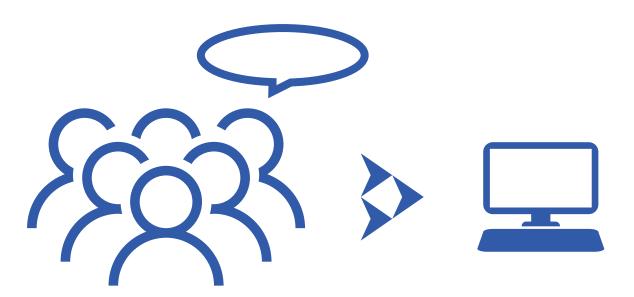# The Western Balkans in times of pandemic – public opinion survey

The Western Balkans in times of pandemic – public opinion survey

In the autumn of 2020, the European Fund for the Balkans (EFB) commissioned Ipsos Strategic Marketing to conduct a survey among residents in all six Western Balkan countries (Albania, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia and Serbia) on a number of topics, ranging from EU integration, elections, civic engagement and conspiracy theories, to internet usage.

The opinion poll was conducted on a nationally representative sample consisting of a minimum of 1000 respondents aged 18+, by means of telephone and online interviews, by the following ratio: Albania (phone + online, 90:10), Bosnia and Herzegovina (phone + online, 80:20), Kosovo (phone, 100), Montenegro (phone + online, 90:10), North Macedonia (phone + online, 90:10), and Serbia (phone + online, 80:20). Results are presented as percentages and are subject to the following possibility of statistical error: Albania ±3.39%, Bosnia and Herzegovina ±3.39 %, Kosovo ±3.32%, Montenegro ±3.36%, North Macedonia ±3.34 %, and Serbia ±3.38%.

In the interest of promoting independent research, knowledge-sharing and a better understanding of public opinion in the region, EFB has decided to share the complete results of the survey with the public, so as to encourage researchers, civil society and governments to use the data. Perhaps this can lead to improved policy making and understanding of the public mood in these difficult times.

Unfortunately, there is a shortage of public opinion surveys that encompass the entire Western Balkans and allow for comparisons between countries in the region. With this in mind, the results about the EU integration, elections, civic engagement and conspiracy theories were analysed by EFB's BiEPAG members who produced policy briefs and blog posts on their assessment of the data's implications. BiEPAG experts include renowned researchers on the Western Balkans, specialised in examining policy trends across the WB6, drawing conclusions with implications for the whole region and its neighborhood. We invite you to read their observations here.

The research on internet usage was a result of joint effort of the German Eastern Business Association and partner companies Deutsche Telekom, Nokia, Atene KOM, SAP and Klett, a consortium of companies operating in the Western Balkans, in attempt to continue and stimulate a multi-stakeholder dialog on digital transformation in the focus economies of the "Berlin process" We invite you to read the findings of the study at www.digital-wb.eu.

Disclaimer

You are welcome to quote and use this data in your own published work on the condition that you cite EFB as commissioner of the survey, and provide a link to the survey on the EFB website.

CONTENTS

HOW TO READ TABLES

Education-the last finished school:

	Total	Gender		Type	
		Male	Female	Urban	Other
N	1198	599	599	704	494
sig		0.00		0.00	
No formal education	1.8	2	2	1	2
1 to 7 grades of primary school	5.1	4	6	3	8
Primary school (completed, 8 grades)	19.4	17	22	14	27
One-two year vocational school	1.3	1	2	1	1
Three year vocational school	11.8	15	9	10	14
Four year vocational school	40.4	41	39	44	35
High school	4.6	4	6	6	3
College, first degree of university	6.3	8	5	7	5
Faculty, academy	8.8	8	10	12	4
Master's degree	0.3	0	0	1	
Doctorate	0.2	0		0	0
Total	100%				

- Title explains the variable whose relative frequencies are given in the table.

- Total in the first column shows percentages for each category of the tabulated.

- Each next column represents percentages of the given variable within some subpopulation.

- Row marked with **N** denotes size of the base, i.e., the size of (sub) sample on which the percentages are calculated.

- Row marked with **sig**, represents significance of Hi-square statistics of the observed variable and variable from columns, if hi-square is significant, significance is written in white letters.

- The last row in the table **100%** indicates that all values in columns are added up to 100, that is, that column percentages are given.

Above average			Average	Below average		
0.01	0.05	0.10		0.10	0.05	0.01

Cells of the table are colored in blue, or red, if values they contain are considerably above or below the average. Three shades of blue or red color are used for three degrees of significance, the lightest shades for deviations significant on the level 0.10, medium shades for the level 0.05 and the darkest shades of blue and red for the level 0.01.

Example of interpretation of data from the above table (structure of education):

- Significance of hi-square (significance of both hi-squares of statistics is lesser than 0.01) tells us that distribution of education by gender/ type of settlement differs significantly.

- Glimpse at the cells of the table shows that there are significantly more males with three year vocational school on the level of significance 0.05 (total number of respondents in the sample with this type of education is 11.8%, and among males 15%). Similarly, there are significantly less females with this type of education (on the level 0.05) 9%.

- There are significantly more respondents with faculty, academy (level 0.01) in urban settlements compared to entire population (12%), and significantly less in other types of settlements (the same level of significance 0.01) that is, 4%.

Please assess general situation in the country on the scale 1 to 5

	Total	Gender	
		Male	Female
N	1013	500	513
sig		0.13	
Grade 1	23.1	23	23
Grade 2	35.3	37	34
Sum -	58.4	59	57
Grade 3	35.1	35	36
Sum +	4.9	5	4
Grade 4	3.9	4	4
Grade 5	1.0	1	1
Refusal	0.5	1	0
Doesn't know	1.0	0	2
Total		100%	
Mean	2.23	2.24	2.23

- If tabulated variables represent the respondent's assessment on some scale 3 more rows are added.
- Row marked with **Sum -** represents the sum of percentages on negative.
- Row marked with **Sum +** represents the sum of percentages on positive grades.
- Rows below grades contain other non-specific answers of the respondents.
- Row marked with **Mean** represents arithmetic mean of the given grades.

Which brands do you know?

	Total	Type	
		Urban	Other
N	502	302	200
Brand C	97.8	98	98
Brand A	93.2	95	91
Brand D	39.1	41	36
Brand B	22.3	26	17
Brand E	22.1	19	27
Other	20.9	26	14
I don't know any	0.2	0	

- In case of multiple response (the respondent can give several valid answers, modalities) data in cells represent a percentage of (sub) population which mentions, that is, answers positively to given modality.
- Please note that row **100%** is missing – that is because percentages do not add up to 100%.

RESULTS

EU INTEGRATION PROCESS, ELECTIONS

Are you in favor of your country joining the European Union?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	82.5	91.1	81.4	94.9	83.2	80.1	64.1
No	13.0	7.9	11.6	3.8	12.2	15.5	27.3
I do not know	4.4	1.0	7.0	1.3	4.6	4.4	8.6
Total		100%					

Do you think EU accession will happen over next 5/10/20 years or never?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
5 years	32.7	30.6	17.4	48.5	52.4	24.9	21.8
10 years	25.1	23.8	27.0	25.0	25.0	21.1	28.4
20 years	11.9	15.9	16.8	8.6	5.9	14.8	9.6
Never	20.8	20.9	28.1	8.0	9.8	25.7	32.7
Don't know/Refuse to answer	9.5	8.9	10.7	9.4	6.9	13.5	7.6
Total		100%					

How satisfied are you with your countries' progress in EU integration process?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
Very dissatisfied	26.7	33.9	37.6	18.6	22.5	28.6	19.7
Mostly dissatisfied	25.3	23.6	37.2	21.4	26.5	18.3	25.3
Sum - (dissatisfied)	52.1	57.5	74.8	40.0	49.0	46.9	44.9
Sum + (satisfied)	41.7	34.8	17.4	55.3	46.5	49.4	46.0
Mostly satisfied	33.7	25.6	13.9	49.4	38.3	40.0	34.4
Very satisfied	8.0	9.2	3.6	6.0	8.2	9.5	11.7
Don't know/Refuse to answer	6.2	7.7	7.7	4.6	4.5	3.7	9.0
Total	100%						
Mean	2.2	2.1	1.8	2.4	2.3	2.3	2.4

Please elaborate reasons for dissatisfaction?

Multiple answers; Base: Those who are dissatisfied with their countries' progress in EU integration process (52% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	3185	578	751	419	500	483	453
N unw	3234	573	759	443	525	481	453
Poor situation in institutions/ poor situation in the state/ inadequate laws/ corruption	12.7	10.7	11.6	9.0	17.8	13.5	13.8
The authorities are not genuinely working on integration/ unclear orientation/ inadequate policy	11.7	6.2	7.0	24.4	9.9	13.7	14.5
Sluggishness/ slow progressing/ slow opening of chapters	10.1	4.8	9.8	10.0	17.7	2.3	17.6
Unemployment/ small salaries and pensions/ low living standard	8.6	3.1	7.5	6.5	17.3	9.6	8.6
The criteria are not met/ no progress/ no reforms	4.5	0.4	10.0	1.0	11.5	0.8	
Too many conditions imposed by the EU/ blackmailing/ the EU doesn't want us	4.4	1.1	0.3	6.5	0.9	9.4	11.7
Politicians (ignorance, incapability, greed)/ bad authorities/ bad political situation	2.6		11.1				
Politicians are disunited/ no agreement (the ruling system, 3 presidents)	2.5		10.8				
I don't support EU integration/ things won't get any better/ we have no need for EU integration	2.5	0.4	0.4	1.6	2.3	3.4	8.5
Poor economy (ruined factories, privatization)	2.0	0.9	2.4	2.2	3.5	3.0	
Conditions imposed by neighboring countries for join the EU	1.4					9.0	
Widespread crime in the country	1.3	0.1	0.7	0.6	5.6	0.9	
Wrong politicans / Government	0.7			5.7			
Lack of organization/ instability/ no order/ no commitment	0.6		2.7				
Young people are leaving the country	0.6		2.5				
Rule of law	0.6			4.3			
Visa Liberalization	0.4			3.4			
Nationalism	0.4		1.5				
Informing/ the situation in the media	0.3				0.1		2.0
Settling the Kosovo issue	0.3						2.0
Other	3.9	1.4	4.9	3.9	6.8	1.6	5.0
Don't know	20.7	38.2	16.6	12.8	9.9	26.7	17.8
Refuse to answer	12.6	33.8	6.4	13.7	4.3	11.0	5.5

How would you assess EU's role in your countries' economic reforms?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
Very negative	9.8	17.7	10.3	3.7	8.1	10.6	9.0
Mostly negative	11.5	13.7	15.6	8.4	8.3	11.4	12.0
Sum - (negative)	21.4	31.4	25.9	12.2	16.4	22.0	21.0
Neutral	30.8	28.6	32.3	30.9	29.9	30.1	33.0
Sum + (positive)	40.3	29.5	31.1	53.9	47.8	41.0	37.6
Mostly positive	31.7	21.4	25.4	47.8	36.7	28.5	30.0
Very positive	8.5	8.2	5.8	6.0	11.1	12.4	7.6
Don't know/Refuse to answer	7.5	10.5	10.7	3.1	5.9	6.9	8.4
Total	100%						
Mean	3.2	2.9	3.0	3.5	3.4	3.2	3.2

How would you assess EU's role in your countries' democratization processes?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
Very negative	10.4	13.0	11.9	3.6	7.9	11.9	14.5
Mostly negative	12.4	10.3	14.8	7.9	10.9	12.1	18.7
Sum - (negative)	22.8	23.3	26.7	11.5	18.8	24.0	33.1
Neutral	30.4	34.7	30.4	30.7	27.4	29.9	29.3
Sum + (positive)	39.7	31.2	31.6	54.2	49.1	40.4	30.7
Mostly positive	30.3	23.4	24.5	46.3	36.7	27.5	22.7
Very positive	9.4	7.8	7.1	8.0	12.4	12.9	8.0
Don't know/Refuse to answer	7.1	10.7	11.4	3.5	4.7	5.7	6.9
Total	100%						
Mean	3.2	3.0	3.0	3.5	3.4	3.2	2.9

How do you inform yourself of political developments in your country?

Multiple answers; Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
Other mainstream televisions	50.8	70.4	36.4	73.8	54.5	25.2	44.1
Public media broadcaster	45.6	10.3	56.1	49.5	34.4	67.3	55.7
Social networks	35.2	33.8	30.7	51.6	28.7	39.5	26.3
Internet newspapers - informative portals and informative media web pages	29.9	5.4	37.2	28.5	43.6	24.4	40.1
Newspapers	11.3	18.2	11.5	4.6	12.8	3.8	17.6
Radio	3.1	0.8	6.2	1.4	3.5	2.0	4.6
Other	1.0	0.1	1.2	0.5	1.5	1.1	1.5
I do not follow political developments in my country	5.7	3.3	7.8	9.8	2.9	5.7	4.3
Don't know/Refuse to answer	0.5	0.5	0.5	0.4	0.8	0.4	0.2

What media do you trust the most when it come to political developments in your country?

Multiple answers; Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
Other mainstream televisions	42.0	65.7	24.3	66.5	45.8	15.8	33.4
Public media broadcaster	32.8	6.5	36.3	42.1	24.1	52.4	34.7
Social networks	16.9	22.5	8.9	36.1	7.1	15.7	10.5
Internet newspapers - informative portals and informative media web pages	15.0	2.1	18.1	25.6	16.8	12.0	15.2
Newspapers	7.6	14.1	5.6	4.3	10.2	2.9	9.1
Radio	1.8	0.4	4.8	1.1	1.2	1.8	1.9
Other	1.1	0.1	2.1	0.1	1.3	2.0	1.0
Do not trust any media	5.3	0.6	10.1	1.5	5.9	5.1	8.6
I do not follow political developments in my country	5.8	3.5	7.5	10.1	2.0	7.4	4.4
Don't know/Refuse to answer	6.9	3.6	10.5	1.1	6.7	9.2	10.6

Have you ever considered news published in the press to be fake news?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Regularly	28.5	37.6	31.4	23.1	25.6	15.7	37.9
Occasionally	51.1	34.7	57.4	50.3	56.8	56.5	50.5
Once	6.4	13.0	1.5	14.7	2.4	4.8	2.0
Not once	8.5	12.4	4.0	6.2	8.7	15.0	4.9
Don't know/Refuse to answer	5.5	2.3	5.8	5.6	6.5	8.0	4.7
Total		100%					

Do you believe that the government can be changed through elections?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	51.1	37.9	43.2	56.0	80.1	45.7	43.1
Maybe	26.2	29.8	27.8	35.1	12.8	30.4	21.1
No	19.4	28.2	26.8	7.6	4.5	17.5	32.4
Don't know/Refuse to answer	3.3	4.0	2.1	1.3	2.5	6.4	3.5
Total		100%					

What do you consider to be the most significant obstacle to fair and democratic elections?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig				0.00			
Pressure on voters (e.g. vote buying, electoral fraud, promising employment in exchange for votes)	35.5	20.5	40.3	42.1	43.0	39.6	27.2
Bad electoral laws	10.9	14.5	12.7	8.1	9.8	12.4	7.8
Political pressure and influences on institutions controlling the regularity of elections (e.g. electoral committees)	10.3	8.0	12.0	11.0	9.4	12.1	9.4
Misuse of public resources (e.g. using public office and funds for campaigning)	9.0	11.5	9.5	8.8	9.2	5.1	10.2
Outdated and otherwise flawed electoral register	8.9	13.6	8.0	6.2	10.0	10.4	5.2
Privileged access to media for ruling parties (e.g.: ruling parties receiving more air time, opposition rarely in prime time in mainstream media)	5.9	6.4	3.5	2.8	2.8	5.0	15.1
Foreign factors / influence of foreign forces	0.4				0.7	0.4	1.1
All obstacles listed	1.7	1.4	3.2	0.2	2.5	2.1	1.0
Other	1.9	0.6	2.3	1.9	1.9	1.0	3.7
No obstacles / elections are fair	1.2	0.1	0.1	1.8	1.9	0.4	2.7
Don't know/Refuse to answer	14.4	23.4	8.5	17.3	8.8	11.5	16.8
Total				100%			

How well-organized is the political opposition in your country?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Completely disorganized	22.3	25.7	20.6	13.4	13.5	18.2	42.8
Poorly organized	25.5	22.5	38.9	11.7	22.6	27.7	30.0
Moderately organized	23.0	21.5	22.3	19.4	34.6	29.5	10.6
Well organized	15.6	12.1	6.3	33.9	19.6	12.6	8.6
Don't know/Refuse to answer	13.6	18.2	11.9	21.6	9.7	11.9	8.0
Not well organized (1+2+3)	70.8	69.7	81.8	44.5	70.7	75.5	83.5
Well organized	15.6	12.1	6.3	33.9	19.6	12.6	8.6
Total		100%					
Mean	2.4	2.2	2.2	2.9	2.7	2.4	1.8

Please explain what deficiencies do you observe in oppositional work?

Multiple answers; Base: Those who do not think that the political opposition in their country is well organized (71% of target population)

	Total	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	4329	700	821	466	721	777	843
N unw	4425	730	823	465	730	806	871
They are not united/ they keep quarreling	13.2	2.1	10.5	21.7	21.5	6.5	19.4
They only mind their own interests/ all they want is power	5.8	0.4	7.7	8.5	8.1	2.5	8.0
They have no program/ no new ideas/ they don't know what they want/ they have no infrastructure	5.5	2.6	3.9	2.6	2.4	9.3	10.4
Unserious/ inactive/ inconsistent/ they have already been in power and they haven't done anything	5.3	1.3	7.4	0.1	6.0	4.8	9.2
They have no leader/ inadequate personnel/ no new people	5.1	7.8	2.3	0.3	3.1	8.7	6.9
Incorrect/ they lie to citizens/ aggressive/ corrupt	5.0	2.3	4.2	6.7	1.7	6.9	8.1
Poor, inadequate organization	3.7	2.4	2.9	2.6	4.0	2.8	7.0
Lots of shortcomings/ inadequate approach/ inadequate performance/ they have no understanding for citizens' problems/ they are not skilled in politics	3.7	2.5	7.0	4.8	6.8	1.6	
There is no true opposition/ the opposition is very weak	3.2	1.7	4.0	3.9	0.1	4.8	4.4
To start settling economic issues/ no suggestions for better state operating	1.5		3.2	0.3	3.4	1.4	
They don't cooperate/ they don't give the government a chance/ they didn't run in the elections	1.1	0.6	0.3	2.2		1.9	1.6
They don't fulfil their promises/ there is no difference bet	0.6		3.0				
Great program differences	0.5			1.8	2.0		
Under the influence of foreign interests/ not loyal to Montenegro	0.5				3.1		
They collaborate with the authorities/ they are paid by the authorities	0.5	0.3	0.6			0.4	1.3
They are same, nothing different from those in position / they didn't do anthing when they where in position	0.4			3.8			
They can't promote themselves/ they can't access the media	0.4		0.9			0.2	1.0
Nationalism	0.3		0.1		1.5	0.4	
They don't support the change of the electoral law/ fair elections	0.2		0.9				
The church interferes in politics	0.1				0.8		
Just electoral campaign	0.1			0.9			
Other	4.8	1.8	4.8	4.3	9.7	3.9	4.4
Don't know	30.3	36.8	31.4	21.3	25.8	36.6	26.6
Refuse to answer	13.7	38.1	10.4	18.3	4.5	12.8	2.7

Did you regularly participate in the elections?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	79.6	69.2	83.9	81.5	84.9	79.1	79.0
No	19.2	27.4	15.0	18.3	14.4	20.5	19.8
Don't know/Refuse to answer	1.2	3.5	1.2	0.2	0.6	0.4	1.2
Total		100%					

What is the reason for your abstention?

Base: Those who didn't participate in elections regularly (19% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	1174	275	150	191	147	211	200
N unw	1136	271	136	180	147	213	189
sig		0.00					
Lack of interest in political processes	21.1	34.3	17.8	23.5	20.0	14.9	10.3
I have no one to vote for	20.4	17.6	15.6	14.9	20.8	30.0	22.8
Election irregularity/ Belief that the election result is decided in advance	19.6	24.7	32.6	11.6	7.7	15.5	23.7
I cannot make a change	13.4	5.4	16.7	7.3	16.9	19.1	19.5
Other	15.8	3.8	15.6	22.5	27.3	11.6	22.0
Don't know/Refuse to answer	9.6	14.1	1.8	20.1	7.3	8.9	1.8
Total		100%					

Have you ever experienced any of the following pressures before or during elections?

Multiple answers; Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
Promise of a job for you / threat of the loss of your job	8.9	18.2	5.9	7.8	8.1	9.4	4.1
Money for the vote	7.8	15.3	12.7	1.9	7.8	3.0	6.2
Promise of a job / threat of the loss of job for somebody else	6.2	8.0	5.4	5.0	5.5	6.8	6.6
Other benefit (public utility, social welfare and other personal rewards)	3.3	3.7	3.6	3.8	2.0	2.9	3.6
All listed pressures	0.2	1.0					
Other	1.2	0.2	0.6	0.8	1.6	0.8	3.5
None	73.8	47.6	77.0	82.2	78.3	78.2	78.9
Don't know/Refuse to answer	3.1	9.4	1.4	2.8	1.6	2.0	1.5

Which mechanisms of pressure on voters do you consider to be the most common?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Politicised employment (promise of a job / threat of the loss of job)	47.6	25.6	43.3	57.1	52.1	55.0	51.6
Allocation of social welfare and non-transparent allocation of one-off subsidies	16.1	21.6	22.3	5.4	18.9	12.4	16.3
Electoral engineering	9.5	10.8	15.5	8.7	5.0	12.4	4.8
All listed mechanisms	0.8	0.6	1.2		1.6	1.3	
Other	2.1	0.1	1.8	2.3	3.0	0.9	4.1
None	13.0	22.6	7.2	19.4	9.3	8.4	10.8
Don't know/Refuse to answer	11.1	18.7	8.6	7.1	10.2	9.6	12.3
Total		100%					

Do you support election boycotts as means of political struggle against irregular elections?

Base: Total target population – without Bosnia and Herzegovina, and Kosovo (66% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	4064	1005	0	0	1019	1030	1010
N unw	4064	1005	0	0	1019	1030	1010
sig		0.00					
Yes	34.4	32.2			31.3	47.8	25.8
No	56.2	51.1			62.0	46.0	65.6
Don't know/Refuse to answer	9.5	16.7			6.6	6.1	8.6
Total		100%					

Are you informed about whether the diaspora are able to vote?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	61.7	37.6	79.7	63.1	62.2	52.7	74.9
No	27.8	44.5	18.5	29.6	26.6	35.6	11.7
Don't know/Refuse to answer	10.5	18.0	1.8	7.3	11.2	11.7	13.4
Total		100%					

Are you informed in which manner the diaspora are able to vote?

Base: Those who are informed that the diaspora are able to vote (62% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	3773	378	801	661	634	543	757
N unw	3892	398	812	680	661	548	793
sig		0.00					
Yes	66.8	57.6	73.1	75.8	69.7	51.7	65.2
No	27.8	32.2	21.8	22.3	25.0	43.2	28.3
Don't know/Refuse to answer	5.4	10.1	5.1	1.9	5.4	5.1	6.5
Total		100%					

Only a very small portion of out-of-country voters make use of their right to vote. If the diaspora would vote in greater numbers, would that significantly affect the election results?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	59.6	53.1	58.5	62.8	74.9	58.0	50.1
No	28.2	29.7	30.9	25.2	15.7	30.1	37.6
Don't know/Refuse to answer	12.3	17.2	10.7	12.1	9.4	11.9	12.3
Total		100%					

In which way would it affect the outcome?

Base: Those who consider that diaspora voting in greater numbers would significantly affect the election results (60% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	3644	533	587	657	763	597	506
N unw	3608	552	590	679	758	548	481
sig		0.00					
Change of the ruling party or coalition	45.2	54.7	52.6	58.6	18.3	54.1	39.4
Stronger support for the ruling party or coalition	34.0	27.9	23.9	27.7	54.8	25.9	38.6
Don't know/Refuse to answer	20.7	17.4	23.4	13.6	26.8	20.0	22.0
Total		100%					

Do you consider the diaspora vote in your country to be well-regulated?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	24.4	41.4	12.2	27.8	21.0	20.8	23.5
No	47.0	34.3	64.6	36.4	54.5	50.1	42.2
Don't know/Refuse to answer	28.6	24.3	23.2	35.8	24.5	29.1	34.3
Total		100%					

Please state why do you think that the diaspora vote is well-regulated?

Multiple answers; Base: Those who consider that diaspora voting in their country is well-regulated (24% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	1493	416	122	291	214	214	237
N unw	1490	426	128	301	189	202	244
They have the right to vote	13.0	0.4	8.3	35.8	17.7	9.7	8.1
I haven't heard of any irregularities/ I trust the state	7.6		11.0	10.5	11.0	6.4	13.3
Better control	3.4	0.2	3.8	0.7	4.1	2.5	12.1
Confidence in diaspora	3.2	5.0	3.3	5.3	2.0	0.3	0.9
The ruling parties benefit from diaspora votes	2.7		1.8	1.0	8.1	6.4	1.8
Better organization of voting	2.3	1.5	3.5	0.7	2.2	3.5	4.4
Because of the law/ everything is regulated by the law	2.3		2.6	2.9	1.7	4.9	3.5
They come to the country to vote/ love for their country	1.7	1.2		1.5	7.3		
Because they vote by mail	1.3			6.9			
Application is through the embassy	1.0	0.2	2.2	1.2		0.2	3.1
Diaspora members should not have the right to vote	0.8		0.3	1.8	2.4	0.5	
Voting online	0.4			2.1			
Other	3.2	1.3	3.7	3.4	4.1	5.7	2.7
Don't know	42.7	48.1	54.9	23.4	37.5	51.3	47.8
Refuse to answer	15.6	42.1	4.6	5.5	2.0	10.9	3.6

Please state which conditions should be met in order for the diaspora vote to be improved?

Multiple answers; Base: Those who consider that diaspora voting in their country is not well-regulated (47% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2874	345	649	381	556	517	426
N unw	2917	333	649	385	600	535	415
They shouldn't vote/ they should be deprived of their right	7.7	0.5	7.8	4.1	19.7	5.7	3.6
Better control	5.9		11.6	9.2	5.2	1.2	5.8
Better organization	4.8	0.3	3.2	9.3	2.7	4.6	9.7
E-voting	4.7	5.2	6.3	6.9	0.1	6.6	3.8
More information/ inform and make diaspora interested	4.2	0.9	2.3	2.1	4.0	3.2	13.2
They should be enabled to vote/ provided the conditions	3.5	3.5	1.4	1.6	9.3	4.0	
Updating electoral rolls	2.8	0.7	4.4		4.1	2.9	3.0
Change of the Law on Elections/ to be clarified who diaspora members are	2.7	0.1	2.1		9.8	1.5	
To come here and vote live	2.5		5.8	4.2	2.4		1.1
Orderly polling places/ larger number of polling places	2.4		2.2	0.5	0.1	5.4	6.0
Enabling fair elections/ doing everything by the law	2.4		0.8	2.9	5.3	2.7	2.2
Enable voting at the embassy/ their country of residence	2.1	0.7	1.6	2.5	5.2	1.5	
Transparency	1.9	1.0	2.6	0.8	1.2	2.4	2.8
Prevent political embezzlement and corruption	0.5		2.0				
Their votes are being manipulated on their way here	0.4			3.0			
Other	2.7	1.8	2.7	2.2	1.3	3.5	4.8
Don't know	42.1	46.8	44.0	35.1	32.1	46.2	49.4
Refuse to answer	10.7	38.4	3.6	18.6	2.1	11.5	2.5

CIVIC INITIATIVES

Are you voluntarily engaged in your local community (e.g. organizing activities for local groups (youth, elderly etc.), taking care of community spaces (parks, buildings etc.), organizing cultural events, caring for elderly, working in local food kitchen)?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	19.8	25.5	25.8	12.5	21.2	15.8	18.0
No	75.6	59.8	72.7	80.9	77.9	80.9	80.6
Don't know/Refuse to answer	4.7	14.7	1.5	6.5	0.8	3.3	1.3
Total		100%					

Is this voluntary engagement regularly, spontaneous, or ad-hoc?

Base: Those who are voluntary engaged in their local community (20% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	1208	257	259	131	216	163	182
N unw	1274	286	261	147	222	169	189
sig		0.01					
Regularly	40.5	38.5	41.5	26.2	47.7	42.0	42.3
Spontaneous	38.0	44.1	32.9	52.6	32.7	36.0	34.5
Ad-hoc	19.8	14.3	24.7	21.0	18.4	20.3	20.9
Don't know/Refuse to answer	1.7	3.1	0.9	0.3	1.2	1.7	2.4
Total		100%					

Why not?

Multiple answers; Base: Those who are not voluntary engaged in their local community (76% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	4620	601	730	847	794	834	814
N unw	4550	569	731	826	789	833	802
Not enough time	46.1	37.2	47.6	49.1	47.5	46.1	46.8
Not interested	32.6	34.1	24.7	61.4	24.5	28.1	21.3
No opportunity for engagement	19.2	14.3	18.3	30.7	13.2	20.8	15.9
Lack of financial resources	13.4	13.9	7.9	23.1	8.3	17.0	8.9
I do not think that it makes sense/has any impact	7.0	4.2	9.6	4.7	5.4	5.3	12.5
Illness / old age	3.1	0.4	4.3	1.3	4.9	2.5	4.8
Nobody called me / I don't have information about it / we don't have it	2.0		1.8	0.3	5.7	1.1	2.5
It would have negative consequences for me or my family	1.4	2.8	0.9	0.2	0.9	1.7	2.3
Other	2.4		2.9	4.0	3.0	0.5	3.4
Don't know/Refuse to answer	3.4	8.3	2.9	1.9	2.5	3.0	2.9

What are the ways you are engaged and active within your local community?

Multiple answers; Base: Those who are voluntary engaged in their local community (20% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	1208	257	259	131	216	163	182
N unw	1274	286	261	147	222	169	189
Community beautification	26.9	8.8	38.7	22.1	33.5	18.8	38.2
Youth work	25.5	17.2	30.3	38.4	30.4	20.2	19.7
Donations to local organisations/groups	22.6	41.7	22.1	20.0	10.7	18.5	16.2
Cultural/artistic activities	16.0	8.9	21.0	17.6	17.5	15.0	16.5
Education	13.1	12.9	15.3	21.1	8.6	11.6	11.5
Work with people with special needs	12.6	8.3	14.5	13.0	16.9	10.6	12.6
Work with spiritual/faith communities	9.1	7.7	13.1	7.5	12.3	6.9	4.5
Work with marginalised groups	7.1	1.2	12.0	2.8	10.2	9.9	5.4
Other	6.5	0.7	5.0	13.0	5.7	6.0	13.6
Don't know/Refuse to answer	7.7	10.7	4.8	4.1	6.3	9.8	10.0

Do you think that your local community encourages people to engage in volunteer activities, organize events for the community or participate in such events?

Base: Total target population

	Total	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
				Country			
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	32.4	22.0	34.9	31.9	40.7	30.6	34.5
No	52.1	51.5	53.2	49.0	49.0	56.1	54.1
Don't know/Refuse to answer	15.4	26.5	11.9	19.1	10.3	13.3	11.4
Total		100%					

Do you know who to contact in your local community if you would like to seek local support/funding?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	35.4	26.7	36.4	29.9	39.8	38.0	41.6
No	55.2	52.2	55.9	57.9	55.5	57.2	52.4
Don't know/Refuse to answer	9.4	21.2	7.7	12.2	4.7	4.8	6.0
Total		100%					

Have you ever interacted with any of these institutions/persons?

Base: Those who know who to contact in their local community in case they would like to seek local support or funding (35% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2163	268	365	313	405	391	420
N unw	2260	286	391	348	408	406	421
sig		0.00					
Yes	47.9	42.8	54.9	34.9	49.8	43.5	56.9
No	51.0	51.0	45.0	64.2	50.2	56.1	42.3
Don't know/Refuse to answer	1.1	6.2	0.1	0.8		0.4	0.7
Total		100%					

Which public institutions have you interacted with?

Multiple answers; Base: Those who have interacted with institutions or persons from their local community for local support or funding (17% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	1036	115	201	110	202	170	239
N unw	1125	129	215	131	220	181	249
Municipal governments	65.8	65.2	67.3	58.7	60.7	73.4	66.8
Civil society organisations	24.3	16.0	30.4	25.7	31.0	16.3	22.6
Schools	21.0	18.5	24.2	37.7	23.2	15.8	13.5
Youth councils	13.2	11.4	12.7	33.2	10.6	8.3	11.0
Other	7.4		2.7	5.7	14.0	2.3	13.9
Don't know/Refuse to answer	3.8	3.9	5.4	0.6	4.7	4.1	2.8

Were these interactions helpful? - Total

	N	Yes	No	Don't know	Total
Municipal governments	681	68.8	30.0	1.1	
Schools	217	83.4	16.0	0.6	
Youth councils	137	85.1	13.2	1.7	100%
Civil society organisations	252	75.4	23.2	1.4	
Other	77	75.6	24.4		

Were these interactions helpful? - Albania

	N	Yes	No	Don't know	Total
Municipal governments	75	74.5	25.5		
Schools	21	63.6	36.4		100%
Youth councils	13	71.9	14.0	14.1	
Civil society organisations	18	62.9	37.1		

Were these interactions helpful? - Bosnia and Herzegovina

	N	Yes	No	Don't know	Total
Municipal governments	135	64.2	35.4	0.3	
Schools	49	82.3	16.8	0.9	
Youth councils	25	89.6	8.6	1.8	100%
Civil society organisations	61	74.4	22.0	3.6	
Other	5	82.3	17.7		

Were these interactions helpful? - Kosovo

	N	Yes	No	Total
Municipal governments	64	89.2	10.8	
Schools	41	89.2	10.8	
Youth councils	36	98.0	2.0	100%
Civil society organisations	28	98.1	1.9	
Other	6	100.0		

Were these interactions helpful? - Montenegro

	N	Yes	No	Don't know	Total
Municipal governments	123	68.3	29.9	1.8	
Schools	47	79.7	20.3		
Youth councils	21	73.1	26.9		100%
Civil society organisations	63	71.6	27.1	1.3	
Other	28	81.1	18.9		

Were these interactions helpful? - North Macedonia

	N	Yes	No	Don't know	Total
Municipal governments	125	62.4	36.7	1.0	
Schools	27	92.5	7.5		
Youth councils	14	92.1	7.9		100%
Civil society organisations	28	79.4	20.6		
Other	4	62.9	37.1		

Were these interactions helpful? - Serbia

	N	Yes	No	Don't know	Total
Municipal governments	159	67.2	30.3	2.5	
Schools	32	88.5	9.1	2.3	
Youth councils	26	75.5	24.5		100%
Civil society organisations	54	71.4	27.6	1.0	
Other	33	66.8	33.2		

Were these interactions helpful? - Municipal governments

Base: Those who have interacted with municipal governments for local support or funding (11% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	681	75	135	64	123	125	159
N unw	735	84	145	75	134	132	165
sig		0.07					
Yes	68.8	74.5	64.2	89.2	68.3	62.4	67.2
No	30.0	25.5	35.4	10.8	29.9	36.7	30.3
Don't know	1.1		0.3		1.8	1.0	2.5
Total		100%					

Were these interactions helpful? - Schools

Base: Those who have interacted with schools for local support or funding (4% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	217	21	49	41	47	27	32
N unw	255	28	54	44	59	31	39
sig		0.95					
Yes	83.4	63.6	82.3	89.2	79.7	92.5	88.5
No	16.0	36.4	16.8	10.8	20.3	7.5	9.1
Don't know	0.6		0.9				2.3
Total	100%						

Were these interactions helpful? - Youth councils

Base: Those who have interacted with youth councils for local support or funding (2% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	137	13	25	36	21	14	26
N unw	161	17	26	46	23	17	32
sig	1.00						
Yes	85.1	71.9	89.6	98.0	73.1	92.1	75.5
No	13.2	14.0	8.6	2.0	26.9	7.9	24.5
Don't know	1.7	14.1	1.8				
Total	100%						

Were these interactions helpful? - Civil society organisations

Base: Those who have interacted with civil society organisations for local support or funding (4% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	252	18	61	28	63	28	54
N unw	278	21	64	35	61	40	57
sig		0.52					
Yes	75.4	62.9	74.4	98.1	71.6	79.4	71.4
No	23.2	37.1	22.0	1.9	27.1	20.6	27.6
Don't know	1.4		3.6		1.3		1.0
Total		100%					

Were these interactions helpful? - Other

Base: Those who have interacted with other institutions for local support or funding (1% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	77	0	5	6	28	4	33
N unw	88	0	7	6	33	5	37
sig		0.87					
Yes	75.6		82.3	100.0	81.1	62.9	66.8
No	24.4		17.7		18.9	37.1	33.2
Total		100%					

What kind of support did you receive from these institutions? - Total

	N	Information or advice	In-kind contribution (e.g. event venue)	Funding	Other	Did not receive any kind of support	Don't know
Municipal governments	681	55.6	16.2	23.9	11.3	4.2	5.8
Schools	217	71.3	34.3	11.9	5.9		3.4
Youth councils	137	61.6	42.2	13.6	2.4		6.4
Civil society organisations	252	62.3	25.5	24.7	6.5		9.1
Other	77	48.3	8.8	19.7	37.6		7.3

What kind of support did you receive from these institutions? - Albania

	N	Information or advice	In-kind contribution (e.g. event venue)	Funding	Other	Don't know
Municipal governments	75	64.8	22.7	8.3	2.8	6.5
Schools	21	58.7	42.7	6.2		
Youth councils	13	30.1	50.5	18.8		14.1
Civil society organisations	18	62.0	24.7	38.3		

What kind of support did you receive from these institutions? - Bosnia and Herzegovina

	N	Information or advice	In-kind contribution (e.g. event venue)	Funding	Other	Did not receive any kind of support	Don't know
Municipal governments	135	46.6	19.3	35.8	7.3	8.7	11.0
Schools	49	76.7	39.1	16.0	6.3		1.4
Youth councils	25	61.9	42.4	17.1	1.2		1.2
Civil society organisations	61	52.2	27.9	24.9	8.1		16.6
Other	5	19.7	19.5	42.2	15.0		17.7

What kind of support did you receive from these institutions? - Kosovo

	N	Information or advice	In-kind contribution (e.g. event venue)	Funding	Other	Don't know
Municipal governments	64	73.4	24.0	26.8	2.5	
Schools	41	76.4	40.4	8.3		4.5
Youth councils	36	67.6	63.0	5.9		3.4
Civil society organisations	28	75.0	61.5	36.8		4.4
Other	6	48.7	39.6	65.7	11.4	13.7

What kind of support did you receive from these institutions? - Montenegro

	N	Information or advice	In-kind contribution (e.g. event venue)	Funding	Other	Don't know
Municipal governments	123	50.2	16.2	29.1	18.9	6.4
Schools	47	72.6	22.2	8.6	13.6	2.2
Youth councils	21	61.5	25.1	13.8	3.9	12.8
Civil society organisations	63	65.5	11.1	18.5	9.2	5.7
Other	28	52.8	1.1	22.6	39.0	2.9

What kind of support did you receive from these institutions? - North Macedonia

	N	Information or advice	In-kind contribution (e.g. event venue)	Funding	Other	Did not receive any kind of support	Don't know
Municipal governments	125	54.2	10.9	14.7	6.7	13.4	2.3
Schools	27	66.2	32.3	9.0	1.9		5.5
Youth councils	14	56.2	50.4				
Civil society organisations	28	73.0	10.3	27.8	3.1		4.4
Other	4	72.1			12.9		15.1

What kind of support did you receive from these institutions? - Serbia

	N	Information or advice	In-kind contribution (e.g. event venue)	Funding	Other	Don't know
Municipal governments	159	56.8	11.3	23.4	19.9	5.9
Schools	32	67.4	32.7	21.5	8.5	6.8
Youth councils	26	71.7	18.5	25.3	8.4	9.9
Civil society organisations	54	57.9	28.8	19.0	9.0	12.4
Other	33	46.3	9.0	7.2	47.9	7.4

What kind of support did you receive from these institutions? - Municipal governments

Multiple answers; Base: Those who have interacted with municipal governments for local support or funding (11% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	681	75	135	64	123	125	159
N unw	735	84	145	75	134	132	165
Information or advice	55.6	64.8	46.6	73.4	50.2	54.2	56.8
Funding	23.9	8.3	35.8	26.8	29.1	14.7	23.4
In-kind contribution (e.g. event venue)	16.2	22.7	19.3	24.0	16.2	10.9	11.3
Other	11.3	2.8	7.3	2.5	18.9	6.7	19.9
Did not receive any kind of support	4.2		8.7			13.4	
Don't know	5.8	6.5	11.0		6.4	2.3	5.9

What kind of support did you receive from these institutions? - Schools

Multiple answers; Base: Those who have interacted with schools for local support or funding (4% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	217	21	49	41	47	27	32
N unw	255	28	54	44	59	31	39
Information or advice	71.3	58.7	76.7	76.4	72.6	66.2	67.4
In-kind contribution (e.g. event venue)	34.3	42.7	39.1	40.4	22.2	32.3	32.7
Funding	11.9	6.2	16.0	8.3	8.6	9.0	21.5
Other	5.9		6.3		13.6	1.9	8.5
Don't know	3.4		1.4	4.5	2.2	5.5	6.8

What kind of support did you receive from these institutions? - Youth councils

Multiple answers; Base: Those who have interacted with youth councils for local support or funding (2% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	137	13	25	36	21	14	26
N unw	161	17	26	46	23	17	32
Information or advice	61.6	30.1	61.9	67.6	61.5	56.2	71.7
In-kind contribution (e.g. event venue)	42.2	50.5	42.4	63.0	25.1	50.4	18.5
Funding	13.6	18.8	17.1	5.9	13.8		25.3
Other	2.4		1.2		3.9		8.4
Don't know	6.4	14.1	1.2	3.4	12.8		9.9

What kind of support did you receive from these institutions? - Civil society organisations

Multiple answers; Base: Those who have interacted with civil society organisations for local support or funding (4% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	252	18	61	28	63	28	54
N unw	278	21	64	35	61	40	57
Information or advice	62.3	62.0	52.2	75.0	65.5	73.0	57.9
In-kind contribution (e.g. event venue)	25.5	24.7	27.9	61.5	11.1	10.3	28.8
Funding	24.7	38.3	24.9	36.8	18.5	27.8	19.0
Other	6.5		8.1		9.2	3.1	9.0
Don't know	9.1		16.6	4.4	5.7	4.4	12.4

What kind of support did you receive from these institutions? - Other

Multiple answers; Base: Those who have interacted with other institutions for local support or funding (1% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	77	0	5	6	28	4	33
N unw	88	0	7	6	33	5	37
Information or advice	48.3		19.7	48.7	52.8	72.1	46.3
Funding	19.7		42.2	65.7	22.6		7.2
In-kind contribution (e.g. event venue)	8.8		19.5	39.6	1.1		9.0
Other	37.6		15.0	11.4	39.0	12.9	47.9
Don't know	7.3		17.7	13.7	2.9	15.1	7.4

Did you have the impression that these institutions support civic engagement in your community?

Base: Those who have interacted with institutions or persons form their local community for local support or funding (17% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	1036	115	201	110	202	170	239
N unw	1125	129	215	131	220	181	249
sig	0.00						
Yes	67.2	67.8	68.3	75.6	68.0	57.8	68.1
No	25.5	27.1	26.0	13.6	20.4	37.4	25.8
Don't know/Refuse to answer	7.3	5.1	5.7	10.9	11.6	4.8	6.0
Total	100%						

Have you ever participated in a public protest?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	28.7	35.4	22.2	16.1	37.6	31.7	29.5
No	68.9	54.4	77.5	81.1	62.1	67.6	70.1
Don't know/Refuse to answer	2.4	10.2	0.3	2.8	0.4	0.7	0.4
Total		100%					

Do you believe that public protests can contribute to actual social, economic or political changes?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	51.6	46.0	51.0	38.5	70.6	55.6	48.0
No	39.4	39.9	41.8	48.8	22.9	38.7	44.2
Don't know/Refuse to answer	9.0	14.1	7.2	12.7	6.5	5.7	7.8
Total		100%					

Do you believe that public elections can contribute to actual social, economic or political changes?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	63.0	50.9	60.0	49.3	86.5	60.0	71.4
No	28.6	34.6	33.4	41.0	7.8	32.7	21.9
Don't know/Refuse to answer	8.4	14.5	6.6	9.7	5.6	7.3	6.7
Total		100%					

Do you believe that local civic engagement can contribute to actual social, economic or political changes?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	56.9	44.2	58.6	45.0	80.0	50.8	63.4
No	30.8	37.0	30.2	41.7	11.3	38.4	25.9
Don't know/Refuse to answer	12.3	18.8	11.2	13.3	8.7	10.8	10.8
Total		100%					

CONSPIRACY THEORIES

How much truth do you think there is to each of the following claims about the coronavirus? - Total

	N	A lot	Some	Very little	Not at all	Don't know	Sum + (A lot + Some)	Sum – (Very little + Not at all)	Total
The Chinese government engineered the coronavirus in a lab.	6115	24.2	26.0	12.3	24.3	13.2	50.1	36.7	
The pharmaceutical industry is involved in the spread of the coronavirus.	6115	25.3	25.3	14.2	21.4	13.8	50.6	35.6	
There is a link between 5G technology and the coronavirus.	6115	10.7	17.0	13.1	37.5	21.6	27.7	50.6	100%
The United States military developed the coronavirus as a bioweapon.	6115	12.2	20.5	13.5	34.7	19.2	32.7	48.1	
Bill Gates is using the coronavirus to ''push'' a vaccine with a microchip capable of tracking people.	6115	15.8	19.1	12.2	33.6	19.3	34.9	45.8	
The coronavirus ''escaped'' from a lab in Wuhan.	6115	24.1	22.7	12.4	24.1	16.6	46.9	36.6	

How much truth do you think there is to each of the following claims about the coronavirus? - Albania

	N	A lot	Some	Very little	Not at all	Don't know	Sum + (A lot + Some)	Sum − (Very little + Not at all)	Total
The Chinese government engineered the coronavirus in a lab.	1005	37.9	26.9	7.4	17.0	10.8	64.9	24.3	
The pharmaceutical industry is involved in the spread of the coronavirus.	1005	25.4	28.5	12.8	19.7	13.6	53.9	32.5	
There is a link between 5G technology and the coronavirus.	1005	19.5	23.2	11.7	26.8	18.8	42.7	38.5	100%
The United States military developed the coronavirus as a bioweapon.	1005	20.4	23.4	12.0	27.9	16.2	43.8	39.9	
Bill Gates is using the coronavirus to ''push'' a vaccine with a microchip capable of tracking people.	1005	21.8	21.8	11.0	28.8	16.5	43.7	39.8	
The coronavirus ''escaped'' from a lab in Wuhan.	1005	33.1	24.5	11.8	18.6	12.0	57.6	30.4	

How much truth do you think there is to each of the following claims about the coronavirus? - Bosnia and Herzegovina

	N	A lot	Some	Very little	Not at all	Don't know	Sum + (A lot + Some)	Sum − (Very little + Not at all)	Total
The Chinese government engineered the coronavirus in a lab.	1004	17.1	26.1	16.0	23.4	17.5	43.1	39.4	
The pharmaceutical industry is involved in the spread of the coronavirus.	1004	28.3	27.2	14.3	15.8	14.4	55.5	30.1	
There is a link between 5G technology and the coronavirus.	1004	8.3	17.1	11.8	38.4	24.4	25.4	50.3	100%
The United States military developed the coronavirus as a bioweapon.	1004	9.5	21.9	15.4	27.4	25.7	31.5	42.8	
Bill Gates is using the coronavirus to ''push'' a vaccine with a microchip capable of tracking people.	1004	15.7	19.2	11.4	32.6	21.0	35.0	44.0	
The coronavirus ''escaped'' from a lab in Wuhan.	1004	16.2	22.8	12.5	28.0	20.5	39.0	40.5	

How much truth do you think there is to each of the following claims about the coronavirus? - Kosovo

	N	A lot	Some	Very little	Not at all	Don't know	Sum + (A lot + Some)	Sum − (Very little + Not at all)	Total
The Chinese government engineered the coronavirus in a lab.	1047	33.8	24.5	10.5	18.1	13.1	58.3	28.6	
The pharmaceutical industry is involved in the spread of the coronavirus.	1047	14.8	18.1	19.8	24.3	23.0	32.9	44.1	
There is a link between 5G technology and the coronavirus.	1047	4.3	13.8	18.6	36.5	26.8	18.1	55.1	100%
The United States military developed the coronavirus as a bioweapon.	1047	4.1	11.7	15.7	48.5	20.0	15.8	64.2	
Bill Gates is using the coronavirus to ''push'' a vaccine with a microchip capable of tracking people.	1047	5.3	14.0	17.3	35.3	28.0	19.4	52.6	
The coronavirus ''escaped'' from a lab in Wuhan.	1047	38.9	18.1	12.3	15.5	15.1	57.0	27.9	

How much truth do you think there is to each of the following claims about the coronavirus? - Montenegro

	N	A lot	Some	Very little	Not at all	Don't know	Sum + (A lot + Some)	Sum − (Very little + Not at all)	Total
The Chinese government engineered the coronavirus in a lab.	1019	22.8	26.9	13.7	26.1	10.5	49.7	39.8	
The pharmaceutical industry is involved in the spread of the coronavirus.	1019	33.1	25.1	12.5	21.2	8.1	58.2	33.7	
There is a link between 5G technology and the coronavirus.	1019	13.6	17.0	13.0	38.4	18.0	30.6	51.4	100%
The United States military developed the coronavirus as a bioweapon.	1019	13.0	19.1	13.9	37.8	16.2	32.1	51.8	
Bill Gates is using the coronavirus to "push" a vaccine with a microchip capable of tracking people.	1019	18.3	21.4	11.0	36.3	13.0	39.7	47.3	
The coronavirus "escaped" from a lab in Wuhan.	1019	22.6	25.7	12.4	25.7	13.5	48.3	38.1	

How much truth do you think there is to each of the following claims about the coronavirus? - North Macedonia

	N	A lot	Some	Very little	Not at all	Don't know	Sum + (A lot + Some)	Sum − (Very little + Not at all)	Total
The Chinese government engineered the coronavirus in a lab.	1030	21.0	28.7	10.0	26.0	14.3	49.6	36.1	
The pharmaceutical industry is involved in the spread of the coronavirus.	1030	24.9	28.2	10.0	23.9	13.1	53.0	33.9	
There is a link between 5G technology and the coronavirus.	1030	11.1	19.1	11.5	38.5	19.9	30.2	49.9	100%
The United States military developed the coronavirus as a bioweapon.	1030	14.1	25.6	10.0	31.2	19.1	39.7	41.2	
Bill Gates is using the coronavirus to "push" a vaccine with a microchip capable of tracking people.	1030	16.9	22.7	10.1	31.0	19.4	39.6	41.0	
The coronavirus "escaped" from a lab in Wuhan.	1030	19.7	22.3	10.2	26.8	21.0	42.0	37.0	

How much truth do you think there is to each of the following claims about the coronavirus? - Serbia

	N	A lot	Some	Very little	Not at all	Don't know	Sum + (A lot + Some)	Sum − (Very little + Not at all)	Total
The Chinese government engineered the coronavirus in a lab.	1010	12.2	22.7	16.4	35.5	13.2	34.9	51.9	
The pharmaceutical industry is involved in the spread of the coronavirus.	1010	25.5	25.0	16.0	23.2	10.4	50.5	39.2	
There is a link between 5G technology and the coronavirus.	1010	7.8	12.1	12.1	46.0	21.9	19.9	58.2	100%
The United States military developed the coronavirus as a bioweapon.	1010	12.2	21.6	13.8	34.6	17.8	33.8	48.4	
Bill Gates is using the coronavirus to "push" a vaccine with a microchip capable of tracking people.	1010	17.2	15.6	12.3	37.6	17.3	32.8	49.8	
The coronavirus "escaped" from a lab in Wuhan.	1010	13.8	23.1	15.4	30.3	17.4	36.9	45.7	

How much truth do you think there is to each of the following claims about the coronavirus? - The Chinese government engineered the coronavirus in a lab.

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
A lot	24.2	37.9	17.1	33.8	22.8	21.0	12.2
Some	26.0	26.9	26.1	24.5	26.9	28.7	22.7
Sum + (A lot + Some)	50.1	64.9	43.1	58.3	49.7	49.6	34.9
Sum - (Very little + Not at all)	36.7	24.3	39.4	28.6	39.8	36.1	51.9
Very little	12.3	7.4	16.0	10.5	13.7	10.0	16.4
Not at all	24.3	17.0	23.4	18.1	26.1	26.0	35.5
Don't know	13.2	10.8	17.5	13.1	10.5	14.3	13.2
Total				100%			
Mean	2.4	2.0	2.6	2.1	2.5	2.5	2.9

How much truth do you think there is to each of the following claims about the coronavirus? - The pharmaceutical industry is involved in the spread of the coronavirus.

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
A lot	25.3	25.4	28.3	14.8	33.1	24.9	25.5
Some	25.3	28.5	27.2	18.1	25.1	28.2	25.0
Sum + (A lot + Some)	50.6	53.9	55.5	32.9	58.2	53.0	50.5
Sum - (Very little + Not at all)	35.6	32.5	30.1	44.1	33.7	33.9	39.2
Very little	14.2	12.8	14.3	19.8	12.5	10.0	16.0
Not at all	21.4	19.7	15.8	24.3	21.2	23.9	23.2
Don't know	13.8	13.6	14.4	23.0	8.1	13.1	10.4
Total				100%			
Mean	2.4	2.3	2.2	2.7	2.2	2.4	2.4

How much truth do you think there is to each of the following claims about the coronavirus? - There is a link between 5G technology and the coronavirus.

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
A lot	10.7	19.5	8.3	4.3	13.6	11.1	7.8
Some	17.0	23.2	17.1	13.8	17.0	19.1	12.1
Sum + (A lot + Some)	27.7	42.7	25.4	18.1	30.6	30.2	19.9
Sum - (Very little + Not at all)	50.6	38.5	50.3	55.1	51.4	49.9	58.2
Very little	13.1	11.7	11.8	18.6	13.0	11.5	12.1
Not at all	37.5	26.8	38.4	36.5	38.4	38.5	46.0
Don't know	21.6	18.8	24.4	26.8	18.0	19.9	21.9
Total	100%						
Mean	3.0	2.6	3.1	3.2	2.9	3.0	3.2

How much truth do you think there is to each of the following claims about the coronavirus? - The United States military developed the coronavirus as a bioweapon.

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
A lot	12.2	20.4	9.5	4.1	13.0	14.1	12.2
Some	20.5	23.4	21.9	11.7	19.1	25.6	21.6
Sum + (A lot + Some)	32.7	43.8	31.5	15.8	32.1	39.7	33.8
Sum - (Very little + Not at all)	48.1	39.9	42.8	64.2	51.8	41.2	48.4
Very little	13.5	12.0	15.4	15.7	13.9	10.0	13.8
Not at all	34.7	27.9	27.4	48.5	37.8	31.2	34.6
Don't know	19.2	16.2	25.7	20.0	16.2	19.1	17.8
Total				100%			
Mean	2.9	2.6	2.8	3.4	2.9	2.7	2.9

How much truth do you think there is to each of the following claims about the coronavirus? - Bill Gates is using the coronavirus to ''push'' a vaccine with a microchip capable of tracking people.

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
A lot	15.8	21.8	15.7	5.3	18.3	16.9	17.2
Some	19.1	21.8	19.2	14.0	21.4	22.7	15.6
Sum + (A lot + Some)	34.9	43.7	35.0	19.4	39.7	39.6	32.8
Sum - (Very little + Not at all)	45.8	39.8	44.0	52.6	47.3	41.0	49.8
Very little	12.2	11.0	11.4	17.3	11.0	10.1	12.3
Not at all	33.6	28.8	32.6	35.3	36.3	31.0	37.6
Don't know	19.3	16.5	21.0	28.0	13.0	19.4	17.3
Total	100%						
Mean	2.8	2.6	2.8	3.1	2.8	2.7	2.8

How much truth do you think there is to each of the following claims about the coronavirus? - The coronavirus ''escaped'' from a lab in Wuhan.

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
A lot	24.1	33.1	16.2	38.9	22.6	19.7	13.8
Some	22.7	24.5	22.8	18.1	25.7	22.3	23.1
Sum + (A lot + Some)	46.9	57.6	39.0	57.0	48.3	42.0	36.9
Sum - (Very little + Not at all)	36.6	30.4	40.5	27.9	38.1	37.0	45.7
Very little	12.4	11.8	12.5	12.3	12.4	10.2	15.4
Not at all	24.1	18.6	28.0	15.5	25.7	26.8	30.3
Don't know	16.6	12.0	20.5	15.1	13.5	21.0	17.4
Total				100%			
Mean	2.4	2.2	2.7	2.1	2.5	2.6	2.8

What is your main source of media on the corona virus outbreak?

Multiple answers; Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
Other mainstream televisions	47.8	64.9	34.4	78.3	49.1	22.5	36.8
Public media broadcaster	44.5	10.8	55.0	49.1	34.1	66.6	51.0
Social networks	31.0	30.2	27.0	53.1	20.5	35.2	19.3
Internet newspapers - informative portals and informative media web pages	25.1	4.2	33.1	28.4	30.6	21.1	32.8
Through personal interaction with friends and neighbors	8.7	4.7	9.4	10.9	5.8	8.2	13.4
Newspapers	7.8	15.4	5.4	6.0	8.4	1.9	9.9
Radio	2.2	0.6	4.7	1.5	2.8	1.2	2.3
Other	1.6	0.2	2.2	0.9	3.2	1.1	2.2
I do not follow information about corona virus outbreak	3.0	1.7	5.5	1.3	3.5	2.1	4.1
Don't know/Refuse to answer	1.9	6.5	2.2	0.3	0.9	0.7	0.7

Did you follow the measures prescribed by the institutions since March 2020?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Not at all	5.4	12.1	5.3	2.6	2.2	6.7	3.9
Yes, Partially	25.4	32.2	29.9	24.1	24.2	22.1	20.2
Yes, fully	68.3	52.5	64.2	73.3	73.5	70.3	75.5
Don't know/Refuse to answer	0.9	3.3	0.6	0.1	0.1	1.0	0.4
Total		100%					

If a vaccine becomes available, and is recommended by health authorities, would you take it?

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
I certainly will not	36.4	34.8	35.5	38.5	33.8	41.3	34.1
I probably will not	17.1	19.5	21.0	17.4	15.0	13.6	16.2
Sum - (will not vaccinate)	53.4	54.2	56.5	55.9	48.7	54.9	50.3
Sum + (will vaccinate)	39.2	40.4	35.2	37.1	44.8	34.7	42.8
I probably will	21.5	22.4	22.0	21.9	21.4	20.1	21.2
I certainly will	17.7	18.0	13.2	15.2	23.4	14.6	21.7
Don't know/Refuse to answer	7.4	5.4	8.3	7.0	6.4	10.4	6.9
Total				100%			
Mean	2.2	2.2	2.1	2.1	2.4	2.1	2.3

TELECOM

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Total

	N	Much less	A bit less	The same	A bit more	Much more	Do not use this online service	Don't know	Sum – (Much less + A bit less)	Sum + (A bit more + Much more)	Total
Education (online learning for school or university)	6115	2.3	3.5	12.6	10.1	29.1	41.0	1.4	5.8	39.2	100%
Work (working from home)	6115	3.3	3.2	10.1	7.7	16.9	57.7	1.0	6.5	24.6	
Shopping	6115	4.7	5.5	17.1	9.3	10.0	52.4	1.0	10.2	19.4	
Entertainment (movies, music)	6115	2.5	4.5	23.4	16.1	21.6	30.9	0.9	7.0	37.8	
Social Contacts (social networks, calling)	6115	2.5	4.4	25.8	17.9	24.7	23.8	0.9	6.9	42.6	
Information (social media, conventional media online)	6115	2.0	4.0	24.8	19.3	22.8	25.9	1.1	6.0	42.1	
Administration (permits, tickets)	6115	4.4	3.8	14.8	6.4	7.9	60.9	1.7	8.3	14.3	

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Albania

	N	Much less	A bit less	The same	A bit more	Much more	Do not use this online service	Don't know	Sum – (Much less + A bit less)	Sum + (A bit more + Much more)	Total
Education (online learning for school or university)	1005	7.0	12.4	14.7	8.1	23.2	31.2	3.4	19.4	31.3	
Work (working from home)	1005	9.2	9.9	10.6	8.6	19.9	39.2	2.6	19.1	28.5	
Shopping	1005	10.0	9.9	13.0	10.2	15.1	39.5	2.3	19.9	25.3	
Entertainment (movies, music)	1005	6.6	9.9	13.2	15.0	22.3	31.1	1.9	16.5	37.3	100%
Social Contacts (social networks, calling)	1005	5.2	8.0	15.0	15.2	28.0	26.9	1.9	13.2	43.2	
Information (social media, conventional media online)	1005	5.5	8.3	12.3	16.3	26.4	29.0	2.2	13.8	42.6	
Administration (permits, tickets)	1005	6.1	8.1	12.4	15.3	22.2	33.9	2.1	14.2	37.4	

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Bosnia and Herzegovina

	N	Much less	A bit less	The same	A bit more	Much more	Do not use this online service	Don't know	Sum – (Much less + A bit less)	Sum + (A bit more + Much more)	Total
Education (online learning for school or university)	1004	1.2	0.6	11.9	10.5	26.6	48.4	0.7	1.9	37.1	
Work (working from home)	1004	0.9	1.1	11.1	7.3	17.5	61.7	0.4	2.0	24.8	
Shopping	1004	1.9	2.4	20.5	9.7	5.0	59.9	0.6	4.2	14.7	
Entertainment (movies, music)	1004	0.6	1.1	29.3	17.2	15.6	35.7	0.6	1.6	32.8	100%
Social Contacts (social networks, calling)	1004	1.2	2.1	32.1	15.2	20.9	28.0	0.5	3.3	36.1	
Information (social media, conventional media online)	1004	0.5	2.0	31.8	16.6	18.0	30.2	0.9	2.5	34.6	
Administration (permits, tickets)	1004	3.0	1.8	19.9	4.1	2.2	67.6	1.5	4.8	6.3	

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Kosovo

	N	Much less	A bit less	The same	A bit more	Much more	Do not use this online service	Don't know	Sum – (Much less + A bit less)	Sum + (A bit more + Much more)	Total
Education (online learning for school or university)	1047	1.6	1.6	10.5	7.8	38.4	39.8	0.3	3.2	46.2	
Work (working from home)	1047	3.8	2.0	6.1	4.9	14.0	69.0	0.2	5.8	18.9	
Shopping	1047	6.4	4.6	12.3	7.0	13.2	56.3	0.2	11.0	20.1	
Entertainment (movies, music)	1047	2.2	3.9	18.7	17.4	28.6	29.2	0.2	6.0	45.9	100%
Social Contacts (social networks, calling)	1047	1.0	3.6	22.1	25.8	37.5	9.9	0.2	4.6	63.3	
Information (social media, conventional media online)	1047	1.2	3.0	22.5	25.6	36.6	10.9	0.2	4.2	62.2	
Administration (permits, tickets)	1047	7.8	2.1	4.2	2.6	3.6	79.0	0.6	10.0	6.3	

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Montenegro

	N	Much less	A bit less	The same	A bit more	Much more	Do not use this online service	Don't know	Sum – (Much less + A bit less)	Sum + (A bit more + Much more)	Total
Education (online learning for school or university)	1019	1.5	2.4	14.4	13.8	32.3	35.3	0.3	3.9	46.2	
Work (working from home)	1019	2.5	2.8	11.4	10.9	17.4	54.8	0.1	5.3	28.4	
Shopping	1019	3.9	6.6	17.4	9.3	6.9	55.5	0.4	10.5	16.2	
Entertainment (movies, music)	1019	3.2	4.8	27.6	17.6	21.9	24.3	0.6	8.0	39.5	100%
Social Contacts (social networks, calling)	1019	3.2	4.2	30.7	19.6	19.1	22.6	0.6	7.4	38.7	
Information (social media, conventional media online)	1019	2.6	3.4	29.1	24.0	17.5	22.6	0.8	6.0	41.5	
Administration (permits, tickets)	1019	4.6	4.8	17.8	6.8	4.3	60.8	1.0	9.4	11.1	

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - North Macedonia

	N	Much less	A bit less	The same	A bit more	Much more	Do not use this online service	Don't know	Sum – (Much less + A bit less)	Sum + (A bit more + Much more)	Total
Education (online learning for school or university)	1030	1.0	2.5	10.3	9.9	29.5	45.6	1.1	3.6	39.4	
Work (working from home)	1030	2.1	1.8	9.1	6.6	17.7	61.8	1.1	3.9	24.2	
Shopping	1030	3.0	6.3	15.1	10.5	12.6	51.8	0.7	9.3	23.1	
Entertainment (movies, music)	1030	1.5	3.7	23.5	13.0	22.8	34.5	0.9	5.3	35.8	100%
Social Contacts (social networks, calling)	1030	2.1	4.2	25.3	14.3	24.3	28.9	1.0	6.3	38.6	
Information (social media, conventional media online)	1030	1.2	3.4	22.6	13.3	21.9	36.5	1.1	4.6	35.2	
Administration (permits, tickets)	1030	2.7	2.9	11.4	5.7	9.5	65.5	2.3	5.6	15.2	

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Serbia

	N	Much less	A bit less	The same	A bit more	Much more	Do not use this online service	Don't know	Sum – (Much less + A bit less)	Sum + (A bit more + Much more)	Total
Education (online learning for school or university)	1010	1.5	1.4	13.8	10.8	24.1	45.9	2.5	2.9	34.9	
Work (working from home)	1010	1.5	1.8	12.3	8.2	15.1	59.4	1.8	3.3	23.2	
Shopping	1010	3.1	3.3	24.2	9.4	7.3	51.1	1.7	6.4	16.6	
Entertainment (movies, music)	1010	1.1	3.5	28.3	16.5	18.4	30.8	1.3	4.6	34.9	100%
Social Contacts (social networks, calling)	1010	2.3	4.4	29.7	16.9	18.1	27.1	1.6	6.6	35.0	
Information (social media, conventional media online)	1010	1.2	3.7	30.8	20.1	15.9	26.7	1.6	5.0	35.9	
Administration (permits, tickets)	1010	2.4	3.3	23.9	4.3	5.6	58.0	2.6	5.7	9.9	

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Education (online learning for school or university)

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
Much less	2.3	7.0	1.2	1.6	1.5	1.0	1.5
A bit less	3.5	12.4	0.6	1.6	2.4	2.5	1.4
Sum - (much less + a bit less)	5.8	19.4	1.9	3.2	3.9	3.6	2.9
The same	12.6	14.7	11.9	10.5	14.4	10.3	13.8
Sum + (a bit more + much more)	39.2	31.3	37.1	46.2	46.2	39.4	34.9
A bit more	10.1	8.1	10.5	7.8	13.8	9.9	10.8
Much more	29.1	23.2	26.6	38.4	32.3	29.5	24.1
Do not use this online service	41.0	31.2	48.4	39.8	35.3	45.6	45.9
Don't know	1.4	3.4	0.7	0.3	0.3	1.1	2.5
Total				100%			
Mean	4.0	3.4	4.2	4.3	4.1	4.2	4.1

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Work (working from home)

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
Much less	3.3	9.2	0.9	3.8	2.5	2.1	1.5
A bit less	3.2	9.9	1.1	2.0	2.8	1.8	1.8
Sum - (much less + a bit less)	6.5	19.1	2.0	5.8	5.3	3.9	3.3
The same	10.1	10.6	11.1	6.1	11.4	9.1	12.3
Sum + (a bit more + much more)	24.6	28.5	24.8	18.9	28.4	24.2	23.2
A bit more	7.7	8.6	7.3	4.9	10.9	6.6	8.2
Much more	16.9	19.9	17.5	14.0	17.4	17.7	15.1
Do not use this online service	57.7	39.2	61.7	69.0	54.8	61.8	59.4
Don't know	1.0	2.6	0.4	0.2	0.1	1.1	1.8
Total				100%			
Mean	3.8	3.3	4.0	3.8	3.8	4.0	3.9

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Shopping

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
Much less	4.7	10.0	1.9	6.4	3.9	3.0	3.1
A bit less	5.5	9.9	2.4	4.6	6.6	6.3	3.3
Sum - (much less + a bit less)	10.2	19.9	4.2	11.0	10.5	9.3	6.4
The same	17.1	13.0	20.5	12.3	17.4	15.1	24.2
Sum + (a bit more + much more)	19.4	25.3	14.7	20.1	16.2	23.1	16.6
A bit more	9.3	10.2	9.7	7.0	9.3	10.5	9.4
Much more	10.0	15.1	5.0	13.2	6.9	12.6	7.3
Do not use this online service	52.4	39.5	59.9	56.3	55.5	51.8	51.1
Don't know	1.0	2.3	0.6	0.2	0.4	0.7	1.7
Total				100%			
Mean	3.3	3.2	3.3	3.4	3.2	3.5	3.3

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Entertainment (movies, music)

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
Much less	2.5	6.6	0.6	2.2	3.2	1.5	1.1
A bit less	4.5	9.9	1.1	3.9	4.8	3.7	3.5
Sum - (much less + a bit less)	7.0	16.5	1.6	6.0	8.0	5.3	4.6
The same	23.4	13.2	29.3	18.7	27.6	23.5	28.3
Sum + (a bit more + much more)	37.8	37.3	32.8	45.9	39.5	35.8	34.9
A bit more	16.1	15.0	17.2	17.4	17.6	13.0	16.5
Much more	21.6	22.3	15.6	28.6	21.9	22.8	18.4
Do not use this online service	30.9	31.1	35.7	29.2	24.3	34.5	30.8
Don't know	0.9	1.9	0.6	0.2	0.6	0.9	1.3
Total				100%			
Mean	3.7	3.5	3.7	3.9	3.7	3.8	3.7

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Social Contacts (social networks, calling)

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
Much less	2.5	5.2	1.2	1.0	3.2	2.1	2.3
A bit less	4.4	8.0	2.1	3.6	4.2	4.2	4.4
Sum - (much less + a bit less)	6.9	13.2	3.3	4.6	7.4	6.3	6.6
The same	25.8	15.0	32.1	22.1	30.7	25.3	29.7
Sum + (a bit more + much more)	42.6	43.2	36.1	63.3	38.7	38.6	35.0
A bit more	17.9	15.2	15.2	25.8	19.6	14.3	16.9
Much more	24.7	28.0	20.9	37.5	19.1	24.3	18.1
Do not use this online service	23.8	26.9	28.0	9.9	22.6	28.9	27.1
Don't know	0.9	1.9	0.5	0.2	0.6	1.0	1.6
Total	100%						
Mean	3.8	3.7	3.7	4.1	3.6	3.8	3.6

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Information (social media, conventional media online)

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
Much less	2.0	5.5	0.5	1.2	2.6	1.2	1.2
A bit less	4.0	8.3	2.0	3.0	3.4	3.4	3.7
Sum - (much less + a bit less)	6.0	13.8	2.5	4.2	6.0	4.6	5.0
The same	24.8	12.3	31.8	22.5	29.1	22.6	30.8
Sum + (a bit more + much more)	42.1	42.6	34.6	62.2	41.5	35.2	35.9
A bit more	19.3	16.3	16.6	25.6	24.0	13.3	20.1
Much more	22.8	26.4	18.0	36.6	17.5	21.9	15.9
Do not use this online service	25.9	29.0	30.2	10.9	22.6	36.5	26.7
Don't know	1.1	2.2	0.9	0.2	0.8	1.1	1.6
Total				100%			
Mean	3.8	3.7	3.7	4.1	3.7	3.8	3.6

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Administration (permits, tickets)

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
Much less	4.4	6.1	3.0	7.8	4.6	2.7	2.4
A bit less	3.8	8.1	1.8	2.1	4.8	2.9	3.3
Sum - (much less + a bit less)	8.3	14.2	4.8	10.0	9.4	5.6	5.7
The same	14.8	12.4	19.9	4.2	17.8	11.4	23.9
Sum + (a bit more + much more)	14.3	37.4	6.3	6.3	11.1	15.2	9.9
A bit more	6.4	15.3	4.1	2.6	6.8	5.7	4.3
Much more	7.9	22.2	2.2	3.6	4.3	9.5	5.6
Do not use this online service	60.9	33.9	67.6	79.0	60.8	65.5	58.0
Don't know	1.7	2.1	1.5	0.6	1.0	2.3	2.6
Total				100%			
Mean	3.3	3.6	3.0	2.6	3.0	3.5	3.2

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Total

	N	Much less	A bit less	The same	A bit more	Much more	Don't know	Sum – (Much less + A bit less)	Sum + (A bit more + Much more)	Total
Education (online learning for school or university)	3606	3.9	5.9	21.4	17.2	49.3	2.3	9.8	66.5	
Work (working from home)	2584	7.9	7.6	23.8	18.3	40.0	2.4	15.5	58.3	
Shopping	2912	9.9	11.6	35.8	19.6	21.1	2.0	21.5	40.7	
Entertainment (movies, music)	4225	3.7	6.5	33.9	23.3	31.3	1.3	10.1	54.6	100%
Social Contacts (social networks, calling)	4659	3.3	5.8	33.8	23.5	32.4	1.2	9.0	55.9	
Information (social media, conventional media online)	4530	2.8	5.3	33.5	26.1	30.7	1.5	8.1	56.9	
Administration (permits, tickets)	2389	11.4	9.8	38.0	16.5	20.1	4.3	21.2	36.6	

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Albania

	N	Much less	A bit less	The same	A bit more	Much more	Don't know	Sum – (Much less + A bit less)	Sum + (A bit more + Much more)	Total
Education (online learning for school or university)	692	10.2	18.0	21.4	11.7	33.7	5.0	28.2	45.4	
Work (working from home)	611	15.2	16.3	17.5	14.1	32.7	4.3	31.5	46.8	
Shopping	608	16.5	16.3	21.5	16.8	25.0	3.8	32.9	41.8	
Entertainment (movies, music)	692	9.6	14.3	19.2	21.8	32.3	2.7	23.9	54.1	100%
Social Contacts (social networks, calling)	735	7.1	11.0	20.4	20.7	38.3	2.5	18.0	59.0	
Information (social media, conventional media online)	714	7.8	11.7	17.4	22.9	37.1	3.1	19.5	60.0	
Administration (permits, tickets)	664	9.2	12.2	18.7	23.1	33.6	3.2	21.4	56.6	

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Bosnia and Herzegovina

	N	Much less	A bit less	The same	A bit more	Much more	Don't know	Sum – (Much less + A bit less)	Sum + (A bit more + Much more)	Total
Education (online learning for school or university)	518	2.4	1.2	23.1	20.3	51.6	1.3	3.7	71.9	
Work (working from home)	385	2.2	2.9	29.0	19.2	45.7	1.0	5.1	64.8	
Shopping	402	4.7	5.9	51.2	24.3	12.5	1.4	10.6	36.8	
Entertainment (movies, music)	646	0.9	1.6	45.5	26.7	24.3	1.0	2.6	51.0	100%
Social Contacts (social networks, calling)	723	1.6	3.0	44.5	21.1	29.0	0.8	4.6	50.1	
Information (social media, conventional media online)	701	0.7	2.9	45.6	23.8	25.8	1.2	3.6	49.6	
Administration (permits, tickets)	326	9.1	5.7	61.3	12.6	6.8	4.5	14.8	19.4	

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Kosovo

	N	Much less	A bit less	The same	A bit more	Much more	Don't know	Sum – (Much less + A bit less)	Sum + (A bit more + Much more)	Total
Education (online learning for school or university)	630	2.7	2.6	17.5	12.9	63.8	0.5	5.3	76.7	
Work (working from home)	324	12.3	6.4	19.6	15.8	45.3	0.5	18.7	61.2	
Shopping	457	14.7	10.5	28.2	15.9	30.2	0.6	25.2	46.1	
Entertainment (movies, music)	742	3.0	5.5	26.4	24.5	40.3	0.3	8.5	64.9	100%
Social Contacts (social networks, calling)	944	1.1	4.0	24.5	28.6	41.6	0.2	5.1	70.2	
Information (social media, conventional media online)	933	1.3	3.4	25.3	28.7	41.1	0.2	4.7	69.8	
Administration (permits, tickets)	220	37.3	10.2	19.8	12.5	17.3	2.9	47.5	29.8	

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Montenegro

	N	Much less	A bit less	The same	A bit more	Much more	Don't know	Sum – (Much less + A bit less)	Sum + (A bit more + Much more)	Total
Education (online learning for school or university)	660	2.3	3.7	22.3	21.4	50.0	0.5	6.0	71.3	
Work (working from home)	460	5.6	6.2	25.2	24.2	38.6	0.3	11.8	62.8	
Shopping	453	8.8	14.8	39.1	20.9	15.6	0.8	23.6	36.5	
Entertainment (movies, music)	772	4.2	6.4	36.4	23.3	28.9	0.8	10.6	52.1	100%
Social Contacts (social networks, calling)	789	4.1	5.5	39.7	25.3	24.7	0.8	9.6	50.0	
Information (social media, conventional media online)	789	3.4	4.3	37.6	31.0	22.6	1.1	7.7	53.6	
Administration (permits, tickets)	399	11.8	12.2	45.3	17.4	10.9	2.5	23.9	28.2	

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - North Macedonia

	N	Much less	A bit less	The same	A bit more	Much more	Don't know	Sum – (Much less + A bit less)	Sum + (A bit more + Much more)	Total
Education (online learning for school or university)	560	1.9	4.7	18.9	18.1	54.3	2.1	6.6	72.4	
Work (working from home)	394	5.4	4.7	23.8	17.1	46.2	2.8	10.1	63.3	
Shopping	497	6.2	13.2	31.3	21.8	26.1	1.5	19.3	47.9	
Entertainment (movies, music)	674	2.3	5.7	35.9	19.8	34.9	1.3	8.0	54.7	100%
Social Contacts (social networks, calling)	733	3.0	5.9	35.5	20.1	34.1	1.4	8.9	54.2	
Information (social media, conventional media online)	654	1.9	5.3	35.6	21.0	34.4	1.7	7.2	55.4	
Administration (permits, tickets)	355	7.8	8.5	33.1	16.5	27.5	6.6	16.3	44.0	

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Serbia

	N	Much less	A bit less	The same	A bit more	Much more	Don't know	Sum – (Much less + A bit less)	Sum + (A bit more + Much more)	Total
Education (online learning for school or university)	547	2.8	2.5	25.5	20.0	44.5	4.6	5.3	64.5	
Work (working from home)	411	3.8	4.4	30.2	20.1	37.1	4.5	8.2	57.2	
Shopping	494	6.3	6.8	49.5	19.1	14.9	3.4	13.1	34.0	
Entertainment (movies, music)	699	1.6	5.1	40.9	23.9	26.6	1.9	6.7	50.4	100%
Social Contacts (social networks, calling)	736	3.1	6.0	40.7	23.2	24.8	2.2	9.1	48.0	
Information (social media, conventional media online)	740	1.7	5.1	42.0	27.4	21.7	2.2	6.8	49.0	
Administration (permits, tickets)	425	5.7	7.8	56.9	10.2	13.2	6.2	13.5	23.5	

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Education (online learning for school or university)

Base: Those who use the internet for education (59% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	3606	692	518	630	660	560	547
N unw	3709	732	524	634	672	613	534
Much less	3.9	10.2	2.4	2.7	2.3	1.9	2.8
A bit less	5.9	18.0	1.2	2.6	3.7	4.7	2.5
Sum - (much less + a bit less)	9.8	28.2	3.7	5.3	6.0	6.6	5.3
The same	21.4	21.4	23.1	17.5	22.3	18.9	25.5
Sum + (a bit more + much more)	66.5	45.4	71.9	76.7	71.3	72.4	64.5
A bit more	17.2	11.7	20.3	12.9	21.4	18.1	20.0
Much more	49.3	33.7	51.6	63.8	50.0	54.3	44.5
Don't know	2.3	5.0	1.3	0.5	0.5	2.1	4.6
Total	100%						
Mean	4.0	3.4	4.2	4.3	4.1	4.2	4.1

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Work (working from home)

Base: Those who use the internet for work (working from home) (42% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2584	611	385	324	460	394	411
N unw	2794	674	382	338	509	457	434
Much less	7.9	15.2	2.2	12.3	5.6	5.4	3.8
A bit less	7.6	16.3	2.9	6.4	6.2	4.7	4.4
Sum - (much less + a bit less)	15.5	31.5	5.1	18.7	11.8	10.1	8.2
The same	23.8	17.5	29.0	19.6	25.2	23.8	30.2
Sum + (a bit more + much more)	58.3	46.8	64.8	61.2	62.8	63.3	57.2
A bit more	18.3	14.1	19.2	15.8	24.2	17.1	20.1
Much more	40.0	32.7	45.7	45.3	38.6	46.2	37.1
Don't know	2.4	4.3	1.0	0.5	0.3	2.8	4.5
Total	100%						
Mean	3.8	3.3	4.0	3.8	3.8	4.0	3.9

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Shopping

Base: Those who use the internet for shopping (48% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2912	608	402	457	453	497	494
N unw	3138	668	409	484	491	585	501
Much less	9.9	16.5	4.7	14.7	8.8	6.2	6.3
A bit less	11.6	16.3	5.9	10.5	14.8	13.2	6.8
Sum - (much less + a bit less)	21.5	32.9	10.6	25.2	23.6	19.3	13.1
The same	35.8	21.5	51.2	28.2	39.1	31.3	49.5
Sum + (a bit more + much more)	40.7	41.8	36.8	46.1	36.5	47.9	34.0
A bit more	19.6	16.8	24.3	15.9	20.9	21.8	19.1
Much more	21.1	25.0	12.5	30.2	15.6	26.1	14.9
Don't know	2.0	3.8	1.4	0.6	0.8	1.5	3.4
Total				100%			
Mean	3.3	3.2	3.3	3.4	3.2	3.5	3.3

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Entertainment (movies, music)

Base: Those who use the internet for entertainment (69% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	4225	692	646	742	772	674	699
N unw	4420	748	654	759	794	763	702
Much less	3.7	9.6	0.9	3.0	4.2	2.3	1.6
A bit less	6.5	14.3	1.6	5.5	6.4	5.7	5.1
Sum - (much less + a bit less)	10.1	23.9	2.6	8.5	10.6	8.0	6.7
The same	33.9	19.2	45.5	26.4	36.4	35.9	40.9
Sum + (a bit more + much more)	54.6	54.1	51.0	64.9	52.1	54.7	50.4
A bit more	23.3	21.8	26.7	24.5	23.3	19.8	23.9
Much more	31.3	32.3	24.3	40.3	28.9	34.9	26.6
Don't know	1.3	2.7	1.0	0.3	0.8	1.3	1.9
Total				100%			
Mean	3.7	3.5	3.7	3.9	3.7	3.8	3.7

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Social Contacts (social networks, calling)

Base: Those who use the internet for social contacts (76% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	4659	735	723	944	789	733	736
N unw	4844	786	727	959	812	819	741
Much less	3.3	7.1	1.6	1.1	4.1	3.0	3.1
A bit less	5.8	11.0	3.0	4.0	5.5	5.9	6.0
Sum - (much less + a bit less)	9.0	18.0	4.6	5.1	9.6	8.9	9.1
The same	33.8	20.4	44.5	24.5	39.7	35.5	40.7
Sum + (a bit more + much more)	55.9	59.0	50.1	70.2	50.0	54.2	48.0
A bit more	23.5	20.7	21.1	28.6	25.3	20.1	23.2
Much more	32.4	38.3	29.0	41.6	24.7	34.1	24.8
Don't know	1.2	2.5	0.8	0.2	0.8	1.4	2.2
Total				100%			
Mean	3.8	3.7	3.7	4.1	3.6	3.8	3.6

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Information (social media, conventional media online)

Base: Those who use the internet for information (74% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	4530	714	701	933	789	654	740
N unw	4724	769	707	951	813	744	740
Much less	2.8	7.8	0.7	1.3	3.4	1.9	1.7
A bit less	5.3	11.7	2.9	3.4	4.3	5.3	5.1
Sum - (much less + a bit less)	8.1	19.5	3.6	4.7	7.7	7.2	6.8
The same	33.5	17.4	45.6	25.3	37.6	35.6	42.0
Sum + (a bit more + much more)	56.9	60.0	49.6	69.8	53.6	55.4	49.0
A bit more	26.1	22.9	23.8	28.7	31.0	21.0	27.4
Much more	30.7	37.1	25.8	41.1	22.6	34.4	21.7
Don't know	1.5	3.1	1.2	0.2	1.1	1.7	2.2
Total				100%			
Mean	3.8	3.7	3.7	4.1	3.7	3.8	3.6

Did your household use the internet for the following purposes much less, a bit less, the same, a bit more or much more due to the coronavirus pandemic compared to before the pandemic? - Administration (permits, tickets)

Base: Those who use the internet for administration (39% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2389	664	326	220	399	355	425
N unw	2570	724	318	243	442	407	436
Much less	11.4	9.2	9.1	37.3	11.8	7.8	5.7
A bit less	9.8	12.2	5.7	10.2	12.2	8.5	7.8
Sum - (much less + a bit less)	21.2	21.4	14.8	47.5	23.9	16.3	13.5
The same	38.0	18.7	61.3	19.8	45.3	33.1	56.9
Sum + (a bit more + much more)	36.6	56.6	19.4	29.8	28.2	44.0	23.5
A bit more	16.5	23.1	12.6	12.5	17.4	16.5	10.2
Much more	20.1	33.6	6.8	17.3	10.9	27.5	13.2
Don't know	4.3	3.2	4.5	2.9	2.5	6.6	6.2
Total	100%						
Mean	3.3	3.6	3.0	2.6	3.0	3.5	3.2

If you have been using more online services since the corona virus pandemic, could you imagine continuing to use them in the future, even if not necessary? - Total

	N	No, much less than since the pandemic	No, a bit less than since the pandemic	Yes, the same as since the pandemic	Yes, even more than since the pandemic	Don't know	Sum − (No)	Sum + (Yes)	Total
Education (online learning for school or university)	2399	34.3	15.2	23.7	20.8	6.0	49.5	44.5	
Work (working from home)	1507	23.3	14.9	28.7	27.8	5.3	38.2	56.5	
Shopping	1184	12.3	16.5	34.5	30.8	5.9	28.8	65.3	
Entertainment (movies, music)	2309	13.8	17.8	40.9	24.1	3.4	31.6	65.0	100%
Social Contacts (social networks, calling)	2604	13.7	16.7	41.7	25.4	2.5	30.4	67.0	
Information (social media, conventional media online)	2575	10.9	14.8	46.3	24.9	3.1	25.7	71.2	
Administration (permits, tickets)	874	15.6	15.9	32.2	30.7	5.6	31.5	62.9	

If you have been using more online services since the corona virus pandemic, could you imagine continuing to use them in the future, even if not necessary? - Albania

	N	No, much less than since the pandemic	No, a bit less than since the pandemic	Yes, the same as since the pandemic	Yes, even more than since the pandemic	Don't know	Sum – (No)	Sum + (Yes)	Total
Education (online learning for school or university)	314	27.4	14.4	19.7	26.9	11.6	41.8	46.6	
Work (working from home)	286	24.0	16.0	23.7	29.0	7.3	40.0	52.7	
Shopping	254	20.5	19.2	23.6	25.8	10.9	39.7	49.3	
Entertainment (movies, music)	375	17.6	18.8	34.2	22.2	7.3	36.4	56.4	100%
Social Contacts (social networks, calling)	434	16.7	15.1	38.3	24.0	5.8	31.8	62.3	
Information (social media, conventional media online)	429	16.3	15.3	38.8	23.2	6.4	31.6	62.0	
Administration (permits, tickets)	376	19.4	17.3	30.4	26.2	6.8	36.7	56.6	

If you have been using more online services since the corona virus pandemic, could you imagine continuing to use them in the future, even if not necessary? - Bosnia and Herzegovina

	N	No, much less than since the pandemic	No, a bit less than since the pandemic	Yes, the same as since the pandemic	Yes, even more than since the pandemic	Don't know	Sum – (No)	Sum + (Yes)	Total
Education (online learning for school or university)	372	33.8	17.4	29.5	11.8	7.4	51.3	41.3	
Work (working from home)	249	20.3	13.1	41.4	15.7	9.5	33.4	57.1	
Shopping	148	9.3	14.6	51.5	18.4	6.1	24.0	70.0	
Entertainment (movies, music)	329	9.4	18.5	50.9	16.2	4.9	28.0	67.1	100%
Social Contacts (social networks, calling)	362	11.6	22.6	44.8	17.9	3.0	34.2	62.8	
Information (social media, conventional media online)	347	7.3	12.9	57.7	19.0	3.2	20.1	76.7	
Administration (permits, tickets)	63	7.4	15.6	59.4	11.8	5.8	23.0	71.2	

If you have been using more online services since the corona virus pandemic, could you imagine continuing to use them in the future, even if not necessary? - Kosovo

	N	No, much less than since the pandemic	No, a bit less than since the pandemic	Yes, the same as since the pandemic	Yes, even more than since the pandemic	Don't know	Sum − (No)	Sum + (Yes)	Total
Education (online learning for school or university)	483	34.8	12.9	17.3	32.3	2.6	47.7	49.6	
Work (working from home)	198	25.9	14.7	16.3	41.5	1.6	40.6	57.8	
Shopping	211	9.8	15.7	27.3	45.0	2.2	25.5	72.3	
Entertainment (movies, music)	481	10.5	22.5	31.0	34.7	1.2	33.0	65.8	100%
Social Contacts (social networks, calling)	663	9.1	15.4	42.0	32.6	0.9	24.5	74.6	
Information (social media, conventional media online)	651	8.0	15.6	42.5	33.1	0.8	23.6	75.7	
Administration (permits, tickets)	66	27.1	24.2	18.5	30.2		51.3	48.7	

If you have been using more online services since the corona virus pandemic, could you imagine continuing to use them in the future, even if not necessary? - Montenegro

	N	No, much less than since the pandemic	No, a bit less than since the pandemic	Yes, the same as since the pandemic	Yes, even more than since the pandemic	Don't know	Sum − (No)	Sum + (Yes)	Total
Education (online learning for school or university)	470	44.3	14.0	20.4	17.9	3.4	58.3	38.3	
Work (working from home)	289	32.9	11.3	28.4	22.0	5.4	44.2	50.4	
Shopping	165	18.7	13.0	34.7	27.4	6.2	31.7	62.1	
Entertainment (movies, music)	402	22.9	12.8	44.6	16.5	3.2	35.7	61.0	100%
Social Contacts (social networks, calling)	394	23.3	14.7	40.7	18.7	2.5	38.0	59.4	
Information (social media, conventional media online)	423	17.6	14.0	45.7	18.8	3.9	31.6	64.5	
Administration (permits, tickets)	113	19.5	15.0	32.2	25.2	8.2	34.4	57.4	

If you have been using more online services since the corona virus pandemic, could you imagine continuing to use them in the future, even if not necessary? - North Macedonia

	N	No, much less than since the pandemic	No, a bit less than since the pandemic	Yes, the same as since the pandemic	Yes, even more than since the pandemic	Don't know	Sum – (No)	Sum + (Yes)	Total
Education (online learning for school or university)	406	30.0	18.1	27.0	16.8	8.0	48.1	43.8	
Work (working from home)	249	19.0	15.8	29.5	32.9	2.8	34.8	62.4	
Shopping	238	7.4	22.1	32.4	34.1	4.0	29.6	66.4	
Entertainment (movies, music)	369	10.0	17.7	42.3	27.2	2.8	27.7	69.5	100%
Social Contacts (social networks, calling)	397	10.7	19.5	41.6	26.5	1.8	30.1	68.1	
Information (social media, conventional media online)	362	7.5	14.4	47.7	26.3	4.0	21.9	74.0	
Administration (permits, tickets)	156	5.5	14.9	27.2	49.4	2.9	20.5	76.7	

If you have been using more online services since the corona virus pandemic, could you imagine continuing to use them in the future, even if not necessary? - Serbia

	N	No, much less than since the pandemic	No, a bit less than since the pandemic	Yes, the same as since the pandemic	Yes, even more than since the pandemic	Don't know	Sum – (No)	Sum + (Yes)	Total
Education (online learning for school or university)	353	31.5	15.2	30.8	17.5	5.0	46.7	48.2	
Work (working from home)	235	16.0	19.2	31.0	29.4	4.3	35.2	60.4	
Shopping	168	6.2	10.3	48.2	29.9	5.5	16.5	78.1	
Entertainment (movies, music)	353	11.8	15.6	46.8	24.4	1.4	27.4	71.2	100%
Social Contacts (social networks, calling)	354	13.4	14.5	43.0	27.2	1.9	27.9	70.2	
Information (social media, conventional media online)	363	8.8	15.9	50.1	23.7	1.5	24.7	73.9	
Administration (permits, tickets)	100	10.5	8.1	38.9	36.3	6.2	18.5	75.3	

If you have been using more online services since the corona virus pandemic, could you imagine continuing to use them in the future, even if not necessary? - Education (online learning for school or university)

Base: Those who have used online services for education more since the pandemic began (39% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2399	314	372	483	470	406	353
N unw	2456	347	380	471	473	444	341
No, much less than since the pandemic	34.3	27.4	33.8	34.8	44.3	30.0	31.5
No, a bit less than since the pandemic	15.2	14.4	17.4	12.9	14.0	18.1	15.2
Sum - (No)	49.5	41.8	51.3	47.7	58.3	48.1	46.7
Sum + (Yes)	44.5	46.6	41.3	49.6	38.3	43.8	48.2
Yes, the same as since the pandemic	23.7	19.7	29.5	17.3	20.4	27.0	30.8
Yes, even more than since the pandemic	20.8	26.9	11.8	32.3	17.9	16.8	17.5
Don't know	6.0	11.6	7.4	2.6	3.4	8.0	5.0
Total				100%			
Mean	2.3	2.5	2.2	2.5	2.1	2.3	2.4

If you have been using more online services since the corona virus pandemic, could you imagine continuing to use them in the future, even if not necessary? - Work (working from home)

Base: Those who have used online services for work more since the pandemic began (25% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	1507	286	249	198	289	249	235
N unw	1680	331	253	205	326	306	259
No, much less than since the pandemic	23.3	24.0	20.3	25.9	32.9	19.0	16.0
No, a bit less than since the pandemic	14.9	16.0	13.1	14.7	11.3	15.8	19.2
Sum - (No)	38.2	40.0	33.4	40.6	44.2	34.8	35.2
Sum + (Yes)	56.5	52.7	57.1	57.8	50.4	62.4	60.4
Yes, the same as since the pandemic	28.7	23.7	41.4	16.3	28.4	29.5	31.0
Yes, even more than since the pandemic	27.8	29.0	15.7	41.5	22.0	32.9	29.4
Don't know	5.3	7.3	9.5	1.6	5.4	2.8	4.3
Total				100%			
Mean	2.6	2.6	2.6	2.7	2.4	2.8	2.8

If you have been using more online services since the corona virus pandemic, could you imagine continuing to use them in the future, even if not necessary? - Shopping

Base: Those who have used online services for shopping more since the pandemic began (19% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	1184	254	148	211	165	238	168
N unw	1285	287	145	216	172	289	176
No, much less than since the pandemic	12.3	20.5	9.3	9.8	18.7	7.4	6.2
No, a bit less than since the pandemic	16.5	19.2	14.6	15.7	13.0	22.1	10.3
Sum - (No)	28.8	39.7	24.0	25.5	31.7	29.6	16.5
Sum + (Yes)	65.3	49.3	70.0	72.3	62.1	66.4	78.1
Yes, the same as since the pandemic	34.5	23.6	51.5	27.3	34.7	32.4	48.2
Yes, even more than since the pandemic	30.8	25.8	18.4	45.0	27.4	34.1	29.9
Don't know	5.9	10.9	6.1	2.2	6.2	4.0	5.5
Total				100%			
Mean	2.9	2.6	2.8	3.1	2.8	3.0	3.1

If you have been using more online services since the corona virus pandemic, could you imagine continuing to use them in the future, even if not necessary? - Entertainment (movies, music)

Base: Those who have used online services for entertainment more since the pandemic began (38% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2309	375	329	481	402	369	353
N unw	2408	415	331	483	402	434	343
No, much less than since the pandemic	13.8	17.6	9.4	10.5	22.9	10.0	11.8
No, a bit less than since the pandemic	17.8	18.8	18.5	22.5	12.8	17.7	15.6
Sum - (No)	31.6	36.4	28.0	33.0	35.7	27.7	27.4
Sum + (Yes)	65.0	56.4	67.1	65.8	61.0	69.5	71.2
Yes, the same as since the pandemic	40.9	34.2	50.9	31.0	44.6	42.3	46.8
Yes, even more than since the pandemic	24.1	22.2	16.2	34.7	16.5	27.2	24.4
Don't know	3.4	7.3	4.9	1.2	3.2	2.8	1.4
Total				100%			
Mean	2.8	2.7	2.8	2.9	2.6	2.9	2.9

If you have been using more online services since the corona virus pandemic, could you imagine continuing to use them in the future, even if not necessary? - Social Contacts (social networks, calling)

Base: Those who have used online services for social contacts more since the pandemic began (43% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2604	434	362	663	394	397	354
N unw	2733	472	366	660	405	465	365
No, much less than since the pandemic	13.7	16.7	11.6	9.1	23.3	10.7	13.4
No, a bit less than since the pandemic	16.7	15.1	22.6	15.4	14.7	19.5	14.5
Sum - (No)	30.4	31.8	34.2	24.5	38.0	30.1	27.9
Sum + (Yes)	67.0	62.3	62.8	74.6	59.4	68.1	70.2
Yes, the same as since the pandemic	41.7	38.3	44.8	42.0	40.7	41.6	43.0
Yes, even more than since the pandemic	25.4	24.0	17.9	32.6	18.7	26.5	27.2
Don't know	2.5	5.8	3.0	0.9	2.5	1.8	1.9
Total	100%						
Mean	2.8	2.7	2.7	3.0	2.6	2.9	2.9

If you have been using more online services since the corona virus pandemic, could you imagine continuing to use them in the future, even if not necessary? - Information (social media, conventional media online)

Base: Those who have used online services for information more since the pandemic began (42% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2575	429	347	651	423	362	363
N unw	2688	464	348	648	429	429	370
No, much less than since the pandemic	10.9	16.3	7.3	8.0	17.6	7.5	8.8
No, a bit less than since the pandemic	14.8	15.3	12.9	15.6	14.0	14.4	15.9
Sum - (No)	25.7	31.6	20.1	23.6	31.6	21.9	24.7
Sum + (Yes)	71.2	62.0	76.7	75.7	64.5	74.0	73.9
Yes, the same as since the pandemic	46.3	38.8	57.7	42.5	45.7	47.7	50.1
Yes, even more than since the pandemic	24.9	23.2	19.0	33.1	18.8	26.3	23.7
Don't know	3.1	6.4	3.2	0.8	3.9	4.0	1.5
Total				100%			
Mean	2.9	2.7	2.9	3.0	2.7	3.0	2.9

If you have been using more online services since the corona virus pandemic, could you imagine continuing to use them in the future, even if not necessary? - Administration (permits, tickets)

Base: Those who have used online service for administration more since the pandemic began (14% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	874	376	63	66	113	156	100
N unw	983	414	68	80	129	182	110
No, much less than since the pandemic	15.6	19.4	7.4	27.1	19.5	5.5	10.5
No, a bit less than since the pandemic	15.9	17.3	15.6	24.2	15.0	14.9	8.1
Sum - (No)	31.5	36.7	23.0	51.3	34.4	20.5	18.5
Sum + (Yes)	62.9	56.6	71.2	48.7	57.4	76.7	75.3
Yes, the same as since the pandemic	32.2	30.4	59.4	18.5	32.2	27.2	38.9
Yes, even more than since the pandemic	30.7	26.2	11.8	30.2	25.2	49.4	36.3
Don't know	5.6	6.8	5.8		8.2	2.9	6.2
Total	100%						
Mean	2.8	2.7	2.8	2.5	2.7	3.2	3.1

To what extent the following aspect present the obstacles in using online services for work, education, shopping or entertainment in your household? - Total

	N	Not an obstacle	Somewhat of an obstacle	Major obstacle	Don't know	Total
Availability of Internet	6115	58.3	17.5	13.9	10.3	
Speed of Internet	6115	50.7	24.1	15.1	10.1	
Lack of sufficient of adequate end user devices (Computer, cell phone, tablet)	6115	55.5	18.5	15.7	10.3	100%
Lack of sufficient knowledge of use	6115	51.2	22.6	16.1	10.1	
Quality of the online options	6115	52.0	21.8	12.3	13.9	

To what extent the following aspect present the obstacles in using online services for work, education, shopping or entertainment in your household? - Albania

	N	Not an obstacle	Somewhat of an obstacle	Major obstacle	Don't know	Total
Availability of Internet	1005	30.4	20.5	30.9	18.2	
Speed of Internet	1005	30.9	26.4	27.8	14.9	
Lack of sufficient of adequate end user devices (Computer, cell phone, tablet)	1005	37.5	20.2	27.9	14.5	100%
Lack of sufficient knowledge of use	1005	36.0	26.3	23.5	14.2	
Quality of the online options	1005	35.0	27.3	21.7	16.1	

To what extent the following aspect present the obstacles in using online services for work, education, shopping or entertainment in your household? - Bosnia and Herzegovina

	N	Not an obstacle	Somewhat of an obstacle	Major obstacle	Don't know	Total
Availability of Internet	1004	70.4	14.0	6.0	9.6	
Speed of Internet	1004	58.4	22.5	9.0	10.1	
Lack of sufficient of adequate end user devices (Computer, cell phone, tablet)	1004	70.5	13.8	5.0	10.7	100%
Lack of sufficient knowledge of use	1004	67.9	15.0	6.5	10.7	
Quality of the online options	1004	66.2	15.4	5.0	13.5	

To what extent the following aspect present the obstacles in using online services for work, education, shopping or entertainment in your household? - Kosovo

	N	Not an obstacle	Somewhat of an obstacle	Major obstacle	Don't know	Total
Availability of Internet	1047	56.0	22.1	14.6	7.3	
Speed of Internet	1047	51.3	28.2	13.9	6.6	
Lack of sufficient of adequate end user devices (Computer, cell phone, tablet)	1047	43.5	26.1	22.2	8.1	100%
Lack of sufficient knowledge of use	1047	43.0	27.7	19.4	9.9	
Quality of the online options	1047	45.9	28.1	11.9	14.1	

To what extent the following aspect present the obstacles in using online services for work, education, shopping or entertainment in your household? - Montenegro

	N	Not an obstacle	Somewhat of an obstacle	Major obstacle	Don't know	Total
Availability of Internet	1019	66.9	14.7	11.8	6.6	
Speed of Internet	1019	53.9	22.9	17.2	6.0	
Lack of sufficient of adequate end user devices (Computer, cell phone, tablet)	1019	61.4	18.2	12.7	7.7	100%
Lack of sufficient knowledge of use	1019	54.5	22.6	17.9	5.0	
Quality of the online options	1019	57.3	20.0	12.1	10.6	

To what extent the following aspect present the obstacles in using online services for work, education, shopping or entertainment in your household? - North Macedonia

	N	Not an obstacle	Somewhat of an obstacle	Major obstacle	Don't know	Total
Availability of Internet	1030	55.8	22.0	11.7	10.5	
Speed of Internet	1030	46.5	28.5	13.5	11.4	
Lack of sufficient of adequate end user devices (Computer, cell phone, tablet)	1030	49.8	20.9	19.1	10.2	100%
Lack of sufficient knowledge of use	1030	46.0	26.0	18.4	9.6	
Quality of the online options	1030	46.6	23.9	15.8	13.7	

To what extent the following aspect present the obstacles in using online services for work, education, shopping or entertainment in your household? - Serbia

	N	Not an obstacle	Somewhat of an obstacle	Major obstacle	Don't know	Total
Availability of Internet	1010	70.2	11.5	8.7	9.6	
Speed of Internet	1010	63.3	16.1	9.1	11.5	
Lack of sufficient of adequate end user devices (Computer, cell phone, tablet)	1010	70.9	11.5	7.0	10.6	100%
Lack of sufficient knowledge of use	1010	60.0	17.8	11.0	11.1	
Quality of the online options	1010	61.4	15.9	6.9	15.8	

To what extent the following aspect present the obstacles in using online services for work, education, shopping or entertainment in your household? - Availability of Internet

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Not an obstacle	58.3	30.4	70.4	56.0	66.9	55.8	70.2
Somewhat of an obstacle	17.5	20.5	14.0	22.1	14.7	22.0	11.5
Major obstacle	13.9	30.9	6.0	14.6	11.8	11.7	8.7
Don't know	10.3	18.2	9.6	7.3	6.6	10.5	9.6
Not an obstacle	58.3	30.4	70.4	56.0	66.9	55.8	70.2
Somewhat of an obstacle + major obstacle	31.5	51.4	20.0	36.7	26.5	33.7	20.2
Total		100%					

To what extent the following aspect present the obstacles in using online services for work, education, shopping or entertainment in your household? - Speed of Internet

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Not an obstacle	50.7	30.9	58.4	51.3	53.9	46.5	63.3
Somewhat of an obstacle	24.1	26.4	22.5	28.2	22.9	28.5	16.1
Major obstacle	15.1	27.8	9.0	13.9	17.2	13.5	9.1
Don't know	10.1	14.9	10.1	6.6	6.0	11.4	11.5
Not an obstacle	50.7	30.9	58.4	51.3	53.9	46.5	63.3
Somewhat of an obstacle + major obstacle	39.2	54.2	31.5	42.1	40.1	42.1	25.2
Total		100%					

To what extent the following aspect present the obstacles in using online services for work, education, shopping or entertainment in your household? - Lack of sufficient of adequate end user devices (Computer, cell phone, tablet)

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Not an obstacle	55.5	37.5	70.5	43.5	61.4	49.8	70.9
Somewhat of an obstacle	18.5	20.2	13.8	26.1	18.2	20.9	11.5
Major obstacle	15.7	27.9	5.0	22.2	12.7	19.1	7.0
Don't know	10.3	14.5	10.7	8.1	7.7	10.2	10.6
Not an obstacle	55.5	37.5	70.5	43.5	61.4	49.8	70.9
Somewhat of an obstacle + major obstacle	34.2	48.0	18.8	48.3	30.8	40.0	18.5
Total		100%					

To what extent the following aspect present the obstacles in using online services for work, education, shopping or entertainment in your household? - Lack of sufficient knowledge of use

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Not an obstacle	51.2	36.0	67.9	43.0	54.5	46.0	60.0
Somewhat of an obstacle	22.6	26.3	15.0	27.7	22.6	26.0	17.8
Major obstacle	16.1	23.5	6.5	19.4	17.9	18.4	11.0
Don't know	10.1	14.2	10.7	9.9	5.0	9.6	11.1
Not an obstacle	51.2	36.0	67.9	43.0	54.5	46.0	60.0
Somewhat of an obstacle + major obstacle	38.8	49.8	21.4	47.2	40.5	44.3	28.9
Total		100%					

To what extent the following aspect present the obstacles in using online services for work, education, shopping or entertainment in your household? - Quality of the online options

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Not an obstacle	52.0	35.0	66.2	45.9	57.3	46.6	61.4
Somewhat of an obstacle	21.8	27.3	15.4	28.1	20.0	23.9	15.9
Major obstacle	12.3	21.7	5.0	11.9	12.1	15.8	6.9
Don't know	13.9	16.1	13.5	14.1	10.6	13.7	15.8
Not an obstacle	52.0	35.0	66.2	45.9	57.3	46.6	61.4
Somewhat of an obstacle + major obstacle	34.0	49.0	20.3	40.0	32.1	39.7	22.9
Total		100%					

Which device are you mostly using for the following digital activities during the pandemic? - Total

	N	Desktop computer	Laptop computer	Tablet	Mobile phone	Don't know
Education (online learning for school or university)	3606	15.7	43.0	8.7	50.2	16.6
Work (working from home)	2584	12.9	43.6	5.3	34.5	25.0
Shopping	2912	6.6	22.6	4.1	62.8	19.2
Entertainment (movies, music)	4225	10.9	31.1	6.2	60.5	12.4
Social Contacts (social networks, calling)	4659	4.9	13.6	4.4	84.6	7.2
Information (social media, conventional media online)	4530	6.2	16.1	4.5	81.9	7.8
Administration (permits, tickets)	2389	7.9	22.2	5.0	50.0	28.2

Which device are you mostly using for the following digital activities during the pandemic? - Albania

	N	Desktop computer	Laptop computer	Tablet	Mobile phone	Don't know
Education (online learning for school or university)	692	14.3	32.8	9.8	35.6	23.4
Work (working from home)	611	10.4	28.0	9.2	32.4	28.7
Shopping	608	4.1	21.8	6.2	47.8	23.3
Entertainment (movies, music)	692	5.8	23.2	8.0	51.9	18.6
Social Contacts (social networks, calling)	735	3.7	13.3	5.4	67.0	15.4
Information (social media, conventional media online)	714	3.3	16.4	4.0	65.2	15.2
Administration (permits, tickets)	664	5.3	18.5	4.6	56.6	19.0

Which device are you mostly using for the following digital activities during the pandemic? - Bosnia and Herzegovina

	N	Desktop computer	Laptop computer	Tablet	Mobile phone	Don't know
Education (online learning for school or university)	518	18.6	52.9	11.9	53.3	13.4
Work (working from home)	385	13.9	58.0	4.2	36.5	17.6
Shopping	402	9.4	25.3	4.9	65.7	16.6
Entertainment (movies, music)	646	10.7	39.2	9.1	62.4	10.4
Social Contacts (social networks, calling)	723	6.3	16.8	4.8	90.7	4.7
Information (social media, conventional media online)	701	7.7	20.4	6.5	87.0	6.0
Administration (permits, tickets)	326	6.6	23.7	6.9	47.9	35.5

Which device are you mostly using for the following digital activities during the pandemic? - Kosovo

	N	Desktop computer	Laptop computer	Tablet	Mobile phone	Don't know
Education (online learning for school or university)	630	6.5	43.3	4.5	69.6	14.3
Work (working from home)	324	3.2	43.2	2.9	42.6	39.3
Shopping	457	0.8	15.5	0.6	68.6	24.8
Entertainment (movies, music)	742	3.5	15.8	1.5	81.1	8.9
Social Contacts (social networks, calling)	944	1.1	10.6	2.2	90.1	5.3
Information (social media, conventional media online)	933	0.9	8.9	1.9	89.4	6.1
Administration (permits, tickets)	220	3.3	15.7	3.3	21.6	65.9

Which device are you mostly using for the following digital activities during the pandemic? - Montenegro

	N	Desktop computer	Laptop computer	Tablet	Mobile phone	Don't know
Education (online learning for school or university)	660	12.4	41.4	8.6	58.6	15.5
Work (working from home)	460	16.0	46.7	6.8	36.3	19.8
Shopping	453	6.7	21.7	4.7	64.1	19.6
Entertainment (movies, music)	772	13.2	35.0	5.7	54.3	13.5
Social Contacts (social networks, calling)	789	4.2	11.1	4.4	90.0	6.0
Information (social media, conventional media online)	789	6.0	14.7	4.5	86.7	6.5
Administration (permits, tickets)	399	8.1	25.8	5.6	55.6	21.0

Which device are you mostly using for the following digital activities during the pandemic? - North Macedonia

	N	Desktop computer	Laptop computer	Tablet	Mobile phone	Don't know
Education (online learning for school or university)	560	15.6	45.4	8.1	43.2	13.6
Work (working from home)	394	8.8	43.0	2.7	38.0	19.3
Shopping	497	3.3	18.0	2.2	73.2	13.0
Entertainment (movies, music)	674	7.4	31.4	3.9	59.9	10.6
Social Contacts (social networks, calling)	733	3.5	12.2	2.9	86.1	4.6
Information (social media, conventional media online)	654	4.2	14.2	3.4	82.6	5.5
Administration (permits, tickets)	355	4.8	20.2	3.7	54.7	25.7

Which device are you mostly using for the following digital activities during the pandemic? - Serbia

	N	Desktop computer	Laptop computer	Tablet	Mobile phone	Don't know
Education (online learning for school or university)	547	29.4	45.4	9.9	40.4	18.3
Work (working from home)	411	23.8	50.9	3.1	23.9	26.6
Shopping	494	16.3	33.5	5.5	61.8	17.0
Entertainment (movies, music)	699	25.1	42.8	9.4	53.0	12.6
Social Contacts (social networks, calling)	736	12.0	19.0	7.1	82.1	7.5
Information (social media, conventional media online)	740	16.5	24.0	7.7	77.8	8.0
Administration (permits, tickets)	425	17.9	28.7	5.5	46.9	26.5

Which device are you mostly using for the following digital activities during the pandemic? - Education (online learning for school or university)

Multiple answers; Base: Those who use online service for education (59% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	3606	692	518	630	660	560	547
N unw	3709	732	524	634	672	613	534
Mobile phone	50.2	35.6	53.3	69.6	58.6	43.2	40.4
Laptop computer	43.0	32.8	52.9	43.3	41.4	45.4	45.4
Desktop computer	15.7	14.3	18.6	6.5	12.4	15.6	29.4
Tablet	8.7	9.8	11.9	4.5	8.6	8.1	9.9
Don't know	16.6	23.4	13.4	14.3	15.5	13.6	18.3

Which device are you mostly using for the following digital activities during the pandemic? - Work (working from home)

Multiple answers; Base: Those who use online service for work (42% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2584	611	385	324	460	394	411
N unw	2794	674	382	338	509	457	434
Laptop computer	43.6	28.0	58.0	43.2	46.7	43.0	50.9
Mobile phone	34.5	32.4	36.5	42.6	36.3	38.0	23.9
Desktop computer	12.9	10.4	13.9	3.2	16.0	8.8	23.8
Tablet	5.3	9.2	4.2	2.9	6.8	2.7	3.1
Don't know	25.0	28.7	17.6	39.3	19.8	19.3	26.6

Which device are you mostly using for the following digital activities during the pandemic? - Shopping

Multiple answers; Base: Those who use online service for shopping (48% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2912	608	402	457	453	497	494
N unw	3138	668	409	484	491	585	501
Mobile phone	62.8	47.8	65.7	68.6	64.1	73.2	61.8
Laptop computer	22.6	21.8	25.3	15.5	21.7	18.0	33.5
Desktop computer	6.6	4.1	9.4	0.8	6.7	3.3	16.3
Tablet	4.1	6.2	4.9	0.6	4.7	2.2	5.5
Don't know	19.2	23.3	16.6	24.8	19.6	13.0	17.0

Which device are you mostly using for the following digital activities during the pandemic? - Entertainment (movies, music)

Multiple answers; Base: Those who use online service for entertainment (69% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	4225	692	646	742	772	674	699
N unw	4420	748	654	759	794	763	702
Mobile phone	60.5	51.9	62.4	81.1	54.3	59.9	53.0
Laptop computer	31.1	23.2	39.2	15.8	35.0	31.4	42.8
Desktop computer	10.9	5.8	10.7	3.5	13.2	7.4	25.1
Tablet	6.2	8.0	9.1	1.5	5.7	3.9	9.4
Don't know	12.4	18.6	10.4	8.9	13.5	10.6	12.6

Which device are you mostly using for the following digital activities during the pandemic? - Social Contacts (social networks, calling)

Multiple answers; Base: Those who use online service for social contacts (76% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	4659	735	723	944	789	733	736
N unw	4844	786	727	959	812	819	741
Mobile phone	84.6	67.0	90.7	90.1	90.0	86.1	82.1
Laptop computer	13.6	13.3	16.8	10.6	11.1	12.2	19.0
Desktop computer	4.9	3.7	6.3	1.1	4.2	3.5	12.0
Tablet	4.4	5.4	4.8	2.2	4.4	2.9	7.1
Don't know	7.2	15.4	4.7	5.3	6.0	4.6	7.5

Which device are you mostly using for the following digital activities during the pandemic? - Information (social media, conventional media online)

Multiple answers; Base: Those who use online service for information (74% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	4530	714	701	933	789	654	740
N unw	4724	769	707	951	813	744	740
Mobile phone	81.9	65.2	87.0	89.4	86.7	82.6	77.8
Laptop computer	16.1	16.4	20.4	8.9	14.7	14.2	24.0
Desktop computer	6.2	3.3	7.7	0.9	6.0	4.2	16.5
Tablet	4.5	4.0	6.5	1.9	4.5	3.4	7.7
Don't know	7.8	15.2	6.0	6.1	6.5	5.5	8.0

Which device are you mostly using for the following digital activities during the pandemic? - Administration (permits, tickets)

Multiple answers; Base: Those who use online service for administration (39% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2389	664	326	220	399	355	425
N unw	2570	724	318	243	442	407	436
Mobile phone	50.0	56.6	47.9	21.6	55.6	54.7	46.9
Laptop computer	22.2	18.5	23.7	15.7	25.8	20.2	28.7
Desktop computer	7.9	5.3	6.6	3.3	8.1	4.8	17.9
Tablet	5.0	4.6	6.9	3.3	5.6	3.7	5.5
Don't know	28.2	19.0	35.5	65.9	21.0	25.7	26.5

Are you satisfied with the online services provided during the pandemic in the following fields? - Total

	N	Yes	No	Do not use this online service	Don't know	Total
Information about the pandemic (such as apps)	6115	41.9	11.6	40.2	6.3	
Online Education (such as Zoom/MsTeams/Google Classroom/ other)	6115	33.2	11.6	49.2	6.1	
Government Support (such as financial support and hardship assistance)	6115	17.7	25.1	51.3	6.0	100%
Employer support for work from home (such as infrastructure, regulation, child benefits)	6115	14.8	17.0	62.3	5.9	
Medical support	6115	19.9	20.5	54.2	5.4	

Are you satisfied with the online services provided during the pandemic in the following fields? - Albania

	N	Yes	No	Do not use this online service	Don't know	Total
Information about the pandemic (such as apps)	1005	37.2	18.2	33.9	10.6	
Online Education (such as Zoom/MsTeams/Google Classroom/ other)	1005	28.9	21.6	39.0	10.4	
Government Support (such as financial support and hardship assistance)	1005	20.9	34.2	35.6	9.2	100%
Employer support for work from home (such as infrastructure, regulation, child benefits)	1005	20.0	24.1	46.1	9.8	
Medical support	1005	23.0	27.9	39.9	9.2	

Are you satisfied with the online services provided during the pandemic in the following fields? - Bosnia and Herzegovina

	N	Yes	No	Do not use this online service	Don't know	Total
Information about the pandemic (such as apps)	1004	42.6	11.0	40.2	6.2	
Online Education (such as Zoom/MsTeams/Google Classroom/ other)	1004	28.2	10.8	55.3	5.8	
Government Support (such as financial support and hardship assistance)	1004	9.0	26.7	57.6	6.8	100%
Employer support for work from home (such as infrastructure, regulation, child benefits)	1004	13.7	18.0	62.5	5.9	
Medical support	1004	16.1	19.8	59.0	5.1	

Are you satisfied with the online services provided during the pandemic in the following fields? - Kosovo

	N	Yes	No	Do not use this online service	Don't know	Total
Information about the pandemic (such as apps)	1047	52.6	8.9	36.4	2.1	
Online Education (such as Zoom/MsTeams/Google Classroom/ other)	1047	37.1	6.7	54.0	2.2	
Government Support (such as financial support and hardship assistance)	1047	16.1	30.6	51.7	1.6	100%
Employer support for work from home (such as infrastructure, regulation, child benefits)	1047	14.5	20.1	64.0	1.4	
Medical support	1047	14.7	26.0	58.1	1.2	

Are you satisfied with the online services provided during the pandemic in the following fields? - Montenegro

	N	Yes	No	Do not use this online service	Don't know	Total
Information about the pandemic (such as apps)	1019	53.9	6.3	36.1	3.8	
Online Education (such as Zoom/MsTeams/Google Classroom/ other)	1019	40.9	9.1	46.7	3.3	
Government Support (such as financial support and hardship assistance)	1019	18.3	22.5	55.3	3.9	100%
Employer support for work from home (such as infrastructure, regulation, child benefits)	1019	15.3	13.5	67.2	4.0	
Medical support	1019	31.5	14.1	51.0	3.4	

Are you satisfied with the online services provided during the pandemic in the following fields? - North Macedonia

	N	Yes	No	Do not use this online service	Don't know	Total
Information about the pandemic (such as apps)	1030	29.9	11.3	52.6	6.1	
Online Education (such as Zoom/MsTeams/Google Classroom/ other)	1030	31.7	12.5	49.6	6.2	
Government Support (such as financial support and hardship assistance)	1030	12.5	19.7	62.5	5.3	100%
Employer support for work from home (such as infrastructure, regulation, child benefits)	1030	8.8	15.8	69.8	5.7	
Medical support	1030	11.6	18.4	64.3	5.7	

Are you satisfied with the online services provided during the pandemic in the following fields? - Serbia

	N	Yes	No	Do not use this online service	Don't know	Total
Information about the pandemic (such as apps)	1010	34.9	14.0	42.2	8.9	
Online Education (such as Zoom/MsTeams/Google Classroom/ other)	1010	32.1	8.8	50.1	8.9	
Government Support (such as financial support and hardship assistance)	1010	29.3	16.6	44.4	9.7	100%
Employer support for work from home (such as infrastructure, regulation, child benefits)	1010	16.5	10.8	64.2	8.6	
Medical support	1010	22.9	16.9	52.4	7.8	

Are you satisfied with the online services provided during the pandemic in the following fields? - Information about the pandemic (such as apps)

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig				0.00			
Yes	41.9	37.2	42.6	52.6	53.9	29.9	34.9
No	11.6	18.2	11.0	8.9	6.3	11.3	14.0
Do not use this online service	40.2	33.9	40.2	36.4	36.1	52.6	42.2
Don't know	6.3	10.6	6.2	2.1	3.8	6.1	8.9
Total				100%			

Are you satisfied with the online services provided during the pandemic in the following fields? - Online Education (such as Zoom/MsTeams/Google Classroom/ other)

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	33.2	28.9	28.2	37.1	40.9	31.7	32.1
No	11.6	21.6	10.8	6.7	9.1	12.5	8.8
Do not use this online service	49.2	39.0	55.3	54.0	46.7	49.6	50.1
Don't know	6.1	10.4	5.8	2.2	3.3	6.2	8.9
Total		100%					

Are you satisfied with the online services provided during the pandemic in the following fields? - Government Support (such as financial support and hardship assistance)

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	17.7	20.9	9.0	16.1	18.3	12.5	29.3
No	25.1	34.2	26.7	30.6	22.5	19.7	16.6
Do not use this online service	51.3	35.6	57.6	51.7	55.3	62.5	44.4
Don't know	6.0	9.2	6.8	1.6	3.9	5.3	9.7
Total		100%					

Are you satisfied with the online services provided during the pandemic in the following fields? - Employer support for work from home (such as infrastructure, regulation, child benefits)

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	14.8	20.0	13.7	14.5	15.3	8.8	16.5
No	17.0	24.1	18.0	20.1	13.5	15.8	10.8
Do not use this online service	62.3	46.1	62.5	64.0	67.2	69.8	64.2
Don't know	5.9	9.8	5.9	1.4	4.0	5.7	8.6
Total		100%					

Are you satisfied with the online services provided during the pandemic in the following fields? - Medical support

Base: Total target population

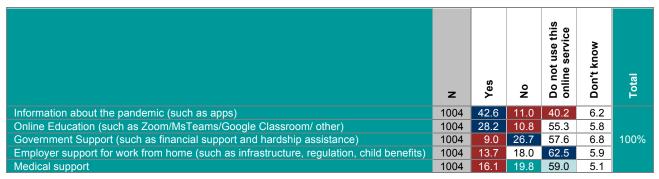|	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	19.9	23.0	16.1	14.7	31.5	11.6	22.9
No	20.5	27.9	19.8	26.0	14.1	18.4	16.9
Do not use this online service	54.2	39.9	59.0	58.1	51.0	64.3	52.4
Don't know	5.4	9.2	5.1	1.2	3.4	5.7	7.8
Total		100%					

Are you satisfied with the online services provided during the pandemic in the following fields? - Total

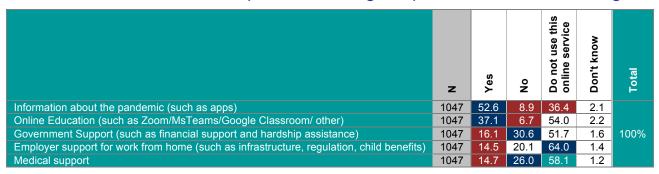|	N	Yes	No	Don't know	Total
Information about the pandemic (such as apps)	3655	70.1	19.4	10.5	
Online Education (such as Zoom/MsTeams/Google Classroom/ other)	3109	65.3	22.7	12.0	
Government Support (such as financial support and hardship assistance)	2981	36.2	51.4	12.4	100%
Employer support for work from home (such as infrastructure, regulation, child benefits)	2302	39.2	45.2	15.6	
Medical support	2802	43.5	44.8	11.7	

Are you satisfied with the online services provided during the pandemic in the following fields? - Albania

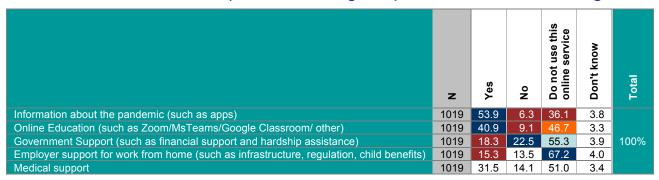|	N	Yes	No	Don't know	Total
Information about the pandemic (such as apps)	664	56.3	27.6	16.1	
Online Education (such as Zoom/MsTeams/Google Classroom/ other)	613	47.4	35.5	17.1	
Government Support (such as financial support and hardship assistance)	647	32.4	53.2	14.4	100%
Employer support for work from home (such as infrastructure, regulation, child benefits)	542	37.1	44.7	18.2	
Medical support	604	38.2	46.4	15.4	

Are you satisfied with the online services provided during the pandemic in the following fields? - Bosnia and Herzegovina

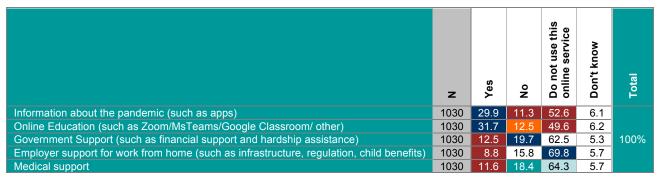|	N	Yes	No	Don't know	Total
Information about the pandemic (such as apps)	601	71.2	18.4	10.4	
Online Education (such as Zoom/MsTeams/Google Classroom/ other)	449	63.0	24.1	12.9	
Government Support (such as financial support and hardship assistance)	426	21.2	62.9	16.0	100%
Employer support for work from home (such as infrastructure, regulation, child benefits)	376	36.5	47.9	15.6	
Medical support	412	39.2	48.4	12.4	

Are you satisfied with the online services provided during the pandemic in the following fields? - Kosovo

	N	Yes	No	Don't know	Total
Information about the pandemic (such as apps)	666	82.7	14.1	3.3	
Online Education (such as Zoom/MsTeams/Google Classroom/ other)	482	80.6	14.6	4.8	
Government Support (such as financial support and hardship assistance)	506	33.4	63.3	3.2	100%
Employer support for work from home (such as infrastructure, regulation, child benefits)	377	40.4	55.7	3.9	
Medical support	439	35.0	62.1	3.0	

Are you satisfied with the online services provided during the pandemic in the following fields? - Montenegro

	N	Yes	No	Don't know	Total
Information about the pandemic (such as apps)	652	84.3	9.8	5.9	
Online Education (such as Zoom/MsTeams/Google Classroom/ other)	543	76.6	17.1	6.3	
Government Support (such as financial support and hardship assistance)	455	41.1	50.3	8.7	100%
Employer support for work from home (such as infrastructure, regulation, child benefits)	334	46.6	41.1	12.3	
Medical support	499	64.3	28.8	6.9	

Are you satisfied with the online services provided during the pandemic in the following fields? - North Macedonia

	N	Yes	No	Don't know	Total
Information about the pandemic (such as apps)	488	63.1	23.9	12.9	
Online Education (such as Zoom/MsTeams/Google Classroom/ other)	519	62.9	24.9	12.3	
Government Support (such as financial support and hardship assistance)	386	33.3	52.6	14.1	100%
Employer support for work from home (such as infrastructure, regulation, child benefits)	311	29.1	52.2	18.7	
Medical support	368	32.6	51.4	15.9	

Are you satisfied with the online services provided during the pandemic in the following fields? - Serbia

	N	Yes	No	Don't know	Total
Information about the pandemic (such as apps)	584	60.3	24.3	15.5	
Online Education (such as Zoom/MsTeams/Google Classroom/ other)	504	64.5	17.7	17.8	
Government Support (such as financial support and hardship assistance)	561	52.7	29.9	17.4	100%
Employer support for work from home (such as infrastructure, regulation, child benefits)	362	46.0	30.0	23.9	
Medical support	481	48.0	35.5	16.5	

Are you satisfied with the online services provided during the pandemic in the following fields? - Information about the pandemic (such as apps)

Base: Those who use online services for information about the pandemic during the pandemic (60% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	3655	664	601	666	652	488	584
N unw	3754	690	601	683	661	526	593
sig		0.00					
Yes	70.1	56.3	71.2	82.7	84.3	63.1	60.3
No	19.4	27.6	18.4	14.1	9.8	23.9	24.3
Don't know	10.5	16.1	10.4	3.3	5.9	12.9	15.5
Total		100%					

Are you satisfied with the online services provided during the pandemic in the following fields? - Online Education (such as Zoom/MsTeams/Google Classroom/ other)

Base: Those who use online services for online education during the pandemic (51% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	3109	613	449	482	543	519	504
N unw	3176	644	444	507	537	548	496
sig		0.00					
Yes	65.3	47.4	63.0	80.6	76.6	62.9	64.5
No	22.7	35.5	24.1	14.6	17.1	24.9	17.7
Don't know	12.0	17.1	12.9	4.8	6.3	12.3	17.8
Total		100%					

Are you satisfied with the online services provided during the pandemic in the following fields? - Government Support (such as financial support and hardship assistance)

Base: Those who use online services for government support during the pandemic (49% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2981	647	426	506	455	386	561
N unw	3019	668	419	525	451	397	559
sig		0.00					
Yes	36.2	32.4	21.2	33.4	41.1	33.3	52.7
No	51.4	53.2	62.9	63.3	50.3	52.6	29.9
Don't know	12.4	14.4	16.0	3.2	8.7	14.1	17.4
Total		100%					

Are you satisfied with the online services provided during the pandemic in the following fields? - Employer support for work from home (such as infrastructure, regulation, child benefits)

Base: Those who use online services for employer support for work from home during the pandemic (38% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2302	542	376	377	334	311	362
N unw	2418	579	371	400	357	329	382
sig		0.00					
Yes	39.2	37.1	36.5	40.4	46.6	29.1	46.0
No	45.2	44.7	47.9	55.7	41.1	52.2	30.0
Don't know	15.6	18.2	15.6	3.9	12.3	18.7	23.9
Total		100%					

Are you satisfied with the online services provided during the pandemic in the following fields? - Medical support

Base: Those who use online services for medical support during the pandemic (46% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	2802	604	412	439	499	368	481
N unw	2874	631	405	464	506	386	482
sig		0.00					
Yes	43.5	38.2	39.2	35.0	64.3	32.6	48.0
No	44.8	46.4	48.4	62.1	28.8	51.4	35.5
Don't know	11.7	15.4	12.4	3.0	6.9	15.9	16.5
Total		100%					

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Total

	N	Yes	No	I do not have children attending school or university in household	Don't know	Total
Use of a digital platform for live teaching / distance learning (such as Zoom)	6115	33.9	10.4	49.9	5.8	
Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)	6115	30.7	12.3	50.8	6.2	100%
No digital content (alternative such as textbooks, TV school program)	6115	23.2	18.7	50.7	7.4	

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Albania

	N	Yes	No	I do not have children attending school or university in household	Don't know	Total
Use of a digital platform for live teaching / distance learning (such as Zoom)	1005	22.8	20.6	47.2	9.5	
Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)	1005	22.6	18.7	49.6	9.0	100%
No digital content (alternative such as textbooks, TV school program)	1005	20.8	21.1	48.2	9.8	

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Bosnia and Herzegovina

	N	Yes	No	I do not have children attending school or university in household	Don't know	Total
Use of a digital platform for live teaching / distance learning (such as Zoom)	1004	28.4	7.8	58.3	5.5	
Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)	1004	27.8	8.3	58.0	5.9	100%
No digital content (alternative such as textbooks, TV school program)	1004	13.7	20.6	58.2	7.5	

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Kosovo

	N	Yes	No	I do not have children attending school or university in household	Don't know	Total
Use of a digital platform for live teaching / distance learning (such as Zoom)	1047	51.5	6.8	40.2	1.4	
Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)	1047	47.1	10.8	40.4	1.7	100%
No digital content (alternative such as textbooks, TV school program)	1047	48.4	9.6	40.4	1.6	

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Montenegro

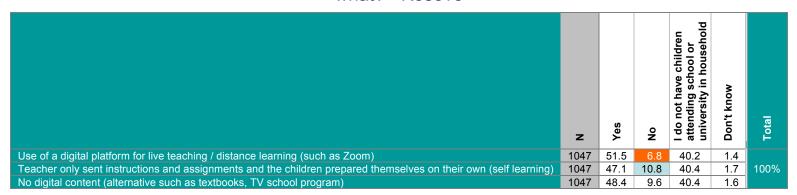|	N	Yes	No	I do not have children attending school or university in household	Don't know	Total
Use of a digital platform for live teaching / distance learning (such as Zoom)	1019	39.4	6.0	50.4	4.1	
Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)	1019	33.3	10.3	51.8	4.6	100%
No digital content (alternative such as textbooks, TV school program)	1019	20.6	20.9	52.1	6.4	

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - North Macedonia

	N	Yes	No	I do not have children attending school or university in household	Don't know	Total
Use of a digital platform for live teaching / distance learning (such as Zoom)	1030	35.3	10.4	48.3	5.9	
Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)	1030	26.7	17.5	49.2	6.7	100%
No digital content (alternative such as textbooks, TV school program)	1030	21.3	21.1	49.6	8.0	

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Serbia

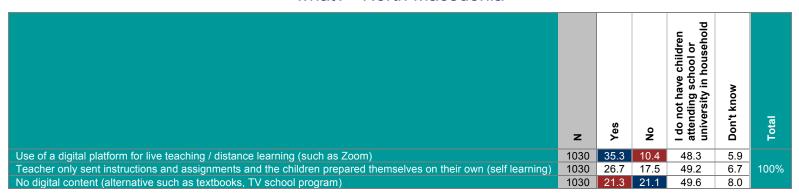|	N	Yes	No	I do not have children attending school or university in household	Don't know	Total
Use of a digital platform for live teaching / distance learning (such as Zoom)	1010	25.4	10.6	55.4	8.6	
Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)	1010	26.1	8.5	56.1	9.3	100%
No digital content (alternative such as textbooks, TV school program)	1010	13.4	19.1	56.2	11.4	

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Use of a digital platform for live teaching / distance learning (such as Zoom)

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	33.9	22.8	28.4	51.5	39.4	35.3	25.4
No	10.4	20.6	7.8	6.8	6.0	10.4	10.6
I do not have children attending school or university in household	49.9	47.2	58.3	40.2	50.4	48.3	55.4
Don't know	5.8	9.5	5.5	1.4	4.1	5.9	8.6
Total		100%					

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Yes	30.7	22.6	27.8	47.1	33.3	26.7	26.1
No	12.3	18.7	8.3	10.8	10.3	17.5	8.5
I do not have children attending school or university in household	50.8	49.6	58.0	40.4	51.8	49.2	56.1
Don't know	6.2	9.0	5.9	1.7	4.6	6.7	9.3
Total		100%					

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - No digital content (alternative such as textbooks, TV school program)

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig				0.00			
Yes	23.2	20.8	13.7	48.4	20.6	21.3	13.4
No	18.7	21.1	20.6	9.6	20.9	21.1	19.1
I do not have children attending school or university in household	50.7	48.2	58.2	40.4	52.1	49.6	56.2
Don't know	7.4	9.8	7.5	1.6	6.4	8.0	11.4
Total				100%			

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Total

	N	Yes	No	Don't know	Total
Use of a digital platform for live teaching / distance learning (such as Zoom)	3064	67.7	20.7	11.6	
Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)	3009	62.4	25.1	12.5	100%
No digital content (alternative such as textbooks, TV school program)	3015	47.1	37.9	15.1	

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Albania

	N	Yes	No	Don't know	Total
Use of a digital platform for live teaching / distance learning (such as Zoom)	531	43.1	39.0	17.9	
Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)	506	45.0	37.2	17.9	100%
No digital content (alternative such as textbooks, TV school program)	521	40.2	40.8	19.0	

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Bosnia and Herzegovina

	N	Yes	No	Don't know	Total
Use of a digital platform for live teaching / distance learning (such as Zoom)	419	68.0	18.8	13.2	
Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)	421	66.2	19.8	14.1	100%
No digital content (alternative such as textbooks, TV school program)	420	32.9	49.2	18.0	

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Kosovo

	N	Yes	No	Don't know	Total
Use of a digital platform for live teaching / distance learning (such as Zoom)	626	86.1	11.4	2.4	
Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)	624	79.1	18.1	2.8	100%
No digital content (alternative such as textbooks, TV school program)	624	81.2	16.1	2.7	

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Montenegro

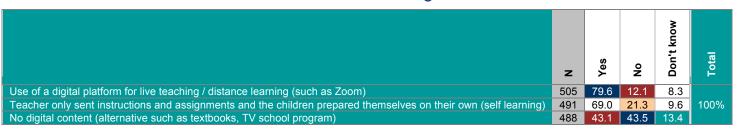|	N	Yes	No	Don't know	Total
Use of a digital platform for live teaching / distance learning (such as Zoom)	505	79.6	12.1	8.3	
Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)	491	69.0	21.3	9.6	100%
No digital content (alternative such as textbooks, TV school program)	488	43.1	43.5	13.4	

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - North Macedonia

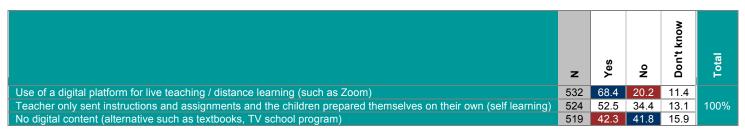|	N	Yes	No	Don't know	Total
Use of a digital platform for live teaching / distance learning (such as Zoom)	532	68.4	20.2	11.4	
Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)	524	52.5	34.4	13.1	100%
No digital content (alternative such as textbooks, TV school program)	519	42.3	41.8	15.9	

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Serbia

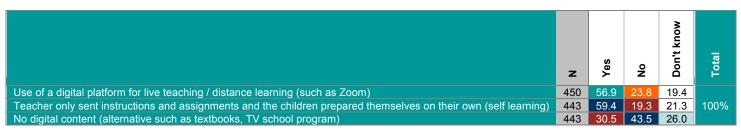|	N	Yes	No	Don't know	Total
Use of a digital platform for live teaching / distance learning (such as Zoom)	450	56.9	23.8	19.4	
Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)	443	59.4	19.3	21.3	100%
No digital content (alternative such as textbooks, TV school program)	443	30.5	43.5	26.0	

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Use of a digital platform for live teaching / distance learning (such as Zoom)

Base: Those who have children attending school or university in household (50% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	3064	531	419	626	505	532	450
N unw	3083	553	414	642	499	553	422
sig		0.00					
Yes	67.7	43.1	68.0	86.1	79.6	68.4	56.9
No	20.7	39.0	18.8	11.4	12.1	20.2	23.8
Don't know	11.6	17.9	13.2	2.4	8.3	11.4	19.4
Total		100%					

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - Teacher only sent instructions and assignments and the children prepared themselves on their own (self learning)

Base: Those who have children attending school or university in household (49% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	3009	506	421	624	491	524	443
N unw	3025	524	417	640	490	543	411
sig		0.00					
Yes	62.4	45.0	66.2	79.1	69.0	52.5	59.4
No	25.1	37.2	19.8	18.1	21.3	34.4	19.3
Don't know	12.5	17.9	14.1	2.8	9.6	13.1	21.3
Total		100%					

In case you have children, attending school or university in your household, did they use digital content for teach and if so what? - No digital content (alternative such as textbooks, TV school program)

Base: Those who have children attending school or university in household (49% of target population)

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	3015	521	420	624	488	519	443
N unw	3028	536	414	642	485	536	415
sig		0.00					
Yes	47.1	40.2	32.9	81.2	43.1	42.3	30.5
No	37.9	40.8	49.2	16.1	43.5	41.8	43.5
Don't know	15.1	19.0	18.0	2.7	13.4	15.9	26.0
Total		100%					

In your opinion for quality learning and acquisition of knowledge, it is necessary for a student to have:

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Printed textbook only	30.5	33.3	29.8	27.2	32.3	34.5	25.9
Digital textbooks only	3.2	8.9	1.1	3.0	1.3	3.3	1.4
Combination of printed and digital learning material	57.4	39.5	59.3	66.6	61.0	52.0	66.0
Don't know/Refuse to answer	8.9	18.3	9.8	3.1	5.4	10.2	6.8
Total		100%					

DEMOGRAPHY

Your gender?

Public opinion poll in the Western Balkan s

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.93					
Male	49.0	49.6	48.8	49.4	48.7	49.7	47.6
Female	51.0	50.4	51.2	50.6	51.3	50.3	52.4
Total		100%					

Age

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
18-29	23.8	26.2	20.3	32.4	22.1	22.8	18.7
30-44	27.2	25.1	26.1	31.8	26.5	28.9	24.5
45-59	25.7	26.8	27.9	21.7	27.1	25.8	25.2
60+	23.3	21.9	25.8	14.0	24.3	22.4	31.6
Total		100%					

Education - last COMPLETED school:

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Did not finish primary school	4.0	4.7	4.7	4.3	3.1	3.1	3.8
Finished elementary school	16.8	16.1	14.4	17.5	12.0	28.7	11.6
Did not finish high school (abandoned it before finishing)	2.3	9.5	1.5	1.6		0.2	1.1
Did not finish high school, but has trade	9.6	19.2	1.8	21.2	4.7	1.4	8.8
Finished high school	47.0	33.9	59.1	30.1	58.7	49.2	51.6
Did not finish college (abandoned it before finishing)	1.2	1.0		2.0		1.6	2.7
Finished college	3.9	2.9	3.2	4.5	4.9	2.4	5.4
Finished university	15.3	12.6	15.2	18.8	16.6	13.3	15.0
Total		100%					

Type of settlement

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
Urban	55.4	56.2	47.7	45.6	64.3	59.8	59.0
Rural	44.6	43.8	52.3	54.4	35.7	40.2	41.0
Total		100%					

Current occupation:

Base: Total target population

	Total	Country					
		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia
N	6115	1005	1004	1047	1019	1030	1010
N unw	6115	1005	1004	1047	1019	1030	1010
sig		0.00					
I work in private company	24.2	26.8	22.4	19.3	21.3	29.0	26.4
I work in Public institution/organization	10.2	6.4	12.9	8.5	12.1	9.7	11.5
I have my own business/Freelancer and I employe other people	2.2	4.4	2.0	1.5	2.2	2.2	0.9
I have my own business/Freelancer, but I do not employ other people	2.1	4.6	1.7	1.2	2.2	0.7	2.2
I help (without pay) in a family business	1.9	3.5	1.0	2.9	0.9	1.5	1.4
I am retired, pensioner	19.5	18.5	22.6	9.9	22.3	16.6	27.3
I am studying	7.6	5.9	8.4	11.6	8.3	5.5	5.6
Housewife	10.5	9.8	13.6	14.1	9.4	8.4	7.9
Currently unemployed	21.4	18.1	15.2	30.8	21.3	25.8	16.8
Other	0.0					0.2	
Refuse to answer	0.5	2.1	0.3	0.1	0.2	0.4	0.1
Total		100%					

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The EFB supports the process of affirming the efficacy of EU enlargement policy across the Western Balkans, improving regional cooperation amongst civil society organisations based on solidarity and demand-driven dialogue. It provides means and platforms for informed and empowered citizens to take action demanding accountable institutions and democracy. The focus is on continuous reforms of the policies and practices of the Western Balkans countries on their way to EU accession.

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The Centre also aims to provide information and documentation and to be a point of contact for media and public interested in Southeast Europe, in terms of political, legal, economic and cultural developments. An interdisciplinary team of lawyers, historians, and political scientists has contributed to research on Southeast Europe, through articles, monographs and other publications. The centre regularly organizes international conferences and workshops to promote cutting edge research on Southeast Europe.

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