



CIVICUS
CIVIL SOCIETY INDEX

ANALYTICAL COUNTRY
REPORT FOR KOSOVO

BETTER GOVERNANCE FOR A GREATER IMPACT
A Call for Citizens



B | T | D The Balkan Trust
for Democracy
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The CIVICUS Civil Society Index Analytical Country Report for Kosovo is prepared by the research team of the Kosovar Civil Society Foundation, with the advice and mentorship of the CIVICUS researchers and programme advisors.

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THE IMPLEMENTATION OF CIVICUS CIVIL SOCIETY INDEX FOR KOSOVO AND THIS PUBLICATION WAS FINANCIALLY SUPPORTED FROM BALKAN TRUST FOR DEMOCRACY.

FOREWORD

After a decade of dynamic developments, Kosovo has now entered a new phase of state-building which requires all actors to give their contribution to this process. Civil society needs to take these new societal changes into account and adapt to its new role within the overall state-building framework. In order to have a smooth and successful shift into its new role, civil society and others need to be aware of the challenges and problems of the past, as well as build on the successful experiences of different civil society initiatives.

This is why Kosovar Civil Society Foundation (KCSF), through CIVICUS: World Alliance for Citizen Participation, and supported by Balkan Trust for Democracy, decided to undertake the Civil Society Index for Kosovo. Aiming to contribute to overall development of civil society, CSI includes review, collection, validation and analysis of a wide range of information and draws a set of concrete recommendations for all parties involved. A comprehensive action-agenda asks for a new approach at many levels and involves understanding, commitment and resources from all of the sectors of the society.

The findings confirm that civil society is an integrated part of the society at large and plays its role according to the space offered by the environment in which it operates. While fully aware of the need to find its way into becoming representative of citizens' interests and perform in line with best principles of good governance, the responsibility and challenge for increasing the impact of civil society lies also in a wider range of societal actors, including public authorities, media, donors and more. This is why the findings and recommendations produced by this study can be used as a focal document for all domestic and international institutions and organisations which are interested in further advancement of this sector.

Strengthening civil society at a level where it can become powerful actor in building a democratic state and society is a long process. A lot of dialogue and contributions from all parties will be necessary until we reach a common understanding on the opportunities that civil society can offer for the society at large, as well as on the limits this sector faces. The evidence-based knowledge provided by this report is an important contribution to this and specific information may generate debate and action on different aspects of civil society.

I would like to acknowledge the excellent work done by the research team, which faced huge difficulties in collecting relevant secondary data and had to put additional efforts into generating sufficient information for this comprehensive study on civil society. In addition, I would like to appreciate the contribution of each and every participant in all of the CSI activities – Advisory Committee, Focus Groups, National Workshop and all the specific surveys – which provided us with first-hand information and advices on all the segments of the study.

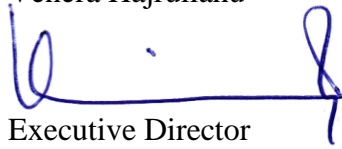
Special appreciation goes to CIVICUS: World Alliance for Citizens Participation and the CSI Team in particular, for their continuous guidance and assistance in this first implementation of the global methodology in Kosovo. Their support was of vital importance to meet the international standards and put Kosovo in the global map of countries assessing their civil society in this format.

Finally, I would like to pay special gratitude to the Balkan Trust for Democracy for their financial support for CSI. Contributing to building a democratic society in Kosovo, BTD's

support to this project has been a step forward to its continuous support for civil society development in Kosovo.

Following the 2005 Mapping of Kosovar Civil Society and all other specific studies and activities towards increasing knowledge about civil society, 2011 Civil Society Index for Kosovo will not be the last comprehensive study of this sector. KCSF remains committed to continue with its contribution for advancing the sector through fulfilling its mission to support civil society in promoting a democratic culture and being responsive to the socio-economic needs of Kosovo.

Venera Hajrullahu



Executive Director

Kosovar Civil Society Foundation

ACKNOWLEDGEMENTS

From its inception period, the CIVICUS Civil Society Index for Kosovo has involved a wide range of institutions, civil society organisations, donor organisations, media, academia, private companies and individuals in the course of its activities. Only with full participation of its partners and associates could this project become a fully participatory study on the state of civil society in Kosovo, as well as produce concrete recommendations based on the findings.

In this regard, KCSF uses this opportunity to express its highest appreciation for their professional contribution to the members of Advisory Committee (AC): Alban Bokshi (QOHU!), Aliriza Arenliu (DokuFest), Anton Berishaj (University of Prishtina), Ariana Qosaj – Mustafa (Kosovar Institute for Policy Research and Development), Besim Kajtazi (Kosovo Government - Office of Prime Minister), Erolld Belegu (EBC and Kosovo Basketball Federation), Flaka Surroi (Koha Group), Habit Hajredini (Kosovo Government - Office for Good Governance), Igballe Rogova (Kosovo Women Network), Ilir Deda (Kosovar Institute for Policy Research and Development), Iliriana Kaçaniku (Kosovo Foundation for Open Society), Luan Shllaku (Kosovo Foundation for Open Society), Naxhije Buçinca (Association of the Veterans of Education), Petrit Tahiri (Kosovo Education Centre), Raba Gjoshi (Youth Initiative for Human Rights), Ramadan Ilazi (FOL Movement), Shpend Ahmeti (GAP Institute), Valon Murati (Centre for Human Rights in University of Prishtina), Venera Hajrullahu (Kosovar Civil Society Foundation), Zeqir Veselaj (Regional Environmental Centre Kosovo).

The appreciation extends to all respondents of the Population Survey, Organisational Survey and External Perception Survey, as well as participants of Focus Group meetings and the National Workshop, for their commitment in sharing their experiences and commenting on the data gathered. In addition, special thanks go to Foundation Together, for an excellent undertaking of the Population Survey in a record period of time.

KCSF also expresses its special gratitude to Balkan Trust for Democracy, for their financial support to this project as well as continuous support to Kosovar civil society in general. Partnership and excellent communication with its Programme Officers Jovan Jovanovic and Nathan Koeshall has made BTM a direct contributor to the success of this project.

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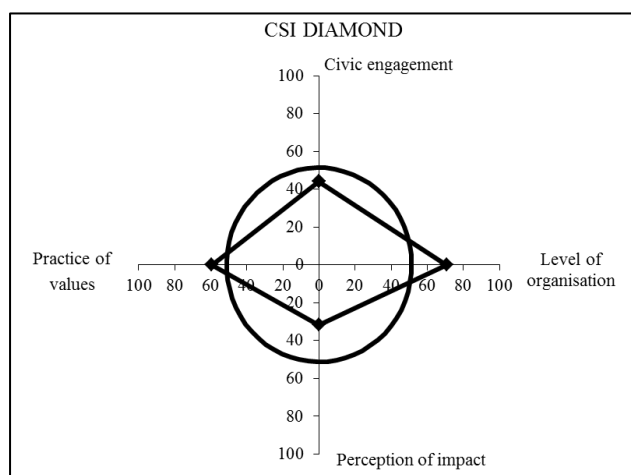
LIST OF ACRONYMS

AC	– Advisory Committee
BTD	– Balkan Trust for Democracy
CSO	– Civil society organisation
EC	– European Commission (EC Liaison Office to Kosovo)
EU	– European Union
EULEX	– European Union Rule of Law Mission in Kosovo
FG	– Focus group
GNI	– Gross National Income
ICR	– The International Civilian Representative
ICTY	– Criminal Tribunal for the former Yugoslavia
INGO	– International non-governmental organisation
KCSF	– Kosovar Civil Society Foundation
KJC	– Kosovo Judicial Council
KWN	– Kosovo Women's Network
NATO	– North Atlantic Treaty Organisation
NGO	– Non-governmental organisation
NIT	– National Implementing Team
NW	– National Workshop
PISG	– Provisional Institutions of Self-Government
SRSG	– Special Representative of the UN Secretary General
UNMIK	– United Nations Interim Mission in Kosovo

EXECUTIVE SUMMARY

The Civil Society Index (CSI) is an action-research project that aims to assess the state of civil society in countries around the world. The project is coordinated globally by CIVICUS: World Alliance for Citizen Participation and implemented by local organisations in different countries. Kosovar Civil Society Foundation (KCSF) in late 2008 started to implement the first CSI for Kosovo, aiming to assess the state of civil society and create a knowledge-based action agenda for advancing this sector in Kosovo. The methodology includes review, collection, validation and analysis of a wide range of information, including a review of secondary data, the undertaking of quantitative and qualitative primary research and discussing and validating the data within a range of participatory spaces. This participatory and comprehensive methodology allowed the Kosovo CSI team to overcome a number of limitations faced during the project, such as lack of secondary data; global comparativeness vs. country specific issues; lack of verification tools; and dynamic developments in Kosovo.

Defining civil society as *the space of society, outside of the family, the state, and the market, which is created by individual and collective actions, not for profit organisations and institutions, which do not run for office, but advance common interest* – CSI has analysed the currently active civil society in Kosovo, but also took into account the history of Kosovar civil society, in particular its major phases of development before and after 1999. Once positioned as very important part of an entire parallel system and civil resistance during the 1990s, the end of war in 1999 was a turning point for the overall development of civil society in Kosovo. Large scale financial and technical support from international donors resulted in a massive growth in the number of CSOs, which was not necessarily followed by the increased quality of their work. After the declaration of independence in 2008, Kosovo's civil society is now adapting to its new role within the overall state-building process.



In this regard, the main findings of CSI concentrate on five main dimensions and a large number of sub-dimensions and indicators, thus giving a comprehensive presentation on the overall state of civil society in Kosovo. **Civic engagement** resulted as the second lowest score of CSI, indicating a high level of apathy of citizens towards public life in general. The low level of membership and volunteering in civic initiatives confirms the gap between citizens and CSOs, which still do not build on the potential seen at higher levels of non-formal and

individual activism. **The Level of Organisation** resulted as the highest dimension in CSI, showing that Kosovar civil society is characterised by a solid degree of institutionalisation. Formal governance and management systems are in place, however, with a lot of need for their better implementation in practice. Similar to this, high level of sectoral communication shows a great potential for networking, which is again more formal than functional. With active CSOs that have reached a solid scale of financial sustainability, there is a general perception that the total amount of funds for civil society are decreasing and civil society has to gradually find alternative ways of financing in order to minimise dependency on international donors. The findings on human resources within civil society indicate huge

difficulties in mobilising professional and competent staff. The findings on **Practice of Values** show that while democratic decision-making governance is strongly emphasised in the internal documents of the civil society sector in Kosovo, this is not translated into proper implementation of these principles in practice. Around half of CSOs declare to have different written regulations in place, but their implementation is considered as unsatisfactory. Finally, CSI confirms the long-standing perception that Kosovar civil society is highly tolerant, peaceful and non-violent. However, the same does not stand also for promoting democratic decision-making within its own organisations and groups. The results show that civil society is still only halfway to this, and with occasional or frequent perceptions of corruption cases in civil society, the result is not surprising. **The Perception of Impact** resulted as the lowest scoring dimension, although with significant differences between social impact and policy impact, with the latter being lower. The impact of civil society in priority issues of Kosovo society is significantly low, confirming that civil society is not sufficiently responsive to the real needs of society and its constituencies. Similar to this is also the impact of civil society on people's attitudes. The very low level of interpersonal trust among civil society members is also not an encouraging result. Finally, the level of trust that citizens have in civil society varies depending on civil society sectors, with humanitarian and charitable organisations enjoying the highest level of trust among citizens and advocacy and democratisation organisations at the bottom. **The External Environment** does not represent a very encouraging prospect for the operation of civil society in Kosovo. Standing as one of the poorest countries in Europe with almost half of the population unemployed, Kosovo's economy is characterised by a large informal sector, and still remains largely dependent on remittances and donor aid. Similar to this, the socio-political context offers limited space for civil society development. While there are many democratic standards on paper, the real implementation of political rights and freedoms and rule of law remains unsatisfactory. A more positive situation concerns associational and organisational rights and experience of the legal framework for civil society. With basic standards on registration and operation of NGOs, the enabling environment for civil society still needs substantial legal and political reforms. Finally, the socio-cultural context stands higher in its overall score, but with extreme values within it. While the extremely low level of interpersonal trust between Kosovar citizens is the most worrying finding of CSI, the high levels of public spiritedness present Kosovar society as an ethically model society.

Civil society is aware of its weaknesses and this is a very positive starting point if aiming to address these in the future. Some of the most important weaknesses identified include lack of motivation and information on civic engagement, problems in responding to the priority needs of citizens, unconsolidated public image of the sector, and low level of functioning of rule of law. On the other hand, the main strengths include the existence of standards of good governance on paper, a high level of solidarity among people, international presence in Kosovo and a solid level of awareness for values which are to be respected and promoted.

The main recommendations are focused on increasing the connection between civil society and citizens; establishing internal structures for better governance; and creating formal cooperation mechanisms with public authorities.

INTRODUCTION

The Civil Society Index (CSI) is an action-research project that aims to assess the state of civil society in countries around the world. The project is coordinated globally by CIVICUS: World Alliance for Citizen Participation and implemented by local organisations in different countries. Between 2003 and 2006 the CSI was implemented in over 50 countries worldwide, and during 2007 to 2008 an intermediary phase, focusing in particular on African countries, was implemented. In early 2008 the project's methodology was revised, based on the results of various evaluations and comments of stakeholders and experts. The new methodology was followed by a new phase of CSI in different countries around the world. The global methodology is designed to generate specific and useful information on the country level, as well as comparative information between different countries and regions. Most of the quantitative data is uniform for all countries undertaking the CSI and is therefore easily comparable, while the qualitative data and analysis aim to provide information on the specific situation of civil society in each country.

Following the declaration of independence, on 17 February 2008, Kosovo entered into a very dynamic period of developments. Civil society had to follow this societal development and adapt into its new role within the overall state-building framework. This development can be successful only if based on up to date information on the current situation of the sector, as well as concrete actions drawn from this information.

In this context, Kosovar Civil Society Foundation (KCSF) in late 2008 started to implement the first CSI for Kosovo, aiming to assess the state of civil society and create a knowledge-based action agenda for advancing this sector in Kosovo. The methodology includes review, collection, validation and analysis of a wide range of information, including a review of secondary data, the undertaking of quantitative and qualitative primary research and discussing and validating the data within a range of participatory spaces, which include an Advisory Committee, Focus Groups and a National Workshop.

The process started with a comprehensive review of secondary data. Due to the lack of relevant country statistics and studies, Kosovo faced major difficulties in finding and utilising secondary data and had to go through additional research within the project implementation. An Advisory Committee (AC) comprised of experienced individuals from civil society, public authorities, media, business and academia was established in order to discuss the main methodological issues at the beginning of the project implementation and the main findings gathered during the project, at its end.

Three main quantitative surveys were conducted for the project. A national Population Survey with 1,300 respondents collected information on main opinions and attitudes of Kosovo citizens on a number of issues related to civic engagement, as well as political and social context in the country. An Organisational Survey with 100 active CSOs collected information on main issues regarding the structure of the sector, internal governance, human and financial resources and the perception of civil society impact from CSOs themselves. An external perception survey with 40 distinguished individuals from outside civil society (such as politicians, civil servants, judges, academia, media and international missions in Kosovo) collected information on their views about civil society and their perception of its impact in the most relevant developments in Kosovo's society. All of these surveys collected different information on the five dimensions of the CSI, and directly fed the Civil Society Diamond. A

number of important fields that were not sufficiently tackled through the surveys were studied deeper in case studies, covering each of the dimensions.

After collecting this information, five focus groups were organised in different regions of Kosovo, where representatives of CSOs and other sectors discussed and validated the main findings, and produced a number of recommendations for the future. Similarly, a National Workshop brought together around 60 CSOs and others and went through the dimensions, sub-dimensions and indicators, thus completing the final validation of the findings and recommendations for further advancement of civil society in Kosovo.

This participatory methodology provided the project with a pool of very useful data, experiences and perceptions from different stakeholders, which are now used to generate this report.

THE CIVIL SOCIETY INDEX PROJECT AND APPROACH

Civil society is playing an increasingly important role in governance and development around the world. In most countries, however, knowledge about the state and shape of civil society is limited. Moreover, opportunities for civil society stakeholders to come together to collectively discuss, reflect and act on the strengths, weaknesses, challenges and opportunities also remain limited.

The Civil Society Index (CSI), a participatory action-research project assessing the state of civil society in countries around the world, contributes to redressing these limitations. It aims at creating a knowledge base and momentum for civil society strengthening. The CSI is initiated and implemented by, and for, civil society organizations at the country level, in partnership with CIVICUS. The CSI implementation actively involves and disseminates its findings to a broad range of stakeholders including civil society, government, the media, donors, academics, and the public at large.

The following key steps in CSI implementation take place at the country level:

1. **Assessment:** CSI uses an innovative mix of participatory research methods, data sources, and case studies to comprehensively assess the state of civil society using five dimensions: Civic Engagement, Level of Organisation, Practice of Values, Perception of Impact and the External Environment.
2. **Collective reflection:** implementation involves structured dialogue among diverse civil society stakeholders that enables the identification of civil society's specific strengths and weaknesses.
3. **Joint action:** the actors involved use a participatory and consultative process to develop and implement a concrete action agenda to strengthen civil society in a country.

The following four sections provide a background of the CSI, its key principles and approaches, as well as a snapshot of the methodology used in the generation of this report in Kosovo and its limitations.

1. PROJECT BACKGROUND

The CSI first emerged as a concept over a decade ago as a follow-up to the 1997 *New Civic Atlas* publication by CIVICUS, which contained profiles of civil society in 60 countries around the world (Heinrich and Naidoo (2001)). The first version of the CSI methodology, developed by CIVICUS with the help of Helmut Anheier, was unveiled in 1999. An initial pilot of the tool was carried out in 2000 in 13 countries.¹ The pilot implementation process and results were evaluated. This evaluation informed a revision of the methodology. Subsequently, CIVICUS successfully implemented the first complete phase of the CSI between 2003 and 2006 in 53 countries worldwide. This implementation directly involved more than 7,000 civil society stakeholders (Heinrich 2008).

Intent on continuing to improve the research-action orientation of the tool, CIVICUS worked with the Centre for Social Investment at the University of Heidelberg, as well as with partners and other stakeholders, to rigorously evaluate and revise the CSI methodology for a second time before the start of this current phase of CSI. With this new and streamlined methodology in place, CIVICUS launched its current phase of the CSI in 2008 and selected its country partners, including both previous and new implementers, from all over the globe to participate in the project. Table 1 below includes a list of implementing countries in the current phase of the CSI.

Table 1: List of CSI implementing countries 2008-2011²

1. Albania	15. Italy	29. Niger
2. Argentina	16. Japan	30. Philippines
3. Armenia	17. Jordan	31. Russia
4. Bahrain	18. Kazakhstan	32. Serbia
5. Belarus	19. Kosovo	33. Slovenia
6. Bulgaria	20. Lebanon	34. South Korea
7. Burkina Faso	21. Liberia	35. Sudan
8. Chile	22. Macedonia	36. Togo
9. Croatia	23. Madagascar	37. Turkey
10. Cyprus	24. Mali	38. Uganda
11. Djibouti	25. Malta	39. Ukraine
12. Democratic Republic of Congo	26. Mexico	40. Uruguay
13. Georgia	27. Morocco	41. Venezuela
14. Ghana	28. Nicaragua	42. Zambia

2. PROJECT APPROACH

The current CSI project approach (2008-2011) continues to marry assessment and evidence with reflections and action. This approach provides an important reference point for all work carried out within the framework of the CSI. As such, CSI does not produce knowledge for its own sake but instead seeks to directly apply the knowledge generated to stimulate strategies that enhance the effectiveness and role of civil society. With this in mind, the CSI's

¹ The pilot countries were Belarus, Canada, Croatia, Estonia, Indonesia, Mexico, New Zealand, Pakistan, Romania, South Africa, Ukraine, Uruguay, and Wales.

² Note that this list was accurate as of the publication of this Analytical Country Report, but may have changed slightly since the publication, due to countries being added or dropped during the implementation cycle.

fundamental methodological bedrocks which have greatly influenced the implementation that this report is based upon include the following:³

Inclusiveness: The CSI framework strives to incorporate a variety of theoretical viewpoints, as well as being inclusive in terms of civil society indicators, actors and processes included in the project.

Universality: Since the CSI is a global project, its methodology seeks to accommodate national variations in context and concepts within its framework.

Comparability: The CSI aims not to rank, but instead to comparatively measure different aspects of civil society worldwide. The possibility for comparisons exists both between different countries or regions within one phase of CSI implementation and between phases.

Versatility: The CSI is specifically designed to achieve an appropriate balance between international comparability and national flexibility in the implementation of the project.

Dialogue: One of the key elements of the CSI is its participatory approach, involving a wide range of stakeholders who collectively own and run the project in their respective countries.

Capacity development: Country partners are firstly trained on the CSI methodology during a three day regional workshop. After the training, partners are supported through the implementation cycle by the CSI team at CIVICUS. Partners participating in the project also gain substantial skills in research, training and facilitation in implementing the CSI in-country.

Networking: The participatory and inclusive nature of the different CSI tools (e.g. focus groups, the Advisory Committee, the National Workshops) should create new spaces where very diverse actors can discover synergies and forge new alliances, including at a cross-sectorial level. Some countries in the last phase (2003-2005) have also participated in regional conferences to discuss the CSI findings as well as cross-national civil society issues.

Change: The principal aim of the CSI is to generate information that is of practical use to civil society practitioners and other primary stakeholders. Therefore, the CSI framework seeks to identify aspects of civil society that can be changed and to generate information and knowledge relevant to action-oriented goals.

With the above mentioned foundations, the CSI methodology uses a combination of participatory and scientific research methods to generate an assessment of the state of civil society at the national level. The CSI measures the following core dimensions:

- (1) Civic Engagement
- (2) Level of Organisation
- (3) Practice of Values
- (4) Perceived Impact
- (5) External Environment

³ For in-depth explanations of these principles, please see Mati, Silva and Anderson (2010), *Assessing and Strengthening Civil Society Worldwide: An updated programme description of the CIVICUS Civil Society Index Phase 2008-2010*. CIVICUS, Johannesburg.

These dimensions are illustrated visually through the Civil Society Diamond (see Figure 1 below), which is one of the most essential and well-known components of the CSI project. To form the Civil Society Diamond, 67 quantitative indicators are aggregated into 28 sub-dimensions which are then assembled into the five final dimensions along a 0-100 percentage scale. The Diamond's size seeks to portray an empirical picture of the state of civil society, the conditions that support or inhibit civil society's development, as well as the consequences of civil society's activities for society at large. The context or environment is represented visually by a circle around the axes of the Civil Society Diamond, and is not regarded as part of the state of civil society but rather as something external that still remains a crucial element for its wellbeing.

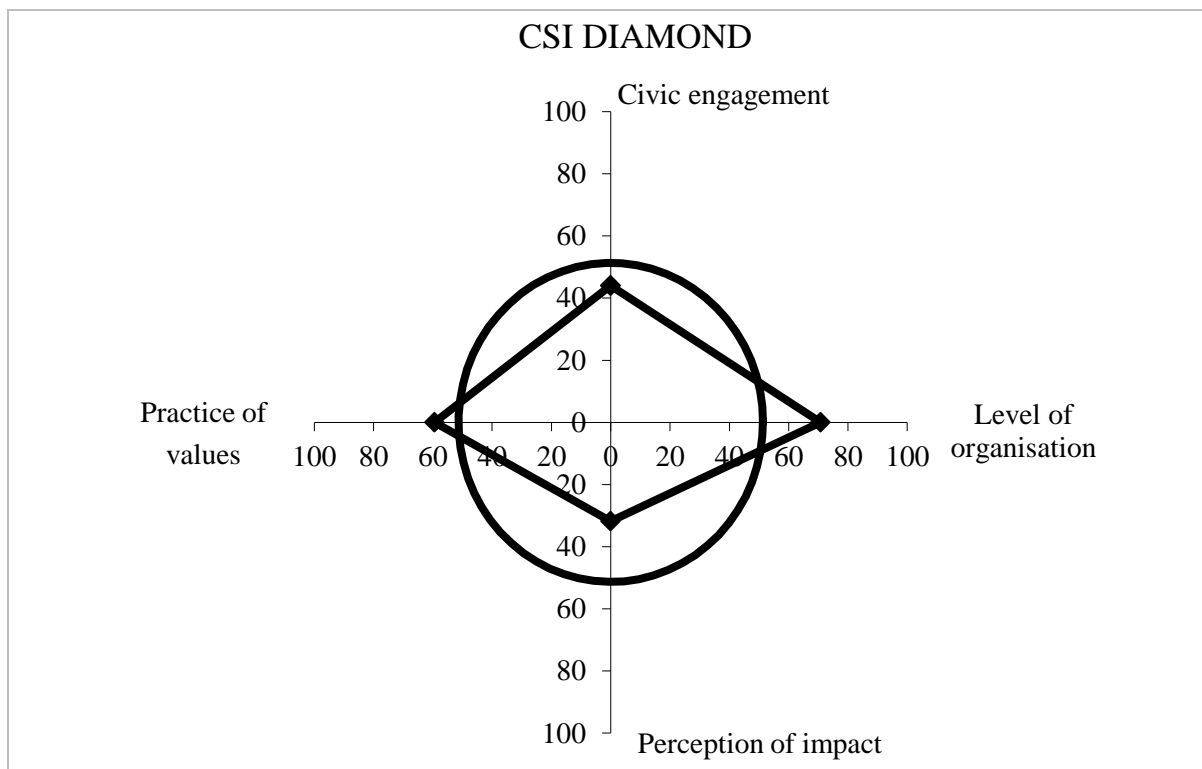


Figure 1: The Civil Society Index Diamond

3. CSI IMPLEMENTATION

There are several key CSI programme implementation activities as well as several structures involved, as summarised by the figure below:⁴

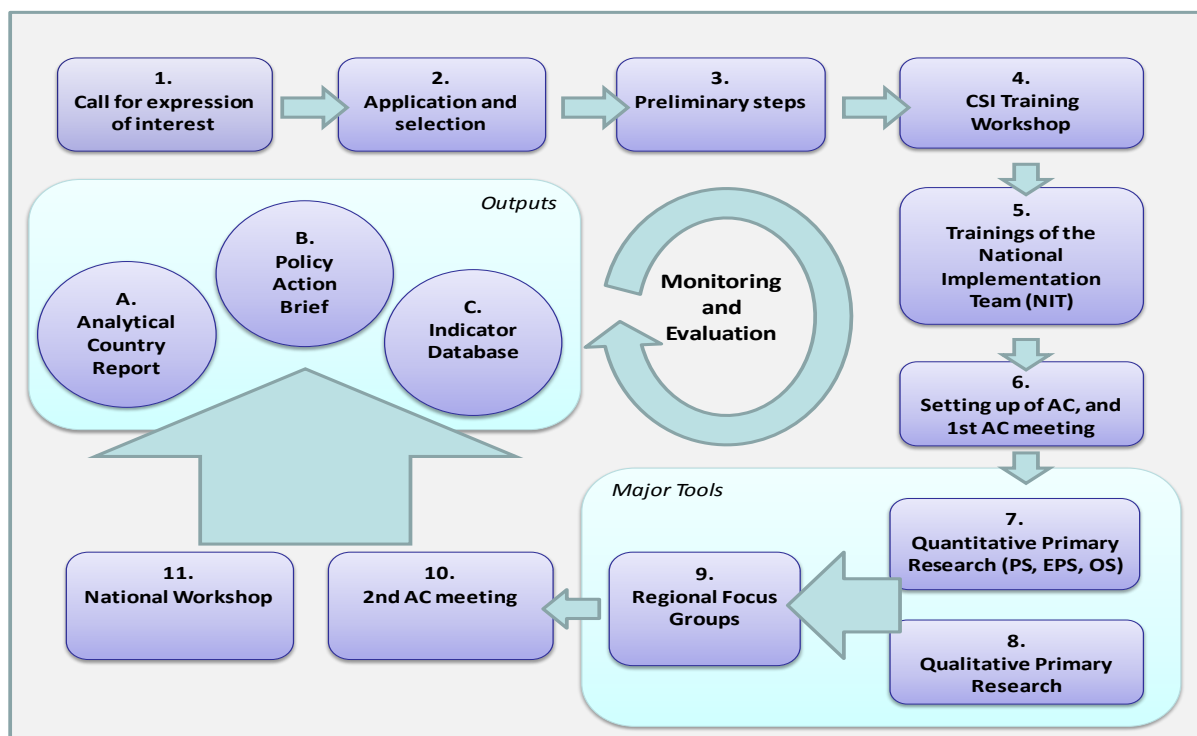


Figure 2: The Implementation Process of CSI

The major tools and elements of the CSI implementation at the national level include:

- Multiple surveys, including: (i) a **Population Survey**, gathering the views of citizens on civil society and gauging their involvement in groups and associations, with 1,300 respondents from across Kosovo; (ii) an **Organisational Survey** measuring the meso-level of civil society and defining characteristics of CSOs, with 100 Kosovar CSOs; and (iii) an **External Perceptions Survey** aiming at measuring the perception that stakeholders, experts and policy makers in key sectors have of civil society's impact, with 40 distinguished individuals from all sectors of society
- Tailored **case studies** which focus on issues of importance to the specific civil society country context. CSI Kosovo has undertaken six case studies, aiming to explore in depth the following issues: Civil Movements and Active Citizenship; Cooperation between CSOs – NGO Law 2010; Voluntarism – Humanitarian and Charity Organisation 'Mother Theresa'; Relations between Kosovo Assembly and Civil Society; NGO Registration and Liaison Department; and Trends of Donor Funds for Civil Society.
- **Advisory Committee (AC)** meetings made up of civil society experts to advise on the project and its implementation at the country level
- Regional and thematic **focus groups** where civil society stakeholders reflect and share views on civil society's role in society. Full day regional Focus Groups were held in Prizren, Mitrovica, Prishtina and Gracanica, as well as thematic Focus Groups with civil society donors present in Kosovo.

⁴ For a detailed discussion on each of these steps in the process, please see Mati et al (cited in footnote 3).

Following this in-depth research and the extensive collection of information, the findings were presented and debated at a **National Workshop**, which brought together a large group of civil society and non-civil society stakeholders and allowed interested parties to discuss and develop concrete actions for addressing identified priority issues

This Analytical Country Report is one of the major outputs of the CSI implementation process in Kosovo, and presents highlights from the research conducted, including summaries of civil society's strengths and weaknesses as well as recommendations for strengthening civil society in the country. It is accompanied by a Policy Action Brief, which makes recommendations on strengthening the sector.

4. LIMITATIONS OF CSI STUDY

Being included in the CSI global methodology for the first time has had both positive and negative aspects with regard to the CSI Kosovo implementation process. The most positive aspect consists of taking advantage of the advanced methodology, which resulted after constant evaluation of CSI methodology from previous global and regional phases. A number of difficulties reported from the previous implementers were addressed in the new methodology, thus improving the overall quality in implementing CSI in Kosovo. However, a number of limitations were present also in the current methodology in general, and related to the Kosovar specific situation in particular.

Lack of secondary data - The major difficulty in undertaking CSI in Kosovo is the extremely low availability of secondary data, both on the conditions of the society at large as well as particular aspects of civil society. Kosovo is a country where the last census took place in 1981, and where most fields are uncovered either by a national statistical unit or different international reports and indexes due to recent independence and problems with its international recognition. The lack of secondary data had a direct impact especially in requiring reference data for a number of indicators which needed an in-depth analysis. For example, understanding the reason for the very high levels of public spiritedness and very low levels of inter-personal trust and inter-relating those with the general context of Kosovar society was a difficult task without additional data and materials from other professionals.

Global comparativeness vs. country specific issues - although intended to balance global comparativeness with country specifics, using the CSI methodology presented us with additional challenges while addressing a number of issues common to Kosovo civil society. This was noted in particular in the quantitative data sets, which allow only a minor scale of adjustments. For example, while a relatively high number of most active CSOs are led by women, the lack of written regulations for gender equality might indicate an opposite result in the findings. The CSI team put extra efforts in discussing these issues in different forums of the project and broadening the interpretation of various findings in order to minimise this risk, and it also included additional questions and case studies in order to explore a number of important issues for the current state of civil society in Kosovo.

Lack of verification tools – similar to other research conducted on the subject, the CSI methodology and our researchers did not have any specific tool to verify the responses from organisations and individuals. Although different techniques were used, including cross-cutting questions, to minimise this risk, responses not reflecting the exact situation on the ground are part of the study. For example, responses declaring that a CSO's leading board/assembly or written regulations are in place and their functionality in practice were on

several occasions far from each other. Again, the project relied much on the experience the KCSF has through its interaction with CSOs as well as the approach used in focusing discussions on these issues. These enabled the CSI team to generate additional comments and interpretations on a number of indicators.

Dynamic developments in Kosovo – Last but not least, a very specific situation of the country during the last years has been an additional difficulty in keeping the momentum of the study and its findings. Since the declaration of independence in 2008, Kosovo has undergone an extremely dynamic period where political instability and developments have changed the role and powers of different groups within very short period of time. This is why CSI Kosovo had to cancel one part of the CSI methodology, namely the Social Forces Analysis – which aims to draw a picture of main forces of the society and the relations between them in regards to positioning and power. In this very complex situation where the focal point of powers changes constantly, such an analysis would become out-dated in a very short period of time.

However, the above mentioned limitations do not lower the reliability of the study. The efforts to address all of the limitations have now resulted in a widely validated set of findings and knowledge-based recommendations for the future actions. All parties interested in working with civil society have an in-depth analysis of the current state of the sector, concrete recommendations for an action-agenda of civil society and a set of qualitative data that can be utilised from other civil society practitioners.

CIVIL SOCIETY IN KOSOVO

1. CONCEPT OF CIVIL SOCIETY

Civil society is a broad concept which across the world is understood differently, according to specific historical and current developments in different countries and regions. However, in its modern understanding it has a number of characteristics that may be applied in most countries worldwide. In this regard, CIVICUS developed a basic definition of civil society with the aim of offering a base for discussion for each specific country implementing the CSI.

The proposed definition from CIVICUS defines civil society as:

The arena, outside of the family, the state, and the market, which is created by individual and collective actions, organisations and institutions to advance shared interests.

The AC, in its first meeting, discussed civil society in Kosovo and adapted the proposed definition as the following one:

The space of society, outside of the family, the state, and the market, which is created by individual and collective actions, not for profit organisations and institutions, which do not run for office, but advance common interests.

Some of the main characteristics that define Kosovo's civil society, through this definition, are listed below:

- Civil society, even though sometimes not in a sharply defined way, is separated from the family, state and market/business;
- Civil society exists in forms of organisations and institutions, as an organised way of advancing common interests;
- However, as well as organised forms, civil society includes also actions (individual or collective), which are in line with the other criteria of this definition;
- Advancing the common interest (be it the interest of a certain group of people or the interest of society as a whole) is the aim which differentiates the sector of civil society from other sectors (such as initiatives for advancing someone's individual interest).

The words 'not for profit' and 'which do not run for office' were added to the proposed definition, aiming to put emphasis on the following issues:

- The non-for-profit principle is one of the main principles differentiating civil society from other sectors (such as private sector);
- Not running for office is another very important principle differentiating civil society from other sectors (such as political parties).

In concrete terms, civil society in Kosovo is comprised mainly of registered non-governmental organisations (NGOs), while others forms of civil society are not common. Only a few examples of non-registered initiatives may be found, and most of them arise on an ad-hoc basis and do not continue being active after the concrete issue/problem is resolved. In addition, even though formally within the scope of civil society definition, trade unions are rarely seen as such, and cooperation between different trade unions and the other parts of civil society is limited, with trade unions rarely part of civil society initiatives and forums.

The media remains both in and outside civil society. Since most of the media are officially registered as private businesses, they can be seen as part of that sector. However, their role in society in general and in advancing the public interest in particular often places the media in the same arena. Exceptions to this are a number of media (mostly local) which are registered as NGOs.

Religious communities⁵ are organised according to their traditional system of norms and values, and are not considered as a part of civil society. However, a number of their initiatives – in particular charity and humanitarian aid – may be considered as a contribution to active citizenship, and these organisations are registered as non-governmental organisations.

2. HISTORICAL OVERVIEW OF CIVIL SOCIETY

As it is seen today, the first civil society initiatives and organisations in Kosovo date from the late 1980s and beginning of the 1990s, following the fall of communism in Central and Eastern Europe and the beginning of a new form of political repression and parallel life in Kosovo. Because of the very specific situation in Kosovo at that time, civil society developed itself as an important part of an entire parallel system and civil resistance to the Serbian

⁵ Kosovo's main religion is Muslim (around 80%), while Roman Catholic (around 6%) and Orthodox (around 5 %) are other main religious communities.

regime, built from grassroots needs and dealing with survival issues of the population. Humanitarian aid and human rights protection, complemented with different civic movements with huge support from society in general, were the most important fields of activities of civil society. Ethnic division was also highly expressed within civil society, with only a few exceptions.

Following the boycott of Serbian institutions by the entire Albanian population in Kosovo⁶ and absence of services for this population from different social and health services, civil society positioned itself as the main provider of these services. For 10 years, the humanitarian organisation Mother Theresa collected aid inside and outside Kosovo and established a system of aid delivery and health services to poor families across Kosovo. More than 7,200 volunteers were actively engaged in this initiative. The Council for the Defence of Human Rights and Freedoms during the same period monitored, identified and raised awareness about violations of human rights, directly contributing to informing the international community about the systematic repression of the regime towards the local population. Comprised of the most distinguished lawyers in Kosovo, the Council cooperated with the International Criminal Tribunal for the former Yugoslavia (ICTY) on collecting evidence on war crimes in Kosovo.

The NATO intervention and establishment of the United Nations Mission in Kosovo (UNMIK) and the Provisional Institutions of Self Government (PISG) in 1999 was a turning point for the overall development of civil society in Kosovo. The enormous needs for emergency actions and reconstruction, as well as interethnic reconciliation, made civil society transform its activity and adapt to the new reality. Large scale financial and technical support from international donors resulted in a massive growth in the number of CSOs, which was not necessarily followed by the increased quality of their work. ‘Easy to get’ funds combined with the dependence on foreign donations, created many donor-driven NGOs, as well as ‘hibernating’ ones which become active only upon available funds.⁷ From more than 6,000 registered NGOs in 2010,⁸ less than 10% are estimated to be still active or partially active. Since the NGO Law does not have any requirement for deregistration of passive NGOs, the number of registered NGOs has constantly increase since 1999.

However, a number of CSOs have constantly moved ahead in shaping and profiling themselves. Several successful initiatives and campaigns influenced specific policies and developments, and thus positioned civil society as an important sector in the state-building and democratisation process.

After nine years of coexistence of UNMIK and PISG in decision-making and a situation where “this dual system of government undermined the ability of citizen groups to affect public decisions purportedly undertaken in their interest”,⁹ and following Kosovo’s declaration of independence, a new system of governance was established, and new decision-making attitudes are being set on the ground.

Civil society again is adapting to the new situation, in particular by increasing its activities and capacities to influence public policy and decision-making, advocate for the benefits of its

⁶ The last census was conducted in 1981. According to estimations from the Kosovo Statistical Office, Kosovo’s population in 2006 was comprised of the Albanian majority (92 %) and different ethnic minorities (Serbian 5.3 %, Roma 1.1%, Turkish 0.4% and others 1.2%)

⁷ UNDP Human Development Report 2008 – pg.42.

⁸ According to the number provided by the NGO Registration and Liaison Office of the Government of Kosovo, 2010.

⁹ Mapping analyses of civil society in Kosovo, KCSF 2005.

constituencies, keep the government accountable, and particularly, contribute to the European Union Accession process.

3. MAPPING CIVIL SOCIETY

From a situation where “civil society was considered weak”,¹⁰ and with no substantial progress achieved, reports on civil society, such as EC Progress Reports, are now putting emphasis on the “environment in which NGOs operate, which needs to be significantly improved.”¹¹

While accepting such a statement as true, currently civil society in Kosovo is experiencing a number of developments but still facing huge challenges. Although a few CSOs are advancing their human and financial capacities, most of the sector remains highly dependent on international funding. Adding to this the continuous increase of the European Union proportion in civil society funds, bureaucratic application procedures and fairly high minimum grant amounts exclude most organisations from benefiting from these funds, as they are too small to apply or absorb such figures,¹² thus increasing the division between ‘large’ and ‘small’ CSOs. Trying to survive in this situation, the priorities of civil society in most cases have reflected the priorities of the donors,¹³ meaning that many civil society initiatives were not driven by the interest of the community. This has weakened the connection between CSOs and their constituencies, calling into question the legitimacy of their actions. In addition, because of the lack of coordination between donors and NGOs, the cost-benefit of the funds donated and the impact achieved on the ground was not as strong as it could have been. This gap between CSOs (in particular the membership organisations) and their constituencies reduced opportunities to internally strengthen their sustainability and makes them vulnerable to any future decrease of international funds for civil society. Finally, the “public understanding of the role of civil society remains low,”¹⁴ making this challenge even harder to overcome.

Kosovo’s CSOs cover a wide range of fields in their activity. A number of fields are continuously attracting more CSOs and some other fields are experiencing decreases in the quality and numbers of CSOs involved. Previously ‘donor attractive’ fields of activity, such as minority and youth issues are fields where the number of CSOs has constantly decreased in reflection of changing funding patterns. In contrast, due to independent institutions taking over the main responsibility of statehood, CSOs working on the rule of law in general and those seen as playing a ‘watchdog’ role on the state in particular are increasing their presence, either in numbers or in quality of work. In between, other CSOs are working in some other areas: the think tank sector is aiming to contribute to public policy-making and influence the main developments in decision-making; the civil society development CSOs are striving to increase the understanding of civil society’s role in a democratic society amongst the public and the public authorities and to facilitate coordination and networks within the sector, as well as regulate cooperation between civil society and public authorities, including promoting participatory mechanisms for civil society; women’s NGOs remain active in fighting for a gender-balanced society and their network is still one of the most active ones; human rights are still a necessary field where a number of CSOs are contributing; while

¹⁰ EC Progress Report 2008 – pg.19.

¹¹ EC Progress Report 2010 – pg.17.

¹² Looking for civil society across the Balkans pg. 19 – EUCLID Network 2009.

¹³ UNDP Human Development Report 2008 – Table 5.2.

¹⁴ EC Progress Report 2010 – pg.17.

CSOs working with people from marginalised communities are active in ensuring minimal standards for their members. Other fields where civil society is active include environment, European integration process, reconstruction, social issues and foreign policy.

In addition to this, alongside their main role as donors, international NGOs are still important players in the overall civil society scene in Kosovo.

As regards networking, only few formal networks have existed over time and continue to play their original role. Kosovo Women Network and the coalition of CSOs monitoring the elections, Democracy in Action, are two examples, with both of them however going through their ups and downs. It is a general impression that donor-driven networks were the ones which did not survive, while competition between CSOs for resources and lack of joint bodies to coordinate a network may be other reasons. However, ad-hoc coalitions and non-formal groups of CSOs have very successfully undertaken a number of initiatives. Civil society reaction over the amendment of the NGO Law and their active contribution to this process is one of the success stories, offering an example that when there is a concrete issue of joint interest and an ability to clearly divide responsibilities between them, CSOs can impact on important processes of society.

ANALYSIS OF CIVIL SOCIETY

1. CIVIC ENGAGEMENT

Civic Engagement is the first dimension measured by the CSI, aiming to explore the extent and depth to which individuals engage in social and policy-related initiatives. It is composed of six sub-dimensions which are generated from 13 specific indicators. The data for this dimension is mainly gathered from the Population Survey.

Although most of the sub-dimensions making up this dimension vary between 20 and 30, the cumulative score of Civic Engagement is 44.0%.

Table 2: Civic Engagement Sub-dimension scores

1	Civic Engagement	44.0
1.1	Extent of socially-based engagement	21.6
1.2	Depth of socially-based engagement	40.5
1.3	Diversity of socially-based engagement	80.9
1.4	Extent of political engagement	21.6
1.5	Depth of political engagement	32.5
1.6	Diversity of political engagement	67.1

1.1. Extent of Socially-Based Engagement

The extent of socially-based engagement, measuring the percentage of people who are actively engaged in socially based civil society activities, shows that a very limited number of Kosovo’s population is currently actively in different community based initiatives. According to the Population Survey, only 21.6 % of people in Kosovo are involved in different social actions. This score is generated from three specific indicators, namely social membership, social volunteering and community engagement. These indicators show that only few

Kosovars (15.5 %) are active members of social organisations, including religious, sports and cultural ones. Similar to this, only 14.0% of the population does voluntary work for such an organisation, with a substantial percentage of this involving voluntary work for religious organisations. In this regard, people engaging in religiously oriented volunteerism can be considered as activists. However, 35.3% of the population engages in community activity through more informal means, for example by spending time socially with other people at sports clubs or voluntary/service organisations.

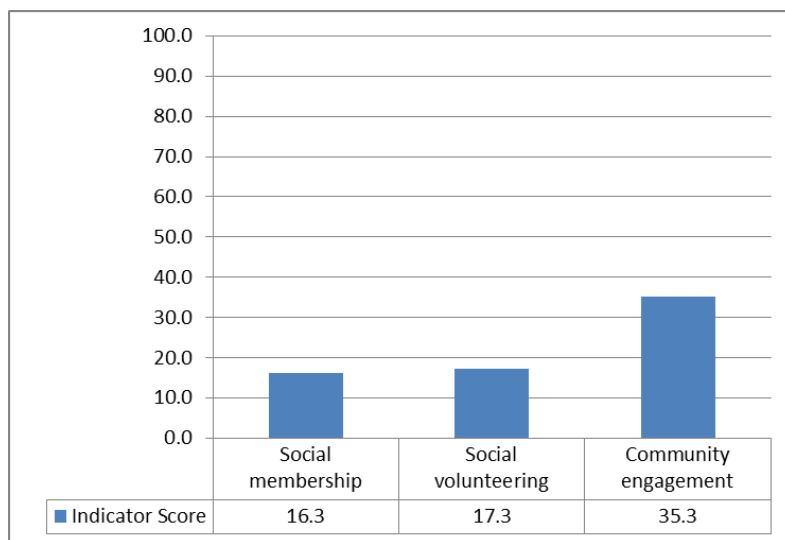


Figure 3: Extent of socially-based engagement

Different reasons might underlie these low results. One of them could be the low living standards of the population in general, which can directly cause indifference amongst lower-paid people towards involvement in community initiatives. In a country where almost half the population is poor, it may be unlikely to expect involvement in

activities other than those which ensure basic financial means for living. The other reason behind this that was mentioned by many focus groups participants was the full decade of social solidarity and volunteering during the apartheid period in Kosovo. The high political motive of that time no longer exists following the liberation and independence, and the resources and energy of that time are long spent. Last but not least, a very low trust of political parties and political institutions directly impacts on people’s attitude towards involvement in social activities.

1.2. Depth of socially-based engagement

The depth of civic engagement score aims to assess the frequency or intensity of participation amongst those identified above who do engage activity. Respondents who take part in community activity tend to do so at least once a month (64.3 %), and this is a considerably higher figure than the percentage of those active in CSOs who do voluntary work for more than one organisation (30.8 %), or have membership of more than one organisation (26.4 %). Overall, the depth of socially-based engagement score, standing at 40.5 %, shows a potential for quite a high social engagement, especially given low social capital where only 9.1 % of the respondents say they think most people can be trusted.

This gives a strong message to CSOs who need to strengthen their efforts in building on this potential and engage more citizens in a greater variety of organised forms of participation.

1.3. Diversity of socially-based engagement

This sub-dimension measures the diversity within civil society, namely the representation of distinct social groups amongst those who are active in socially based activities and organisations. At 80.9 %, the indicator shows a very high level of diversity amongst members

of social-based civic organisations. Although this value was considered to be a high estimation by the Focus Groups and National Workshop, in general it shows that civil society is not dominated by any certain social group.

It is interesting to note, however, the difference in ethnicity and gender when it comes to people’s membership in socially based activities: Kosovo Serbs and males are significantly more active than Kosovo Albanians and females. While the difference between genders can be understood in a traditional society, the passive approach from the Albanian majority is worrying. State institutions, the establishment of which has long been the cause of struggle for Kosovo Albanians, may be seen as the competent bodies to deal with their problems. Now that these institutions are there, citizen’s engagement may be seen to stem from resistance towards these institutions rather than from an active contribution towards state-building and social development.

1.4. Extent of political engagement

This sub-dimension, scoring 21.6%, measures the percentage of people who are actively engaged in activities that can be considered as being of political nature. In this category, CSI includes political parties, trade unions, environmental, professional and humanitarian CSOs and other forms of civil society dealing mostly with politics or policy-making. The overall extent of political engagement is similar to the extent of social engagement. However, the low levels of both of these sub-dimensions confirm the apathy of citizens towards civic activities in general. Only 12.9% of respondents replied they are active members of political organisations, while 15.3% of the respondents report doing voluntary work for political organisations.

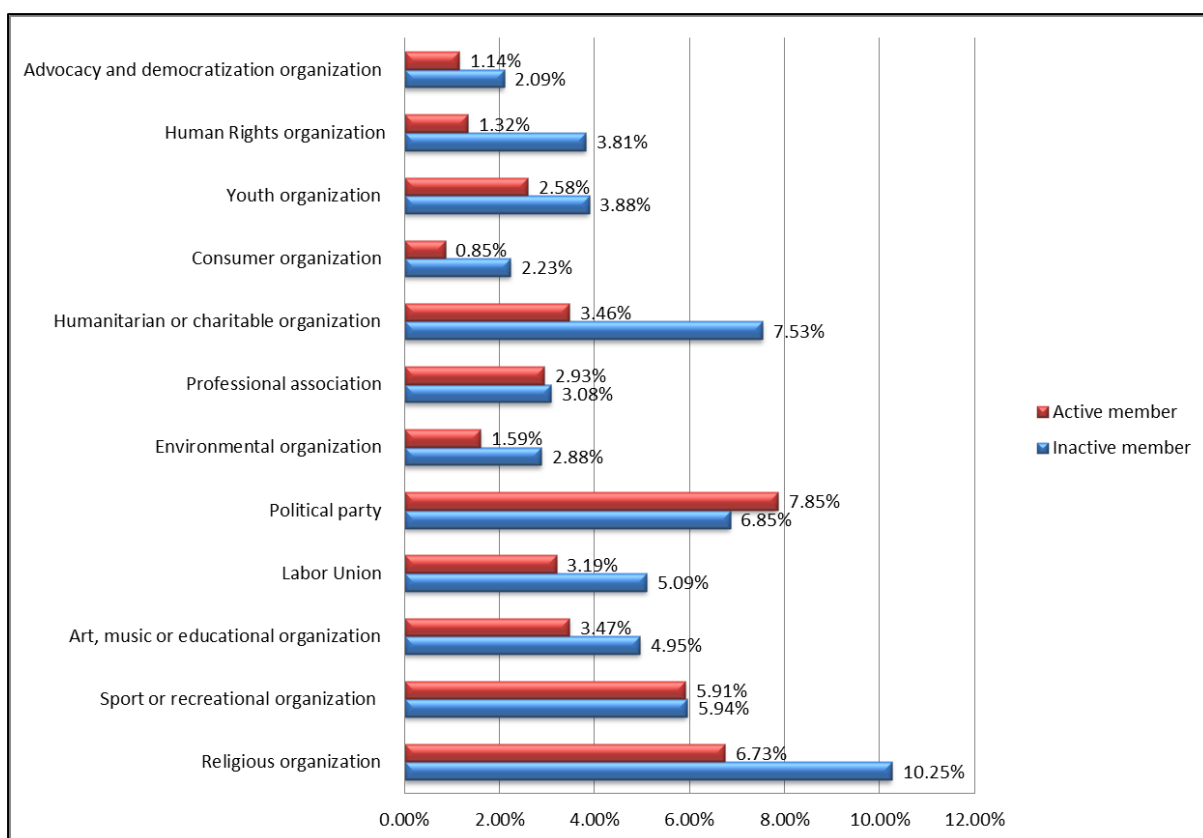


Figure 4: Membership in social and political organizations

In both of these indicators – extent of social and political engagement - humanitarian and charitable organisations and political parties attract more members and volunteers. This advantage of engagement in humanitarian/charitable and political party organisations rather than engagement in other forms of CSOs of social and political nature might come from the expectations of their activities. Charities and political parties can demonstrate a more immediate impact, which can be assumed to be more desirable by citizens in comparison to the long-term impact of other organisations, such as human rights or advocacy and democratisation CSOs. However, 36.7% of respondents report they have participated in various individual political actions, such as signing a petition or joining a boycott or peaceful demonstration in the last five years. An increased percentage of participation in various individual political actions is evident in the Kosovo Serb population comparing to the Kosovo Albanian population, according to the Population Survey.

The lower score of the political engagement sub-dimension also reflects the findings of Population Survey on public trust in political organisations and political parties, which is low. This has been a trend in Kosovo in the last years, given the challenges and the shortcomings of political institutions to address the overall needs of the citizens, as continuously reported in many domestic and international reports, as well as Focus Group discussions within CSI.

1.5. Depth of political engagement

The depth of political-engagement sub-dimension measures the portion of the active population who are involved in more than one political organisation or engaged in more than one political activity. Of active respondents, 32.5 % declare they are active in more than one political organisation or activity. The overall score of this sub-dimension results from three specific indicators: multiple membership, standing at 26.3 %, 28.3 % reporting multiple political volunteering, and 42.9% reporting multiple acts of individual political activism.

1.6. Diversity of political engagement

The final sub-dimension of the Civic Engagement dimension looks at the diversity of the portion of the population actively participating in various forms of political engagement. In other words, it asks the question of whether women, ethnic minorities, and people from rural and remote areas are engaging in politically-oriented organisations. At 67.1%, this score indicates a relatively high percentage of diversity among politically active people.

1.7. Conclusions

In general, the focus groups, AC and National Workshop participants validated the findings and scores of this dimension, with slight concerns about the high values of both diversity sub-dimensions.

Civic Engagement, after the Perception of Impact, was the second weakest dimension of Kosovo civil society. The low membership in socially based and political initiatives, as well as similar levels of volunteering in both of these fields, characterise Kosovar society as a highly indifferent one with a high level of apathy of citizens towards public life in general. However, higher levels of non-formal and individual activism, such as community engagement and participation in various individual political actions indicate that the potential is present and needs to be activated by CSOs and other stakeholders. This confirms the perceptions of a gap between CSOs and citizens, which is also reflected in the level of trust towards CSOs and political parties shown in the Population Survey. Last, a non-distinction among different social and demographic groups regarding to their activism shows a highly diverse group of active citizens and a low existence of barriers between different groups both

in socially and politically based engagement, albeit not taking into account inter-ethnic distinction.

2. LEVEL OF ORGANISATION

The Level of Organisation dimension of the CSI looks at the existence of the organisational conditions that enable a functioning civil society in Kosovo. An assessment of the internal infrastructure of CSOs is provided in terms of governance, self-regulation, financial, human and technological resources, peer to peer communication, and cooperation with other CSOs and international linkages, which should offer a clear picture of what characterises civil society. The CSI score on the degree of institutionalisation that characterises civil society in Kosovo is 70.7%, a high score compared to other countries.

CSI assesses six sub-dimensions (see table 3), with the first five resulting from the Organisational Survey and the last one coming from the Union of International Associations Database. Since Kosovo is still not listed in this database, the last sub-dimension was not calculated.

Table 3: Level of Organisation Sub-dimension scores

2	Level of Organisation	70.7
2.1	Internal governance	89.9
2.2	Infrastructure	69.7
2.3	Sectoral communication	88.4
2.4	Human resources	18.3
2.5	Financial and technological resources	87.4
2.6	International linkages	-

2.1. Internal governance

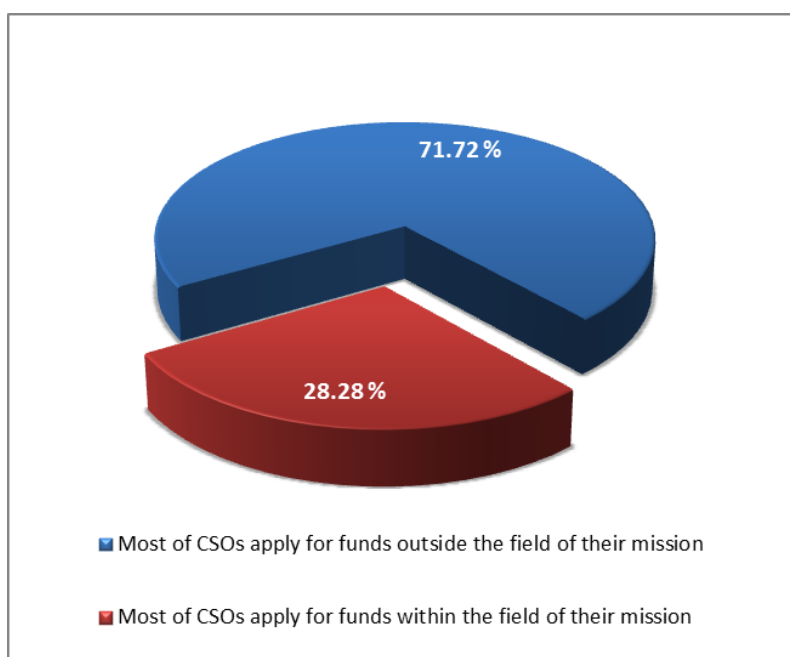


Figure 5: How would you evaluate CSOs approach to applying for funds from the donors?

The first sub-dimension of Level of Organisation looks at the management of CSOs by examining the percentage of CSOs that have a formal governance and management system, such as a board of directors or assembly. The internal governance of CSOs score is 89.9%, and is reported as one of the highest indicators in the entire study. However, all the forums of the CSI considered this value misleading because the formal existence of such bodies is required by law as part of CSO registration, albeit there are no mechanisms for ensuring

their functionality in practice. According to all discussions, this indicator would be substantially lower if the functionality of board of directors and/or assemblies was examined.

Results of additional questions aiming to assess if CSOs projects fall within their missions have demonstrated very low level of correlation between official missions of CSOs and the fields of work they are involved in. 71.7 % of surveyed CSOs think that most of CSOs apply for funds outside the field of their mission, confirming that available funds are the driving force behind civil society activities much more than their missions which aim to reflect the needs of their constituencies.

2.2. Infrastructure

When asked if their organisation is a formal member of any federation, umbrella group or support network, 69.7% of CSOs gave a positive answer. Similar to the previous sub-dimension, formally this score is strong. However, in practice the number of active networks is quite low and the same CSOs belong to multiple networks. This was discussed and stated in both CSI Focus Groups and case studies. However, a few formal networks have existed over time to play their original role. Kosovo Women Network and the coalition of CSOs monitoring the elections are two examples, with both of them however going through their ups and downs. It is a general impression, also discussed in different Focus Groups, that donor-driven networks were the ones which did not survive, while competition between CSOs for resources and lack of joint bodies to coordinate a network may be other reasons. However, ad-hoc coalitions and non-formal groups of CSOs successfully undertook a number of initiatives, especially during 2010, in areas of rule of law, anti-corruption, international advocacy, and preventing the amendments to the Law on NGOs (see below). These initiatives have thus increased the potential for an effective impact of such support structures.

2.3. Sectoral communication

The sectorial communication indicators look at the level to which diverse actors of civil society communicate and cooperate with one another, in particular through meetings to explore productive linkages and information sharing among CSOs. Asked if they have met other CSOs in the past three months, 89.9% of the organisations reported a positive answer. A similar percentage (86.9%) also reported that they had exchanges of information and documents during the last three months.

The high level of this sub-dimension can be explained in different ways. As discussed in the Focus Groups, the small size of Kosovo and relatively low number of active CSOs assists communication, including non-formal and spontaneous communication. It is another question whether this communication and exchange of information produces joint activities and makes this cooperation truly effective.

Within a two year old non-formal ‘advocacy group of active CSOs’, a joint advocacy campaign gathered many active CSOs and can be taken as a best practice of cooperation in issues of common interest. With a number of restrictive measures proposed and an attempt to change the basic principles of the not for profit sector, the government’s proposal for amendments of the NGO Law endangered the future of the sector. Timely and expertise based reaction, a combination of diverse methods of pressure, lobbying and advocacy and joint efforts, based on a mutual interest and respect, resulted in the halting of the government’s attempt to change the NGO Law in 2010 .

2.4. Human resources

The sub-dimension measuring the sustainability of human resources in the civil society sector, by exploring the ratio between paid staff and volunteers, results in one of the lowest sub-dimensions in general with a total score of 18.3%. The specific question behind this indicator was based on the notion that CSOs have a sustainable staff base when they are made up of no more than 25% volunteers. The reasons behind this low figure, as discussed in the National Workshop, can be found in the project-based support from most of the donors and inability of CSOs to raise alternative funds which would enable them to retain qualified and competent staff in periods between projects. In addition, there is an overall low level of human resources in Kosovo which is directly reflected in the civil society sector. According to a discussion of a Focus Group, "...if 18.3% are the sustainable human resources of active CSOs, can you imagine what would be the score if including also the passive ones?" This illustrates best the situation when it comes to competent and professional staff of the sector.

The situation becomes even more problematic when the declining trend of volunteer work in civil society is considered. According to the Organisational Survey, 48.3% of the surveyed CSOs think that volunteer work is decreasing, and most of them see the lack of the proper legal framework on volunteering as one of the reasons for this. To date, there has been no attempt to develop such a framework, except some provisions on the Law on Youth.

If successfully addressed, this issue would lead to increase of competence and professionalisation of the sector, thus enabling better services and more beneficiaries of CSOs activity. Specific steps should be devised to address this issue.

2.5. Financial and technological resources

This sub-dimension looks at the financial and technological resources wielded by civil society in Kosovo, exploring the trends of the last years in income and expenditure from surveyed CSOs, as well as access to telephone, internet and other technologies. The overall score of this sub-dimension stands at 87.4%, with the financial sustainability indicator at 83.8% and technological resources at 90.9%. Financial sustainability was measured through comparing changes in CSO revenues and expenditures over the last two years, while technological resources were based on possession of basic technological equipment of surveyed CSOs. While the last one is understandable when living in an era of cheap and easy to find technology, the situation on the financial resources is more complex. After a decade of huge international funding for civil society, many donors have started to shift their geographical focus and withdraw from Kosovo. The discussions in different forums of CSI, as well as the findings of the case studies, indicate that the total amount of the funds available for civil society is decreasing. However, the score of this indicator is validated given the fact that the study involved only active CSOs, which by default are active because they were able to continue fundraising for their activities, and thus have sustainable financial resources. However, most of the participants in Focus Groups share the perception that the number of active CSOs in comparison to the number of registered ones is decreasing. Withdrawal of many small donors – and thus a considerable amount of funds – from Kosovo might be one of the main reasons for this.

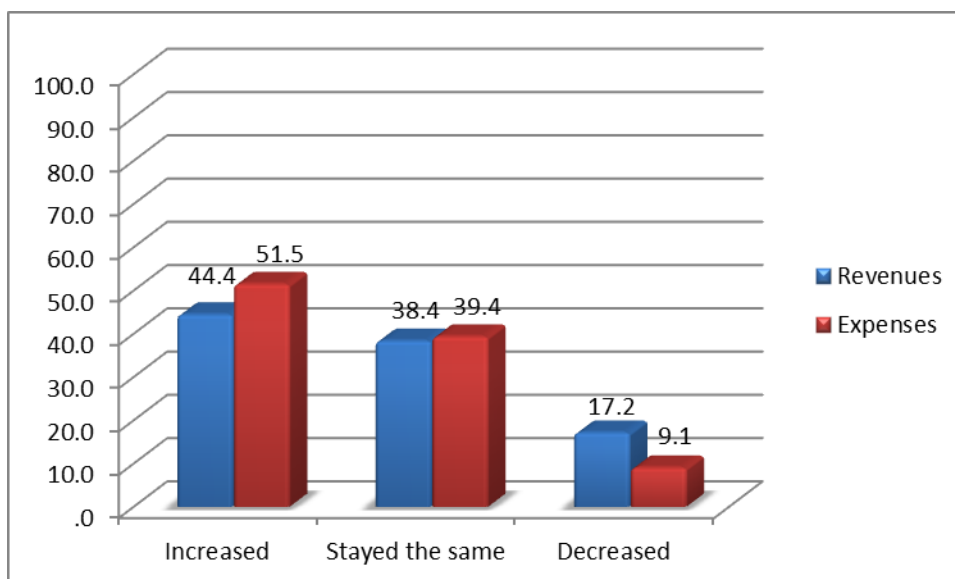


Figure 6: Revenues and Expenses of surveyed CSOs compared to previous year

When it comes to the source of the funds for the sector, results clearly indicate a high dependency on international donors, which contribute 70.17% of the overall funding for civil society. Adding to this private donations from foreigners (such as Soros Foundation), local sources do not exceed 20% of the overall income. The lowest of all sources is income from service fees, which stands at only 0.53% of the total income of the sector. If aiming a sustainable sector, this is one of the sources that should be substantially increased.

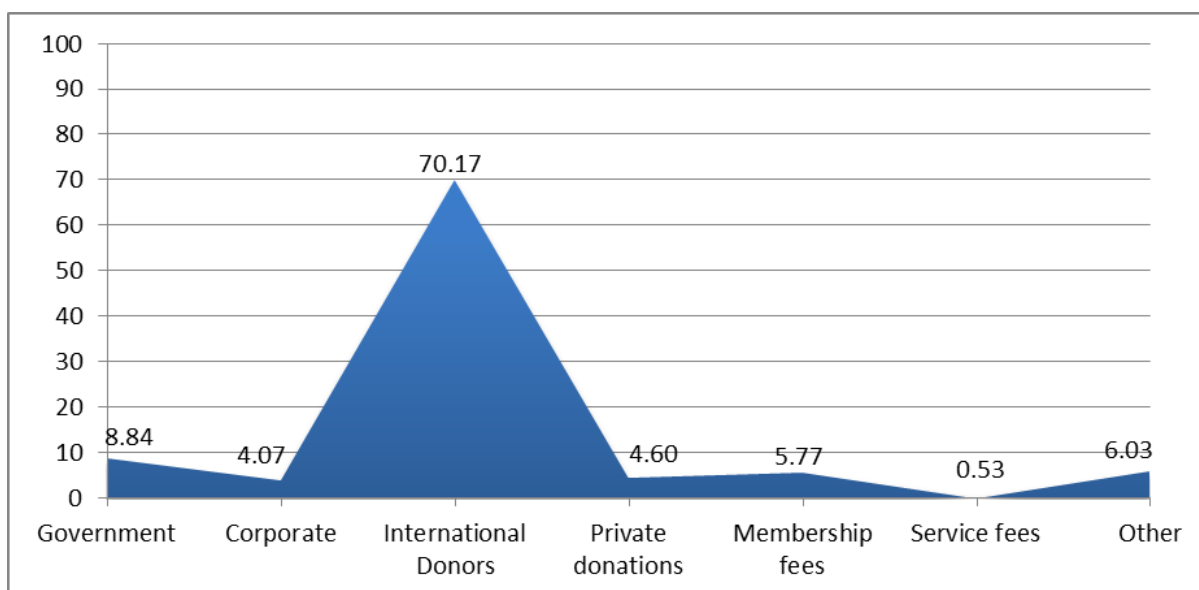


Figure 7: Sources of funding for civil society in Kosovo

2.6. International linkages

The CSI methodology, when it comes to international linkages, uses the official data of the Union of International Associations Database. Since Kosovo is not listed in this database, this sub-dimension does not have a score and was not included in the overall calculations of the dimension.

However, it is a general impression that after the 1999 war, Kosovo was a focus of many international NGOs (INGOs), in particular the ones dealing with post-conflict issues, such as

reconstruction and emergency, reconciliation and minority issues. Recently, most of these INGOs have withdrawn from Kosovo, while some others (though in a smaller number and in particular those dealing with rule of law, transparency and anti-corruption) have newly included Kosovo in their scope of work. This was noticed in particular after the declaration of independence in 2008. The problems with international recognition of Kosovo also directly impact on the international linkages of Kosovo's civil society. A number of international and EU based networks do not accept members from Kosovo due to the fact that Kosovo is not part of the UN, and respectively is not recognised by all EU Member States. However, these formal problems have not stopped Kosovar civil society from being represented in different regional and European platforms and forums. In this regard, civil society is the most exposed sector internationally, in quantity as well as quality.

2.7. Conclusions

In general, the focus groups, AC and National Workshop participants validated the findings and scores of this dimension, with a number of comments on the internal governance and financial resources indicators.

The Level of Organisation resulted as the highest dimension in CSI, showing that Kosovar civil society is characterised by a solid degree of institutionalisation.

Most of the surveyed CSOs have a formal governance and management system, such as a board of directors or assembly, although the discussions within different CSI forums highlighted the difference between their existence on paper and in practice. A similar question occurs around networks. With only a few active networks, the membership of CSOs in these structures are more of a formal than active nature. However, the high level of sectoral communication and some successful examples of recent joint activities indicate a great potential for cooperation in issues of common interest.

While technological resources are significantly high, the situation regarding financial resources appears more complex. With active CSOs that have reached a solid scale of financial sustainability, there is a general perception that the total amount of funds for civil society are decreasing and civil society has to gradually find alternative ways of financing in order to minimise dependency on international donors.

In contrast to the above mentioned indicators, the findings of CSI show that human resources are one of the weakest points of the entire sector. Project-based support and inability to raise institutional funds from alternative sources make CSOs vulnerable to a high staff turnover, as well as causing them to encounter difficulties in mobilising professional and competent staff.

Finally, although suffering from the partial recognition of the independent state of Kosovo from the international community, civil society has found ways to being represented in different regional and European platforms and forums.

3. PRACTICE OF VALUES

The extent to which civil society practices some core values is the focus of this dimension, which resulted in the second-highest score of 59.4%. This dimension is based on five sub-dimensions, with data taken mostly from the Organisational Survey. The first four are generated from individual responses of CSOs, while the last one combines answers and presents cumulative results for civil society as a whole. As you may see in Table 4: *Practice*

of Values Sub-dimension scores, the highest sub-dimension of Practice of Values is the existence of a code of conduct and transparency (74.2%) while the lowest is Labour Regulations (42.3 %).

Table 4: Practice of Values Sub-dimension scores

3	Practice of Values	59.4
3.1	Democratic decision-making governance	61.6
3.2	Labour regulations	42.3
3.3	Code of conduct and transparency	74.2
3.4	Environmental standards	57.7
3.5	Perception of values in civil society as a whole	61.4

3.1. Democratic decision-making governance

This sub-dimension, scoring 61.6%, tries to find out who takes decisions in CSOs. It is a combination of responses to this question, exploring whether the decisions are being taken by members, staff, appointed or elected leaders, appointed or elected boards etc.

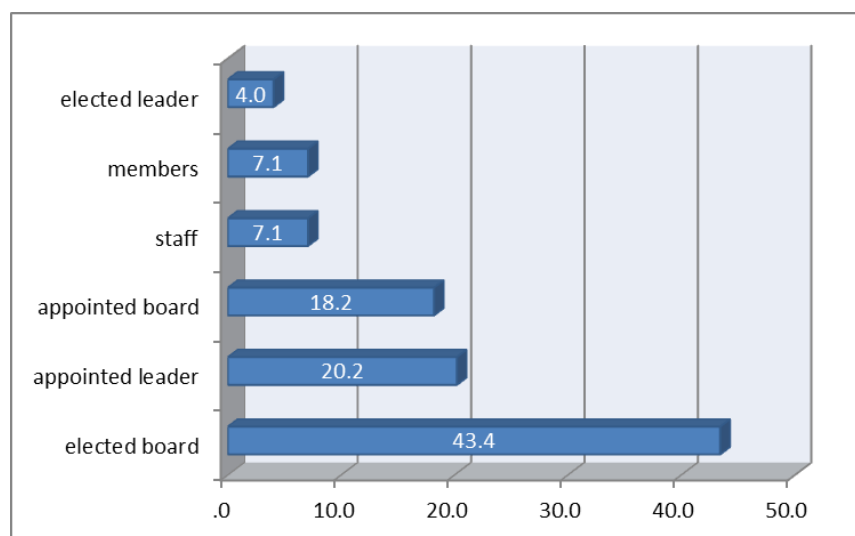


Figure 8: Who takes key decisions in an organisation?

As seen in Figure 8: *Who takes key decisions in an organisation?*, the responses of the surveyed CSOs indicate that the board (elected or appointed) is responsible for main decisions of an organisation, while a leader appears to have less decision-making power. According to the Focus Group discussions, the results do not indicate the real power of leaders, since most boards serve as a

formal forum for validating already made decisions. It seems that CSOs have more responded to this question according to their internal rules of procedure, rather than reporting real practice. In addition, a discussion within the AC raised the issue of genuine democratic decision-making in CSOs. If the final legal and moral responsibility for any of the important decisions stands with Executive Director, is it correct to share decision-making power while not sharing the responsibilities deriving from those decisions?

3.2. Labour regulations

This sub-dimension is generated from four indicators, namely equal opportunities, membership in labour unions, labour rights trainings and publicly available policy for labour standards. The score stands at 42.3%.

More than half of surveyed CSOs declared that they have written policies regarding equal opportunities/equal pay for women (55.6%), while 68% of them declare having written policies on labour standards. However, only 35.7% of the CSOs say that they conduct

trainings on labour rights for their new staff. As raised also in the Focus Group discussions, it is important to note that CSI collected the evidence from the responses of 100 active CSOs, but didn't have any additional tool to check if these documents existed in practice. However, although not investigated further, it is a general perception that the standard rules of procedure of organisations, used by most of the active CSOs, include specific provisions both on equal opportunities and labour standards.

The lowest indicator of this sub-dimension and one of the lowest overall is the one looking at the percentage of paid staff that are members of trade unions. This indicator scored only 9.9%, confirming the perceptions of the AC and Focus Groups on the low level of development of trade unions in Kosovo. The low trend of unionisation has been continuing in Kosovo since 1999, after the end of the war.

3.3.Code of conduct and transparency

The sub-dimension looking at whether CSOs have a publicly available code of conduct and financial statements places Kosovar civil society as a highly transparent sector. The overall score of this sub-dimension stands at 74.2%, with 73.7 % of the organisations declaring that they have a publicly available code of conduct, and 74.7% having publicly available financial information. However, when asked where this information can be found, a high number of CSOs declaring that they make both of these documents publicly available say that the documents can be found at their offices. This information, as well as comments from the AC and National Workshop, indicates that this relatively high percentage of positive answers might not reflect the real situation. An additional fact is that still only a limited of CSOs have an active website, where they could make this information available for wider public.

An encouraging trend from these findings is that most organisations that still do not have such written policies state that they are considering adopting these.

3.4.Environmental standards

If CSOs are seen as a cutting-edge part of the society then we should expect a high level of internalisation of environmental issues. However, if judged by the percentage of CSOs that have a publicly available policy for environmental standards, this does not seem the case. With 57.7%, this sub-dimension shows that slightly more than a half of CSOs have public environmental standards, although 69% of those which do not have one have thought of adopting one. Similar to the previous indicators, CSI didn't have any additional tool to check if these documents exist in practice. Also, there are very few available data on specifically environmentally-focused groups in Kosovo. A Memorandum of Understanding between the Ministry of Environment and a number of environmental NGOs was signed in 2009, but no signs of its implementation have been identified until now. The environmental movement in Kosovo, if there exists one, remains limited to a very limited number of CSOs and individuals.

3.5.Perceptions of values in civil society as a whole

Is civil society putting itself in the forefront of requests for accountability, transparency and democratic decision-making from other sectors? Are these core values practiced internally? How tolerant and peaceful is civil society? Are there corruption cases within civil society? These are some questions that this sub-dimension tries to answer, through six specific indicators.

The overall score of the sub-dimension stands at 61.4%, indicating that Kosovar civil society is significantly tolerant and peaceful and actively promotes non-violence and peace. Indicators confirming this stand at 88.9%, 67.5% and 78.8%. Responding to the Organisational Survey, 86.9% of the surveyed CSOs declared that there are no forces within civil society that use violence. Within the remaining 13% of CSOs that think that violence is used within civil society, 57.1% of those think that the use of violence by civil society is extremely rare, with only 7.1% saying that the forces within civil society using violence represent a significant mass.

While putting itself in the forefront of requests for accountability, transparency and democratic decision-making from other sectors, civil society is still only halfway to fully practicing it internally. This statement is confirmed by the results on perceived internal democracy, the score of which stands at 49.5% for civil society’s current role in promoting democratic decision-making within its own organisations and groups. Specifically, almost 79.8% of the surveyed CSOs think that civil society plays a limited or moderate role in this respect.

One of the reasons for this result may be related to the perception of corruption within civil society. At a score of 26.3% for non-corruption, this indicator is quite low and shows that corruption practices are not an unknown word for the sector. While only 26.3% of the surveyed CSOs consider corruption practices within the sector to be very rare, the rest declare their perceptions that corruption in civil society is occasional (51.5%) or frequent (20.2%). As one of the lowest levels of this dimension, this result is worrying and needs to be seriously addressed by civil society.

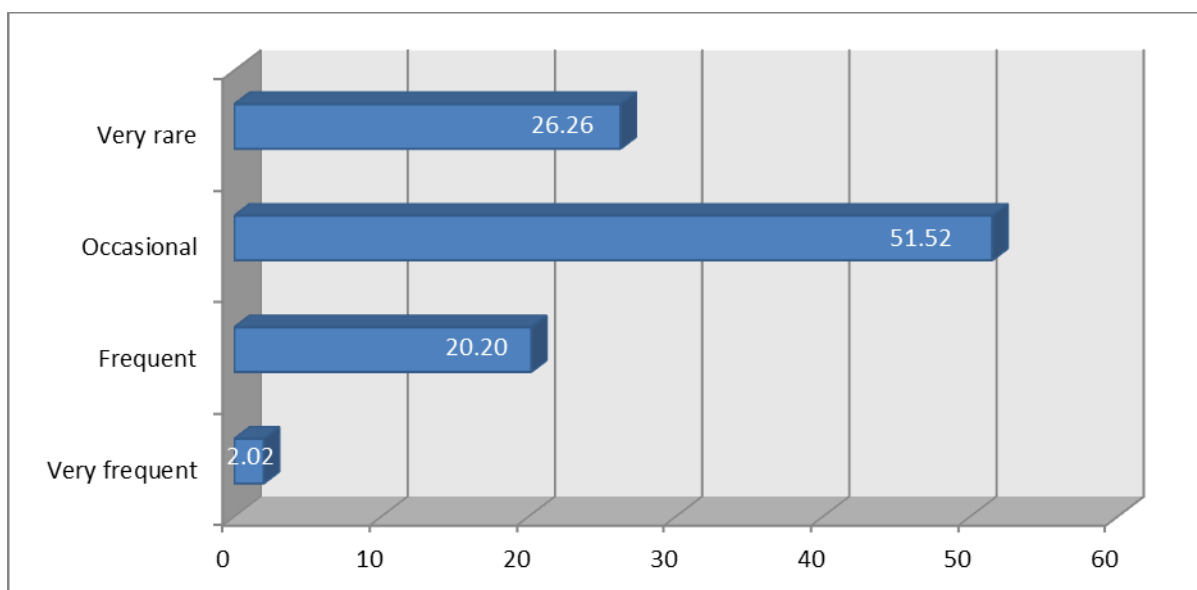


Figure 9: Do you think that instances of corruption within civil society are...

3.6. Conclusions

In general, the focus groups, AC and National Workshop participants validated the findings and scores of this dimension, with the note that CSI does not have specific tools to verify the existence of the number of written documents and regulations that CSOs declared

While democratic decision-making governance is strongly emphasised in the internal documents of the civil society sector in Kosovo, this is not translated into proper implementation of these principles into practice.

Civil society in Kosovo is not keen on labour regulations, since this sub-dimension was the lowest result in Practice of Values. More than half of CSOs declare having written regulations for equal opportunities and equal payment for women, as well as labour standards. However, only a third of them conduct training for their new staff. Paid staff of CSOs clearly do not feel comfortable with trade union membership, since fewer than 10% of them are union members.

The majority of CSOs say that they have a publicly available code of conduct and financial information. Again, although the existence of these could not be verified, most declared these documents were available in to their offices, with a lower scale of web publishing.

Similar comments are valid also when looking at environmental standards, with slightly more than half of CSOs having written and public environmental standards. A positive trend for all of questions on written policies and regulations is that most of the CSOs that declared not having them stated that are thinking of adopting such regulations.

Finally, CSI confirms the long-standing perception that Kosovar civil society is highly tolerant, peaceful and non-violent. Furthermore, it promotes these values in society. However, the same does not stand also for promoting democratic decision-making within its own organisations and groups. The results show that civil society is still only halfway to this, and with occasional or frequent perceptions of corruption cases in civil society, the result is not surprising.

4. PERCEIVED IMPACT

The original motive of people to gather, and the final goal of civil society – in its broad sense – is to improve living conditions in their community and society. However, measuring such impact in concrete terms is quite difficult. It depends on many factors, and for this reason the CSI methodology here attempts to measure the **Perception of Impact**, rather than the impact itself.

Measuring the perception of impact is based on two specific data sets: internal perception, namely perception of impact of civil society from CSOs themselves, gathered through the Organisational Survey; and external perception, gathered through a separate survey, on the perception of impact of civil society by external actors, which include the population in general and carefully selected representatives from other sectors such as government, Parliament, municipalities, judges, businesses, media, academia and international organisations in Kosovo. Combinations of these data, through seven sub-dimensions and 17 indicators, have resulted in an overall perception of impact score of just 31.8%. As the lowest score of all dimensions of CSI, the impact of civil society appears to be the most problematic issue of the sector.

Table 5: Perception of Impact Sub-dimension scores

4	Perception of Impact	31.8
4.1	Responsiveness (internal perception)	26.8
4.2	Social impact (internal perception)	47.6
4.3	Policy impact (internal perception)	39.4
4.4	Responsiveness (external perception)	23.8
4.5	Social impact (external perception)	41.5
4.6	Policy impact (external perception)	31.7
4.7	Impact of civil society on attitudes	12.2

4.1. Responsiveness (internal perception)

Taking economic development and the rule of law as the two top-priority concerns of Kosovar society, this sub-dimension examines the perception of surveyed organisations on the impact of civil society on these fields. The result indicates that CSOs’ perception of their impact on these issues is significantly low, standing at 26.8%. CSOs think that the sector had a positive impact on economic development only to the extent of 21.2 %. 52.5% of the surveyed CSOs think that impact here has been very limited, while 26.3% of them say that the sector had no impact at all.

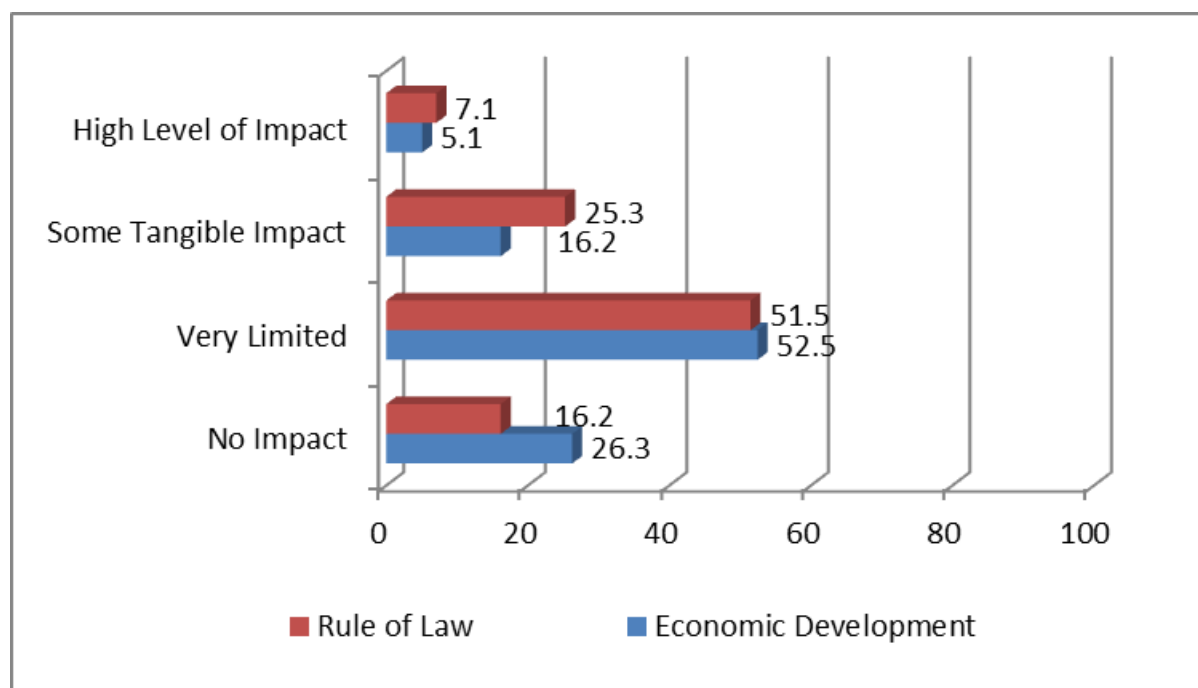


Figure 10: Civil society impact on economic development and rule of law (internal perception)

The second indicator is slightly higher. Standing at 32.3%, the impact on rule of law is perceived as very limited from 51.5% of CSOs, and as having some tangible impact by 25.3% of them. The overall result of this sub-dimension is relatively similar to the perception of external actors on the same issue (see sub-dimension 4.4 below), with impact on the rule of law seen as higher by civil society itself.

4.2. Social impact (internal perception)

This sub-dimension measures the perceived impact of civil society on key social issues as selected by the surveyed CSOs, and its overall result is 47.6%. When asked about the level of

impact on social issues by civil society as a whole, the result is 43.8%, with education and supporting the poor as the social fields with the greatest perceived impact. More positive is the perception of the surveyed CSOs when asked about the impact of their own CSOs. The total score of this indicator is 51.4%. Again, one reason for this difference might be that when asked about civil society in general, the surveyed CSOs have in mind all of civil society including passive and semi-passive CSOs, while the surveyed CSOs, when asked to think about themselves, were only the active ones.

In recent years, a number of initiatives coming from civil society can be seen to have resulted in solid improvements to the legal environment for certain categories of marginalised groups, such as people with special needs, which have managed to successfully advocate for adoption of certain strategies of action plans. Although these documents have been adopted, there still remains the issue of their proper implementation in practice.

Compared to the external perception on social impact of civil society (see 4.4 below) the values are not far from each other, and this level of self-evaluation indicates that the sector as a whole is aware that it is halfway towards meeting expectations.

4.3. Policy impact (internal perception)

This sub-dimension tries to measure the impact of civil society in the policy field, or in concrete terms, how active and successful civil society is in influencing public policy in Kosovo, as perceived by the surveyed CSOs. The sub-dimension score of 39.4% is generated from three specific indicators, namely: general policy impact of civil society, policy activity of own organisation, and policy impact of own organisation.

As indicated from the scores, the general policy impact of civil society as a whole is seen as unsatisfactory (21.2%), even though during the last two years the surveyed CSOs think that their organisations have been quite active in pushing for specific policy options (59.6%). However, when asked on the success of their organisations on selected policy issues in which they have been active, the success is seen as limited (37.4%). The Focus Group discussions have noted a number of policy initiatives coming from civil society, such as the environmental campaign to stop building a new power plant known as ‘Kosova C’, which was based on in-depth analyses and used alternative tools to raise public awareness on the issue. However, due to the complexity of public policy-making in Kosovo and the actors influencing it, civil society can contribute but not be the determinant factor in pushing for any policy solution. Furthermore, the case studies indicate that policy-making in Kosovo is mostly narrowed to law-making, due to the fact that public institutions produce hardly any policy in the real meaning of the term, and civil society participation in that process is limited.

4.4. Responsiveness (external perception)

The perception of external actors on the impact of civil society in economic development and the rule of law as two top-priority concerns of Kosovar society is similar to the self-perception of the surveyed CSOs. A slight difference between perceptions of external actors and self-perception of civil society is that while civil society thinks that the impact on economic development was lower, external stakeholders think the opposite. With 23.8%, this sub-dimension confirms that civil society is not sufficiently responsive to the real needs of society and its constituencies.

4.5.Social impact (external perception)

This sub-dimension looks at the impact of civil society as a whole on key social issues as perceived by external actors, and its score stands at 41.5%. Support to the poor and marginalised groups, education and humanitarian relief are again the fields where civil society is seen to have had most impact. The impact on these fields – selected by respondents of the External Perception Survey themselves – is seen as very limited by more than a half of them, and as having some tangible impact by 40.5% of them.

When asked about the impact of civil society on the social context in general, 52.5% of the external actors see it as a very limited one, while 42.5% of them think that it had some tangible impact.

4.6.Policy Impact (external perception)

This sub-dimension tries to measure the activity of civil society in the policy field and its influence in public policies in Kosovo, as perceived by external actors. At 31.7%, the score indicates a limited impact of the sector in public policy-making.

When asked about specific policy fields in which civil society has been most active, external actors listed economy, social issues, education and anti-corruption. However, they see a limited outcome from this activism, with only 14.1% of these policies approved and more than half still under discussion. An interesting finding may be noted if compared with the responsiveness findings from within civil society. While the findings show that civil society had little impact on economic development, economy is the field in which external actors see a higher activism by civil society. One explanation on this might be the lack of real policies from public institutions in this area, while another one is related to the fact that many policies/laws/strategies are not being implemented in practice. In this regard, this is a clear indication that working at the policy level is not sufficient to improve the real situation on the ground, if policy is not followed by contributing to implementation of approved documents.

However, it is interesting to find that external actors have a more positive perception of the impact of civil society on Kosovo’s policy-making in general, compared to the self-perception of surveyed CSOs. With 32.5%, this indicator is higher than the perceived impact by CSOs themselves, which stands at 21.2%.

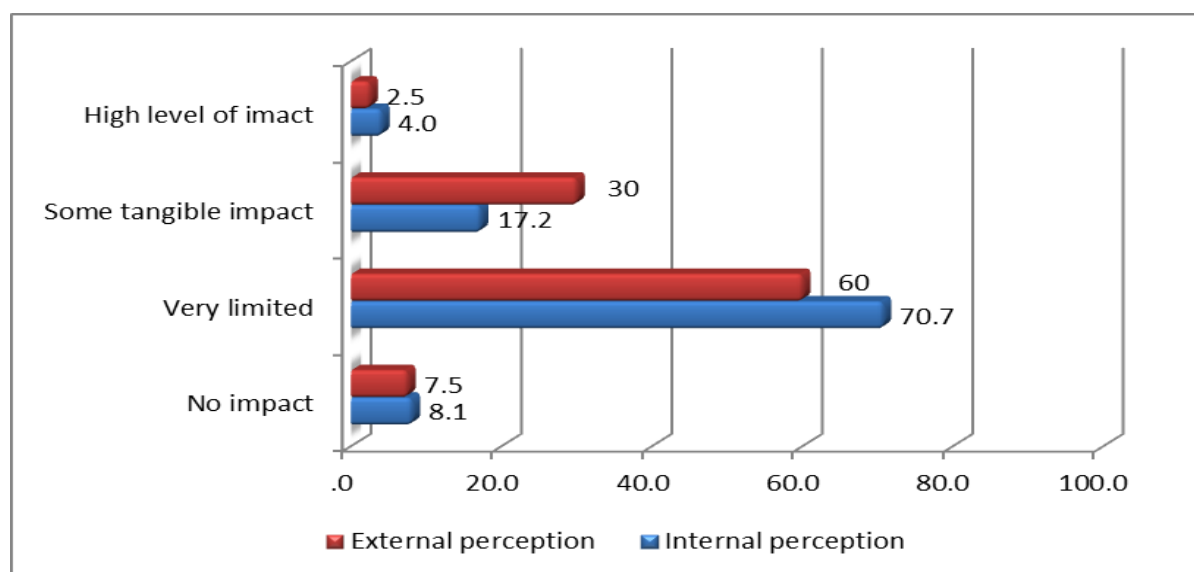


Figure 11: Comparison of internal and external perceptions of civil society impact in Kosovo's policy making in general

Further, the case study on the involvement of civil society in the policy-making process in Kosovo presents some interesting findings which clearly indicate the absence of concrete mechanisms for this involvement. However, the already existing legal provisions – which offer a solid ‘open door’ – have not been sufficiently used by both civil society and public authorities.

4.7. Impact of civil society on attitudes

CSI aims to explore the attitudes of people regarding a number of values, such as trust between people, tolerance and public spiritedness. In addition, it also explores the impact of civil society on people’s attitudes by comparing the difference in values between citizens who are CSO members and those who are not. Concretely, the questions that are addressed in this sub-dimension are whether CSO members have higher levels of trust, tolerance and public spiritedness compared to non-members.

Furthermore, this sub-dimension measures citizens’ confidence in particular groups of civil society.

In this regard, the overall impact of civil society on attitudes of people in Kosovo is significantly low, with the score of 12.0%. Looking at the specific indicators, the difference between CSO members and non-members in interpersonal trust is only 2.7%; in the level of tolerance and in the level of public spiritedness there is no difference at all. It is important to note that while the level of interpersonal trust is extremely low amongst both CSO members and non-members, public spiritedness is at the other extreme, being high for both. Detailed examination of the general attitudes of citizens on these fields is conducted in the last sub-dimension of CSI, below.

When it comes to the level of trust that citizens have in civil society institutions, the cumulative score is 45.4%. However, there are notable differences between different groups of CSOs. Humanitarian or charitable organisations enjoy the highest level of trust among citizens, with 57.4%, followed by youth organisations, art, music and educational ones and organisations dealing with human rights, all standing around 35%. Trade unions have only 20.6% trust, while advocacy and democratisation organisations are the least trusted CSOs with only 14%. It is interesting to note that in almost all categories, the level of trust in CSOs is substantially higher from Kosovo Serbs than Kosovo Albanians and other ethnic minorities.

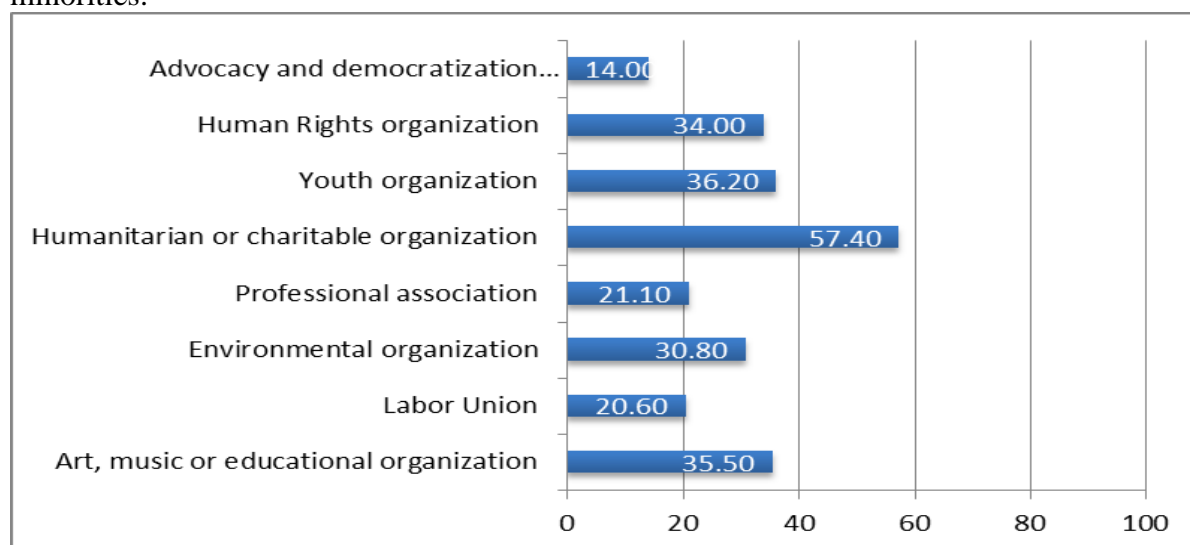


Figure 12: Level of trust in various sectors of CSOs

4.8. Conclusion

In general, the focus groups, AC and National Workshop participants validated the findings and scores of this dimension, with a level of surprise about the research findings related to public sensitivities.

First, economic development and rule of law were considered by the AC as the top priority issues of Kosovar society. Both CSOs and external actors assess the impact of civil society on these two issues as significantly low, with slight differences between perceptions of external actors and self-perceptions of civil society, where the latter thinks that the impact on economic development was lower, and the former thinks the opposite. The CSI findings confirm that civil society is not sufficiently responsive to the real needs of society and its constituencies.

A similar situation is seen in the policy field. When exploring the activity of civil society in the policy field and their influence in public policies in Kosovo, the results show an agreement between civil society and external actors in evaluating this impact as limited. Case studies show the absence of concrete mechanisms for this involvement, but also find that the already existing legal provisions are not sufficiently used by both civil society and public authorities. The contrast between activity and impact on economic issues points to a lack of public policies on this topic and the problems in their implementation, indicating the need to increase civil society's involvement in policy/law implementation and oversight.

The situation appears more positive when it comes to social impact, where civil society is assessed to have slightly higher impact, both by CSOs themselves and external actors, with support to poor and marginalised groups, education and humanitarian relief as the social fields where civil society had more impact. The self-evaluation from surveyed CSOs indicates that the sector as a whole is aware that it is still only halfway to meeting expectations.

When exploring the impact of civil society on people's attitudes when it comes to interpersonal trust, tolerance and public spiritedness, the results are not encouraging. This impact is extremely low. In particular the result is worrying when it comes to interpersonal trust, which appears to be extremely low also within CSO members. Trusting people around you is a condition for joint initiatives, and these results are not promising at all.

Finally, the level of trust that citizens have in civil society varies, depending on certain categories of CSOs. Humanitarian or charitable organisations enjoy the highest level of trust among citizens, followed by youth organisations, art, music and educational ones and organisations dealing with human rights, suggesting an opportunity to mobilise the public for such organisations.

5. EXTERNAL ENVIRONMENT

In assessing the state of civil society it is crucial to give consideration to the external environment in which civil society exists and evolves. Some features of this environment may enable the growth of civil society, while others hamper the development of the sector.

The social, political and economic environment in which Kosovo's civil society operates is the focus of this dimension. Three specific sub-dimensions which address these issues are generated largely from other studies and reports, in addition to CSI findings. The socio-

economic and socio-political context of countries around the world are the focus of regular reports issued by organisations such as Social Watch, Transparency International, World Bank and Freedom House, and CSI derives many of the below indicators from these scores. However, since Kosovo is still not included in many international surveys and reports, data for the customary CSI sub-dimension of socio-economic context is not available, and thus not included in the quantitative measures that form the CSI Diamond.

With two sub-dimensions measured, the overall score of External Environment stands at 51.3.

Table 6: External Environment Sub-dimension scores

5	External Environment	51.3
5.1	Socio-economic context	-
5.2	Socio-political context	46.6
5.3	Socio-cultural context	56.1

5.1.Socio-economic context

Although CSI does not possess concrete data on this sub-dimension, a limited number of available data from other sources can be used to say something about the overall socio-economic condition of Kosovo.

Kosovo has a population of about 2 million and is one of the poorest countries in Europe. According to the World Bank, with a gross domestic product (GDP) per capita of €1,760, poverty remains persistent and widespread. 45% of the population is estimated to be living below the national poverty line, while 17% are extremely poor, according to latest available data, of 2006. With a 48% unemployment rate and a very low employment rate (26%), Kosovo has the weakest employment track record in Europe. However, Kosovo’s economy is characterised by a large informal sector, which implies slightly higher employment than the official record. Nonetheless, unemployment is very high by regional standards. Moreover, the economy remains largely dependent on remittances and donor aid.

The economy of Kosovo has been damaged during a decade of the apartheid regime in the 1990s, and has suffered post-war uncertainties, broken trade links and insufficient investment in infrastructure. Following a huge emergency and reconstruction led by international donor aid, economic growth was in double digits in the first years of the new millennium. However, due to an extremely high trade deficit and lack of foreign direct investments (FDI), the sustainability of the Kosovar economy remains an issue. The economy is based on the service sector (68%), while other fields are industry (20%), manufacturing (16%) and agriculture (12%). Although the global financial and economic crisis has had relatively little impact on the economy, due to Kosovo’s limited international integration, its negative effects were transmitted mostly through a decrease in remittances from diaspora, exports and FDI.

In addition, corruption remains widespread and is considered one of the most important problems of the country. In the Transparency International Corruption Perceptions Index, Kosovo is ranked 110th, assessed as one of the most corrupt countries in Europe.

All of the above mentioned facts do not represent an encouraging economic environment for the development of civil society. When asking for a decrease of donor-dependency of the sector, we are conscious of very limited domestic resources. It is not only the state budget, but also private sector and family income which have financial survival issues. This is where

civil society's challenge lies while trying to find its space in mobilising resources and ensuring its sustainability.

5.2.Socio-political context

This sub-dimension, measuring the socio-political context in which civil society operates, looks at political rights and freedoms, rule of law and personal freedoms, associational and organisational rights and the legal framework. The score generated from data from different sources stands at 46.6%.

Table 7: Social-political context indicator scores

Socio-political context	46.6
Political rights and freedoms	27.5
Rule of law and personal freedoms	35.4
Associational and organisational rights	50.0
Experience of legal framework	77.3
State effectiveness	43.0

Political rights and freedoms, according to the Freedom House Index of Political Rights, stands at 27.5%, meaning that Kosovo is categorised as a partly free country. According to this index, Kosovo is still not an electoral democracy. The International Civilian Representative (ICR) retains the power to override legislation and decisions deemed to be at odds with the Ahtisaari Plan (which provided the framework for Kosovo's status). In addition, the last national elections of 2010 were widely accused for not being fair and resulted in major institutions facing serious problems of support and legitimacy from different actors in the societal and political spectrum. These extraordinary elections followed a period of political and institutional crisis which Kosovo entered after the resignation of the President and Government as well as dissolution of Parliament.

Rule of law and personal freedoms, based on the Freedom House Index of Civil Liberties, are rated at 35.4%. The 2008 constitution, adopted after the declaration of independence, protects freedoms of expression and the press, with exceptions for speech that provokes ethnic hostility. Although a wide variety of print and electronic media operate in Kosovo, investigative journalism is rare due to fear of retribution. The constitution also calls for an independent judiciary, but courts at all levels are subject to political influence, intimidation, and corruption. For example, a September 2009 report by the Kosovo Judicial Council (KJC) expressed alarm at the large backlog of cases and insufficient budgets and staffing. Implementation of court decisions is weak. According to the same report, in the municipality of Ferizaj, for instance, less than 10 % of the 6,050 cases processed had their sentences imposed in 2008. As of 2009, a European Union Rule of Law Mission (EULEX) was placed in Kosovo, assisting and supporting the Kosovo authorities in the area of the rule of law, specifically in the police, judiciary and customs. Initially seen as a contributor to improvement of this sector, in practice EULEX is mostly dealing with high-level corruption and war crimes cases, and until now has not fully met the expectations of citizens.

The associational and organisational rights indicator, according to the Freedom House Index of Civil Liberties, stands at 50%. Freedom of association is guaranteed by the constitution, and the Law on Freedom of Association on NGOs was adopted in February 2009. As discussed earlier, the amendment process of this law, initiated by the government in 2010, endangered the basic principles of governance of the not for profit sector, but a joint reaction of civil society was successful in stopping this approach. Freedom of assembly has

occasionally been restricted for security reasons, in particular in the light of inter-ethnic divisions in the northern part of Kosovo, and the 2008 constitution includes safeguards for public order and national security.

As regards to the experience of legal framework on civil society, the situation appears more positive, with the indicator standing at 77.3%. When asked about Kosovo’s regulations and laws for civil society in the Organisational Survey, 68.7% of the surveyed CSOs see them as moderately enabling and 19.2% as quite limiting. The basic NGO law allows for a quick and easy registration procedure and ensures the main principles of establishing, operating and dissolution of NGOs.

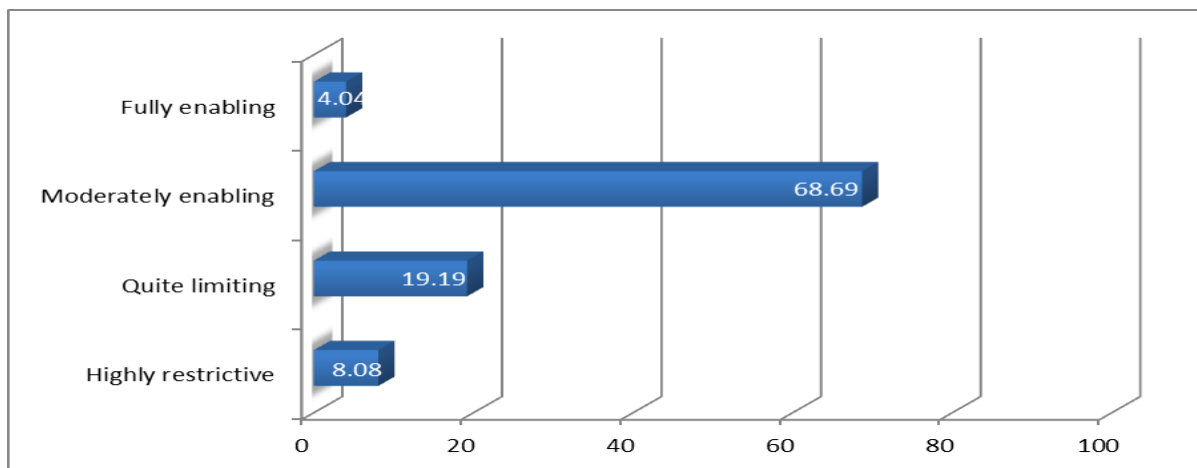


Figure 13: Kosovo's regulations and laws for civil society are believed to be...

However, the governmental unit responsible for implementing this law - at the same time the only central governmental unit dealing with NGOs – appears to have limited capacity and competence to ensure its full implementation in practice. Although named the NGO Registration and Liaison Department, a CSI case study shows that this unit undertakes only the first part of its responsibilities. The case study finds that the relationship between this department and NGOs themselves remains basic and insufficiently cooperative. 34.3% of the surveyed CSOs have no contact at all with this unit, and 81.8% of the CSOs that are in contact with the NGO Department report that this contact is only for official reasons, for example registration and reporting.

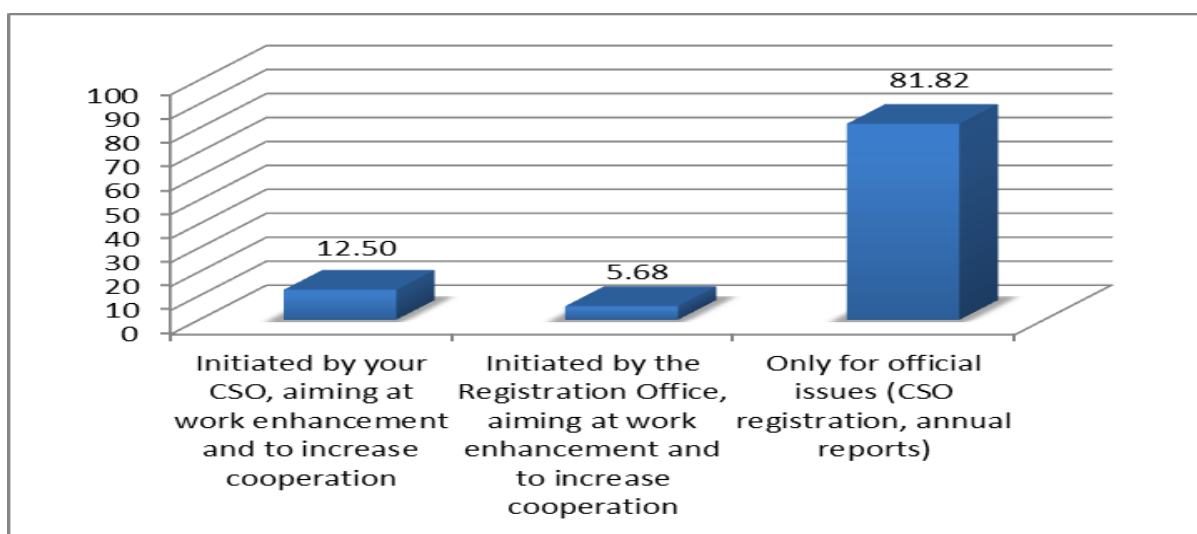


Figure 14: CSOs contact with NGO Registration and Liaison Department

The situation is worse when regarding the complementary legal framework for civil society. Public benefit organisations have very limited benefits, there are few tax exemptions for potential donors and social dialogue processes are still not formalised. Civil society considers itself free to engage in criticising the government, with only 18.2% of CSOs surveyed in the Organisational Survey reporting illegitimate restrictions or attack by local or central government. However, a recent intensive campaign by media close to the government attacking a civil society initiative and particular individuals criticising the government indicates how fragile the relations between two sectors are.

With regard to the overall socio-political context, the National Workshop thinks that the score of 46.6% is too high. It is a general perception - also commented on in the various forums of CSI - that processes through which Kosovo has passed in recent years have damaged the culture of criticism and participation in decision-making, on the grounds that any reaction will harm the process of state building and international recognition. International presences and donors have not supported organisations that adopted non-conventional approaches to processes. Above all, civil society has applied self-censorship out of fear of losing funds. Some focus group participants think that CSOs often do not represent the interests of the community because the initial establishment of the sector after the 1999 war was a donor product rather than an original initiative deriving from the citizens.

5.3.Socio-cultural context

This sub-dimension explores the socio-cultural context in which Kosovo's civil society operates. The score of 56.1% is a result of three specific indicators measuring interpersonal trust, tolerance and public spiritedness.

At only 9.1%, the level of interpersonal trust between Kosovar citizens is the most worrying finding of the entire CSI. Although considered by some National Workshop participants as slightly low, this extremely low level of confidence between people might be one of the reasons for difficulties in initiating and/or sustaining joint actions, both between citizens and CSOs. One of the potential reasons mentioned for this is related to the difference between expectations and reality of the last decade, where people have experienced disillusion arising from the overall economic and political stagnation of recent years. However, no other concrete reasons explaining this result could be generated from the discussions.

Exploring how tolerant citizens are towards people of a different background produced an indicator on tolerance of at 62.6%. With an Albanian majority population – known for its religious tolerance – Kosovo citizens have high levels of tolerance for people of different religion, with only 18.2 % of citizens not willing to have people of different religions as neighbours. However, society is highly intolerant towards drug addicts (83.1%), homosexuals (69.4%), heavy drinkers (68.4%), and people with HIV/AIDS (65.2%). Only a decade after the war and with continuous political problems since, Kosovar Albanians and Kosovar Serbs still have significant distances from each other. Albanians would not like to have Serb neighbours in 46.3% of cases, while 53.3% of Serbs have the same feelings for Albanians. While talking about relations between ethnic groups, it is important to note that the Roma minority is placed at the positive end of acceptable groups, with only 23.4% of citizens not willing to have them as neighbours.

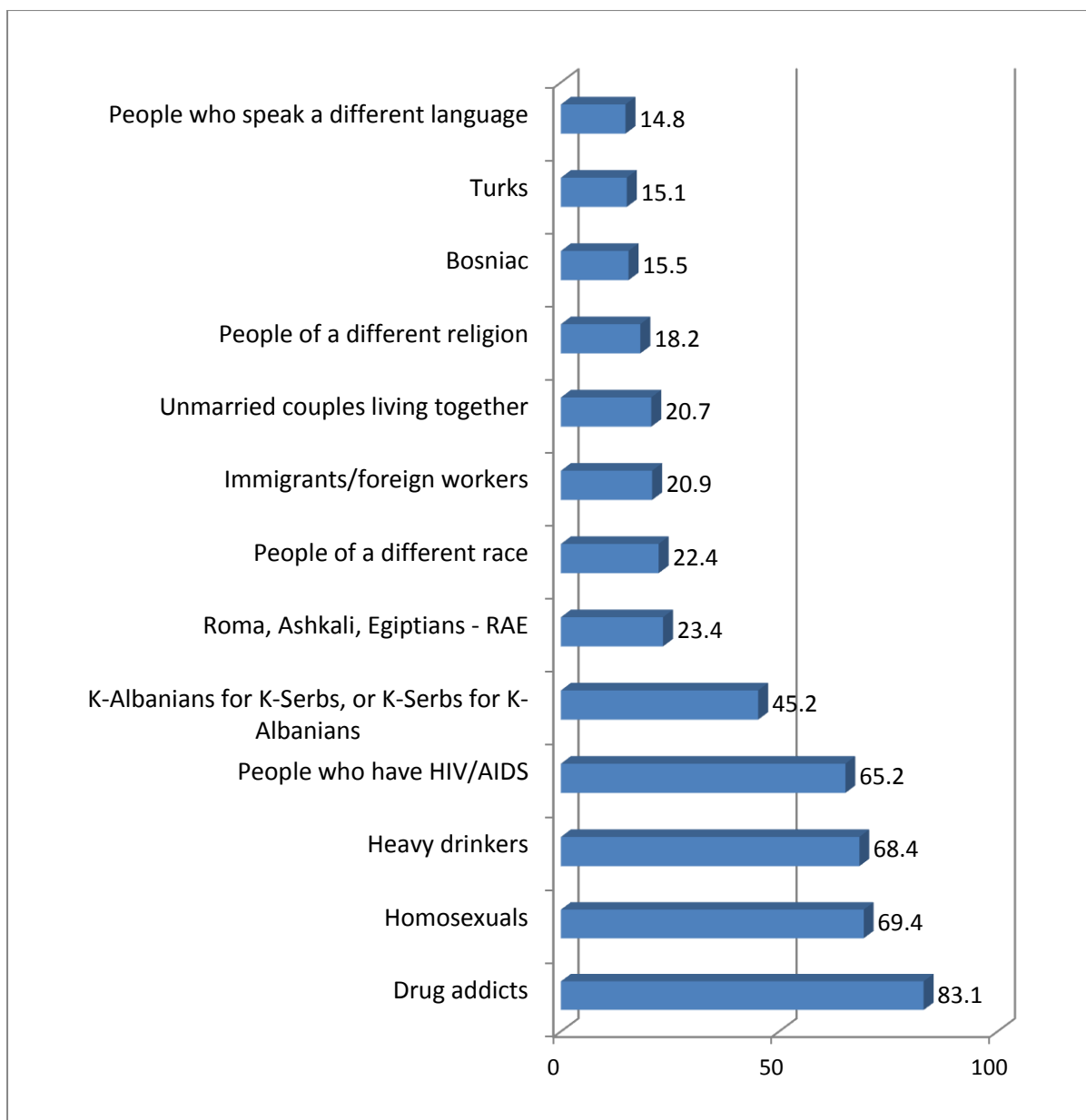


Figure 15: Social distance groups within Kosovo Population – would not like to have as neighbours

Totally opposite to the low levels of interpersonal trust, public spiritedness was reported at very high levels, with a score of 96.5%. When asked if some actions can always be justified or never be justified, the least justified action was suicide, which 97% of respondents think is never justifiable, followed by prostitution (96%) and cheating on taxes (95%). On the other hand 64% of respondents thought that divorce is never justifiable. If putting aside the highly culturally related issues, such as suicide, prostitution and divorce, the scores for politically related actions are similarly highly unjustifiable: cheating on taxes (94.9% unjustifiable), accepting a bribe (94.1%), and avoiding a fare on public transport (91.6 %).

Table 8: Percentage of people thinking that certain acts are never justifiable

Never justifiable	Total
Avoiding a fare on public transport	92%
Cheating on taxes if you have a chance	95%
Someone accepting a bribe in the course of their duties	94%
Homosexuality	92%
Prostitution	96%
Abortion	81%
Divorce	64%
Euthanasia	86%
Suicide	97%
A man beating his wife	92%

The AC, Focus Groups and National Workshop participants unanimously considered this value as extremely high, in particular regarding the politically related actions. Some of the discrepancies noted include the comparison between 97.6% of respondents declaring that cheating on taxes is never justifiable while the informal economy in Kosovo, implying fiscal evasion, is one of the highest in Europe. Similar to this, while Kosovo is ranked as one of the most corrupt countries in the world, 94.7% of respondents declared that it is never justifiable for someone to accept a bribe in the course of their duties. These paradoxes between real facts and responses from the citizens are explained by a very present tendency of Kosovar citizens to respond to people taking polls according to what they think the interviewer wants to hear, rather than according to their real opinion on a given issue. This is especially noted when asked about some moral and ethical issues.

5.4. Conclusions

In general, the focus groups, AC and National Workshop participants validated the findings and scores of this dimension. However, comparing to other dimensions, the overall score for External Environment was considered slightly high, due to the level of surprise with research findings related to public spiritedness and some views that there should be lower scores for the political context.

Although not possessing official indicators for assessing the socio-economic context, the basic data available for Kosovo present the real economic situation of the country. Standing as one of the poorest countries in Europe, almost half of the population is estimated to be living below the national poverty line, and again half of the population is unemployed. Although Kosovo’s economy is characterised by a large informal sector, it still remains largely dependent on remittances and donor aid. Ranked as one of the most corrupt countries in Europe, Kosovo’s economy does not represent an encouraging prospect for the operation of civil society.

Similar to this, the socio-political context offers limited space for civil society development. While there are many democratic standards on paper, the real implementation of political rights and freedoms and rule of law remains unsatisfactory. Prolonged periods of political instability and a highly problematic judicial system – despite European Union direct assistance to this sector - position Kosovo as a partly free country. A more positive situation concerns associational and organisational rights and experience of the legal framework on civil society. With basic standards on registration and operation of NGOs, the enabling environment for civil society still needs substantial legal and political reforms. The overall

processes in which Kosovo has passed in recent years as well as international presence and the approach of donor have damaged the culture of critique in Kosovo.

Finally, the socio-cultural context stands higher in its overall score, but with extreme values within it. While the extremely low level of interpersonal trust between Kosovar citizens is the most worrying finding of CSI, the high levels of public spiritedness present Kosovar society as an ethically model society. While the last score is considered as suspect due to a tendency of respondents to give morally acceptable answers, the low levels of interpersonal trust might be one of the reasons for difficulties in initiating and/or sustaining joint actions, both between citizens and CSOs. Tolerance stands somewhere in between, showing the Kosovar society as moderately tolerant, in particular towards different religious and ethnic groups, except between ethnic Albanians and ethnic Serbs. Some taboo issues, such as homosexuality and HIV/AIDS are confirmed to be still highly unacceptable to the society at large.

STRENGTHS AND WEAKNESSES OF CIVIL SOCIETY

The regional and thematic focus groups discussed and produced a number of strengths and weaknesses of the civil society sector in Kosovo, based on CSI findings as well as their first-hand experience. In addition, the strengths and weaknesses identified during the focus group meetings were further discussed and validated in AC and National Workshop meetings. While acknowledging that the sector has important strengths on which future actions can be built on, this part of discussion was more focused on weaknesses that need to be addressed. This is why this section consists on more weaknesses than strengths.

While initially discussed according to specific CSI dimensions, this section tries to briefly introduce the main strengths and weaknesses of Kosovar civil society in general. The discussions, as reflected in the list below, were mostly focused on low civic engagement, lack of proper implementation of principles of good governance, low level of impact of civil society initiatives and the main problems of the external environment impacting on the results deriving from civic initiatives.

1. STRENGTHS

Although decreasing constantly, Kosovar society has still a high level of solidarity among people, in particular when it comes to basic needs such as food, housing and health;

As a small country and community, people know each other and ideally this might be a base for establishing and improving communication and networking;

As a small country, first-hand information is available in most cases, and thus the needs of the community can be identified easily.

The existence of standards of good governance on paper might serve as a good basis for improving their level of implementation in practice, thus directly improving civil society's level of organisation;

The huge international presence in Kosovo has in many cases provided Kosovar CSOs with first-hand information on a number of principles of good governance and management skills.

Compared to other countries, where international presence was limited, Kosovars have been exposed to different practices and systems of management;

A number of CSOs, in particular at the national level, have reached a solid level of profiling their organisations in specific fields of work. In addition, these comprise most of the CSOs that have reached a solid level of sustainability, both in financial and human resources. These examples might be used as an incentive for other CSOs to follow a similar path of development;

Mostly at the municipal level, community participation/co-financing of different municipal projects is considered an excellent example of joint efforts of state actors and citizens to improve living conditions in their communities;

CSOs have managed to successfully build ad hoc coalitions targeting issues of common interest, when agreeing to clearly divide responsibilities and jointly advocate for solutions;

Civil society in Kosovo is aware of values which are to be respected and promoted, and has had a significant success in doing this. This is a good basis for further outreach of positive values to the rest of society;

CSOs have been in the forefront of developing challenging ideas and values, positioning itself as an initiator and promoter of cutting edge ideas;

Civil society has a greater penetration than the state apparatus with regard to different communities, in particular marginalised groups;

International presence in Kosovo in many cases can be used as an additional tool of pressure towards public authorities to advocate for different issues of democracy, human rights and the rule of law;

The Kosovo Constitution guarantees advanced standards for citizens' participation, freedom of assembly and freedom of speech. Together with the Law on Freedom of Association on NGOs, it can serve as an excellent basis for further advancement of the legal framework on these fields;

The Law on Local Self-Government provides advanced legal provisions on citizens' participation and direct democracy. Although only on paper, as with many other laws, it can serve civil society and citizens as a basis for advocacy to ensure concrete implementation mechanisms and tools.

2. WEAKNESSES

Lack of trust in success of civic initiatives causes lack of grassroots initiatives and perception that dealing with 'small issues' is not worth the energy and resources that need to be spent;

Lack of information about the opportunities to bring about change, in particular at grassroots level and in marginalised communities;

Lack of a communitarian culture in schools and families, where engagement in initiatives aiming at change in society is rarely promoted and supported;

The education system, particularly public education, does not provide sufficient space and information for critical thinking, research and civic initiatives;

Although relatively advanced in regard to the legal framework, public authorities lack political will to implement formal obligations for citizens' participation;

The difficult socio-economic context prevents the undertaking of civic initiatives;

Civic engagement, and in particular civil society initiatives, are often misunderstood. Many citizens perceive civil society as a source of financial benefits and do not link it with concrete problems and solutions of the community;

CSOs face serious problems in prioritising issues to address. Most current needs of society are not being met by corresponding civil society response;

Civil society does not influence society and institutions in setting and promoting a vision of Kosovo's development. It mostly reacts to ad-hoc political and social issues;

Despite being advanced compared to other sectors, civic engagement of women is still suffering from the effects of the traditional patriarchal society;

Many CSOs do not have internal regulations in place, and when they do, do not institute proper implementation in practice;

Many CSOs have missions that are unclear and too general, thus not allowing themselves to create a specific profile in particular fields of work;

CSO governing bodies, such as boards or assemblies, are mostly formal and not functional in practice. This harms CSOs' good governance, accountability and responsiveness towards citizens' needs;

Human resources in civil society are based on short-term projects and are vulnerable to financial problems of CSOs. The high rate of staff turnover, implying lack of sustainable human resources, directly impacts on the capacities and results of CSOs;

Kosovar civil society is still largely dependent on foreign donors, thus shifting the accountability focus from citizens towards donors. In addition, low level of donor diversification makes this dependence even higher;

A lot of CSOs are led by or consist on one person only, making particular CSOs a 'one-man show';

The poor system of education in Kosovo has impacted on the civil society sector, making human resources lack professional capacities in particular fields of work;

A number of civil society activists tend to show a high level of economic and political opportunism. In this regard, civic engagement through civil society is seen as a well-paid job or a trampoline to a political position rather than a contribution for change in society. This has also a direct impact on the public image of individuals working in the civil society sector;

While asking for accountability and transparency from public authorities, CSOs themselves are only half way to practicing these values internally. Lack of transparency, in particular the financial one, is one of the weak points of civil society in Kosovo;

Due to operating in a conservative society, some civil society initiatives and individuals that aim to address taboo issues are stigmatised by a part of the society;

The concept of civil society is not understood by many individuals and institutions from different sectors. This is particularly worrying when noted within civil society itself;

Concentration of power in ‘political institutions and individual’ many times leaves civic initiatives only at the margins of decision-making;

The low level of the rule of law, as one of the most important problems of society in general, has a direct impact also on civil society. It directly harms both internal governance and civil society’s impact on society;

The dominance of short-term project based support in comparison to institutional long-term support makes CSO financial and human resources sustainability a very difficult task to be accomplished;

Cooperation within civil society is limited to very few active networks as well as a few non-formal initiatives. This minimises the strength of the sector to address and influence important issues of society;

Many civil society initiatives, in particular those addressing important issues of general interest, tend to be seen as politically influenced by political parties and/or different public authorities;

Prolonged political instability during the last decade has directly influenced civil society and its reaction towards the main problems of society. Short predictability of the overall developments in Kosovo has hindered long-term engagement of civil society on different issues of importance for the citizens;

While considered as relatively advanced in the legal framework, Kosovo institutions have constantly produced laws and policies which were not in line with domestic conditions and environment. ‘Copy and paste’ laws from other countries are one of the reasons for the very low level of their implementation in practice, and civil society has not been able to address this issue sufficiently.

RECOMMENDATIONS

The Civil Society Index in Kosovo, through its participatory methodology and involvement of more than 150 CSOs and the same number of distinguished individuals from all sectors of society, discussed in depth the findings of the study and developed a number of concrete recommendations for an action agenda of civil society. The set of recommendations is drawn from CSI discussions and analyses, and acknowledge the fact that in contributing to an advanced civil society, all actors of society have their role to play. In this regard, specific recommendations target the civil society sector and their internal initiatives, while others propose concrete initiatives to public authorities, media or the business sector. However, most of the recommendations – if aimed at a successful implementation – must be approached on many levels and involve understanding, commitment and resources from all of the sectors of society. While this comprehensive approach is a key element in their success, a fragmented and non-coordinated one would put into danger the overall development of the civil society sector in Kosovo.

Specifically, following the quantitative surveys and qualitative analyses of different case studies, discussions in focus groups and Advisory Committee, and the National Workshop – gathering around 60 CSOs from across Kosovo – resulted in concrete recommendations for action in all of the five dimensions of the CSI. Even though placed within one of these specific dimensions, a number of proposals might be similarly important for other dimensions, and thus are horizontal for the spectrum of civil society in Kosovo.

1. CIVIC ENGAGEMENT

Recognising the fact that citizens are both the source and the final target of civil society, their active participation in civil society activities and direct benefit from the sector should always be the focal point of all involved in and around civil society. Furthermore, civic engagement is clearly dependent on a variety of factors and conditions and only a number of them are directly dependent on civil society.

In this regard, the recommendations derived from the extensive discussions can be grouped into three categories:

- 1) Increasing the level of knowledge on the concept of civil society and its role in society – through formal and non-formal education system and initiatives, information sharing and promotion of best practices and awareness raising tools targeting specific sectors/groups of society;
- 2) Increasing responsiveness of the sector to the needs of citizens and increasing their adequate reflection in civil society's activities – through direct communication with its constituencies, adequate assessment and planning tools, support of grassroots initiatives and better coordination and strategic planning from international donors;
- 3) Creating supportive tools for encouraging civic participation and its effectiveness – through establishment of coordination mechanisms between civil society and other sectors, improvement of the legal framework on civil participation and effective use of knowledge and resources.

For civil society:

- Design and advocate for involving civil society related subjects in the formal education system, thus preparing a more socially aware generation of citizens;
- Increase promotion of best practices and success stories of civil society, involving the media and other awareness raising techniques, in order to raise the trust of citizens in achieving positive change through civic activism;
- Identify and establish internal information and communication mechanisms in order to identify and respond to the most immediate and priority needs of citizens;
- Connect larger CSOs with smaller ones to support them through resources and skills transfers in reacting to first-hand information and needs deriving from the grassroots level;
- Jointly advocate for establishing mechanisms of participatory democracy, as well as advocate for drafting and adopting a proper legal framework on volunteerism

For public authorities:

- Cooperate with civil society in introducing civil society related subjects into the formal education system;
- Revise and advance the mechanisms of participatory democracy at central and local levels;
- Initiate drafting of a proper legal framework on volunteerism, in close cooperation with civil society and the private sector;

For others:

- Media should increase its role in building democratic society, closely cooperating with civil society and other relevant actors;
- Donors should coordinate closely with civil society and other local stakeholders in setting their strategic priorities in accordance with specific problems of citizens;
- Universities and other levels of education should use civil society as a useful sector for practical work experience of students, which at the same time would expose them to civic initiatives and challenges of the community.

2. LEVEL OF ORGANISATION

Given the fact that the majority of civil society is comprised of registered non-governmental organisations or initiatives deriving from them, the legal framework on the formal establishing and functioning of these organisations creates a solid space for exercising the freedom of association and assembly, even though there is room for improvement. However, the mechanisms for ensuring that these legal provisions are being put into practice are lagging behind. Based on this, civil society internally and as well as in cooperation with public authorities needs to strengthen its efforts in establishing concrete tools for increasing the level of implementation of principles of good governance within the sector, always being careful to preserve the independence of the sector from external pressures. Furthermore, a supportive environment for a sustainable sector will be a key element in the mid and long term development of the sector.

In this regard, the concrete recommendations on this dimension address three main sectors, with each of them requiring commitment and coordination with other stakeholders as well:

- 1) Civil society should establish internal mechanisms for ensuring good governance and accountability towards its constituencies – through building platforms and networks and adopting a Code of Ethics and other mechanisms which will monitor and assist CSOs in putting into practice the main principles of the non-for-profit sector;
- 2) Public authorities should increase state support for the development and sustainability of civil society - through creating a governmental comprehensive policy towards civil society, including legal, financial and institutional arrangements on supporting civic initiatives aiming at positive change of society;
- 3) Donors should consider switching their assistance from short project-based support to long institutional-based support for civil society – through designing clear and long-term strategic priorities of support aiming at a sustainable and accountable sector.

For civil society:

- Increase cooperation between CSOs and design and implement joint activities in establishing a system of internal self-control and accountability;
- Draft and implement a Code of Ethics on civil society, aiming to ensure that good governance principles within the sector are being put into practice;
- Create specialised and profiled CSOs in specific fields of activity – through their formal missions and concrete activities - aiming to advance their expertise and competences on particular fields and thus be responsive towards the needs of their members/constituencies;
- Increase the functionality of boards/assemblies and increase the participation of beneficiaries in designing and implementing specific activities;
- Increase their transparency, in particular financial, towards the public in general and their beneficiaries in particular.

For public authorities:

- Adopt a comprehensive policy for supporting civil society, aiming to recognise its role in society and facilitate the contribution of this sector in overall societal developments;
- Establish public funds for civil society and create independent structures for their management, jointly with civil society;
- Advance the taxation system for civil society, differentiating the sector from private business and creating a separate framework for civil society;
- Increase cooperation with civil society, aiming to utilise the resources and expertise of the sector in policy-making, service provision and other fields of interest;
- Advance the legal framework for civil society, ensuring more accountability towards members, while not interfering in the necessary independence of the sector;
- Reform the institutional arrangements for cooperation and policy development with civil society, through separating the Registration Department and establishing a well-positioned and professionally staffed central unit for liaison with NGOs.

For donors:

- When designing assistance for civil society, put more emphasis on the sustainability of the sector as a tool for longer term development of society in general, and for meeting society's priorities.

3. PRACTICE OF VALUES

Many times seen as the vanguard of different values, civil society faces a challenging way ahead to retain this label. While the sector is far advanced in promoting tolerance, peace and non-violence, it faces challenges in areas related to good governance within the sector and setting labour and environmental standards. Existence of good governance principles on paper is a good basis for their implementation in practice. While Kosovo's labour rights were not guaranteed for a long time, the recently adopted Law on Labour must be utilised for advancing labour rights within the sector and for putting pressure on advancing these rights in other spheres. In addition to this, considering the high sensitiveness of the EU in environmental issues, Kosovo's European agenda should be used as an incentive for putting more emphasis on the protection and promotion of environment in and outside civil society.

For civil society:

- Draft a Code of Ethics and ensure internal mechanisms for its implementation, aiming to put good governance principles in practice;
- Well-established CSOs should assist under-staffed ones in increasing their capacities on organisational management, particularly financial management;
- Introduce Quality Assurance Systems, aiming to promote examples of good governance as well as ensure independence of the sector through independent monitoring and evaluation of work;
- Identify and denounce malpractices within civil society, as they would similar cases in the public sector;
- Increase transparency of their activities and resources through regular publishing of reports on websites.

For public authorities:

- Draft clear legal provisions on governance structures and systems for NGOs, while authorising non-state actors or joint units to monitor and evaluate implementation;
- Increase cooperation and utilisation of civil society knowledge and expertise in promoting a different set of values in society, including addressing sensitive issues in society;
- While designating public funds for civil society, consider establishment of an 'audit Fund', aiming to support small CSOs to undertake regular financial auditing.

For donors:

- Encourage good governance within civil society, through setting clear and transparent standards of financing, monitoring and evaluation, as well as increasing the proportion of institutional support to their grantees;
- Support establishment of an independent Quality Assurance System for civil society, through provision of financial resources and technical assistance.

4. PERCEIVED IMPACT

In a complex environment where many formal actors have their substantial influence, civil society has to find alternative ways of becoming representative of citizens' needs and initiate and advocate for positive changes in society. A major difficulty in this regard is the low level

of functioning of the rule of law, while additional issues to be overcome include low public support, an unchallenged public image of the sector and lack of functional mechanisms for contributing to many important processes of the society.

The concrete recommendations address most of these issues, while acknowledging that the rule of law is a major issue for society in general and civil society can play only a limited role in its improvement.

For civil society:

- Increase efforts on changing its poor public image, both through promoting successful cases and setting realistic expectations through information initiatives on the exact role of civil society;
- Put their constituencies' needs in the forefront of their engagement, through direct communication with citizens and joint pressure towards donors on harmonising their priorities with those of citizens
- Work with citizens in concrete initiatives for the benefit of the community, aiming to increase their support for the sector and strengthen connection with its members;
- Establishing sectoral platforms in order to be consistent and strengthen influence on specific fields, while reacting to new issues through ad-hoc coalitions and joint efforts;
- Establish representative platforms in order to facilitate the contribution of interested CSOs while addressing potential bad practices and misuses coming from the sector;
- Continue with and advance the coverage of 'watchdog' initiatives, while at the same time contributing to establishing a system of good governance in Kosovo.

For public authorities:

- Consider the criticisms and utilise recommendations from civil society, thus contributing to an open society and wider participation from citizens in the main public interest fields;
- Advance the level of information and consultation of public institutions towards the public and civil society;
- Establish concrete, clear and functional mechanisms for civil society's participation in public policy-making and law-making process in local and national level;
- Appoint civil society contact persons in each Ministry and Municipality and a civil society liaison office at the National Assembly, aiming to increase communication and create an open door to initiatives coming from this sector;
- Set standards for public service provision and outsource particular public services to CSOs which are closer to the beneficiaries and can meet high standards.

For donors:

- Adjust the fields of support and funding requirements to the local context and needs, aiming a timely support at an adequate level.

5. EXTERNAL ENVIRONMENT

While addressing numerous issues and recommendations for and to civil society, we are conscious of the fact that the sector is in a way a reflection of the general environment in

which it operates. Most of the discussions in different forums of the project raised this issue and agreed that civil society is not only a producer of the conditions of society, but also a consumer of rights, space and the difficulties of the latter. In this regard, it is also the responsibility of other sectors to create enabling conditions for civil society action, if we all are to abide by the declared consensus for a democratic system of governance. The concrete recommendations derived from the data gathered apply to public authorities, international missions in Kosovo and donors as well as civil society itself. All of these aim to advance the external environment in which civil society operates, so that the expectations placed on this sector go hand in hand with conditions for action and impact.

For civil society:

- Establish a framework of continuous assessment of the socio-economic and political situation in Kosovo, through alternative systems of collection, processing, sharing and follow-up of relevant data and information;
- Advocate for clear division of responsibilities among different pillars of the state apparatus, assisting each of them in undertaking their tasks and monitoring their responsiveness towards their mandate;
- Increase the focus on 'system development' rather than reaction to ad-hoc problems, in order to minimise the problems caused by continuous political oscillations and a high level of unpredictability in the domestic political developments.

For public authorities:

- Develop a National Development Strategy, with civil society being an active part of it, and immediately create concrete mechanisms for its implementation and oversight;
- Improve their general approach towards civil society, in particular through increasing the level of information and consultation, as well as creating open doors for monitoring and advocacy actions from the sector;
- Increase the energy, capacities and resources in law implementation oversight and involve all relevant stakeholders in this process;
- Strengthen the role of independent agencies/bodies and ensure legitimate participation of civil society representatives in those units;
- Adopt policies and measures for encouraging the business sector and individuals to take part in and support civic initiatives of their interest;

For European Union:

- Acknowledge the capacity and potential within Kosovo's civil society to be a crucial partner in implementing the reforms within the European agenda.
- Continue with the civil dialogue and seek input from civil society within the Stabilisation and Association Process (SAP) dialogue and other SAP instruments
- Include representatives of civil society in the programming process and evaluation and monitoring bodies for IPA (Instrument for Pre-Accession Assistance).
- Continue its financial and technical support to civil society, in order to further increase the capacities of the sector to contribute to the European agenda.

For other sectors:

- International missions in Kosovo should play an active role in promoting democratic models from their countries and assisting Kosovo to meet European standards in democracy;
- International missions in Kosovo should allow more space for domestic voice on important societal developments, including taking into account civil society's initiatives and concerns;
- The public education system should reform the system and encourage critical thinking and active citizenship, while encouraging students to actively engage in addressing community problems.

CONCLUSIONS

The combination of different approaches on assessing the current state of civil society has resulted with a large set of information and know-how from and about civil society. The comprehensive range of the data gathered and participatory approach of CSI equipped all interested stakeholders with different findings on main aspects of civil society, thus providing up to date information on where we stand and what are the main issues to be addressed in the future.

Although the concrete impact of CSI on Kosovar civil society remains to be assessed in the future, the already completed activities of this project have raised very interesting discussions among participants of regional and thematic focus groups, as well as the National Workshop. Based on their fields of activity, different organisations have expressed high interest in different findings of the study. One of the issues raised in most discussions was the low level of civic engagement, reasons behind this and actions from civil society in addressing it. Other discussions were focused on the ability of civil society to achieve a positive impact in society through increasing the connection with its constituencies and raising its responsiveness.

It is in the hands of the readers and decision-makers to utilise the findings of the study and address the concrete recommendations of this Analytical Country Report. Only through understanding the entire complexity of civil society work can the relevant stakeholders build on the knowledge offered by this report and adapt their activity towards advancing the state of this sector in Kosovo.

Below there are only a number of the highlights of CSI discussed in regional and thematic Focus Groups, Advisory Committee meetings and the National Workshop. Sharing with other interested parties, these highlights tend to show the main moments of civil society in Kosovo and the ground for future actions on this field.

1. CIVIC ENGAGEMENT

Civic Engagement, after the Perception of Impact, was the second weakest dimension of Kosovo civil society. The low membership in socially based and political initiatives, as well as similar levels of volunteering in both of these fields characterise Kosovar society as a highly indifferent one with high level of apathy of citizens towards public life in general. However, higher levels of non-formal and individual activism, such as community engagement and participation in various individual political actions, indicate that the potential

is present and needs to be activated by CSOs and other stakeholders. This confirms the perceptions of a gap between CSOs and citizens, which is also reflected in the level of trust towards CSOs and political parties shown in the Population Survey. Last, a non-distinction among different social and demographic groups regarding to their activism shows a highly diverse group of active citizens and a low existence of barriers between different groups both in socially and politically based engagement, albeit not taking into account inter-ethnic distinction. As civil society's main strength focuses on the active participation of citizens to advance shared interest and create links, this low level of civic engagement is one of the most important issues to be addressed by Kosovar civil society.

2. LEVEL OF ORGANISATION

The Level of Organisation resulted as the highest dimension in CSI, showing that Kosovar civil society is characterised by a solid degree of institutionalisation. Kosovar civil society has a formal governance and management system, such as board of director or assembly, although the difference between their existence on paper and in practice is evident. A similar question occurs around networks. With only a few active networks, the membership of CSOs in these structures are more of a formal than active nature. However, the high level of sectorial communication and some successful examples of recent joint activities indicate a great potential for cooperation in issues of common interest.

While technological resources are significantly high, the situation regarding financial resources appears more complex. With active CSOs that have reached a solid scale of financial sustainability, there is a general perception that the total amount of funds for civil society are decreasing and civil society has to gradually find alternative ways of financing in order to minimise dependency on international donors. In contrast to the above mentioned issues, human resources are among of the weakest points of the entire sector. Project-based support and inability to raise institutional funds from alternative sources make CSOs vulnerable to a high staff turnover, as well as making them encounter difficulties in mobilising professional and competent staff.

International representation is a space where civil society has achieved greater presence than other sectors of Kosovar society. Although suffering from the partial recognition of the independent state of Kosovo from the international community, civil society has found ways to being represented in different regional and European platforms and forums.

3. PERCEIVED IMPACT

First, economic development and the rule of law were considered by the Advisory Committee as the top priority issues of Kosovar society. Both CSOs and external actors assess the impact of civil society in these two issues as significantly low, with slight differences between perceptions of external actors and self-perceptions of civil society, where external stakeholders think that the impact on economic development was lower, and civil society thinks the opposite. The CSI findings confirm that civil society is not sufficiently responsive to the real needs of society and its constituencies.

A similar situation is seen in the policy field. When exploring the activity of civil society in the policy field and its influence on public policies in Kosovo, the results show an agreement between civil society and external actors in evaluating this impact as limited. Case studies

show the absence of concrete mechanisms for this involvement, but also find that the already existing legal provisions are not sufficiently used by both civil society and public authorities. The contrast between activity and impact on economic issues points to a lack of public policies on this topic and the problems in their implementation, indicating the need to increase civil society's involvement in policy/law implementation and oversight.

The situation appears more positive when it comes to social impact, where civil society is assessed to have slightly higher impact, both by CSOs themselves and external actors, with support to poor and marginalised groups, education and humanitarian relief as the social fields where civil society had more impact. The self-evaluation from surveyed CSOs indicates that the sector as a whole is aware that it is still only halfway to meeting expectations.

When exploring the impact of civil society on people's attitudes when it comes to interpersonal trust, tolerance and public spiritedness, the results are not encouraging. This impact is extremely low. In particular the result is worrying when it comes to interpersonal trust, which appears to be extremely low also within CSO members. Trusting people around you is a condition for joint initiatives, and these results are not promising at all.

Finally, the level of trust that citizens have in civil society varies, depending on certain categories of CSOs. Humanitarian or charitable organisations enjoy the highest level of trust among citizens, followed by youth organisations, art, music and educational ones and organisations dealing with human rights, suggesting an opportunity to mobilise the public for such organisations.

4. PRACTICE OF VALUES

While democratic decision-making governance is strongly emphasised in the internal documents of the civil society sector in Kosovo, in practice this is not translated into proper implementation of these principles.

Civil society in Kosovo is not keen on labour regulations, since the findings and discussions place it as the lowest result within Practice of Values. While more than half of CSOs declare having written regulations for equal opportunities and equal payment for women, as well as labour standards, only a third of them conduct training for their new staff. Paid staff of CSOs clearly do not feel comfortable with trade union membership, since fewer than 10% of them are union members.

The majority of CSOs say that they have a publicly available code of conduct and financial information. Again, although the existence of these could not be verified, most declared these documents were available in their offices, with a lower scale of web publishing.

Similar comments are valid also when looking at environmental standards, with slightly more than half of CSOs having written and public environmental standards. A positive trend for all of the CSI questions on written policies and regulations is that most of the CSOs that declared not having them stated that are thinking of adopting such regulations.

Finally, CSI confirms the long-standing perception that Kosovar civil society is highly tolerant, peaceful and non-violent. Furthermore, it promotes these values in society. However, the same does not stand also for promoting democratic decision-making within its

own organisations and groups. The results show that civil society is still only halfway to this, and with occasional or frequent perceptions of corruption cases within civil society, the result is not surprising.

5. EXTERNAL ENVIRONMENT

Although not possessing official indicators for assessing the socio-economic context, the basic data available for Kosovo present the real economic situation of the country. Standing as one of the poorest countries in Europe, almost half of the population is estimated to be living below the national poverty line, and half of the population is unemployed. Although Kosovo's economy is characterised by a large informal sector, it still remains largely dependent on remittances and donor aid. Ranked as one of the most corrupt countries in Europe, Kosovo's economy does not represent an encouraging prospect for the operation of civil society.

Similar to this, the socio-political context offers limited space for civil society development. While there are many democratic standards on paper, the real implementation of political rights and freedoms and rule of law remains unsatisfactory. Prolonged periods of political instability and a highly problematic judicial system – despite European Union direct assistance to this sector - position Kosovo as a partly free country. A more positive situation concerns associational and organisational rights and experience of the legal framework for civil society. With basic standards on registration and operation of NGOs, the enabling environment for civil society still needs substantial legal and political reforms. The overall processes through which Kosovo has passed in recent years as well as international presence and the approach of the donor community have damaged the culture of critique in Kosovo.

Finally, the socio-cultural context stands higher in its overall score, but with extreme values within it. While the extremely low level of interpersonal trust between Kosovar citizens is the most worrying finding of CSI, the high levels of public spiritedness present Kosovar society as an ethically model society. While the last score is considered as suspect due to a tendency of respondents to give morally acceptable answers, the low levels of interpersonal trust might be one of the reasons for difficulties in initiating and sustaining joint actions, including between citizens and CSOs. Tolerance stands somewhere in between, showing the Kosovar society as moderately tolerant, in particular towards different religious and ethnic groups, except between ethnic Albanians and ethnic Serbs. Some taboo issues, such as homosexuality and HIV/AIDS, are confirmed to be still highly unacceptable to the society at large.

APPENDICES

APPENDIX I – LIST OF ADVISORY COMMITTEE MEMBERS

Alban Bokshi (QOHU!)

Aliriza Arenliu (DokuFest)

Anton Berishaj (University of Prishtina)

Ariana Qosaj – Mustafa (Kosovar Institute for Policy Research and Development)

Besim Kajtazi (Kosovo Government - Office of Prime Minister)

Erold Belegu (EBC and Kosovo Basketball Federation)

Flaka Surroi (Koha Group)

Habit Hajredini (Kosovo Government - Office for Good Governance)

Igballe Rogova (Kosovo Women Network)

Illir Deda (Kosovar Institute for Policy Research and Development)

Illiriana Kaçaniku (Kosovo Foundation for Open Society)

Luan Shllaku (Kosovo Foundation for Open Society)

Naxhije Buçinca (Association of the Veterans of Education)

Petrit Tahiri (Kosovo Education Centre)

Raba Gjoshi (Youth Initiative for Human Rights)

Ramadan Ilazi (FOL Movement)

Shpend Ahmeti (GAP Institute)

Valon Murati (Centre for Human Rights in University of Prishtina)

Venera Hajrullahu (Kosovar Civil Society Foundation)

Zeqir Veselaj (Regional Environmental Centre Kosovo)

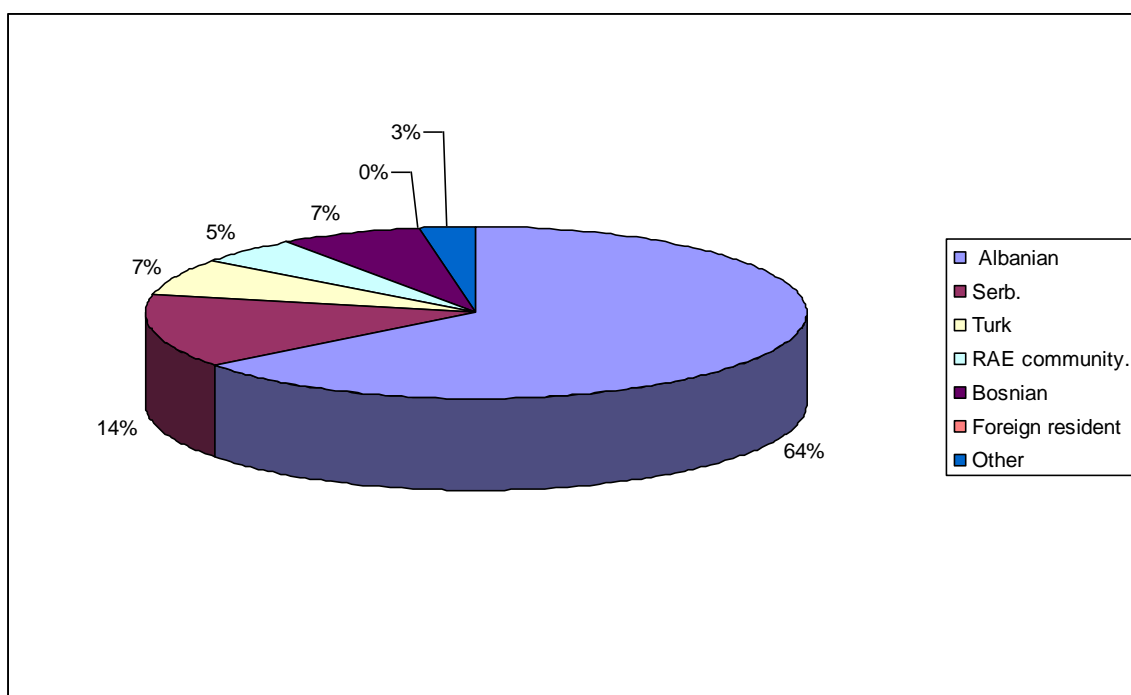
APPENDIX II – POPULATION SURVEY METHODOLOGY

The Population Survey was conducted specially for CSI Kosovo during October 2009. This survey was conducted with a representative sample of the population of Kosovo. The respondents were selected through a multi-stage probability sampling method. This method of sampling was used for three sub-samples: Kosovo Albanian, Kosovo Serb, and other

minorities: Bosnians, Turks, Roma, Ashkali, Egyptian, Gorani, etc. For the purpose of disaggregating the data by ethnicity and for the increase in confidence in survey results for minorities, the number of minorities in the sample was increased. For this reason, when totals are calculated for Kosovo level, the percentages for ethnicities are weighted according to their presence in the population. Specifically, in order to calculate totals for the Kosovo population the results for K-Albanians are multiplied by 88%, results for K-Serbs are multiplied by 6% and results for others by 6% and then the results are summed.

The interviews were conducted directly through personal interviews. The statistical analysis of the survey was conducted through Statistical Package for Social Sciences.

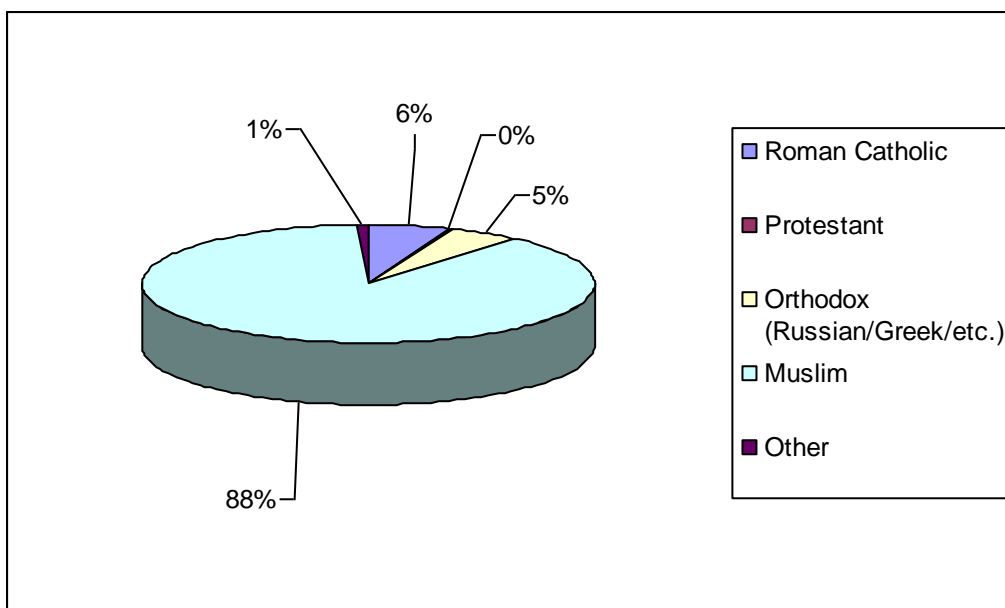
The Population Survey is based on interviewing 1,296 respondents: 834 (64.4%) Albanians, 180 (13.9%) Serbs, 90 (6.9%) Turkish, 65 (5%) RAE, 90 (6.9%) Bosnians, 35 (2.7%) others and 2 (0.2%), foreign residents in Kosovo.



Ethnic representation of the sample in terms of percentages

In terms of gender distribution 46.3% of the respondents were male and 54.4 % were female. As for age the age range of respondents ranged from 18 to 83 resulting in average age of 37.75. In terms of locale 46.5% of the respondents were from rural areas and 53.5% from urban areas.

To the question of which religious group they belong to, 81% responded that they were Muslims, 13% Orthodox, 4% Catholic, 2% Protestants and 2% other religious groups. When weighted in terms of percentage of ethnicities for Kosovo the religious denomination is as follows 88% Muslims, 5% Orthodox, 6% Catholic, and 1% Protestants.



Religion of the sample when weighted for ethnicity

APPENDIX III – ORGANISATIONAL SURVEY METHODOLOGY

The Organisational Survey was conducted by the CSI team of researchers during autumn 2009 and spring 2010, with 100 active CSOs from all fields of activity and regions of Kosovo.

The sample of this survey took into account the balance between large and national CSOs and small and grassroots CSOs, geographical coverage of Kosovo as well as different fields of work covered from this sector. Based on this, the Advisory Committee agreed to adapt a sample consisting of: 10 large CSOs, 10 small CSOs, 40 CSOs according to different fields of work, and 40 CSOs according to geographical coverage. The other requirement for the sampling of the Organisational Survey was that it had to interview only active CSOs, namely CSOs that had some kind of activity during the last year.

The original questionnaire of the organisational survey was compiled by CIVICUS, while additional questions were included by the Kosovo CSI team. The comprehensive questionnaire included 49 questions and a number of specific sub-questions that CSOs had to respond to. The survey was conducted through combining electronic questionnaires and direct interviews, as well as a number of field visits to different regions of Kosovo. It is important to note that the respondents to the Organisational Survey were all senior staff of surveyed CSOs, in order to get up-to-date and credible information on the given CSO.

APPENDIX IV – EXTERNAL PERCEPTION SURVEY METHODOLOGY

The External Perception Survey was conducted by the CSI team of researchers during spring 2010, with main stakeholders, experts and policy makers in key sectors outside civil society. 40 distinguished individuals from all sectors of society were interviewed during a 30 to 45 minute interview, responding to a total of nine questions and more specific sub-questions on

their perceptions on civil society in Kosovo. The simple questionnaire used ensured reflection of perceptions on key aspects of civil society.

The sample of respondents was agreed by Advisory Committee (AC), in line with CIVICUS guidelines, and aimed at representing all sectors of society according to their relevance within society in general and to civil society in particular.

Sectors	Number of respondents
Central and local government	5
Kosovo Assembly	3
Judicial system	3
Private sector	3
Media	5
Academia	3
International governmental organisation	3
Donor organisation	2
Other	2
International missions in Kosovo (EULEX, ICO, UNMIK, KFOR)	3
Political parties	5
Independent agencies	3

APPENDIX V – CASE STUDY SUMMARIES

Civic Engagement in Kosovo

This case study tries to explore which the level of civic engagement IS in Kosovo, what are the factors that influence civic organisation, and what are the values of the people of Kosovo for democratic and participatory life. Disappointment with domestic politics as well as the international sphere is one of the main indicators of political feelings of Kosovar citizens today. The findings indicate a constant decrease of citizen’s trust in politicians and politics, mirroring declines in civic engagement. Also, this study provides recommendations to the government, municipalities and citizens, so that each party could fulfil its role and duties, thus achieving a higher level of active citizenship.

Cooperation between CSOs - NGO Law 2010

This case study tries to explore why the cooperation between CSOs within different networks is not of the desired level. One of the reasons found in this study appears to be that networks were donor-driven networks and ceased to function after donors’ withdrawal, while the successful cases were based on the interests of CSOs and the needs for empowerment through joint actions. Within this study, a good example is discussed of inter-sectoral cooperation which is based on common interests and efficient coordination, namely the successful advocacy process on the NGO Law amendment process of 2010.

The humanitarian and charitable Society ‘Mother Teresa’

This paper is a case study on the high level of citizen’s participation and volunteerism in the phase of pre-war and war in Kosovo. The key actor of this study is the association 'Mother Teresa'. As an independent humanitarian organisation that played a central role in providing medical services and food distribution and other forms of humanitarian assistance in all parts of Kosovo, ‘Mother Teresa’ had over 7,200 volunteers during the 1990s, while today it has 4,200 registered volunteers who are active only sporadically, depending on potential projects and activities. Not adapting their strategy according to the new reality in the country is one of the reasons for this decrease, and for the lack of motivation for potential volunteers, compared to the 1990s.

Cooperation between civil society and Kosovo Assembly (involvement of CSOs in the legislative process)

This case study tries to explore to what extent the cooperation between Kosovo Assembly and CSOs is developed and what legal mechanisms enable the involvement of CSOs in the legislative process at the Assembly level. The findings show that there are some ‘open doors’ which have not been utilised sufficiently either by public authorities or CSOs. In addition, it suggests that current general provisions on CSO involvement in legislative process need to be made functional through concrete mechanisms of cooperation. The study also offers some recommendations to the Assembly, MPs and CSOs, on how to improve information and cooperation mechanisms in order to increase the active participation of CSOs in the legislative process.

Department for Registration and Liaison with NGOs

This case study tries to analyse the legal and practical functioning of the Department of Registration and Liaison with NGOs, as the sole governing body for liaison with NGOs. The findings of this study show that currently the department performs its tasks only partially, with its liaison role not understood and performed at all. In addition, the findings indicate a huge lack of capacities within this department to cooperate with the civil society sector. Also, the study provides some recommendations to the government, the respective department and CSOs, and recommends clarifying the legal framework for the new institutional arrangements in the field of communications and policy development related to the CSO sector.

International donor funds for civil society in Kosovo

The primary purpose of this case study was to find the approximate development trend of international donor funds for civil society in Kosovo, especially for the period 2007-2009 and 2010-2012. The study also attempts to find potential reasons for the decline of donor funds. Although the amount of funds from large donors’ did not fluctuate significantly during this period of time, many small-scale donors appear to have closed down their programmes in Kosovo, thus decreasing the total amount of funds for civil society. In addition, the study revealed a trend of large donors switching from special civil society funds to sectoral funds which include civil society among its beneficiaries. The study also elaborates some alternative forms of CSO funding which could replace foreign funds, and offers some recommendations to the government, donors, and also CSOs in relation to cooperation with CSOs, adapting the strategies in line with citizens’ needs and increasing their transparency and accountability.

APPENDIX VI – KOSOVO CSI DATA INDICATOR MATRIX

Kosovo CSI Data Indicator Matrix			
(Based on the Population Survey, Organisational Survey and External Perception Survey data)			
Sub-dimension	Indicator	Name	Data Result
1) Dimension: Civic Engagement			44.03
1.1	Extent of socially-based engagement		21.60
	1.1.1	Social membership 1	15.50
	1.1.2	Social volunteering 1	14.00
	1.1.3	Community engagement 1	35.30
1.2	Depth of socially-based engagement		40.50
	1.2.1	Social membership 2	26.40
	1.2.2	Social volunteering 2	30.80
	1.2.3	Community engagement 2	64.30
1.3	Diversity of socially-based engagement		80.86
	1.3.1	Diversity of socially-based engagement	80.86
1.4	Extent of political engagement		21.63
	1.4.1	Political membership 1	12.90
	1.4.2	Political volunteering 1	15.30
	1.4.3	Individual activism 1	36.70
1.5	Depth of political engagement		32.50
	1.5.1	Political membership 2	26.30
	1.5.2	Political volunteering 2	28.30
	1.5.3	Individual activism 2	42.90
1.6	Diversity of political engagement		67.08
	1.6.1	Diversity of political engagement	67.08
2) Dimension: Level of organisation			70.73
2.1	Internal governance		89.90
	2.1.1	Management	89.90
2.2	Infrastructure		69.70
	2.2.1	Support organisations	69.70
2.3	Sectoral communication		88.40
	2.3.1	Peer-to-peer communication 1	89.90
	2.3.2	Peer-to-peer communication 2	86.90
2.4	Human resources		18.30
	2.4.1	Sustainability of human resources	18.30
2.5	Financial and technological resources		87.35
	2.5.1	Financial sustainability	83.80
	2.5.2	Technological resources	90.90

Kosovo CSI Data Indicator Matrix

(Based on the Population Survey, Organisational Survey and External Perception Survey data)

Sub-dimension	Indicator	Name	Data Result
3) Dimension: Practice of Values			59.43
3.1	Democratic decision-making governance		61.60
	3.1.1	Decision-making	61.60
3.2	Labour regulations		42.30
	3.2.1	Equal opportunities	55.60
	3.2.2	Members of labour unions	9.89
	3.2.3	Labour rights trainings	35.70
	3.2.4	Publicly available policy for labour standards	68.00
3.3	Code of conduct and transparency		74.20
	3.3.1	Publicly available code of conduct	73.70
	3.3.2	Transparency	74.70
3.4	Environmental standards		57.70
	3.4.1	Environmental standards	57.70
3.5	Perception of values in civil society as a whole		61.35
	3.5.1	Perceived non-violence	57.10
	3.5.2	Perceived internal democracy	49.50
	3.5.3	Perceived levels of corruption	26.30
	3.5.4	Perceived intolerance	88.90
	3.5.5	Perceived weight of intolerant groups	67.50
	3.5.6	Perceived promotion of non-violence and peace	78.80

Kosovo CSI Data Indicator Matrix

(Based on the Population Survey, Organisational Survey and External Perception Survey data)

Sub-dimension	Indicator	Name	Data Result
4) Dimension: Perception of Impact			31.81
4.1	Responsiveness (internal perception)		26.75
	4.1.1	Impact on economic development	21.20
	4.1.2	Impact on rule of law	32.30
4.2	Social impact (internal perception)		47.58
	4.2.1	General social impact	43.80
	4.2.2	Social impact of own organisation	51.35
4.3	Policy impact (internal perception)		39.40
	4.3.1	General policy impact	21.20
	4.3.2	Policy activity of own organisation	59.60
	4.3.3	Policy impact of own organisation	37.40
4.4	Responsiveness (external perception)		23.75
	4.4.1	Impact on economic development	25.00
	4.4.2	Impact on rule of law	22.50
4.5	Social impact (external perception)		41.50
	4.5.1	Social impact selected concerns	40.50
	4.5.2	Social impact general	42.50
4.6	Policy impact (external perception)		31.65
	4.6.1	Policy impact specific fields 1-3	30.80
	4.6.2	Policy impact general	32.50
4.7	Impact of civil society on attitudes		12.04
	4.7.1	Difference in trust between civil society members and non-members	2.75
	4.7.2	Difference in tolerance levels between civil society members and non-members	0.00
	4.7.3	Difference in public spiritedness between civil society members and non-members	0.00
	4.7.4	Trust in civil society	45.40
5) External Environment			51.34
5.2	Socio-political context		46.63
	5.2.1	Political rights and freedoms	27.50
	5.2.2	Rule of law and personal freedoms	35.40
	5.2.3	Associational and organisational rights	50.00
	5.2.4	Experience of legal framework	77.25
	5.2.5	State effectiveness	43.00
5.3	Socio-cultural context		56.05
	5.3.1	Trust	9.10
	5.3.2	Tolerance	62.58
	5.3.3	Public spiritedness	96.47

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