33%; Roma 88.89%; Serb 66.67%; Albanian 74.18%; Turk 50.00%	75.31%	Ferizaj 58.3%; Gjakova 90.9%; Gjilan 81.3%; Mitrovica 67.9%; Peja 87.5%; Prishtina 76.3%; Prizren 76.1%	72.46%
Other	5	1.36%	0.49%		0.00%	Ferizaj 0.0%; Gjakova 0.0%; Gjilan 6.3%; Mitrovica 2.5%; Peja 0.0%; Prishtina 1.2%; Prizren 0.0%	1.45%
Inheritance	22	5.99	5.88	Ashkali 0%; Bosniak 0%; Egyptian 0%; Roma 0%; Serb 13.33%; Albanian 6.57%; Turk 0%	4.94%	Ferizaj 0.0%; Gjakova 0.0%; Gjilan 6.3%; Mitrovica 13.6%; Peja 6.3%; Prishtina 5.2%; Prizren 0.0%	7.25

Age							
Problem Type (Civil Cases)	15 – 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Unknown
Labor Cases	19.48%	17.02%	5.19%	11.11%	0.00%	1.41%	10.63%
Divorce	1.30%	1.06%	3.90%	0.00%	0.00%	1.41%	1.63%
Property dispute	1.30%	3.19%	9.09%	7.41%	0.00%	11.27%	5.72%
Child Custody	1.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.27%
No answer	70.13%	71.28%	81.82%	55.56%	94.12%	76.06%	74.39%
Other	1.30%	2.13%	0.00%	7.41%	0.00%	0.00%	1.36%
Inheritance	5.19%	5.32%	0.00%	18.52%	5.88%	9.86%	5.99%
Results by Gender					Sexual Orientation		
Problem Type (Civil Cases)	Man	Unknown	Woman	Transgender	Heterosexual	LGBT	
Labor Cases	8.07%	100.00%	12.25%	0.00%	9.73%	14.49%	
Divorce	2.48%	0.00%	0.98%	0.00%	1.68%	1.45%	
Property dispute	7.45%	0.00%	4.41%	0.00%	6.71%	1.45%	
Child Custody	0.62%	0.00%	0.00%	0.00%	0.00%	1.45%	

Other	72.67%	0.00%	75.98%	100.00%	74.83%	72.46%
Inheritance	2.48%	0.00%	0.49%	0.00%	1.34%	1.45%

Employment			Education			
Problem Type <i>(Civil Cases)</i>	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Labor Cases	10.18%	11.00%	12.50%	8.89%	7.32%	10.47%
Divorce	1.80%	1.50%	0.00%	2.96%	0.00%	1.16%
Property dispute	7.19%	4.50%	6.25%	2.96%	4.88%	5.81%
Child Custody	0.00%	0.50%	0.00%	0.74%	0.00%	0.00%
Other	76.65%	72.50%	75.00%	74.81%	84.15%	77.91%
Inheritance	0.00%	2.50%	3.13%	1.48%	0.00%	0.00%

Revenue level				
Problem Type <i>(Civil Cases)</i>	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Labor Cases	8.70%	11.49%	11.54%	9.88%
Divorce	0.00%	1.15%	2.31%	2.47%
Property dispute	2.90%	10.34%	3.08%	7.41%
Child Custody	0.00%	0.00%	0.77%	0.00%
Other	78.26%	70.11%	74.62%	75.31%
Inheritance	2.90%	2.30%	0.77%	0.00%



Legal Problems Over Last Four Years in Administrative Cases

Tab.2.2. Main Indicators Summary

Problem Type (Administrative Cases)	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
Social welfare	57	15.53%	14.71%	Ashkali 11.36%; Bosniak 11.11%; Egyptian 8.33%; Roma 25.93%; Serb 20.00%; Albanian 14.55%; Turk 0.00%	11.11%	Ferizaj 8.33%; Gjakova 0.00%; Gjilan 0.00%; Mitrovica 18.52%; Peja 6.25%; Prishtina 16.18%; Prizren 23.91%	20.29%
No answer	294	80.11%	80.39%	Ashkali 86.36%; Bosniak 88.89%; Egyptian 83.33%; Roma 66.67%; Serb 75.00%; Albanian 81.22 %	85.19%	Ferizaj 79.17%; Gjakova 90.91%; Gjilan 100%; Mitrovica 75.31%; Peja 87.50%; Prishtina	78.26%

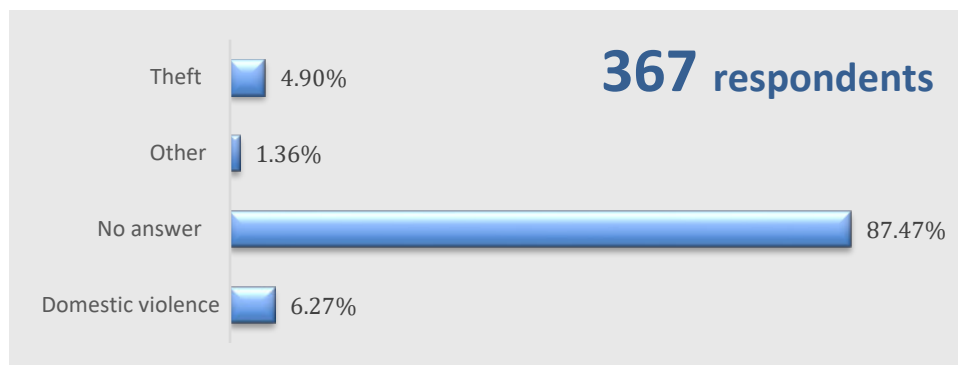
						81.50%; Prizren 71.74%
Pensions	12	3.27%	3.92%	Ashkali 2.27%; Bosniak 0.00%; Egyptian 0.00%; Roma 7.41%; Serb 3.33%; Albanian 3.29%; Turk 0.00%	3.70%	Ferizaj 8.33%; Gjakova 9.09%; Gjilan 0.00%; Mitrovica 4.94%; Peja 0.00%; Prishtina 1.73%; Prizren 4.35%
Other	4	1.09%	0.98%	Ashkali 0.00%; Bosniak 0.00%; Egyptian 8.33%; Roma 0.00%; Serb 1.67%; Albanian 0.94%; Turk 0.00%	0.00%	Ferizaj 4.17%; Gjakova 0.00%; Gjilan 0.00%; Mitrovica 1.23%; Peja 6.25%; Prishtina 0.58%; Prizren 0.00%

Age							
Problem Type (Admin Cases)	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Unknown
Social welfare	19.48%	15.96%	18.18%	22.22%	0.00%	8.45%	25.00%
No answer	77.92%	80.85%	79.22%	66.67%	94.12%	84.51%	75.00%
Pensions	2.60%	1.06%	2.60%	3.70%	5.88%	7.04%	0.00%
Other	0.00%	2.13%	0.00%	7.41%	0.00%	0.00%	0.00%

Results by Gender					Sexual Orientation	
Problem Type (Admin Cases)	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Social welfare	16.15%	100.00%	14.71%	0.00%	14.43%	20.29%

No answer	80.12%	0.00%	80.39%	100.00%	80.54%	78.26%
Pensions	2.48%	0.00%	3.92%	0.00%	4.03%	0.00%
Other	1.24%	0.00%	0.98%	0.00%	1.01%	1.45%

Employment			Education			
Problem Type <i>(Administrative Cases)</i>	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Social welfare	12.57%	18.00%	18.75%	17.04%	17.07%	6.98%
No answer	82.63%	78.00%	75.00%	82.22%	81.71%	87.21%
Pensions	4.19%	2.50%	0.00%	0.74%	1.22%	5.81%
Other	0.60%	1.50%	6.25%	0.00%	0.00%	0.00%
Revenue level						
Problem Type <i>(Admin Cases)</i>	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200		
Social welfare	13.04%	18.39%	17.69%	11.11%		
No answer	85.51%	71.26%	80.00%	85.19%		
Pensions	0.00%	9.20%	0.77%	3.70%		
Other	1.45%	1.15%	1.54%	0.00%		



Legal Problems Over Last Four Years in Criminal Cases

Tab.2.3. Main Indicators Summary

Problem Type (Criminal Cases)	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
Domestic violence	23	6.27%	5.39%	Ashkali 2.3%; Bosniak 0.0%; Egyptian 0.0%; Roma 3.7%; Serb 8.3%; Albanian 7.5%; Turk 0.0%	6.17%	Ferizaj 4.17%; Gjakova 18.18%; Gjilan 0.00%; Mitrovica 8.64%; Peja 0.00%; Prishtina 7.51% Prizren 0.00%	11.59%
No answer	321	87.47%	88.24%	Ashkali 95.5%; Bosniak 100.0%; Egyptian 91.7%; Roma 92.6%; Serb 85.0%; Albanian 85.0%; Turk 100.0%	88.89%	Ferizaj 95.83%; Gjakova 81.82%; Gjilan 87.50%; Mitrovica 83.95%; Peja 100.00%; Prishtina 84.39%; Prizren 97.83%	84.06%
Other	5	1.36%	1.96%	Ashkali 0.0%; Bosniak 0.0%; Egyptian 8.3%; Roma 0.0%; Serb 1.7%; Albanian 1.4%; Turk 0.0%	1.23%	Ferizaj 0.00%; Gjakova 0.00%; Gjilan 0.00%; Mitrovica 2.47%; Peja 0.00%; Prishtina 1.73%; Prizren 0.00%	0.00%

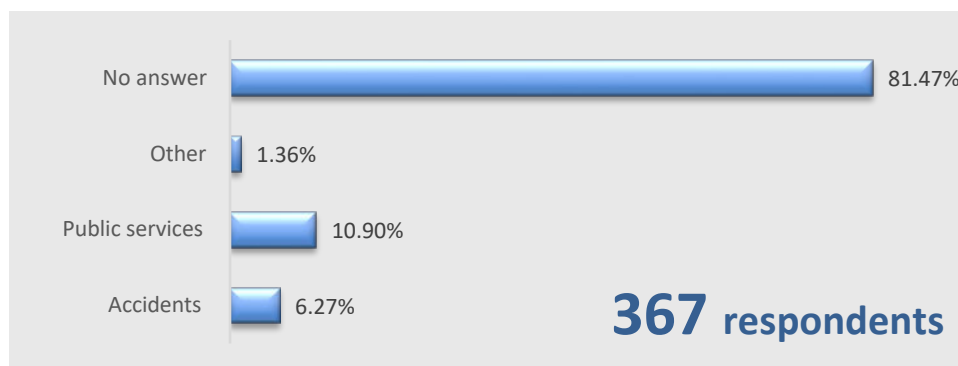
Theft	18	4.90%	4.41%	Ashkali 2.3%; Bosniak 0.0%; Egyptian 0.0%; Roma 3.7%; Serb 5.0%; Albanian 6.1%; Turk 0.0%	3.70%	Ferizaj 0.00%; Gjakova 0.00%; Gjilan 12.50%; Mitrovica 4.94%; Peja 0.00%; Prishtina 6.36%; Prizren 2.17%	4.35%
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Problem Type (Criminal Cases)	Age						
	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Unknown
Domestic violence	7.79%	6.38%	5.19%	7.41%	5.88%	5.63%	0.00%
No answer	87.01%	88.30%	89.61%	77.78%	94.12%	85.92%	100.00%
Other	1.30%	2.13%	0.00%	3.70%	0.00%	1.41%	0.00%
Theft	3.90%	3.19%	5.19%	11.11%	0.00%	7.04%	0.00%

Problem Type (Criminal Cases)	Results by Gender				Sexual Orientation	
	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Domestic violence	7.45%	0.00%	5.39%	7.45%	5.03%	11.59%
No answer	86.34%	100.00%	88.24%	86.34%	88.26%	84.06%
Other	0.62%	0.00%	1.96%	0.62%	1.68%	0.00%
Theft	5.59%	0.00%	4.41%	5.59%	5.03%	4.35%

Problem Type (Criminal Cases)	Employment		Education			
	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Domestic violence	4.19%	8.00%	0.00%	8.89%	2.44%	4.65%
No answer	90.42%	85.00%	81.25%	84.44%	95.12%	93.02%
Other	0.60%	2.00%	9.38%	0.00%	0.00%	0.00%
Theft	4.79%	5.00%	9.38%	6.67%	2.44%	2.33%

Problem Type (<i>Criminal Cases</i>)	Revenue level			
	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Domestic violence	0.00%	10.34%	6.92%	6.17%
No answer	89.86%	85.06%	86.92%	88.89%
Other	1.45%	1.15%	1.54%	1.23%
Theft	8.70%	3.45%	4.62%	3.70%



Legal Problems Over Last Four Years in Minor Offense Cases

Tab.2.4. Main Indicators Summary

Problem Type (Minor Offense Cases)	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
Accidents	23	6.27%	6.37%	Ashkali 4.5%; Bosniak 0.0%; Egyptian 0.0%; Roma 0.0%; Serb 6.7%; Albanian 8.0%; Turk 0.0%	2.47%	Ferizaj 0.0%; Gjakova 27.3%; Gjilan 0.0%; Mitrovica 4.9%; Peja 0.0%; Prishtina 8.7%; Prizren 2.2%	10.14%

Public Services	40	10.90%	8.82%	Ashkali 0.0%; Bosniak 0.0%; Egyptian 0.0%; Roma 3.7%; Serb 21.7%; Albanian 12.2%; Turk 0.0%	3.70%	Ferizaj 20.8%; Gjakova 0.0%; Gjilan 6.3%; Mitrovica 19.8%; Peja 12.5%; Prishtina 6.9%; Prizren 8.7%	14.49%
Other	5	1.36%	2.45%	Ashkali 0.0%; Bosniak 11.1%; Egyptian 0.0%; Roma 3.7%; Serb 1.7%; Albanian 0.9%; Turk 0.0%	0.00%	Ferizaj 4.2%; Gjakova 9.1%; Gjilan 0.0%; Mitrovica 2.5%; Peja 0.0%; Prishtina 0.6%; Prizren 0.0%	1.45%
No answer	299	81.47%	82.35%	Ashkali 95.5%; Bosniak 88.9%; Egyptian 100.0%; Roma 92.6%; Serb 70.0%; Albanian 78.9%; Turk 100.0%	93.83%	Ferizaj 75.0%; Gjakova 63.6%; Gjilan 93.8%; Mitrovica 72.8%; Peja 87.5%; Prishtina 83.8%; Prizren 89.1%	73.91%

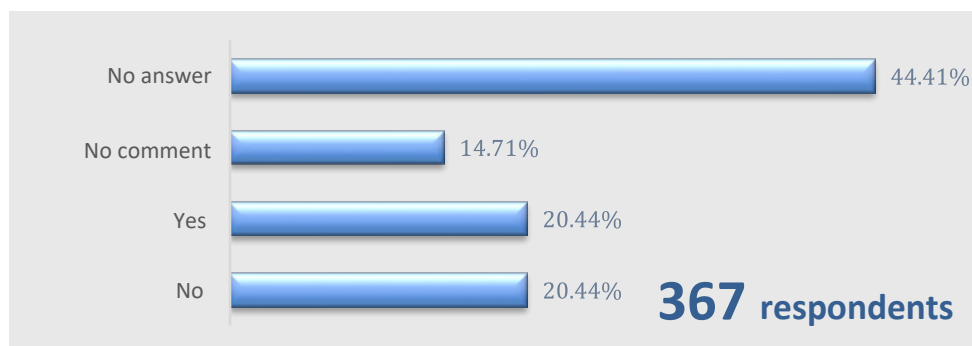
Age							
Problem Type (Minor Offenses)	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Unknown
Accidents	6.49%	7.45%	5.19%	14.81%	5.88%	1.41%	25.00%
Public Services	10.39%	12.77%	11.69%	14.81%	0.00%	8.45%	25.00%
Other	1.30%	1.06%	1.30%	7.41%	0.00%	0.00%	0.00%
No answer	81.82%	78.72%	81.82%	62.96%	94.12%	90.14%	50.00%

Results by Gender					Sexual Orientation	
Problem Type (Minor Offense Cases)	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Accidents	6.21%	0.00%	6.37%	0.00%	5.37%	10.14%

Public Services	13.04%	100.00%	8.82%	0.00%	10.07%	14.49%
Other	0.00%	0.00%	2.45%	0.00%	1.34%	1.45%
No answer	80.75%	0.00%	82.35%	100.00%	83.22%	73.91%

Employment			Education			
Problem Type <i>(Minor Offense Cases)</i>	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Accidents	2.99%	9.00%	9.38%	8.89%	1.22%	8.14%
Public Services	7.78%	13.50%	21.88%	11.11%	1.22%	10.47%
Other	1.20%	1.50%	6.25%	1.48%	0.00%	0.00%
No answer	88.02%	76.00%	62.50%	78.52%	97.56%	81.40%

Revenue level				
Problem Type <i>(Minor Offense Cases)</i>	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Accidents	10.14%	8.05%	5.38%	2.47%
Public Services	14.49%	13.79%	11.54%	3.70%
Other	0.00%	1.15%	3.08%	0.00%
No answer	75.36%	77.01%	80.00%	93.83%



Actions Undertaken When Facing Legal Problems

Tab.3. Main Indicators Summary

Actions	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Issues by region	LGBT
No	75	20.44	21.08%	Ashkali 20.45%; Bosniak 0.00%; Egyptian 16.67%; Roma 18.52%; Serb 20.00%; Albanian 22.07%; Turk 0%	19.75%	Ferizaj 25.0%; Gjakova 0.0%; Gjilan 25.0%; Mitrovica 18.5%; Peja 6.3%; Prishtina 21.4%; Prizren 26.1%	20.29%
No comment	54	14.71%	16.18%	Ashkali 13.64%; Bosniak 0.00%; Egyptian 33.33%; Roma 7.41%; Serb 16.67%; Albanian 15.02%; Turk 0%	17.28%	Ferizaj 41.7%; Gjakova 9.1%; Gjilan 6.3%; Mitrovica 14.8%; Peja 6.3%; Prishtina 13.9%; Prizren 10.9%	10.14%

No answer	163	44.41%	45.10%	Ashkali 61.36%; Bosniak 77.78%; Egyptian 16.67%; Roma 44.44%; Serb 33.33%; Albanian 44.13%; Turk 50.00%	55.56%	Ferizaj 25.0%; Gjakova 54.5%; Gjilan 56.3%; Mitrovica 40.7%; Peja 75.0%; Prishtina 46.8%; Prizren 34.8%	34.78%
Yes	75	20.44%	17.65%	Ashkali 4.55%; Bosniak 22.22%; Egyptian 33.33%; Roma 29.63%; Serb 30.00%; Albanian 18.78%; Turk 50.00%	7.41%	Ferizaj 8.3%; Gjakova 36.4%; Gjilan 12.5%; Mitrovica 25.9%; Peja 12.5%; Prishtina 17.9%; Prizren 28.3%	34.78%

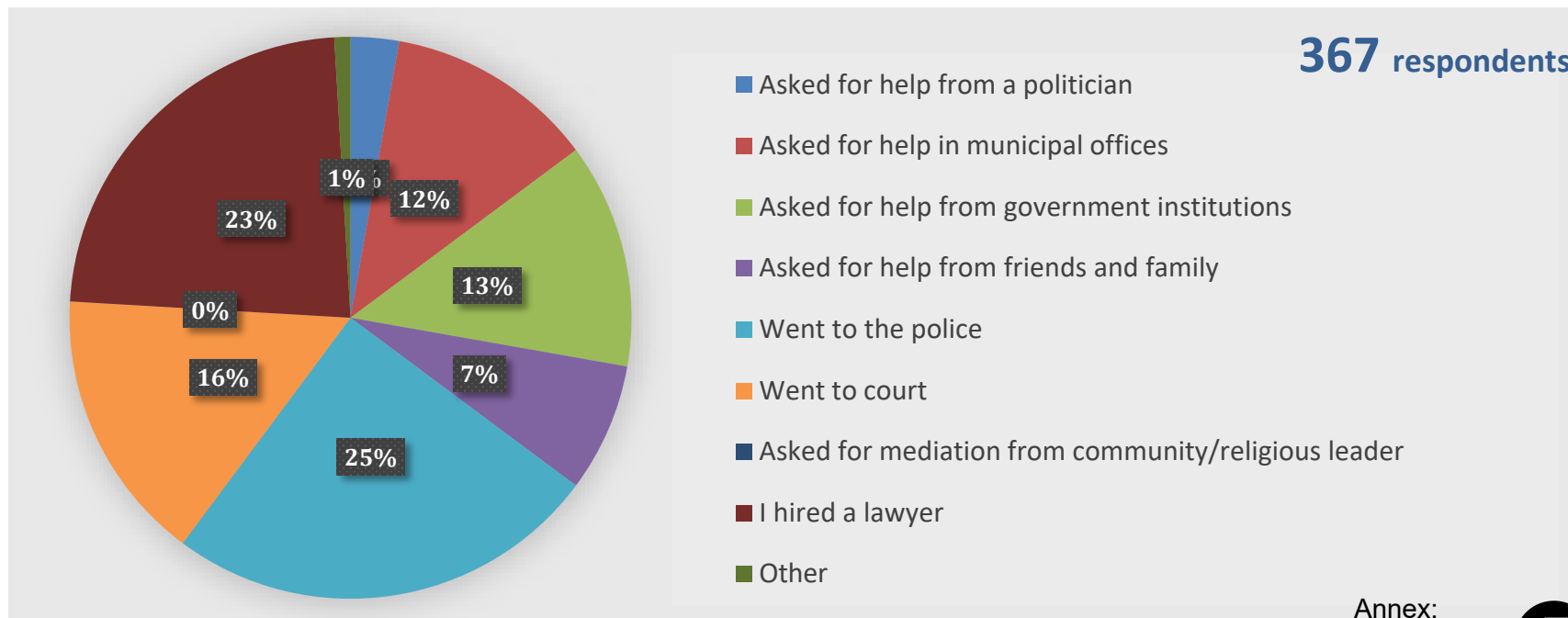
Age						
Actions	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
No	24.68%	18.09%	19.48%	25.93%	5.88%	21.13%
No comment	18.18%	12.77%	12.99%	29.63%	0.00%	11.27%
No answer	31.17%	46.81%	46.75%	18.52%	88.24%	54.93%
Yes	25.97%	22.34%	20.78%	25.93%	5.88%	12.68%

Results by Gender					Sexual Orientation	
Actions	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
No	18.63%	100.00%	21.08%	100.00%	20.47%	20.29%
No comment	13.04%	0.00%	16.18%	0.00%	15.77%	10.14%
No answer	44.10%	0.00%	45.10%	0.00%	46.64%	34.78%
Yes	24.22%	0.00%	17.65%	0.00%	17.11%	34.78%

Employment			Education			
Actions	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School

No	23.35%	18.00%	25.00%	14.81%	17.07%	27.91%
No comment	13.77%	15.50%	12.50%	12.59%	10.98%	9.30%
No answer	50.90%	39.00%	37.50%	43.70%	64.63%	44.19%
Yes	11.98%	27.50%	25.00%	28.89%	7.32%	18.60%

Revenue level				
Actions	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
No	21.74%	22.99%	18.46%	19.75%
No comment	11.59%	14.94%	14.62%	17.28%
No answer	40.58%	40.23%	42.31%	55.56%
Yes	26.09%	21.84%	24.62%	7.41%

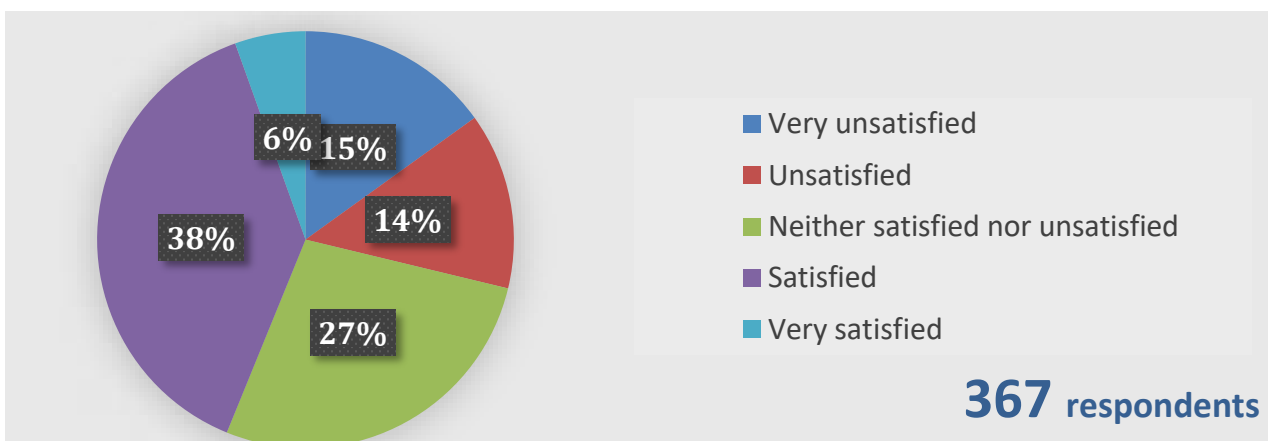


Annex:

Survey Results Summary

5

How satisfied were you with the information and advice received?



Tab.4. Main Indicators Summary

Satisfaction with Information	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
Very unsatisfied	11	15.07%	20.00%	Ashkali 100%; Bosniak 0%; Egyptian 25%; Roma 14%; Serb 17%; Albanian 10%; Turk 0%	60.00%	Ferizaj 0%; Gjakova 0%; Gjilan 0%; Mitrovica 19%; Peja 50%; Prishtina 10%; Prizren 25%	9.09%
Unsatisfied	10	13.70%	17.14%	Ashkali 0%; Bosniak 50%; Egyptian 0%; Roma 0%; Serb 17%; Albanian 15%; Turk 0%	0.00%	Ferizaj 50%; Gjakova 0%; Gjilan 0%; Mitrovica 14%; Peja 0%; Prishtina 17%; Prizren 8%	18.18%

Neither satisfied nor unsatisfied	20	27.40%	22.86%	Ashkali 0%; Bosniak 0%; Egyptian 25%; Roma 29%; Serb 28%; Albanian 31%; Turk 0%	20.00%	Ferizaj 0%; Gjakova 25%; Gjilan 50%; Mitrovica 29%; Peja 0%; Prishtina 30%; Prizren 25%	27.27%
Satisfied	28	38.36%	31.43%	Ashkali 0%; Bosniak 50%; Egyptian 50%; Roma 57%; Serb 39%; Albanian 33%; Turk 100%	20.00%	Ferizaj 0%; Gjakova 75%; Gjilan 50%; Mitrovica 38%; Peja 0%; Prishtina 37%; Prizren 42%	40.91%
Very satisfied	4	5.48%	8.57%	Ashkali 0%; Bosniak 0%; Egyptian 0%; Roma 88.89%; Serb 0%; Albanian 10%; Turk 0%	0.00%	Ferizaj 50%; Gjakova 0%; Gjilan 0%; Mitrovica 0%; Peja 50%; Prishtina 7%; Prizren 0%	4.55%

Age						
Satisfaction with Information	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
Very unsatisfied	16.67%	9.52%	6.25%	0.00%	100.00%	44.44%
Unsatisfied	11.11%	0.00%	25.00%	28.57%	0.00%	11.11%
Neither satisfied nor unsatisfied	33.33%	23.81%	31.25%	28.57%	0.00%	22.22%
Satisfied	33.33%	57.14%	37.50%	28.57%	0.00%	22.22%

Results by Gender			Sexual Orientation	
Satisfaction	Man	Woman	Heterosexual	LGBT
Very unsatisfied	10.53%	21.08%	17.65%	9.09%
Unsatisfied	10.53%	16.18%	11.76%	18.18%
Neither satisfied nor unsatisfied	31.58%	45.10%	27.45%	27.27%
Satisfied	44.74%	17.65%	37.25%	40.91%

Employment			Education			
Satisfaction	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Very unsatisfied	36.84%	7.41%	0.00%	13.16%	16.67%	20.00%
Unsatisfied	10.53%	14.81%	25.00%	15.79%	0.00%	6.67%
Neither satisfied nor unsatisfied	15.79%	31.48%	37.50%	34.21%	33.33%	13.33%
Satisfied	36.84%	38.89%	25.00%	34.21%	33.33%	60.00%

Revenue level				
Satisfaction	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Very unsatisfied	5.56%	21.05%	9.68%	60.00%
Unsatisfied	16.67%	5.26%	19.35%	0.00%
Neither satisfied nor unsatisfied	33.33%	21.05%	29.03%	20.00%
Satisfied	44.44%	42.11%	35.48%	20.00%



If not, why didn't you
take action to resolve
your legal problem?

Tab.5. Main Indicators Summary

Reason for taking no action	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
I didn't believe it would help me	22	34.38%	31.43%	Ashkali 44.4%; Egyptian 50.0%; Roma 40.0%; Serb 28.6%; Albanian 31.7 %	26.67%	Ferizaj 16.7%; Gjilan 25.0%; Mitrovica 33.3%; Peja 100.0%; Prishtina 34.4%; Prizren 41.7%	25.00%
I didn't know where to look for advice	19	29.69%	28.57%	Ashkali 33.3%; Egyptian 50.0%; Roma 0.0%; Serb 71.4%; Albanian 24.4 %	40.00%	Ferizaj 16.7%; Gjilan 25.0%; Mitrovica 55.6%; Peja 0.0%; Prishtina 28.1%; Prizren 25.0%	41.67%

There are no institutions/organizations that provide free legal aid in my community	2	3.13%	2.86%	Ashkali 0.0%; Egyptian 0.0%; Roma 0.0%; Serb 0.0%; Albanian 4.9 %	0.00%	Ferizaj 0.0%; Gjilan 25.0%; Mitrovica 0.0%; Peja 0.0%; Prishtina 3.1%; Prizren 0.0%	8.33%
I had no time	3	4.69%	5.71%	Ashkali 11.1%; Egyptian 0.0%; Roma 0.0%; Serb 0.0%; Albanian 4.9 %	6.67%	Ferizaj 0.0%; Gjilan 0.0%; Mitrovica 11.1%; Peja 0.0%; Prishtina 6.3%; Prizren 0.0%	0.00%
I didn't have enough money	3	4.69%	2.86%	Ashkali 0.0%; Egyptian 0.0%; Roma 0.0%; Serb 0.0%; Albanian 7.3 %	6.67%	Ferizaj 0.0%; Gjilan 0.0%; Mitrovica 0.0%; Peja 0.0%; Prishtina 9.4%; Prizren 0.0%	0.00%
Due to delays in case settlements	6	9.38%	8.57%	Ashkali 0.0%; Egyptian 0.0%; Roma 20.0%; Serb 0.0%; Albanian 12.2 %	6.67%	Ferizaj 33.3%; Gjilan 25.0%; Mitrovica 0.0%; Peja 0.0%; Prishtina 6.3%; Prizren 8.3%	8.33%
I tried to get advice, but could not get it	9	14.06%	20.00%	Ashkali 11.1%; Egyptian 0.0%; Roma 40.0%; Serb 0.0%; Albanian 14.6 %	13.33%	Ferizaj 33.3%; Gjilan 0.0%; Mitrovica 0.0%; Peja 0.0%; Prishtina 12.5%; Prizren 25.0%	16.67%

Age					
Reason for taking no action	15 - 24	25 - 34	35 - 44	45 - 54	65+
I didn't believe it would help me	52.94%	31.25%	38.46%	0.00%	16.67%
I didn't know where to look for advice	29.41%	31.25%	23.08%	60.00%	25.00%
There are no institutions/organizations that provide free legal aid in my community	0.00%	0.00%	7.69%	20.00%	0.00%
I had no time	0.00%	6.25%	7.69%	0.00%	8.33%
I didn't have enough money	0.00%	6.25%	7.69%	0.00%	8.33%
Due to delays in case settlements	5.88%	12.50%	0.00%	20.00%	16.67%
I tried to get advice, but could not get it	11.76%	12.50%	15.38%	0.00%	25.00%

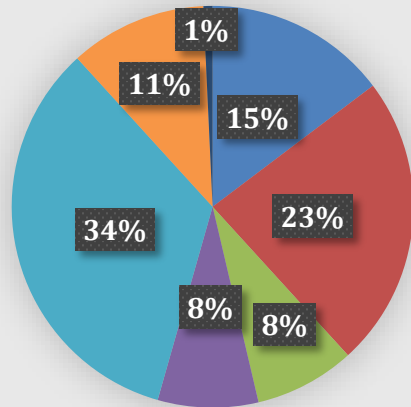
Results by Gender				Sexual Orientation	
Reason for taking no action	Man	Woman	Transgender	Heterosexual	LGBT
I didn't believe it would help me	35.71%	31.43%	100.00%	36.54%	25.00%
I didn't know where to look for advice	32.14%	28.57%	0.00%	26.92%	41.67%
There are no institutions/organizations that provide free legal aid in my community	3.57%	2.86%	0.00%	1.92%	8.33%
I had no time	3.57%	5.71%	0.00%	5.77%	0.00%
I didn't have enough money	7.14%	2.86%	0.00%	5.77%	0.00%
Due to delays in case settlements	10.71%	8.57%	0.00%	9.62%	8.33%
I tried to get advice, but could not get it	7.14%	20.00%	0.00%	13.46%	16.67%

Employment			Education			
Reason for taking no action	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
I didn't believe it would help me	31.43%	37.93%	57.14%	44.44%	21.43%	35.29%
I didn't know where to look for advice	25.71%	34.48%	14.29%	38.89%	28.57%	35.29%
There are no institutions/organizations that provide free legal aid in my community	2.86%	3.45%	14.29%	0.00%	0.00%	5.88%

I had no time	5.71%	3.45%	14.29%	0.00%	7.14%	0.00%
I didn't have enough money	8.57%	0.00%	0.00%	0.00%	7.14%	11.76%
Due to delays in case settlements	8.57%	10.34%	0.00%	5.56%	0.00%	11.76%
I tried to get advice, but could not get it	17.14%	10.34%	0.00%	11.11%	35.71%	0.00%

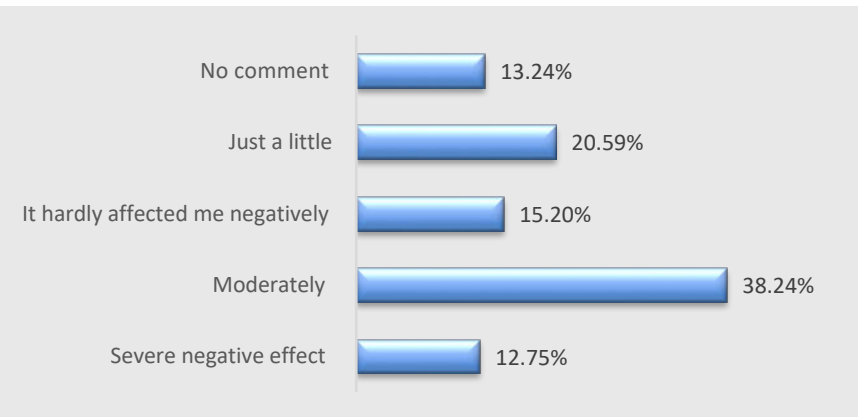
Revenue level				
Reason for taking no action	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
I didn't believe it would help me	71.43%	25.00%	21.05%	26.67%
I didn't know where to look for advice	14.29%	31.25%	31.58%	40.00%
There are no institutions/organizations that provide free legal aid in my community	7.14%	0.00%	5.26%	0.00%
I had no time	0.00%	6.25%	5.26%	6.67%
I didn't have enough money	0.00%	6.25%	5.26%	6.67%
Due to delays in case settlements	0.00%	12.50%	15.79%	6.67%
I tried to get advice, but could not get it	7.14%	18.75%	15.79%	13.33%

What did you expect to achieve?



- Enhance relations
- Wealth compensation
- Exercising my rights
- Other
- Punishing for wrongdoing
- Asking for forgiveness
- Money compensation

367 respondents



Annex: Survey Results Summary

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How has the problem affected your life?

Tab.6. Main Indicators Summary

Problem Impact	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
Severe negative effect	26	12.75%	9.82%	Ashkali 17.6%; Bosniak 0.0%; Egyptian 20.0%; Roma 6.7%; Serb 20.0%; Albanian 10.1%; Turk 0.0%	13.89%	Ferizaj 16.7%; Gjakova 0.0%; Gjilan 0.0%; Mitrovica 18.8%; Peja 0.0%; Prishtina 10.9%; Prizren 13.3%	15.56%
Moderately	78	38.24%	37.50%	Ashkali 17.6%; Bosniak 50.0%; Egyptian 40.0%; Roma 46.7%; Serb 42.5%; Albanian 38.7%; Turk 0.0%	25.00%	Ferizaj 44.4%; Gjakova 40.0%; Gjilan 42.9%; Mitrovica 37.5%; Peja 50.0%; Prishtina 35.9%; Prizren 40.0%	40.00%
It hardly affected me negatively	31	15.20%	15.18%	Ashkali 17.6%; Bosniak 0.0%; Egyptian 20.0%; Roma 6.7%; Serb 10.0%; Albanian 17.6%; Turk 0.0%	19.44%	Ferizaj 11.1%; Gjakova 20.0%; Gjilan 28.6%; Mitrovica 8.3%; Peja 25.0%; Prishtina 17.4%; Prizren 16.7%	15.56%
Just a little	42	20.59%	21.43%	Ashkali 23.5%; Bosniak 0.0%; Egyptian 10.0%; Roma 33.3%; Serb 12.5%; Albanian 21.8%; Turk 100.0%	22.22%	Ferizaj 27.8%; Gjakova 20.0%; Gjilan 14.3%; Mitrovica 18.8%; Peja 25.0%; Prishtina 18.5%; Prizren 26.7%	17.78%

No comment	27	13.24%	16.07%	Ashkali 23.5%; Bosniak 50.0%; Egyptian 10.0%; Roma 6.7%; Serb 15.0%; Albanian 11.8%; Turk 0.0%	19.44%	Ferizaj 0.0%; Gjakova 20.0%; Gjilan 14.3%; Mitrovica 16.7%; Peja 0.0%; Prishtina 17.4%; Prizren 3.3%	11.11%
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Age						
Problem Impact	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
Severe negative effect	7.55%	16.00%	9.76%	22.73%	0.00%	15.63%
Moderately	45.28%	42.00%	41.46%	27.27%	50.00%	18.75%
It hardly affected me negatively	16.98%	12.00%	19.51%	13.64%	0.00%	15.63%
Just a little	20.75%	18.00%	17.07%	18.18%	0.00%	31.25%
No comment	9.43%	12.00%	12.20%	18.18%	50.00%	18.75%

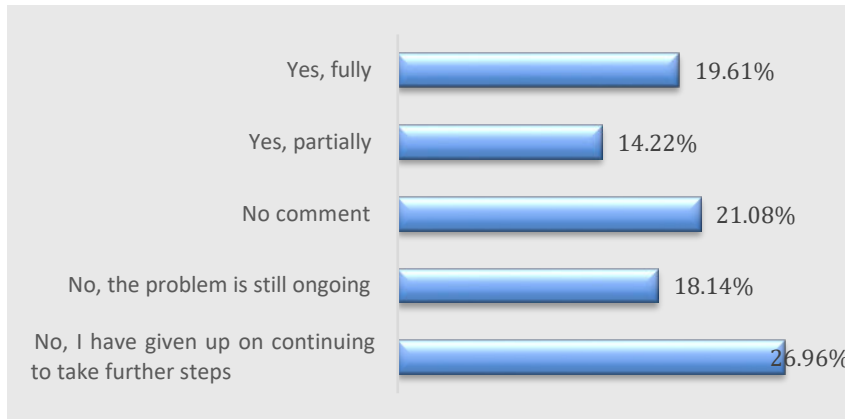
Results by Gender					Sexual Orientation	
Problem Impact	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Severe negative effect	16.67%	0.00%	9.82%	0.00%	11.95%	15.56%
Moderately	38.89%	0.00%	37.50%	100.00%	37.74%	40.00%
It hardly affected me negatively	15.56%	0.00%	15.18%	0.00%	15.09%	15.56%
Just a little	20.00%	0.00%	21.43%	0.00%	21.38%	17.78%
No comment	8.89%	100.00%	16.07%	0.00%	13.84%	11.11%

Employment			Education			
Problem Impact	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Severe negative effect	14.63%	11.48%	10.00%	7.89%	10.34%	16.67%
Moderately	29.27%	44.26%	50.00%	43.42%	34.48%	33.33%
It hardly affected me negatively	17.07%	13.93%	30.00%	13.16%	13.79%	10.42%

Just a little	26.83%	16.39%	10.00%	19.74%	27.59%	20.83%
No comment	12.20%	13.93%	0.00%	15.79%	13.79%	18.75%

Revenue level				
Problem Impact	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Severe negative effect	9.76%	17.31%	10.67%	13.89%
Moderately	48.78%	40.38%	37.33%	25.00%
It hardly affected me negatively	17.07%	9.62%	16.00%	19.44%
Just a little	19.51%	17.31%	22.67%	22.22%
No comment	4.88%	15.38%	13.33%	19.44%

367 respondents



Annex:
Survey Results Summary

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Has your legal problem
been resolved?

Tab.7. Main Indicators Summary

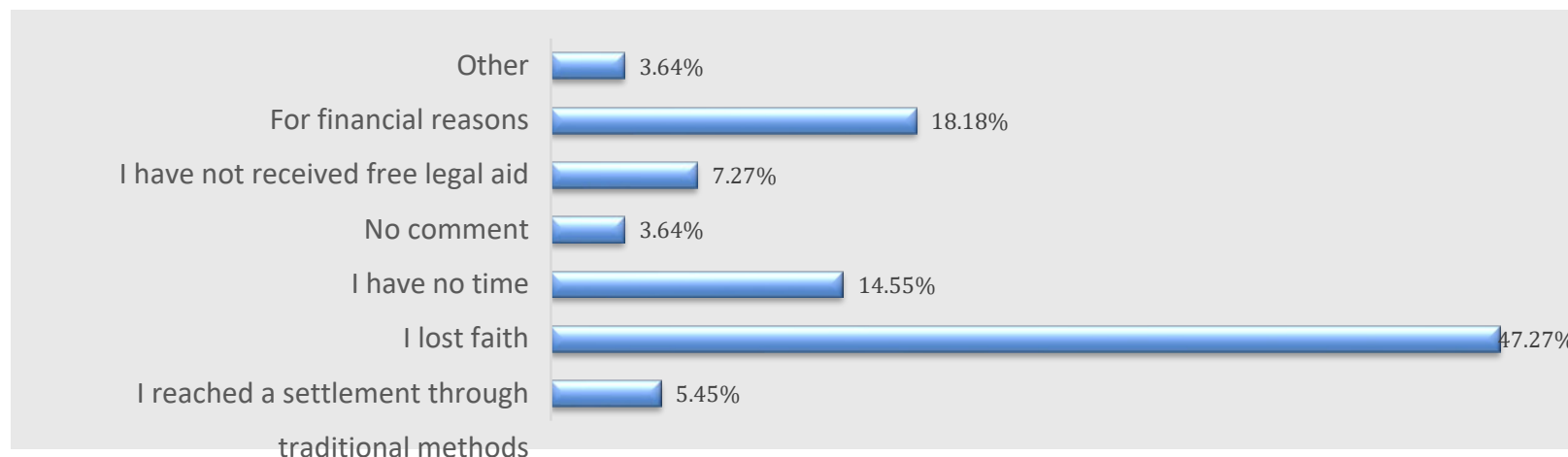
Problem Impact	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
No, I have given up on continuing to take further steps	55	26.96%	31.25%	Ashkali 23.5%; Bosniak 50.0%; Egyptian 70.0%; Roma 26.7%; Serb 12.5%; Albanian 28.6%; Turk 0.0%	47.22%	Ferizaj 22.2%; Gjakova 0.0%; Gjilan 28.6%; Mitrovica 14.6%; Peja 25.0%; Prishtina 32.6%; Prizren 36.7%	15.56%
No, the problem is still ongoing	37	18.14%	13.39%	Ashkali 17.6%; Bosniak 0.0%; Egyptian 20.0%; Roma 20.0%; Serb 20.0%; Albanian 17.6%; Turk 0.0%	11.11%	Ferizaj 16.7%; Gjakova 0.0%; Gjilan 28.6%; Mitrovica 18.8%; Peja 25.0%; Prishtina 16.3%; Prizren 23.3%	26.67%

No comment	43	21.08%	23.21%	Ashkali 52.9%; Bosniak 0.0%; Egyptian 10.0%; Roma 13.3%; Serb 25.0%; Albanian 17.6%; Turk 0.0%	38.89%	Ferizaj 16.7%; Gjakova 20.0%; Gjilan 14.3%; Mitrovica 22.9%; Peja 25.0%; Prishtina 25.0%; Prizren 10.0%	13.33%
Yes, partially	29	14.22%	12.50%	Ashkali 0.0%; Bosniak 0.0%; Egyptian 0.0%; Roma 6.7%; Serb 27.5%; Albanian 14.3%; Turk 0.0%	0.00%	Ferizaj 16.7%; Gjakova 20.0%; Gjilan 14.3%; Mitrovica 25.0%; Peja 0.0%; Prishtina 10.9%; Prizren 6.7%	24.44%
Yes, fully	40	19.61%	19.64%	Ashkali 5.9%; Bosniak 50.0%; Egyptian 0.0%; Roma 33.3%; Serb 15.0%; Albanian 21.8%; Turk 100.0%	2.78%	Ferizaj 27.8%; Gjakova 60.0%; Gjilan 14.3%; Mitrovica 18.8%; Peja 25.0%; Prishtina 15.2%; Prizren 23.3%	20.00%

Problem Impact	Age					
	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
No, I have given up on continuing to take further steps	24.53%	28.00%	21.95%	18.18%	0.00%	46.88%
No, the problem is still ongoing	24.53%	10.00%	21.95%	18.18%	50.00%	12.50%
No comment	18.87%	16.00%	19.51%	31.82%	50.00%	25.00%
Yes, partially	11.32%	22.00%	12.20%	18.18%	0.00%	6.25%
Yes, fully	20.75%	24.00%	24.39%	13.64%	0.00%	9.38%

Results by Gender					Sexual Orientation	
Problem Impact	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
No, I have given up on continuing to take further steps	21.11%	0.00%	31.25%	100.00%	30.19%	15.56%
No, the problem is still ongoing	24.44%	0.00%	13.39%	0.00%	15.72%	26.67%
No comment	17.78%	100.00%	23.21%	0.00%	23.27%	13.33%
Yes, partially	16.67%	0.00%	12.50%	0.00%	11.32%	24.44%
Yes, fully	20.00%	0.00%	19.64%	0.00%	19.50%	20.00%
Employment			Education			
Problem Impact	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
No, I have given up on continuing to take further steps	43.90%	15.57%	20.00%	21.05%	37.93%	27.08%
No, the problem is still ongoing	12.20%	22.13%	35.00%	18.42%	17.24%	10.42%
No comment	24.39%	18.85%	10.00%	19.74%	24.14%	27.08%
Yes, partially	8.54%	18.03%	15.00%	15.79%	6.90%	18.75%
Yes, fully	10.98%	25.41%	20.00%	25.00%	13.79%	16.67%
Revenue level						
Problem Impact	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200		
No, I have given up on continuing to take further steps	26.83%	25.00%	18.67%	47.22%		
No, the problem is still ongoing	26.83%	17.31%	17.33%	11.11%		
No comment	4.88%	19.23%	22.67%	38.89%		
Yes, partially	17.07%	17.31%	17.33%	0.00%		
Yes, fully	24.39%	21.15%	24.00%	2.78%		

If no, please specify why you have given up on continuing to take further steps:



Tab.8. Main Indicators Summary

Reasons for Giving Up	No. of respondents	%	Women	By ethnicity	Problems by region	LGBT
I reached a settlement through traditional methods	3	5.45%	5.71%	Ashkali 0.0%; Bosniak 0.0%; Egyptian 0.0%; Roma 0.0%; Serb 0.0%; Albanian 8.8 %	Ferizaj 25.00%; Gjilan 0.00%; Mitrovica 0.00%; Peja 0.00%; Prishtina 6.67%; Prizren 0.00%	14.29%
I lost faith	26	47.27%	45.71%	Ashkali 50.0%; Bosniak 0.0%; Egyptian 71.4%; Roma 25.0%; Serb 60.0%; Albanian 44.1 %	Ferizaj 25.00%; Gjilan 100.00%; Mitrovica 42.86%; Peja 100%; Prishtina 43.33%; Prizren 54.55%	71.43%

I have no time	8	14.55%	17.14%	Ashkali 0.0%; Bosniak 100%; Egyptian 0.0%; Roma 25.0%; Serb 0.0%; Albanian 17.6 %	Ferizaj 25.00%; Gjilan 0.00%; Mitrovica 14.29%; Peja 0.00%; Prishtina 16.67%; Prizren 9.09%	14.29%
No comment	2	3.64%	5.71%	Ashkali 0.0%; Bosniak 0.0%; Egyptian 0.0%; Roma 0.0%; Serb 0.0%; Albanian 5.9 %	Ferizaj 0.00%; Gjilan 0.00%; Mitrovica 0.00%; Peja 0.00%; Prishtina 6.67%; Prizren 0.00%	0.00%
I have not received free legal aid	4	7.27%	5.71%	Ashkali 0.0%; Bosniak 0.0%; Egyptian 0.0%; Roma 0.0%; Serb 20.0%; Albanian 8.8 %	Ferizaj 25.00%; Gjilan 0.00%; Mitrovica 14.29%; Peja 0.00%; Prishtina 6.67%; Prizren 0.00%	0.00%
For financial reasons	10	18.18%	20.00%	Ashkali 25.0%; Bosniak 0.0%; Egyptian 28.6%; Roma 50.0%; Serb 20.0%; Albanian 11.8 %	Ferizaj 0.00%; Gjilan 0.00%; Mitrovica 28.57%; Peja 0.00%; Prishtina 16.67%; Prizren 27.27%	0.00%
Other	2	3.64	0%	Ashkali 25.0%; Bosniak 0.0%; Egyptian 0.0%; Roma 0.0%; Serb 0.0%; Albanian 2.9 %	Ferizaj 0.00%; Gjilan 0.00%; Mitrovica 0.00%; Peja 0.00%; Prishtina 3.33%; Prizren 9.09%	0%

Age						
Reasons for Giving Up	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+

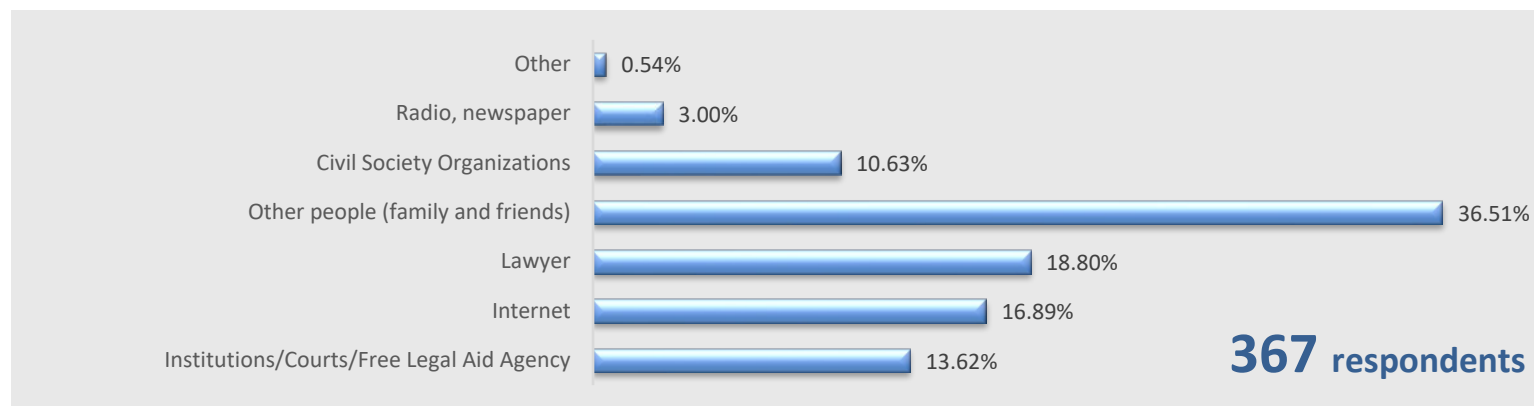
I reached a settlement through traditional methods	7.69%	7.14%	0.00%	0.00%	6.67%	7.69%
I lost faith	84.62%	50.00%	11.11%	25.00%	40.00%	84.62%
I have no time	0.00%	0.00%	44.44%	25.00%	20.00%	0.00%
No comment	0.00%	7.14%	0.00%	25.00%	0.00%	0.00%
I have not received free legal aid	0.00%	7.14%	11.11%	0.00%	13.33%	0.00%
For financial reasons	7.69%	21.43%	33.33%	25.00%	13.33%	7.69%
Other	0.00%	7.14%	0.00%	0.00%	6.67%	0.00%

Results by Gender				Sexual Orientation	
Reasons for Giving Up	Man	Woman	Transgender	Heterosexual	LGBT
I reached a settlement through traditional methods	5.26%	5.71%	0.00%	4.17%	14.29%
I lost faith	47.37%	45.71%	100.00%	43.75%	71.43%
I have no time	10.53%	17.14%	0.00%	14.58%	14.29%
No comment	0.00%	5.71%	0.00%	4.17%	0.00%
I have not received free legal aid	10.53%	5.71%	0.00%	8.33%	0.00%
For financial reasons	15.79%	20.00%	0.00%	20.83%	0.00%
Other	10.53%	0.00%	0.00%	4.17%	0.00%

Employment			Education			
Reasons for Giving Up	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
I reached a settlement through traditional methods	2.78%	10.53%	0.00%	6.25%	0.00%	0.00%
I lost faith	47.22%	47.37%	25.00%	50.00%	63.64%	53.85%
I have no time	11.11%	21.05%	0.00%	31.25%	9.09%	0.00%
No comment	2.78%	5.26%	50.00%	0.00%	0.00%	0.00%
I have not received free legal aid	8.33%	5.26%	0.00%	0.00%	0.00%	7.69%

For financial reasons	25.00%	5.26%	0.00%	6.25%	27.27%	38.46%
Other	2.78%	5.26%	25.00%	6.25%	0.00%	0.00%

Where can you usually get information about remedies?



Tab.9. Main Indicators Summary

Obtaining Information	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
Institutions/Courts/Free Legal Aid Agency	50	13.62%	13.73%	Ashkali 9.1%; Bosniak 33.3%; Egyptian 8.3%; Roma 22.2%; Serb 16.7%; Albanian 12.2%; Turk 0.0%	6.17%	Ferizaj 25%; Gjakova 9%; Gjilan 6%; Mitrovica 16%; Peja 0%; Prishtina 10%; Prizren 26%	15.94%

Internet	62	16.89%	19.61%	Ashkali 27.3%; Bosniak 33.3%; Egyptian 8.3%; Roma 11.1%; Serb 11.7%; Albanian 16.9%; Turk 0.0%	13.58%	Ferizaj 21%; Gjakova 18%; Gjilan 0%; Mitrovica 17%; Peja 19%; Prishtina 18%; Prizren 13%	13.04%
Lawyer	69	18.80%	17.16%	Ashkali 4.5%; Bosniak 0.0%; Egyptian 0.0%; Roma 7.4%; Serb 38.3%; Albanian 19.2%; Turk 50.0%	4.94%	Ferizaj 13%; Gjakova 18%; Gjilan 19%; Mitrovica 31%; Peja 6%; Prishtina 18%; Prizren 9%	24.64%
Other people (family and friends)	134	36.51%	40.20%	Ashkali 52.3%; Bosniak 33.3%; Egyptian 41.7%; Roma 33.3%; Serb 20.0%; Albanian 38.5%; Turk 0.0%	61.73%	Ferizaj 29%; Gjakova 45%; Gjilan 38%; Mitrovica 21%; Peja 69%; Prishtina 43%; Prizren 30%	14.49%

Civil Society Organizations	39	10.63%	7.35%	Ashkali 4.5%; Bosniak 0.0%; Egyptian 41.7%; Roma 11.1%; Serb 13.3%; Albanian 9.4%; Turk 50.0%	7.41%	Ferizaj 8%; Gjakova 0%; Gjiilan 31%; Mitrovica 14%; Peja 0%; Prishtina 8%; Prizren 17%	28.99%
Radio, newspapers	11	3.00%	0.98%	Ashkali 2.3%; Bosniak 0.0%; Egyptian 0.0%; Roma 14.8%; Serb 0.0%; Albanian 2.8%; Turk 0.0%	3.70%	Ferizaj 0%; Gjakova 9%; Gjiilan 6%; Mitrovica 1%; Peja 6%; Prishtina 3%; Prizren 4%	2.90%
Other	2	0.54%	0.98%	Ashkali 0.0%; Bosniak 0.0%; Egyptian 0.0%; Roma 0.0%; Serb 0.0%; Albanian 0.9%; Turk 0.0%	2.47%	Ferizaj 4%; Gjakova 0%; Gjiilan 0%; Mitrovica 0%; Peja 0%; Prishtina 1%; Prizren 0%	0.00%

Age						
Obtaining Information	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+

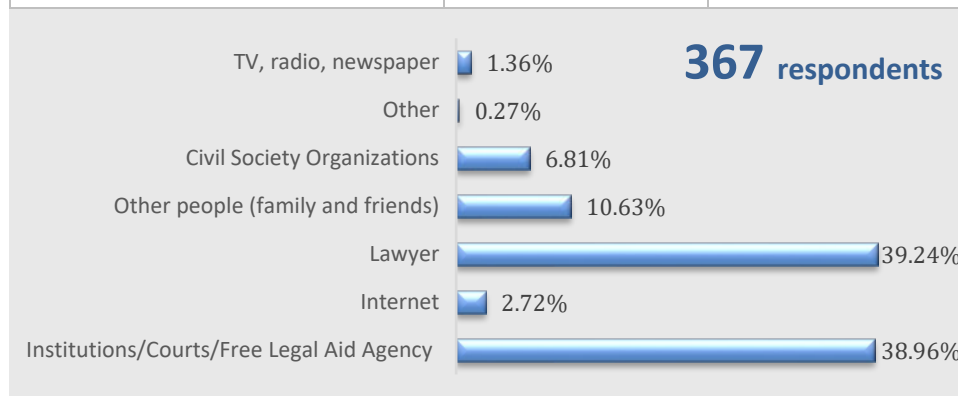
Institutions/Courts/Free Legal Aid Agency	15.58%	19.15%	10.39%	22.22%	17.65%	4.23%
Internet	33.77%	23.40%	10.39%	0.00%	5.88%	4.23%
Lawyer	11.69%	15.96%	32.47%	33.33%	5.88%	14.08%
Other people (family and friends)	25.97%	25.53%	28.57%	25.93%	64.71%	69.01%
Civil Society Organizations	11.69%	14.89%	12.99%	14.81%	5.88%	0.00%
Radio, newspapers	1.30%	1.06%	5.19%	3.70%	0.00%	5.63%
Other	0.00%	0.00%	0.00%	0.00%	0.00%	2.82%

Results by Gender					Sexual Orientation	
Obtaining Information	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Institutions/Courts/Free Legal Aid Agency	13.66%	0.00%	13.73%	0.00%	13.09%	15.94%
Internet	13.66%	0.00%	19.61%	0.00%	17.79%	13.04%
Lawyer	21.12%	0.00%	17.16%	0.00%	17.45%	24.64%
Other people (family and friends)	31.06%	100.00%	40.20%	100.00%	41.61%	14.49%
Civil Society Organizations	14.91%	0.00%	7.35%	0.00%	6.38%	28.99%
Radio, newspapers	5.59%	0.00%	0.98%	0.00%	3.02%	2.90%
Other	0.00%	0.00%	0.98%	0.00%	0.67%	0.00%

Employment			Education			
Obtaining Information	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Institutions/Courts/Free Legal Aid Agency	7.19%	19.00%	21.88%	14.81%	7.32%	13.95%
Internet	13.77%	19.50%	28.13%	21.48%	9.76%	12.79%
Lawyer	9.58%	26.50%	15.63%	25.93%	6.10%	23.26%
Other people (family and friends)	56.29%	20.00%	21.88%	23.70%	65.85%	34.88%
Civil Society Organizations	7.19%	13.50%	9.38%	11.85%	6.10%	12.79%
Radio, newspapers	4.79%	1.50%	3.13%	2.22%	4.88%	2.33%

Other	1.20%	0.00%	0.00%	0.00%	0.00%	0.00%
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Obtaining Information	Revenue level			
	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Institutions/Courts/Free Legal Aid Agency	13.04%	14.94%	17.69%	6.17%
Internet	24.64%	16.09%	15.38%	13.58%
Lawyer	24.64%	24.14%	20.77%	4.94%
Other people (family and friends)	27.54%	29.89%	30.00%	61.73%
Civil Society Organizations	10.14%	9.20%	13.85%	7.41%
Radio, newspapers	0.00%	5.75%	2.31%	3.70%
Other	0.00%	0.00%	0.00%	2.47%



Annex:
Survey Results Summary

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Where would you prefer to get information about legal issues?

Tab.10. Main Indicators Summary

Information Preference	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
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Institutions/Courts/Free Legal Aid Agency	143	38.96%	42.65%	Ashkali 20%; Bosniak 33%; Egyptian 42%; Roma 41%; Serb 27%; Albanian 46%; Turk 50%	16.05%	Ferizaj 67%; Gjakova 55%; Gjilan 56%; Mitrovica 28%; Peja 44%; Prishtina 34%; Prizren 52%	37.68%
Internet	10	2.72%	1.47%	Ashkali 2%; Bosniak 0%; Egyptian 0%; Roma 4%; Serb 2%; Albanian 3%; Turk 0%	2.47%	Ferizaj 0%; Gjakova 9%; Gjilan 6%; Mitrovica 2%; Peja 0%; Prishtina 2%; Prizren 4%	5.80%
Other people (family and friends)	144	39.24%	38.24%	Ashkali 41%; Bosniak 67%; Egyptian 25%; Roma 37%; Serb 55%; Albanian 35%; Turk 0%	40.74%	Ferizaj 17%; Gjakova 36%; Gjilan 31%; Mitrovica 51%; Peja 44%; Prishtina 43%; Prizren 17%	31.88%
Lawyer	39	10.63%	9.80%	Ashkali 23%; Bosniak 0%; Egyptian 17%; Roma 7%; Serb 12%; Albanian 8%; Turk 0%	30.86%	Ferizaj 8%; Gjakova 0%; Gjilan 6%; Mitrovica 12%; Peja 13%; Prishtina 11%; Prizren 11%	1.45%
Other people (family and friends)	25	6.81%	6.86%	Ashkali 9%; Bosniak 0%; Egyptian 17%; Roma 4%; Serb 5%; Albanian 7%; Turk 50%	6.17%	Ferizaj 4%; Gjakova 0%; Gjilan 0%; Mitrovica 6%; Peja 0%; Prishtina 8%; Prizren 11%	21.74%

Civil Society Organizations	1	0.27%	0.00%	Ashkali 0%; Bosniak 0%; Egyptian 0%; Roma 0%; Serb 0%; Albanian 0%; Turk 0%	0.00%	Ferizaj 0%; Gjakova 0%; Gjilan 0%; Mitrovica 0%; Peja 0%; Prishtina 1%; Prizren 0%	1.45%
Other	5	1.36%	0.98%	Ashkali 5%; Bosniak 0%; Egyptian 0%; Roma 7%; Serb 0%; Albanian 0%; Turk 0%	3.70%	Ferizaj 4%; Gjakova 0%; Gjilan 0%; Mitrovica 0%; Peja 0%; Prishtina 1%; Prizren 4%	0.00%

Information Preference	Age					
	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
Institutions/Courts/Free Legal Aid Agency	40.26%	48.94%	36.36%	29.63%	41.18%	32.39%
Institutions/Courts/Free Legal Aid Agency	2.60%	4.26%	2.60%	0.00%	0.00%	1.41%
Internet	36.36%	30.85%	42.86%	40.74%	52.94%	45.07%
Lawyer	6.49%	6.38%	11.69%	14.81%	5.88%	19.72%
Other people (family and friends)	10.39%	9.57%	5.19%	11.11%	0.00%	0.00%
Civil Society Organizations	0.00%	0.00%	1.30%	0.00%	0.00%	0.00%
Other	3.90%	0.00%	0.00%	3.70%	0.00%	1.41%

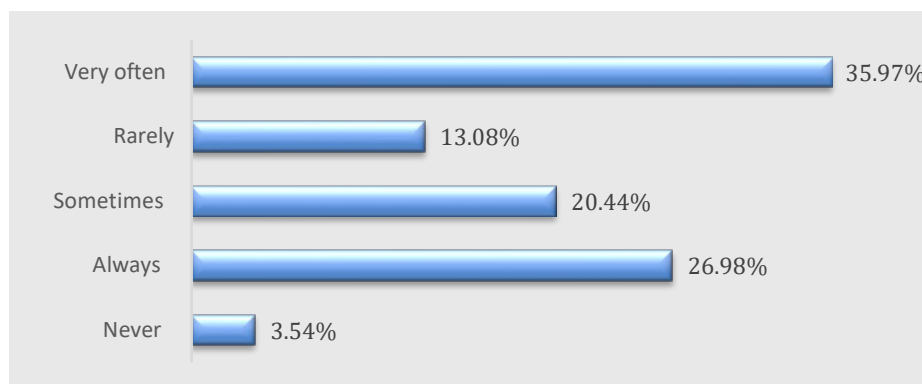
Results by Gender					Sexual Orientation	
Information Preference	Man	Unknown	Woman	Transgender	Heterosexual	LGBT

Institutions/Courts/Free Legal Aid Agency	40.26%	48.94%	36.36%	29.63%	39.26%	37.68%
Institutions/Courts/Free Legal Aid Agency	2.60%	4.26%	2.60%	0.00%	2.01%	5.80%
Internet	36.36%	30.85%	42.86%	40.74%	40.94%	31.88%
Lawyer	6.49%	6.38%	11.69%	14.81%	12.75%	1.45%
Other people (family and friends)	10.39%	9.57%	5.19%	11.11%	3.36%	21.74%
Civil Society Organizations	0.00%	0.00%	1.30%	0.00%	0.00%	1.45%
Other	3.90%	0.00%	0.00%	3.70%	1.68%	0.00%

Employment			Education			
Information Preference	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Institutions/Courts/Free Legal Aid Agency	34.13%	43.00%	50.00%	43.70%	26.83%	33.72%
Institutions/Courts/Free Legal Aid Agency	1.80%	3.50%	9.38%	2.22%	2.44%	2.33%
Internet	37.13%	41.00%	28.13%	45.19%	39.02%	40.70%
Lawyer	19.16%	3.50%	6.25%	2.22%	26.83%	5.81%
Other people (family and friends)	5.39%	8.00%	3.13%	6.67%	3.66%	13.95%
Civil Society Organizations	0.00%	0.50%	3.13%	0.00%	0.00%	0.00%
Other	2.40%	0.50%	0.00%	0.00%	1.22%	3.49%

Revenue level

Information Preference	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Institutions/Courts/Free Legal Aid Agency	53.62%	39.08%	45.38%	16.05%
Institutions/Courts/Free Legal Aid Agency	2.90%	3.45%	2.31%	2.47%
Internet	37.68%	39.08%	39.23%	40.74%
Lawyer	2.90%	6.90%	4.62%	30.86%
Other people (family and friends)	2.90%	9.20%	7.69%	6.17%
Civil Society Organizations	0.00%	0.00%	0.77%	0.00%
Other	0.00%	2.30%	0.00%	3.70%



Annex:
Survey Results Summary

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**How often do you use the following
information sources?
TV, radio, newspapers, Internet**

Tab.11. Main Indicators Summary

Information Use	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
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Never	13	3.54%	5.39%	Ashkali 0%; Bosniak 0%; Egyptian 0%; Roma 0%; Serb 0%; Albanian 6%; Turk 0%	8.64%	Ferizaj 21%; Gjakova 0%; Gjilan 13%; Mitrovica 1%; Peja 0%; Prishtina 3%; Prizren 0%	1.45%
Always	99	26.98%	27.45%	Ashkali 32%; Bosniak 33%; Egyptian 8%; Roma 37%; Serb 22%; Albanian 27%; Turk 50%	17.28%	Ferizaj 0%; Gjakova 64%; Gjilan 31%; Mitrovica 22%; Peja 31%; Prishtina 28%; Prizren 33%	39.13%
Sometimes	75	20.44%	20.10%	Ashkali 18%; Bosniak 11%; Egyptian 17%; Roma 22%; Serb 20%; Albanian 22%; Turk 0%	23.46%	Ferizaj 38%; Gjakova 0%; Gjilan 31%; Mitrovica 19%; Peja 31%; Prishtina 20%; Prizren 15%	11.59%
Rarely	48	13.08%	9.80%	Ashkali 14%; Bosniak 0%; Egyptian 42%; Roma 15%; Serb 13%; Albanian 12%; Turk 0%	23.46%	Ferizaj 13%; Gjakova 0%; Gjilan 13%; Mitrovica 11%; Peja 0%; Prishtina 14%; Prizren 20%	11.59%
Very often	132	35.97%	37.25%	Ashkali 36%; Bosniak 56%; Egyptian 33%; Roma 26%; Serb 45%; Albanian 34%; Turk 50%	27.16%	Ferizaj 29%; Gjakova 36%; Gjilan 13%; Mitrovica 47%; Peja 38%; Prishtina 35%; Prizren 33%	36.23%

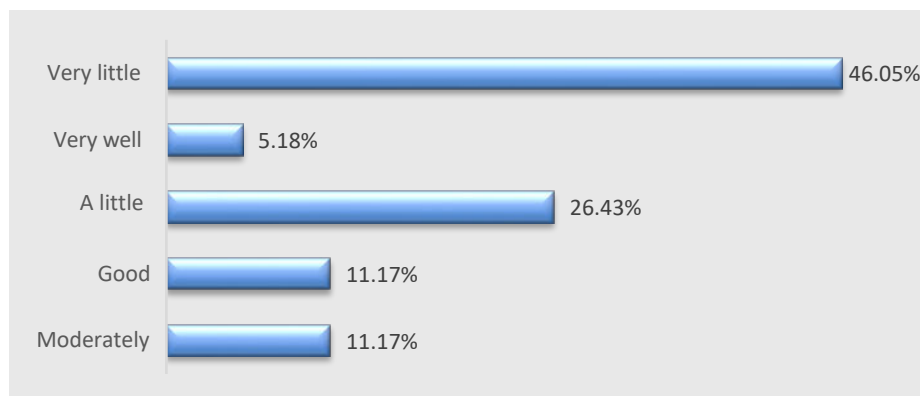
Information Use	Age					
	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
Never	2.60%	1.06%	3.90%	3.70%	0.00%	8.45%
Always	42.86%	31.91%	28.57%	14.81%	17.65%	9.86%
Sometimes	14.29%	15.96%	15.58%	33.33%	17.65%	33.80%
Rarely	3.90%	10.64%	9.09%	22.22%	11.76%	25.35%
Very often	36.36%	40.43%	42.86%	25.93%	52.94%	22.54%

Information Use	Results by Gender				Sexual Orientation	
	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Never	1.24%	0.00%	5.39%	0.00%	4.03%	1.45%
Always	25.47%	100.00%	27.45%	100.00%	24.16%	39.13%
Sometimes	21.12%	0.00%	20.10%	0.00%	22.48%	11.59%
Rarely	17.39%	0.00%	9.80%	0.00%	13.42%	11.59%
Very often	34.78%	0.00%	37.25%	0.00%	35.91%	36.23%

Information Use	Employment		Education			
	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Never	4.19%	3.00%	3.13%	0.00%	1.22%	1.16%
Always	19.16%	33.50%	46.88%	33.33%	15.85%	30.23%
Sometimes	28.14%	14.00%	9.38%	8.89%	31.71%	27.91%
Rarely	17.96%	9.00%	12.50%	7.41%	23.17%	9.30%
Very often	30.54%	40.50%	28.13%	50.37%	28.05%	31.40%

Revenue level

Information Use	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Never	1.45%	3.45%	1.54%	8.64%
Always	43.48%	24.14%	26.15%	17.28%
Sometimes	10.14%	31.03%	16.92%	23.46%
Rarely	1.45%	13.79%	12.31%	23.46%
Very often	43.48%	27.59%	43.08%	27.16%



Annex:
Survey Results Summary

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How well informed are you about the Free Legal Aid Agency?

Tab.12. Main Indicators Summary

Information about the Agency	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
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Moderately	41	11.17%	10.78%	Ashkali 18%; Bosniak 33%; Egyptian 8%; Roma 7%; Serb 7%; Albanian 11%; Turk 0%	9.88%	Ferizaj 17%; Gjakova 0%; Gjilan 13%; Mitrovica 11%; Peja 13%; Prishtina 12%; Prizren 7%	17.39%
Good	41	11.17%	9.31%	Ashkali 11%; Bosniak 11%; Egyptian 8%; Roma 7%; Serb 13%; Albanian 10%; Turk 100%	8.64%	Ferizaj 8%; Gjakova 0%; Gjilan 25%; Mitrovica 12%; Peja 0%; Prishtina 12%; Prizren 11%	17.39%
A little	97	26.43%	25.00%	Ashkali 11%; Bosniak 22%; Egyptian 33%; Roma 41%; Serb 35%; Albanian 25%; Turk 0%	17.28%	Ferizaj 29%; Gjakova 27%; Gjilan 13%; Mitrovica 32%; Peja 25%; Prishtina 26%; Prizren 22%	36.23%
Very well	19	5.18%	4.41%	Ashkali 7%; Bosniak 0%; Egyptian 8%; Roma 4%; Serb 2%; Albanian 6%; Turk 0%	4.94%	Ferizaj 4%; Gjakova 0%; Gjilan 0%; Mitrovica 1%; Peja 0%; Prishtina 8%; Prizren 9%	8.70%
Very little	169	46.05%	50.49%	Ashkali 52%; Bosniak 33%; Egyptian 42%; Roma 41%; Serb 43%; Albanian 47%; Turk 0%	59.26%	Ferizaj 42%; Gjakova 73%; Gjilan 50%; Mitrovica 43%; Peja 63%; Prishtina 43%; Prizren 52%	20.29%

Information about the Agency	Age					
	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
Moderately	11.69%	17.02%	6.49%	11.11%	17.65%	7.04%
Good	14.29%	10.64%	11.69%	18.52%	11.76%	4.23%
A little	31.17%	29.79%	29.87%	22.22%	29.41%	15.49%
Very well	3.90%	5.32%	7.79%	14.81%	0.00%	1.41%
Very little	38.96%	37.23%	44.16%	33.33%	41.18%	71.83%

Information about the Agency	Results by Gender				Sexual Orientation	
	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Moderately	11.18%	100.00%	10.78%	0.00%	9.73%	17.39%
Good	13.66%	0.00%	9.31%	0.00%	9.73%	17.39%
A little	28.57%	0.00%	25.00%	0.00%	24.16%	36.23%
Very well	6.21%	0.00%	4.41%	0.00%	4.36%	8.70%
Very little	40.37%	0.00%	50.49%	100.00%	52.01%	20.29%

Information about the Agency	Employment		Education			
	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Moderately	8.98%	13.00%	6.25%	14.81%	10.98%	9.30%
Good	5.99%	15.50%	12.50%	13.33%	4.88%	12.79%
A little	22.16%	30.00%	25.00%	33.33%	13.41%	30.23%
Very well	2.40%	7.50%	15.63%	4.44%	2.44%	4.65%
Very little	60.48%	34.00%	40.63%	34.07%	68.29%	43.02%

Information about the Agency	Revenue level			
	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Moderately	8.70%	12.64%	12.31%	9.88%
Good	14.49%	8.05%	13.08%	8.64%
A little	30.43%	25.29%	30.77%	17.28%
Very well	2.90%	3.45%	7.69%	4.94%
Very little	43.48%	50.57%	36.15%	59.26%

Annex:
Survey Results Summary



15

Do you know what criteria you must meet to qualify for Free Legal Aid?

Tab.13. Main Indicators Summary

Knowledge About Eligibility Criteria	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
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No	304	82.83%	85.78%	Ashkali 86.36%; Bosniak 77.78%; Egyptian 83.33%; Roma 85.19%; Serb 86.67%; Albanian 81.22%; Turk 50.00%	90.12%	Ferizaj 75.00%; Gjakova 100.00%; Gjilan 75.00%; Mitrovica 86.42%; Peja 100%; Prishtina 79.19%; Prizren 86.96%	72.46%
yes	63	17.17%	14.22%	Ashkali 13.64%; Bosniak 22.22%; Egyptian 16.67%; Roma 14.81%; Serb 13.33%; Albanian 18.78%; Turk 50.00%	9.88%	Ferizaj 25.00%; Gjakova 0.00%; Gjilan 25.00%; Mitrovica 13.58%; Peja 0.00%; Prishtina 20.81%; Prizren 13.04%	27.54%

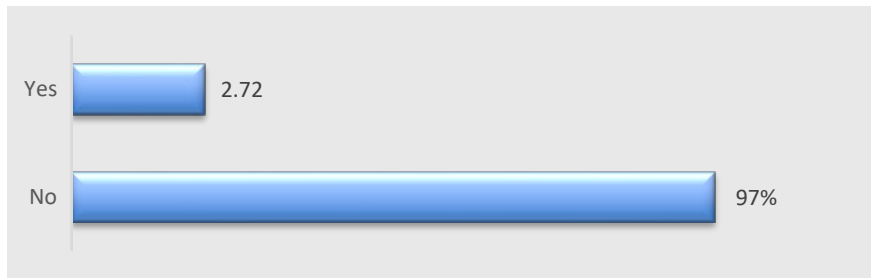
Age						
Knowledge About Eligibility Criteria	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
No	89.61%	78.72%	79.22%	66.67%	82.35%	91.55%
yes	10.39%	21.28%	20.78%	33.33%	17.65%	8.45%

Results by Gender					Sexual Orientation	
Knowledge About Eligibility Criteria	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
No	78.88%	100.00%	85.78%	100.00%	85.23%	72.46%
yes	21.12%	0.00%	14.22%	0.00%	14.77%	27.54%

Employment	Education
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Knowledge About Eligibility Criteria	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
No	91.62%	75.50%	71.88%	82.96%	89.02%	84.88%
yes	8.38%	24.50%	28.13%	17.04%	10.98%	15.12%

Revenue level				
Knowledge About Eligibility Criteria	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
No	85.51%	82.76%	76.92%	90.12%
yes	14.49%	17.24%	23.08%	9.88%



Have you ever been a beneficiary of free legal aid from the Free Legal Aid Agency?

Tab.14. Main Indicators Summary

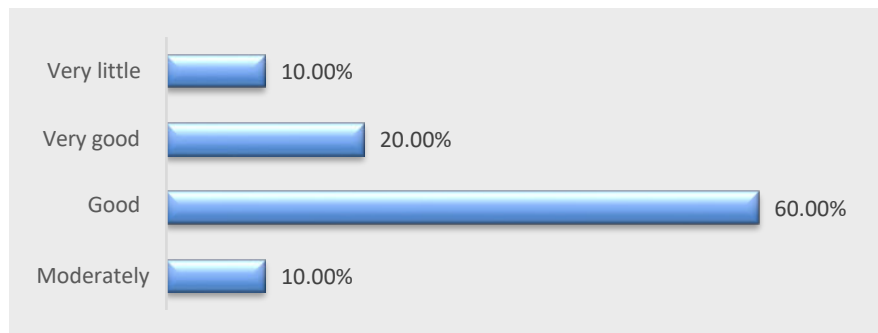
Knowledge About Eligibility Criteria	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
No	357	97.28%	99.02%	Ashkali 95.45%; Bosniak 100.00%; Egyptian 100.00%; Roma 100.00%; Serb 100.00%; Albanian 96.24%; Turk 100.00%	98.77%	Ferizaj 91.67%; Gjakova 100.00%; Gjilan 93.75%; Mitrovica 100.00%; Peja 100.00%; Prishtina 95.95%; Prizren 100.00%	91.30%
yes	10	2.72%	0.98%	Ashkali 4.55%; Bosniak 0.00%; Egyptian 0.00%; Roma 0.00%; Serb 0.00%; Albanian 3.76%; Turk 0.00%	1.23%	Ferizaj 8.33%; Gjakova 0.00%; Gjilan 6.25%; Mitrovica 0.00%; Peja 0.00%; Prishtina 4.05%; Prizren 0.00%	8.70%

Knowledge About Eligibility Criteria	Age					
	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
No	97.40%	95.74%	97.40%	96.30%	100.00%	98.59%
yes	2.60%	4.26%	2.60%	3.70%	0.00%	1.41%

Knowledge About Eligibility Criteria	Results by Gender				Sexual Orientation	
	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
No	95.03%	100.00%	99.02%	100.00%	98.66%	91.30%
yes	4.97%	0.00%	0.98%	0.00%	1.34%	8.70%

Knowledge About Eligibility Criteria	Employment		Education			
	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
No	98.80%	96.00%	93.75%	98.52%	97.56%	97.67%
yes	1.20%	4.00%	6.25%	1.48%	2.44%	2.33%

Knowledge About Eligibility Criteria	Revenue level			
	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
No	98.55%	96.55%	96.15%	98.77%
yes	1.45%	3.45%	3.85%	1.23%



How satisfied are you with the services of the Free Legal Aid Agency?

Tab.15. Main Indicators Summary

Satisfaction with Agency's Performance	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
Moderately	1	10.00%	0.00%	Ashkali 50.00%; Albanian 0.00%	0.00%	Ferizaj 0.00%; Gjilan 0.00%; Prishtina 14.29%	0.00%
Good	6	60.00%	100.00%	Ashkali 0.00%; Albanian 75.00%	0.00%	Ferizaj 100.00%; Gjilan 100%; Prishtina 42.86%	66.67%

Very good	2	20.00%	0.00%	Ashkali 0.00%; Albanian 25.00%	0.00%	Ferizaj 0.00%; Gjilan 0.00%; Prishtina 28.57%	33.33%
Very little	1	10.00%	0.00%	Ashkali 50.00%; Albanian 0.00%	100.00%	Ferizaj 0.00%; Gjilan 0.00%; Prishtina 14.29%	0.00%

Satisfaction with Agency's Performance	Age					
	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
Moderately	0.00%	25.00%	0.00%	0.00%	0.00%	0.00%
Good	100.00%	50.00%	50.00%	100.00%	0.00%	100.00%
Very good	0.00%	25.00%	50.00%	0.00%	0.00%	0.00%
Very little	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%

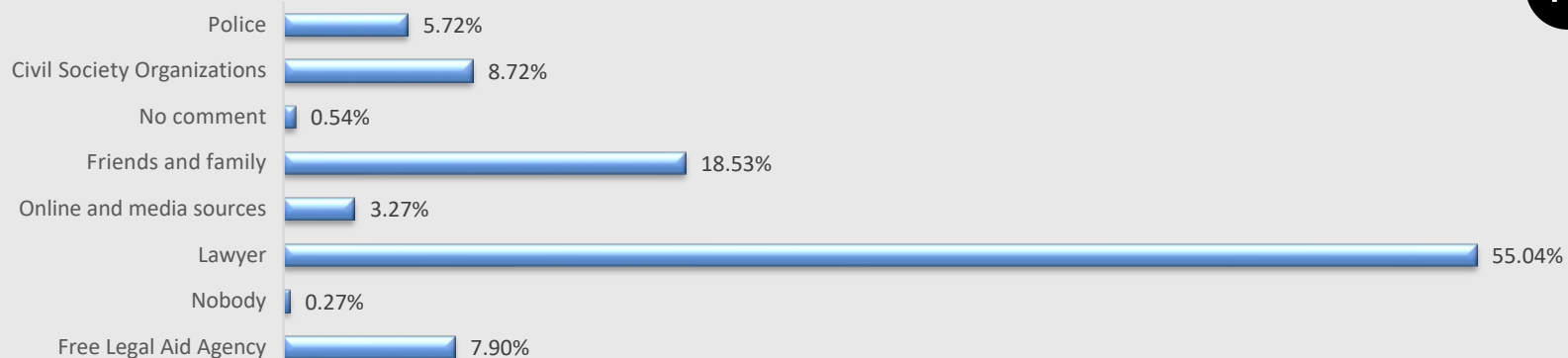
Satisfaction with Agency's Performance	Results by Gender				Sexual Orientation	
	Man		Woman		Heterosexual	LGBT
Moderately	12.50%		0.00%		25.00%	0.00%
Good	50.00%		100.00%		50.00%	66.67%
Very good	25.00%		0.00%		0.00%	33.33%
Very little	12.50%		0.00%		25.00%	0.00%

Employment			Education			
Satisfaction with Agency's Performance	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Moderately	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%
Good	0.00%	75.00%	50.00%	50.00%	0.00%	100.00%
Very good	0.00%	25.00%	50.00%	0.00%	50.00%	0.00%
Very little	50.00%	0.00%	0.00%	50.00%	0.00%	0.00%

Revenue level				
Satisfaction with Agency's Performance	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Moderately	0.00%	33.33%	0.00%	0.00%
Good	100.00%	33.33%	80.00%	0.00%
Very good	0.00%	33.33%	20.00%	0.00%
Very little	0.00%	0.00%	0.00%	100.00%

Whom do you trust most to receive legal services/assistance from?

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Tab.16. Main Indicators Summary

Reliability	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
Free Legal Aid Agency	29	7.90%	6.37%	Ashkali 5%; Bosniak 0%; Egyptian 17%; Roma 4%; Serb 8%; Albanian 8%; Turk 50%	4.94%	Ferizaj 4%; Gjakova 0%; Gjilan 0%; Mitrovica 6%; Peja 0%; Prishtina 10%; Prizren 13%	15.94%
Nobody	1	0.27%	0.49%	Ashkali 0%; Bosniak 0%; Egyptian 0%; Roma 0%; Serb 2%; Albanian 0%; Turk 0%	0.00%	Ferizaj 0%; Gjakova 0%; Gjilan 0%; Mitrovica 1%; Peja 0%; Prishtina 0%; Prizren 0%	0.00%

Attorney	202	55.04%	55.39%	Ashkali 30%; Bosniak 78%; Egyptian 33%; Roma 63%; Serb 62%; Albanian 58%; Turk 50%	38.27%	Ferizaj 50%; Gjakova 82%; Gjilan 44%; Mitrovica 63%; Peja 69%; Prishtina 55%; Prizren 37%	47.83%
Online and media sources	12	3.27%	3.43%	Ashkali 5%; Bosniak 11%; Egyptian 0%; Roma 7%; Serb 3%; Albanian 2%; Turk 0%	6.17%	Ferizaj 8%; Gjakova 0%; Gjilan 0%; Mitrovica 4%; Peja 6%; Prishtina 2%; Prizren 4%	4.35%
Friends and family	68	18.53%	18.63%	Ashkali 41%; Bosniak 0%; Egyptian 33%; Roma 15%; Serb 15%; Albanian 15%; Turk 0%	39.51%	Ferizaj 17%; Gjakova 9%; Gjilan 19%; Mitrovica 14%; Peja 13%; Prishtina 18%; Prizren 33%	7.25%
No comment	2	0.54%	0.98%	Ashkali 0%; Bosniak 0%; Egyptian 0%; Roma 4%; Serb 0%; Albanian 0%; Turk 0%	0.00%	Ferizaj 0%; Gjakova 9%; Gjilan 0%; Mitrovica 0%; Peja 0%; Prishtina 1%; Prizren 0%	0.00%

Civil Society Organizations	32	8.72%	8.82%	Ashkali 18%; Bosniak 0%; Egyptian 17%; Roma 7%; Serb 2%; Albanian 9%; Turk 0%	9.88%	Ferizaj 0%; Gjakova 0%; Gjilan 19%; Mitrovica 5%; Peja 0%; Prishtina 11%; Prizren 13%	20.29%
Police	21	5.72%	5.88%	Ashkali 2%; Bosniak 11%; Egyptian 0%; Roma 0%; Serb 8%; Albanian 7%; Turk 0%	1.23%	Ferizaj 21%; Gjakova 0%; Gjilan 19%; Mitrovica 7%; Peja 13%; Prishtina 3%; Prizren 0%	4.35%

Satisfaction with Agency's Performance	Age					
	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
Free Legal Aid Agency	7.79%	12.77%	2.60%	29.63%	0.00%	1.41%
Nobody	0.00%	0.00%	0.00%	0.00%	5.88%	0.00%
Attorney	51.95%	54.26%	64.94%	40.74%	82.35%	49.30%
Online and media sources	6.49%	1.06%	2.60%	11.11%	0.00%	1.41%
Friends and family	12.99%	15.96%	15.58%	14.81%	5.88%	35.21%
No comment	1.30%	0.00%	1.30%	0.00%	0.00%	0.00%
Civil Society Organizations	11.69%	13.83%	7.79%	3.70%	0.00%	2.82%
Police	7.79%	2.13%	5.19%	0.00%	5.88%	9.86%

Satisfaction with Agency's Performance	Results by Gender				Sexual Orientation	
	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Free Legal Aid Agency	9.94%	0.00%	6.37%	0.00%	6.04%	15.94%
Nobody	0.00%	0.00%	0.49%	0.00%	0.34%	0.00%

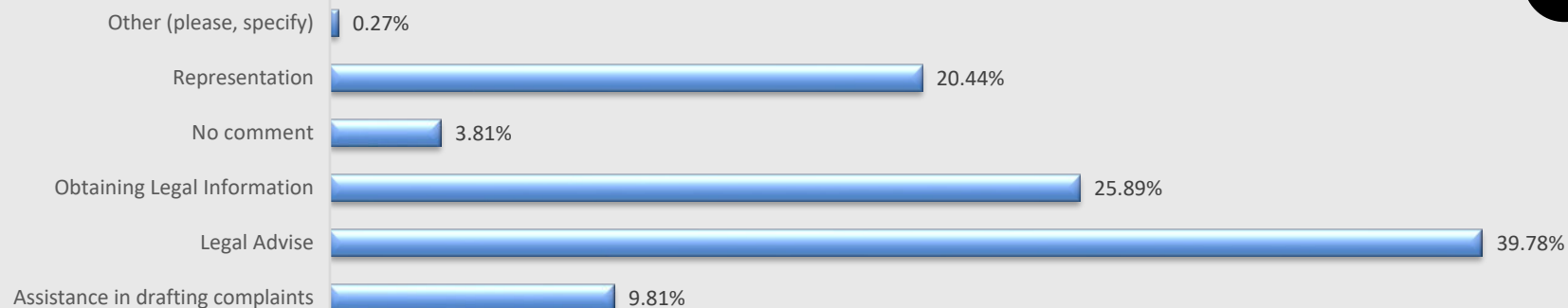
Attorney	54.04%	100.00%	55.39%	100.00%	56.71%	47.83%
Online and media sources	3.11%	0.00%	3.43%	0.00%	3.02%	4.35%
Friends and family	18.63%	0.00%	18.63%	0.00%	21.14%	7.25%
No comment	0.00%	0.00%	0.98%	0.00%	0.67%	0.00%
Civil Society Organizations	8.70%	0.00%	8.82%	0.00%	6.04%	20.29%
Police	5.59%	0.00%	5.88%	0.00%	6.04%	4.35%

Employment			Education			
Satisfaction with Agency's Performance	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Free Legal Aid Agency	5.39%	10.00%	18.75%	7.41%	4.88%	6.98%
Nobody	0.00%	0.50%	0.00%	0.00%	0.00%	1.16%
Attorney	46.11%	62.50%	56.25%	65.93%	40.24%	53.49%
Online and media sources	4.19%	2.50%	3.13%	2.22%	4.88%	2.33%
Friends and family	31.14%	8.00%	6.25%	6.67%	45.12%	16.28%
No comment	0.00%	1.00%	0.00%	1.48%	0.00%	0.00%
Civil Society Organizations	7.19%	10.00%	9.38%	9.63%	3.66%	13.95%
Police	5.99%	5.50%	6.25%	6.67%	1.22%	5.81%

Revenue level				
Satisfaction with Agency's Performance	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Free Legal Aid Agency	1.45%	8.05%	13.08%	4.94%
Nobody	0.00%	1.15%	0.00%	0.00%
Attorney	73.91%	50.57%	58.46%	38.27%
Online and media sources	0.00%	4.60%	2.31%	6.17%
Friends and family	10.14%	18.39%	10.00%	39.51%
No comment	1.45%	1.15%	0.00%	0.00%
Civil Society Organizations	8.70%	9.20%	7.69%	9.88%
Police	4.35%	6.90%	8.46%	1.23%

What kind of free legal aid do you need most often?

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Tab.17. Main Indicators Summary

Most Needed Legal Aid	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
Assistance in drafting complaints	36	9.81%	9.80%	Ashkali 9%; Bosniak 0%; Egyptian 17%; Roma 19%; Serb 3%; Albanian 11%; Turk 0%	9.88%	Ferizaj 8%; Gjakova 18%; Gjilan 6%; Mitrovica 5%; Peja 0%; Prishtina 10%; Prizren 20%	10.14%

Legal Advice	146	39.78%	37.25%	Ashkali 25%; Bosniak 44%; Egyptian 42%; Roma 41%; Serb 40%; Albanian 42%; Turk 100%	28.40%	Ferizaj 54%; Gjakova 18%; Gjilan 31%; Mitrovica 37%; Peja 50%; Prishtina 42%; Prizren 35%	60.87%
Obtaining Legal Information	95	25.89%	28.43%	Ashkali 23%; Bosniak 33%; Egyptian 8%; Roma 4%; Serb 38%; Albanian 27%; Turk 0%	24.69%	Ferizaj 21%; Gjakova 27%; Gjilan 25%; Mitrovica 36%; Peja 31%; Prishtina 25%; Prizren 11%	7.25%
No comment	14	3.81%	5.39%	Ashkali 2%; Bosniak 0%; Egyptian 0%; Roma 0%; Serb 0%; Albanian 6%; Turk 0%	4.94%	Ferizaj 4%; Gjakova 18%; Gjilan 6%; Mitrovica 0%; Peja 6%; Prishtina 5%; Prizren 0%	1.45%
Representation	75	20.44%	18.63%	Ashkali 41%; Bosniak 22%; Egyptian 33%; Roma 37%; Serb 18%; Albanian 14%; Turk 0%	32.10%	Ferizaj 13%; Gjakova 18%; Gjilan 31%; Mitrovica 22%; Peja 13%; Prishtina 17%; Prizren 35%	20.29%
Other (please, specify)	1	0.27%	0.49%	Ashkali 0%; Bosniak 0%; Egyptian 0%; Roma 0%; Serb 0%; Albanian 0%; Turk 0%	0.00%	Ferizaj 0%; Gjakova 0%; Gjilan 0%; Mitrovica 0%; Peja 0%;	0.00%

Prishtina 1%;
Prizren 0%

Age						
Most Needed Legal Aid	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
Assistance in drafting complaints	14.29%	8.51%	5.19%	18.52%	0.00%	11.27%
Legal Advice	33.77%	55.32%	40.26%	40.74%	41.18%	22.54%
Obtaining Legal Information	27.27%	12.77%	31.17%	22.22%	41.18%	33.80%
No comment	1.30%	0.00%	6.49%	0.00%	11.76%	8.45%
Representation	22.08%	23.40%	16.88%	18.52%	5.88%	23.94%
Other (please, specify)	1.30%	0.00%	0.00%	0.00%	0.00%	0.00%

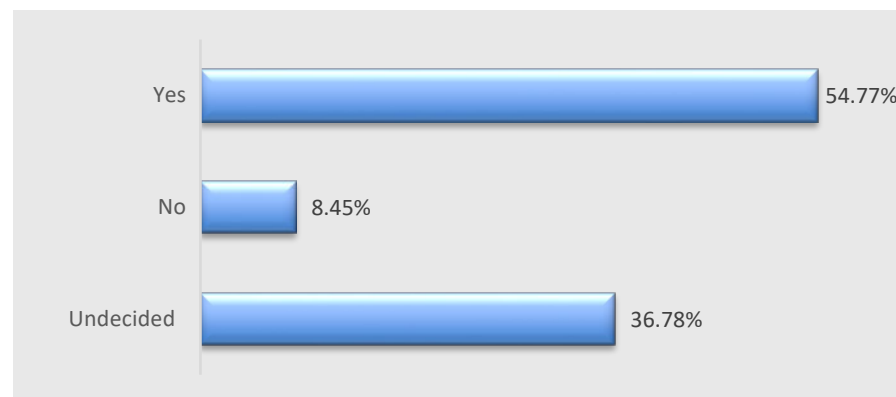
Results by Gender					Sexual Orientation	
Most Needed Legal Aid	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Assistance in drafting complaints	9.32%	0.00%	9.80%	100.00%	9.73%	10.14%
Legal Advice	42.86%	100.00%	37.25%	0.00%	34.90%	60.87%
Obtaining Legal Information	22.98%	0.00%	28.43%	0.00%	30.20%	7.25%
No comment	1.86%	0.00%	5.39%	0.00%	4.36%	1.45%
Representation	22.98%	0.00%	18.63%	0.00%	20.47%	20.29%
Other (please, specify)	0.00%	0.00%	0.49%	0.00%	0.34%	0.00%

Employment			Education			
Most Needed Legal Aid	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Assistance in drafting complaints	12.57%	7.50%	6.25%	5.93%	9.76%	13.95%
Legal Advice	30.54%	47.50%	53.13%	46.67%	29.27%	36.05%
Obtaining Legal Information	25.15%	26.50%	28.13%	28.89%	23.17%	25.58%

No comment	4.19%	3.50%	0.00%	5.19%	1.22%	2.33%
Representation	27.54%	14.50%	9.38%	13.33%	36.59%	22.09%

Most Needed Legal Aid	Revenue level			
	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Assistance in drafting complaints	4.35%	17.24%	7.69%	9.88%
Legal Advice	49.28%	36.78%	43.85%	28.40%
Obtaining Legal Information	27.54%	20.69%	29.23%	24.69%
No comment	5.80%	1.15%	3.85%	4.94%
Representation	13.04%	24.14%	14.62%	32.10%

Annex:
Survey Results Summary



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Would you trust Civil Society Organizations in providing legal aid?

Tab.18. Main Indicators Summary

Trust in NGO Legal Services	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
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Undecided	135	36.78%	45.10%	Ashkali 34.09%; Bosniak 33.33%; Egyptian 8.33%; Roma 29.63%; Serb 41.67%; Albanian 38.97%; Turk 0.00%	33.33%	Ferizaj 50%; Gjakova 82%; Gjilan 31%; Mitrovica 43%; Peja 63%; Prishtina 30%; Prizren 26%	20.29%
No	31	8.45%	5.88%	Ashkali 11.36%; Bosniak 0.00%; Egyptian 0.00%; Roma 11.11%; Serb 15.00%; Albanian 6.57%; Turk 0.00%	11.11%	Ferizaj 4%; Gjakova 0%; Gjilan 13%; Mitrovica 11%; Peja 6%; Prishtina 8%; Prizren 9%	8.70%
Yes	201	54.77%	49.02%	Ashkali 54.55%; Bosniak 66.67%; Egyptian 91.67%; Roma 59.26%; Serb 43.33%; Albanian 54.46%; Turk 100.00%	55.56%	Ferizaj 46%; Gjakova 18%; Gjilan 56%; Mitrovica 46%; Peja 31%; Prishtina 62%; Prizren 65%	71.01%

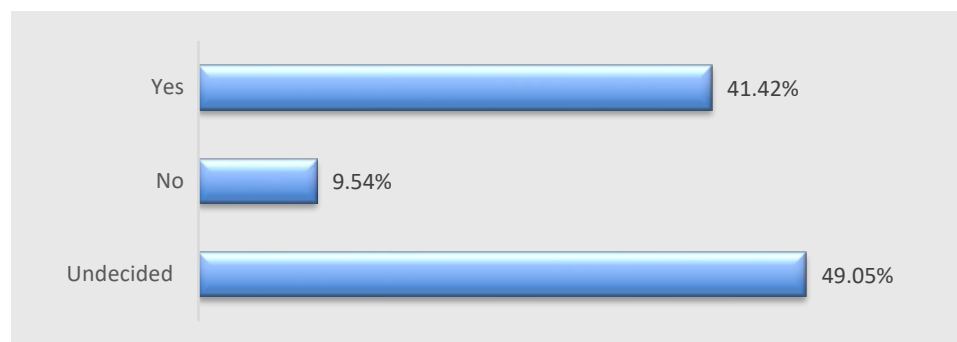
Age						
Trust in NGO Legal Services	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
Undecided	36.36%	29.79%	48.05%	29.63%	29.41%	38.03%
No	7.79%	5.32%	7.79%	7.41%	11.76%	14.08%
Yes	55.84%	64.89%	44.16%	62.96%	58.82%	47.89%

Results by Gender					Sexual Orientation	
Trust in NGO Legal Services	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Undecided	26.09%	0.00%	45.10%	100.00%	40.60%	20.29%
No	11.80%	0.00%	5.88%	0.00%	8.39%	8.70%

Yes	62.11%	100.00%	49.02%	0.00%	51.01%	71.01%
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Employment			Education			
Trust in NGO Legal Services	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Undecided	35.33%	38.00%	31.25%	42.22%	34.15%	29.07%
No	8.38%	8.50%	6.25%	8.15%	7.32%	10.47%
Yes	56.29%	53.50%	62.50%	49.63%	58.54%	60.47%

Revenue level				
Trust in NGO Legal Services	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200
Undecided	34.78%	34.48%	41.54%	33.33%
No	14.49%	6.90%	4.62%	11.11%
Yes	50.72%	58.62%	53.85%	55.56%



Would you trust Legal Clinics to provide you with legal assistance?

Tab.19. Main Indicators Summary

Trust in Legal Clinics	No. of respondents	%	Women	By ethnicity	Low Revenue Level	Problems by region	LGBT
Undecided	180	49.05%	55.39%	Ashkali 38.64%; Bosniak 77.78%; Egyptian 50.00%; Roma 18.52%; Serb 53.33%; Albanian 53.05%; Turk 0.00%	35.80%	Ferizaj 54.17%; Gjakova 72.73%; Gjilan 37.50%; Mitrovica 55.56%; Peja 75.00%; Prishtina 47.40%; Prizren 30.43%	46.38%
No	35	9.54%	6.37%	Ashkali 11.36%; Bosniak 0.00%; Egyptian 8.33%; Roma 11.11%; Serb 8.33%; Albanian 9.86%; Turk 0.00%	13.58%	Ferizaj 8.33%; Gjakova 9.09%; Gjilan 25.00%; Mitrovica 6.17%; Peja 12.50%; Prishtina 9.83%; Prizren 8.70%	5.80%

Yes	152	41.42%	38.24%	Ashkali 50.00%; Bosniak 22.22%; Egyptian 41.67%; Roma 70.37%; Serb 38.33%; Albanian 37.09%; Turk 100.00%	50.62%	Ferizaj 37.50%; Gjakova 18.18%; Gjilan 37.50%; Mitrovica 38.27%; Peja 12.50%; Prishtina 42.77%; Prizren 60.87%	47.83%
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Age						
Trust in Legal Clinics	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
Undecided	49.35%	46.81%	58.44%	51.85%	35.29%	43.66%
No	9.09%	6.38%	6.49%	18.52%	17.65%	12.68%
Yes	41.56%	46.81%	35.06%	29.63%	47.06%	43.66%
Results by Gender					Sexual Orientation	
Trust in Legal Clinics	Man	Unknown	Woman	Transgender	Heterosexual	LGBT
Undecided	40.99%	0.00%	55.39%	100.00%	49.66%	46.38%
No	13.66%	0.00%	6.37%	0.00%	10.40%	5.80%
Yes	45.34%	100.00%	38.24%	0.00%	39.93%	47.83%
Employment			Education			
Trust in Legal Clinics	Unemployed	Employed	Master or Postgraduate degree	University degree	Less than high school	High School
Undecided	44.31%	53.00%	50.00%	61.48%	37.80%	37.21%
No	7.78%	11.00%	12.50%	8.89%	9.76%	8.14%
Yes	47.90%	36.00%	37.50%	29.63%	52.44%	54.65%
Revenue level						
Trust in Legal Clinics	Over EUR 1000	Between EUR 200 and EUR 400	Between EUR 500 and EUR 1000	Below EUR 200		
Undecided	52.17%	42.53%	60.00%	35.80%		
No	17.39%	4.60%	6.15%	13.58%		
Yes	30.43%	52.87%	33.85%	50.62%		

Annex 2 - Survey Questionnaire

Community Justice Mapping Questionnaire

Age: _____ Ethnicity: _____ Sexual orientation: _____
Gender: _____ Employment Status: _____ Region: _____

1) Education level:

1. Less than high school
2. High School
3. University degree
4. Master or Postgraduate degree

2) Family revenues:

1. Below EUR 200
2. Between EUR 200 and EUR 400
3. Between 500 and 1000
4. Over EUR 1000

3) In your opinion, what is the most serious legal problem one may have?

1. Civil cases:

- a) Property dispute
- b) Inheritance
- c) Divorce
- d) Child custody
- e) Employment issues
- f) Other (please, specify)

2. Administrative cases:

- a) Pensions
- b) Social welfare
- c) Other (please, specify)

3. Criminal cases:

- a) Theft
- b) Domestic violence
- c.) Other (please, specify)

4. Misdemeanors:

- a) Accidents
- b) Public Services
- c) Other (please, specify)

Other (please, specify): _____

4) what are the problems you have encountered over the last four years?

1. Civil cases:

- a) Property dispute
- b) Inheritance
- c) Divorce
- d) Child custody
- e) Employment issues
- f) No answer
- g) Other (please, specify)

2. Administrative cases:

- a) Pensions
- b) Social welfare
- c) No answer
- d) Other (please, specify)

3. Criminal cases:

- a) Theft
- b) Domestic violence
- c) No answer
- d) Other (please, specify)

4. Misdemeanors:

- a) Accidents
- b) Public Services
- c) No answer
- d) Other (please, specify)

Other (please, specify): _____

5) Have you undertaken any action when facing a legal problem?

1. Yes
2. No
3. No answer

6) If yes, please specify what type of action (select up to three options):

1. I asked for help from a politician
2. I asked for help at the municipal offices
3. I asked for help from government institutions
4. I asked for help from friends and family
5. I went to the Police
6. I went to Court
7. I went to seek mediation from the community/religious leader
8. I consulted/engaged an attorney
9. Other (please, specify): _____

7) How satisfied were you with the information and advice received?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor unsatisfied
4. Unsatisfied
5. Very unsatisfied

8) If not, why didn't you take action to resolve your legal issue?

1. I didn't believe it would help me
2. I had no time
3. I didn't know where to look for advice
4. I didn't have enough money
5. I tried to get advice, but could not get it
6. There are no institutions/organizations that provide free legal aid in my community
7. Due to delays in case settlements

9) What do you expect to achieve (Please, select up to three options):

1. Improve relationships
2. Punish someone for wrongdoing

3. Property compensation
4. Asking forgiveness
5. Exercise rights
6. Cash compensation

10) How has the problem affected your life?

1. It hardly affected me negatively
2. Just a little
3. Moderately
4. A lot
5. Severe negative effect

11) Has your legal problem been resolved?

1. Yes, fully
2. Yes, partially
3. No, the problem is still ongoing
4. No, I have given up on continuing to take further steps:

If no, please specify why you have given up on continuing to take further steps:

- For financial reasons
- I have no time
- I lost faith
- I have not received free legal aid
- I went to mediation procedure
- I reached a settlement through traditional methods
- Other _____

12) Where can you usually get information about remedies?

1. Lawyer
2. Other people (family and friends)
3. Civil Society Organizations
4. Institutions/Courts/Free Legal Aid Agency
5. Internet
6. Radio, newspapers
7. Other, please specify: _____

13) Where would you prefer to get information about legal issues?

1. Lawyer

2. Other people (family and friends)
3. Civil Society Organizations
4. Institutions/Courts/Free Legal Aid Agency
5. Internet
6. TV, radio, newspapers
7. Other (please specify): _____

I4) How often do you use the following information sources?

TV, radio, newspapers, Internet

1. Never
2. Rarely
3. Sometimes
4. Very often
5. Always

I5) How well informed are you about the Free Legal Aid Agency?

1. Very well
2. Well
3. Moderately
4. A little
5. Very little

I6) Do you know what criteria you must meet to qualify for Free Legal Aid?

1. Yes
2. No

I7) Have you ever been a beneficiary of free legal aid from the Free Legal Aid Agency?

1. Yes
2. No

I8) If yes, how satisfied are you with the services of the Free Legal Aid Agency?

1. Very well
2. Well
3. Moderately
4. A little
5. Very little

19) Whom do you trust most to receive legal services/assistance from?

1. Attorney
2. Friends and family
3. Online sources
4. Free Legal Aid Agency
5. Civil Society Organizations
6. Online and media sources
7. Police
8. Other (please specify): _____

20) What kind of free legal aid do you need most often?

1. Legal Advice
2. Assistance in drafting complaints
3. Receipt of legal information
4. Representation
5. Other (please specify): _____

21) Would you trust Civil Society Organizations in providing legal aid?

1. Yes
2. No
3. Undecided

22) Would you trust Legal Clinics to provide you with legal assistance (Live Legal Clinics have been set up at several universities)? Through these clinics, law students can work pro bono, with the attorneys, on the cases)?

1. Yes
2. No
3. Undecided

Suggestions on how to improve legal aid and legal information:

Annex 3 - Key Informant Interviews and Focus Group Discussion

Key Interviews with Non-governmental Organizations

1. Rrona Berisha, Legal and Policy Advisor, GIZ.
2. Anton Ndrecaj, CLARD.
3. Arrita Rezniki, Researcher, KLI.
4. Dušan Radaković, Executive Director, ACDC.
5. Gresa Rrahmani, CEL
6. Amandë Toska, Administrative Officer, VoRAE.
7. Arbër Fetahu, Researcher, GLSP
8. Lum Beqiraj, UNDP
9. Ilir Vitija, Program Assistant, YIHR
10. Valon Ismajli, Qendra Kosovare për Vetë-përkrahje (Kosovo Center for Self-Help)

Key Interviews with Officers of Free Legal Aid Agency Regional Offices

1. Donika Nura, FLAA Legal Officer, Skenderaj Regional Office.
2. Sadullah Salihu, FLAA Legal Officer, Gjilan Regional Office.
3. Yllka Bajrami Llallosi, FLAA Legal Officer, Prishtina Regional Office.
4. Fjorda Mujollar, FLAA Legal Officer, Prizren Regional Office.

Focus Groups Discussions

- I. Focus Group 1 with FLAA Legal Officers:
 1. Hajrije Kutllovci – FLAA Legal Officer, Mitrovica Regional Office.
 2. Rasim Imeri – FLAA Legal Officer, Mitrovica Regional Office.
 3. Valentina Bejtullahu – FLAA Legal Officer, Podujeva Regional Office.
 4. Nora Dobruna – FLAA Legal Officer, Gjakova Regional Office.
- II. Focus Group 2 with FLAA Legal Officers:
 1. Islam Krasniqi – FLAA Legal Officer.
 2. Yllka Bajrami Llallosi - FLAA Legal Officer, Prishtina Regional Office.
 3. Sokol Haziri – FLAA Legal Officer.
 4. Besnik Gashi – FLAA Legal Officer.

