

**Monthly report on
information
disorder
February 2024**

March 2024

**Action for
Democratic Society
hibrid.info**



Monthly report on information disorder February 2024

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Introduction

This summary and descriptive report, offers an overview of the state of information (misinformation) throughout the month of February 2024, based on the data provided by the fact-checking platform – hibrid.info. The format of this report is the first and only of its kind. It is a monitoring report and presents the situation over a one-month period of time and this is nineteenth monthly report published so far.

This report is designed by the fact-checking platform hibrid.info, part of the Kosovar NGO "Action for Democratic Society" (ADS) and is supported by the American Foundation "National Endowment for Democracy" (NED) under the project "Promotion of Objective Journalism and Fighting Disinformation".

In this monitoring report is provided an overview of the form of media information on events in and around Kosovo. In the course of this report, several figures (graphics) deriving from the hibrid.info database is presented, divided under several rating categories that are part of the fact-checking methodology of this platform.

The report addresses 8 comparative categories of data, aiming to provide a more objective clarification of the state of information and to explain the trends of disinformation for this monitoring period.

The monitoring categories are:

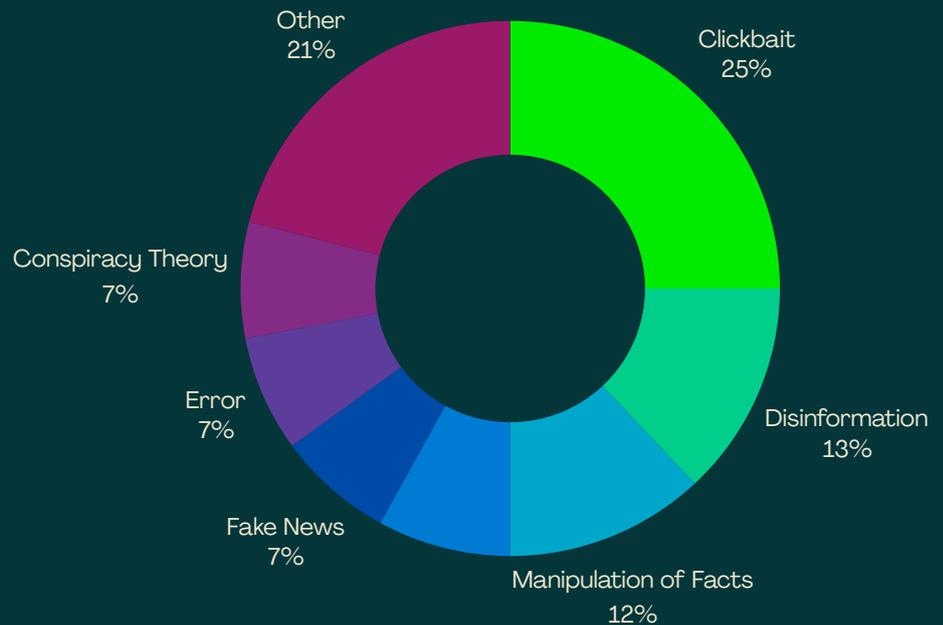
- Rating of disinformation articles
- The topics used to create and disseminate disinformation content
- Areas upon which disinformation articles are created and disseminated
- Institutions and persons tackled by the disinformation articles
- Types of media that have created and disseminated disinformation content
- Categorization of media in Albanian and Serbian language that have created and disseminated misleading content
- Types of social media that have created and shared disinformation content
- Types of publishers in social media that have created and disseminated misleading content
- Checking and evaluation of statements

The content analyzed by the researchers of hibrid.info and that has served for the preparation of this report is primarily that published in Albanian and Serbian languages.

Evaluation categories of the disinformation

MAIN CATEGORIES

Here are the major categories listed according to the evaluated category



During the month of February, 60 misleading contents were processed, published across mainstream media, dubious portals, and social media accounts and pages. Among these 60 contents, clickbait articles dominated with 25%, followed by disinformation with 13% and manipulation of facts with 12%.

Whereas disinformation about various social topics dominated in January 2024, including those related to massive population exodus after visa liberalization, the month of February saw the dominance of clickbait articles, mainly focusing on tragic events and other social and political topics. In situations where there is no development taking major attention or when there are less weighty developments, the clickbait category primarily focusing on tragic topics (deaths and murders) returns to the top position in the classification of misinformation contents.

This category is followed by disinformation, one of the most common forms of misinformation published. Although disinformation has taken a decline compared to the previous month (26% in January, 13% in February), they are ranked second during this month (February). These two rating categories of misinformation are the most common forms of misinformation, which is also reflected in reports where they are often ranked first in classification.

In third place, ranks manipulation of facts as a result of several manipulated contents published on various political and social topics, primarily characterizing the month of February.



25% of misinformation articles processed have been rated as “clickbait”.

1.1 Analysis of rating types

01. Clickbait

Misinformation categorized as "Clickbait" have been primarily published on news portals. A significant portion of these "clickbait" contents originates from the domain of black chronicle. Among these contents, the topic of tragic events has taken precedence due to their ability to entice audience clicks. Nevertheless, there have also been clickbait articles regarding topics related to the massive population exodus following visa liberalization, the Kosovo-Serbia dialogue, the special court and other topics.

03. Manipulation of Facts

Misleading publications containing manipulation of facts have been published in mainstream media (8%) and social media (3%). Almost all of these manipulated contents are from the political domain, except for one from the security domain. While, the manipulated content from the security domain related to the arming of KSF, meanwhile, the manipulated contents from the political domain included topics such as the CBK's decision on the dinar currency, Kosovo-Serbia relations, Kosovo-US partnership, etc.

05. Fake news

All fake news was published on social media pages and accounts in Albanian language. Fake news were published from the domain of politics, social issues and security. From the security domain, fake news was published about the Israel-Hamas conflict and the arming of the KSF, while from the domain of social issues about the Kosovar diaspora and from the political domain statements about Albin Kurti were involved.

02. Disinformation

Disinformation has primarily been published in Albanian and Serbian language media, as well as social media pages and accounts on Albanian language. These disinformation pieces have been mainly published from the political domain. In the media in Serbian language, there was a disinformation related to the construction of the Prime Minister of Kosovo, Albin Kurti's monument, built on private property in a village in Podujevë, on which was misinformed that has been built with Kurti's knowledge and desire. In the media in Albanian language, disinformation was published regarding the Kosovo-Serbia dialogue, sanctions against Kosovo by the US and EU, as well as the CBK's decision on the dinar currency. Meanwhile, social media in Albanian language spread disinformation about employment in Switzerland, corruption and other topics.

04. Unverified Content

Contents rated as unverified have been mainly published on social media. The vast majority of these contents were published from the social domain, except for one foreign content from the curiosity domain and one from the security domain. The content from the security domain was related to developments in the north, where it was without facts claimed that the Kosovo Police beat a person of Serbian nationality in the presence of children. Meanwhile, unverified contents from social issues domain are related to the Israel-Hamas conflict and the Albanian diaspora.

06. Error

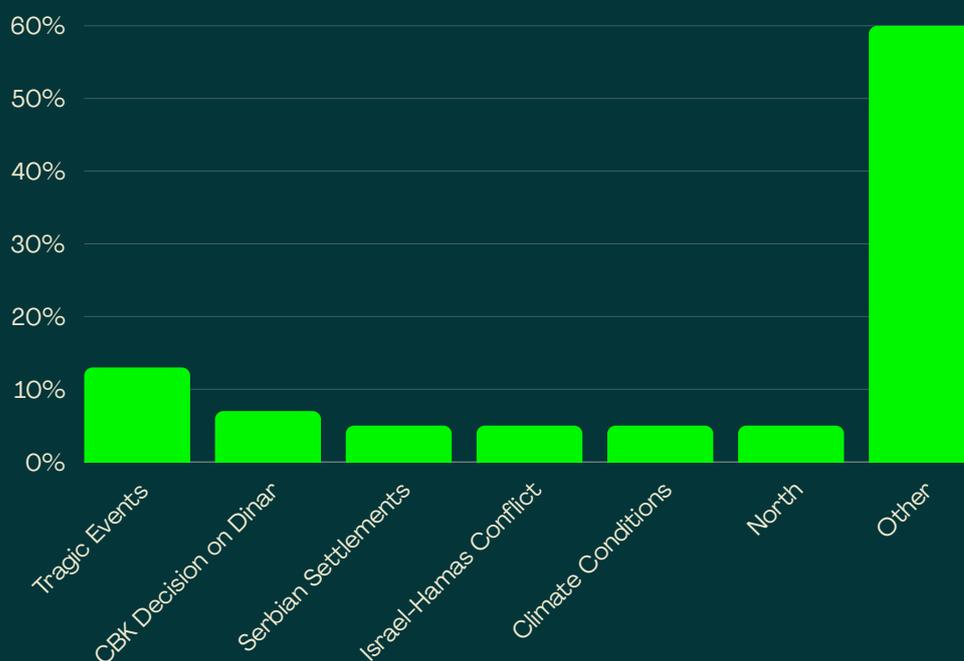
All of the misleading publications that contained errors were published in the mainstream media. Errors were present in the misleading contents published from the domain of black chronicle, social issues and sports. While the black chronicles mistakenly reported on a tragic case and the number of arrests for trafficking explosive devices, from the domain of social issues was reported incorrectly about the amount of counterfeit euros and from the sports domain about the pre-qualifications for the Basketball World Cup.

Other articles with misinformation content have been rated in categories: fraud, conspiracy theories, clickbait/disinformation, unverified content/satire, clickbait/conspiracy theories, disinformation/clickbait, clickbait/unverified content and unverified content/disinformation.

The topics used to create and disseminate disinformation content

MAIN CATEGORIES

Here are the main categories listed according to the topics



As in the previous month (January 2024), during the month of February 2024 as well, the main topic that has prevailed in the processed contents are various tragic events (death, murder). The variety of topics from the political and social domain, upon which was misinformed and published in mainstream media, dubious portals and social media, has led the contents categorized as tragic events (death and murder) to dominate during this month.

Publications of tragic events rated as "clickbait," although they suffered a slight decrease in percentage compared to the previous month, they still dominated the misinformation ecosystem for the reason that different publishers used events of this kind from different countries, intending that without specifying the location of the events on the title, present them as events related to Kosovo or Albanian-speaking countries.

The Central Bank of Kosovo (CBK), on the 17 January of this year, announced that the "New Regulation for Cash Operations" was approved on the 27 December 2023 and would come into effect on the 1 February 2024. This sparked numerous reactions and discussions, but it was also used for misinformation. As a result, contents related to the CBK's decision on the dinar currency are ranked second with regard to the topics.

As in the month of January (2024) during February (2024), developments within Serbian settlements have been a topic used for misinformation. In connection with several developments in Serbian settlements, upon which it was claimed without evidence, this topic ranks third.

In the course of January, there was misinformation regarding topics such as the Israel-Hamas conflict, climatic conditions, the north, Kosovo-Serbia relations, etc.



40% of the main topics are about various tragic events, the CBK's decision on the dinar currency, incidents in Serbian settlements, the Israel-Hamas conflict, climatic conditions and the north.

Fact-checking analysis according to topics

2.1

In the following are summarized analyses of four main topics (themes) addressed by various media and publishers, based on the measurements from the hibrid.info platform through fact-checking methodology.

01. Tragic Events (Death, Murder)

All misinformation content related to this topic is from the domain of black chronicles and has been mainly published in the media. Almost all of them are rated as "clickbait." Articles within this misinformation topic have covered tragic events such as death and murder under various circumstances, without specifying the location of the events in their titles, considering that the events occurred outside Albanian-speaking areas.

03. Serbian settlements

Misinformation contents related to incidents in Serbian settlements has been rated as conspiracy theories and were published by media in the Serbian language based on press releases (communications) from the Office for Kosovo in the Serbian Government. All these contents were from the domain of social issues, where looting or incidents in Serbian settlements are interpreted by the Office without evidence as actions aimed at expelling Serbs, even though the perpetrators and their motives are unknown.

02. CBK's decision on the dinar

Misinformation contents related to CBK's decision on the dinar has been published in the media and social media, which have been rated as manipulation of facts (3%), fraud (2%) and disinformation (2%). These contents were published from the domain of politics and social issues. From the political domain, claims were made that France has labeled CBK's decision as a provocation, that Kosovo will suffer badly after this decision and an unsaid statement attributed to Kurti saying, "I ask the Bank of Kosovo, not the USA."

04. North

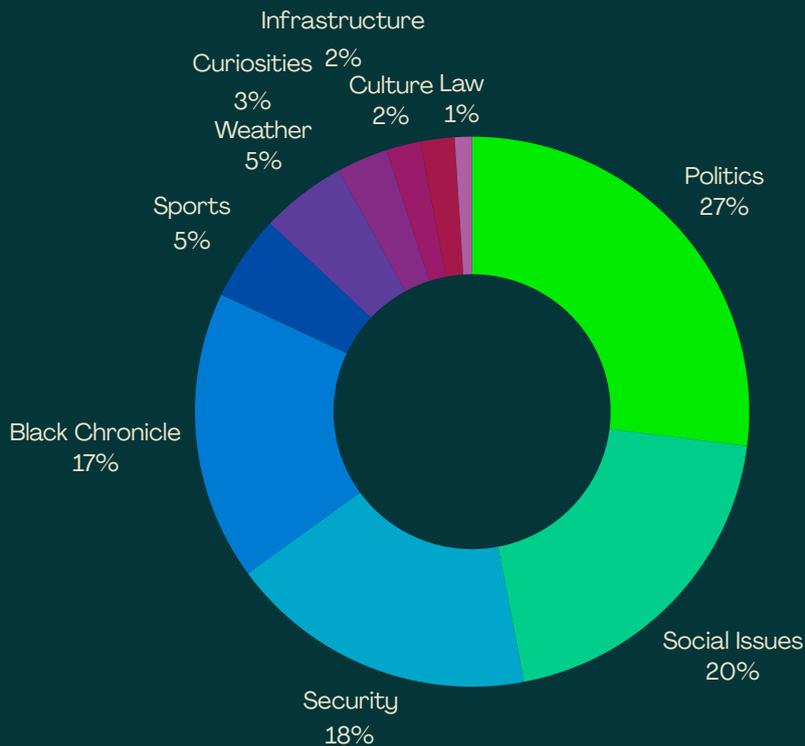
Misinformation contents about developments in the north has been published on dubious portals in Albanian language and on social media (Telegram) in Serbian language. The content in Albanian has been rated as disinformation, falsely claiming that three powerful explosions occurred in the North yesterday. Meanwhile, in Serbian language, unverified content has been published claiming without evidence that the Kosovo Police has beaten a person of Serbian nationality in front of children and conspiracy theories claiming without facts that "Kosovo security services" disseminated leaflets in the North calling on non-obedience against the Kosovo Police.

3

Types of domains

The results of the monitoring for the month of February 2024 show that various publishers (mainstream media, dubious portals and social media) have produced and disseminated predominantly misinformation contents from the political domain. In spite that political domain did not occupy a prominent place among the top three domains in the recent months, during February (2024), most of the misinformation contents originated from the political domain.

MAIN FIELDS
Here are the main fields listed



Compared to previous months, political domain dominated in terms of published misinformation contents during February. In regard to the other months, politics was mainly ranked behind the major three categories. However, during this month (February 2024), a variety of topics that was misinformed about were from the political domain, resulting this domain being ranked as first. The political domain is followed by the domain of social issues, which suffered a decline compared to the previous month (from 43% in January 2024 to 24% in February 2024). These two domains comprise almost half of the misinformation processed in this month.

These two domains are followed by the security domain, which suffered a slight decline compared to the previous month (from 22% in January 2024 to 18% in February 2024). The security domain is followed by the black chronicle, which remains at the same percentage as in the previous month (January 2024).

Almost all of the content from the domain of politics has been published in Albanian language, including in mainstream media (20%) and social media (7%). Regarding the

categorization rating of these contents, leads manipulation of facts (10%), disinformation (8%) and clickbait (3%). For a variety of political topics have been published misinformation contents, among which, dominates the CBK's decision on the dinar currency and the Kosovo-Serbia dialogue.

Misinformation contents from the social domain has been published on social media (13%) and mainstream media (7%). Fraud, unverified content and clickbait/disinformation are the three main categories with which misinformation from this domain have been rated. The Albanian diaspora, the Israel-Hamas conflict and the CBK's decision on the dinar currency are the topics upon which mostly was misinformed in the social aspect, alongside topics such as: pension increases, loan provision, counterfeit 2 Euro coins, etc.

Regarding the security domain, north, Serbian settlements and the arming of the KSF are the three main topics that was misinformed about. Misinformation content from the security domain has been primarily published in mainstream media (8%) and social media (8%), mainly rated as conspiracy theories (7%), fake news (3%) and unverified/disinformation content (2%).

A considerable part of content in the black chronicle has been rated as "clickbait" (12%) related to tragic events like death and murder in various circumstances. All of these contents have been published in mainstream media (12%) and social media (3%).



82% of the misinformation contents processed pertain to political, social issues, security and black chronicle domain.

4

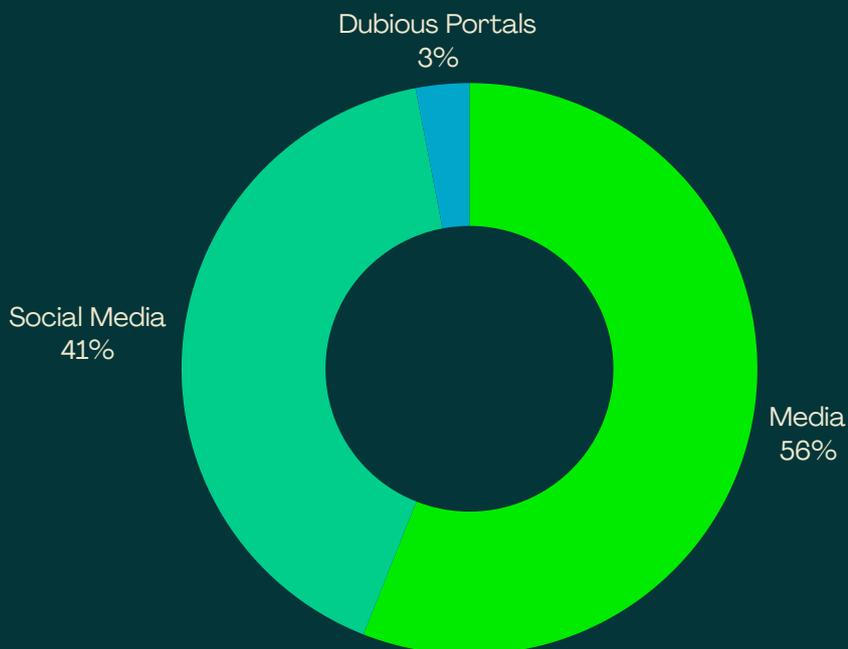
Types of publishers

Based on the findings and processing of misinformation contents, it turns out that the majority of misinformation has been published in mainstream media (56%). Compared to the previous month, there is a considerable increase in misinformation publications in mainstream media (from 40% in January 2024 to 56% in February 2024), leading to rank at the top. Recently, in September, contents published in mainstream media had dominated. This can be explained by the fact that all misinformation rated as "clickbait", a considerable part of manipulation of facts and of disinformation, as well as errors, have been published in mainstream media (in Albanian and Serbian languages).

On the other hand, 41% of articles for this month have been published and disseminated by publishers on social media, where unverified content, fake news, and fraud have dominated. Meanwhile, only 3% have been published by dubious portals.

As one can see, compared to January 2024, misinformation publications in mainstream media during February 2024 have increased, those in social media have declined and there is been also noted a 5% decrease in dubious portals.

DIFFERENCE IN PERCENTAGE
BETWEEN PUBLISHERS WITH
DISINFORMATION CONTENT



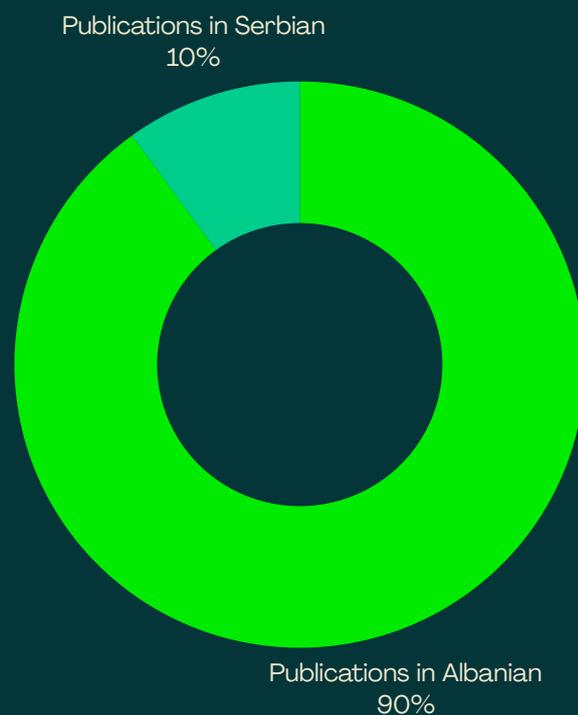
97% of articles with misinformation content were published by publishers in media outlets (56%) and in social media (41%).

5

Classification of publications in the Albanian and Serbian language

This measurement reveals the language in which the scrutinized disinformation articles have been published over the course of one month, categorizing the media into Albanian, Serbian and other languages concerning their coverage reports of the developments in and around Kosovo.

PERCENTAGE OF MEDIA PUBLICATIONS IN ALBANIAN AND SERBIAN LANGUAGES



The sample of monitoring and processing of the misinformation contents from the "hibrid.info" platform focuses on misinformation in the Albanian language published in mainstream media, dubious portals and pages and accounts on social media, as a result of which during February 2024, publications in this language dominate the analysis by 90%.

Meanwhile, in the Serbian language, reports of misinformation in mainstream media as well as social media platform "Telegram", regarding developments on and about Kosovo are primarily monitored and precisely such contents are processed. In the course of February 2024, several pieces of misinformation related to incidents in Serbian settlements and developments in the north have been published, constituting 10% of the findings and processing conducted.

Analysis of articles in this category

5.1

In this section of the report, disinformation publications published by media outlets in Albanian, Serbian and other languages are analyzed. The following narrative provides an overview of their interrelations across categorizations, domains, and addressed topics.

01. Publications in Albanian language

0.1. Nearly half of the misinformation processed in Albanian language has been published in mainstream media (48%), while the remainder across the social media (37%) and dubious portals (3%). Throughout this month, articles rated as clickbait, manipulation of facts and error have prevailed, where notably the domain of black chronicle and politics have dominated.

02. Publications in Serbian language

0.1. Misinformation content in Serbian language has been published in mainstream media (7%) and social media (3%). Publications of media in Serbian language are rated as conspiracy theories (7%), disinformation (2%) and unverified content (2%). While conspiracy theories related to incidents in settlements of Serbian majority and the unfounded claims that "Kosovo security services" disseminated leaflets in the North calling for non-obedience against Kosovo Police, unverified content was related to the unfounded claim that the Kosovo Police has beaten a person of Serbian nationality in the presence of children, while disinformation related to unfounded claim that Albin Kurti's monument in a private property in a village in Podujevë was erected with Kurti's knowledge and desire.

6

Types of social media

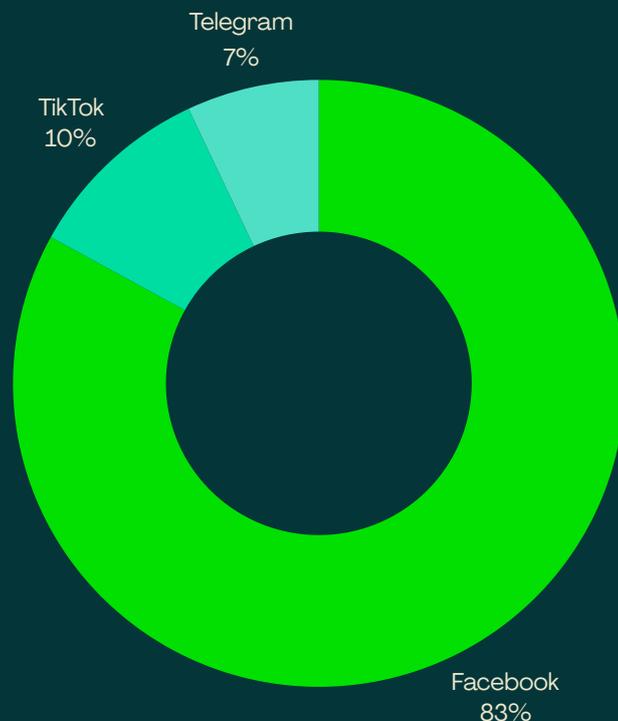
In this section, only disinformation articles published and disseminated on social media are analyzed, excluding publications in other media outlets (mainstream media and dubious portals).

With regard to misinformation publications on social media, during February, 83% of the content was published on Facebook, 10% on TikTok and 7% on Telegram.

Similar to the previous month (January 2024), throughout this month as well (February 2024) prevail misinformation published on Facebook, marking a 17% increase. Meanwhile, misinformation on TikTok decreased by 21% compared to the previous month (January 2024).

In addition to these two platforms, two pieces of misinformation were also published in the Serbian language on the social media platform Telegram during February, constituting 7% of the total content published on social media overall.

PERCENTAGE OF
PUBLICATIONS ON SOCIAL
MEDIA



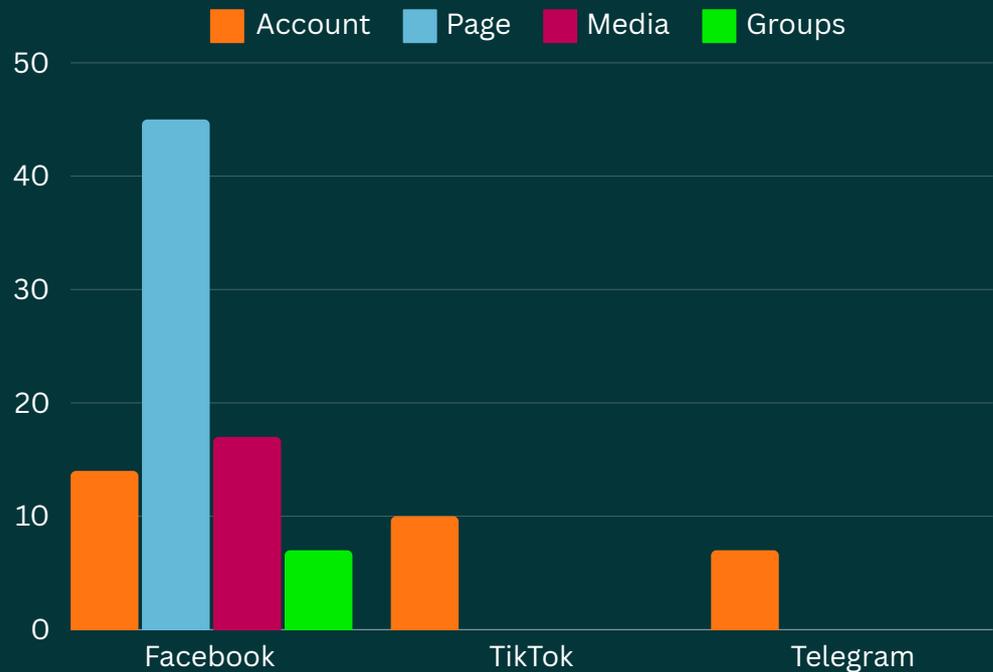
6.1

Types of publishers in social media

This measurement, through monitoring data, analyzes the interaction on social media regarding the publication and dissemination of misleading articles by various publishers on social media. This is conducted through these main categories of publishers: pages, accounts, media and channels managed by social media users.

The content found and processed on social media for the month of February 2024 was mostly published on various pages on Facebook (51%), followed by accounts on TikTok (31%). In addition, 11% of the content was published by media pages on Facebook and 3% from accounts on both Facebook and Telegram.

PERCENTAGE OF TYPES OF PUBLISHERS IN SOCIAL MEDIA



Analysis of Types of Publishers on Social Media

The following social media categories are analyzed in relation to the publication and dissemination of misinformation contents

01. Facebook

Manipulation of facts (17%), clickbait/disinformation (14%) and fraud (10%) are the categories through which most frequently misinformation published on Facebook has been rated. The majority of these misleading contents are from the social domain (28%), followed by politics (21%) and the black chronicle (10%). In terms of the topics volume used for misinformation on Facebook, the dominant ones are the Israel-Hamas conflict (10%), tragic events (7%) and the CBK's decision on dinar currency (7%).

02. TikTok

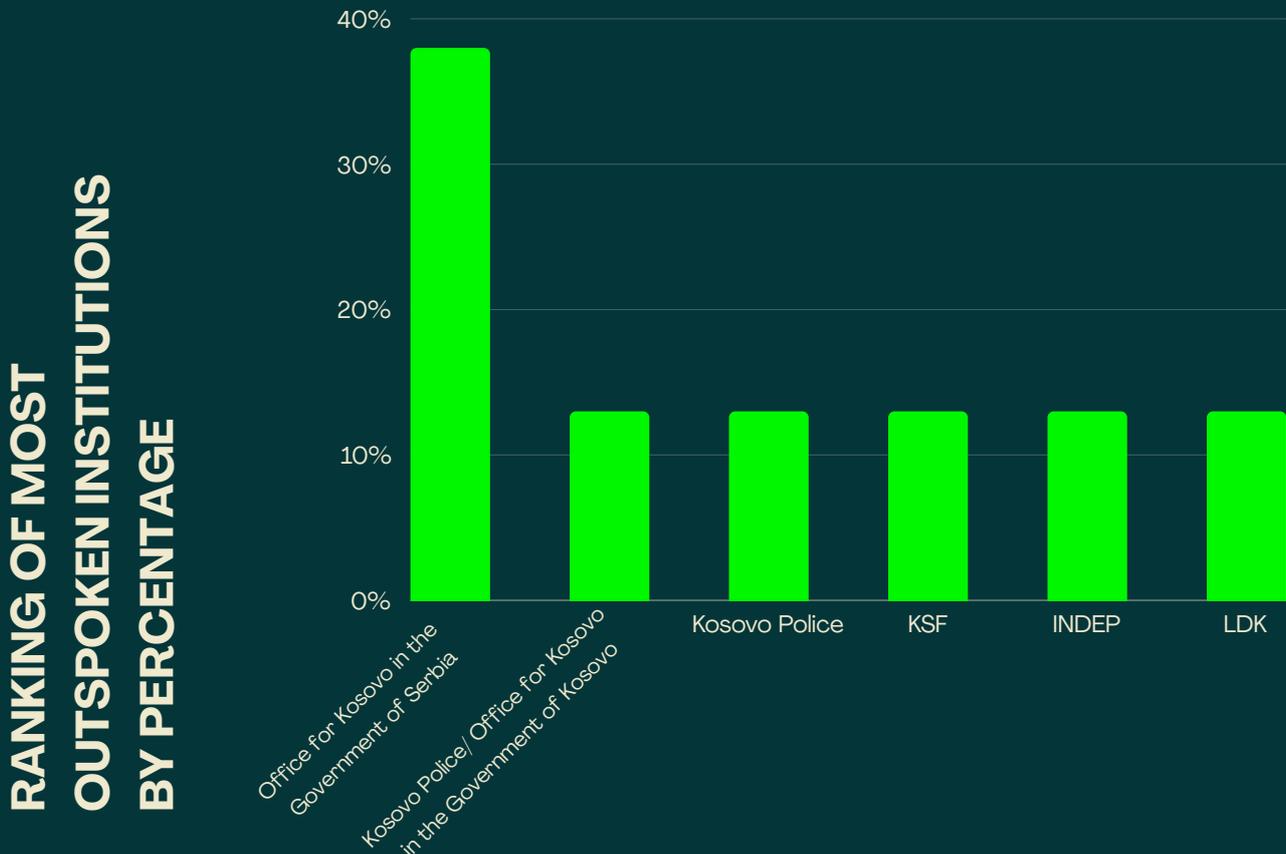
All of the misleading contents published on TikTok are categorized as fake news (7%) and fraud (3%). All of these contents are from the political (3%), social issues (3%) and security (3%) domain. The arming of the KSF, the CBK's decision on the dinar currency and statements related to Prime Minister Kurti, are the topics for which misinformation was spread on TikTok

03. Telegram

A conspiracy theory and an unverified content in the Serbian language have been published from an account on the social media platform Telegram. These contents are from the security domain related to developments in the North, including unfounded claims that the "Kosovo security services" disseminated leaflets in the North calling for non-obedience against the Kosovo Police and unfounded claims that the Kosovo Police has beaten a person of Serbian nationality in the presence of children.

Most outspoken personalities and institutions

This measurement analyzes data to determine which institutions and personalities (political public figures) have been most outspoken through the monitoring of articles with disinformation content.

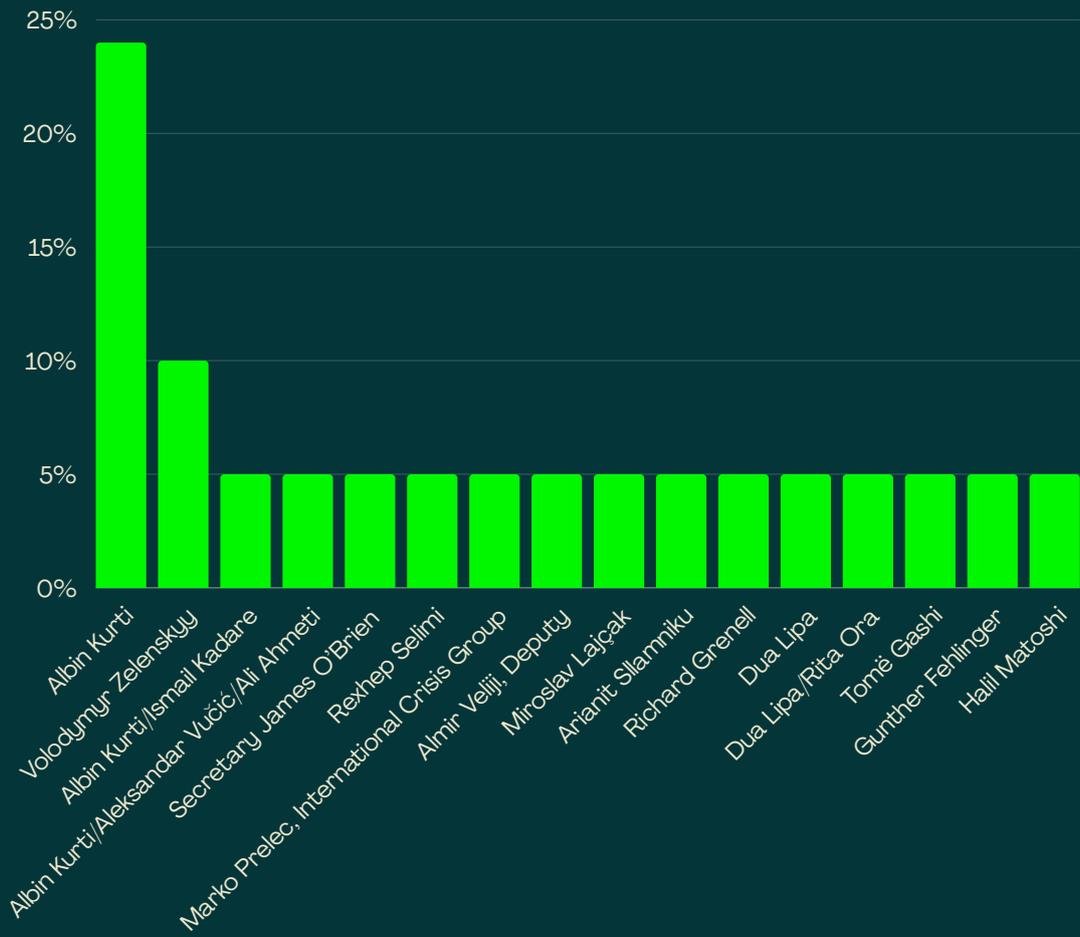


Based on the misinformation contents processed for February 2024, out of which only eight of them mentioned institutions, the Office for Kosovo in the Government of Serbia is the most frequently mentioned institution. This institution appeared in three misinformation contents in Serbian media about the incidents in Serbian settlements as part of ongoing pressure and intimidation aimed at the expulsion of Serbs from their settlements.

The Kosovo Police is the second most frequently mentioned institution in relation to other institutions. This security institution was referenced by the Office for Kosovo in the Government of Serbia in misinformation contents, making unfounded claims that the Kosovo Police has beaten a person of Serbian nationality in the presence of children, as well as in misinformation contents making unfounded claims that the "Kosovo security services" disseminated leaflets in the North calling for non-obedience against the Kosovo Police.

All other institutions were mentioned once in the misinformation contents published in mainstream media, dubious portals and social media.

RANKING OF MOST OUTSPOKEN INDIVIDUALS BY PERCENTAGE



Prime Minister of Kosovo, Albin Kurti, is the most mentioned personality in relation to the other personalities, in 21 misinformation contents where personalities were mentioned. Kurti himself was mentioned in various political topics including the Kosovo-Serbia dialogue, the CBK's decision on the dinar currency, about his monument erected on a private property in a village of Podujevë, etc.

Kurti was also mentioned in relation to other personalities, including the false claim that the renowned writer Ismail Kadare said, "to be against Albin Kurti today is like being against Adem Jashari in 1998!" and the manipulation of the statement of the President of Serbia, Aleksandar Vučić, who stated that he would not allow Kurti to control North Macedonia, winning over Ali Ahmeti.

Volodymyr Zelensky, the President of Ukraine, is the second most mentioned personality in the misinformation contents published in February. A deep-fake video was published claiming to be Zelensky dancing. Additionally, an unverified content was published in the media disseminating satirical content in Zelensky's name, claiming that the issue of Kosovo will also be discussed in Tirana.

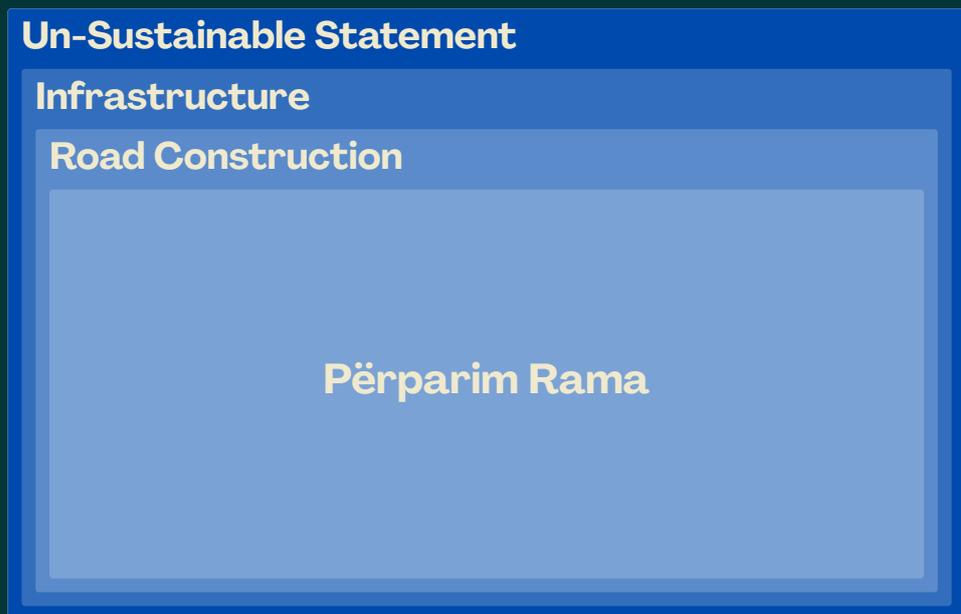
All other personalities were mentioned only once in the misinformation contents published during February.



Checking and evaluation of statements

Hibrid.info, in addition to monitoring and analyzing media articles, also conducts checking and evaluations of statements made by high-ranking political and institutional officials, as well as those figures with public influence. The evaluation of these figures, according to the methodology of hibrid.info, is carried out under the categories of truthfulness, sustainability and holding of promises.

RANKING OF CHECKING AND EVALUATION OF STATEMENTS



Within the content monitored during the month of February, hibrid.info checked and analyzed one promise.

The Mayor of Prishtina, Përparim Rama, has released (7 February) the project connecting Arbëria with the Palace of Youth and the Grand Hotel. Mayor Rama, during the initial presentation of this project in the 2021 election campaign, had promised that it would be completed within three years. After investigation by hibrid.info, differences were found between the project promised in the 2021 local election campaign and the one presented on the 7 February.

Methodology

For the preparation of this monitoring report, both quantitative and qualitative methods were used.

With regard to quantitative methods, a database was initially created from ADS/hibrid.info in order to break down and analyze in details the misinformation trends. Through this database, maintained and updated on regular daily basis by the ADS/hibrid.info staff, articles with misinformation content are monitored. The selection of misinformation contents for analysis is based on importance, relevance, virality and context. These criteria are determined by the experienced monitoring team in the information sphere.

This means that all articles published on the hibrid.info platform are placed in the database, and the latter serves as the main source for preparing the monitoring report. Furthermore, the methodology used to analyze the presented data in the monitoring report enables data filtering into daily, weekly, and monthly basis, mainly in quantitative form, to better understand the phenomenon of disinformation of those analyzed articles for this one month period of time according to various categories and ratings.

Parallel to this, another important source for this report is the ADS/hibrid.info methodology (published on the hibrid.info website) for combating informational disorder. This methodology, which is first and foremost based on qualitative methods, has been developed by the professional staff of ADS/hibrid.info and is in line with the highest international standards for fact-checking, following the guidelines of the International Fact-Checking Network (IFCN), respectively. ADS/hibrid.info is a full member of this international mechanism - IFCN.

This monitoring report covers the period from 1 – 28 of February 2023, having processed 60 misleading contents.

Conclusions

This short monitoring report provides a snapshot of the one month state of play of information (misinformation) during February 2023, based on the data from the fact-checking platform – hibrid.info.

Based on 60 processed misinformation contents during February 2024, clickbait articles (25%) have dominated, followed by disinformation (13%) and manipulation of facts (12%). In the event there is no significant development taking the main focus, clickbait returns to the top position in the classification of misinformation, primarily for tragic topics (death and murder). This category is followed by disinformation published on various political topics. Even misinformation contents rated as manipulation of facts, ranking third position, have been published on different political topics.

Articles within the topic of tragic events, revolving about death, murder, accidents and disasters in various circumstances or even on different social topics, for which the location of the event is not disclosed in their titles or the titles are intentionally misleading to encourage clicks from readers, mostly rated as "clickbait" and were published on news portals, are the ones that dominated during the month of February 2024. During this month, some misinformation related to the decision of the CBK regarding the dinar has also been published, among which several manipulations of facts and disinformation, published primarily in media outlets where it was falsely claimed that France had qualified the CBK's decision as provocation, that Kosovo would suffer consequences after this decision and also an unsaid statement from Kurti saying "I ask the Bank of Kosovo, not the USA". Incidents in Serbian settlements are the third most used topic for misinformation, referring to communications from the Office for Kosovo in the Government of Serbia, which claims without facts that these incidents are conducted aiming the expulsion of Serbs from their settlements.

With regard to the domains, the politics has dominated during February with 27%, followed by social issues with 20% and security with 18%. A considerable portion from political domain has been rated as manipulation of facts and disinformation, published in the media, with the dominant topic being the CBK's decision on the dinar currency, followed by a series of other political topics. Meanwhile, the domain of social issues have seen the publication of misinformation, including

various topics such as the Kosovar diaspora, pension raise, counterfeiting of 2 euro currency coins, etc., primarily rated as fraud and unverified content, with the vast majority of them being published on social media. Regarding the security domain, misinformation related to this domain has been published in mainstream media (8%) and social media (8%), portion of which has been rated as conspiracy theories and fake news related to incidents in Serbian settlements and developments in the north.

Prime Minister of Kosovo Albin Kurti emerges as the most mentioned personality compared to other personalities in various political topics such as the Kosovo-Serbia dialogue, the CBK's decision on the dinar currency and the installation of his monument on private property in a village in Podujevë. On a similar note, Volodymyr Zelensky, the President of Ukraine, follows as the second most mentioned personality. Instances include a deep-fake video purportedly depicting Zelensky dancing and the dissemination of a post by a satirical account in Zelensky's name, claiming that in Tirana will also be discussed about the issue of Kosovo.

With regard to verification of statements and commitments, in the project linking Arbëria with the Palace of Youth and Grand Hotel, of the Mayor of Prishtina Përparim Rama, discrepancies has arisen when comparison reveals variations between the project pledged during the 2021 local election campaign and the version presented on the 7 February 2024.

HIBRIDO.INFO