

VOLUNTEERING
INFRASTRUCTURE IN EUROPE
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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Kosovo has had a unique, sudden and relatively new history as its own country due to becoming a state when it unilaterally declared independence in 2008 from Serbia and is, as of the writing of this chapter, recognised by 102 UN member states. Becoming a new Country only very recently comes with additional challenges and uncertainty surrounding the setting up new institutions, creating infrastructure a Country needs to effectively run and conducting international diplomacy to enhance recognition. However, one thing is for certain and that is the sense of how important volunteering is in Kosovar civil society, the sense of a shared community is the lasting legacy of a post-socialist state (Yugoslavia), and this history and the birth of a nation through conflict has shaped civil society as a whole.

As Kosovo is only a relatively new Country within Europe, there is a lack of comprehensive laws that govern volunteering and also civil society. There are however laws enshrined within the Constitution and Statute books which delve and deal with volunteering and civil society to some extent.

In 2009 the Kosovar legislature passed the law on *Empowerment and participation of youth* (Law no. 03/L-145, 2009)[1], the only law the governs volunteering to some degree. Article 14 of this law deals with the voluntary aspect and while does not set a definition into law it sets out conditions and clearly defines Kosovo's opinion on youth volunteering. The first point states that 'Voluntary work of young people shall be considered important and beneficial for society' and that the work must be unpaid and organised by a legal individual or organisation'[2]. Regarding the recognition, youth volunteering is acknowledged as work experience by the Municipal Directorate for Culture, Youth and Sports and respectively by the Ministry of Culture, Youth and Sports[3]. It is unclear as to why they consider it work experience when there is a lack of pay or a structured employment contract, but a large part is probably due to a lack of legislation governing the concept of volunteering.

While it is evident that volunteering outside of the youth sector will occur, there exists no such legislation or regulations that govern general volunteering. Civil Society Organisations (CSOs) have been trying to push the Kosovar government to include more general provisions and help CSOs set up initiatives. This came to ahead when the government announced and conducted the '2013-17 government strategy for cooperation with civil society'[4] which identified strategy and areas that need to be improved to ensure that CSOs have the appropriate support from the government. Following this and some improvement for the CSO environment (of which will be discussed in later chapters). Furthering this, the government also announced a follow on strategy assessment for the period of 2019-2023[5].

[1] *On Empowerment and participation of Youth*. Law No.03/L-145 Available at: [03/L-145.http://www.youthpolicy.org/national/Kosovo_2009_Youth_Law.pdf](http://www.youthpolicy.org/national/Kosovo_2009_Youth_Law.pdf)

[2] *ibid*

[3] Volunteers, K. (2019). *Volunteer Matching Platform*. [online] [Kosovovolunteers.org](http://kosovovolunteers.org). Available at: <http://kosovovolunteers.org> [Accessed 22 Jul. 2019].

[4] Office on Good Governance (2013). *Government strategy for cooperation with civil society 2013-2017*. Pristina

[5] Office on Good Governance (2019). *Government strategy for cooperation with civil society 2019-2023*. Pristina.

This latest strategy has identified that there is a need for there to be a strong legal framework and definition that governs volunteering as a whole. The outcome and the final wording of such a definition is unknown.

CSOs are governed by the Constitution, specifically by article 44 and also defined in Law 04/L-57 on the Freedom of Association of NGOs[6]. This legal framework guarantees the right of every person to exercise their freedom of association without having to register an organization. While most CSOs do register for legal safety, there exists a legally stable and safe environment for CSOs to work in regardless.

2.VOLUNTEERING LANDSCAPE

History and contextual background

To fully understand the landscape of volunteering in Kosovo one must understand Kosovo's civil society history and how volunteering came to be an important part of the fabric of the country.

1998-99 saw the Kosovo war between the Yugoslavian army (Serbia and Montenegro) and the Kosovo liberation army with eventual air support from the North Atlantic Treaty Organisation (NATO) which led to the United Nations security council resolution 1244. This established an interim government within the territory pending a solution to the final status of Kosovo which would come in 2008 with the declaration of independence.

But the humanitarian scene in Kosovo was dire, the war led to a mass exodus of people with U.N. High Commissioner for Refugees estimating that 600,000 Albanian Kosovars had been displaced in 1999 with thousands of ethnic Serbians as well[7]. With the displacement of people and the untold destruction of many areas of Kosovo, there was a large influx of NGOs to help alleviate the humanitarian crisis which had unfolded. With the influx of NGOs, once peace had been agreed upon, a civil society of International non governmental organisations (INGOs) and Volunteering organisations began to emerge from a region which had never experienced this. Civil society before the war was severely restricted which made it hard for NGOs and other CSOs to operate with comfortable legal protection, this wasn't unique to just Kosovo but rather Yugoslavia as a whole. While a sense of community and civic engagement is inherent in a socialist society, at a governmental level there is a sense of fear with a blossoming civil society which is supported by NGOs and CSOs, which led to an environment of hostility towards such groups.

[6] On freedom of association in non-governmental organisations, Law No.04/L-057. Available at: <https://www.kuvendikosoves.org/common/docs/ligjet/Law%20on%20freedom%20of%20association%20in%20NGO.pdf>

[7] Médecins Sans Frontières (MSF) International. (1999). *Kosovo refugees statistics* | Médecins Sans Frontières (MSF) International. [online] Available at: <https://www.msf.org/kosovo-refugees-statistics>

However, when Kosovo broke away from Yugoslavia it broke free from the hostile environment and with the new influx of NGOs and the slow rebuilding of society and institutions a civil society was able to grow and flourish. This was also made possible by the large sums of donor money from abroad, which was made available for the post war reconstruction and institution building.

However, the immediate aftermath of the war saw a considerable decline in volunteering. Research indicated that in the post-war period the majority of Kosovars attached relevance to volunteering only in connection with tangible short-term individual and beneficial outcome.

Civil society and Volunteering in Kosovo

NGOs have been extremely active in Kosovo since the end of the war and the declaration of independence. This has seen the birth of volunteering CSOs which are embedded within Kosovar society. However, as the research stated above suggested, they had an uphill battle to change the perception of volunteering and also change the motives of people as to why they do not volunteer. Since then civil society has drastically improved with the emergence of volunteering as a way to improve society rather than individual goals.

While there exists no official data published from the Kosovar government, this was however identified in the 2013-17 government strategy for cooperation with civil society, the Kosovar civil society index is the most comprehensive and regular collection of data that deals with civil society and volunteering within Kosovo. The Index is a follow on from two very important Kosovo Civil Society Foundation (KCSF) studies and the new regular study maintains KCSF's tradition of providing comprehensive information for the civil society, which started with the Anthology of the Civil Society in 2001[8], the Mapping Analyses of Civil Society in Kosovo in 2005[9] and then became the CIVICUS Civil Society Index for Kosovo from 2011[10].

At the time of writing (2019) and with the latest statistics compiled by the index (2018), the NGO Register has counted 9,545 NGOs that are registered in Kosovo. With 9015 being domestic and 530 being international. The trend of registration of new NGOs has remained quite constant from year to year. Despite the significant number of registered NGOs in the period 1999-2009, between 2010 and 2016 the average of new registered NGOs is about 500 per year. The current index finds that while there are close to 10,000 NGOs, this does not provide a true indication of the nature and activeness of civil society. The index concludes using data analysis that the number of active NGOs is closer to 1000[11].

[8] Kosovar Civil Society Foundation (2001). *Anthology of civil society*. Prishtina: Kosovar Civil Society Foundation.

[9] Kosovo Civil Society Foundation (2005). *Mapping and Analysis of Kosovo Civil Society*. Prishtina: Kosovo Civil Society Foundation. Available at: https://www.kcsfoundation.org/wp-content/uploads/2017/12/03_03_2014_4035052_KCSF_2005_Mapping_and_analysis_of_Kosovo_civil_society.pdf

[10] Kosovar Civil Society Foundation (2011). *Analytical country report for Kosovo*. Better governance for greater Impact. Kosovar Civil Society Foundation. Available at: <http://civicus.org/downloads/CSI/Kosovo.pdf>

[11] Kosovar Civil Society Foundation (2018). *Kosovar Civil society index*. Pristina: Kosovar Civil Society Foundation. p.8. Available at: <https://www.kcsfoundation.org/wp-content/uploads/2018/12/Kosovar-Civil-Society-Index-2018.pdf>

While the civil society as a whole is somewhat healthy and growing, even if the picture shows that not all of the registered the volunteering landscape needs to be looked at in detail.

Civil society is well documented through Kosovo's history and to a degree volunteering is also. However, much of the statistics per Kosovo war deal with volunteering in Yugoslavia and identify Kosovo as a region. While this fact is disputed, with Kosovo being its own Country, it would be fair to look at it from this angle. This, leads us to look at statistics from 2011 (the first available) to present day to see the best available picture.

According to the index, in 2011 which conducted a weighted survey of over 1000 people found that the volunteering level was 14%, this statistic only includes volunteering for CSOs of which 15.5% were members of. However, if you include more informal volunteering the figure rises to 35.3% of which the population engages in community activity through more informal means, for example by spending time socially with other people at sports clubs or voluntary/service organisations^[12]. This figure however is made up of people who perceive their activity to be that of volunteering when it may not be the type of volunteering that CSOs typically think of volunteering.

This index does not provide a breakdown into what sector people volunteer in but rather states that a substantial majority (of the 14%) volunteer for religious organisations. It also provides no breakdown for gender or socioeconomic levels. The index also conducted an organisational based survey in regards to volunteering with CSOs and according to the Organisational Survey, 48.3% of the surveyed CSOs thought that Volunteering was decreasing in 2011, and 'most of them see the lack of the proper legal framework on volunteering as one of the reasons for this'^[13]. While these statistics are limited they provide a very basic picture for volunteering in Kosovo in 2011.

The next index that was conducted was in 2013 (published in 2014) and there was a significant change in the methodology, which in fact changes the percentage of people who volunteer. The Civil Society Index 2011 is based on the global methodology of CIVICUS^[14], where volunteering has been measured based on the World Values Survey questionnaire^[15] and included also volunteering for religious organizations, political parties, sports clubs, etc. As the global methodology didn't continue to be implemented, as of 2014 The Kosovo Civil Society Index started with its own methodology, which was similar to the global one but simplified and adapted to the Kosovo context. On volunteering, this therefore changed the true amount of volunteering to 4.5% which is made when religious organizations, political parties and sports clubs were removed from the 2011 results, focusing only on the more narrow understanding of civil society^[16].

[12] Kosovar Civil Society Foundation (2011). *Analytical country report for Kosovo*. Better governance for greater Impact. Kosovar Civil Society Foundation. P.23 Available at: https://www.kcsfoundation.org/wp-content/uploads/2011/03/CSI_Analytical_Country_Report_Kosovo.pdf

[13] Ibid. p28.

[14] <https://www.civicus.org>

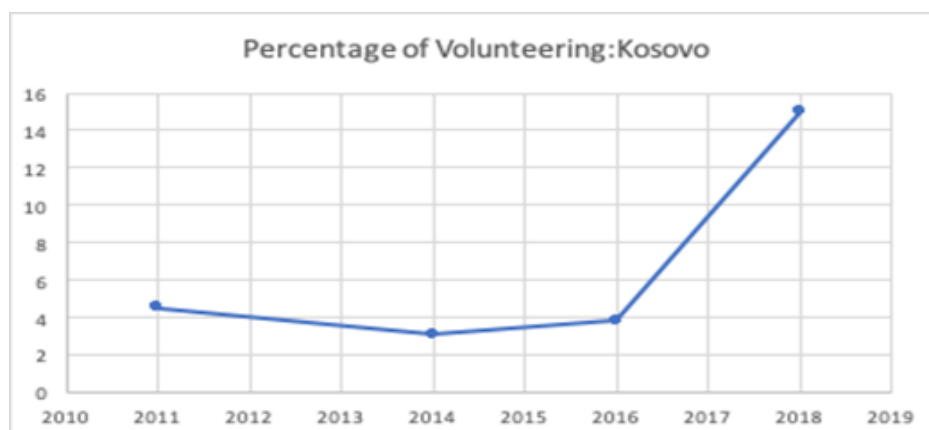
[15] <http://www.worldvaluessurvey.org/WVSDocumentationWV1.jsp>

[16] Kosovar Civil Society Foundation (2014). *Kosovar Civil society index*. Pristina: Kosovar Civil Society Foundation. P.40. Available at: https://www.kcsfoundation.org/wp-content/uploads/2017/12/05_02_2015_2315218_KCSF_Kosovar_Civil_Society_Index_web_final_ENG.pdf

Therefore, looking at the results from the 2014 Civil Society Index makes more sense. With the more simplified methodology, the 2014 survey showed a worrying state for volunteering in Kosovo. The index shows a decline in volunteering in 2013 from 4.5% to 3.1% of people having volunteered for a CSO. This is also confirmed from the perception of the CSOs themselves, which think that volunteering remains at a constant level (47.52%) or is decreasing (32.67%). Only a small portion of the surveyed organizations (19.8%) think that volunteering is increasing. When organizations stating that voluntary work is decreasing were asked for the reasons behind this decrease, the most frequently mentioned reasons were the lack of non-monetary benefits and the difficult economic situation of the population, followed by the lack of legal recognition of voluntary work. Like with the 2011 index, there is no breakdown of gender or areas people volunteer in[17].

The next index was the 2016 index which followed the same methodology and in terms of volunteering showed a slight increase in the percentage of people who said that they had volunteered for a CSO, rising from 3.1% in 2014 to 3.8% in 2016. The trend of volunteering for CSOs remains unchanged. When asked about the dynamics of volunteer work in Kosovo during the last year, almost half of the CSOS (46%) consider that it has not changed, while the two opposite assessments on expansion and shrinking of volunteering almost equal each other; 26% stated that volunteer work has expanded over the last year, whereas 20% stated that it has shrunk[18].

The latest index published in 2018 shows a dramatic and highly significant increase in the level of volunteering in Kosovo. About 15% of Kosovo's citizens stated that they volunteered for one or more CSOs in 2017. Compared to 2015, this marks an increase of about 11%. The perception of CSOs on the voluntary engagement trend in Kosovo remains largely unchanged. About 38% of surveyed CSOs stated that voluntary engagement in civil society remains the same as in the previous year, while 27% said voluntary engagement had increased in 2017, and about 18% share the opinion that volunteering in this sector has declined[19].



[17] Ibid. p.41

[18] Kosovar Civil Society Foundation (2016). *Kosovar Civil society index*. Pristina: Kosovar Civil Society Foundation. Pp. 55-56 Available at: https://www.kcsfoundation.org/wp-content/uploads/2016/12/Kosovar-Civil-Society-Index-2016_KCSF.pdf

[19] Kosovar Civil Society Foundation (2018). *Kosovar Civil society index*. Prishtina: Kosovar Civil Society Foundation. pp.30-31. Available at: <https://www.kcsfoundation.org/wp-content/uploads/2018/12/Kosovar-Civil-Society-Index-2018.pdf>

3.LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

As previously stated there is a lack of one comprehensive legal framework that deals with volunteering. But rather aspects of civil society and volunteering are governed by separate laws and regulations such as:

- Constitution of the Republic of Kosovo
- Law No. 03/L-145 on Empowerment and participation of youth
- Law No. 04/ L-057 on Freedom of Association in Non-Governmental Organizations; entered into force in October 2011 (Law on Freedom of Association)
- Law No. 04/L-103, on amending and supplementing the Law No. 03/L-162 on Corporate Income Tax; promulgated by Decree No. DL-019-2012 of May 17, 2012
- Law No. 03/L-146 on Value Added Tax; in effect since January 1, 2010
- Law No. 04/L-104 on amending and supplementing the Law No. 03/L-161 on Personal Income Tax; promulgated by Decree No. DL-020-2012 of May 17, 2012

There are of course regulations which govern not just civil society but the primary and secondary sectors as well that are not included such as equal opportunities etc.

Based on current legislation in Kosovo, CSOs can be registered in two forms, as associations or foundations. As a membership organization, associations are required to have the Assembly of Members as the highest governing body, which consists of all members of the association. The highest governing body of a foundation is the Board of Directors, appointed by the founder(s) of the foundation, and then elected by the members of the same Board.

Many CSOs that deal with volunteering desire some more complex and a single piece of legislation or more concise legislation which will give a clear indication of what constitutes volunteering and the regulations needed for CSOs to obey the law, receive funding and retain volunteers. Within the 2019-23 government strategy for cooperation with civil society they have identified an objective which will hope to 'Establish a comprehensive legal and institutional framework for supporting the development of volunteering'[20].

Less than one third of surveyed CSOs think that the legal and policy framework for volunteering is stimulating (6%) or somewhat stimulating (32.7%). On the other side, 11.9% of CSOs stated that in Kosovo there is no legal framework or policy for volunteer work, and 26.7% stated that they did not have knowledge of their existence[21].

[20] Office on Good Governance (2019). *Government strategy for cooperation with civil society 2019-2023*. Pristina. p.16

[21] Kosovar Civil Society Foundation (2018). *Kosovar Civil society index*. Prishtina: Kosovar Civil Society Foundation. p.31. Available at: <https://www.kcsfoundation.org/wp-content/uploads/2018/12/Kosovar-Civil-Society-Index-2018.pdf>

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

There currently exists no centralized networks of volunteering organisations in Kosovo but rather CSOs engage with volunteers on an ad hoc basis or are dedicated to primarily using volunteers. The 2018 civil society index states that just under 50% of the interviewed active CSOs engage volunteers, this is a drop from the 2016 where 59% of CSOs said they engage volunteers [22]. So they constitute almost half of all CSOs that operate in Kosovo. It is highly recommended that some sort of network or volunteering centre is created amongst civil society to account for the large number of CSOs who engage with volunteers.

5. OTHER STAKEHOLDERS

Due to the nature of civil society and the Kosovo context in regards to CSOs and volunteering there are numerous stakeholders which cover a broad spectrum of the fabric of Kosovo. Public institutions such as educational institutions, the government (Ministry of culture, youth and sport), health (Ministry of Health) etc. have all recognised the importance of volunteering. Even if laws only govern Youth volunteering so far, the evidence of the two comprehensive strategies which aim to improve the volunteering environment, show that external stakeholders outside of Ngos and CSOs are very much trying to get involved with volunteering in Kosovo.

6. FUNDING OPPORTUNITIES

There is a lack of significant data which focuses on funding opportunities and sources for CSOs that deal with volunteering, but the bigger picture of CSOs in general can help give a snapshot of funding opportunities in Kosovo.

The main sources of funding are from foreign donors which in the 2018 published civil society index shows that it is at 38.1% with the second highest source of funding being from state institutions 26.6%. The foreign source of funding has seen a decline over the years which seems to correspond with the recovery since the war, but State funding has been on the increase with the potential in the future to maybe plug the gap in funding that will be left with the decline of foreign funding.

[22] Kosovar Civil Society Foundation (2018). Kosovar Civil society index. Prishtina: Kosovar Civil Society Foundation. P. 31. Available at: <https://www.kcsfoundation.org/wp-content/uploads/2018/12/Kosovar-Civil-Society-Index-2018.pdf>

The breakdown of such funding is interesting, when it comes to analyzing the distribution of funds, it is noticed that foreign donors allocate their funds to a smaller group of organizations (22.8%) compared to the 2016 index (38.6%), while the opposite trend is true for public funds, where more organizations received public funds in 2018 (33.6%) than in 2016 (27.7%)[23].

Other sources of funding such as contracts and membership fees, do form a part of CSOs income, do not constitute a significant proportion of the funding opportunity to be examined in more detail.

7. REGULAR AND SYSTEMATIC RESEARCH

Considering that Kosovo has only been a state since 2008, there is regular and systematic research that goes on from the KCSF[24] since 2011 with every 3 years there being a new civil society index being conducted. While this is not official statistics, which there are yet to be any official surveys conducted, it does not deal specifically with volunteering but largely civil society and has a limited methodology. It is the only clear picture that is regularly looking into volunteering and civil society in Kosovo.

Despite several attempts by various organizations to build a system for registering volunteers and their work, assessment of voluntary engagement in civil society continues to be difficult. There is no functional system with comprehensive data on the number of volunteers, the number of volunteer hours, types of volunteer work, or demographics of volunteers. This issue is not unique to Kosovo though but is a reflection of a wider systemic issues of volunteering research. This is even the case in countries that have well structured legislation on volunteering and numerous organisations.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

The *On Empowerment and participation of Youth*. Law No.03/L-145 is what governs volunteering in Kosovo and the conditions of the law are:

1. Voluntary work of young people shall be considered important and beneficiary for society.
2. Volunteer work may be organized by natural and legal person, engaged for the good of society.
3. Voluntary Work is prohibited in cases where young people are used for personal or family benefit.
4. Voluntary work of young people is not remunerated.
5. Voluntary work of youth is matched with the qualification of new volunteers.
6. Volunteer work should not harm the health of young volunteers.
7. Voluntary work of young people should not restrict the duties and obligations with regard to education, research or professional education and voluntary of the youth.

[23] *ibid* . p.35

[24] Available at: <https://www.kcsfoundation.org/en/home-2/>

8. Voluntary work of young volunteers will enable young people to reach prospects, respectively improve professional skills, experiences and voluntary practices.
9. The work of voluntary youth is regulated by contract between the volunteer and organizer of new volunteer and should be recognized as work experience, which will be considered as a priority in case of competition for employment.

9.AWARENESS OF VOLUNTEERING OPPORTUNITIES

There exists no nationwide government sponsored volunteering promotion initiative or even regional initiatives but it is rather up for individual CSOs to engage with the population and to encourage volunteering. This has generated a lack of awareness, lack of information about opportunities for volunteering, lack of regulations on rights and responsibilities of volunteers, lack of incentives for volunteers, and the lack of a culture of recognition of volunteering amongst the native population of Kosovo[25]. Due to the historical context of Kosovo, many international volunteers operated or are still operating in the region and so in this regard it is well known.

However, Kosovo Volunteers, a volunteer match platform in Kosovo which was set up and it is a free platform where the non-profit organizations can post volunteer opportunities and where passionate, skilled volunteers can find the right opportunity to lend their talent and time. And was developed by UNICEF Innovations Lab Kosovo with support from Austrian Development Cooperation (ADC), United Nations Children's Fund (UNICEF) office in Kosovo, and Peer Educators Network (PEN), has been a warm welcome in ensuring that more people have access to volunteering. Its success though is relatively unknown.

10.ADDITIONAL COUNTRY SPECIFITIES

Kosovo's recognition is internationally disputed. The European Union itself refers only to "Kosovo*", with an asterisked footnote containing the text agreed to by the Belgrade–Pristina negotiations: "This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the International Court of Justice opinion on the Kosovo Declaration of Independence".

UNSCR 1244 Authorises the United Nations to facilitate a political process to determine Kosovo's future status. Kosovo's future status would take into consideration the Rambouillet Agreement which Serbia refused to sign in 1998, and which calls for the "will of the people of Kosovo" to be one of the guiding principles in defining Kosovo's status, another being the respective compliance of the disputing parties to the Agreement. The resolution reaffirms calls for "substantial autonomy and meaningful self-administration for Kosovo"[26].

[25] Democracy for Development Institute (2018). *State of volunteering in Kosovo: Challenges and Perspectives*. Public Interest | No. 14. Prishtina: Democracy for Development Institute, p.20. Available at:https://d4d-ks.org/wp-content/uploads/2018/03/D4D_PI_14_ENG_WEB.pdf

[26] UN Security Council, *Security Council resolution 1244 (1999) [on the deployment of international civil and security presences in Kosovo]*, 10 June 1999, S/RES/1244 (1999), available at: <https://www.refworld.org/docid/3b00f27216.html> [accessed 22 July 2019]

The ICJ opinion states that "the adoption of the declaration of independence of the 17 February 2008 did not violate general international law because international law contains no 'prohibition on declarations of independence'" [27].

11.RECOMMENDATIONS

As volunteering has grown at a rate of an 11% over the last 2 years, it is recommended that Kosovo keeps implementing strategies to strengthen the solidarity and sense of community in the Country and help improve volunteering for future generations.

The 2013-17 and 2019-23 government strategy for cooperation with civil society, has shown that Kosovo government to is willing to work to ensure that volunteering and Civil society becomes strong in Kosovo. The implementation of the identified strategies in the first strategy is underway and it is unknown how this will affect volunteering in the future.

However the Kosovo government could foster volunteering by:

- Creating a comprehensive law that governs volunteering for all ages, gender and socio-economic groups. The Law should also mandate how and to what extent public institutions should engage volunteers in volunteering activities for the benefit of social well-being.
- Create systematic, official and regular research on the levels and the health of volunteering in Kosovo and work with other CSOs to achieve this.
- Continue to work with CSOs and enhance cooperation and funding opportunities in the face of decreasing funds from foreign donors.

[27] ICJ, (2008). *Accordance with international law of the unilateral declaration of independence in respect of Kosovo*. [online] Available at: <https://www.icj-cij.org/en/case/141> [Accessed 22 Jul. 2019].

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- Democracy for Development Institute (2018). *State of volunteering in Kosovo: Challenges and Perspectives*. Public Interest | No. 14. Prishtina: Democracy for Development Institute, p.20. Available at: https://d4d-ks.org/wp-content/uploads/2018/03/D4D_PI_14_ENG_WEB.pdf
- ICJ, (2008). *Accordance with international law of the unilateral declaration of independence in respect of Kosovo*. [online] Available at: <https://www.icj-cij.org/en/case/141> [Accessed 22 Jul. 2019].
- *On Empowerment and participation of Youth*. Law No.03/L-145 Available at: http://www.youthpolicy.org/national/Kosovo_2009_Youth_Law.pdf
- Office on Good Governance (2013). *Government strategy for cooperation with civil society 2013-2017*. Prishtina.
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- *On freedom of association in non-governmental organisations*, Law No.04/L -057. Available at: <https://www.kuvendikosoves.org/common/docs/ligjet/Law%20on%20freedom%20of%20association%20in%20NGO.pdf>
- Médecins Sans Frontières (MSF) International. (1999). *Kosovo refugees statistics | Médecins Sans Frontières (MSF) International*. [online] Available at: <https://www.msf.org/kosovo-refugees-statistics>
- Kosovar Civil Society Foundation (2001). *Anthology of civil society*. Prishtina: Kosovar Civil Society Foundation.
- Kosovo Civil Society Foundation (2005). *Mapping and Analysis of Kosovo Civil Society*. Prishtina: Kosovo Civil Society Foundation.
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- UN Security Council, Security Council resolution 1244 (1999) [on the deployment of international civil and security presences in Kosovo], 10 June 1999, S/RES/1244 (1999). Available at: <https://www.refworld.org/docid/3b00f27216.html> [accessed 22 July 2019].