Inter-community dialogue and social cohesion in Kosovo:

Perceptions, challenges, and perspectives of non-majority communities

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INSTITUTI PËR POLITIKA SOCIALE

NED NATIONAL ENDOWMENT FOR DEMOCRACY
SUPPORTING FREEDOM AROUND THE WORLD

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The Musine Kokalari Social Policy Institute is an independent research institute (think tank) in Kosovo that promotes social justice, equality, democracy and comprehensive public policies, supporting civil society organizations and other social actors in the design, implementation and promotion of their policies. The Institute focuses on the conception and promotion of a fair, equal society based on the rule of law. With an orientation towards the future, we aim to overcome differences, reduce social gaps and build common public values, which are shared and valued collectively.

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1. Introduction

During June 2026, the Musine Kokalari Institute for Social Policy engaged UBO Consulting to conduct a survey as part of the project "Promoting Political Dialogue for Interethnic and Social Cohesion." The study aims to contribute to a deeper understanding of the experiences and perceptions of non-majority communities in Kosovo, addressing social cohesion not only in terms of inter-community relations but also in relation to the social, economic, and institutional conditions that influence their inclusion and future prospects.

The survey was conducted with 800 citizens from non-majority communities living in Kosovo, including the Serb, Bosniak, Turkish, Roma, Ashkali, Egyptian, and Gorani communities. It gathered data on respondents' perceptions, experiences, and attitudes regarding interethnic relations and social cohesion, access to public and social services, linguistic rights, equal treatment, trust in institutions, education, employment, economic opportunities, civic participation, and future prospects.

The data highlight differences in the experiences of non-majority communities. While relatively positive assessments regarding future prospects and the importance of investments in education, vocational training, and inter-community cooperation are observed in some areas, significant disparities emerge in others. In particular, perceptions concerning inclusion, access to services, equal treatment, and the capacity of institutions to address the needs of various communities vary considerably. These differences suggest that social cohesion in Kosovo cannot be understood solely through the quality of inter-community relations; rather, it must also be examined in relation to the actual opportunities citizens have to exercise their rights and participate in social, economic, and political life.

An important dimension of the study concerns the perspective of young people and the opportunities available to them for building a future in Kosovo. According to the respondents, investments in education and vocational skills, support for employment and small business development, and the creation of spaces for youth participation and initiatives are key elements for improving the prospects of these communities. In this sense, migration and the lack of economic opportunities emerge not merely as socioeconomic issues, but also as factors that can affect the sustainability of communities and social cohesion at the local level.

At the same time, the results highlight the importance of the institutional dimension. Perceptions regarding access to services in the community's language, equal treatment, discrimination, and the understanding of community needs vary significantly, indicating that the relationship between citizens and institutions remains a key component of social inclusion. While these perceptions do not in themselves constitute a measure of verified instances of discrimination or institutional performance, they are essential for understanding how citizens experience access to services and their relationship with institutions.

In addition to data collected through the survey, the study draws upon findings and discussions that emerged during project activities—including dialogue with communities, workshops with young people, and meetings with local assembly members. Although these activities are not part of the survey sample, they serve as supplementary sources for interpreting and contextualizing the quantitative results. They help identify concrete challenges at the local level, such as infrastructure and basic services, transport, employment, migration, and a lack of spaces for civic activities and inter-community interaction.

By combining survey results with perspectives gathered during project activities, the study aims to provide a more comprehensive analysis of the factors influencing inter-ethnic and social cohesion in Kosovo. The findings suggest that inter-community dialogue, while essential, is insufficient in the absence of concrete conditions for inclusion and equality. Building a more inclusive society requires, simultaneously, more accountable institutions, equal access to rights and services, opportunities for socio-economic development, and more meaningful participation of communities in decision-making processes. This interconnection between dialogue, equality, and institutional accountability forms the core of the analysis and recommendations presented in this study.

2. Purpose and Specific Objectives of the Study

The overall purpose of this study is to analyze the perceptions, attitudes, and experiences of citizens from non-majority communities in Kosovo regarding interethnic relations, daily life challenges, and their social and economic prospects. The study addresses, among other topics, issues related to education, employment, economic opportunities, access to public services, social inclusion and trust in institutions, civic and political participation, as well as the respondents' perceptions and expectations regarding their outlook for the next five years.

One of the primary aims of the survey was to enable participants to express their perceptions, experiences, and attitudes freely and anonymously. Through an analysis of the responses, the study seeks to identify the most frequently reported needs and challenges faced by respondents from non-majority communities, and to highlight differences and similarities in perceptions across various communities and social groups.

Through dialogue with communities and workshops with young people, the project aimed to create spaces for discussion and participation, where citizens—especially youth—could more broadly express their experiences, concerns, and the challenges they face in their daily lives. These activities also served to identify local needs and priorities, and to foster an exchange of perspectives on opportunities for cooperation and greater social inclusion.

Through meetings with municipal assembly members, the project sought to examine how locally elected representatives address the needs and demands of citizens, the measures and initiatives undertaken within their respective municipalities, and the priorities for improving the well-being of residents. At the same time, these meetings aimed to contribute to a better understanding of the relationship between political representation, institutional accountability, and community participation in decision-making processes.

3. Methodology

3.1 Methodological Approach

This study was conducted using a primarily quantitative approach, based on a survey of 800 respondents from non-majority communities in Kosovo. The survey served as the primary data source for this study, aiming to measure the perceptions, attitudes, and experiences of citizens from non-majority communities regarding interethnic relations, social cohesion, access to public services, social inclusion, education, employment, economic prospects, and trust in institutions.

To supplement the quantitative survey data, the analysis also incorporates findings and discussions that emerged during community dialogues, workshops with young people, and meetings with municipal assembly members. This information was used to enrich and contextualize the survey results, though it is not treated as part of the sample of 800 respondents.

In interpreting the results, a distinction is made between the survey data—which reflect the responses of the participants—and the findings from dialogue and consultation activities, which provide additional context and perspectives. The latter are not used to draw statistical conclusions regarding the communities included in the study.

3.2 Sample and distribution of respondents

The study sample includes 800 respondents from seven non-majority communities in Kosovo: Serbs, Bosniaks, Turks, Roma, Ashkali, Egyptians, and Gorani.

The distribution of respondents by community affiliation is presented in the table below:

Community	Number of respondents	Sample share
Serb	238	29.8%
Bosniak	174	21.8%
Turk	120	15.0%
Roma	51	6.4 %
Ashkali	87	10.9 %
Egyptian	69	8.6 %
Gorani	61	7.6 %
Total	**800**	**100%**

Note: Percentages are rounded to one decimal place; therefore, their sum totals 100,1%.

The sample included respondents from 31 municipalities in Kosovo, taking into account the territorial distribution of the non-majority communities covered by the study. This allowed for the inclusion of experiences and perceptions from various local contexts, as well as the comparison of results based on community affiliation and place of residence, where the sample size permits.

The largest number of respondents were drawn from municipalities where the concentration of the respective communities is highest. For example, in the municipality of Prizren, a total of 203 respondents were included, comprising 116 Bosniaks, 62 Turks, 12 Roma, 8 Ashkali, 1 Egyptian, and 4 Gorani. In Gračanica, 64 respondents were included—55 of whom are Serbs—while in Štrpce, 55 respondents were included, 54 of whom are Serbs.

This distribution was intended to capture the experiences and perceptions of non-majority communities across various local contexts, taking into account their presence and territorial distribution.

3.3 Data Analysis

The data collected through the survey were analyzed using both descriptive and comparative methods. The analysis encompassed results for the entire sample, as well as comparisons across different categories of respondents, with the aim of identifying differences and similarities in their perceptions and experiences.

Depending on the nature of the questions and the available data, the results were analyzed according to:

- ethnic community;
- municipality;
- area of residence (urban/rural);
- gender;
- age group;
- level of education; and
- employment status

When interpreting the comparative results, the size of the respondent groups was taken into account, particularly in cases where the number of participants in certain categories was limited. For this reason, the identified differences have been interpreted with caution, avoiding generalizations that go beyond the collected data.

Regarding gender, the sample shows a relatively balanced distribution. Women account for 50.5% of the respondents, while men account for 49.5%.

This distribution allows for a comparison of perceptions and experiences by gender, especially concerning issues related to employment, education, social inclusion, access to services, and economic opportunities.

In terms of age, the largest group of respondents consists of those aged 25–34, representing 19.1% of the sample. This is followed by the 35–44 age group at 17.8%, while 17.6% of respondents are aged 45–54.

The inclusion of various age groups provides an opportunity to examine intergenerational differences, particularly regarding perceptions of future prospects, education, employment, and relationships with institutions. Regarding place of residence, 56.9% of respondents live in rural areas, while 43.1% live in urban areas. This distinction is significant for the analysis, as infrastructural conditions, access to public services, and economic opportunities may vary between rural and urban areas.

Almost half of the respondents—specifically 47.9%—have completed secondary education. Primary education has been completed by 29.3% of respondents, while 9.4% report having no formal education. Respondents with vocational education make up 5.3% of the sample, while 7.6% have completed university education. Only 0.5% hold a postgraduate level of education.

This composition indicates that the majority of respondents have a primary or secondary education, while the proportion of individuals with higher education is relatively limited. Education level serves as an important variable for interpreting perceptions regarding employment, vocational training, and economic opportunities.

In terms of employment status, 37.2% of respondents are employed, while 22.9% report being unemployed. Self-employed individuals account for 6.1% of the sample. Pensioners account for 14.3%, while 14.2% state that they are engaged in unpaid housework or family

care. Students make up 3.6%, while 1.6% report being engaged in seasonal or informal work.

These data reflect a diverse composition of the sample in terms of employment status and provide a basis for analyzing the relationship between one's position in the labor market, economic security, and perceptions regarding future opportunities.

Wages constitute the primary source of income for 55.9% of the respondents' households. Self-employment or a family business serves as the main source for 6.9%, while 8.3% state that their primary income comes from seasonal or day labor.

Pensions are the primary source of income for 12% of households, while 8.4% rely mainly on social assistance. For 2.3% of respondents, remittances constitute the main source of income, whereas 6.1% state that their household has no regular income.

This distribution indicates that, alongside households that rely primarily on income from employment, a portion of respondents depend on pensions, social assistance, or other sources, while some have no regular income at all. These variations are significant when examining economic conditions and opportunities for social inclusion.

The majority of respondents—78.2%—state that there is no one in their household who requires continuous care. However, 11.6% have an elderly family member in need of ongoing care, while 3.9% have a family member with a chronic illness. In 2.9% of cases, the presence of a person with a disability is reported, and 2.1% state that they have a child with special needs in the household. A small segment of respondents—1.3%—chose not to provide an answer. These data are important for further analysis of access to social services and support needs, as some of the families included in the study face ongoing caregiving responsibilities.

3.4 Summary of the Respondents' Profile

Overall, the sample includes respondents from various non-majority communities, with diverse demographic and socioeconomic characteristics. More than half of the respondents live in rural areas, while the majority have completed primary or secondary education. Regarding employment, 37.2% of respondents state that they are employed, while the remainder includes the unemployed, the self-employed, pensioners, students, and individuals engaged in unpaid family work or other forms of labor.

These demographic and socioeconomic characteristics serve as an important starting point for interpreting the results. In the following chapters, the data will be used to examine differences and similarities in the respondents' perceptions and experiences, taking into account community affiliation, age, gender, place of residence, and socioeconomic status.

3.5 Methodological limitations of the study

The results of this study should be interpreted with consideration for certain methodological limitations. First, the analysis relies on the perceptions, attitudes, and experiences reported by respondents ; these do not necessarily constitute objective measurements of the state of public services, the level of discrimination, or institutional performance.

Second, the sample size varies across the communities included in the study. For this reason, comparisons between them should be interpreted with caution, particularly regarding communities with a smaller number of respondents. Generalizing the results to the populations of the respective communities depends on the sampling method used and the representativeness of the sample.

Third, data collected during community dialogues, workshops with young people, and local consultations serve to contextualize the survey findings and cannot be statistically generalized to the respective communities or municipalities.

Finally, the study is primarily descriptive and comparative in nature. Consequently, the potential relationships between socio-economic conditions, institutional trust, and social cohesion are interpreted as analytical connections suggested by the findings, rather than as verified causal relationships.

4

Analysis of Results

4.1 Inter-ethnic Relations, Social Cohesion, and Perspectives on the Future

This chapter analyzes respondents' perceptions regarding their personal futures and those of their respective communities in Kosovo, their belief in the possibility of building a more inclusive society, the outlook for young people, the importance of education and inter-community cooperation, as well as their expectations of institutions. The findings highlight differences among the communities concerning optimism for the future, belief in the potential for improvement, and expectations of institutions.

Among respondents from the Turkish, Bosniak, and Ashkali communities, there is a more pronounced tendency toward moderate optimism and a belief that living conditions will improve. Among respondents from the Roma and Egyptian communities, optimistic attitudes are accompanied by concerns regarding economic prospects and opportunities for young people.

Meanwhile, respondents from the Serbian community express lower levels of optimism across several of the key dimensions analyzed—including their personal and community futures, the prospects for future generations, the potential for a more inclusive society, and the belief that conditions can be improved through institutional action. At the same time, a significant portion of respondents from this community view the importance of inter-community cooperation programs positively.

How optimistic are you about your personal future in Kosovo?

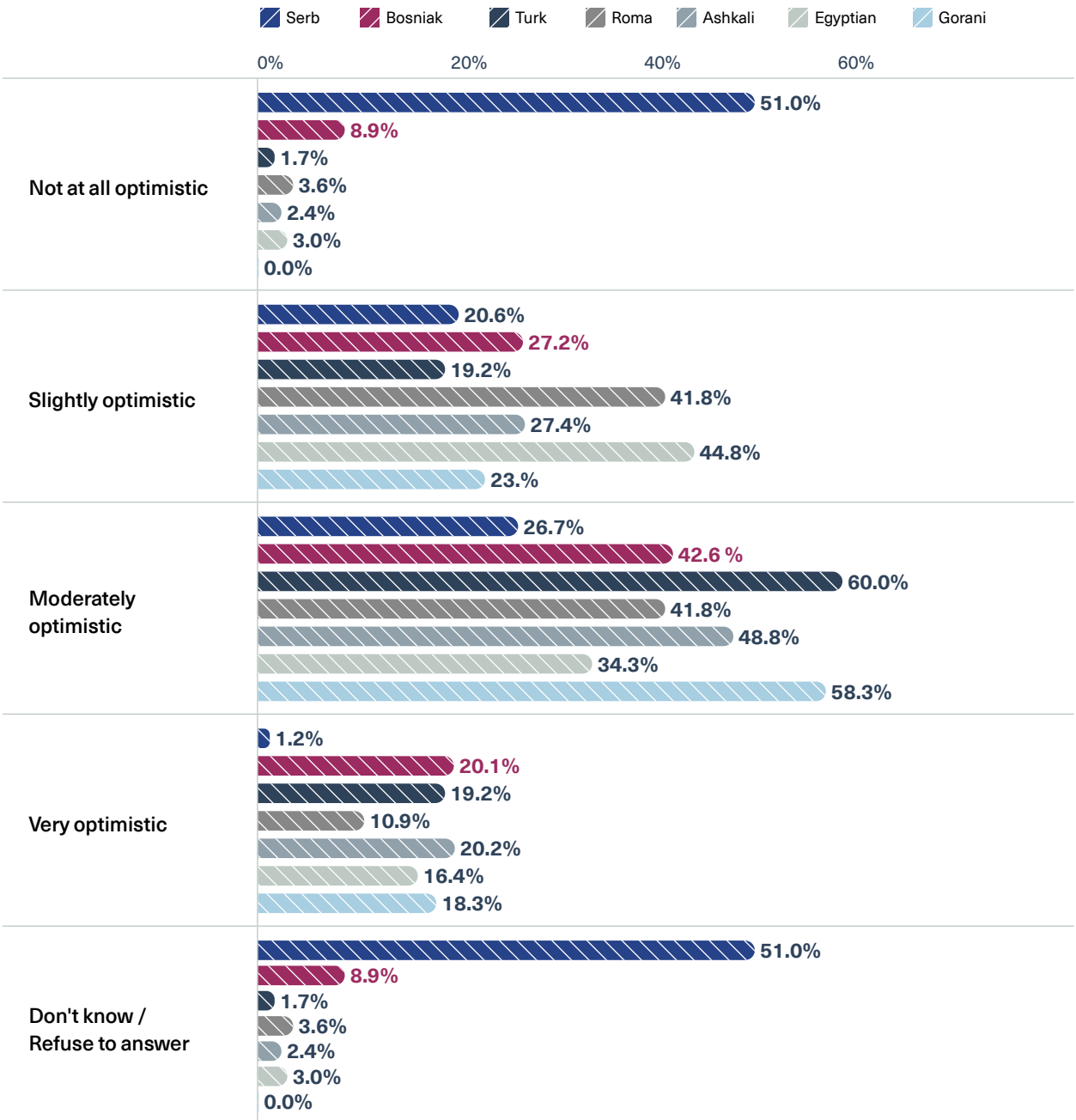


FIGURE 01 Respondents' perceptions of their personal future, by community

The results also show that respondents attach importance to education and inter-community cooperation as factors for improving future prospects, even when their assessments of the current situation and the role of institutions are more critical. This suggests that, despite differences in their level of optimism, respondents from various communities share certain common priorities, which could serve as a foundation for fostering dialogue and inter-community cooperation.

How important are programs that promote cooperation between ethnic communities for the future of Kosovo?

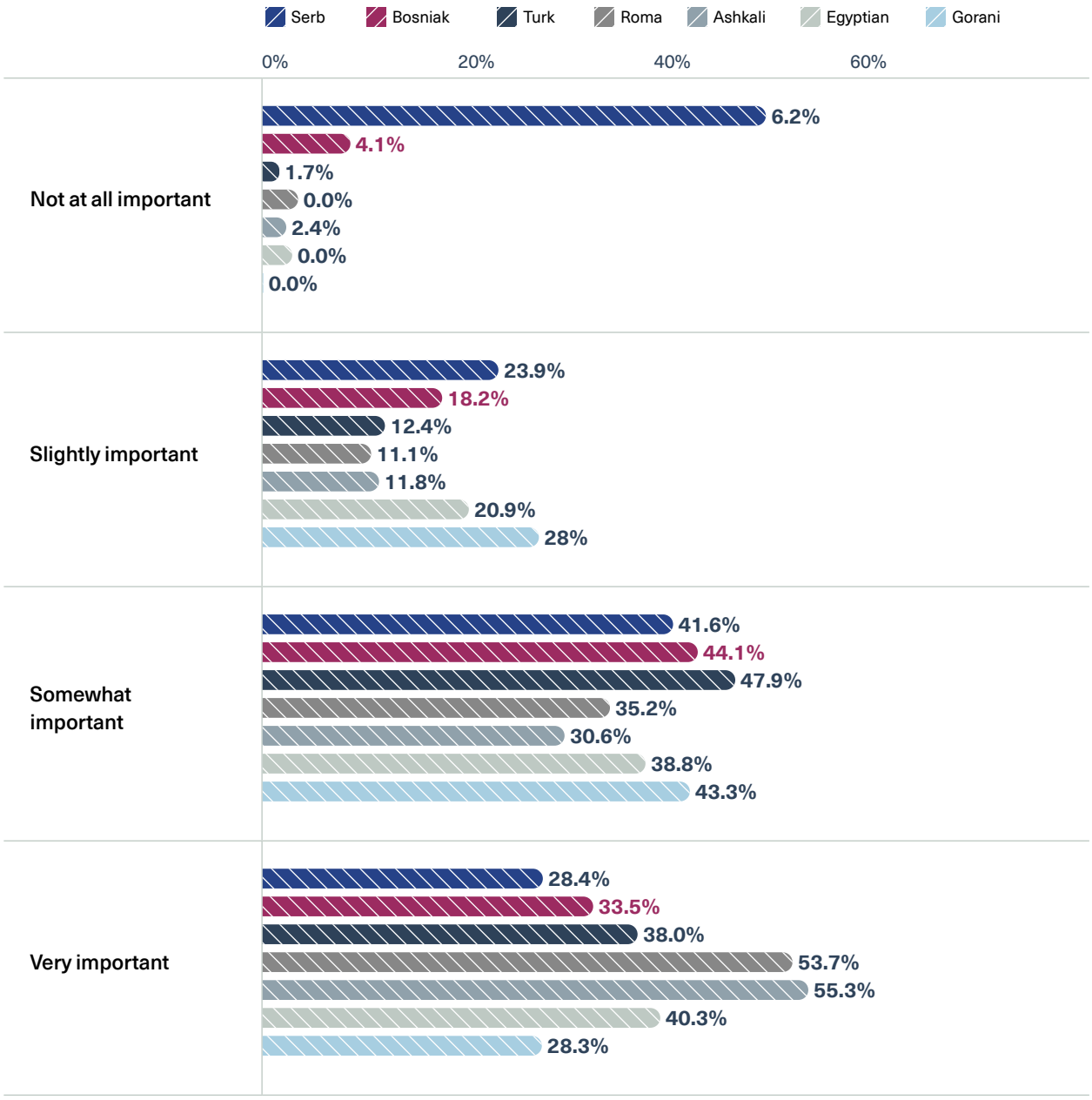


FIGURE 02 Assessment of the importance of inter-community cooperation programs

Overall, these results suggest that future prospects and confidence in the possibilities for improving living conditions constitute important dimensions of perceptions regarding social cohesion, alongside inter-community relations. Education, economic opportunities, cooperation between communities, and trust in the ability of institutions to respond to the needs of citizens represent interconnected dimensions of social cohesion.

4.2 Employment and Economic Prospects

Employment and economic opportunities constitute an important dimension of the living conditions and future prospects of non-majority communities in Kosovo. The survey results highlight dissatisfaction with current employment opportunities, perceived barriers to accessing the labor market, and the level of support for economic development.

Nevertheless, these concerns are accompanied by relatively positive expectations regarding future improvements in the situation.

More than half of the respondents (52.2%) state that they are little or not at all satisfied with the current employment opportunities in their municipalities. At the same time, 64.2% believe that there are at least moderate possibilities for improving employment prospects for younger generations, while 64.1% express similar views regarding the potential for greater inclusion of their communities in the labor market.

These results suggest that dissatisfaction with current employment opportunities does not preclude moderate optimism for the future, highlighting a distinction between present experiences and expectations for improvement.

How satisfied are you with employment opportunities in your municipality?

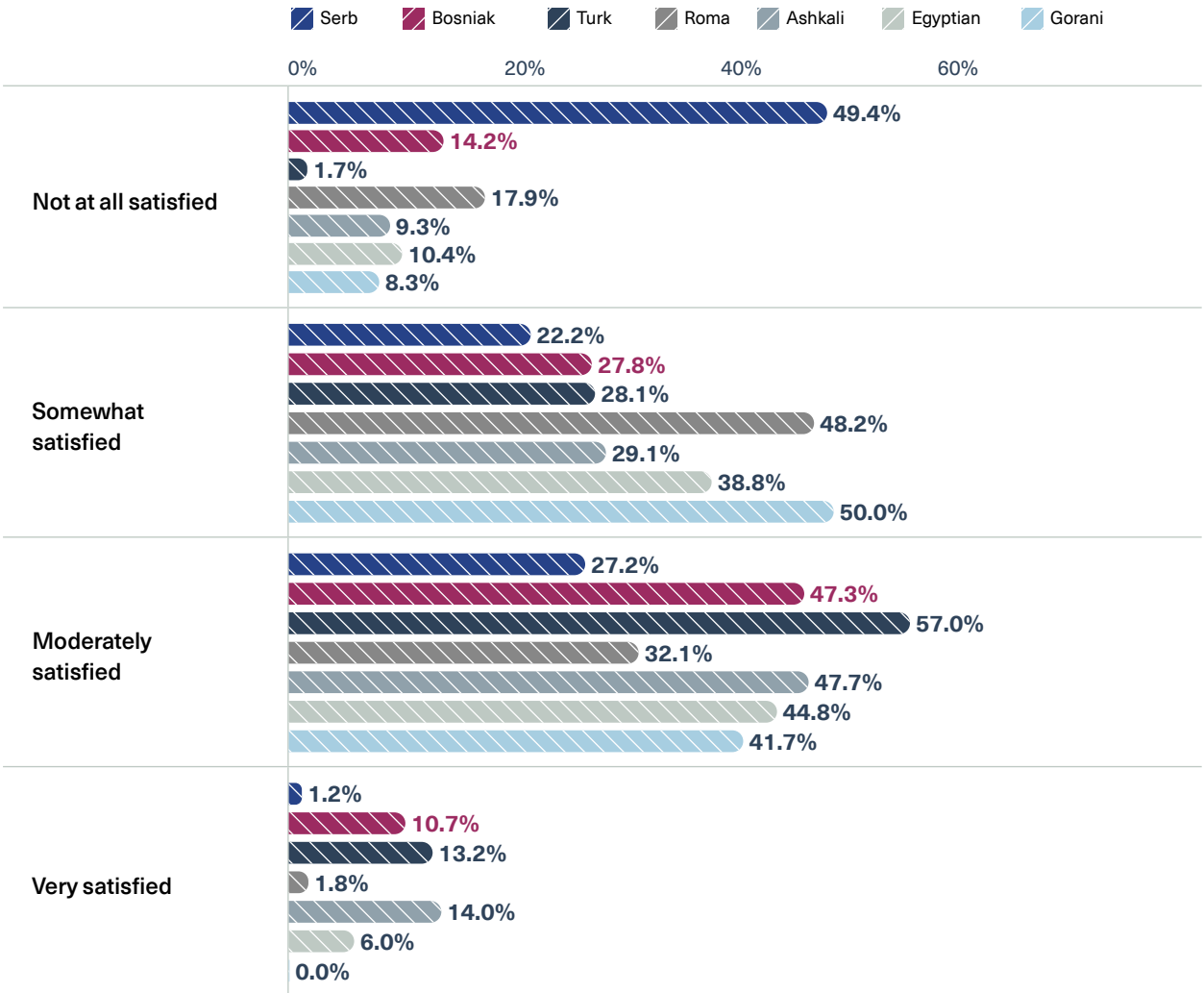


FIGURE 03 Satisfaction with current employment opportunities

One of the most significant findings relates to the perception that ethnic background can influence access to the labor market. A total of 64.2% of respondents state that their ethnic background limits their employment opportunities, at least on occasion. This result suggests that perceived barriers to employment are not merely economic in nature, but are also linked to issues of equal treatment, social inclusion, and trust between communities. At the same time, the results indicate a broadly positive assessment regarding the importance of investments in education and vocational training. A total of 83.3% of respondents consider investments in vocational education and digital skills to be at least moderately important, while 85.9% view grants, training, and support for small businesses as at least moderately important.

However, respondents express more reserved views regarding the support currently provided to small and family-owned businesses. These findings suggest that the high value placed on economic support is not necessarily matched by an equivalent level of satisfaction with existing measures. This discrepancy points to the need to examine not only the availability of support programs but also their suitability and accessibility.

The results also indicate relatively positive expectations regarding the willingness of young people to engage socially, as well as the improvement of economic opportunities for women. According to the survey results, 84.2% of respondents believe that young people in their community are at least to some extent willing to undertake social initiatives, while 66.4% believe at least to some extent that economic opportunities for women will improve in the future.

Overall, the results highlight three priority areas for employment and economic development policies: expanding employment opportunities, developing professional skills, and improving support mechanisms for entrepreneurship and small businesses. Perceptions regarding the impact of ethnic background on employment opportunities also underscore the importance of transparency in recruitment procedures, equal treatment, and ensuring accessible opportunities for citizens from all communities.

However, these assessments reflect the perceptions and expectations of the respondents and do not constitute a direct measure of youth participation in social initiatives or of changes in economic opportunities for women.

52,2%

state that they are little or not at all satisfied with the current employment opportunities in their municipalities. At the same time,

↓

64,2%

believe that there are at least moderate possibilities for improving employment prospects for younger generations, while **64.1%** express similar views regarding the potential for greater inclusion of their communities in the labor market

How important are grants, training, and support for small businesses to the economic future of communities?

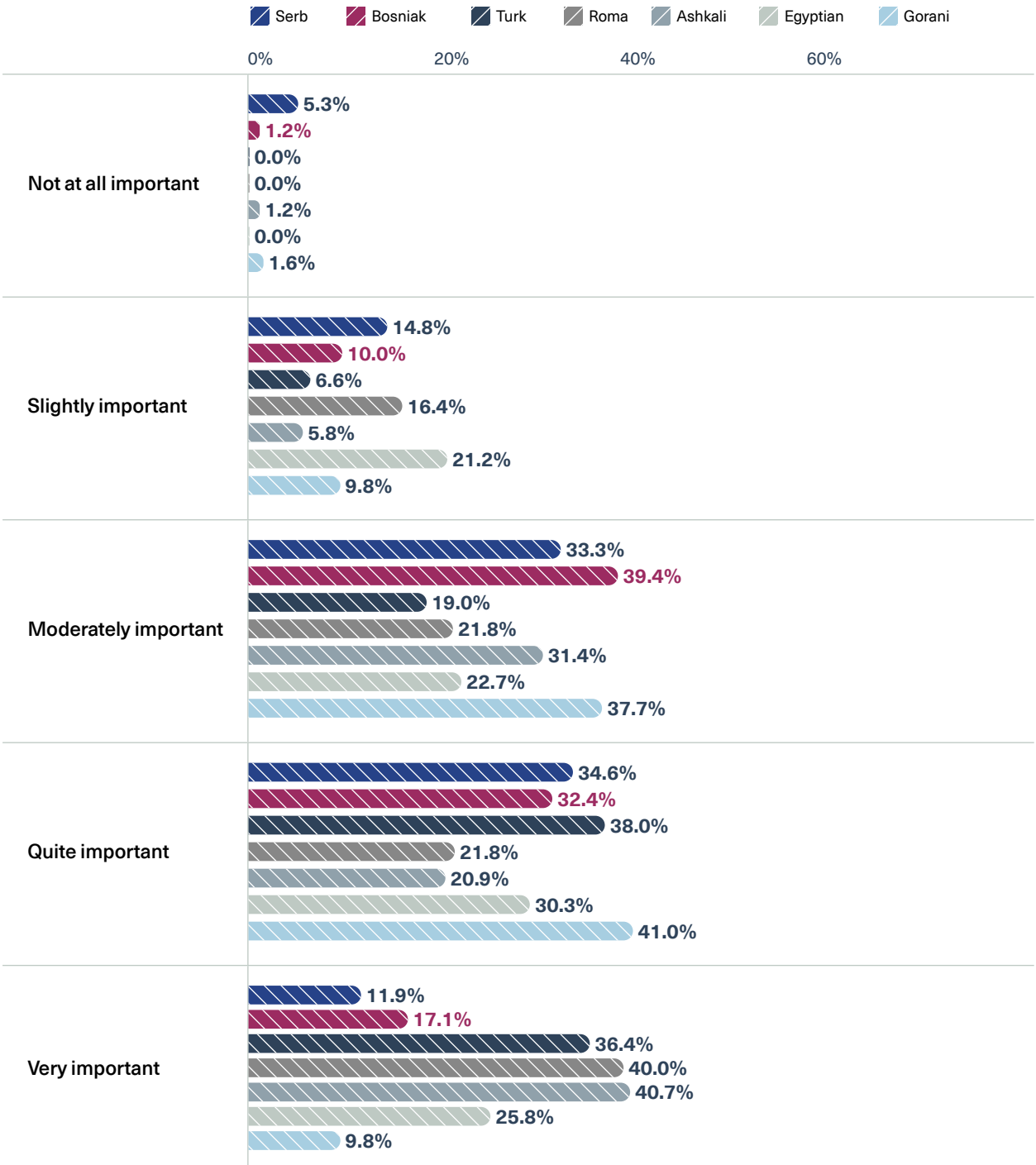


FIGURE 04 Assessment of the importance of grants, training, and support for small businesses

4.3 Access to Social Services

Access to social services constitutes an essential dimension of the well-being and inclusion of non-majority communities in Kosovo. The survey results highlight challenges related not only to the opportunity to benefit from these services, but also to the level of information available to citizens, the application procedures for social assistance, and the capacity of institutions to respond to the needs of families and groups in vulnerable situations. The data also reveal differences among communities regarding their experiences and perceptions concerning access to these services.

The respondents' answers indicate that access to social services should be examined not only in terms of their availability, but also in relation to the level of information, application procedures, and the ability of citizens to utilize these services.

One of the most notable findings concerns the level of awareness regarding social services. Among respondents from the Serbian community, 45.5% state that they are not at all informed about the social services available.

84,2%

of respondents believe that young people in their community are at least to some extentwilling to undertake social initiatives, while

66,4%

believe at least to some extent that economic opportunities for women will improve in the future.

How well-informed are you about the social services offered by public institutions?

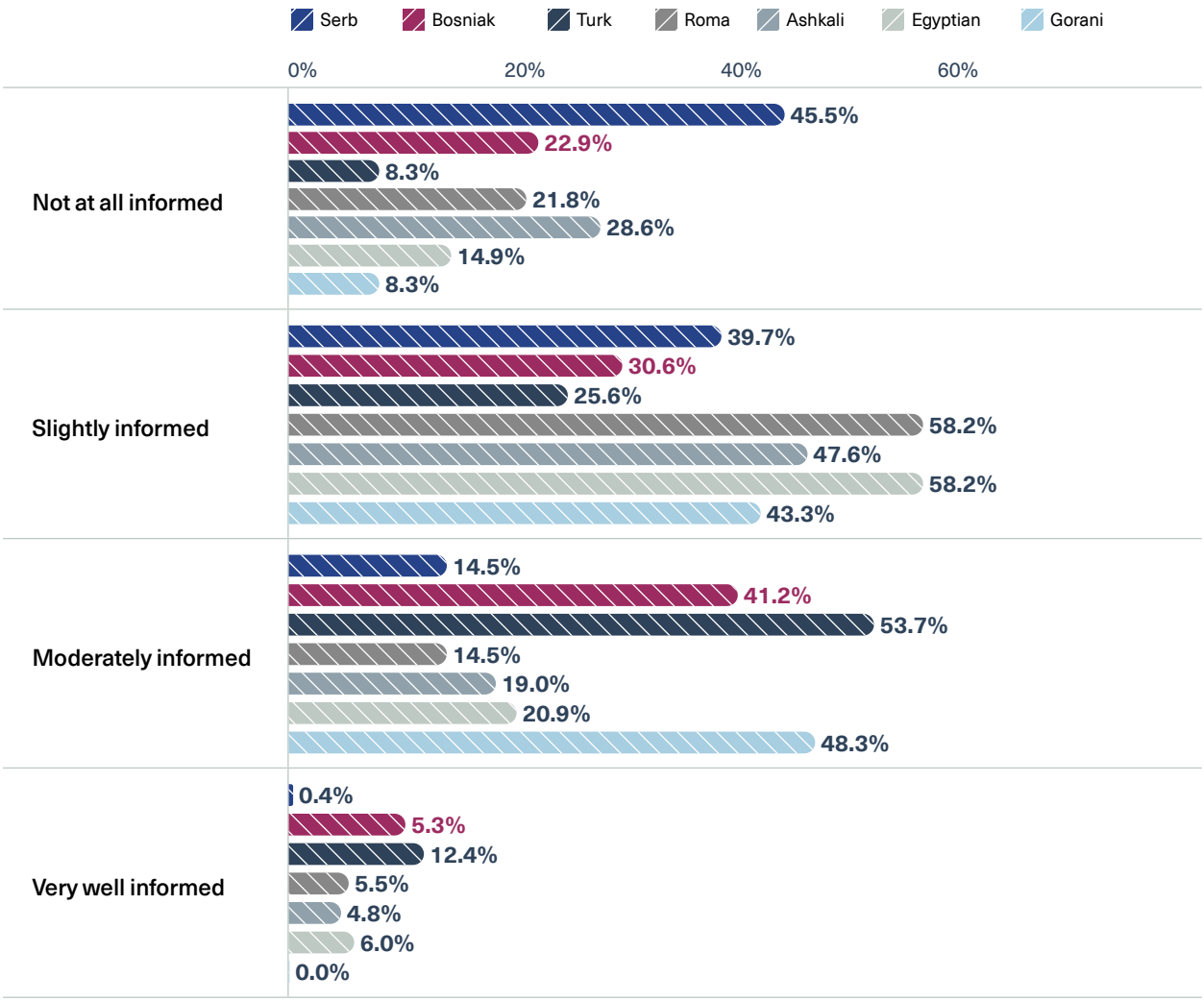


FIGURE 05 How well-informed are you about the social services offered by public institutions?

These assessments highlight perceived barriers regarding access to information, the application process, and the coverage of families in vulnerable situations. They suggest a need to examine how information about social services is communicated to citizens, the accessibility of administrative procedures, and the extent to which these services address the needs of the communities.

Another significant finding is that the use of social services is higher among respondents from the Roma, Ashkali, and Egyptian communities; however, this does not necessarily correlate with more positive assessments regarding access to these services or the extent of their coverage. This indicates that the use of social services does not necessarily imply that they are easily accessible or that they fully meet the needs of the beneficiaries. For this reason, the evaluation of services must take into account not only the extent of their use but also the experiences of citizens, barriers to access, and the suitability of the support provided.

Overall, the findings suggest that improving access to social services requires coordinated measures to inform citizens, simplify administrative procedures, and identify families that face obstacles in obtaining social support.

4.4 Education and Healthcare

Education and healthcare constitute two essential dimensions of the well-being and social inclusion of non-majority communities in Kosovo. Survey results highlight differences among communities, both in terms of satisfaction levels with these services and priorities for their improvement. These priorities relate to financial support, transportation, infrastructure conditions, equipment and medicines, staff availability, waiting times, and equal treatment.

In both sectors, respondents' answers fall primarily into the "somewhat satisfied" category, while high levels of satisfaction remain more limited across certain communities. The distribution of responses varies by community and sector, suggesting that respondents' experiences with educational and healthcare services are not uniform.

Regarding education, respondents from the Roma and Bosniak communities express relatively higher levels of dissatisfaction. In the healthcare sector, more critical assessments are also observed among respondents from the Egyptian and Ashkali communities. On the other hand, respondents from the Turkish and Ashkali communities express relatively more positive assessments regarding access to education, while in the healthcare sector, more positive assessments are observed among respondents from the Turkish and Gorani communities.

The results indicate that perceived difficulties in accessing education and healthcare are linked to a range of factors that extend beyond infrastructural conditions. In education—in addition to physical facilities and transportation—respondents highlight the importance of financial support, supplementary instruction, the provision of information to parents, equal treatment, and support for children with special needs.

In healthcare—beyond the availability of medicines and equipment—key issues identified include waiting times, staff shortages, service operating hours, the provision of information, the proximity of healthcare facilities to places of residence, and equal treatment.

These findings suggest that improving access to public services requires combining investments in capacity and infrastructure with measures that ensure better information, as well as services that are more accessible, flexible, and tailored to the specific needs of the communities. Differences in the priorities reported by respondents from various communities highlight the importance of policies and interventions tailored to the needs and circumstances of each community, rather than a one-size-fits-all approach.

4.5 Access to Public, Linguistic, and Digital Services

Access to public services for non-majority communities encompasses not only the availability of services but also the ability to use them in the respective community languages, the provision of equal treatment, and the avoidance of barriers linked to community affiliation. In this context, the survey examines access to administrative and digital services, perceptions regarding discrimination and equal treatment, and respondents' assessments of the institutions' capacity to address the needs of these communities.

The analysis focuses on five interconnected dimensions: access to services in community languages, access to digital services, equal treatment, perceptions of discrimination, and assessments of the institutions' ability to meet the needs of the communities.

Regarding linguistic access, respondents from the Serbian community offer the most critical assessments among all the communities included in the survey: a total of 61.2% of them consider administrative services in their community language to be either minimally accessible or not accessible at all.

As for digital services, respondents' assessments are generally more moderate, yet differences between the communities remain evident. Respondents from the Serbian and Roma communities report difficulties in accessing these services more frequently.

How accessible are administrative services in your language?

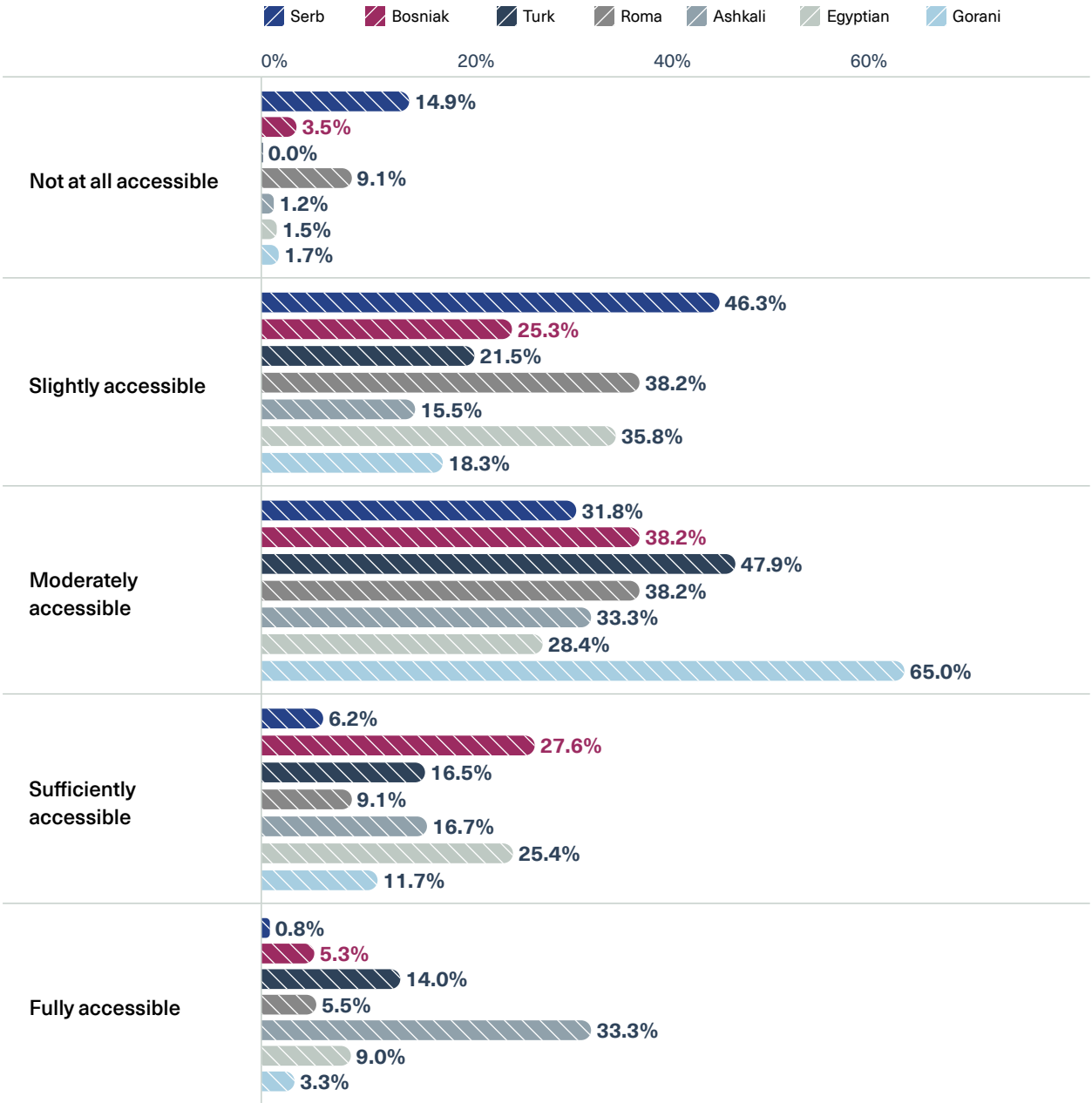


FIGURE 06 Assessment of the accessibility of administrative services in community languages

One of the most pronounced differences among respondents from various communities relates to the perception of equal treatment in the provision of services. While respondents from the majority community perceive the treatment as equal—at least to some extent—75.3% of respondents from the Serbian community consider the treatment to be only slightly equal or not equal at all. Similarly, 54.3% of respondents from this community believe that discrimination in the provision of social services occurs often or very often.

These results reflect the respondents' perceptions regarding institutional treatment and do not, in themselves, constitute a measurement of verified instances of discrimination.

How equally do you think your community is treated in the provision of services?

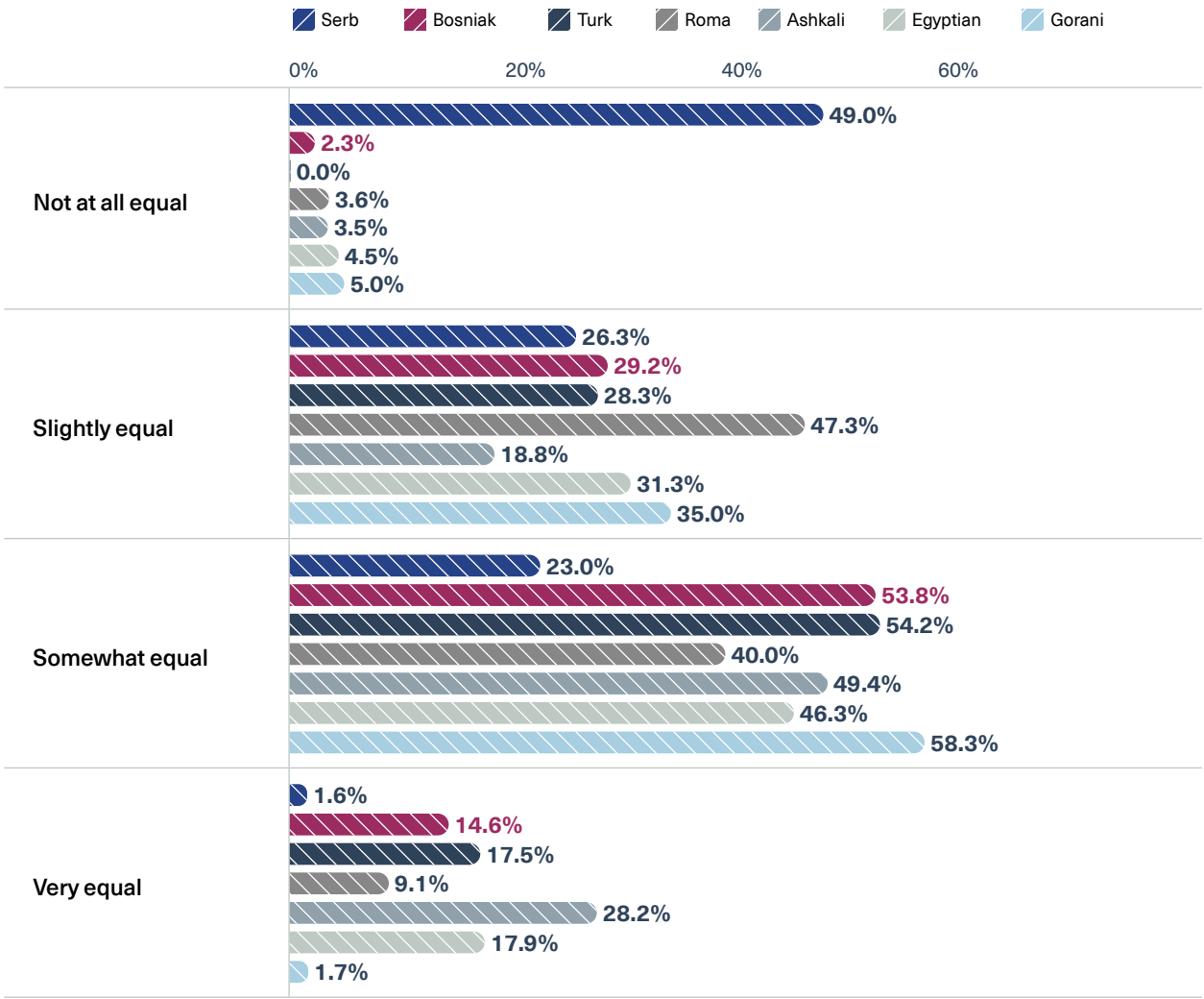


FIGURE 07 Respondents' perceptions regarding equal treatment in the provision of public services

Another important indicator relates to the assessment of the institutions' ability to understand the needs of the communities. In this regard, 82.3% of Serb respondents believe that institutions understand the needs of their community either very little or not at all. Compared to the responses from other communities, this finding suggests a more pronounced sense of distance between Serb respondents and public institutions.

Overall, the findings indicate that improving access to public services requires measures that go beyond expanding capacity and the availability of services. Special attention should be paid to respecting linguistic rights, improving communication between institutions and citizens, ensuring equal treatment, and reducing barriers to the use of digital services.

Respondents' expectations regarding the improvement of public services vary, ranging from optimistic assessments to uncertainty about potential future changes. Therefore, in addition to improving the quality and accessibility of services, institutions should strengthen their communication with citizens by providing clear and accessible information about existing services, the procedures for using them, and the measures planned for improvement.

5. Findings from community dialogues, workshops with young people, and local consultations

In addition to data collected through a survey of 800 respondents from non-majority communities in Kosovo, the study also draws upon findings and discussions from community dialogue activities, workshops with young people, and local consultations. These activities have helped to identify and gain a deeper understanding of the daily challenges, priorities, and expectations of citizens within various local contexts. In particular, discussions held in Dragash and North Mitrovica highlighted that social cohesion and inter-community relations cannot be addressed in isolation from economic conditions, public services, infrastructure, opportunities for youth, and spaces for interaction between communities.

Dragash: local development, migration, and access to services

During discussions in Dragash, participants identified a range of infrastructural, economic, and environmental challenges that, in their view, constrain local development and access to basic services. Infrastructure and regional connectivity were identified as some of the most significant issues.

The condition of the roads—specifically the connection to Prizren and the links between the Gora and Opoja areas—was cited as an obstacle to mobility, employment, and access to services. In rural areas, similar concerns were raised regarding the supply of water, electricity, and internet access. Flooding and insufficient investment in water management were cited as recurring issues, while waste management and the prevalence of illegal landfills were identified as significant environmental challenges.

According to the participants, these infrastructural problems also affect the municipality's economic prospects. Unemployment—particularly among highly educated young people—was described as a primary challenge. Participants noted that employment opportunities within the local economy remain limited, concentrated largely in construction, small-scale agriculture, and livestock farming. A lack of industry and limited capacity for developing small businesses constrain the creation of new jobs. The discussion also touched upon restrictions linked to the status of protected areas and the national park; participants argued that these constraints hinder private investment and the development of economic activities.

Participants identified the migration of young people as a major challenge for the municipality's future, linking it to limited economic and professional opportunities. Participants spoke of a significant exodus of young people—particularly from the Gorani community—noting that many residents now live in Prizren and commute there for work. According to the participants, these trends are impacting the municipality's economic and social life, altering both residential patterns and local economic activity. In this context, the diaspora is viewed as a valuable potential resource for investment and local development; however, this potential remains limited due to the lack of more robust mechanisms for integrating the diaspora into the local economy.

Another set of concerns relates to access to public services. In the healthcare sector, participants highlighted the absence of certain basic services—such as gynecology and pediatrics—which forces citizens to travel to Prizren for specific medical needs. Regarding education, the need was raised for a proper facility for children under the age of six within the Gorani community, as well as for vocational schools and practical training programs. Trades such as welding, construction, and tailoring were

identified as areas requiring practical skills training, with the goal of better aligning educational offerings with the needs of the local labor market. The division of the education system along community lines and the lack of instruction in the languages of other communities were identified as barriers to inter-community interaction. Nevertheless, participants did not report direct conflicts between communities and described coexistence as generally stable. These findings suggest that the absence of open conflict does not necessarily imply robust interaction between communities. In this context, strengthening social cohesion requires creating more opportunities for contact and for joint educational, cultural, and sporting activities.

During the discussion, concerns were also raised regarding social and demographic challenges, the lack of suitable spaces for pensioners, and the limited participation of women and girls in public and sporting life. Participants also mentioned instances of early marriage within certain communities. These statements reflect concerns raised during the discussion and cannot be generalized to the respective communities as a whole. The lack of regular cultural and sporting activities—particularly for girls—was identified as an obstacle to social participation and interaction.

In addition to challenges, participants also identified opportunities for local economic development. Agriculture and livestock farming were viewed as sectors with potential—provided they are better organized and supported—while tourism and the gathering of wild plants were mentioned as further avenues for economic growth. However, Dragash's tourism potential remains underutilized due to a lack of infrastructure, basic services, and institutional support. In this context, the need to review certain regulations and restrictions concerning protected areas was also raised, with the aim of striking a balance between environmental protection and sustainable local development.

Overall, the discussions in Dragash highlight the interconnectedness of economic challenges, infrastructural shortcomings, access to services, and opportunities for inter-community interaction. According to the participants, limited employment prospects, difficulties in accessing services, and the migration of young people are challenges that affect both the outlook for local development and the social life of these communities. These findings suggest that strengthening social cohesion in Dragash requires an approach that combines the improvement of living conditions, economic development, and the creation of spaces for regular cooperation and interaction among communities

North Mitrovica: inter-community communication, youth, and shared spaces

The discussion held in North Mitrovica on May 19, 2026—involving participants from the Bosniak, Serb, and Albanian communities—focused on coexistence, the challenges of inter-community communication, the perspective of young people, and the role of local institutions. A key theme of the discussion was the difficulty of addressing certain topics, particularly political ones, which participants noted could create tensions between different communities and age groups. In this context, a sense of fatigue regarding political issues was expressed, alongside a need to focus more on concrete problems that affect daily life.

Language was identified as one of the primary barriers to communication between communities and in their interactions with institutions. The discussion revealed that, according to the participants, the distance between the communities is linked not only to political differences but also to language barriers and difficulties in everyday communication.

Regarding the Serbian community, another dimension of this issue was mentioned: greater engagement or communication with the Albanian community might be perceived negatively by some members of the group, creating social pressure and making it more difficult to build open inter-community relations. This concern reflects the specific experiences and perceptions expressed by the participants and should not be generalized to the Serbian community as a whole.

Despite these barriers, participants also identified common elements that could serve as a foundation for bringing the communities closer together. In particular, cultural and sports activities were highlighted as potential spaces for interaction, especially for young people.

Participants noted that children from different communities have opportunities to interact in shared spaces, such as sports fields; however, they observed that these opportunities remain limited and are more prevalent in urban areas.

The perspective of young people was another central concern. The lack of jobs and local professional prospects was identified as a factor that drives migration and impacts the future of the city. Instances were cited of young people who complete their education—including in professional fields such as medicine—only to face a lack of employment opportunities. These experiences suggest that the challenges faced by young people are not limited to access to education, but also extend to the ability to secure employment and develop a professional career locally.

In this regard, the role of local institutions was considered significant. Participants expressed an expectation that the municipality should create more opportunities for cultural and sports activities, especially for young people. The lack of sports facilities was cited as a specific problem, while investment in such spaces was viewed as a way to foster interaction within the community. Participants also raised concerns that ideas and proposals for local initiatives do not always reach the point of being considered by the institutions. This highlights the need for more effective mechanisms for communication, consultation, and the inclusion of citizens in local decision-making.

During the discussion, concerns were also raised regarding limited economic opportunities, particularly for women and girls. The scarcity of jobs and economic activities was linked to the post-war transformation of local spaces and productive capacities. In this context, the closure of a manufacturing plant—and the absence of similar alternatives—was noted. It was pointed out that women and girls have limited participation in economic and public life, with hairdressing services mentioned as one of the most common professional activities.

Overall, the discussion in North Mitrovica suggests that improving inter-community relations depends not only on political dialogue but also on concrete living conditions and opportunities for daily interaction. Participants linked the strengthening of these relations to employment opportunities, shared public spaces, cultural and sporting activities, communication in the languages of the various communities, and the creation of mechanisms that enable citizens—especially young people—to communicate with local institutions and participate in proposing and developing local initiatives.

6. Common findings from local discussions

Discussions with assembly members in the municipalities of Gračanica, Istog, Fushë Kosovë, and Lipjan highlighted shared challenges regarding the representation of non-majority communities, participation in decision-making, and the implementation of local priorities. Although formal mechanisms for consultation and representation exist, their impact depends on the opportunities to incorporate community demands into municipal plans and budgets.

One of the common concerns raised during the discussions related to the difficulties in translating identified needs and priorities into concrete institutional measures. In Gračanica, participants emphasized that the local action plan for the Roma, Ashkali, and Egyptian communities requires revision and financial support for implementation, particularly in the field of education. In Istog, concerns were raised regarding budgetary constraints, difficulties in advancing proposals put forward by assembly members, and the need to improve local services and infrastructure.

Education and opportunities for young people constituted another significant topic. The discussions highlighted the need to encourage the continuation of schooling, provide support for families, improve student transportation, and create opportunities for language learning and interaction between communities. In Gračanica, the possibility of establishing multi-ethnic educational spaces was also discussed, taking into account the social and political barriers that might affect family participation.

Regarding public services and infrastructure, participants identified a need for investment in roads, public lighting, transportation, kindergartens, and recreational spaces, as well as for improving access to these services and facilities for persons with disabilities. In Lipljan, the specific needs of women who have recently given birth—such as access to specialized services—were mentioned, while in Fushë Kosovë, issues were raised concerning the inclusion of children in education, service planning, and land ownership in settlements where these communities reside.

Overall, the discussions suggest that the inclusion of communities is not achieved solely through formal representation or public consultations. It requires sustainable funding, institutional coordination, and mechanisms that ensure community demands are translated into concrete measures. Improving participation in decision-making, access to services, and investments in education and infrastructure remain important elements for strengthening social inclusion and cohesion at the local level.

7. Key Findings and Conclusions

7.1 Key Findings

The study's results highlight an interplay of social, economic, and institutional challenges, as reflected in the experiences and perceptions of respondents from non-majority communities in Kosovo—both regarding their assessment of the current situation and their expectations for the future.

In some areas, respondents express positive expectations for the future, while in others, there is evident uncertainty and dissatisfaction regarding the current state of affairs. Particularly critical assessments emerge among respondents from the Serbian community, especially concerning their relationship with institutions and access to services. Overall, the primary concerns identified include employment opportunities, the observance of linguistic rights, access to public services, equal treatment, and the prospects for young people—including concerns related to migration.

01 Future prospects vary significantly across communities

One of the most notable findings of the study is the divergence in perceptions regarding the future. Respondents from the Serbian community express higher levels of pessimism across several key dimensions analyzed—including personal and community prospects, opportunities for young people, social inclusion, and the capacity of institutions to address their needs.

Conversely, respondents from the Bosniak, Turkish, Roma, Ashkali, Egyptian, and Gorani communities generally exhibit more positive or moderate expectations for the future. However, even among respondents from these communities, such optimism should not be interpreted as an absence of problems; concerns regarding employment, public services, migration, and opportunities for young people remain prevalent.

These disparities suggest that policies aimed at strengthening social cohesion must account for the distinct experiences, needs, and expectations of various communities, rather than relying on a "one-size-fits-all" approach. Furthermore, they underscore the importance of tailoring interventions to the specific circumstances of each community and the local context.

02 There is a gap between the need for inclusion and the experience with institutions.

A recurring theme throughout the study is the perceived distance between citizens from non-majority communities and public institutions. In particular, respondents from the Serbian community express lower levels of trust in the ability of institutions to address their needs. This is accompanied by more critical assessments regarding equal treatment, access to services in their own language, and the institutions' capacity to understand the needs of citizens.

This finding is significant because it suggests that the formal representation and inclusion of communities do not necessarily guarantee meaningful participation or equal treatment in practice. Inclusion must also be reflected in the concrete experiences of citizens—through access to services, communication with institutions, and genuine opportunities to influence decision-making.

While institutional mechanisms for community representation and participation exist at the local level, their effectiveness should also be evaluated based on their ability to address the specific needs of citizens and contribute to strengthening institutional trust.

03 Employment is one of the key factors influencing the prospects of communities

Employment emerges as one of the most significant themes throughout the entire study. Only 47.8% of respondents' state that they are at least somewhat satisfied with employment opportunities in their municipality, while 52.2% express dissatisfaction with these opportunities.

At the same time, expectations for the future are relatively more positive: 64.2% believe that there are at least moderate possibilities for improving employment prospects for the younger generation. This suggests a distinction between dissatisfaction with the current situation and expectations for future improvement.

Another significant finding relates to the perceived impact of ethnicity on access to employment. A total of 64.2% of respondents believe that ethnicity limits access to employment at least occasionally, while 26.5% consider that this happens often or very often. While these assessments do not constitute evidence of verified cases of discrimination, they highlight the importance of strengthening equal opportunity and transparency in recruitment procedures.

04 Investment in skills and economic support are seen as clear priorities

The results indicate a largely positive assessment of the importance of vocational education, digital skills, and support for small businesses. Approximately 83.3% of respondents consider investment in vocational education and digital skills to be at least moderately important, while 85.9% view grants, training, and support for small businesses as at least moderately important.

However, 31.5% of respondents rate the existing support for small and family-run businesses as not at all or only slightly adequate. This suggests that, alongside the development of new policies, attention must also be paid to the suitability of—and access to—existing support mechanisms.

Findings from Dragash provide a concrete illustration of these challenges. According to participants in local discussions, economic opportunities are limited, small businesses face a lack of capacity, and new investments remain insufficient. In this context, strengthening the link between vocational education, labor market needs, and local economic development emerges as a key priority.

05 Young people are at the heart of the challenges and opportunities for strengthening social cohesion

The study presents young people as a group facing significant challenges, yet also as a potential source for change and social engagement.

Approximately 68.5% of respondents believe that young people in their community have, at least to some extent, the opportunity to find stable employment, while 84.2% consider young people to be, at least to some extent, willing to undertake social initiatives. However, local discussions suggest that this willingness to engage is not always matched by concrete opportunities for employment and participation. In North Mitrovica, the lack of jobs for educated youth was highlighted, while in Dragash, the migration of young people was identified as a primary challenge for the municipality's future.

In both cases, a lack of spaces for cultural and sports activities was also noted. This is particularly significant for strengthening social cohesion, as inter-community interaction should not be limited solely to formal, organized dialogue. Sports, cultural, educational, and community spaces can facilitate regular contact and more spontaneous interaction among young people from different communities.

06 Education and language remain key factors for inter-community interaction

Investing in education is considered a priority by a large proportion of respondents. At the same time, local discussions suggest that the organization of the education system and limited opportunities for learning the languages of other communities may hinder inter-community interaction.

In Dragash, the segmentation of the education system along community lines and the lack of instruction in the languages of other communities were highlighted. In North Mitrovica, language was identified as one of the primary obstacles to communication between communities and to engagement with institutions.

This suggests that language learning should not be viewed merely as an educational matter, but also as a means to facilitate communication, improve access to services, and strengthen inter-community trust. Enhancing the implementation of linguistic rights and creating opportunities to learn the languages of other communities are also essential for a more inclusive society.

07 Access to social services varies significantly across communities

Findings regarding social services highlight that one of the main barriers relates to the level of information available to citizens. Low levels of awareness are particularly evident in certain communities, while significant differences are observed among service users regarding their perception of how easily they can access these services.

Respondents from the Serbian community offer particularly critical assessments concerning the availability of information, application procedures for social assistance, access to services for vulnerable families, and support for individuals with special needs.

This suggests that access to services is determined not merely by the formal existence of a service, but also by the availability of information, the nature of procedures, language, physical distance, and the capacity of institutions to identify and address specific needs.

These findings underscore the need to improve the dissemination of information, simplify procedures, and develop social services that are more accessible and better tailored to the needs of the communities.

08 Access to education and healthcare is characterized by varying needs and experiences across different communities

The study results highlight disparities among non-majority communities regarding their level of satisfaction with educational and healthcare services, as well as the priorities they have identified for improving these services. In the education sector, respondents' concerns relate to infrastructure conditions, transportation, financial support, supplementary instruction, and equal treatment. In the healthcare sector, key issues identified include the availability of medicines and equipment, staff shortages, waiting times, the proximity of services to places of residence, and equal treatment.

These findings suggest that improving access to education and healthcare requires measures tailored to the needs of communities and local circumstances—combining investments in infrastructure and capacity with improvements in the quality, accessibility, and equitable delivery of services.

09 Linguistic rights and equal treatment are essential dimensions of social inclusion

Data on public services indicate that language is one of the most significant aspects of citizens' experiences with institutions. Among respondents from the Serbian community, 61.2% consider access to administrative services in their own language to be "not very" or "not at all" sufficient. At the same time, 75.3% of Serbian respondents perceive the treatment they receive when accessing services as "not very" or "not at all" equal.

These perceptions highlight the importance of upholding linguistic rights and ensuring equal treatment in practice. They also suggest that how citizens experience their relationship with institutions can influence institutional trust and their sense of social inclusion.

10 Digitalization offers potential, but it does not replace the need for equal inclusion

Digital services are viewed relatively more positively than some other aspects of access to public services; however, disparities between communities remain evident. Among respondents from the Serbian and Roma communities, a significant proportion finds access to digital services to be "not very" or "not at all" easy. This suggests that digitalization could facilitate access to services, provided it is accompanied by the delivery of services in community languages, the development of digital skills, and support for citizens who encounter difficulties in using online platforms. Otherwise, digitalization risks creating new barriers and deepening existing inequalities in access to services.

11 Inter-community relations are generally stable in certain local contexts, yet opportunities for interaction remain limited.

Findings from Dragash and North Mitrovica suggest that the absence of direct conflict does not necessarily imply a high level of social cohesion.

In Dragash, coexistence was described as stable, with no reported open conflicts between communities; however, significant linguistic and educational barriers were identified, alongside limited opportunities for joint activities.

In North Mitrovica, participants spoke of a perceived distance between communities, sensitivity regarding political topics, and a lack of spaces where young people can interact on a regular basis. This suggests that the assessment of social cohesion should not be limited solely to the absence of conflict; rather, it must also take into account opportunities for regular contact, cooperation, trust-building, and participation in joint activities.

12 Women and girls face limited opportunities for social and economic participation.

Survey results indicate relatively positive expectations regarding the improvement of economic opportunities for women: 66.4% of respondents believe—at least to some extent—that women in their community will have greater economic opportunities in the future.

However, local discussions highlighted barriers that restrict the participation of women and girls in public, sporting, and economic life. In Dragash, the lack of regular activities for girls was noted, while in North Mitrovica, limited economic opportunities and the concentration of women's economic activities within a narrow range of professions were identified.

This suggests that improving economic opportunities and social participation for women requires measures that go beyond general training—measures that facilitate access to employment, financing, and entrepreneurship, while also creating more opportunities for participation in public life and decision-making processes.

13 Migration is a significant indicator of limited future prospects

Youth migration is a theme that links the survey findings with concerns raised during local discussions. In Dragash, participants described migration as a widespread phenomenon with potential consequences for the municipality's demographic structure. In North Mitrovica, a lack of local employment and professional development opportunities was identified as a factor that could drive young people to leave.

This suggests that addressing the challenges of migration cannot be limited solely to measures aimed at encouraging young people to stay. Improving their prospects requires creating concrete employment opportunities, developing education and vocational training, enhancing public services, and establishing spaces for engagement and active participation in local life.

7.2 Conclusion

Overall, the study suggests that social cohesion in Kosovo cannot be strengthened solely through inter-community dialogue or activities focused exclusively on inter-ethnic relations. It is closely linked to living conditions, equal access to services, employment and educational opportunities, respect for linguistic rights, and the meaningful participation of citizens in decision-making.

One of the study's key findings is that perceptions of social cohesion must be analyzed in relation to socio-economic conditions, experiences with institutions, and opportunities for inter-community interaction. Limited employment opportunities, difficulties in accessing public services, a lack of shared spaces, and a sense of exclusion from decision-making can weaken trust in institutions and diminish future prospects, thereby also influencing tendencies toward migration.

At the same time, the data highlight shared priorities that could serve as a foundation for more inclusive policies. A large proportion of respondents emphasize the importance of education, inter-community cooperation, professional skills, economic support, and youth-led initiatives. This suggests that, despite differences between communities, opportunities exist for developing joint initiatives, provided that institutions create credible spaces and mechanisms for participation and cooperation.

Therefore, strengthening social cohesion requires an approach that goes beyond isolated, short-term interventions by linking social, economic, and institutional policies with the concrete needs of communities and the specificities of local contexts. This necessitates closer cooperation between central institutions, municipalities, and civil society, as well as the active involvement of the communities themselves in defining priorities and in decision-making processes. In this sense, social cohesion should be viewed not only as an objective of inter-community dialogue but also as an outcome of public policies that foster equal opportunity, institutional trust, and citizen participation in social and institutional life.

8. Recommendations

The findings suggest that strengthening social cohesion requires a shift from fragmented interventions toward coordinated policies that link civic participation, equal access to services, employment, local development, and inter-community cooperation. For this reason, the following recommendations focus not only on expanding existing programs but also on establishing institutional mechanisms that facilitate the implementation and monitoring of policies, as well as strengthening accountability.

8.1 For local institutions – municipalities

01 Institutionalize community participation in municipal planning and budgeting

Municipalities must establish regular mechanisms for the inclusion of non-majority communities in the drafting of policies, development plans, and municipal budgets. Consultations should take place prior to the adoption of key documents and must ensure the participation of women, youth, and vulnerable groups.

To avoid consultations that are merely formal, municipalities should—following every consultative process—publish a summary of proposals received, rejected, or planned for implementation, along with the corresponding rationale.

02 Strengthen municipal mechanisms for communities and their link to decision-making

Municipal offices for communities and return, committees for communities, and other representative mechanisms must be provided with sufficient human and financial resources, as well as clear mandates and the necessary capacity to identify and address community-related issues.

Municipalities should establish formal procedures to ensure that issues identified by these mechanisms are referred to the relevant municipal directorates, and that the handling of these issues is monitored. The outcomes of this process must also be communicated to community representatives.

03 Ensure effective access to municipal services in the relevant languages

Municipalities must conduct periodic assessments of compliance with linguistic rights regarding the provision of administrative services, public documentation, forms, websites, digital platforms, and communication with citizens.

Identified shortcomings must be addressed through concrete improvement plans, with clearly defined institutional responsibilities and timelines. The implementation of these plans must be monitored, and the results made public.

04 Develop a proactive approach to social services

Providing information about social services should not rely solely on individual requests from citizens. Municipalities and Centers for Social Work must develop proactive mechanisms to identify and inform families and individuals who are at risk of falling outside the social protection system.

Special attention should be paid to rural areas, persons with disabilities, the elderly, low-income families, and non-majority communities. Information must be provided in the relevant languages and through channels that are actually used by these communities.

05 Create youth infrastructure that fosters interaction between communities

Municipal investments in youth centers, sports and cultural activities, libraries, and public spaces should also be viewed as tools for strengthening social cohesion.

A portion of municipal youth programs should explicitly aim to foster interaction among young people from different communities. Municipalities should also establish small-scale funding schemes for initiatives conceived and implemented by the youth themselves.

06 Link youth policies with employment and local economic development

Municipal youth programs should be designed based on an analysis of the needs of the local labor market. Municipalities should form partnerships with businesses, vocational schools, and training providers to offer opportunities for internships, mentoring, career guidance, and vocational skills development.

In municipalities with predominantly rural economies—including Dragash—programs should also focus on sectors with genuine development potential, such as agriculture, livestock farming, food processing, tourism, and services.

07 Remove barriers to women's economic and public participation

Municipal policies aimed at empowering women—particularly those from non-majority communities and rural areas—must go beyond general training.

Support should encompass access to financing, mentoring, markets, and business networks, as well as programs for the formalization or development of economic activities. Furthermore, women must be systematically included in local consultations and decision-making mechanisms.

08 Integrate migration into local development policies

Municipalities with high levels of migration should regularly analyze the local drivers of emigration—such as a lack of employment opportunities, limited access to services, and a perceived lack of prospects for young people.

These analyses should be reflected in local economic development plans, as well as in policies concerning employment, vocational training, and investment. The diaspora should be engaged through concrete mechanisms for investment, knowledge transfer, and the establishment of links with local businesses.

09 Use infrastructure investments as a tool to strengthen territorial and social cohesion

Municipal investment priorities should also be based on the degree of territorial exclusion regarding access to services. Areas with limited access to transport, water supply, sewerage, waste management, the internet, and public services must be identified and prioritized in capital investment planning.

8.2 For the Government of the Republic of Kosovo

01 Align vocational education and training with the actual needs of the labor market

The Government should strengthen the link between vocational education, training programs, and labor market needs. Program planning must be based on data regarding in-demand professions and skills, and should actively involve young people and non-majority communities.

Particular attention should be paid to integrating vocational and digital skills with practical, on-the-job experience.

02 Establish measurable targets for participation in employment programs

Active labor market programs and measures should be monitored by gender, age, municipality, and—where permitted by law and methodologically feasible—by community affiliation.

The objective should not merely be to increase the number of program participants, but also to ensure their transition into formal employment, as well as to monitor the sustainability of this employment after the support has ended.

03 Strengthen the implementation and monitoring of linguistic rights

The government must ensure sufficient capacity for translation and interpretation, and regularly monitor compliance with linguistic obligations by public institutions.

For any new public digital platform, the provision of services in the relevant languages must be incorporated from the design phase, rather than adding translation only after the service has been developed.

04 Strengthen coordination mechanisms between the central and local level

For policies requiring joint implementation—particularly in the areas of social services, employment, education, and the rights of communities—the responsibilities of both the central and local levels must be clearly defined.

Coordination should encompass objectives, measurable performance indicators, periodic reporting, and mechanisms to address issues identified during implementation. This coordination should, as much as possible, rely on existing institutional mechanisms, avoiding the creation of parallel structures.

05 Ensure sustainable funding and minimum standards for social services

The decentralization of social services must be accompanied by sufficient financial and human resources, minimum standards for service delivery, and the monitoring of outcomes. The system must be capable of identifying not only existing beneficiaries but also individuals and families in need of support who, due to administrative, territorial, or linguistic barriers—or a lack of information—remain outside the social services system.

06 Create tailored instruments for the development of municipalities with high levels of migration

National economic development policies must take territorial disparities into account. Municipalities characterized by high levels of migration and unemployment, as well as a weak economic base, should have access to specialized instruments designed to foster the development of small businesses, agriculture, the rural economy, tourism, and other sectors with local potential.

Support should be linked to measurable objectives regarding employment and local economic development.

07 Strengthen the diaspora's contribution to local economic development through investments and knowledge transfer

Policies concerning the diaspora should establish mechanisms that facilitate productive investments, partnerships with local businesses, professional mentoring, and the transfer of knowledge.

These measures should specifically target municipalities with high rates of emigration and untapped economic potential.

08 Support language learning and sustained interaction between communities

The government should support long-term programs for learning the languages of other communities, particularly among young people.

These programs should combine language learning with joint educational, cultural, and youth activities, ensuring that linguistic proficiency and social interaction develop in parallel.

09 Integrate the perspective of women from non-majority communities into economic policies

National employment, vocational training, and entrepreneurship programs must identify and address the specific barriers faced by women from non-majority communities and rural areas.

Policies should combine vocational training with opportunities for access to finance, markets, mentoring, and professional networks, alongside measures that facilitate participation in the labor market.

9. Strategic Priorities

The recommendations can be summarized into six strategic priorities, which should guide central and local policies aimed at strengthening social cohesion.

1. Genuine equality in access to public services

Ensuring equal access to social, administrative, and other public services, regardless of place of residence, language, gender, or community affiliation.

2. Employment, local development, and the reduction of territorial inequalities

Aligning education and vocational training with the needs of the labor market, supporting local economies, and directing investments toward areas with more limited economic opportunities and higher levels of migration

3. Youth as agents of development and social cohesion

Shifting from viewing young people solely as beneficiaries of policies toward involving them as co-designers and implementers of local initiatives, encompassing employment, education, culture, sports, and inter-community interaction.

4. Education, language, and social interaction as bridges between communities

Expanding opportunities for learning the languages of other communities, creating shared educational spaces, and supporting ongoing interaction among citizens of different ages and from different communities.

5. Representation and participation with real influence on decision-making

Consultation and representation mechanisms must shift from formal participation toward the exercise of measurable influence on policy-making, budget allocation, and decision-making processes. This applies particularly to non-majority communities, women, youth, and vulnerable groups.

6. Coordinated governance and accountability for social cohesion

Social cohesion should be treated as a cross-sectoral objective, rather than a field confined solely to policies concerning specific communities. This requires coordination among the Government, municipalities, and civil society, as well as a clear definition of responsibilities, sustainable funding, and measurable indicators for evaluating outcomes.

In this sense, strengthening social cohesion requires that equal opportunity, access to services, economic security, and participation in decision-making be treated as shared responsibilities of central institutions, municipalities, and civil society. The goal of public policy should be to create conditions in which community affiliation, language, gender, or place of residence do not determine a citizen's opportunities for employment, education, access to services, or participation in public life. In this way, social cohesion shifts from being an objective of inter-community dialogue to becoming a concrete responsibility of governance and public policy.



