



SURVEY ON  
**WELL-BEING  
AND  
SAFETY  
OF WOMEN**  
IN KOSOVO

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# Background

The OSCE recognizes that equal rights of women and men are essential to foster peace, sustainable democracy and economic development. The organization treats violence against women and girls (VAWG)<sup>1</sup> as both a threat to individuals and a broader security concern, and it therefore sees preventing and combating VAWG as one of its priorities. VAWG is a persistent human rights violation that threatens the security and safety of countless women and girls all around the world. It affects not only their lives, hindering their full and equal participation in society, but also the lives of those who are close to them; it ultimately has a lasting impact on their health and well-being as well as their children, communities and society at large.

Gender inequality lies at the root of gender-based violence against women and girls. The OSCE plays a key role in working with local stakeholders to build their capacity to prevent gender-based violence and to protect survivors.<sup>2</sup> Under the slogan “Bringing Security Home”, the OSCE has stressed that women and girls need to be safe both in public and at home, so that they can reach their full potential and contribute to political, economic and social development.

OSCE Mission in Kosovo has been actively supporting the counterparts in addressing the issue of gender-based violence and to strengthen support for victims of domestic violence during the last decade. The Mission has been closely monitoring the implementation of the relevant legal and policy framework, including the Strategy and Action Plan on Protection from Domestic Violence 2016-2020. Between 2012 and 2019, the Mission supported the establishment of twelve Domestic Violence Co-ordination Mechanisms in various municipalities and has provided expertise to the Inter-Ministerial Working Group on Domestic Violence, chaired by the Kosovo Coordinator on Domestic Violence. Following the Mission’s advocacy, domestic violence has been included as a distinct criminal offence in the new Criminal Code, which entered into force in mid-April 2019. In the first half of 2019, the Mission supported the Assembly Working Group in developing the new Law on Prevention and Protection from Domestic Violence and Violence against Women.

The Mission continuously advocates for sustainable financial solutions to support victims of domestic violence, as well as increasing capacity of all relevant service providers. In this regard, in 2019, the Mission launched a report on shelters for victims of domestic violence in Kosovo, which outlined the legal and institutional framework regulating the shelters and the challenges they face. It also provided recommendations for further action. With such in depth work on capacity building and support to the counterparts in the area of VAW and DV the Mission identified the lack of comparable data and adequate statistical overview of this phenomenon in Kosovo.

Therefore in the beginning of 2016 the Mission with support of the OSCE Vienna, Gender Section initiated the process of conducting the Survey on well-being and safety of women in Kosovo. Kosovo survey methodology is completely based on

1 The terms “violence against women” (VAW) and “violence against women and girls” (VAWG), which are used interchangeably in this report, include physical, sexual and psychological violence by intimate partners and non-partners, as well as stalking and sexual harassment.

2 This report uses the terms “survivor” and “victim” interchangeably.

methodology of the first European Union-wide survey on violence against women that has been launched in 2014 by the European Agency for Fundamental Rights. The aim of this study is to provide robust data in order to develop more comprehensive and evidence-based policies, strategies, programmes and activities to prevent and combat VAW. The ultimate goal of this research is to provide evidence for informed decision-making and advocacy at different levels and thereby contribute to a reduction of VAW in Kosovo and improved services for survivors and greater security for women. The survey results will not only help OSCE Mission in Kosovo to develop better programming in this area, but it will be used by the other organizations and women's rights NGOs in their daily activities and provision of direct support services to victims and survivors.

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Photo Credit: Yllka Fetahaj

# Executive summary

## Introduction

This report presents the findings from the OSCE's qualitative and quantitative study in Kosovo on violence against women (VAW). The study involved:

- **15 key expert interviews**, which provided an overview of issues relating to VAW and of conflict-related acts of violence;
- A survey of a **representative sample of 1,990 women aged 18–74 living in Kosovo**, including 1,690 women living in areas predominantly inhabited by Kosovo Albanians, and 300 women living in areas predominantly inhabited by Kosovo Serbs. Other communities living in these areas were also included in the survey.<sup>3</sup> The survey used a multistage, stratified, random probability sample design, aimed at establishing the prevalence and consequences of violence.
- **Eight focus groups with women from various demographic backgrounds** on their attitudes towards VAW; and
- **Five in-depth interviews** with women who had experienced violence in order to understand the impact that the violence had on them.

## Key findings

- Nearly two-thirds of the women surveyed (64%) think that violence by partners, acquaintances or strangers is very or fairly common, and over a quarter (27%) think that it is very common.
- More than half (54%) of all women say they have experienced psychological, physical or sexual violence at the hands of an intimate partner since the age of 15, and nearly three in ten (29%) say they have experienced sexual harassment. One in seven women (14%) indicates that they have experienced physical or sexual violence at the hands of a partner or non-partner (this excludes psychological violence). Kosovo Serb women are more likely to say they have experienced physical or sexual violence than Kosovo Albanians (34% versus 13%). More Kosovo Albanians than Kosovo Serbs agree that violence against women is often provoked by the victim (36% versus 23%) and that domestic violence is a private matter to be handled within the family (49% versus 38%). It was observed that Kosovo Serb women were more willing to disclose their experiences during the survey interview.
- Almost one in five women (18%) who have had a previous partner say they have experienced physical and/or sexual violence at the hands of a previous partner, compared with 9% of those who have a current partner who say they have experienced current partner physical and/or sexual violence. Non-partner physical and/or sexual violence is indicated by 8% of women surveyed. Stalking has affected one in twelve (8%).

<sup>3</sup> A total of 179 women identified as belonging to other communities.



The impact of violence can be severe and long-lasting. More than half of survivors were often left with feelings of anger, annoyance and fear, each of which was reported by more than half of the women surveyed, and a quarter suffered from anxiety, depression or difficulty in sleeping as a result of their experience. More than six in ten women (64%) who experienced physical and/or sexual violence at the hands of an intimate partner had a longer-term psychological response to their most serious incident.

Violence against women is both a cause and a consequence of gender inequality perpetuated by existing norms and attitudes. The women surveyed say that Kosovo is still a patriarchal society where men dominate at home, work and in the public sphere. Over half (57%) of women in Kosovo aged 18–74 say that their friends would agree that: “A good wife obeys her husband even if she disagrees.” Slightly more than a quarter (26%) of women say that their friends would agree that: “It is a woman’s obligation to have sex with her husband even if she doesn’t feel like it.”

*More than half of ever-partnered women say they have experienced psychological, physical, or sexual violence at the hands of an intimate partner since the age of 15*

On a range of attitudinal statements tested in this research, the young, the higher educated and those in urban areas say that their friends are distinctly less likely to agree with broad notions of women’s subservience to a male partner; however, it is important to recognize that this does not mean that violence does not occur within this group. Women aged 18–29, for example, are more likely to say they have experienced sexual harassment since the age of 15 (42% versus 15% of those over 60), while 5% of women with tertiary education indicate that they experienced intimate partner physical or sexual violence in the 12 months prior to the survey, which is comparable to all women who have ever had a partner (4%).

Also Kosovo Serb women are more likely to say they have experienced physical or sexual violence than Kosovo Albanians (34% versus 13%). More Kosovo Albanian women than Kosovo Serb women agree that violence against women is often provoked by the victim (36% versus 23%) and that domestic violence is a private matter to be handled within the family (49% versus 38%). It was observed that Kosovo Serb women were more willing to disclose their experiences during the survey interview.

Only a small number of the women surveyed informed the police about what they considered to be their most serious cases of violence at the hands of a current partner, previous partner or someone else. In particular, only 2% of women reported their most serious incident of current partner violence to the police. This is substantiated by the fact that nearly half of the women surveyed (48%) believe that domestic violence is a private matter that should be kept within the family.

Barriers to seeking support include the acceptance of violence as normal, a general mistrust of not being protected by the system and its actors when seeking support and a lack of long-term housing and financial support, which makes leaving an abusive partner impractical, futile and potentially dangerous. Most of the women surveyed indicate that they have seen advertising campaigns addressing the issue, and more than a third of them (35%) feel that they are well informed about what to do if they experience violence. That said, most respondents are not aware of specialist services and say they would not consider accessing these services following any incidents of violence, preferring instead the support of family and friends.

Kosovo's relatively recent history of conflict is also an important backdrop to women's experiences of violence. Nearly three-quarters of respondents (73%) could be defined as directly conflict-affected<sup>4</sup>—primarily by the Kosovo conflict and some by the 2004 March riots. Just under a third (32%) of the most serious cases of non-partner violence reported by women who are conflict-affected were connected to the conflict.

Nearly a quarter of women (23%) say they experienced some form of violence at the hands of an adult—physical, psychological or sexual—as a child (before they were 15 years old). Most commonly, they were slapped or had their hair pulled to the extent that it hurt; however, nearly one in ten (9%) were beaten very hard with a stick, cane or belt. Most of those who say they experienced almost all forms of childhood physical violence say this happened more than once.

## Conclusions

The survey findings and the qualitative research point towards the following conclusions and recommendations (see Chapter 8 for more details):

### **1. Social norms and attitudes contribute to gender inequality and stigma related to disclosing violence and seeking help**

Many women in Kosovo believe that women should obey their husbands and that domestic violence is a private matter. These beliefs contribute to gender inequality and an environment where violence against women is tolerated. As a result, most women do not report violence to the relevant institutions (police, health sector, social sector and judiciary) or make use of the specialised services provided by non-governmental organizations (NGOs) or women's organizations.

### **2. Legislation is insufficiently implemented and there is a lack of trust in the institutions that should provide support and services to victims**

The experts interviewed for this report stated that, while Kosovo has relevant laws harmonized with international commitments, implementation is lacking. Women in the qualitative research said that some officials blame women for the violence they experience, and the data in the survey shows a lack of trust in the institutions (police, social and health sector and judiciary). Data collection also needs to be improved in order to create better policies.

### **3. Specialized support services and shelters for women survivors of violence are lacking and need to be improved, including for disadvantaged groups of women**

Only a small percentage of women are aware of shelters and other support services, or on what to do if they experience violence. There is a need to ensure the sustainability of these services by providing regular and sufficient funds. Women with disabilities, women from minority groups and other disadvantaged groups face particular challenges in accessing services and are more likely to face discrimination.

### **4. Women survivors of conflict-related violence need more support**

<sup>4</sup> Women considered conflict-affected are those who have lived in a situation where there was an active and armed conflict for a period of at least one week and who answered "yes" to at least one of the questions listed in Chapter 4.

Nearly three-quarters of women in Kosovo are conflict-affected. The experts interviewed for this report stated that the provision of a pension to victims of sexual violence during a conflict is limited and discriminatory and that more could be done to improve the verification system for victims of conflict-related sexual violence.

## *Women with disabilities, women from minority groups and other disadvantaged groups face particular challenges in accessing services*

### **Recommendations**

The above findings and conclusions from the survey and the research provide the basis for a number of specific recommendations to address violence against women (see Chapter 8 for a detailed list of recommendations):

#### ***Improving and Monitoring Legislation and Implementation***

##### **For the government**

- Amend the Law on the Status and the Rights of Martyrs, Invalids, Veterans, Members of the Kosovo Liberation Army, Wartime Survivors of Sexual Violence, Civilian Victims and Their Families to allow for all women survivors of conflict-related sexual violence to receive compensation, and improve the process of applying for a pension.
- Ensure that there is a mechanism in place that victims can use to report misconduct or failure on the part of officials to protect victims, introduce penalties for such misconduct and failures, and amend the legislation to ensure that women do not lose custody of their children when they divorce from abusive partners.
- Take into consideration the conclusions of the report in development of the new Law on prevention and protection from Violence against Women and Domestic Violence.

##### **For the Ministry of Justice**

- Monitor and identify gaps in the implementation of the Standard Operating Procedures for Protection from Domestic Violence; monitor and ensure that courts comply with the 24-hour time limit for the issuance of an emergency protection order, and ensure sensitive treatment of victims during court proceedings.

#### ***Co-operation, Training and Multi-sectoral Approach***

##### **For the government**

- Introduce a multi-agency approach, improve co-operation among Kosovo Police, prosecutors, Victim Advocates Units, Centres for Social Welfare and the



courts to ensure appropriate protection for victims, provide regular training for all law enforcement representatives, and introduce rehabilitation programmes for perpetrators as part of a co-ordinated community response.

**For the Ministry of Justice**

- Provide training for prosecutors and judges about domestic violence cases.

**For Kosovo Police**

- Continue to provide mandatory, specialized and advanced training on responding to cases of domestic violence; make it mandatory for the Kosovo Police to immediately inform the Centres for Social Welfare and Victim Advocates Units about every reported act of domestic violence, and ensure there are enough female officers to support the investigation.

**For municipalities**

- Twelve Domestic Violence Coordination mechanisms have been established across different municipalities in Kosovo with the support of the OSCE Mission in Kosovo. Continue establishing Domestic Violence Coordination mechanisms until all municipalities in Kosovo are covered;
- Ensure financial sustainability for Shelters for Victims of Domestic Violence;
- Strengthen the capacities of the Centres for Social Welfare and health care providers to respond to cases of domestic violence; empower Municipal Officers for Gender Equality to coordinate efforts regarding combating domestic violence on the local level; introduce gender responsive budgeting.

***Specialised services and support for women***

**For the government**

- Improve the level of economic support provided for women, including financial aid and housing, and also by supporting projects run by NGOs that help women find work and set up businesses; provide financial incentives for businesses that employ women survivors of VAW.

**For the Ministry of Labour and Social Welfare**

- Ensure that there is sufficient and regular long term operational funding for existing women's shelters; including simple and fast procedures in licensing new shelters; improve access to women's shelters and services for vulnerable women; provide psychological support to victims; organize programs for fostering economic independence; introduce sustainable reintegration programmes for survivors of domestic violence.

**For the Ministry of Environment and Spatial Planning**

- Ensure social housing for women survivors of VAW.

### **For municipalities**

- Disseminate information about available services and women's rights in case of violence against women through local institutions, provide financial support to cover the cost of childcare, better inform women on a local level on what to do when they experience violence.

## ***Education, Information Dissemination and Raising Awareness***

### **For the government**

- Design and implement public campaigns to raise awareness of violence against women, specifically of sexual violence, especially in intimate partner relationships, and of conflict-related sexual violence against women.

### **For the Ministry of Labour and Social Welfare**

- Conduct awareness-raising campaigns specifically targeted at women survivors of VAW, promote stories about women who succeeded in overcoming the violence perpetrated against them and how the institutions (police, social and health sectors, judiciary) helped, and ensure that disadvantaged groups of women are included and that all regions of Kosovo are covered, including rural areas and areas with a predominantly Kosovo Serb population.

### **For the Ministry of Education, Science and Technology**

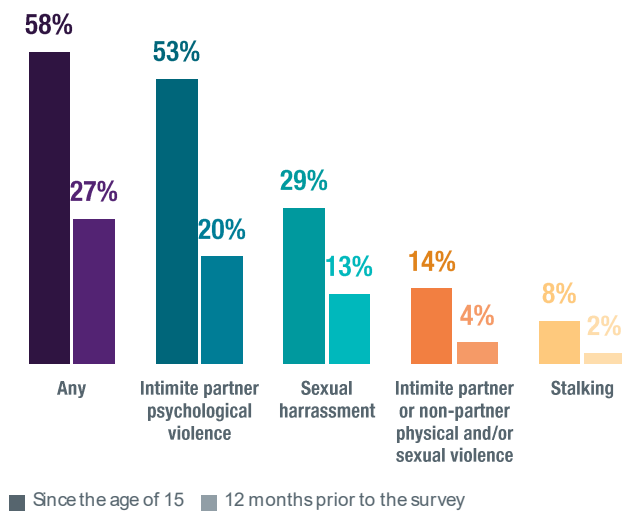
- Promote intergenerational discussions to encourage the commitment of the youth and in particular, young men, to combat VAW.
- Apply a gender-mainstreaming component to the school curricula, including by removing all discriminatory language and norms perpetuating gender inequality from school textbooks.



A quantitative survey was conducted among a representative sample of women aged 18 to 74 living in Kosovo. A total of 1,990 interviews were conducted face-to-face between April and August 2018. Data have been weighted to the known population profile.

## HIGH PREVALENCE OF DIFFERENT FORMS OF VIOLENCE AGAINST WOMEN

### HIGH PREVALENCE OF DIFFERENT FORMS OF VIOLENCE AGAINST WOMEN



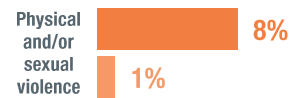
**338,000\***  
women have experienced some form of sexual harassment, stalking, intimate partner violence, or non-partner violence (including psychological, physical or sexual violence) since the age of 15

**51,000\***  
women have experienced intimate partner physical and/or sexual violence

**45,500\***  
have experienced non-partner physical and/or sexual violence

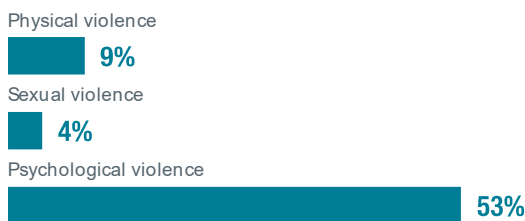
\* Approximate figures

### ONE IN TEN WOMEN HAS EXPERIENCED NON-PARTNER PHYSICAL AND/OR SEXUAL VIOLENCE



■ Since the age of 15 ■ 12 months prior to the survey

### INTIMATE PARTNER VIOLENCE

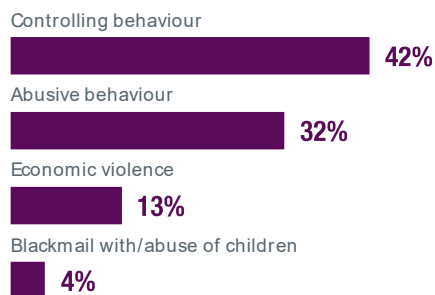


SDG 5.2.1: Intimate partner physical, sexual or psychological violence in the 12 months prior to the survey



■ Since the age of 15 ■ 12 months prior to the survey

### INTIMATE PARTNER PSYCHOLOGICAL VIOLENCE IS THE MOST WIDESPREAD FORM

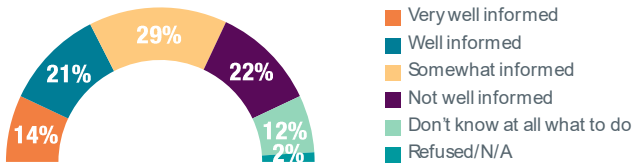


Base: Prevalence of sexual harassment, stalking, and non-partner violence are based on all women aged 18-74 (1,990); intimate partner violence is based on all ever-partnered women (1,714)



## LOW LEVELS OF REPORTING AND AWARENESS

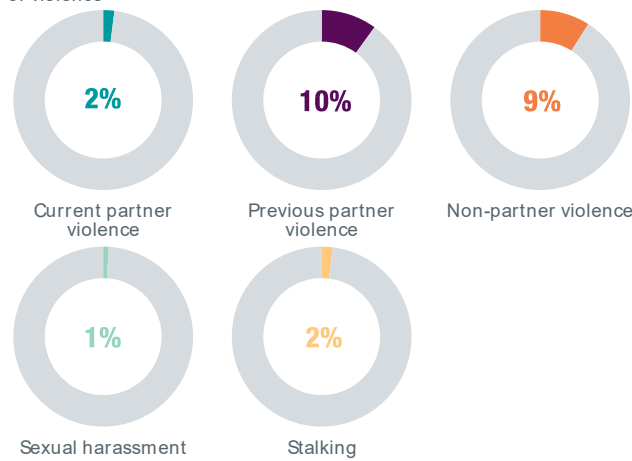
MANY WOMEN DO NOT FEEL INFORMED ABOUT WHAT TO DO IF THEY EXPERIENCED VIOLENCE



Base: All women aged 18-74 (1,990)

## LOW LEVELS OF REPORTING TO POLICE

% who contacted the police directly following the most serious incident of violence

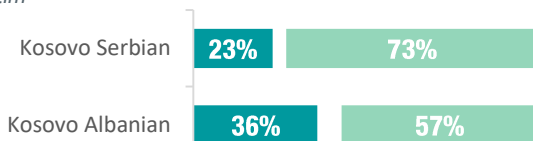


Base: All women aged 18-74 who identify a most serious incident of each form of violence - current partner (149), previous partner (49), non-partner (131), sexual harassment (389), stalking (112)

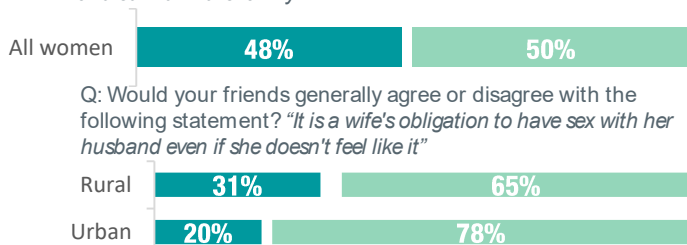
## SILENCING AND VICTIM-BLAMING ATTITUDES

■ Totally/tend to agree ■ Totally/tend to disagree

Q: Would your friends generally agree or disagree with the following statement? "Violence against women is often provoked by the victim"



Q: To what extent would you agree or disagree with the following statements? "Domestic violence is a private matter and should be handled within the family."

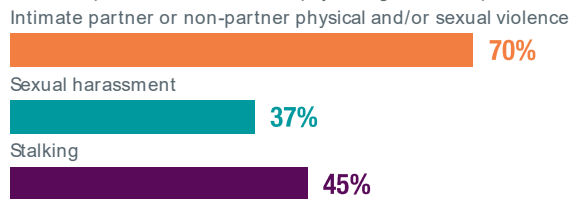


Base: All women aged 18-74 (1,990) – Kosovo Albanian (1,690), Kosovo Serbian (300); living in urban areas (864), rural areas (1,126)

## IMPACT OF THE MOST SERIOUS INCIDENTS

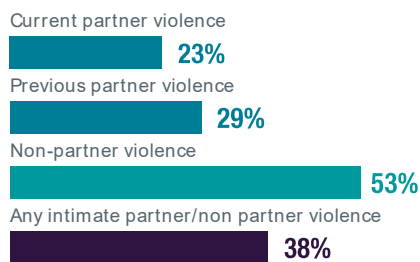
### VIOLENCE CAUSES PSYCHOLOGICAL SUFFERING

% who experienced one or more psychological consequences due to...



### VIOLENCE CAUSES PHYSICAL SUFFERING

% who suffered one or more physical consequences due to...

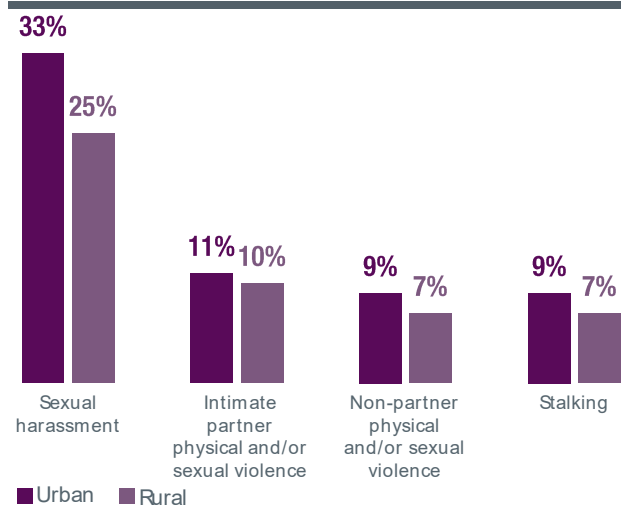


This translates into **24,700 women\*** who were left with an injury or physical consequence, considering only the most severe cases they identified during their adult lifetime.

\*Approximate figures

Base: All women aged 18-74 who identify a most serious incident of each form of violence - sexual harassment (389), stalking (112), current partner (149), previous partner (49) non-partner (131), any intimate partner/non partner violence (265)

## PREVALENCE OF VIOLENCE BY RESIDENTIAL AREA



Base: All women aged 18-74 living in urban areas (864), rural areas (1,126); All ever-partnered women aged 18-74 living in urban areas (736), rural areas (978)



# 1. How to read the data

## Introduction and main research goals

The OSCE-led survey captures the prevalence of violence against women in Kosovo based on a representative sample of the adult population of women (1,990 individuals aged 18–74, including 1,690 living in predominantly Kosovo Albanian-populated areas and 300 women living in predominantly Kosovo Serb-populated areas). The key demographics used for the research were women's age, work status, whether they lived in a rural or urban area and whether they were affected by conflict or not. The main goals of the study are to provide evidence of the prevalence of VAWG and its consequences for women's health and well-being for the purposes of policy-making. The main research questions were:

- What is the extent of violence experienced by women in Kosovo?
- Which forms of violence do women experience in Kosovo?
- Who are the perpetrators of violence against women?
- What are the consequences of violence for women's health and well-being?
- Do women report their experiences to the police or other authorities or organizations? If not, why not?
- Are there differences between women's experiences of violence depending on their age, education, professional status, income or whether they are from a minority group or a rural area?

The study also aimed to achieve a better understanding of the above in light of whether women had experienced an armed conflict based on the definitions used in the study (see more in Chapter 5).

The OSCE-led survey asked women to distinguish between incidents that have occurred since the age of 15 and the twelve months before the survey interview. This provides data that are of direct policy relevance with respect to current practice, such as reporting and responses to victims.

## Comparability with EU data and with the area covered by the OSCE-led survey

This research is based on the methodology used by the European Union Agency for Fundamental Rights (FRA) for its 2012 survey on violence against women in 28 European Union member states. This OSCE-led survey is therefore comparable to the FRA's survey. The European Institute for Gender Equality uses the FRA's data in its current work and plans to use the findings of this study in the future. Finally, the OSCE study includes selected Eurobarometer<sup>5</sup> questions on attitudes towards VAW.

<sup>5</sup> "Special Eurobarometer 449: Gender-based Violence", European Commission, Directorate-General on Justice and Consumers, November 2016, accessed 26 January 2019, [https://data.europa.eu/euodp/data/dataset/S2115\\_85\\_3\\_449\\_ENG](https://data.europa.eu/euodp/data/dataset/S2115_85_3_449_ENG).



### Reluctance to talk about VAW and DV

In order to better understand the prevalence of VAW, context is very important. The OSCE added to the survey several questions on norms, attitudes and behaviour of women and their family and friends (including men), in relation to violence and experiences of reporting abuse. In comparing the OSCE's data with the EU's data on gender attitudes and norms (Eurobarometer No. 449) this study suggests that where more women feel that domestic violence is a private issue, there is a tendency that fewer women report experiences of violence to the police and other organizations than in countries where there is a longer tradition of raising awareness of violence against women. The qualitative research confirms the taboo and shame linked to sexual violence is particularly prevalent.

### Prior research

Several previous surveys have been conducted on the prevalence and characteristics of violence against women, and there have also been specific surveys related to gender-based violence against women conducted during the Kosovo conflict. The aim of exploratory research conducted by the Kosovo Women's Network in 2008 was to map, for the first time, the extent of different forms of violence against women and their impact on women's reproductive health.<sup>6</sup> Diverse data sources were used in an attempt to estimate the prevalence, incidence and consequences of physical, psychological and sexual forms of domestic violence and rape during the conflict. A later survey conducted by the Kosovo Women's Network in 2015 involving a sample of 1,315 women and men aimed to measure awareness and the prevalence of domestic violence, as well as attitudes towards the issue. It indicated that 31% of men and women (20% of men and 40% of women) suffered some form of domestic violence in 2015. Psychological violence was the most prevalent, followed by physical, economic and sexual violence. A survey on domestic violence conducted by UNICEF<sup>7</sup> with a sample of 3,474 respondents in three municipalities in Kosovo (Dragash/Dragaš, Gjakovë/Đakovica and Gjilan/Gnjilane) used a self-administered questionnaire. Because of the methodology and the restricted geographical coverage and due to different definitions and indicators being used, its findings are not comparable with the OSCE-led survey. The UNICEF survey findings are particularly interesting, as they provide insights into experiences of intimate partner violence against women, as disclosed by both women and men. According to the results, the prevalence of physical intimate partner violence against women is much higher when men are asked if they have been violent towards their partner (28% of men said they had committed violence against their partner) than when women are asked if they have experienced violence (17% of women reported experiencing at least one form of physical violence). The prevalence of physical violence was higher in rural areas.

Two studies of note concerning conflict-related violence against women include research conducted by UNIFEM (the predecessor to UN Women) in 2000, immediately after the 1998-1999 conflict, and another by the Kosovo Women's Network, published in 2008. The UNIFEM study provides deeper insights into the forms of violence used against women during the Kosovo conflict and estimates a very low disclosure rate concerning rape during the conflict, at 4%, which confirms that what is disclosed (through research) or reported (to institutions and organizations) is only the tip of the iceberg when it comes to violence against women, particularly in the case of more severe forms.<sup>8</sup> Exploratory research conducted by the Kosovo Women's Network on the extent of gender-based violence and its impact on women's reproductive health provided an overview of different estimates of the health consequences for women who were victims of these crimes.

<sup>6</sup> Exploratory Research on the Extent of Gender-Based Violence in Kosova and Its impact on Women's Reproductive Health (Prishtina: Kosova Women's Network, 2008), accessed 5 April, 29, available at <https://kosovo.unfpa.org/sites/default/files/pub-pdf/TheExtentofGBVandItsImpactonWomensRH-English1.pdf>

<sup>7</sup> UNICEF (2013) Study on Dimensions of Domestic Violence. Gender-based Violence in Kosovo\* Municipalities: Dragash/Dragaš, Gjakovë/Đakovica and Gjilan/Gnjilane, accessed 2 October 2019, available at [https://www.unicef.org/kosovoprogramme/media/156/file/Final\\_Gender\\_based\\_violence\\_ENG.pdf](https://www.unicef.org/kosovoprogramme/media/156/file/Final_Gender_based_violence_ENG.pdf)

<sup>8</sup> No Safe Place: An Assessment on Violence against Women in Kosovo (Prishtinë / Priština: United Nations Development Fund for Women, 2000), accessed 5 April 2019, available at <http://iknowpolitics.org/en/2007/02/no-safe-place-assessment-violence-against-women-kosovo>.

### A guide to interpreting the survey data

Where the percentages provided do not add up to or exceed 100, this may be due to rounding, the exclusion of “don’t know” responses or the fact that respondents were able to provide multiple answers to certain questions.

### Privacy, anonymity and personal data protection

Interviews were conducted face to face by trained and experienced female interviewers. The processing of data, collected through automated means (interviews were conducted by using a tablet and in private) was in accordance with the personal data protection principles, including by providing the responders the option of having a freely given, specific, informed and unambiguous consent. The women interviewed were informed that all the data collected would be confidential and anonymized.

### Forms of violence covered in the survey

The findings presented in this report are based on a set of questions asked in the OSCE-led survey concerning violence against women perpetrated by a non-partner or an intimate partner, as well as instances of sexual harassment, stalking, childhood violence and the impact of conflict on gender-based violence. The questionnaire was based on the definitions established in the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (Istanbul Convention).<sup>9</sup>

To measure the (reported) prevalence of each type of violence, women were asked if they had experienced a range of different forms of violence in various reference periods as detailed in Chapters 4 and 5 of this report.

- **Physical and sexual violence**, a list of questions that were asked in the research can be found on page 37 of Chapter 4.
- **Psychological violence**, a list of questions that were asked in the research can be found on page 42 of Chapter 4.
- **Stalking**, women in the survey were asked the questions listed on page 44 of Chapter 4.
- **Sexual harassment**, women in the survey were asked the questions listed on page 45 of Chapter 4.

**In this research report, childhood violence** refers to violence before the age of 15. A list of questions that were asked about experiences of childhood violence can be found on page 38 of Chapter 4. The questions, methodology and the age of the respondents used in the OSCE-led survey differs from those used in the Adverse Childhood Experiences<sup>10</sup> surveys as well as the Multiple Indicator Cluster Surveys<sup>11</sup> and the prevalence rates of childhood violence are not comparable.

**Regarding the chapter on conflict and gender-based violence** (Chapter 5), **armed conflict** was defined for the purposes of this research as armed fighting between two or more organized groups, attacks on communities or general insecurity caused by conflict, while women considered directly conflict-affected are those who have lived in a situation where there was an active armed conflict for a period of at least one week and who answered “yes” to at least one of the questions listed on page 41 of Chapter 5.

<sup>9</sup> Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (Istanbul Convention, Council of Europe, 2011, <https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=090000168046031c>, accessed on 22 September 2019)

<sup>10</sup> World Health Organization, Adverse Childhood Experiences International Questionnaire (ACE-IQ) accessed 26 March 2019, [https://www.who.int/violence\\_injury\\_prevention/violence/activities/adverse\\_childhood\\_experiences/en/](https://www.who.int/violence_injury_prevention/violence/activities/adverse_childhood_experiences/en/)

<sup>11</sup> UNICEF, Multiple Indicator Cluster Survey (MICS) accessed 26 March, [https://www.unicef.org/statistics/index\\_24302.html](https://www.unicef.org/statistics/index_24302.html)

**Partners** include individuals to whom the respondents were married, with whom they were cohabiting or with whom they were involved in a relationship without cohabiting. Non-partners include all perpetrators other than women's current or previous partners.

The **most serious incident** is defined as the incident that had the biggest impact on the surveyed women, either physically or psychologically.

### **An overview of the qualitative research**

Fifteen key experts working in Kosovo shared their views on the current state of how governmental institutions and NGOs are working to prevent VAWG, what support is available to women who have experienced VAWG and what improvements they recommend. These experts included representatives of international organizations and of governmental and non-governmental institutions.

Eight focus group discussions were conducted with women from different age groups (adult women below 30, above 50 and middle aged women), women living in urban and rural parts of Kosovo, women from different minority groups (Kosovo Albanian, Kosovo Serb, Kosovo Ashkali, Kosovo Gorani and Kosovo Montenegrin) and women who have experienced conflict. The aims of these discussions were:

- To understand societal attitudes towards women generally and to understand VAWG and the perpetrators of such violence;
- To explore how attitudes towards VAWG have changed over time, including in periods of conflict;
- To explore the degree to which women are aware of existing support measures, their views on those measures and any barriers that might prevent them from accessing support; and
- To identify how prevention and support could be improved.

Four in-depth interviews were conducted with survivors of violence, including women with a disability or long-term medical condition. The aims of these interviews were:

- To explore the forms of violence that women have experienced throughout their lifetime and the impact of conflict;
- To identify barriers to disclosing experiences and to seeking support, and explore reasons why some women choose to disclose their experiences and others do not;
- To understand the support received, to identify gaps in service provision and to identify the unmet needs of women from specific minority groups (e.g., women from an ethnic minority or with a disability); and
- For women who had access to assistance (formal or informal), to understand how they were able to access such support and the impact this had on them.





## **2. Legal, institutional and policy context >>**



## 2. Legal, institutional and policy context

This chapter briefly reviews the context, key Kosovo legislation related to violence against women,<sup>12</sup> prevention and protection of women against violence, data collection and the impact of conflict on women. It draws on a literature review and the views of the 15 key experts who were interviewed.

### Introduction

Violence against women and girls (VAWG) impacts the lives of millions of women and girls and hampers progress towards comprehensive security for all. The OSCE, as the world's largest regional security organization, recognizes that VAWG not only affects women's personal safety and security, but also prevents them from participating in society or from using their skills and knowledge to their full potential.

The OSCE-led survey focused on gender-based violence against women perpetrated by their partners, family members, friends, acquaintances and colleagues, as well as unknown perpetrators.

Violence against women is a violation of the rights and fundamental freedoms of women, and a manifestation of historically unequal power relations between men and women.<sup>13</sup> As gender inequality lies at the root of gender-based violence, it is important to take into account the broader context of women's status in the OSCE region in order to assess their safety and well-being.

In Kosovo, as in the region in general and around the world, these structural inequalities are visible in different areas: political and economic participation; access to assets, income and services; participation in the economy; and in living standards and quality of life.

Women in Kosovo are underrepresented in positions of political power, and they are unable to influence policies, laws and reforms that shape socio-economic development to the same extent that men can. Women constitute less than a third (31.9%) of members of parliament, and there is only one woman in the government, accounting for a mere 4.2% of the total.

12 Trafficking in human beings and, more specifically, trafficking in women and girls for purposes of sexual exploitation is a form of gender-based violence against women. It is a serious human rights issue and a security issue. This study did not include questions on this type of violence, as researching trafficking in human beings includes a very high risk for its victims, and a household survey is not the appropriate research method. The FRA survey on which the OSCE-led survey is based did not investigate trafficking in women and girls either.

13 United Nations Declaration on the Elimination of Violence against Women, 1994, <https://www.ohchr.org/EN/ProfessionalInterest/Pages/ViolenceAgainstWomen.aspx>, accessed on 22 September 2019

Women do not participate in the economy on an equal basis with men. They are underrepresented in the labour market and companies prefer to hire men instead of women. Their activity rate is 17.4%, which is much lower than for men (63.1%) and represents one of the lowest rates of female participation in the labour force in the world.<sup>14</sup> The employment rate among working-age women (15–64) is 12.0%, again only around a quarter that of men (44.8%).<sup>15</sup> One of the main reasons women give for their lower participation in the labour force is their tendency to take on more family responsibilities and unpaid work at home. On average, women spend three hours per day in unpaid household work.<sup>16</sup> Women in Kosovo represent only 10% of business owners, mostly micro and small businesses,<sup>17</sup> and only 20% of women own property.<sup>18</sup>

Gender inequalities are underpinned by patriarchal norms. A 2018 OSCE/UNFPA study called *A Men's Perspective on Gender Equality in Kosovo* showed that traditional attitudes still prevail.<sup>19</sup> Nearly seven out of ten men in the study (69.5%) agreed that a man "should have the final word about decisions in his home". A similar proportion (72.8%) believe that a woman's most important role is to take care of her home and family, and 72.5% of men believe that a woman should take care of her children. As reported by men, the division of household tasks is indeed strongly gendered, with women doing those tasks traditionally performed by women in the majority of the cases, such as washing clothes (performed in 88% of cases by female partners), cooking (80% female) and cleaning (71% female). A 2017 analysis of textbooks used in upper secondary school found significant gender stereotypes, e.g., claims that "male and female brains are wired differently: the male brain to do and the female brain to talk". Textbooks portray women as prudent, friendly and open, while men are seen as competitive and dominant, reinforcing gender stereotypes and traditional gender norms.<sup>20</sup>

Violence against women can only be fully understood and addressed within this context, as instruments available to eliminate it are limited or reinforced by actions in other areas in which women are not equal.

## 2.1: Kosovo legislative framework and implementation

Legislation in Kosovo is aligned with international human rights instruments through its Constitution, which envisages the direct applicability of international human rights norms and the jurisprudence of the European Court of Human Rights. Kosovo institutions have still not ratified the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) and the Istanbul Convention. However, CEDAW has been incorporated into Article 22 of the Constitution. In 2019 the Constitutional Court reviewed the amendment of the constitution in line with the Istanbul convention proposed by eighty deputies of the Kosovo Assembly. The Court ruled positively on the matter and enabled the Assembly of Kosovo to vote on the adoption of the amendment in the near future.

Kosovo's legislation covers gender equality, domestic violence, sexual harassment, sexual and physical assault, rape within marriage, mandatory reporting and sex-disaggregated data collection. The Law on Protection against Domestic Violence aims to prevent domestic violence and protect survivors.<sup>21</sup> It provides a detailed definition of domestic violence as various forms of physical, sexual, psychological and economic violence

14 "Labor Force Survey in Kosovo, Q2 2018", Kosovo Agency of Statistics, 17 September 2018, accessed 5 April 2019, <http://ask.rks.gov.net/en/kosovo-agency-of-statistics/add-news/labor-force-survey-in-kosovo-q2-2018>.

15 Ibid.

16 Women in the Workforce: An Analysis of the Workforce Conditions for Women in Kosovo (Prishtina: Riinvest Institute, 2017), p.10, accessed 5 April 2019, [https://www.riinvestinstitute.org/uploads/files/2017/November/10/Women\\_in\\_the\\_workforce1510308291.pdf](https://www.riinvestinstitute.org/uploads/files/2017/November/10/Women_in_the_workforce1510308291.pdf).

17 Ibid, p. 9.

18 Sandra Joireman, "Midterm National Survey on Property Rights in Kosovo," Burlington, VT: Tetra Tech and USAID, 2017, accessed 5 April 2019, [https://www.land-links.org/wp-content/uploads/2018/03/USAID\\_Land\\_Tenure\\_PRP\\_Midterm\\_National\\_Survey\\_Kosovo.pdf](https://www.land-links.org/wp-content/uploads/2018/03/USAID_Land_Tenure_PRP_Midterm_National_Survey_Kosovo.pdf).

19 A Men's Perspective on Gender Equality in Kosovo: Main findings from the International Men and Gender Equality Survey (IMAGES) (Prishtine/Pristina, OSCE Mission in Kosovo, 2018), accessed 5 April 2019, <https://promundoglobal.org/wp-content/uploads/2018/07/IMAGES-Kosovo-English.pdf>.

20 "Discriminatory language in school textbooks – An Analysis of Upper Secondary Level School Textbooks in Kosovo", Youth Initiative for Human Rights, 2017

21 Law No. 03/L-182 on Protection Against Domestic Violence, 10 August 2010 of Kosovo, available at: <http://www.assembly-kosova.org/common/docs/ligjet/2010-182-eng.pdf>;



committed against a person in a domestic relationship, and it includes the provision of both emergency and long-term protection orders. Under the Criminal Code (No. 04/L-082, 2012), if an offence (such as murder or grievous bodily harm) is committed within a domestic relationship, it constitutes an aggravated offence.<sup>22</sup> The new (2019) Criminal Code of Kosovo<sup>23</sup>, which was published in the Official Gazette on 14 January 2019 and entered into force in April 2019, defines new criminal acts of domestic violence (Article 248) and sexual harassment (Article 183). The Law on Gender Equality<sup>24</sup> prohibits sexual harassment, violence on the grounds of gender, victimization and unequal representation. The Law on Protection from Discrimination establishes a general framework for preventing and combating discrimination on any grounds, including gender, gender identity, sexual orientation, as well as domestic and gender-based violence.<sup>25</sup> The Law on Crime Victim Compensation established the Crime Victim Compensation Programme for victims of violent crimes and their dependants.<sup>26</sup>

Both the experts interviewed (from the government, civil society and international organisations) for this report and the main literature reviewed (GBV related legislation, relevant policies, action plans and reports of government as well as reports from civil society organisations and international organisations and relevant statistics.) describe an improvement in the legislation, strategies and action concerned with violence against women in the last 10 years. However, concerns were expressed on cultural and institutional barriers to the effectiveness of the legislative framework:

- Cultural barriers remain. The experts said that some officials continue to find certain types of violence against women to be culturally acceptable and blame women for crimes committed against them, particularly in relation to sexual violence.<sup>27</sup>
- Some experts regarded the legislation as poorly and irregularly enforced, saying that it deals mainly with domestic violence rather than violence against women.
- There is a lack of knowledge among practitioners about sexual harassment, its definition, the relevant legal framework and appropriate procedures for addressing it.<sup>28</sup>
- Challenges have been identified to monitoring and ensuring the implementation of the Strategy against Trafficking in Human Beings in Kosovo 2015–2019.<sup>29</sup>

### 2.2: Institutional mechanisms and co-operation

The Strategy on Protection from Domestic Violence and Action Plan 2016–2020<sup>30</sup> aims to promote and institutionalize a society that recognizes gender equality and zero tolerance for domestic violence. In Kosovo, there is a co-ordinator against domestic violence (deputy justice minister), a Domestic Violence Unit within Kosovo Police, an Office for Protection and Assistance to Victims within the Prosecutor's Office, a Division for Protection and Assistance to Victims within the Ministry of Justice and Centres for

22 Code No. 04/L-082 Criminal Code of Kosovo, 13 July 2012, of Kosovo entered into force on 1 January 2013.

Available at: <http://www.assembly-kosova.org/common/docs/ligjet/Criminal%20Code.pdf>

23 Code No. 06/L-074 Criminal Code of Kosovo, 14 January 2019, available at: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=18413>

24 Law No. 05/L-020 on Gender Equality the Official, 26 June 2015 available at <https://gzk.rks-gov.net/ActDetail.aspx?ActID=10923>

25 Law No.05/L-21 on Protection from Discrimination, 26 June 2015, available at: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=10924>

26 Law No. 05/L-036 on Crime Victims Compensation, 30 June 2015, available at: <https://gzk.rks-gov.net/SearchIn.aspx?Index=2&s=viktimave+te+krimet&so=1>

27 Kosovo Women's Network, 'No More Excuses: An Analysis of Attitudes, Incidence, and Institutional Responses to Domestic Violence in Kosovo' (2015), accessed 2 October 2019 <https://womensnetwork.org/wp-content/uploads/2018/10/20151124105025622.pdf>.

28 Ibid.

29 Group of Experts on Action against Trafficking in Human Beings (GRETA), "Report on the compliance of Kosovo\* with the standards of the Council of Europe Convention on Action against Trafficking in Human Beings", adopted on 22 December 2015, published on 12 April 2016, pp. 47–48, accessed 5 April 2019, <https://rm.coe.int/16806454cc>.

30 "Kosovo's Strategy on Protection from Domestic Violence and Action Plan is available both in English and Albanian at: <https://abgj.rksgov.net/assets/cms/uploads/files/Publikimet%20ABGJ/Strategjia%20Komb%3%ABtare%20e%20RK%20p%3%ABr%20mbrjtje%20nga%20dhuna%20one%20familje%202016-2020.pdf>

Social Work within the Ministry of Labour and Social Welfare.<sup>31</sup> Locally, there are designated officials for gender equality (in all municipalities) and municipal co-ordination mechanisms on protection from domestic violence and co-ordinators for protection from violence against women.

Institutions have co-operated on matters related to gender-based violence in various forms:

- The Ministry of Health worked with the Ministry of Education, Science and Technology to develop a medical protocol for responding to cases of domestic violence and to provide training for medical professionals.
- Standard Operating Procedures for Protection from Domestic Violence were disseminated in 2013 by the Agency for Gender Equality, along with the Protocol on the Prevention of Violence in Institutions of Pre-University Education.<sup>32</sup> These aim to provide quality assistance and support for dealing with cases of domestic violence.
- There are Standard Operating Procedures and Minimum Standards of Care for Victims of Trafficking and Standard Operating Procedures against Trafficking in Human Beings.
- Public Prosecutor's Victim Protection and Assistance Office works with the police and all relevant institutions and service providers in implementing the Standard Operating Procedures for Victim Protection and Assistance (2013),<sup>33</sup> which apply to all victims of crime.

### 2.3: Availability of administrative and other data

Statistical data disaggregated by sex, age, ethnicity, disability, geographical location and socio-economic background is necessary for an accurate assessment of the situation of women, gender inequalities and the extent and nature of violence against women. Without data, it is not possible to take evidence-based action.

Although institutions providing services and protection to survivors record individual cases of violence, differences in content and methodology hinder the compilation of comprehensive data making an effective response of institutions more difficult and increasing the risk of re-traumatizing women who did seek help.

In March 2019 relevant government institutions signed a memorandum of understanding on an integrated and unified database for cases of domestic violence. This database will enable the monitoring and prosecution of domestic violence cases in Kosovo, and ensure accountability, by obliging relevant institutions to feed the database with the necessary information from central and local levels.

A unified database will support relevant institutions in a more effective response to domestic violence and the past issues on different methodologies in recording cases will be history.

Aside from the issues around data collection on the reported cases, experts and women in this research stated that, in some cases, the police would convince survivors that the violence was only minor and that they should return home and try to fix the issue and thus not report it.

The experts who took part in this OSCE study reported that currently available data does not reveal the extent of violence against women. It only contains information on

<sup>31</sup> The deputy minister of internal affairs is also the co-ordinator against trafficking in human beings.

<sup>32</sup> Policy Options on Domestic Violence/Gender-based Violence in Kosovo: Finding Solutions to End DV/GBV (Prishtinë/Priština: UNICEF Kosovo, 2013), [https://www.unicef.org/kosovoprogramme/Final\\_Policy\\_Options\\_English\\_web.pdf](https://www.unicef.org/kosovoprogramme/Final_Policy_Options_English_web.pdf).

<sup>33</sup> "Standard Operating Procedures for Victim Protection and Assistance Office", office of the chief Prosecutor, 18 October, 2013, accessed 5 April 2019, [http://www.psh-ks.net/repository/docs/No.1202.2013\\_Directive\\_on\\_SOP\\_FOR\\_THE\\_VPAO.pdf](http://www.psh-ks.net/repository/docs/No.1202.2013_Directive_on_SOP_FOR_THE_VPAO.pdf).

those who have sought help, and it is clear from this research that the majority of incidents remain unreported.

### 2.4: Prevention, protection and support

Preventive interventions can help raise awareness, develop understanding and effectively address violence against women.

#### A number of broad preventive activities are carried out in Kosovo:

- Developing the criminal justice system so that perpetrators are held accountable for the offences they commit. Experts generally consider the current legislation capable of dealing with violence against women. To ensure that young people understand this legislation, the Protocol on the Prevention of Violence in Institutions of Pre-University Education sets out steps to prevent violence in schools. Domestic violence and other human rights violations are included in the elementary school curricula. However, the experts who took part in the research for this report were concerned about the implementation of preventive actions because of the persistence of patriarchal attitudes and norms.
- Providing adequate legal, social, medical and psychological assistance to survivors. The new Strategy on Protection from Domestic Violence (and Action Plan) 2016–2020 aims to promote and institutionalize gender equality in society and zero tolerance for domestic violence. It is too early to evaluate the Strategy, but experts generally consider it is a big step in the right direction.
- Organizing and implementing information and education campaigns by institutions and NGOs, particularly within the education system. The annual 16 Days of Activism awareness-raising campaign is co-ordinated by the Security and Gender Group<sup>34</sup> and comprises a range of different activities. In addition, a number of public, civic and international institutions organize ad hoc activities and awareness-raising campaigns.

A range of training has been put in place for justice practitioners, law enforcement officers and other professional staff, supported by numerous international bodies, including the US Embassy, the British Embassy and the OSCE. The experts who were interviewed for this report said that the training has had a positive impact. The training mainly explores and elaborates on in force legislation and the responsibilities of each institution. According to the experts interviewed, however, it does not appear to be co-ordinated. There is currently no separate, standardized, effective programme for perpetrators of violence against women, although the new Strategy envisages the creation of such a programme in the future.

There are eight NGO-run shelters in Kosovo for survivors of domestic violence<sup>35</sup>, including one in Novo Brdo/Novobërdë, an area predominantly inhabited by Kosovo Serbs which is currently undergoing the licensing process to be able to provide services. There are some psychological support services, though there are not enough of them. Twenty-four-hour helplines are run by Kosovo Police and by the Helpline

<sup>34</sup> The Security and Gender Equality Group is a group composed of numerous stakeholders, the key group led by UN Women, and the sub-group for gender-based violence/domestic violence led by the OSCE Mission in Kosovo and the Kosovo Women's Network. See the website of the Kosovo Women's Network at: <http://www.womensnetwork.org/?FaqeID=1&n=451>.

<sup>35</sup> Gjilan/Gnjilane (1999), Prishtinë/Priština (2000), Pejë/Peć (2001), Gjakovë/Đakovica (2002) and Prizren (2002) Mitrovicë/Mitrovica South (2007), Ferizaj/Uroševac (2014) and Novo Brdo/Novobërdë (2018).

<sup>36</sup> Kosovo Prosecutorial Council, "Regulation for the Mandate Structure and Function of the Victim Protection and Assistance Office", [http://www.psh-ks.net/repository/docs/REGULATION\\_FOR\\_THE\\_MANDATE\\_STRUCTURE\\_AND\\_FUNCTION\\_OF\\_THE\\_VPAO.pdf](http://www.psh-ks.net/repository/docs/REGULATION_FOR_THE_MANDATE_STRUCTURE_AND_FUNCTION_OF_THE_VPAO.pdf);ajs

<sup>37</sup> Shelters for Victims of Domestic Violence in Kosovo", OSCE Mission in Kosovo, 2019, accessed 5 April 2019, <https://www.osce.org/mission-in-kosovo/409136>.

Operators Office within the Victims' Advocacy and Assistance Office or by the Victim Protection and Assistance Office in the Prosecutor's Office<sup>36</sup> (with OSCE support). There are also some legal counselling services through a network of legal aid offices and various education, training and employment support services. The 2019 OSCE report "Shelters for Victims of Domestic Violence in Kosovo" identified a number of challenges shelters face in service provision, particularly the lack of sustainable funding, which is due to the lack of clear institutional provisions for financing. Other challenges that were identified include:<sup>37</sup>

- The lack of government ownership of shelters and of a willingness to recognise them as part of the justice system, rather than merely as service providers with NGO status;
- Infrequent meetings of the municipal mechanisms on protection from domestic violence;
- In the case of the shelter in Novo Brdo/Novobërdë, a prolonged licensing process linked to the non-recognition of degrees/diplomas received in Serbia;
- Lack of training for shelter staff on the legal policy and framework related to domestic violence;
- Lack of training for shelter staff on handling stress at work and emotionally challenging environments;
- Lack of vehicles for shelters (Ferizaj/Uroševac, Prishtinë/Priština, Novo Brdo/Novobërdë and Mitrovicë/Mitrovica South);
- The stigma related to hiring victims of domestic violence, which hinders the reintegration process;
- Very low salaries for full-time shelter employees: EUR 160–250/month depending on the employee's function.

Overall, experts were critical of the current prevention and protection arrangements. They expressed concerns about the absence of institutional support in general for survivors of violence against women, inadequate financial support for women, an over-reliance on NGOs and other donors, doubts about the sustainability of support services, doubts about the quality and extent of training for service providers, inadequate support and training for survivors to help them set up a new life and job, and a lack of communication with survivors regarding the support available.

## 2.5: Consequences of conflicts for women

No official data exists on the number of cases of violence against women arising from the Kosovo conflict. Incidents were mainly reported to the United Nations Interim Administration Mission in Kosovo.

The Criminal Code of Kosovo<sup>38</sup> covers war crimes "in grave violation of the Geneva Convention", wilfully causing great suffering or serious injury to body or health, rape and sexual harassment (Article 150). Several NGOs provide protection and support for victims of conflict-related violence against women, including the Kosovo Rehabilitation Centre for Torture Victims, Medica Kosova and Medica Gjakova.

The Law on the Status and the Rights of Martyrs, Invalids, Veterans, Members of the Kosovo Liberation Army, Wartime Survivors of Sexual Violence, Civilian Victims and Their Families<sup>39</sup> envisages compensation for survivors of sexual violence during the period of conflict ranging from February 27<sup>th</sup> 1998 to June 20<sup>th</sup> 1999. The experts interviewed for this report advised that this had not been undertaken earlier because

<sup>38</sup> Code No. 04/L-082, Criminal Code of Kosovo 13 July 2012, entered into force on 1 January 2013; <http://www.kuvendikosoves.org/common/docs/ligjet/Criminal%20Code.pdf>.

<sup>39</sup> Law No. 04/L-054 on the Status and the Rights of the Martyrs, Invalids, Veterans, Members of Kosovo Liberation Army, Sexual Violence Victims of War, Civilian Victims and their Families, 31 December 2011, available at: <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2793>;



many victims had not reported the violence they had experienced due to the sensitivity of the issue.

A further aspect of the impact of conflict on violence against women are the firearms held by civilians—which are predominantly in the hands of men rather than women. The UNDP/SEESAC report stated in 2016 that men are rarely victims of intimate partner homicide, which indicates the gender-based nature of domestic violence: “The presence of firearms in domestic violence incidents affects women much more often than men.”<sup>40</sup> The same report further stated that besides the possibility of a fatal outcome, the presence of firearms in domestic violence has a range of serious consequences because “it is frequently utilised to incite psychological, physical, sexual, economic and other forms of violence and to exert overall control over women, which [has] adverse effects on women’s safety”.

<sup>40</sup> Dragan Božanić, *Gender and SALW in South East Europe: Main Concerns and Policy Response* (Belgrade: South Eastern and Eastern Europe Clearinghouse for the Control of Small Arms and Light Weapons, 2016), accessed 5 April 2019, [http://www.seesac.org/f/docs/Armed-Violence/Gender\\_and\\_SALW\\_publication\\_eng-web.pdf](http://www.seesac.org/f/docs/Armed-Violence/Gender_and_SALW_publication_eng-web.pdf).

57%

Over half of women in Kosovo aged 18–74 believe that their friends would agree that “a good wife obeys her husband even if she disagrees.”

26%

Just over a quarter of women believe that their friends would agree that “it is a woman’s obligation to have sex with her husband even if she doesn’t feel like it.”

48%

Nearly half of women agree that domestic violence is a private matter and should be handled within the family.

64%

Nearly two thirds of women think that, in general, violence against women at the hands of partners, acquaintances, or strangers is very or fairly common in Kosovo.

## 3. Attitudes towards gender roles and violence against women

The research shows that persisting norms and attitudes in Kosovo perpetuate gender inequality with clearly defined gender roles and expectations for men and women.

In the qualitative research, women described both men and women as having traditional gender roles. Women were expected to run the household and care for their family, while men were expected to provide financially for their family. Although it is becoming more acceptable for women to work outside the home, they said, this is often decided by the husband and does not replace or reduce any of a woman's responsibilities at home.

**“In my neighbourhood, there are [women] who work but, then again, when they return home after work, they are obliged to do chores around the house.”**

**Female, 18-30, Kosovo Albanian, urban**

The women who took part in the qualitative research said that women are seen as more emotional, caring and sympathetic than men. They said that it is unacceptable for women to show typically “male” emotions, such as anger or frustration. They also said that denying these emotions and being expected to be subordinate to men was difficult and unhealthy.

**“Our families have taught women to be silent, to control their anger. They say: ‘Shush, my daughter, we have to endure, men are always right.’ But this is not healthy. We keep all the anger inside until the layers of this anger just get harder and harder, and when you touch it, it hurts”**

**Female, 34-55, Kosovo Albanian, urban**

They also described having less freedom socially and in romantic relationships. They expressed the belief that their behaviour was constantly being monitored and judged by others and said that this influenced the way they behaved. Actions such as meeting a male colleague outside of work could be interpreted as having a relationship with them, and they said they would be judged negatively for this. This is supported by the quantitative research, where a fifth of women (20%) say their current partner gets angry if they speak with another man, and nearly a quarter (24%) say the same about a previous partner. They say, however, that men, on the other hand, experience no such judgement and are free to do as they please.

**“I believe that mentality is lagging, [that] people are not aware. Women hesitate to go out alone with a man, and if they go out with a man, then people would say: ‘There is something cooking here’. You have no right, even if this man is your colleague, you have no right to go out on a lunch break or have a coffee because of [this gossip]. This is what bothers us.”**

**Female, 18-30, Kosovo Albanian, urban**



The women who took part in the qualitative research expressed the belief that men's freedom and rights were more important than those of women in every sphere of life in Kosovo. They said that women were at a disadvantage to men within the home, the workplace and in the public sphere.

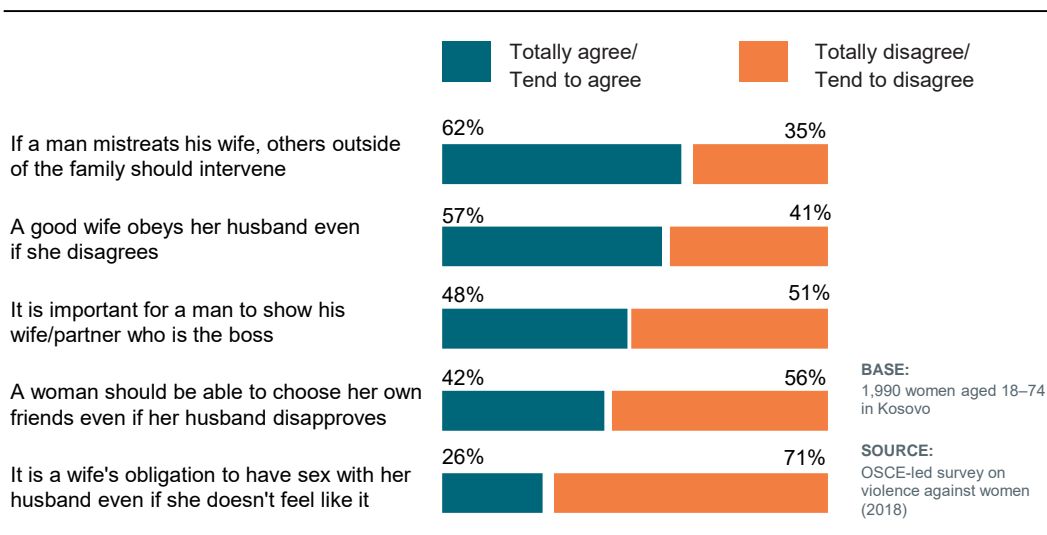
**“Maybe we have started with some small steps and things can get better, but, in my opinion, and seeing the public climate, women’s rights are being violated. Starting with the family, and in [public] institutions ... anywhere, [men have] more rights.”**

**Female, 20-30, Kosovo Serb, urban**

The women who took part in the research also expressed the belief that some of these dominant attitudes about relationships were slowly beginning to change. Four in ten women say that their friends would agree, for example, that a woman: “should be able to choose her own friends even if her husband disapproves” (42%), and nearly two-thirds of women say that their friends would agree that “if a man mistreats his wife, others outside the family should intervene” (62%) (Figure 3.1). Similarly, 51% say that their friends would disagree that “it is important for a man to show his wife who the boss is” and “that it is a woman’s obligation to have sex with her husband even if she does not feel like it” (71%).

**Figure 3.1: Perceptions of social norms and acceptable behaviours**

People have different ideas about families and what is acceptable behavior for men and women in the home. Please tell me whether your friends would general agree or disagree with the following statements.



The patterns of age, education and location become especially evident during the analysis of these changing societal views. The proportion of younger women (under 30 years old) who say they believe that their friends would agree that “a good wife obeys her husband even if she disagrees” is only half that of older women (44% compared with 82% of those 60 and over). While almost half of older women say that “it is a woman’s obligation to have sex with her husband even if she doesn’t feel like it” (45%), just 13% of younger women agree.

The same stark contrasts are apparent between those living in urban and rural areas. On the statement relating to “obeying her husband”, for example, two-thirds of women living in rural areas agree with this statement (64%), compared with 49% in urban areas—exemplified by the difference between the more rural south-west region (68% agree) and the area around Prishtinë/Priština (49%).



### 3. Attitudes towards gender roles and violence against women

Respondents were given a range of nine scenarios and asked if sexual intercourse without consent could be justified in any of them, such as forced sex within a marriage or partnership if either the woman or her assailant had been drinking, or if the woman was wearing provocative clothing. At least two-thirds disagreed with each of the nine scenarios, and more than half of the respondents totally disagreed. It is far from unanimous, however. A quarter of women (25%), for example, feel that sexual intercourse without consent could be justified in a marriage or between partners who live together, or if a woman voluntarily goes home with her assailant, e.g., after a party or date.

There was also a perception in the qualitative research that women were sometimes responsible for the physical violence they experienced, that they might have provoked their partner and that, to some extent, they deserved to be beaten.

**“There are some women who are asking for it. It’s like they’re crazy, and men have no other choice but to beat them. For example, [a woman’s] husband says something and she says something else... or she is mad at someone else but takes it out on her husband.”**

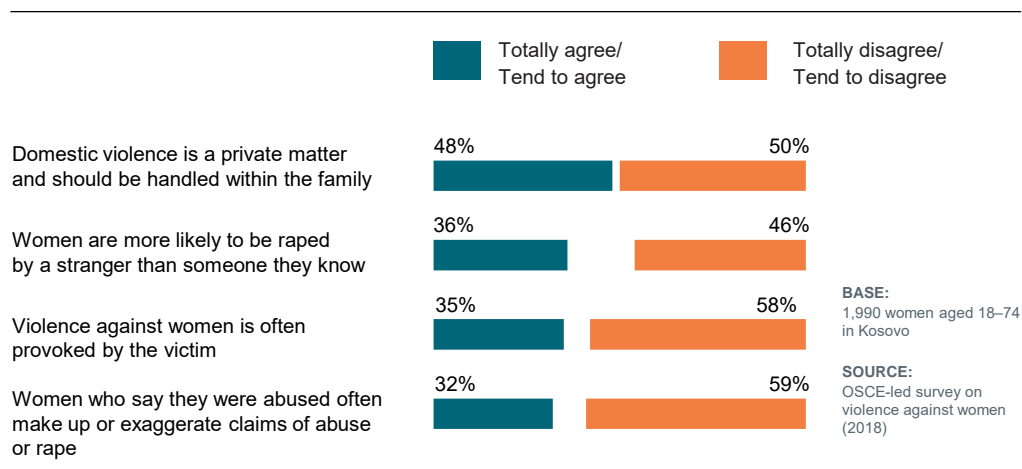
**Female, 34-55, Kosovo Albanian, urban**

As Figure 3.2 illustrates, a third of women say they feel that violence against women is often provoked by the victim (35%) and that women who say they were abused often make up or exaggerate claims of abuse or rape (32%).

By comparison, 15% of women in the EU think that violence is often provoked by the victim, ranging from 6% in the Netherlands to 58% in Latvia, while 19% of women in the EU (ranging from 7% in Sweden to 43% in Malta) think that women exaggerate claims of abuse or rape, according to the European Commission’s Special Barometer 449 report on gender-based violence conducted in 2016.<sup>41</sup>

**Figure 3.2: Underlying attitudes to violence against women**

Please tell me to what extent you agree or disagree with the following statements.\*



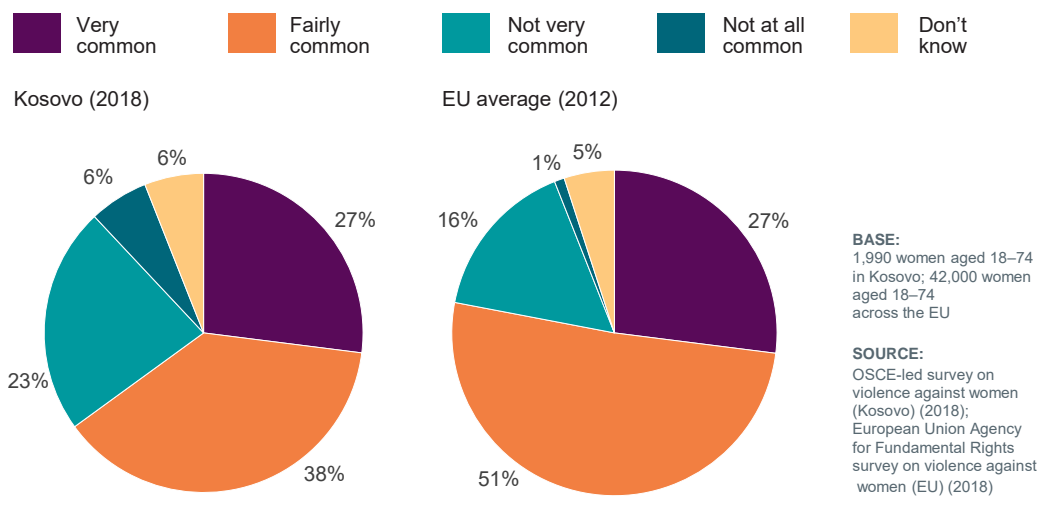
Almost half of women in Kosovo agreed that “domestic violence is a private matter and should be handled within the family” (48%). In comparison, the above-mentioned Eurobarometer study found that across the EU, only 14% of women were of the same opinion.<sup>42</sup> Agreement on this issue across the EU ranges from 2% in Sweden to 31% in Romania, suggesting that where there is a longer tradition in raising awareness on gender equality, there is more openness to talking about it outside of the family. Though fewer women in Kosovo believe this among those under 30 and the better-educated, the proportions are still quite significant (41% (under 30) and 33% (higher education), respectively).

Most women report feeling that violence against women is common in Kosovo (64%, compared with 78% on average across the EU in 2012, ranging from 54% to 93%).<sup>43</sup> However, fewer than one in six (15% compared with 20% in the EU) say they personally know someone among their family and friends or within their neighbourhood who has been subjected to it (14% compared with 16% in the EU).

## Nearly half of women agree that domestic violence is a private matter and should be handled within the family

**Figure 3.3: Perceptions of the pervasiveness of violence against women**

How common do you think violence against women by partners, acquaintances or strangers is in Kosovo?



<sup>42</sup> Special Eurobarometer 449: Gender-based Violence.

<sup>43</sup> Violence against women: an EU-wide survey. Main results (Vienna: European Union Agency for Fundamental Rights, 2015), accessed 5 April 2019, <http://fra.europa.eu/en/publication/2014/violence-against-women-eu-wide-survey-main-results-report>.

### 3. Attitudes towards gender roles and violence against women

The women who took part in the qualitative research said that physical, psychological, sexual and economic violence were all common in Kosovo. They expressed the belief that psychological violence was the most common type of violence against women, with physical violence regarded as the least acceptable. They said that sexual violence was highly prevalent—especially within relationships—but rarely discussed. They said that it was the norm for women to be available to have sex with their partners regardless of whether or not they wanted to.

**“Women are always available for their man, for sex. Even when women are tired or busy, they have to be available for their husbands ... If a woman is not always available for her husband, then he can go to someone else, and this is what women fear, and that’s why they sacrifice.”**

**Female, aged 34–55, Kosovo Albanian, urban**

There is no clear pattern in relation to attitudes towards gender roles and ethnicity in Kosovo. While approximately the same proportions of Kosovo Albanian and Serb women believe that their friends would agree that it is important for a man to show his wife who the boss is (48% of Kosovo Albanians and 43% of Kosovo Serbs) and that it is a woman’s obligation to have sex with her husband (27% versus 30%), Kosovo Albanian women are more conservative with regard to whether a woman can choose her own friends. Forty-two per cent of Kosovo Albanians believe that their friends would agree with this, while 60% of Kosovo Serbs believe the same. In contrast, fewer Kosovo Serb women think that their friends would agree that if a man mistreats his wife, others outside of the family should intervene (56% compared with 65% of Kosovo Albanians).

When looking at attitudes towards domestic violence, however, Kosovo Albanians are consistently more likely to hold a traditional viewpoint. They are more likely to agree that women who say they were abused often make up or exaggerate such claims (35% compared with 29% of Kosovo Serbs), that violence against women is often provoked by the victim (38% versus 24%), that women are more likely to be raped by a stranger (45% versus 34%) and that domestic violence is a private matter to be handled within the family (50% versus 39%).





8%

Just under one in ten women aged 18-74 indicate that they have experienced physical and/or sexual violence at the hands of a non-partner since the age of 15.



11%

Around one in nine women aged 18-74 who have ever had a partner indicate that they have experienced physical and/or sexual violence at the hands of an intimate partner.



53%

Psychological violence at the hands of a partner has affected over half of women who have ever had a partner.



29%

Nearly three in ten women aged 18-74 have experienced sexual harassment since the age of 15.



## 4. Violence against women in Kosovo

### 4.1: Physical and sexual intimate partner violence

When discussing intimate partner violence, women in the qualitative research focused on physical, psychological and economic violence. They said physical and psychological violence were common within relationships and that they often occur together.

Over half of women (54%) who have, or have had, a partner indicate that they have experienced intimate partner violence. For the most part, the violence has been psychological (indicated by 53% compared to a lower EU average of 43%), but almost one in ten women say they have experienced physical violence (9%)<sup>44</sup> and 4% say they have experienced sexual violence.<sup>45</sup> These numbers are lower than that in the EU, where 20% indicated that they had experienced physical violence (ranging from 11% in Austria to 31% in Denmark) and 7% reported that they had experienced sexual violence (ranging from 3% in Croatia to 11% in Denmark). The fact that fewer women say they have experienced physical or sexual intimate partner violence does not necessarily mean that the prevalence is lower. A number of factors can contribute to women's willingness to discuss violence, including, for example, widespread social norms, feelings of shame or lack of trust in institutions (explained in more detail in Chapter 5). The fact that nearly half of the women in Kosovo consider domestic violence a private matter could also contribute to lower reporting rates of this type of violence.

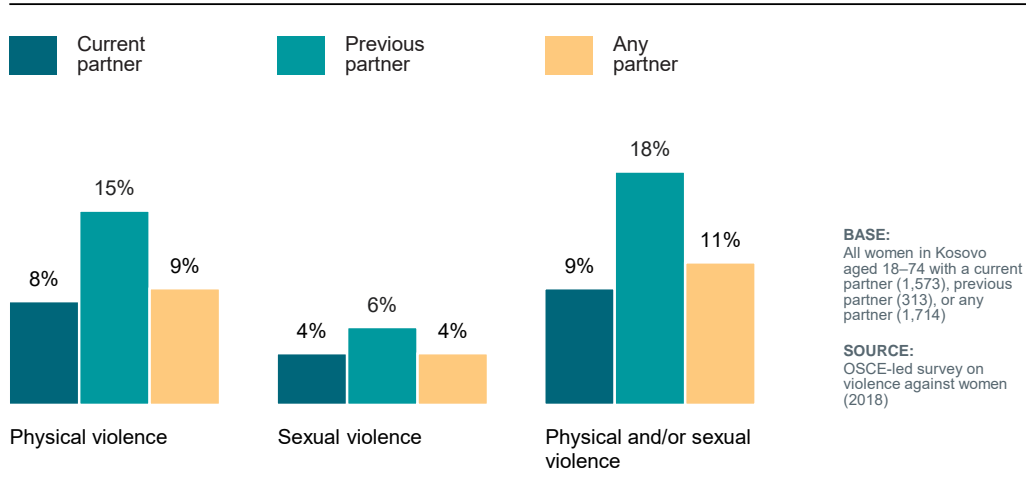
#### Differences in indicated prevalence rates across countries:

It is important to note that societies with longer traditions of gender-equality policies and awareness-raising campaigns (the Nordic countries and Western Europe) also have higher rates of women reporting experiences of violence. According to the FRA survey across the EU, for example, the three countries where women were most likely to say they had experienced physical and/or sexual violence at the hands of a partner or a non-partner since the age of 15 are Denmark (52%), Finland (47%) and Sweden (36%). The indicated prevalence rate is lowest in Croatia (21%), Austria (20%) and Poland (19%).

**Figure 4.1: Prevalence of intimate partner physical and/or sexual**

<sup>44</sup> With regard to physical violence, women in the survey were asked the following questions: Has someone/a current partner/previous partner ever 1) pushed you or shoved you? 2) slapped you? 3) thrown a hard object at you? 4) grabbed you or pulled your hair? 5) punched you or beaten you with a hard object or kicked you? 6) burned you? 7) tried to suffocate or strangle you? 8) cut or stabbed you or shot at you? 9) beat your head against something? In this report, the prevalence of physical violence is based on respondents who report having experienced at least one of these forms of violence on at least one occasion. The prevalence of physical violence is provided for current partners, previous partners, any intimate partner (either current or previous) and non-partners. The reference period for non-partner violence was since the age of 15/in the 12 months prior to the survey, and for partner violence it was whether this had ever happened during their relationship or in the 12 months prior to the survey.

<sup>45</sup> Concerning sexual violence, women were asked: Since you were 15 years old and in the past 12 months, how often has someone 1) forced you to have sexual intercourse by holding you down or hurting you in some way? 2) Apart from this, how often has someone attempted to force you to have sexual intercourse by holding you down or hurting you in some way? 3) Apart from this, how often has someone made you take part in any form of sexual activity when you did not want to or were unable to refuse? 4) Or have you consented to sexual activity because you were afraid of what might happen if you refused? The prevalence of sexual violence is based on respondents who reported having experienced at least one of these forms of violence on at least one occasion. The prevalence of sexual violence is provided for current partners, previous partners, any intimate partners (either current or previous) and non-partners. The reference periods are as above.



Women who are finding it difficult to cope on their income are more likely to say they have experienced partner violence than women overall (76% versus 54%). Older women (over 60) are more likely to indicate experiencing both physical (19% versus 9% overall) and sexual violence (7% compared to 4% overall) over their lifetime. The most common form of physical violence at the hands of a current partner is being slapped. This is also the most reported form of physical violence at the hands of a previous partner, along with being pushed or shoved and being grabbed or having one’s hair pulled. Women in the EU are more likely to report being pushed or shoved than slapped.

*The most prevalent form of intimate partner violence is psychological violence, indicated by more than half of ever-partnered women*

**Table 4.1: Forms of intimate partner physical violence**

How often has your current partner/your previous partner done any of the following to you?

	Current partner % ever happened	Previous partner % ever happened
Slapped you?	7	12
Pushed you or shoved you?	2	7
Grabbed you or pulled your hair?	2	7
Threw a hard object at you?	1	2
Beat you with a fist or a hard object, or kicked you?	1	4
Tried to suffocate you or strangle you?	0.3	1
Beat your head against something?	0.3	1
Cut or stabbed you, or shot at you	0.2	1
Burned you	0.2	0.4

BASE: All women in Kosovo aged 18–74 with current partner (1,573) or previous partner (313)

SOURCE: OSCE-led survey on violence against women (2018)

The sexual violence experienced by 4% of women who have ever had a partner took a number of forms.

**Table 4.2: Prevalence of intimate partner sexual violence**

How often has your current/your previous partner done any of the following to you...

	Current partner % ever happened	Previous partner % ever happened
Forced you into sexual intercourse by holding you down or hurting you in some way?	2	4
Apart from this, attempted to force you into sexual intercourse by holding you down or hurting you in some way?	2	4
Apart from this, made you take part in any form of sexual activity when you did not want to or you were unable to refuse?	2	2
Have you consented to sexual activity because you were afraid of what might happen if you refused?	2	2

BASE: All women in Kosovo aged 18–74 with current partner (1,573) or previous partner (313)

SOURCE: OSCE-led survey on violence against women (2018)

### Patterns in intimate partner violence<sup>46</sup>

Among those women whose first experience of current partner physical and/or sexual violence (or threat thereof) took place more than five years prior to the survey, 16% say the most recent incident was between one and four years before the survey, and a further 2% say that it was in the 12 months prior to the survey. Fourteen per cent of those whose first experience was between one and five years prior to the survey say the most recent incident took place in the 12 months before the survey.

Just over nine in ten survivors of current partner physical and/or sexual violence (91%) were living with their current partner at the time of their first experience of violence (compared with 82% in the EU), while 61% of survivors of previous partner violence were living with their partner at the time of their first incident (compared with 62% in the EU).

Among the respondents who were pregnant during their relationship with their partner and who experienced violence (or threats thereof) during the relationship, more than one in six (18%) of the victims of current partner violence (similar to EU average of 20%) and more than two in five of the victims of previous partner violence<sup>47</sup> (42%, the same as the EU average) say that physical or sexual violence (or threats thereof) took place during the pregnancy.

In 18% of cases, the current partner was drunk at the time of the most serious incident. This figure rises to 25% in the most serious incidents with a previous partner.

The survey asked women who had experienced physical or sexual violence to provide further details about the incident they considered the most serious over their lifetime. The types of violence experienced during those incidents identified as the most serious are similar whether perpetrated by current or previous partners (Table 4.3).

Women in Kosovo are much more likely to report slapping as the most serious incident of violence than women on average in the EU, with 59% of women experiencing it at the hands of a current partner and 50% at the hands of a previous partner, compared with the EU average of 28% for the former and 25% for the latter.

<sup>46</sup> While the reporting rates/prevalence of physical and sexual violence discussed above do not include threats of such violence, other questions related to when such violence occurred and the details of the most serious incidents do include threats of violence.

<sup>47</sup> Given the very small base (n=28), caution should be applied when interpreting these findings.



**Table 4.3: Most serious incident of intimate partner violence**

I would like you to think about the most serious incident by your current/previous partner. Which of the things on this card happened at that time? By "most serious", we mean an incident that had the biggest impact on you.

	Current partner %	Previous partner %
Slapped you	59	50
Threatened to hurt you physically	21	19
Pushed you or shoved you	14	22
Grabbed you or pulled your hair	12	19
Attempted to force you into sexual intercourse by holding you down or hurting you in some way	10	11
Forced you into sexual intercourse by holding you down or hurting you in some way	9	9
Have you consented to sexual activity because you were afraid of what might happen if you refused	8	4
Made you take part in any form of sexual activity when you did not want to or you were unable to refuse	5	13
Threw a hard object at you	3	6
Beat you with a fist or a hard object, or kicked you	3	7
Burned you	1	0
Tried to suffocate you or strangle you	1	2
Beat your head against something	1	1
Threatened you with violent sexual acts (like rape, forced pregnancy, etc.) in a way that really frightened you	2	5
Cut or stabbed you, or shot at you	0	1

BASE: All women in Kosovo aged 18–74 who have ever experienced violence from a current partner (180) or previous partner (64)  
SOURCE: OSCE-led survey on violence against women (2018)

#### Physical and sexual violence in the 12 months prior to the survey

Overall, 4% of women who have ever had a partner report having experienced physical or sexual violence at the hands of an intimate partner in the 12 months prior to the survey. The types of violence that women encountered in the 12 months prior to the survey at the hands of intimate partners is broadly similar to that experienced over their lifetime. Being slapped is the most widespread form of intimate partner violence, mentioned by 2% of women.

#### 4.1.1: Intimate partner psychological violence

Women in the qualitative research expressed the belief that psychological violence against women, including verbal abuse, controlling behaviour and threats, was common within relationships in Kosovo. As with physical violence, there was a perception that sometimes women deserved the verbal abuse they received from their partner.

The survey findings indicate that over half of women who have ever had a partner have experienced psychological violence at the hands of their current or previous partner (53%), which is higher than the average reported in the EU (43%, ranging from 31% in Ireland to 60% in Denmark and Latvia). The various forms of psychological violence asked about were categorized into four broad types as follows.<sup>48</sup>

**Economic violence**, which includes being prevented from making decisions about family finances and from shopping independently and being forbidden to work outside the home.

**Controlling behaviours**, which include situations where a woman's partner tries to keep her from seeing her friends, *restricts her use of social media websites (such as Facebook, Twitter, etc.)*, tries to restrict contact with her birth family or relatives, insists on knowing where she is in a way that goes beyond general concern, gets angry if she speaks with another man, suspects that she has been unfaithful, *forbids the use of contraception or otherwise restricts decisions on family planning, prevents her from completing school or starting a new educational course, wants to decide what clothes she can wear or expects to be asked for permission so she can see a doctor.*

**Abusive behaviours**, which includes situations where a woman's partner forbids her to leave the house at all or *forbids her to leave the house without being accompanied by a relative*, takes away her car keys or locks her in the house, belittles or humiliates her in front of other people or in private, purposefully scares or intimidates her (e.g., by yelling or smashing things), makes her watch or look at pornographic material against her wishes, threatens to hurt or kill someone she cares about (other than her children), threatens to hurt her physically, *threatens her with violent sexual acts (like rape, forced pregnancy, etc.) and hurts or threatens to hurt her when visiting, picking up or bringing back her children (previous partner only).*

**Using a woman's children to blackmail her or abusing her children**, which includes threatening to take her children away, threatening to hurt her children, hurting her children or making threats concerning the custody of her children (previous partner only).

Women who are in a relationship were asked if any of these things had happened sometimes, often or all of the time or had never happened, while women who had been in previous relationships were asked if any of their previous partners had ever done any of these things to them.<sup>49</sup>

Overall, 42% of women who have ever had a partner have experienced controlling behaviours and 31% have experienced abusive behaviours (24%). Economic violence is reported by around one in eight (13%). There is little difference in the prevalence of these forms of violence committed by current or previous partners.

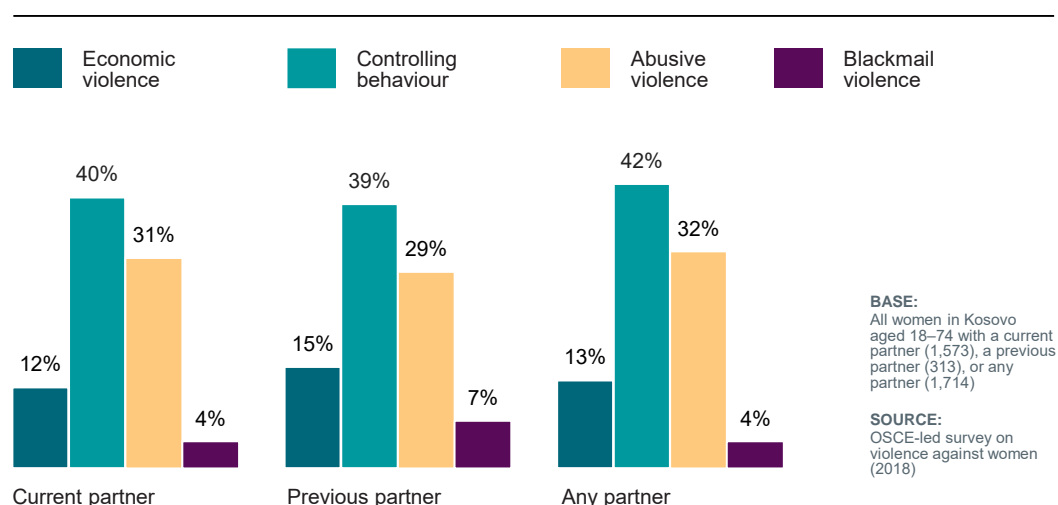
Among those women who have ever had a partner and who have children, 4% say their children have been used to blackmail them or have been abused by a partner,

<sup>48</sup> The forms of psychological violence in italics were not asked about in the FRA survey.

<sup>49</sup> In relation to being threatened with physical or sexual violence, women were asked how many times their current and/or previous partner had ever done this and how often they had done it in the 12 months prior to the survey.

with this form of psychological violence being perpetrated more frequently by previous partners than current partners.

**Figure 4.2: Prevalence of the different forms of intimate partner psychological violence**



The three most prevalent forms of intimate partner psychological violence are partners insisting on knowing where they are in a way that goes beyond general concern, getting angry if the woman speaks with another man and belittling or humiliating the woman in private - each reported by around a fifth of women who are in a current relationship or who have been in a previous relationship. The results are very similar to the EU average, with each of these three forms having been experienced by close to three in ten women who have ever had a partner.

Women in the qualitative research discussed types of economic violence, including women not being allowed to work or being denied access to money, even if they earned it themselves. Women in this position said that this made them vulnerable, as they knew that they would have no means of supporting themselves without their partners. Partners who used this type of violence understood the implications of it, and they also used threats, saying, for example, that they could force the woman to leave the family home in order to control her.

**“I know a case of a woman who finished graduated medical school, but she is still not working because her husband doesn’t allow her. He tells her she doesn’t need to work because he works. [She] stays at home, although she has had lots of employment opportunities, because her husband doesn’t allow her [to get a job].”**

**Female, aged 18–30, Kosovo Albanian, urban**

#### 4.2: Stalking

Eight per cent of women indicated that they have been stalked<sup>50</sup> at some point since they were 15 years old. This is lower than the EU average of 18% and at the low end of the EU range (from 8% in Romania to 33% in Sweden). Pupils and students in Kosovo report experiences more often (19%) than on average, as do women with tertiary education (13%). The most common forms of stalking are offensive, threatening or silent calls (4% compared to 11% in the EU), deliberately following a woman (3% compared to 8% in the EU) and sending emails, text messages or instant messages that were offensive or threatening (2% compared to 4% in the EU).

In almost half of cases (48%), the perpetrator was someone the woman did not know, while in a quarter of incidents (27%), it was someone else she knew but did not specify.<sup>51</sup> Seven per cent of women indicate that the perpetrator was a friend, acquaintance or neighbour.

The majority of women's most serious experiences of stalking lasted up to a month (57%), with 43% of incidents lasting a few days. However, 18% of stalking incidents lasted over a year, and 3% over five years. Victims of stalking in the EU reported that stalking continued for a longer period of time, with 29% of women indicating that it went on for over a year.

In more than two in five cases, the most serious incident made the woman feel anger or fear (43% and 42%, respectively), and in a third of cases it made her feel annoyed or embarrassed (30% in each case). Longer-term psychological consequences include anxiety (for 21% of women in their most serious case), difficulty in sleeping (17%), depression (also 17%) or a loss of self-confidence (13%). In relation to the most serious incident of stalking, nearly half of the women (49%) discussed it with friends or relatives; in the EU, 77% of women did the same. In some cases, women report having taken action: 34% changed their telephone number or email address, compared to 23% in the EU, and 26% moved home (14% in the EU). A quarter of women (24% versus 43% in the EU) confronted the perpetrator, and 22% closed their social networking accounts, as did 7% of women in the EU. In 14% of cases, the woman threatened the perpetrator with legal action, compared with 32% in the EU. Survey responses indicate that women in Kosovo are more likely to take evasive action in order to avoid further stalking, while women in the EU are more likely to take assertive action and confront the perpetrator, with one in five women survivors in the EU also reporting their most serious incidents of stalking to the police.

50 For stalking, women in the survey were asked the following questions: Since you were 15 years old/in the past 12 months, has the same person repeatedly done one or more of the following things to you: 1) sent you emails, text messages (SMS) or instant messages that were offensive or threatening? 2) sent you letters or cards that were offensive or threatening? 3) made offensive, threatening or silent phone calls to you? 4) posted offensive comments about you on the Internet? 5) shared intimate photos or videos of you on the Internet or by mobile phone? 6) loitered or waited for you outside your home, workplace or school without a legitimate reason? 7) deliberately followed you around? 8) deliberately interfered with or damaged your property? The prevalence of stalking is based on respondents who reported having experienced one or more of the forms of stalking listed above.

51 Excluding current partner, previous partner, boss/supervisor, colleague/co-worker, client/customer/patient, teacher/trainer/coach, fellow student, doctor/healthcare worker, relative/family member (other than partner), partner's relative/family member, a date/someone you just met.



### 4.3: Sexual harassment

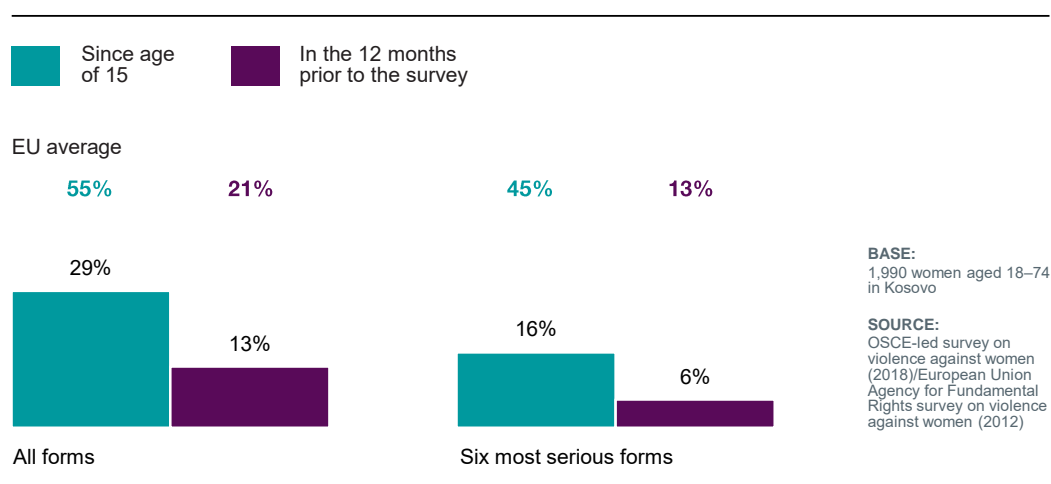
Almost a third of all women say they have experienced at least one form of sexual harassment<sup>52</sup> (as listed in Figure 4.4) since they were 15 years old (29%) (Figure 4.3). The prevalence is particularly high among women under 30 (42%), students (60%), women who have never had a partner (41%), women in a household without children (47%), better-educated women (44%) and women in the north-west and south-west regions of Kosovo (42% and 37%, respectively).

One in eight women indicate having experienced sexual harassment in the 12 months prior to the survey (13%), with the highest prevalence in the same demographic groups as above. One in six women (16%) have experienced more serious forms of sexual harassment,<sup>53</sup> with 6% of women having experienced more serious forms of sexual harassment in the 12 months prior to the survey. Again, this was particularly prevalent among the same demographic groups.

The proportion of women who reported experiencing sexual harassment in the EU is 55%, ranging from 24% in Bulgaria to 81% in Sweden. The indicated prevalence in Kosovo is lower than the EU average and close to the lowest rates in the European Union.

Within the EU, there are significant differences in reporting rates of sexual harassment. There tend to be higher percentages of women who report their experiences of sexual harassment in countries where there are longer traditions of gender-equality policies and awareness-raising campaigns.

**Figure 4.3: Prevalence of sexual harassment**



<sup>52</sup> In terms of sexual harassment, women in the survey were asked: How often from the time you were 15 years old/in the past 12 months have you experienced any of the following: 1) unwelcome touching, hugging or kissing? 2) sexually suggestive comments or jokes that offended you? 3) inappropriate invitations to go out on dates? 4) intrusive questions about your private life that offended you? 5) intrusive comments about your appearance that offended you? 6) inappropriate staring or leering that you found intimidating? 7) somebody sending or showing you sexually explicit pictures, photos or gifts that offended you? 8) somebody indecently exposing themselves to you? 9) somebody making you watch or look at pornographic material against your wishes? 10) unwanted sexually explicit emails or SMS messages that offended you? 11) inappropriate advances that offended you on social networking websites such as Facebook or in Internet chat rooms? With regard to each form of sexual harassment, women could indicate whether they had experienced it never, once, two to five times or six times or more. The prevalence of sexual harassment is based on respondents who reported having experienced one of the listed items at least once. Six forms of sexual harassment were selected for their severity, and they are referred to in this report as “the most severe forms” of sexual harassment.

<sup>53</sup> The most serious forms of sexual harassment are reported as “unwelcome touching, hugging or kissing”, “sexually suggestive comments or jokes that offended you”, “somebody sending or showing you sexually explicit pictures, photos or gifts that offended you”, “somebody indecently exposing themselves to you”, “somebody made you watch or look at pornographic material against your wishes” and “unwanted sexually explicit emails or SMS messages that offended you”. The prevalence of the most severe forms of sexual harassment is based on respondents who report having experienced at least one of these six forms of sexual harassment on at least one occasion.

Sexual harassment covers a wide range of experiences. The most common forms reported by women are inappropriate staring or leering (15%) or intrusive and offensive questions about their private life (14%). In the EU, the most common types of sexual harassment are also inappropriate staring and leering (30%), followed by physical harassment, such as unwelcome touching, hugging or kissing (29% compared to 5% in Kosovo).

When discussing sexual harassment in the qualitative research, women focused on what they had seen or what they believed happened to women in the workplace. Sexual harassment was described as being perpetrated by men in senior positions, e.g., directors and politicians, and they said that women who experienced this often did not dare to report it for fear of losing their job or out of shame. They also said that blackmail was very common, particularly in the private sector.

**“Two women wanted to work at [my] school because we had vacant positions for technical assistants. They called me, so I could go and talk with their husbands ... [Their husbands] did not support their idea and even caused problems for the women, asking, ‘Why did she have to come and talk with you ...?’ I consider this psychological violence as well.”**

**Female, aged 18–30, Kosovo Serb, urban**

That said, some women—particularly in younger age groups—placed responsibility for sexual harassment on the victim, as they expressed the belief that women provoke sexual responses in men through the way they dress and behave and that they should accept the consequences of their actions.

**“Some women are provocative, I would say, or as they say, ‘if the bitch didn’t raise her tail, the dogs wouldn’t get behind her’. These women go to the mayor’s office, wear miniskirts, and they are willing it on themselves.”**

**Female, aged 18–30, Kosovo Albanian, urban**

**Table 4.4: Prevalence of sexual harassment**

At times you may have experienced people acting towards you in a way that you felt was unwanted and offensive. How often since you were 15 years old, until now, have you experienced any of the following?

	Never %	Once %	2-5 times %	6+ times %
Unwelcome touching, hugging or kissing	95	2	2	1
Inappropriate staring or leering that made you feel intimidated	82	4	7	4
Sexually suggestive comments or jokes that made you feel offended	87	3	6	3
Somebody sending or showing you sexually explicit pictures, photos or gifts that made you feel offended	96	1	1	0.3
Inappropriate invitations to go out on dates	90	3	4	2
Intrusive questions about your private life that made you feel offended	85	3	7	4
Intrusive comments about your physical appearance that made you feel offended	88	3	5	2
Unwanted sexually explicit emails or SMS messages that offended you	87	1	2	1
Inappropriate advances that offended you on social networking websites such as Facebook, or in internet chat rooms	79	1	3	1
Somebody indecently exposing themselves to you	97	2	1	0.3
Somebody made you watch or look at pornographic material against your wishes	98	0.3	0.3	0.1

BASE: 1,990 women aged 18–74 in Kosovo

SOURCE: OSCE-led survey on violence against women (2018)

Almost two-thirds of women who have experienced sexual harassment say they did not know the perpetrator (64% compared with the EU average of 68%). A friend, acquaintance or neighbour was identified as the perpetrator by 24% of victims of sexual harassment, which is less than in the EU (31%),<sup>54</sup> and 13% say the perpetrator was a relative or family member. Just over a third (34%) say the perpetrator was someone else they knew, but they did not specify from the available categories<sup>55</sup> (similar to the EU prevalence of 35%).

While perpetrators of sexual harassment tend to be men, this is not always the case. Men are identified as the perpetrators by 46% of women who say they have experienced sexual harassment. Women only are mentioned by 7% of victims, while 38% say that both men and women were involved. Female perpetrators are most commonly found in the category of the victim's own family.

#### **4.4: Physical and sexual violence at the hands of non-partners**

Seven per cent of women say they have experienced one or more of forms of physical violence<sup>56</sup> at the hands of a non-partner since they were 15 years old (2% in the 12 months prior to the survey), while 1% have been subjected to forms of sexual violence at the hands of a non-partner since the age of 15 (Figure 4.3).

These figures are significantly lower than those found across the EU in 2012 (Figure 3.8). In the EU, an average of 20% of women reported physical violence at the hands of a non-partner (ranging from 10% in Austria, Greece, Poland and Portugal to 36% in Denmark), while 6% reported experiencing sexual violence at the hands of a non-partner, ranging from 1% in Greece and Portugal to 12% in Sweden.

These prevalence figures include all experiences of violence (as revealed to interviewers), including conflict-related violence. As discussed in Chapter 5, 10% of women who are defined as directly conflict-affected and who have experiences of non-partner violence connect this with the conflict they experienced, and the reported prevalence of non-partner physical or sexual violence does not differ between those who are directly conflict-affected and those who are not. It might be expected that the prevalence overall, or among conflict-affected women, would be higher, especially given that three-quarters of women are defined as conflict-affected in Kosovo. As found in the qualitative research, however, the belief that violence can be provoked by the victim or that they are in some way responsible still prevails in Kosovo. This, in addition to feelings of shame and conflict-induced trauma among women who are affected by conflict, means that it is highly likely that non-partner violence is being underreported in this survey.

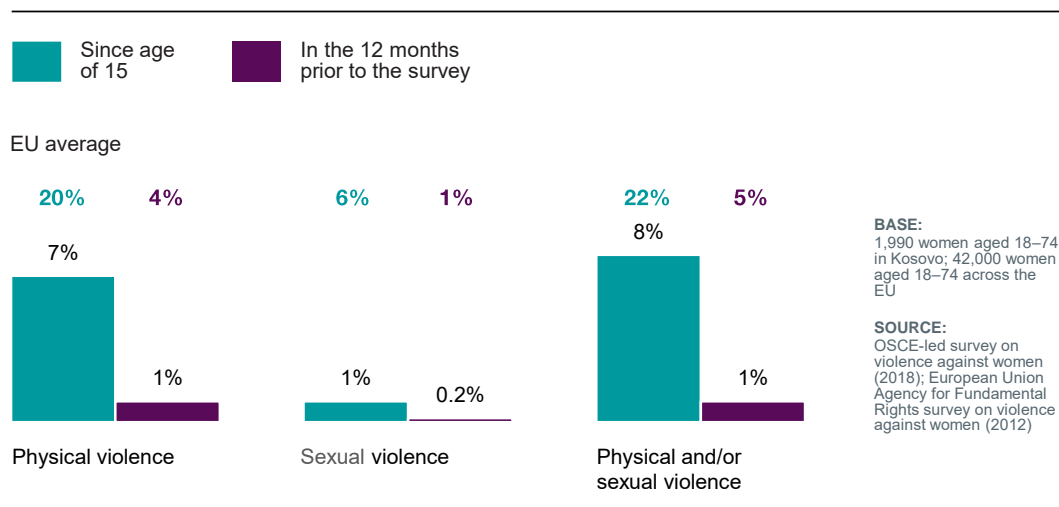
<sup>54</sup> The FRA survey included the category of "friend/acquaintance" but not "neighbour".

<sup>55</sup> The categories included "current partner", "previous partner", "boss/supervisor", "colleague/co-worker", "client/customer/patient", "teacher/trainer/coach", "fellow student", "doctor/healthcare worker", "relative/family member (other than partner)", "partner's relative/family member", "a date/someone you just met"—each of these was mentioned in smaller proportions.

<sup>56</sup> The prevalence of physical violence is calculated on the basis of the number of women who say they have experienced at least one of the following forms of violence since the age of 15 or in the 12 months prior to the survey: being pushed or shoved, being slapped, having a hard object thrown at them, being grabbed or pulled by the hair, being punched or beaten with a hard object or being kicked, being burned, being suffocated or strangled, being cut or stabbed or shot at, having their head beaten against something.



Figure 4.4: Prevalence of non-partner physical and/or sexual violence

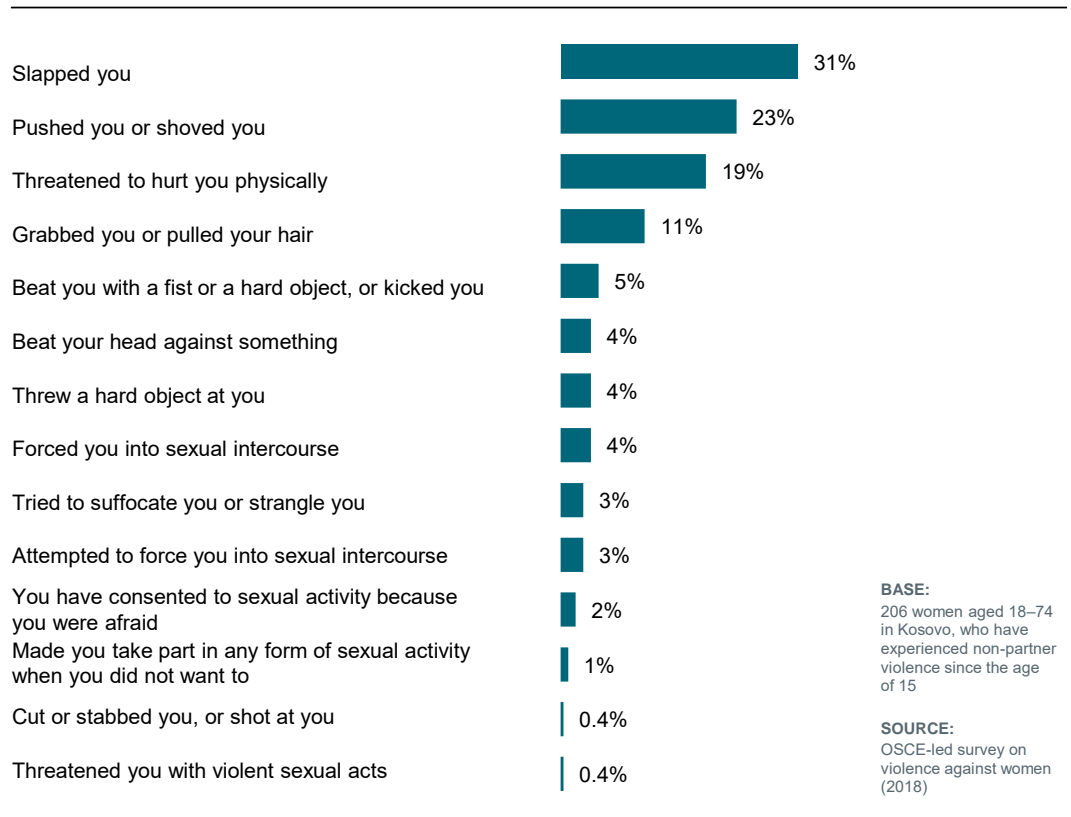


The most prevalent forms of physical violence at the hands of non-partners in Kosovo are being slapped (affecting 5% of all women in their lifetime) and being pushed or shoved (3%), while each of the forms of sexual violence asked about are indicated by less than 1%.

The most serious incident perpetrated by a non-partner (the one that had the most impact on the woman, including threats of violence by non-partners) tends to be physical rather than sexual (Figure 4.5). For a third of women who report having experienced violence at the hands of a non-partner, the most serious incident included being slapped (31%), and for around a fifth it included being pushed or shoved or threatened physically (23% and 19%, respectively). Twelve per cent of the most serious incidents at the hands of a non-partner took place in the 12 months prior to the survey.

**Figure 4.5: Women’s most serious incidents of non-partner violence**

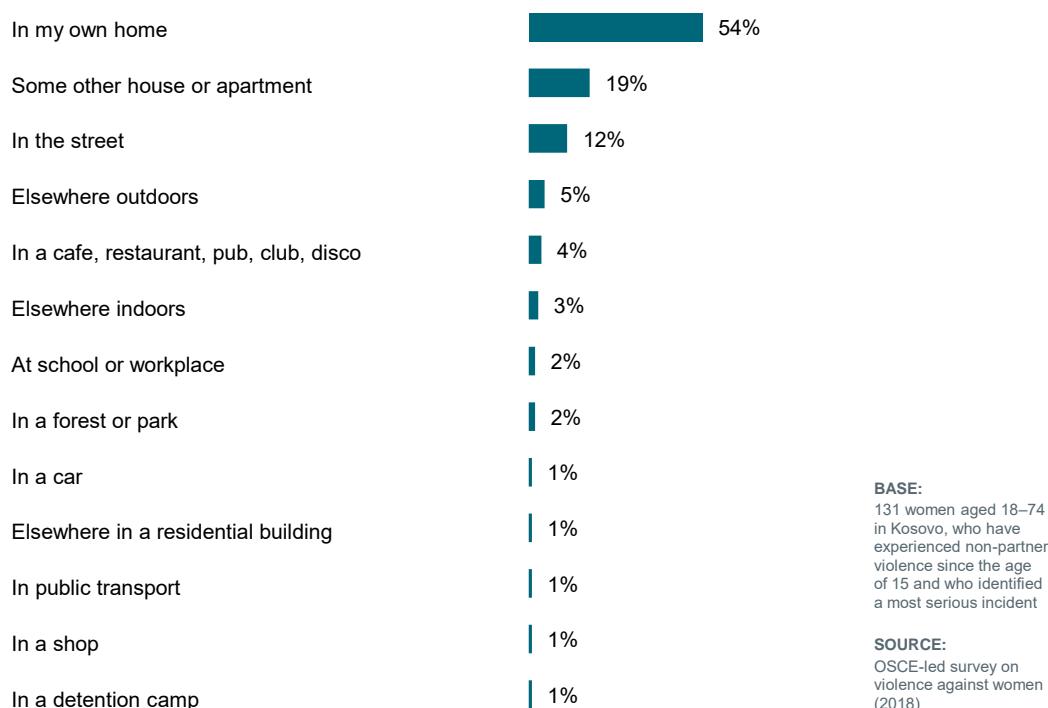
I would like you to think about the most serious incident by a non-partner. Which of the things on this card happened at that time? By “most serious”, we mean the incident that had the biggest impact on you.



Seven in ten of the most serious incidents (72%) took place in a house or apartment, in most cases the woman’s own home (Figure 4.6). In the EU, the most serious incidents also took place in a house or apartment (41%), but it was also more common for it to take place in the street (18% compared to 12% in Kosovo).

**Figure 4.6: Location of the most serious incident of non-partner violence**

Thinking about the most serious incident of non-partner violence, where did it take place?



#### 4.4.1: Perpetrators

Perpetrators of non-partner physical violence are most commonly identified as a relative of the victim (30%), a relative of the victim's partner (11%) or somebody else the victim knew but did not specify as belonging to any of the categories presented (23%).<sup>57</sup> Relatives were also the most often mentioned perpetrators in the EU (31%).

Analysis of the perpetrators of non-partner sexual violence is limited due to the small number of women reporting experiences of it. Among those who do report such an experience, the perpetrators identified most often are either someone the victim knew but did not specify as belonging to any of the categories presented to the respondent (seven cases) or someone the victim did not know before (five cases).

Men are identified as the perpetrators of non-partner physical violence by 68% of those women who have experienced non-partner violence, with 48% of survivors mentioning a man only and 20% both men and women. Women are identified as the perpetrator by 37% of victims (with 18% mentioning women only). The remainder (15%) do not know the gender of the perpetrator or prefer not to say. Fifty-six per cent of survivors of non-partner sexual violence say the perpetrator was a man and 3% that it was a woman, while the remainder did not know or preferred not to say.<sup>58</sup>

Women in the qualitative research said that the perpetrators of non-partner violence were most likely to be family members (including a woman's own, or her partner's, family), work colleagues or people in positions of authority such as police officers. As noted above, the survey findings show that relatives are among those most commonly reported as the perpetrators of physical violence, but few cases of physical or sexual violence at the hands of soldiers were experienced by women in the in-depth interviews.

<sup>57</sup> The categories included "boss/supervisor", "colleague/co-worker", "client/customer/patient", "teacher/trainer/coach", "fellow student", "doctor/healthcare worker", "relative/family member (other than partner)", "partner's relative/family member", "a date/someone you just met".

<sup>58</sup> Given the small base (n=35), caution should be applied when interpreting these findings.

In qualitative research, however, women generally expressed the belief that the rate of physical violence perpetrated by members of a partner's family had declined. They said that women often used to be subject to being physically assaulted by all the members of her husband's family, such as her brothers-in-law or parents-in-law. Now, they said, this would be less likely and that a woman would only be at risk of partner violence.

One survivor of violence described her experience of psychological violence perpetrated by her partner's family. Her husband lived abroad for the majority of the year, and she lived with his mother and siblings. The family controlled what she did every day; they were verbally abusive towards her, and they made it clear that they did not want her as part of their family.

**“His family didn't want me. They would say to me: ‘Why is he so in love with you? It's not like you deserve it. You don't do anything to be loved so much.’ So, his family started to hate me. Then, it was my fate to have a daughter, but they would say to me: ‘It should have been a boy, not a girl’.”**

**Survivor of conflict- and non-conflict-related violence**

A quarter of incidents identified as the most serious were perpetrated by someone who was drunk or under the influence of drugs (26%). In over two-thirds of the most serious incidents, the perpetrator acted alone (70%).

*Perpetrators of non-partner physical violence are most commonly identified as a relative of the victim*

#### **4.5: Experience of violence during childhood**

Almost a quarter of women in Kosovo (23%) report having suffered some form of violence at the hands of an adult<sup>59</sup>—physical, psychological or sexual—as a child (before they were 15 years old).

More than one in five women say they experienced one of the forms of physical violence listed in Figure 4.7 at the hands of an adult (21%) when they were a child, compared to over a quarter of women in the EU (27%). Most commonly, they were slapped or had their hair pulled so that it hurt (experienced by 18% compared to 22% in the EU), but almost one in ten were beaten very hard with a stick, can or belt (9%, which is the same as in the EU). Four per cent of women reported experiencing childhood psychological violence. Less than 1% reported childhood sexual violence.

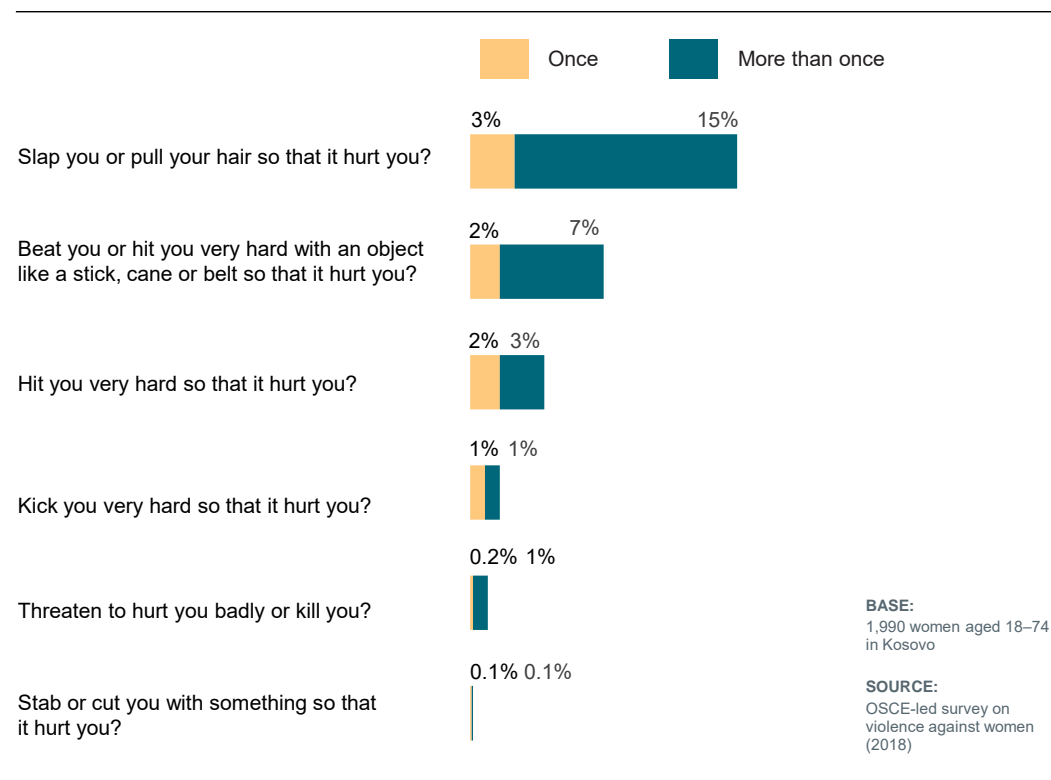
<sup>59</sup> Childhood violence refers to violence before the age of 15. In terms of physical violence before the age of 15, women were asked the following questions: Before the age of 15, how often did an adult who was 18 years of age or older do the following to you: 1) slap or pull you by the hair so that it hurt? 2) hit you very hard so that it hurt? 3) kick you very hard so that it hurt? 4) beat you very hard with an object like a stick, cane or belt? 5) Stab or cut you with something? In terms of sexual violence before the age of 15, women were asked the following questions: Before the age of 15, how often did an adult who was 18 years of age or older do the following to you when you did not want them to: 1) expose their genitals to you? 2) make you pose naked in front of any person or in photographs, video, or on an Internet webcam? 3) touch your genitals or breasts against your will? 4) force you to have sexual intercourse? In terms of psychological violence before the age of 15, women were asked the following questions: Before the age of 15, how often did an adult family member do the following to you: 1) say that you were not loved? 2) say that they wished you had never been born? 3) threaten to abandon you or throw you out of the family home? Before the age of 15, how often did an adult who was 18 years of age or older do the following to you: threaten to hurt you badly or kill you? The prevalence of childhood violence is based on respondents who report having experienced at least one of the items listed above for either physical, sexual or psychological violence or any of the three.



This is much lower than the EU average of 12% (ranging from 1% in Romania and 2% in Croatia to 20% in France and the Netherlands). Again, countries where women feel that domestic violence is a private issue tend to have lower rates of women revealing such experiences than where there is a longer tradition of raising awareness of violence against women.

**Figure 4.7: Experiences of physical violence before the age of 15**

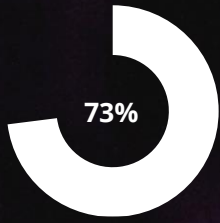
Before you were 15 years old, how often did any adult, do any of the following to you?



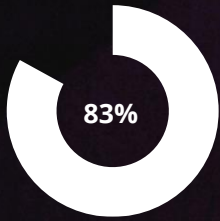
The most common forms of childhood violence are likely to be perpetrated by members of the child's family. Incidents of slapping or pulling a child's hair or hitting them with a hard object were most commonly perpetrated by the child's mother, followed by her father. To a much lesser extent, male teachers are also a fairly common perpetrator of these two forms of childhood violence.

As Figure 4.7 illustrates, such violence is unlikely to be a one-off event. For most forms of childhood physical violence, the majority who say they experienced it say that it happened more than once.

Women who experienced some form of childhood violence are more likely to say they have experienced physical and/or sexual violence at the hands of both non-partners and partners: 18% of women who experienced childhood violence say they have experienced non-partner violence, compared with 5% of those who did not experience childhood violence. For current partner violence, the respective figures are 17% and 7%; for previous partner violence, they are 32% and 12%, respectively.



**Nearly three-quarters of women in Kosovo could be defined as directly conflict-affected.**



**More than eight out of ten women who have lived through conflict were forced to flee their homes—mostly for between one and twelve months**

## 5. Conflict and violence

### 5.1: Conflict-related experiences

Armed conflict is defined for the purposes of this research as armed fighting between two or more organized groups, attacks on communities or general insecurity caused by conflict.

Two-thirds of all women in Kosovo indicate that they have lived in a situation where there was an active armed conflict for a period of at least one week. Most lived through the Kosovo conflict (68%), a third through the 1999 NATO intervention (34%), 5% through the March riots in 2004 and small numbers say they lived through other conflicts.

The majority of women who say they lived through a period of armed conflict also had one or more conflict experiences:

- Over nine in ten indicate having heard gunshots or the sound of bombing or shelling in the local area where they lived at the time of the conflict (91%);
- A similar proportion (85%) lived in a location where armed personnel (regular military or other armed groups) were stationed or moving in larger numbers and for at least one week;
- Over half witnessed fighting in the local area where they lived at the time of the conflict (55%);
- For two-thirds of the women who lived through a conflict (66%), their immediate family had property (such as their home, car or livestock) destroyed or seriously damaged due to the conflict. In the majority of cases (61%), their property was taken by armed personnel.

Living through a conflict had a very significant impact on the lives of these women:

- Eight out of ten report having had to flee their home (83%);
- Over two-thirds could not find work in their area because of the conflict (70%)—87% in the north-west region with a Kosovo Serb majority;
- Nearly two-fifths had a spouse or family member taking part in the fighting (39%)—53% in the north-west region—and 5% of the women themselves took an active part in fighting in the conflict;
- Half lived in an area where civilians were detained or imprisoned (48%) or where civilians died because of the conflict (53%).

In conclusion, three-quarters of women can be considered conflict-affected—defined as having lived through a period of conflict and having had at least one of the conflict-related experiences discussed above.

Many conflict-affected<sup>60</sup> women indicate having experienced further consequences listed in Table 5.1. Forty-five per cent were affected by men in their family being away from home because of the conflict, and a similar proportion (44%) report that the health services they previously used were unavailable or inaccessible for a longer period of time. North-west Kosovo was particularly affected: 62% and 55%, respectively, of conflict-affected women in this region had these experiences.

**Table 5.1: Experiences of directly conflict-affected women**

Please tell me whether you experienced any of the following during the armed conflict(s) that you have experienced:

	Yes %
Men in your family (husbands, fathers, brothers) were away from home and the family, (because they had to flee, fought in the conflict, were detained, went missing)	45
Health services (including women's health services) that you previously used were unavailable or inaccessible for a longer period of time.	45
No law enforcement (police or other organization to keep law and order) present in your local area, for a prolonged time	35
Women in your family had to go into potentially dangerous places (i.e. through frontline/boundary line or close to explosives like mines) for work or to fetch essentials for the household (firewood, food, drinking water, fuel, etc.)	22
An immediate family member or your spouse or partner was injured or died due to fighting / violence?	22
Members of armed groups harassed local women in the area where you lived.	11
Armed groups deliberately used threats, rumors or actual violence against women to terrify the local population in the area where you lived	11
Members of armed groups employed deeply humiliating practices against local women in the area where you lived	6
Circumstances caused women to offer sexual services in exchange for essential goods or for ensuring the safety of their family in the area where you lived.	5

BASE: 1,562 women aged 18–74 in Kosovo who have been affected by armed conflict  
 SOURCE: OSCE-led survey on violence against women (2018)

## 5.2: Conflict and violence against women

<sup>60</sup> The definition of “conflict-affected” is having lived in a situation where there was an active armed conflict for a period of at least one week and answering “yes” to at least one of the following questions: “Did you hear gunshots, the sound of bombing or shelling in the local area where you were living at the time of the conflict?” “Did you live for at least a week in a location where armed personnel (regular military or other armed groups) were stationed or moving in larger numbers? This may include local residents participating in the conflict.” “Did you witness fighting in the local area where you were living at the time of the conflict?” “Was the property (e.g., your home, car, livestock) of your immediate family destroyed or seriously damaged due to the conflict?” “Was the property (e.g., your home, car, livestock) of your immediate family taken by an armed group?” “Was it impossible to find work in the local area due to the conflict (office/factories were closed or destroyed, it was too dangerous)?” “Did an immediate family member or your spouse or partner take part in the conflict or participate in fighting as a member of an armed group?” “Did you play an active part in fighting during the conflict?” “Were civilians from the local area where you were living detained or imprisoned?” “Did civilians in the local area where you were living die due to the conflict?” “Were you personally physically attacked or injured due to the conflict?” “Did you have to flee your home during (any of) the conflict(s) you experienced?”



Women identified as conflict-affected were asked if their experiences of sexual harassment or physical and sexual violence at the hands of partners or non-partners were connected to armed conflict or not.

Of the women who indicate that they experienced non-partner physical and/or sexual violence and are conflict-affected, 21% say that their experiences were connected with armed conflict, rising to 32% when asked about the most serious incident they experienced.

Just over a third of women who have ever had a partner and who are also conflict-affected connect their experience of intimate partner physical and/or sexual violence to the conflict, rising to 38% when asked about their most serious incident.

Women who are conflict-affected, however, do not report experiences of violence more often than those who are not conflict-affected.

Women's psychological reactions to violence were generally not significantly different among those who had experienced armed conflict, whether that violence was perpetrated by current partners, previous partners or non-partners.

A third of those who have a long-standing illness or health problem or who are limited because of a health problem and are conflict-affected attribute their health issues to the conflict they lived through (31%).

Survivors of conflict-related violence who took part in the qualitative research described experiencing severe physical and sexual violence, including within their homes and elsewhere, such as temporary military detention centres.

One woman described surviving a prolonged experience of psychological, sexual and physical violence in her home. The following is a description of her story and her experience accessing follow-up services:

### Case study: A.'s story

- A. was 14 at the start of the conflict. She lived with her parents and younger sisters.
- When she was 16, her father went into hiding, and when men, who she believed were from the army, came to their home, her mother was beaten and raped in front of the family, to the point that she needed urgent medical care. While her mother was unconscious, A. and her 13-year-old sister were raped by multiple men.
- When the men left, A. and her family travelled to another village and went into hiding. She received some medical care for the physical violence but no other support at the time.
- She was prescribed some follow-up medication but did not take it for fear that someone would recognize her at the medical centre and find out what had happened to her.

**“I didn’t want to risk losing everything I had. They said we needed to take some injections. We didn’t know what to do, and we didn’t know what the doctors there could do to us, and we didn’t want them to know what happened to us.”**

#### **Survivor of conflict-related violence**

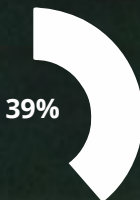
- She did not tell anyone about the experience. When she married, she feared that her husband would not accept her if he knew she had been raped, and so she told him that she had previously had a relationship when he asked if she was a virgin.
- Years later, a friend suggested that she visit an NGO that helped women with experiences of conflict-related violence and that was the first time that she talked about her experiences

Among those who have experienced partner or non-partner violence since the age of 15, 4% have been assaulted or threatened with a firearm (20 respondents).

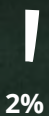
## 6. Impact of violence on men's lives and barriers to seeking support >>



Three-quarters of women who experienced non-partner physical and/or sexual violence report having felt the impact of at least one of a range of psychological reactions in response to their most serious incident.



Over a third of women (39%) who report having experienced physical and/or sexual violence at the hands of a partner or non-partner have suffered from one or more physical injuries as a result of their most serious incident.



In only 2% of cases of current partner violence did the police come to know about the most serious incident.



## 6. Impact of violence on women's lives and barriers to seeking support

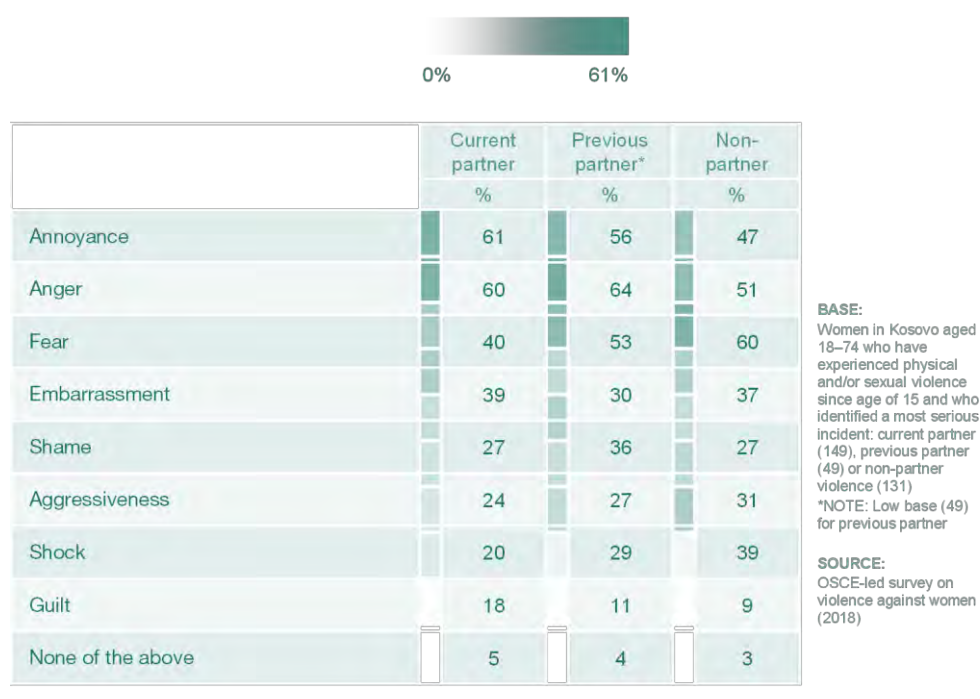
This chapter provides an overview of the impact of violence on women's well-being, if they reported their experiences to anyone and, if they did, how satisfied they were with the response. Throughout these questions, women were asked about the impact of their most serious incident of physical or sexual violence, which included threats of both. The most serious incident was defined as the one that had the most impact on the woman, either psychologically or physically.

### 6.1: Psychological effects and physical injuries

Almost all of the women who reported experiences of physical or sexual violence experienced at least one of the emotional reactions set out in Table 6.1. Regardless of the women's relationship with the perpetrator, anger, annoyance and fear are the most common responses to the most serious incident of violence in Kosovo (as well as in the EU). Survivors of non-partner violence were particularly likely to report having been frightened by the violence they experienced.

**Table 6.1: Emotional responses to physical and/or sexual violence (most serious incident)**

Thinking about the most serious incident, did you feel any of the following as a result?

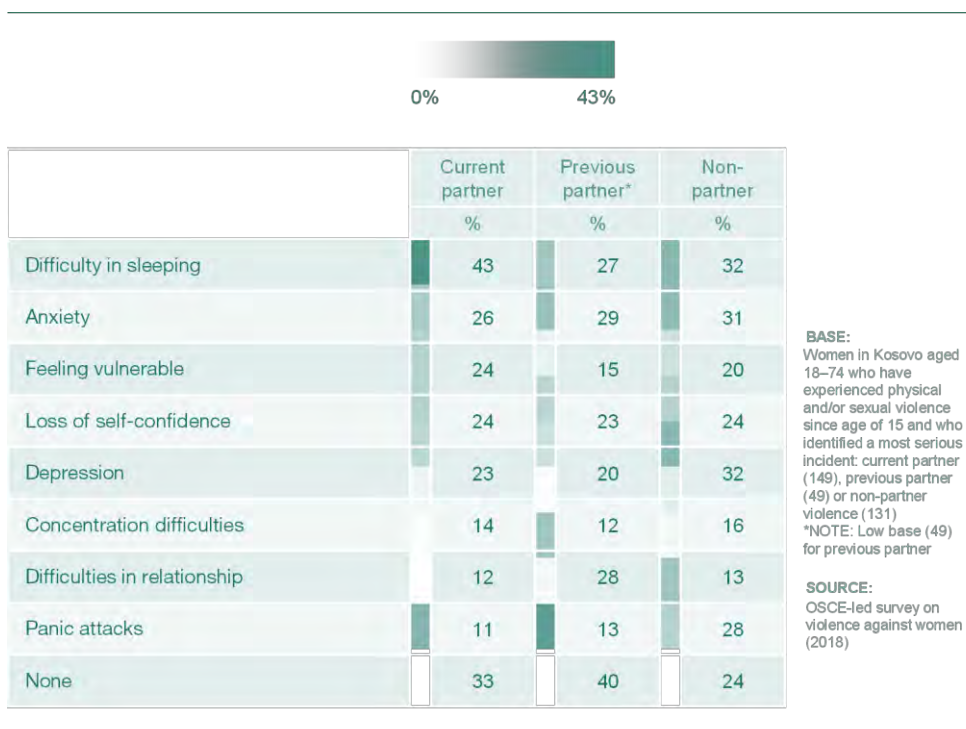


Again, almost all the women who experienced sexual harassment felt at least one of the emotions listed in Table 6.1. While fear was less often evoked in response to the most serious incident (28%), the most common reaction overall was one of anger, which was felt by around half of affected women in each case (46%).

The majority of survivors of physical and/or sexual violence at the hands of an intimate partner or a non-partner also felt the impact of at least one of the longer-term psychological reactions listed in Table 6.2 as a result of their most serious incident of violence. Difficulties in sleeping, anxiety, loss of confidence, depression and feeling vulnerable are among the most common responses, regardless of whether the perpetrator was a current partner, previous partner or someone else. Difficulties in relationships are also an issue for survivors of previous partner violence. Older women are more likely to say they did not have any of these reactions.

**Table 6.2: Psychological consequences of physical and/or sexual violence (most serious incident)**

Thinking about the most serious incident, did you suffer from any of the following as a result?



The qualitative research showed that women who had experienced violence as a result of conflict were often severely impacted psychologically by the experience. Some said that at the time of the violence, they would rather have died than survived, so they would not have to live with what happened to them.

Some were also afraid that other people would find out what had happened to them, including their husbands or their children, as they thought they might be blamed for what had happened. Prior to seeking support from an NGO, the women tried to avoid thinking about what had happened to them, but when they did, they felt overwhelmed by grief.

“Perhaps up to the middle of the day, I have no problems, then all of a sudden I start crying. I get up, I don’t know what to do, I look to the sky

and ask God to help me not to lose my mind, because everybody wants to express their grief, this grief doesn't let us sleep."

Survivor of conflict-related violence

## Women who experienced violence as a result of conflict were often severely impacted psychologically by the experience

Fewer women suffered from a physical injury or consequence than emotional or psychological consequences as a result of their most serious incident of physical and/or sexual violence, though many are still affected in this way. Around half who experienced violence at the hands of a non-partner, a quarter who experienced it at the hands of a previous partner and a fifth who experienced it at the hands of their current partner say that they suffered at least one of the injuries listed in Table 6.3—most commonly bruises or scratches—in relation to their most serious incident.

**Table 6.3: Physical injuries arising from physical and/or sexual violence (most serious incident)**

Thinking about the most serious incident did it result in any of the following?



### 6.2: Support that survivors of violence want

All respondents who had experienced physical or sexual violence were asked if they wanted some type of assistance following the most serious incident that they had experienced. This question explored the forms of assistance survivors desired and gaps in the provision thereof when compared to the contacts made by the women who had experienced violence discussed in Chapter 6.3.

Most women who encountered physical and/or sexual violence at the hands of a *previous partner* (61%) or at the hands of a *non-partner* (68%) and two-fifths (44%) of women who encountered violence at the hands of their *current partner* said in the survey that they would have wanted at least one of the forms of information, advice or support listed in Table 6.4. The most-mentioned source of information, advice or support women say they wanted after their most serious incident of violence, both in Kosovo and the EU, was just someone to talk to who could provide moral support. Protection from further violence and harassment and getting practical help were particularly important for those women whose attacker was a non-partner.

**Table 6.4: Types of information, advice and support wanted following an incident**

What types of information, advice or support would you say you wanted following the most serious incident you experienced?

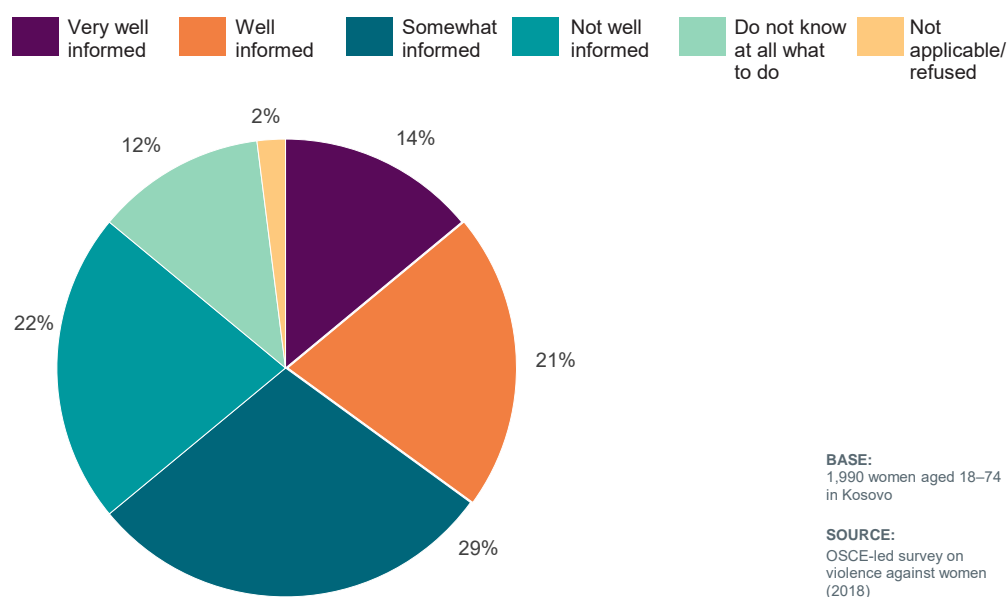


More than six in ten women have recently seen or heard advertising addressing campaigns against violence against women (62%). Around one-third of women feel very well or well informed about what to do if they experience violence themselves (35%), and a further 29% feel at least somewhat informed, but 34% do not feel well informed or do not know at all what to do. Younger women and those with higher levels of education are more likely than older women and those with less education to have seen advertising campaigns and to feel informed about what to do if they were experiencing violence.

**Figure 6.1: Awareness of what to do after experiencing violence**

## 6. Impact of violence on women's lives and barriers to seeking support

How well informed do you feel about what to do if you experience violence?



In the quantitative research, participants were asked whether they had heard of any of three organizations in Kosovo providing advice or support to women who have experienced violence. Just over half had heard of at least one of them (51%). Around a third of women (37%) recognized each of the two organizations: Kosova Rehabilitation Centre for Torture Victims and the Secure House (Gjakovë/Đakovica). Younger and better-educated women were more likely than older and less-educated women to have heard of either of them. The Kosova Rehabilitation Centre was most familiar to those in the Prishtinë/Priština area and least in the south-west region. The Secure House (Gjakovë/Đakovica) was most familiar to those in the south-east and north-west regions. The Criminal Victim Assistance Help Line (Public Prosecutor's Office) was recognized by a quarter of women (27%), again by rather more in the south-east and north-west regions and among women with higher education.

Within the qualitative discussion groups, there was also limited awareness of any specialist services that support women who experience violence, and the women who took part assumed their only source of support would be their family.

Women who had experienced conflict-related violence did not discuss their experiences with anyone until many years after the event and, when they did so, they either spoke to a close friend or went straight to a specialist NGO for psychological support. NGOs were seen to be a more confidential place for women to go and somewhere that they expected to have more sympathetic staff than the police or other authorities.



“These NGOs do not talk about the story and that makes women [trust] them more ... There are women working at these NGOs who are more caring; they care about confidentiality, while the police are less caring and confidential.”

Female, aged 20-30, Kosovo Serb, rural

More than four in five women would find it acceptable if doctors routinely asked women who have certain injuries whether they were caused by violence (82%).

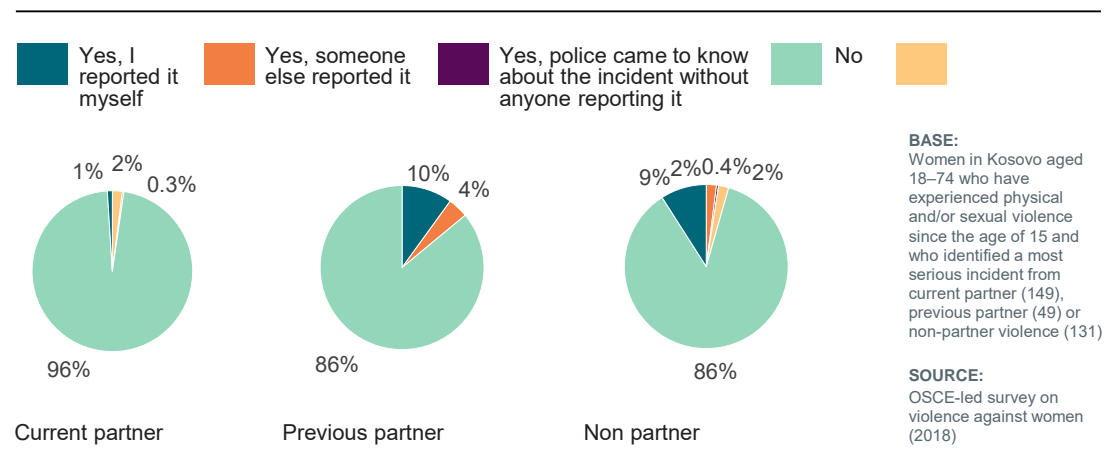
### 6.3: Reporting experiences of violence and harassment

In the survey, women were asked whether the police or other organizations came to know about their most serious incident of physical or sexual violence. This included threats of physical and sexual violence.

Even following the most serious incidents of physical and/or sexual violence, the police did not come to know about it in the overwhelming majority of cases, as shown in Figure 6.2 below.

**Figure 6.2: Contact with the police following the most serious incident of physical and/or sexual violence**

Did the police come to know about the [most serious] incident?

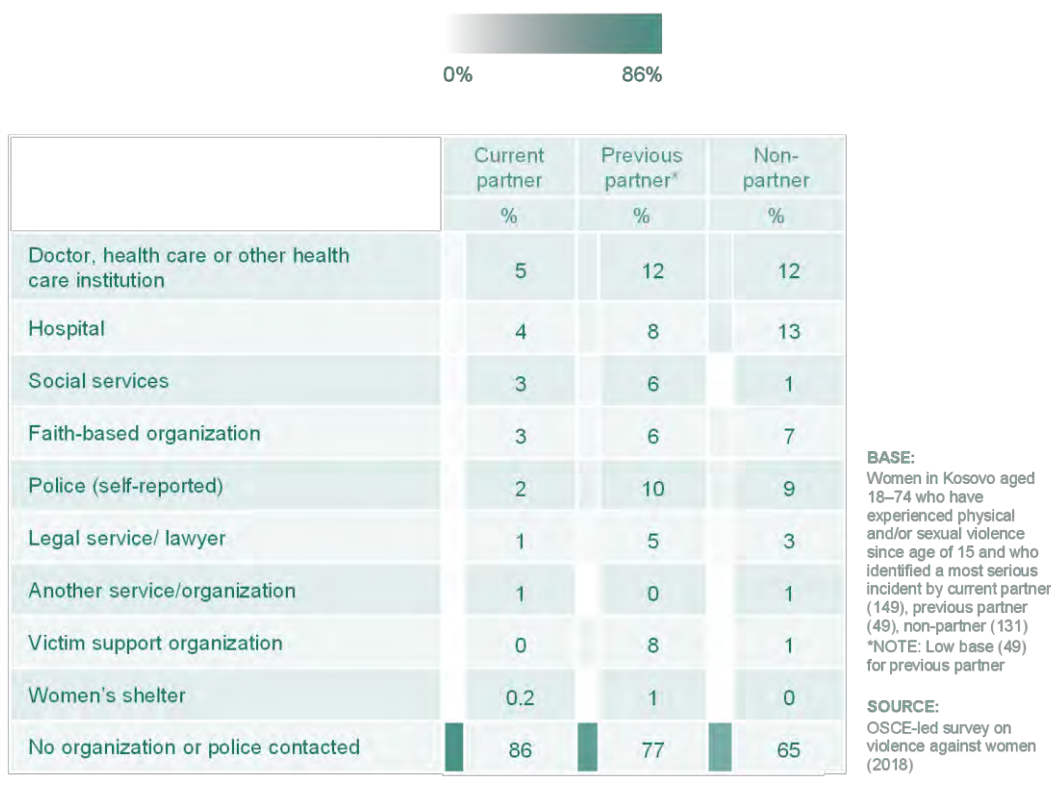


Women who identified a most serious incident were also very unlikely to report this incident to services other than the police. This is particularly true when it comes to current partner violence, with 86% of women contacting neither the police nor another organization.

## 6. Impact of violence on women's lives and barriers to seeking support

**Table 6.5: Contacts after the most serious incident of physical and/or sexual violence**

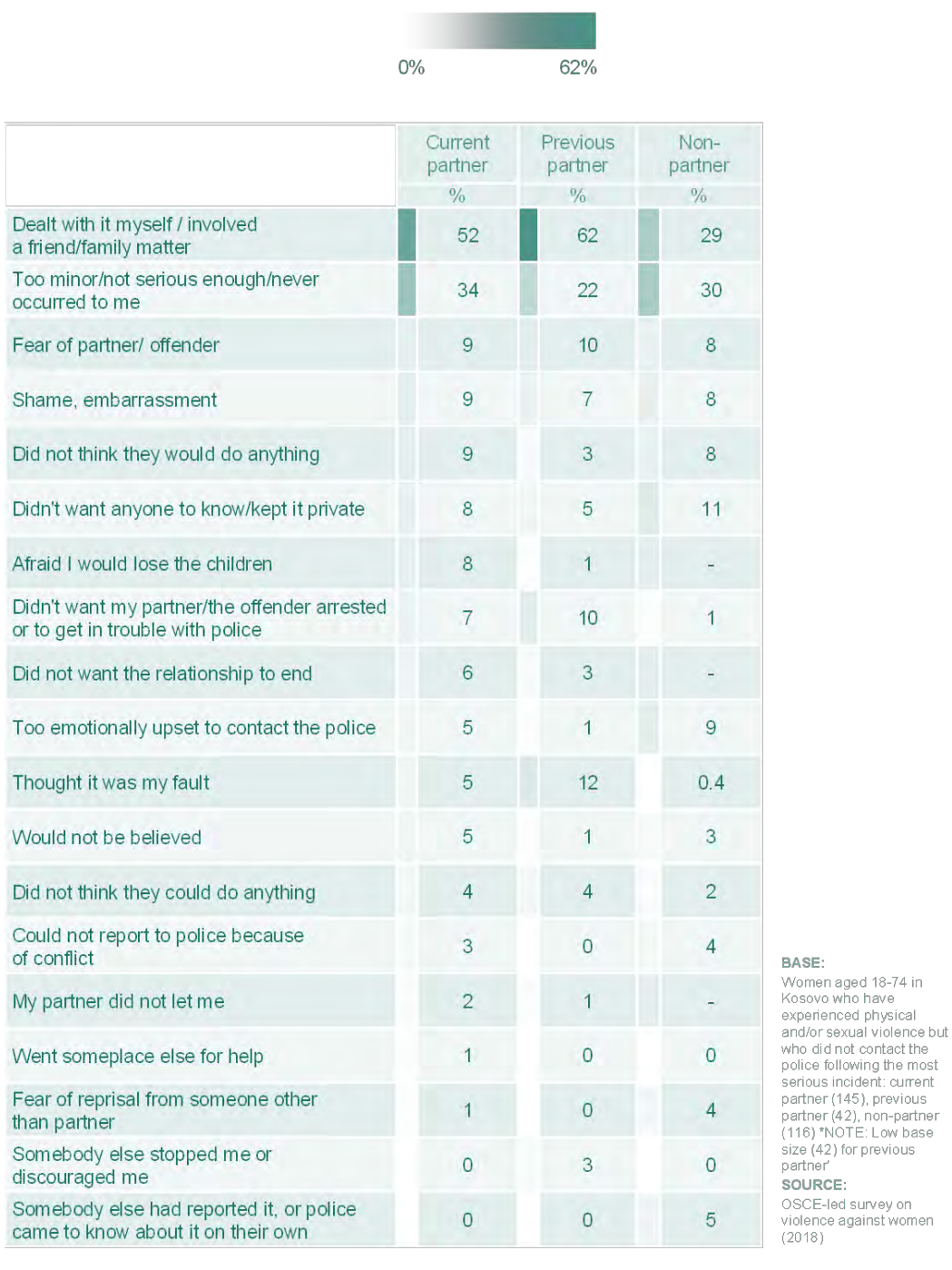
Did you contact any of the following services as a result of the most serious incident?



The main reasons for not contacting the police were consistent whether the perpetrator was a current intimate partner or someone else. In particular, women felt that they preferred dealing with the incident themselves or with friends/family (which is also the primary reason across the EU), or that the incident was too minor to involve the police. Other prominent reasons include fear of the perpetrator, wanting to keep it private, and shame or embarrassment, and among those who experienced current partner violence, fear that they would lose their children was also a major reason.

**Table 6.6: Reasons victims did not contact the police**

Why did you not contact the police?



Of the women who report not having contacted any support organizations, the same primary reasons are cited as barriers to reporting.

Dealing with the incident themselves is the most common reason given for not contacting the police or other services (as in the EU). The barriers below, identified in the qualitative research, may contribute to women's preference to deal with incidents of violence themselves.

Box 6.1: Barriers to reporting identified in the qualitative research included:

1. **Shame:** either because of the nature of their experiences or because they believed people would blame them for the violence.
2. **Not wanting to be separated from their children:** as they assumed their children would stay with their father.
3. **Lack of financial independence:** which would prevent them from leaving a relationship.
4. **Fear of repercussions from their partner:** as they did not think the police or the law would protect them.
5. **Lack of trust in institutions:** the belief that intimate partner violence is condoned.

Shame was seen as a significant barrier that would prevent women from reporting experiences of violence, especially intimate partner violence. One of the reasons for this was that there was a perception that intimate partner violence would not happen for no reason, so the implication is that the woman must have done something to deserve it.

**“They would say, ‘who knows what she did, because a husband never beats his wife for no reason’. So, she’s probably done something, and that’s why he beats her.”**

**Female, aged 18-30, Roma, urban**

Women who had experienced violence as a result of conflict were also ashamed and fearful of reporting it. In the discussion groups that took place during the qualitative research, the women acknowledged that society treated women who had experienced conflict related sexual violence differently and said that men viewed them as less deserving of respect because of the sexual violence they experienced.

**“I’ve heard many men say that these women are disposable, and that they deserve worse than what [sexual violence] the enemy did to them.”**

**Female, aged 34-55, Kosovo Albanian, urban**

The women also expressed the belief that intimate partner violence does not get reported because women do not want to leave their children. If a woman wants to leave her husband and live with her family, the women said that the family would accept only her, while treating her children as belonging to her husband.

**“If she spoke with her parents, that would mean that they would take her [the woman] away. They would separate her from the man [her husband], and she simply does not want that to happen because she has children, and there is no other solution because she would feel sad to leave her children. If she divorced him, she would have no other options; therefore, she accepts this way of life.”**

**Female, aged 18-30, Roma, urban**

*Women explained that there is a perception that intimate partner violence does not happen for no reason, [implying] that the woman must have done something to deserve it*

Participants thought that most women lacked the financial independence to be able to leave a violent partner, as they had no inheritance rights or property rights. If a woman did not have a job, her only option for financial support would be her birth family. Women did not think that all birth families would allow their daughter to live with them again; some would see her as no longer their responsibility, and others would encourage her to endure her situation. Some might help, but they could set conditions, such as not allowing her to have contact with her husband or children again.

**“Even if a woman does not want to suffer anymore, where can she go? She has no job, she has to move in with her parents. Her parents will tell her: ‘Why didn’t you endure it and stay there? We don’t have anything to give you here, no property—we gave it to our sons.’ Females don’t own any property ... They have to endure everything. If women had finances and a home, they would not have to put up with it.”**

**Female, aged 30-50, Kosovo Albanian, rural**

The women who took part in the qualitative research expressed concern that if they reported intimate partner violence, there would be serious repercussions from their partner. The impression was that the police would not respond quickly and that they might not arrest their partner. Even if he was arrested, he would only be held by the police for a few days and would then be able to go home and commit further violence.

The women also expressed a lack of trust in institutions, particularly the police, which was thought to prevent women from reporting violence. They said that some of the people working for the police privately condoned intimate partner violence and would not make a genuine effort to try to prevent it. There was also a perception that police officers would not maintain confidentiality, especially in rural areas, where they were likely to know the people involved.



**“I believe that trust is lacking, because a police officer can be a member of my family, and I have a family problem, and if I go to the police, he [the police officer] will spread the news that, ‘Oh, this person’s wife ...’”**

**Female, aged 18-30, Kosovo Albanian, rural**

### Reporting sexual harassment

Nearly two-thirds of women who had experiences of sexual harassment say they did not talk to anyone about their experiences (65%). For the most part, they said that they were able to deal with it themselves (55%) or that it was too minor an occurrence and that it might never have occurred to them to report it (35%). For a minority of such women, other factors came into play: some wanted to keep it private (9%), some cited embarrassment or shame (4%) or did not think reporting it would help (4%).

For those who did talk about their incident of sexual harassment (33% in total), the most common people to talk to were a relative/family member (23%), a friend (8%) or a boyfriend/partner (6%). They did not think about reporting their experiences to the police, special service organizations or other services.

### 6.4: Satisfaction with services

Very few survivors of violence or harassment reached out to any formalized services to get support, which makes it impossible to draw statistically significant conclusions about the degree of satisfaction with those services.

Women with experience of violence who took part in the qualitative research reported mixed experiences with various services. Those who accessed support did so through an NGO, and they were positive about their experiences of psychological and practical support, which helped them cope with their experiences and make a new life for themselves.

However, views on services provided by the local authorities were less positive. The women expressed the belief that the authorities are slow to act on all types of violence against women, but on conflict-related violence in particular.

The case study below tells the story of another survivor of conflict-related violence, who suffered violence at a detention centre, and outlines her experience of accessing support services.

### Case study: B.'s story

- B. married at the age of 20 and had several children. Her husband died at the start of the Kosovo conflict. The cause of death is unknown. She was told he was killed by lightning; however, she also knew that he was having difficulties with men at work, and she thought he might have been killed by them.
- During the conflict, B. and her children were captured by armed forces. She was taken with other women and children to a temporary detention centre set up in a barn.
- B. was repeatedly beaten and raped. She has suffered long-term mental and physical health consequences as a result, including damage to her kidneys and spine. B. was released from a detention centre and had to work hard to support and raise her children on her own. Her children were traumatized by the events, and this impacted their psychological well-being for many years afterwards.
- B.'s physical and mental health was also severely impacted. She receives medical treatment for her kidneys and has received counselling from a charity.
- B. applied for compensation that is available to women in Kosovo who suffered sexual violence during the Kosovo conflict. She was told that her claim was rejected because there were doubts about her case.

**“When they asked for documents, I didn’t have them. Who ever thought about documents?”**

**Survivor of conflict-related violence**

## 7. Experiences of violence among specific groups of women >>



## 7. Experiences of violence among specific groups of women

The survey collected a range of details from respondents in order to provide a more in-depth analysis of the extent to which violence is experienced by different groups of women. The purpose of this is to improve our understanding of the prevalence and risk of experiencing violence among specific groups. This chapter focuses on significant differences in the reported experiences of all forms of violence, including sexual harassment, among different groups of women.

### Age

Overall, age is the most significant factor for differences in women's experiences and attitudes. Younger women (those aged 18–29) are more likely than average to say they have experienced sexual harassment both since the age of 15 (42% versus 29% on average) and in the 12 months prior to the survey (24% versus 13%). This is also true of experiences of stalking (15% versus 8% on average since the age of 15 and 4% versus 2% in the 12 months prior to the survey).

While women over 60 are more likely to say they have experienced intimate partner physical and/or sexual violence during their lifetime (21% versus 11% on average), the prevalence in the 12 months prior to the survey does not differ by age group.

### Relationship status

The data has been analysed by whether the respondent has a current partner (currently married, living together without being married or involved in a relationship without living together), has had a previous partner (same definition as for current partners) or has never had a partner.

Women with a previous partner are consistently more likely to say they have experienced violence: 15% report having experienced non-partner physical and/or sexual violence, in contrast to 7% of those without a previous partner. Likewise, 18% of women with a previous partner report having experienced physical and/or sexual violence at the hands of their current partner compared with 9% overall.

### Employment status

Despite a woman's employment status not being a major discriminator, the data suggests that students and pupils are more vulnerable to certain forms of violence. This is also true, though to a lesser extent, for those who are retired.

Pupils and students are more likely to report experiencing sexual harassment at any point (60% compared with 29% of women overall) and in the 12 months prior to the survey (40% compared with 13% overall). Although students and pupils are nearly all 18–29 years old—the age group most likely to report sexual harassment—they are still more likely to have experienced sexual harassment than women aged 18–29 in general (42%).

Retired women are more likely to report lifetime experiences of physical violence at the hands of a current partner (16% versus 8%).

In addition, retired women (30%) and those fulfilling domestic duties and care responsibilities (33%) reported more childhood physical violence than women overall (21%).



### Education

The survey asked women about the highest level of education they have completed: primary, secondary or tertiary education. Women with sub-primary education (the majority of whom are aged 50 or older) are more likely to say they have experienced non-partner physical and/or sexual violence (17% compared with 8% of women overall) and intimate partner physical violence (16% versus 9% on average).

Women with tertiary education are more likely to have experienced sexual harassment since the age of 15 (44% compared with 29% overall) and in the 12 months prior to the survey (25% versus 13%). They are also more likely to have experienced stalking since the age of 15 (13% compared with 8% of women overall). In turn, they are less likely than average to report having experienced physical violence at the hands of a partner or non-partner (7% versus 12% on average) or physical violence during their childhood (13% versus 21%).

### Income

Women participating in the survey were analysed according to four income groups: those living comfortably on their present income, those coping, those finding it difficult to get by and those finding it very difficult to get by.

While there are no differences in the prevalence of violence at the hands of a *non-partner* by different income categories, there are some notable differences when it comes to experiences of intimate partner violence. Women from households finding it very difficult to cope on their present income report higher rates of current partner violence (on an aggregated level across psychological, physical and sexual violence), with 75% reporting experiences of at least one of these forms of violence in comparison with 53% on average. Differences are most pronounced when it comes to physical and psychological violence. Those finding it very difficult to cope on their income also report higher levels of physical violence in their childhood (32% versus 21%).

*The indicated prevalence of all forms of current partner violence is higher among those finding it very difficult to cope on their income*

### Ethnicity

When comparing the findings between Kosovo Serbs and Kosovo Albanians, the reported prevalence of violence is nearly always higher among the Kosovo Serbs, as is shown in Table 7.1 below. The only exception to this is for previous partner violence.

**Table 7.1: Prevalence of violence, by ethnicity**

	Kosovo Albanian/Other %	Kosovo Serb %
Sexual harassment	27	55
Non-partner physical	6	21
Stalking	1	5
Current partner psychological violence	51	62
Current partner physical violence	7	16
Current partner sexual violence	3	13
Previous partner psychological violence	44	54
Previous partner physical violence	14	16
Previous partner sexual violence	7	5
Childhood violence	21	37

**BASE:** All women in Kosovo aged 18–74 (Alb: 1,690; Srb: 300) with current partner (Alb: 1,340; Srb: 233) or previous partner (Alb: 168; Srb: 245)  
**SOURCE:** OSCE-led survey on violence against women (2018)

The indicated annual prevalence also differs for some forms of violence. Kosovo Serbs are more likely to say they have experienced sexual harassment in the 12 months prior to the survey (32% versus 12% of Kosovo Albanians), stalking (4% versus 1%), non-partner physical violence (7% versus 1%) and current partner physical or sexual violence (8% versus 3%).

These differences in the indicated prevalence between Kosovo Albanians and Kosovo Serbs could in part be linked to differing attitudes towards domestic violence. More Kosovo Albanians than Kosovo Serbs agree that violence against women is often provoked by the victim (36% versus 23%) and that domestic violence is a private matter to be handled within the family (50% versus 39%). It is observed that Kosovo Serbs were more willing to disclose their experiences during the survey interview.

### **Women with and without children**

Women with (or who have had) children have a significantly different experience of sexual harassment compared with women who do not have children. Among those who do not have children, 47% have experienced sexual harassment since the age of 15 (22% among women with children), and 28% experienced it in the 12 months prior to the survey (8% with children), with a similar pattern for more severe forms of sexual harassment. Stalking is also more prevalent among those who do not have children (17% since the age of 15, compared to 4% of women with children). Women without children are also more likely to report having experienced physical violence at the hands of a non-partner since the age of 15 (10% versus 6%).

### **Location**

Women who live in urban areas are more likely to indicate experiences of sexual harassment than those living in rural areas both since the age of 15 (33% versus 25%) and in the 12 months prior to the survey (16% versus 12%). The same pattern is seen in relation to the most serious forms of sexual harassment. The prevalence of non-partner physical and sexual violence is also somewhat higher in urban areas (9% versus 7%). While the proportion of women who say they have experienced current partner violence does not differ by locality, previous partner psychological violence is also experienced more often in urban areas (54% versus 40%), as is the prevalence of previous partner physical or sexual violence in the 12 months prior to the survey (5% versus less than 1%).

In contrast, childhood physical violence is more often indicated by women currently living in rural areas (24%) than those living in urban areas (17%).

### **Current-partner characteristics**

Background information on the age, education, employment and certain experiences and behaviours of the respondent's partner were collected.

Given that women who are 60 or over this age are more likely to say they have experienced current partner violence, it follows that women whose partners are aged 60 or over say more often that they have experienced physical or sexual violence at the hands of their current partner (15% versus 9% overall).

Current partner sexual violence is higher among those women whose partner is not in formal employment, with 7% of women whose partners are unemployed or retired indicating they have experienced this form of violence compared with 4% overall.



## **8. Conclusions and recommendations >>**





## 8. Conclusions and recommendations

The survey and qualitative research point to four main findings on violence against women in Kosovo:

### 1) **Social norms and attitudes contribute to gender inequality and stigma related to disclosing violence and seeking help**

The women who took part in the survey and qualitative research are concerned about violence against women in Kosovo. Nearly two-thirds of surveyed women (64%) say that violence against women is common. Indeed, over half of women (54%) state that they have experienced intimate partner violence, mostly psychological, but 9% of women also reported that they have experienced physical violence.

Social norms and attitudes concerning women's roles in society and the wide acceptance of gender inequality provide context for this violence. They reinforce an unequal society where men dominate at home, in the workplace and in the public sphere. Over half (57%) of women in Kosovo aged 18–74 believe that their friends think that: "A good wife obeys her husband even if she disagrees." A quarter (26%) of women believe their friends think that: "It is a woman's obligation to have sex with her husband even if she doesn't feel like it." More than a third of the women surveyed (35%) agree that violence is provoked by the victim and that women exaggerate claims of abuse and rape (32%).

Despite the significant proportion of women who revealed that they have survived violence at the hands of a current or previous partner, the majority of women did not contact any services as a result of their most serious cases of violence at the hands of a current partner (92%), previous partner (81%) or non-partner (72%). In particular, only 2% of women reported their most serious incident of current partner violence to the police, 3% to social services and hardly any reported that they contacted a women's shelter or another specialized service. This is substantiated by the fact that nearly half of the women surveyed (48%) believe that domestic violence is a private matter that should be kept within the family.

The women in the qualitative research shared that there are many barriers to seeking support. These included the acceptance of violence as normal and a lack of long-term housing and financial support, which makes leaving an abusive partner impractical and reporting redundant and potentially dangerous.

## 2) Legislation is not sufficiently implemented, and there is a lack of trust in the institutions that should provide support to victims of violence

The experts who were interviewed for this report generally thought that Kosovo had good laws and that improvements had been made in the preceding ten years. While the laws regarding gender-based violence were seen as partially adequate, implementation was seen as poor. Some experts reported that officials blame women for crimes committed against them, particularly in relation to sexual violence. In some cases, the police would convince survivors that the violence was minor and that they should not report it.

Indeed, women in the qualitative research expressed a lack of trust in the systems and actors in place to protect them, explaining that following intimate partner violence they would worry that the police would only detain their partner for a short period of time, and that the perpetrator would then be free to harm them again.

The women who took part in the qualitative research said that a lack of trust in the police was more common in rural areas, where the police are likely to know the people involved and therefore, the women said, they might not respond objectively. Women's shelters informed the OSCE Mission in Kosovo that the employees of the Centres for Social Work lack the knowledge and sensitivity needed to handle domestic violence cases.

The experts interviewed for this report said that laws on child maintenance payments following a divorce need better implementation. They also pointed out that there was a tendency to award custody to the father, while the mother often has to leave the family home. Women in the qualitative survey said that, in the event of a separation or divorce, a woman's birth family would accept her back into their home, but not her children, since it is common to treat children as belonging to the father. If a woman were unemployed and her family did not accept her, she could lose her children. Considering that just over two in five women (41%) in Kosovo have never worked, this is a very serious obstacle to leaving an abusive situation.

The experts said that the social consensus was that the perpetrators of violence against women should be punished, but that there was no focus on analysing why people acted like this and trying to change it. They said that there should be compulsory rehabilitation for offenders, ensuring that they learn about the impact of abuse and how not to repeat this behaviour.

It was acknowledged that having a **unified system for collecting data** is a critical issue for making policies that deal with violence against women. Collecting unified data allows public institutions, NGOs and service providers to get a clearer picture from the point when violence is reported until the final outcome of a case. In 2018, the Office of the Kosovo Co-ordinator on Domestic Violence established a database for cases of domestic violence and a memorandum of understanding between relevant institutions was signed in March 2019.

### 3) There are gaps in the provision of women's shelters and other support services that need capacity-building, including for disadvantaged groups of women

Around a third (35%) of respondents feel very well or well informed about what to do if they experience violence themselves, 29% feel somewhat informed and 34% do not feel well informed. However, most were not aware of specialist services and would not consider accessing these services following any incidents of violence. Women's shelters, in particular their ability to provide consistent, medium-term care, are a key area for improvement. Women have little awareness of shelter support services. Those who were aware of women's shelters were concerned about the risk a woman would face when she returned home to her husband. Similarly, the experts interviewed expressed concern about the risk posed to women who returned home to perpetrators after staying at a shelter.

In addition to this, the experts agree that the lack of sustainable funding for the shelters is an impediment to offering adequate service to the victims. The shelters lack a single reliable funding source. They struggle, as their sustainability often depends on ad hoc financial support from municipalities, international donors, or income generation projects. Despite the Department for Social Policy and Families of the Ministry of Labour and Social Welfare holding the primary responsibility for ensuring the quality of shelter services, it funds only about half of the required budget (around €30,000 per shelter per year); the remaining funds are partially acquired from the municipalities and/or international donors. The current situation has resulted in some shelters closing and evicting the victims or not admitting new ones for several months.

While the experts said that services provided to women needed improvement across the board, they considered certain groups of women to be more vulnerable than others. The experts said that women from different non-majority communities, such as Kosovo Serb, Kosovo Gorani, Kosovo Turk, Kosovo Roma, Kosovo Ashkali and Kosovo Egyptian women have poor access to services and are more likely than other women to be subjected to discrimination by service providers.

They also said that **women in rural areas** had worse access to relevant services (such as health services and women's shelters). They added that **older women** are more likely to be dependent on partners both financially and emotionally and at risk of discrimination by the relevant services, making it extremely challenging to leave a relationship.

Women's economic dependence on their partners was a key reason identified by the women in the qualitative research (this is substantiated by the fact that 69% of the women surveyed have no personal bank account) that prevented women from leaving a violent partner. Therefore, projects run by NGOs that help women find work or set up businesses are crucial to helping women live independently.

#### 4) All women survivors of conflict-related violence need more support

The Kosovo conflict and the 1999 NATO intervention—has had an impact on women's experiences of violence. Nearly three-quarters of women qualify as directly conflict-affected (73%), almost a third of whom (32%) say that their most serious incident of non-partner violence was connected to conflict.

In Kosovo, the authorities have committed to supporting women who experienced sexual violence during the Kosovo conflict by providing them with compensation. However, this is limited to those who experienced sexual violence before June 1999, excluding those who were subject to violence in the aftermath. The experts interviewed for this report said that this limitation meant that the provision was discriminatory.

“As from February 2018, victims can apply to the Government Commission on Recognition and Verification of the Status of Survivors of Sexual Violence during the Conflict for recognition and verification to receive individual benefits”.<sup>61</sup> The experts interviewed noted that around one-fifth of claims were accepted. Some women who had experienced sexual violence as a result of conflict found the process of recalling the violence traumatic. It may be that more could be done to improve the process and verification system. NGOs that were providing direct support to women said that they were also now able to support women that they worked with to make claims, which could help them through the process.

Finally, the experts noted the discrimination faced by women who had experienced violence during conflict. These women were likely to face prejudice within their own communities if their experiences were to become known, making it much more challenging for them to disclose their experiences or seek support.

#### Recommendations

The survey and the qualitative research provide the basis for further specific recommendations:

##### *Improving and Monitoring Legislation and Implementation*

##### **For the Government**

1. Amend the Law on the Status and the Rights of Martyrs, Invalids, Veterans, Members of the Kosovo Liberation Army, Sexual Violence Victims of War, Civilian Victims and Their Families to allow for all women survivors of conflict-related sexual violence to receive compensation, including women who were victims of attacks after June 1999.
2. Improve the process of applying for compensation and the verification system to avoid further victimization and to ensure that all women survivors of conflict-related violence are granted compensation. Consider making annual compensation payments in cash in light of the small percentage of women who have a personal bank account.
3. Ensure the application of “due diligence” principle - that there is a mechanism that victims can use to report misconduct or failure to protect victims on the part of officials and introduce penalties for such misconduct and failures.
4. Amend the legislation to ensure that women do not lose custody of their children when they divorce from abusive partners.

<sup>61</sup> Kosovo 2019 Report Accompanying the document Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions 2019 Communication on EU Enlargement Policy <https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/20190529-kosovo-report.pdf>

### For the Ministry of Justice

6. Monitor and identify gaps in implementation of the Standard Operating Procedures for Protection from Domestic Violence in Kosovo to ensure that an effective co-ordination mechanism is in place.
7. Monitor and ensure that the courts comply with the 24-hour time limit for the issuance of an emergency protection order.
8. Ensure sensitive treatment of victims during court proceedings to avoid re-victimization.

### *Co-operation, training and a multi-sectoral approach*

#### For the Government

9. Provide a multi-agency approach, by offering women who approach the Prosecutor Office with adequate information about legal support and relevant health and social services. Improve co-operation between Kosovo Police, prosecutors, Victim Advocates Units, Centres for Social Welfare and the courts to ensure appropriate protection for the victims.
10. Provide regular training for all law enforcement representatives, including prosecutors and judges, as well as social workers, victim advocates and helpline operators, on all forms of VAW and related legislation, including on conflict-related violence against women.
11. Introduce programmes for perpetrators as part of a co-ordinated community response to foster changes in violent behaviour. The safety of victims must be at the centre of such programmes.

#### For the Ministry of Justice

12. Provide gender sensitive training for prosecutors and judges on VAW and domestic violence cases in both civil and criminal procedures through the Kosovo Justice Academy.

#### For Kosovo Police

13. Continue with the mandate of the Kosovo Police Training Division to provide mandatory basic training to all police officers as well as with specialized and advanced training for police officers dealing with domestic violence on responding to cases of domestic violence and on how to address biases when dealing with these cases.
14. Make it mandatory for Kosovo Police to immediately inform the Centres for Social Welfare and Victim Advocates Units about every reported act of domestic violence to address the lack of accountability in responding to those cases.

#### For municipalities

15. Complete the establishing of Domestic Violence Coordination mechanisms across all municipalities in Kosovo;
16. Ensure financial sustainability for Shelters for Victims of Domestic Violence;



17. Strengthen the capacities of the Centres for Social Welfare to respond to cases of VAW and domestic violence in accordance with Kosovo's legal framework.
18. Strengthen the capacity of healthcare providers by providing proper training in how to respond to cases of VAW and domestic violence.
19. Empower Municipal Officers for Gender Equality to coordinate efforts regarding combating domestic violence on the local level though, inter alia, chairing the municipal coordination mechanism on domestic violence.
20. Introduce gender responsive budgeting to ensure that the collection and allocation of public resources is carried out in effective ways and contribute to advancing gender equality and women's empowerment.

### ***Specialised services and support for women***

#### **For the Government**

21. Improve the level of economic support provided for women, including financial aid and housing, and also by supporting projects run by NGOs that help women find work and set up businesses; provide financial incentives for businesses that employ women survivors of VAW.

#### **For the Ministry of Labour and Social Welfare**

22. Ensure that there is both an institutional and a municipal commitment to securing sufficient and regular long-term operational funding for existing women's shelters. The funding should include sufficient salaries for shelter workers.
23. Ensure that there are simple and fast procedures for licensing new shelters, especially for potential shelters located in rural areas and/or serving minority women. Shelters could be established regionally to cover several municipalities ensuring one family place per 10,000 inhabitants as per the Istanbul Convention standards.
24. Improve access to women's shelters and services for vulnerable women.
25. Provide psychological support for victims who are not staying at a shelter.
26. Organize programmes to foster economic independence and longer-term housing for women survivors of VAW as a way of reintegrating them into society.
27. Introduce sustainable reintegration programmes for survivors of domestic violence.

#### **For the Ministry of Environment and Spatial Planning**

28. Ensure social housing for women victims of VAW.

#### **For municipalities**

29. Disseminate information about available services and women's rights in case of violence through local institutions, such as Centres for Social Welfare, schools, healthcare institutions etc.
30. Provide financial support to women survivors of violence to cover the cost of childcare.
31. Better inform women at the local level about what to do if they experience violence, with a particular focus on women from disadvantaged groups.

**Education, Information Dissemination and Raising Awareness  
For the Government**

32. Design and implement public campaigns to raise awareness on violence against women, its causes and consequences, in line with the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW). Ensure that they include the perspective of gender equality, VAW as a human rights violation and the notion that it is the perpetrator, not the victim, who is responsible for violence.
33. Raise awareness specifically of sexual violence, especially in intimate partner relationships, by ensuring that traditional social norms and attitudes that perpetuate sexual violence against women, such as the idea of “marital duties” are challenged by informing women and men of their legal and human rights.
34. Conduct campaigns to raise awareness of conflict-related sexual violence against women, encouraging women to report violence and seek support.

**For the Ministry of Labour and Social Welfare**

35. Conduct awareness-raising campaigns specifically targeted at women survivors of VAW, with the goal of increasing their awareness of their rights and available services. Promote stories about women who have succeeded in overcoming the violence perpetrated against them and how the institutions and specialized services by NGOs helped. Ensure that disadvantaged groups of women are included and that all regions of Kosovo are covered, including rural areas and areas inhabited predominantly by Kosovo Serbs.

**For the Ministry of Education, Sciences and Technology**

36. Promote inter-generational discussions to promote the commitment of the youth and in particular, young men, to combat VAW. In addition, women and girls should be better informed about special services available to them from NGOs and institutions.
37. Apply a gender-mainstreaming component in school curricula, including by removing from school textbooks all discriminatory language and social and cultural norms perpetuating gender inequality.



# ANNEXES

## Annex 1. Survey and qualitative fieldwork

The Organization for Security and Co-operation in Europe (OSCE), Mission in Kosovo supported a qualitative and quantitative study on violence against women implemented by Ipsos. This is the first comparative study of its kind, and it is intended to be used to improve policy-making in the future by both local and international stakeholders working on policy and programme implementation in Kosovo.

The key research questions for the project are as follows:

- What is the extent of violence experienced by women in Kosovo in non-conflict and in conflict situations?
- Which different forms of violence do women experience in Kosovo in non-conflict and in conflict situations?
- Who are the perpetrators of violence against women in non-conflict and in conflict situations?
- What are the consequences of violence?
- Do women report their experiences to the police or other authorities or organizations?
- Are there differences between women's experiences depending on their age, education, professional status, whether or not they have experienced conflict or if they can be defined as an internally displaced person or migrant?
- What are the social attitudes towards VAW and VAW in conflict situations?

The study comprises the following elements:

- A quantitative survey among a representative sample of 1,990 women aged 18 to 74 was conducted between 3 April and 16 August 2018. The sample included 1,690 women living in areas predominantly inhabited by Kosovo Albanians and 300 women living in areas predominantly inhabited by Kosovo Serbs. Other communities living in these areas were also included.
- A multistage, stratified, random probability sample was used. The sample frame, a list of electoral polling station centres, last updated in 2014, was obtained from the Central Election Commission (CEC). The electoral polling station territories were used as primary sampling units (PSUs). This provided almost 100% coverage. Only five PSUs with fewer than 100 registered voters were excluded from the sample due to fieldwork practicalities, as these are considered to be remote and secluded. They represent less than 0.1% of the population.
- The sample frame was stratified by region and size of residential area. PSUs were then selected within each stratum with probability proportional to size. A total of 175 PSUs were selected, and a set number of addresses were selected within each sampled PSU with the aim of conducting 10 interviews within each PSU. The addresses were selected at the same time as the interviews via a random walk approach. When more than one household was identified at a selected address, one household was randomly selected by the electronic contact sheet. In each sampled household, one woman was selected for the interview. The respondent was selected randomly from the list of all eligible women in a selected household, i.e., all women aged 18–74 within the household were listed by age in descending order on the electronic contact sheet. Then the contact sheet randomly selected one of them using a random-number generator.
- Interviews were conducted face-to-face by specifically trained female field workers (see Annex 2 below for more details on training and protocols).

- The response rate achieved was 59%,<sup>62</sup> and the average eligibility was 96%.
- The weights were calculated in two stages: a) sampling design weights; and b) post-stratification weights. The design weights reflected probabilities of selection of respondents, while post-stratification weights were calculated to compensate for the non-response. Region, size of residential area and age categories were used for post-stratification in Kosovo. As the Kosovo Serb population was oversampled, it was weighted back to the actual population profile in Kosovo during the weighting procedure. Due to differences in methodology, sampling and questionnaire design, the results from this survey will not be directly comparable with other Kosovo-wide surveys.”
- Eight focus group (FG) discussions, including groups with women from minority ethnic groups and women with experience of conflict were conducted. A pilot focus group was conducted in December 2017 and the remainder from 19 June to 9 July 2018.

**Table A1.1. Composition of focus groups**

FG	Location	Number of participants	Age group	Ethnicity	Number conflict-affected	Number with children	Number working
1	Prishtinë/Priština	8	34–55	Kosovo Albanian	*	*	*
2	Prishtinë/Priština	7	31–50	Kosovo Albanian	*	6	2
3	Ferizaj/Uroševac	8	18–29	Kosovo Ashkali	*	0	2
4	Dragash/Dragaš	13	18–29	Kosovo Albanian	*	4	2
5	Mitrovicë/Mitrovica (South)	16	18–29	Kosovo Albanian	16	0	3
6	Gjakovë/Đakovica	8	50+	Kosovo Albanian	*	8	8
7	Mitrovica/Mitrovicë (North)	8	25–55	Kosovo Serb	8	4	4
8	Gračanica/Gracanicë	9	41–60	Kosovo Serb, Kosovo Gorani, Kosovo Montenegrin	9	8	5

\*Information not provided.

- Five in-depth interviews (IDI) with survivors of violence. The first interview was conducted in January 2018 and the remainder in July and August.

**Table A1.2. Profile of IDI participants**

<sup>62</sup> The response rate is calculated as follows and in accordance with the RR3 definition of response rates by the American Association for Public Opinion Research. See Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys, 7th edition (Oakbrook Terrace, IL: The American Association for Public Opinion Research, 2011), p. 46.



IDI	Age group	Work status	Has children	Medical condition/disability
1	35-55	Unemployed	Yes	No
2	35-55	Agriculture (officially unemployed)	Yes	No
3	35-55	Unemployed	Yes	Yes
4	35-55	Unemployed	Yes	No
5	35-55	Unemployed	Yes	No

- Five key expert interviews to provide an overview of issues related to VAW and of conflict-related acts of violence, which took place in June–July 2017, and a further round of 10 key expert interviews that took place from July to September 2018 to explore changes since the first round and to gather recommendations for the OSCE.

The survey was designed to be representative of women in Kosovo aged 18–74. A breakdown by demographics is shown below:

**Table A1.3. Weighted and unweighted sample profile**

<b>Age</b>	<b>Weighted %</b>	<b>Unweighted %</b>	<b>Unweighted n</b>
18–29	31	20	393
30–39	23	20	404
40–49	19	23	448
50–59	14	19	386
60+	13	18	359
<b>Economic activity</b>			
In paid work	13	14	281
Self-employed	2	3	50
Helping in a family business (unpaid)	1	1	15
Unemployed	49	48	947
Pupil, student, in training	8	5	99
Not working due to illness or disability	0	0.1	2
Fulfilling domestic duties and care responsibilities	21	2	403
Retired	6	9	174
Compulsory military/community service/other	1	1	17
<b>Education</b>			
No formal education	5	6	118
Primary education	10	12	235
Secondary education	65	65	1,294
Tertiary education	20	17	343
<b>Location</b>			
Urban	45	43	864
Rural	55	57	1,126
<b>Conflict-affected</b>			
Yes	73	78	1,562
No	27	22	428

### Sampling tolerances

As the data is based on a sample rather than the entire population, and the percentage results (or estimates) are subject to sampling tolerance, not all differences between results are statistically significant at the 95% confidence level. When calculating the confidence intervals, the effective sample size must be taken into consideration.

The effective sample size (or the design effect, a related concept) is linked to individual estimates, and so it will vary across estimates. To calculate the design effects for the total sample size, a formula based on the following ratio was used:

Design effect = (unweighted sample size) \* (sum of the squared weights) / (square of the sum of weights)<sup>63</sup>

This approach to design effect estimation is related to disproportional sampling (in the case of the OSCE-led survey, the women in a household were selected with unequal probability, depending on the number of eligible women in the household), as well as unequal non-response across population segments, which were corrected with post-stratification weights (as described above).

The table below summarizes the design effect for the total sample size and conflict-affected sample size and provides confidence intervals based on the effective sample size for a survey estimate of 50%.

**Table A1.4. Effective sample sizes and confidence intervals**

	<i>N</i>	Design effect	Effective sample size	95% confidence interval for a survey estimate of 50% based on a weighted sample	
				Lower	Upper
All women aged 18–74	1,990	1.420	1,401	47.4%	52.6%
Conflict-affected women	1,562	1.403	1,114	47.1%	52.9%

63 Leslie Kish, "Weighting for unequal Pi", Journal of Official Statistics, 8 (1992): 183–200.

### Annex 2. Ethical and safety considerations

Given the sensitivity of the survey, a number of steps were taken to protect both respondents and interviewers from potential harm and to provide sources of support in the event of distress:

- All interviewers were required to attend a two-day briefing.
- For the protection of both respondents and interviewers, interviewers were instructed not to disclose in advance that the survey is about violence and to conduct the survey in complete privacy.
- At the end of the interview, all respondents were offered information on support organizations that they can contact should they wish to discuss any issues arising as a result of taking part in the survey.
- The project co-ordinator was available for interviewers to speak to at any time during fieldwork, and individual meetings with counsellors could be arranged if needed.

### Annex 3. SDG indicators

Sustainable Development Goal indicators

#### SDG Indicator 5.2.2: Proportion of women aged 18–74 subjected to sexual violence by someone other than an intimate partner in the 12 months prior to the survey, by age, area and education.

All women 18–74 years old (1,990)	0.2%
18–29 years old (392)	0.4%
30–39 years old (404)	0.1%
40–49 years old (448)	0%
50–59 years old (386)	0.4%
60+ years old (356)	0.1%
Residents of urban areas (864)	0.1%
Residents of rural areas (1,126)	0.3%
No education/primary education (353)	0.3%
Secondary education (1,294)	0.3%
Tertiary education (343)	0%

**SDG Indicator 5.2.1: Proportion of women aged 18–74 who have ever had a partner and who were subjected to physical, sexual or psychological violence by a current or former intimate partner in the 12 months prior to the survey, by age, area and education.**

All women 18–74 years old who have ever had a partner (1,714)	20%
18–29 years old (234)	23%
30–39 years old (375)	25%
40–49 years old (429)	10%
50–59 years old (360)	17%
60+ years old (315)	20%
Residents of urban areas (736)	22%
Residents of rural areas (978)	19%
No education/primary education (308)	22%
Secondary education (1,144)	22%
Tertiary education (262)	14%

Women were asked how often they experienced different forms of violence at the hands of their current partner: never, sometimes, often or all of the time.

For previous partner violence, women were asked if they had ever experienced various forms of psychological violence at the hands of a previous partner. Threats of physical or sexual violence were the only forms of psychological violence recorded in the 12 months prior to the survey.

As such, a proxy has to be used to calculate SDG indicator 5.2.1, as follows:

- women who experienced threats of physical or sexual violence in the 12 months **prior to the survey** at the hands of a current or previous partner;
- women who have experienced any of the other forms of psychological violence **often** or **all of the time** committed by their current partner;
- women who experienced any of the forms of physical or sexual violence in the 12 months **prior to the survey** at the hands of their current or previous partners.



**Annex 4. Summary statistics**

	<b>Prevalence of violence</b>	<b>Prevalence</b>	<b>% of conflict-affected women connecting experience to conflict</b>
Any non-partner or partner psychological, physical or sexual violence	Since the age of 15	57%	N/A
Any non-partner or partner physical or sexual violence	Since the age of 15	14%	13%
	In the 12 months prior to the survey	4%	N/A
Non-partner violence	Since the age of 15	Physical: 7% Sexual: 1%	23% 26%
	In the 12 months prior to the survey	Physical: 1% Sexual: 0.2%	N/A N/A
Intimate partner violence – any partner	Since the age of 15	Physical: 9% Sexual: 4% Psychological: 53%	42% 20% N/A
	In the 12 months prior to the survey	Physical: 2% Sexual: 2% Psychological: 19%	N/A
Sexual harassment	Since the age of 15	Any: 29% Most severe forms: 16%	8% N/A
	In the 12 months prior to the survey	Any: 13% Most severe forms: 6%	N/A
Stalking	Since the age of 15	8%	34%
	In the 12 months prior to the survey	2%	N/A
Violence during childhood (physical, sexual, psychological)	Up to age of 15	23%	2%

## Consequences of the most serious incident

Non-partner violence	Emotional: 97% Psychological: 75% Physical: 51%
Intimate partner violence	Emotional: 94% Psychological: 64% Physical: 24%
Sexual harassment	Emotional: 84% Psychological: 37%
Stalking	Emotional: 80% Psychological: 44%

## Reporting of the most serious incident

Reporting of the most serious incident	% of women who reported it themselves to the police	% of women who did not contact the police or another organization
Non-partner violence	9%	65%
Current partner	2%	86%
Previous partner	10%	77%
Sexual harassment	1%	N/A
Stalking	2%	N/A

## Attitudes and norms

% who agree that their friends would agree that "a good wife obeys her husband even if she disagrees"	57%
% who agree that their friends would agree that "it is a woman's obligation to have sex with her husband even if she doesn't feel like it"	26%
% who agree that violence against women at the hands of partners, acquaintances or strangers is common in Kosovo	64%
% who agree that domestic violence is a private matter and should be handled within the family	48%
% who agree that women are more likely to be raped by a stranger than someone they know	36%

### Conflict-affected women

Proportion of conflict-affected women in Kosovo	73%
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### Annex 5: More detailed tables (weighted)

		Total		Women who have ever had a partner	
		%	Number	%	Number
<b>Residential area</b>	Urban	45	888	45	708
	Rural	55	1,102	55	879
<b>Age</b>	18–19	4	81	1	21
	20–24	14	276	7	115
	25–29	13	254	12	190
	30–34	13	252	14	217
	35–39	11	214	13	202
	40–49	19	384	23	362
	50–59	14	274	16	257
	60–69	9	178	10	165
	70–74	4	77	3	57
	<b>Education</b>	None	5	105	6
Primary		10	201	11	170
Secondary		65	1,289	67	1,063
Tertiary		20	395	16	259
<b>Do you have any children?</b>	Yes, own children	73	1,442	86	1,371
	Yes, took care of step- or foster children	1	11	1	10
	Yes, both	0	7	0	7
	No	27	526	12	196
<b>Employment</b>	In paid work	13	250	13	202
	Self-employed	2	44	2	38
	Helping in a family business (unpaid)	1	15	1	14
	Unemployed	49	974	50	792
	Pupil, student, in training	8	152	3	42
	Not working due to illness or disability	0	1	0	1
	Fulfilling domestic duties and care responsibilities	21	414	24	387
	Retired	6	119	6	95
	Other	1	19	1	14

<b>What is your current job or occupation?</b>	Elementary occupations	19	57	18	45	
	Plant and machine operator and assembler	0	1	1	1	
	Building, crafts or a related tradesperson	2	6	2	6	
	Skilled agricultural, forestry and fishery worker	1	2	1	2	
	Sales, customer or personal service worker	31	94	30	75	
	Clerical support	14	43	14	35	
	Technician or associate professional	15	45	15	38	
	Professional	17	51	17	44	
	Manager	2	7	2	6	
	<b>Ethnicity</b>	Kosovo Albanian/other	94	1,862	93	1,467
		Kosovo Serb	7	128	8	120
<b>Which of the descriptions on this card comes closest to how you feel about your household's income nowadays?</b>	Living comfortably on present income	35	686	33	516	
	Coping on present income	49	970	49	783	
	Finding it difficult on present income	13	258	14	222	
	Finding it very difficult on present income	4	71	4	61	
<b>Personal bank account that is not shared with anyone else</b>	Yes	31	617	28	448	
	No	69	1,365	71	1,131	
<b>Conflict-affected</b>	Yes	73	1,458	80	1,263	
	No	27	532	20	323	

Attitudes

		A good wife obeys her husband even if she disagrees		Women who say they were abused often make up or exaggerate claims of abuse or rape		Violence against women is often provoked by the victim		Domestic violence is a private matter and should be handled within the family		
		Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree	
<b>Total</b>	%	57	41	32	59	35	58	48	50	
	Number	1,143	823	637	1,166	693	1,157	958	996	
<b>Residential area</b>	Urban	%	49	50	31	60	38	56	46	53
		Number	436	442	274	530	333	495	405	469
	Rural	%	64	35	33	58	33	60	50	48
		Number	707	381	362	636	360	662	553	526
<b>Age</b>	18–29	%	45	55	25	67	28	64	41	58
		Number	272	333	150	408	169	392	248	354
	30–39	%	54	44	33	58	36	60	45	54
		Number	249	206	152	268	166	277	207	252
	40–49	%	60	39	33	59	35	57	50	48
		Number	230	151	126	228	134	218	192	183
	50–59	%	67	32	38	50	40	53	55	43
		Number	183	86	104	138	110	144	150	118
60+	%	82	18	41	49	45	50	63	35	
	Number	209	45	105	125	114	126	160	88	
<b>Ever had a partner</b>	Yes	%	62	37	34	57	36	57	50	48
	Number	979	586	532	908	571	904	797	759	
<b>Education</b>	None	%	84	15	37	49	46	46	70	29
		Number	88	15	39	52	49	48	73	30
	Primary	%	82	16	31	52	41	50	63	34
		Number	165	32	61	104	83	100	127	69
	Secondary	%	58	41	34	58	35	58	49	49
		Number	749	530	434	751	454	745	628	635
	Tertiary	%	36	62	26	66	27	67	33	66
		Number	141	246	102	259	108	264	130	261
<b>Children</b>	Yes	%	65	34	34	56	36	57	53	46
		Number	941	500	499	819	527	825	767	666
	No	%	38	61	26	66	31	63	36	62
		Number	200	320	135	345	164	331	190	327



Employment			A good wife obeys her husband even if she disagrees		Women who say they were abused often make up or exaggerate claims of abuse or rape		Violence against women is often provoked by the victim		Domestic violence is a private matter and should be handled within the family	
			Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree
Paid work	%	35	63	25	63	31	61	31	67	
	Number	88	157	61	157	78	151	77	167	
Self-employed	%	51	50	35	62	44	52	55	43	
	Number	22	22	15	27	19	23	24	19	
Helping in a family business (unpaid)	%	74	26	30	64	22	78	52	48	
	Number	11	4	4	9	3	11	8	7	
Unemployed	%	55	43	34	58	35	58	51	47	
	Number	540	418	327	562	342	565	498	458	
Pupil, student, in training	%	24	75	20	69	25	67	28	70	
	Number	37	114	31	105	38	103	43	107	
Not working due to illness or disability	%	100	0	100	0	57	43	43	57	
	Number	1	0	1	0	1	0	0	1	
Fulfilling domestic duties and care responsibilities	%	82	18	35	57	38	54	55	44	
	Number	337	76	144	235	157	224	226	183	
Retired	%	82	18	40	49	42	54	61	36	
	Number	97	21	47	58	50	63	72	43	
Other	%	43	57	25	58	17	83	42	58	
	Number	8	11	5	11	3	16	8	11	

Occupation		A good wife obeys her husband even if she disagrees		Women who say they were abused often make up or exaggerate claims of abuse or rape		Violence against women is often provoked by the victim		Domestic violence is a private matter and should be handled within the family	
		Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree
Elementary occupations	%	45	55	26	61	32	59	33	60
	Number	26	32	15	35	18	34	19	34
Plant and machine operator and assembler	%	100	0	100	0	100	0	100	0
	Number	1	0	1	0	1	0	1	0
Building, crafts or a related tradesperson	%	90	10	30	20	23	77	74	26
	Number	5	1	2	1	1	4	4	2
Skilled agricultural, forestry and fishery worker	%	100	0	32	30	61	39	82	18
	Number	2	0	1	1	1	1	2	0
Sales, customer or personal service worker	%	43	57	28	58	42	48	40	60
	Number	41	54	26	55	40	45	38	56
Clerical support	%	22	74	25	74	15	79	43	57
	Number	10	32	11	32	7	34	19	25
Technician or associate professional	%	39	55	7	83	10	86	33	66
	Number	18	25	3	37	5	39	15	30
Professional	%	30	70	36	56	46	47	15	80
	Number	16	36	18	28	24	24	8	41
Manager	%	52	48	45	50	56	44	21	80
	Number	4	3	3	3	4	3	1	5

			A good wife obeys her husband even if she disagrees		Women who say they were abused often make up or exaggerate claims of abuse or rape		Violence against women is often provoked by the victim		Domestic violence is a private matter and should be handled within the family	
			Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree
<b>Household income</b>	Living comfortably on present income	%	54	45	37	54	39	56	48	51
		Number	369	311	255	372	266	386	329	351
	Coping on present income	%	58	41	29	61	31	59	47	51
		Number	560	401	279	590	303	577	452	498
	Finding it difficult on present income	%	61	36	32	60	38	57	51	45
		Number	158	92	84	154	99	147	132	116
	Finding it very difficult on present income	%	75	24	25	66	35	62	62	38
		Number	53	17	18	47	25	44	44	27
<b>Ethnicity</b>	Kosovo Albanian/other	%	57	42	32	58	36	57	49	49
		Number	1,061	780	602	1,081	663	1,064	909	918
	Kosovo Serb	%	64	34	27	66	23	73	38	60
		Number	82	44	35	85	30	93	49	77
<b>Conflict-affected</b>	Yes	%	61	37	35	55	37	56	50	48
		Number	895	541	507	802	535	818	729	704
	No	%	47	53	24	68	30	64	43	55
		Number	248	282	130	364	158	339	229	292
<b>Bank account owner</b>	Yes	%	47	53	27	63	32	61	37	61
		Number	288	325	167	387	198	374	229	375
	No	%	62	36	34	57	36	57	53	45
		Number	850	495	468	771	493	778	726	615

**Prevalence of intimate partner violence (at the hands of any partner)**

		Partner or previous partner psychological violence - Ever		Partner or previous partner physical violence - Ever		Partner or previous partner sexual violence - Ever		Partner or previous partner psychological, physical or sexual violence - Ever		Partner or previous partner physical or sexual violence - Ever			
		No	Yes	No	Yes	No	Yes	No	Yes	No	Yes		
<b>Total</b>	%	47	53	91	9	96	4	46	54	89	11		
	Number	746	840	1,442	145	1,524	63	724	862	1,415	172		
<b>Residential area</b>	Urban	%	46	54	91	9	95	5	45	56	89	11	
		Number	323	385	645	63	674	34	315	393	627	81	
	Rural	%	48	52	91	9	97	3	47	53	90	10	
		Number	423	456	797	82	850	29	410	469	787	92	
<b>Age category</b>	18-29	%	40	60	94	7	95	5	38	62	91	10	
		Number	129	197	305	21	311	15	125	201	295	31	
	30-39	%	43	58	94	6	97	3	41	59	93	7	
		Number	178	241	394	25	408	11	173	246	388	30	
	40-49	%	55	46	90	10	98	3	54	46	90	11	
		Number	197	165	327	35	353	9	195	167	324	38	
	50-59	%	52	48	92	9	96	4	50	50	90	11	
		Number	134	122	235	22	246	11	128	129	230	27	
	60+	%	48	52	81	19	93	8	47	54	80	21	
		Number	108	115	180	42	206	17	103	119	177	46	
	<b>Children</b>	Yes	%	48	52	91	9	96	4	46	54	89	11
			Number	661	728	1,258	131	1,333	55	639	749	1,233	156
No		%	43	57	93	7	96	4	43	57	92	8	
		Number	85	111	183	14	189	7	85	111	180	16	
<b>Education</b>	None	%	58	42	84	16	95	6	57	43	83	17	
		Number	55	40	80	15	90	5	54	41	79	16	
	Primary	%	47	54	88	12	95	5	45	55	87	13	
		Number	79	91	150	20	161	8	76	94	147	22	
	Secondary	%	46	54	91	9	97	3	44	56	90	10	
		Number	485	578	969	94	1,027	36	468	595	954	109	
	Tertiary	%	49	51	94	6	95	5	49	51	90	10	
		Number	126	132	243	16	246	13	126	133	234	25	

Employment			Partner or previous partner psychological violence - Ever		Partner or previous partner physical violence - Ever		Partner or previous partner sexual violence - Ever		Partner or previous partner psychological, physical or sexual violence - Ever		Partner or previous partner physical or sexual violence - Ever	
			No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
			%		%		%		%		%	
In paid work	%	54	46	94	6	97	3	54	46	93	7	
	Number	109	93	190	12	195	7	108	93	187	15	
Self-employed	%	52	48	89	11	96	4	52	48	85	15	
	Number	20	18	34	4	37	2	20	18	33	6	
Helping in a family business (unpaid)	%	32	68	95	5	90	11	32	68	84	16	
	Number	4	9	13	1	12	1	4	9	12	2	
Unemployed	%	47	53	92	8	95	5	46	54	89	11	
	Number	375	416	726	66	753	39	362	430	708	84	
Pupil, student, in training	%	44	56	94	6	100	0	44	56	94	6	
	Number	18	24	40	2	42	0	18	24	40	2	
Not working due to illness or disability	%	0	100	100	0	100	0	0	100	100	0	
	Number	0	1	1	0	1	0	0	1	1	0	
Fulfilling domestic duties and care responsibilities	%	43	57	90	10	98	2	42	58	89	11	
	Number	168	220	348	39	381	7	161	226	346	42	
Retired	%	47	53	79	21	93	7	46	54	79	22	
	Number	45	50	75	20	88	7	44	51	74	20	
Other	%	36	64	87	13	95	5	36	64	87	13	
	Number	5	9	12	2	13	1	5	9	12	2	



Occupation			Partner or previous partner psychological violence - Ever		Partner or previous partner physical violence - Ever		Partner or previous partner sexual violence - Ever		Partner or previous partner psychological, physical or sexual violence - Ever		Partner or previous partner physical or sexual violence - Ever	
			No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
			%		%		%		%		%	
Elementary occupations	%		46	54	90	10	97	3	46	54	90	10
	Number		21	25	41	4	44	1	21	25	41	4
Plant and machine operator and assembler	%			100	100		100	0	0	100	100	0
	Number			1	1	0	1	0	0	1	1	0
Building, crafts or a related Tradesperson	%		26	74	100	0	100	0	26	74	100	0
	Number		2	4	6	0	6	0	2	4	6	0
Skilled agricultural, forestry and fishery worker	%		32	69	100	0	100	0	32	69	100	0
	Number		1	2	2	0	2	0	1	2	2	0
Sales, customer or personal service worker	%		57	43	94	7	98	2	57	44	93	7
	Number		43	32	70	5	74	1	42	33	70	5
Clerical support	%		44	56	92	8	96	4	44	56	88	12
	Number		16	19	32	3	34	1	16	19	31	4
Technician or associate professional	%		58	42	91	9	90	10	58	42	84	16
	Number		22	16	35	3	34	4	22	16	32	6
Professional	%		63	37	97	3	100	0	63	37	97	3
	Number		27	16	42	1	44	0	27	16	42	1
Manager	%		38	62	100		74	26	38	62	74	26
	Number		2	4	6		4	2	2	4	4	2
Living comfortably on present income	%		53	47	92	8	96	4	51	49	90	10
	Number		271	245	475	41	495	21	264	252	465	51
Coping on present income	%		44	56	91	9	97	3	43	57	90	10
	Number		342	441	713	70	760	23	333	450	702	81
Finding it difficult on present income	%		51	49	90	10	93	7	50	50	87	13
	Number		114	108	199	23	207	15	110	112	194	28
Finding it very difficult on present income	%		28	72	82	18	94	6	24	77	81	19
	Number		17	44	50	11	58	4	14	47	49	12
Household income												

			Partner or previous partner psychological violence - Ever		Partner or previous partner physical violence - Ever		Partner or previous partner sexual violence - Ever		Partner or previous partner psychological, physical or sexual violence - Ever		Partner or previous partner physical or sexual violence - Ever	
			No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
<b>Ethnicity</b>	Kosovo	%	48	52	92	8	97	3	47	53	90	10
	Albanian/other	Number	705	762	1,346	121	1,418	49	684	783	1,324	143
	Kosovo Serb	%	34	66	80	20	88	12	34	67	76	25
		Number	41	79	95	24	106	14	40	80	90	29
<b>Conflict-affected</b>	Yes	%	48	52	91	9	96	4	47	53	89	11
		Number	608	656	1,150	113	1,210	53	591	673	1,126	137
	No	%	43	57	90	10	97	3	41	59	89	11
		Number	139	185	292	32	314	9	134	189	288	35
<b>Bank account owner</b>	Yes	%	52	48	92	8	97	3	51	49	90	10
		Number	234	214	411	37	433	15	229	219	404	44
	No	%	45	55	91	9	96	4	44	56	89	11
		Number	512	619	1,026	105	1,083	48	495	635	1,006	125

**Current partner violence by current partner characteristics**

			Partner psychological, physical or sexual violence - Ever	
			No	Yes
<b>Total</b>		%	47	53
		Number	690	783
<b>Current partner's age category</b>	15-29	%	43	57
		Number	71	96
	30-39	%	40	60
		Number	161	243
	40-49	%	49	51
		Number	159	165
	50-59	%	54	47
		Number	164	143
60+	%	50	50	
	Number	133	134	
<b>Current partner's employment</b>	In paid work	%	45	55
		Number	337	411
	Self-employed	%	50	50
		Number	92	92
	Helping in a family business (unpaid)	%	49	51
		Number	10	10
	Unemployed	%	47	53
		Number	142	163
	Pupil, student, in training	%	59	41
		Number	12	8
	Not working due to illness or disability	%	51	49
		Number	6	6
	Fulfilling domestic duties and care responsibilities	%	49	51
		Number	7	7
	Retired	%	49	51
		Number	80	83
Compulsory military service or other community service	%	0	100	
	Number	0	2	

			Partner psychological, physical or sexual violence - Ever	
			No	Yes
<b>Current partner's occupation</b>	Elementary occupations	%	42	57
		Number	79	107
	Plant and machine operator and assembler	%	18	82
		Number	11	52
	Building, crafts or a related tradesperson	%	36	64
		Number	71	127
	Skilled agricultural, forestry and fishery worker	%	47	53
		Number	25	29
	Sales, customer or personal service worker	%	56	44
		Number	113	90
	Clerical support	%	58	43
		Number	43	32
	Technician or associate professional	%	52	49
		Number	37	35
	Professional	%	60	40
		Number	38	26
	Manager	%	64	36
		Number	14	8
Compulsory military service or other community service	%	50	50	
	Number	7	7	
<b>Current partner's education</b>	None	%	34	66
		Number	8	16
	Primary	%	37	63
		Number	19	34
	Secondary	%	46	54
		Number	501	591
Tertiary	%	53	47	
	Number	157	140	
<b>Earnings</b>	Partner earns less	%	63	37
		Number	23	13
	Both earn roughly the same amount	%	49	51
		Number	35	37
	Partner earns more	%	54	46
		Number	50	42

			Partner psychological, physical or sexual violence - Ever	
			No	Yes
Current partner's alcohol consumption	Never, less than once a month	%	48	52
		Number	681	749
	Weekly	%	22	78
		Number	5	17
	Most days/every day	%	7	94
		Number	1	8
Current partner's drug use	Never, less than once a month	%	46.9	53
		Number	686	776
	Most days/every day	%	0	100
		Number	0	2
Partner ever fought in an armed conflict	Yes	%	51	49
		Number	123	119
	No	%	46	54
		Number	560	655

### Non-partner violence since age of 15

			Non-partner physical violence - since the age of 15		Non-partner sexual violence - since the age of 15		Non-partner physical or sexual violence - since the age of 15	
			No	Yes	No	Yes	No	Yes
Total	%		93	7	99	1	92	8
	Number		1,849	141	1,961	29	1,835	155
Residential area	Urban	%	92	8	98	2	91	9
		Number	818	70	871	17	806	82
	Rural	%	94	6	99	1	93	7
		Number	1,032	70	1,091	12	1,028	74
Age category	18-29	%	92	8	99	1	91	9
		Number	560	52	606	5	557	54
	30-39	%	94	6	98	2	93	7
		Number	436	30	458	7	430	35
	40-49	%	95	5	99	1	94	6
		Number	364	20	380	4	361	23
	50-59	%	93	7	99	1	93	8
		Number	254	20	271	3	253	21
	60+	%	92	8	97	4	91	9
		Number	235	19	245	9	232	23

			Non-partner physical violence - since the age of 15		Non-partner sexual violence - since the age of 15		Non-partner physical or sexual violence - since the age of 15	
			No	Yes	No	Yes	No	Yes
<b>Education</b>	None	%	85	15	94	6	83	17
		Number	89	16	98	7	87	18
	Primary	%	95	5	99	1	94	6
		Number	191	10	198	3	189	12
	Secondary	%	93	7	99	1	92	8
		Number	1,194	95	1,272	17	1,184	105
Tertiary	%	95	5	100	1	95	5	
	Number	376	19	393	2	374	21	
<b>Ever had a partner</b>	Yes	%	93	7	99	1	93	7
		Number	1,482	104	1,565	22	1,471	116
<b>Children</b>	Yes	%	94	6	98	2	93	7
		Number	1,372	88	1,437	23	1,360	100
	No	%	90	10	99	1	90	11
		Number	474	52	521	6	471	55
<b>Employment</b>	In paid work	%	95	5	100	1	95	5
		Number	238	12	249	1	237	12
	Self-employed	%	91	9	100	0	91	9
		Number	40	4	44	0	40	4
	Helping in a family business (unpaid)	%	98	2	100	0	98	2
		Number	14	0	15	0	14	0
	Unemployed	%	93	7	98	2	92	8
		Number	907	67	958	16	900	74
	Pupil, student, in training	%	87	13	98	2	85	15
		Number	133	20	150	3	130	22
	Not working due to illness or disability	%	100	0	100	0	100	0
		Number	1	0	1	0	1	0
	Fulfilling domestic duties and care responsibilities	%	94	6	99	1	93	7
		Number	389	26	411	3	385	29
Retired	%	90	10	96	4	89	11	
	Number	107	11	114	4	106	13	
Other	%	96	4	100		96	4	
	Number	18	1	19		18	1	



Occupation		Non-partner physical violence – since the age of 15		Non-partner sexual violence - since the age of 15		Non-partner physical or sexual violence - since the age of 15	
		No	Yes	No	Yes	No	Yes
Elementary occupations	%	87	13	100	1	87	13
	Number	50	7	57	0	50	7
Plant and machine operator and assembler	%	100	0	100	0	100	0
	Number	1	0	1	0	1	0
Building, crafts or a related tradesperson	%	100	0	100	0	100	0
	Number	6	0	6	0	6	0
Skilled agricultural, forestry and fishery worker	%	100	0	100	0	100	0
	Number	2	0	2	0	2	0
Sales, customer or personal service worker	%	97	3	99	1	97	3
	Number	91	3	94	1	91	3
Clerical support	%	96	4	99	1	95	5
	Number	42	2	43	0	41	2
Technician or associate professional	%	97	3	100	0	97	3
	Number	43	1	45	0	43	1
Professional	%	99	1	100	0	99	1
	Number	51	1	51	0	51	1
Manager	%	84	16	100	0	84	16
	Number	6	1	7	0	6	1

		Non-partner physical violence – since the age of 15		Non-partner sexual violence – since the age of 15		Non-partner physical or sexual violence – since the age of 15		
		No	Yes	No	Yes	No	Yes	
<b>Household income</b>	Living comfortably on present income	%	94	6	100	0	94	6
		Number	644	42	683	3	642	44
	Coping on present income	%	93	7	98	2	92	8
		Number	903	67	950	20	892	79
	Finding it difficult on present income	%	91	9	99	2	90	10
Number		234	24	254	4	233	25	
Finding it very difficult on present income	%	89	11	98	2	89	11	
	Number	64	8	70	2	64	8	
<b>Ethnicity</b>	Kosovo Albanian/ other	%	94	6	99	1	93	7
		Number	1,748	114	1,839	23	1,735	127
	Kosovo Serb	%	79	21	96	4	78	23
		Number	102	27	123	6	99	29
<b>Conflict-affected</b>	Yes	%	93	7	98	2	92	8
		Number	1,359	99	1,434	24	1,347	111
	No	%	92	8	99	1	92	8
		Number	491	41	527	5	487	45
<b>Bank account owner</b>	Yes	%	94	6	99	1	94	6
		Number	582	35	612	4	579	38
	No	%	93	8	98	2	92	8
		Number	1,263	102	1,342	23	1,252	113

### Sexual harassment and stalking

		Sexual harassment - since the age of 15		The most severe forms of sexual harassment - since the age of 15		Stalking - since the age of 15	
		No	Yes	No	Yes	No	Yes
		%	Number	%	Number	%	Number
<b>Total</b>		71	29	84	16	92	8
		1,419	571	1,667	323	1,837	153
<b>Residential area</b>	Urban	67	33	80	20	91	9
		593	295	707	181	810	78
	Rural	75	25	87	13	93	7
		826	276	960	142	1,027	75
<b>Age category</b>	18-29	58	42	72	28	85	15
		352	259	439	173	521	90
	30-39	68	32	85	15	95	5
		316	149	397	68	441	24
	40-49	80	20	90	11	93	7
		306	78	344	40	358	26
	50-59	83	17	92	8	98	2
		228	46	252	23	269	5
60+	85	15	93	8	97	3	
	216	38	235	19	247	7	
<b>Education</b>	None	74	26	86	14	94	6
		1,180	407	1,360	226	1,496	91
	Primary	78	22	89	11	96	4
		1,138	321	1,295	165	1,400	59
	Secondary	53	47	71	29	83	17
		280	246	372	155	436	90
Tertiary	82	18	91	9	97	3	
	86	19	96	9	102	3	
<b>Ever had a partner</b>	Yes	84	16	95	5	98	2
		169	32	191	10	198	3
<b>Children</b>	Yes	73	27	87	13	93	7
		944	345	1,116	173	1,195	95
	No	56	44	67	33	87	13
		220	174	264	131	343	52

Employment		Sexual harassment - since the age of 15		The most severe forms of sexual harassment- since the age of 15		Stalking - since the age of 15	
		No	Yes	No	Yes	No	Yes
In paid work	%	61	39	75	25	90	10
	Number	153	96	188	62	225	25
Self-employed	%	72	28	77	23	93	7
	Number	32	12	34	10	41	3
Helping in a family business (unpaid)	%	54	47	83	17	100	0
	Number	8	7	12	3	15	0
Unemployed	%	75	26	86	15	93	7
	Number	726	248	833	141	909	65
Pupil, student, in training	%	40	60	66	34	81	19
	Number	60	92	101	52	124	28
Not working due to illness or disability	%	43	57	100	0	100	0
	Number	0	1	1	0	1	0
Fulfilling domestic duties and care responsibilities	%	79	21	90	10	94	6
	Number	329	85	374	40	391	23
Retired	%	81	19	90	10	96	4
	Number	96	23	106	12	114	5
Other	%	66	34	84	16	82	18
	Number	12	6	16	3	16	3

			Sexual harassment - since the age of 15	The most severe forms of sexual harassment- since the age of 15	Stalking - since the age of 15			
<b>Occupation</b>	Elementary occupations	%	44	56	71	29	88	12
		Number	25	32	41	17	50	7
	Plant and machine operator and assembler	%	100	0	100	0	100	0
		Number	1	0	1	0	1	0
	Building, crafts or a related tradesperson	%	96	5	96	5	86	14
		Number	5	0	5	0	5	1
	Skilled agricultural, forestry and fishery worker	%	100	0	100	0	100	0
		Number	2	0	2	0	2	0
	Sales, customer or personal service worker	%	58	42	71	29	89	12
		Number	55	39	67	27	83	11
	Clerical support	%	70	30	79	21	95	5
		Number	30	13	34	9	41	2
	Technician or associate professional	%	76	24	83	17	94	6
		Number	34	11	37	7	42	3
	Professional	%	71	29	81	19	92	9
		Number	36	15	42	10	47	4
	Manager	%	56	44	62	38	100	0
		Number	4	3	4	3	7	0
<b>Household income</b>	Living comfortably on present income	%	65	35	80	20	92	8
		Number	445	241	546	139	631	55
	Coping on present income	%	75	25	86	14	93	7
		Number	727	244	837	134	901	70
	Finding it difficult on present income	%	78	22	87	13	92	8
		Number	202	56	225	34	238	20
Finding it very difficult on present income	%	59	41	78	22	89	11	
	Number	42	29	56	15	63	8	
<b>Ethnicity</b>	Albanian/other	%	73	27	86	14	93	7
		Number	1,361	501	1,597	264	1,729	133
	Serb	%	45	55	54	46	84	16
		Number	58	70	70	59	108	20
<b>Conflict-affected</b>	Yes	%	74	26	86	14	94	6
		Number	1,079	379	1,248	210	1,372	86
	No	%	64	36	79	21	88	13
		Number	340	192	419	113	466	66

Bank account owner	Yes	%	66	34	79	21	92	8
		Number	409	208	489	127	566	51
	No	%	74	26	86	14	93	7
		Number	1,007	358	1,174	191	1,264	101

## Annex XX. Documents and publications used in initial literature review in 2017/2018

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12. Government of Kosovo Ministry of Internal Affairs Office of the Kosovo Anti-Trafficking Coordinator, *'Standard Operating Procedures for Trafficked Persons in Kosovo'* (undated), <http://www.legislationline.org/documents/id/18619>.
  13. Government of Kosovo, Office of Good Governance, *'The Strategy and Action Plan for Human Rights (2016-2020/22 (Draft, 2013), available at: [http://www.kryeministri-ks.net/repository/docs/Pjesa\\_Narrative\\_e\\_Draft-Strategjise\\_per\\_te\\_Drejtat\\_e\\_Njeriut\\_\(2013-2017\)\\_05\\_gusht\\_2013\\_EN.pdf](http://www.kryeministri-ks.net/repository/docs/Pjesa_Narrative_e_Draft-Strategjise_per_te_Drejtat_e_Njeriut_(2013-2017)_05_gusht_2013_EN.pdf)*
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