



**QUESTIONNAIRE ON THE CONFLICT PREVENTION APPROACHES OF THE UNITED NATIONS,  
THE OSCE, THE EUROPEAN UNION AND NATO**

Dear Sir or Madam,

my name is Rok Zupančič and I am a researcher at the Faculty of Social Sciences, University of Ljubljana. I kindly ask You to participate in the research project, which is part of my PhD thesis. With this particular survey I would like to find out how do the Kosovars perceive the role of the United Nations, the European Union, the Organization for Security and Cooperation in Europe and North Atlantic Treaty Organization in Kosovo from 1999 to 2008. The survey results will contribute to a better understanding of work of the UN, the EU, the OSCE and NATO, and eventually, to improvement of their overall work in Kosovo.

Please, mark the answer that best corresponds to your personal standpoint. Each questionnaire should be filled out independently (without consultation on the answers). The survey is anonymous and will be used solely for this research, therefore there is no need to sign it. On your request, we would be happy to provide you with the final results, after the research is complete (at the end of 2012).

I sincerely thank you for your cooperation,  
Rok Zupančič

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## I. THE UNITED NATIONS (UN)

1. Please, assess how familiar are you with the role and the work of the UN/UNMIK/Special Representative of the UN Secretary General to Kosovo from 1999 and 2008 (on the scale from 1 to 5, where 1 means *not familiar at all* and 5 *extremely familiar*)?

| Not familiar at all | Slightly familiar | Moderately familiar | Very familiar | Extremely familiar |
|---------------------|-------------------|---------------------|---------------|--------------------|
| 1                   | 2                 | 3                   | 4             | 5                  |

2. From 1999 and 2008, the UN/UNMIK/Special Representative of the UN Secretary General to Kosovo tried to complete several tasks, aimed at preventing violent conflict and post-stabilization of Kosovo. Please, assess the work of the UN/UNMIK/Special Representative of the UN Secretary General in the following respects (on the scale from 1 to 5, where 1 means *very bad* and 5 *very good*):

|   | Very bad | Bad | Not bad, not good | Good | Very good | Don't know |
|---|----------|-----|-------------------|------|-----------|------------|
| Facilitating drafting the Constitutional Framework for Provisional Self-Government  | 1        | 2   | 3                 | 4    | 5         | 9          |
| Facilitating a political process designed to determine Kosovo's future status   | 1        | 2   | 3                 | 4    | 5         | 9          |
| Organizing and overseeing the development of institutions for democratic and autonomous government                            | 1        | 2   | 3                 | 4    | 5         | 9          |
| Supporting humanitarian and disaster relief aid   | 1        | 2   | 3                 | 4    | 5         | 9          |
| Maintaining civil law and order (including establishing local police forces and deployment of international police personnel) | 1        | 2   | 3                 | 4    | 5         | 9          |
| Assuring the safe return of refugees and displaced persons to their homes in Kosovo   | 1        | 2   | 3                 | 4    | 5         | 9          |
| Control of the customs service  | 1        | 2   | 3                 | 4    | 5         | 9          |
| Appointment, removal and sanctioning of judges and prosecutors  | 1        | 2   | 3                 | 4    | 5         | 9          |
| Control over the Kosovo Protection Corps  | 1        | 2   | 3                 | 4    | 5         | 9          |

3. Please, assess the general role of the UN/UNMIK/Special Representative of the UN Secretary General to Kosovo in the prevention of armed conflict in Kosovo from 1999 to 2008 (on the scale from 1 to 5, where 1 means *very bad* and 5 *very good*):

| Very bad | Bad | Not bad, not good | Good | Very good | Don't know |
|----------|-----|-------------------|------|-----------|------------|
| 1        | 2   | 3                 | 4    | 5         | 9          |

4. Please, assess how much did you trust the work of the UN/UNMIK/Special Representative of the UN Secretary General to Kosovo from 1999 and 2008 (on the scale from 1 to 5, where 1 means *no trust* and 5 *complete trust*)?

| No trust | Slightly | Moderately | Very much | Complete trust | Don't know |
|----------|----------|------------|-----------|----------------|------------|
| 1        | 2        | 3          | 4         | 5              | 9          |

5. Do you have any suggestion how could the UN/UNMIK/Special Representative of the UN Secretary General improve their work in Kosovo?

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## II. THE EUROPEAN UNION (EU)

6. Please, assess how familiar are you with the role and the work of the EU in Kosovo from 1999 and 2008 (on the scale from 1 to 5, where 1 means *not familiar at all* and 5 *extremely familiar*)?

| Not familiar at all | Slightly familiar | Moderately familiar | Very familiar | Extremely familiar |
|---------------------|-------------------|---------------------|---------------|--------------------|
| 1                   | 2                 | 3                   | 4             | 5                  |

7. From 1999 and 2008, the EU tried to complete several tasks, aimed at preventing violent conflict and post-stabilization of Kosovo. Please, assess the work of the EU in the following respects (on the scale from 1 to 5, where 1 means *very bad* and 5 *very good*):

|  | Very bad | Bad | Not bad, not good | Good | Very good | Don't know |
|--|----------|-----|-------------------|------|-----------|------------|
| Fostering economic development (investment; connecting donors, stakeholders and private sector ) | 1        | 2   | 3                 | 4    | 5         | 9          |
| Assisting in building/reconstructing the infrastructure  | 1        | 2   | 3                 | 4    | 5         | 9          |
| Facilitating political process designed to determine Kosovo's future status                      | 1        | 2   | 3                 | 4    | 5         | 9          |
| Assisting in creating the rule of law (advising the police, judiciary, customs reforms)          | 1        | 2   | 3                 | 4    | 5         | 9          |
| Assisting in establishing the democratic institutions (good governance)                          | 1        | 2   | 3                 | 4    | 5         | 9          |
| Helping to reach reconciliation between ethnic communities                                       | 1        | 2   | 3                 | 4    | 5         | 9          |

8. Please, assess the general role of the EU in the prevention of armed conflict in Kosovo from 1999 to 2008 (on the scale from 1 to 5, where 1 means *very bad* and 5 *very good*):

| Very bad | Bad | Not bad, not good | Good | Very good | Don't know |
|----------|-----|-------------------|------|-----------|------------|
| 1        | 2   | 3                 | 4    | 5         | 9          |

9. Please, assess how much did you trust the work of the EU from 1999 and 2008 (on the scale from 1 to 5, where 1 means *no trust* and 5 *complete trust*)?

| No trust | Slightly | Moderately | Very much | Complete trust | Don't know |
|----------|----------|------------|-----------|----------------|------------|
| 1        | 2        | 3          | 4         | 5              | 9          |

10. Do you have any suggestion how could the EU improve its work in Kosovo?

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### III. THE ORGANIZATION FOR SECURITY AND COOPERATION IN EUROPE (OSCE)

11. Please, assess how familiar are you with the role and the work of the OSCE in Kosovo from 1999 and 2008 (on the scale from 1 to 5, where 1 means *not familiar at all* and 5 *extremely familiar*)?

| Not familiar at all | Slightly familiar | Moderately familiar | Very familiar | Extremely familiar |
|---------------------|-------------------|---------------------|---------------|--------------------|
| 1                   | 2                 | 3                   | 4             | 5                  |

12. From 1999 and 2008, the OSCE tried to complete several tasks, aimed at preventing violent conflict and post-stabilization of Kosovo. Please, assess the work of the OSCE in the following respects (on the scale from 1 to 5, where 1 means *very bad* and 5 *very good*):

|   | Very bad | Bad | Not bad, not good | Good | Very good | Don't know |
|---|----------|-----|-------------------|------|-----------|------------|
| Fostering human rights and monitoring their violation   | 1        | 2   | 3                 | 4    | 5         | 9          |
| Supporting and strengthening of the democratic institutions and establishing a functioning legal system | 1        | 2   | 3                 | 4    | 5         | 9          |
| Helping to create public safety institutions (police) and their training                                | 1        | 2   | 3                 | 4    | 5         | 9          |
| Assistance in organizing and monitoring elections   | 1        | 2   | 3                 | 4    | 5         | 9          |
| Organizing activities aimed at improving ecological and environmental standards                         | 1        | 2   | 3                 | 4    | 5         | 9          |
| Promoting media freedom and achieving higher media standards  | 1        | 2   | 3                 | 4    | 5         | 9          |

13. Please, assess the general role of the OSCE in the prevention of armed conflict in Kosovo from 1999 to 2008 (on the scale from 1 to 5, where 1 means *very bad* and 5 *very good*):

| Very bad | Bad | Not bad, not good | Good | Very good | Don't know |
|----------|-----|-------------------|------|-----------|------------|
| 1        | 2   | 3                 | 4    | 5         | 9          |

14. Please, assess how much did you trust the work of the OSCE from 1999 and 2008 (on the scale from 0 to 4, where 1 means *no trust* and 5 *complete trust*)?

| No trust | Slightly | Moderately | Very much | Complete trust | Don't know |
|----------|----------|------------|-----------|----------------|------------|
| 1        | 2        | 3          | 4         | 5              | 9          |

15. Do you have any suggestion how could the OSCE improve its work in Kosovo?

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#### IV. NORTH ATLANTIC TREATY ORGANIZATION (NATO)

16. Please, assess how familiar are you with the role and the work of NATO/KFOR from 1999 and 2008 (on the scale from 1 to 5, where 1 means *not familiar at all* and 5 *extremely familiar*)?

| Not familiar at all | Slightly familiar | Moderately familiar | Very familiar | Extremely familiar |
|---------------------|-------------------|---------------------|---------------|--------------------|
| 1                   | 2                 | 3                   | 4             | 5                  |

17. From 1999 and 2008, NATO/KFOR tried to complete several tasks, aimed at preventing violent conflict and post-stabilization of Kosovo. Please, assess the work of NATO/KFOR in the following respects (on the scale from 1 to 5, where 1 means *very bad* and 5 *very good*):

|  | Very bad | Bad | Not bad, not good | Good | Very good | Don't know |
|--|----------|-----|-------------------|------|-----------|------------|
| Deterring renewed hostilities between Kosovar and Serb armed forces                                  | 1        | 2   | 3                 | 4    | 5         | 9          |
| Establishing and maintaining a secure environment in Kosovo, including public safety and civil order | 1        | 2   | 3                 | 4    | 5         | 9          |
| Assisting with the return or relocation of displaced persons and refugees                            | 1        | 2   | 3                 | 4    | 5         | 9          |
| Reconstruction and demining  | 1        | 2   | 3                 | 4    | 5         | 9          |
| Security of ethnic minorities and protection of patrimonial sites                                    | 1        | 2   | 3                 | 4    | 5         | 9          |
| Assuring border security   | 1        | 2   | 3                 | 4    | 5         | 9          |
| Interdiction of cross-border weapons smuggling   | 1        | 2   | 3                 | 4    | 5         | 9          |
| Support for the establishment of civilian institutions, law and order, the judicial and penal system | 1        | 2   | 3                 | 4    | 5         | 9          |

18. Please, assess the general role of NATO/KFOR in the prevention of armed conflict in Kosovo from 1999 to 2008 (on the scale from 1 to 5, where 1 means *very bad* and 5 *very good*):

| Very bad | Bad | Not bad, not good | Good | Very good | Don't know |
|----------|-----|-------------------|------|-----------|------------|
| 1        | 2   | 3                 | 4    | 5         | 9          |

19. Please, assess how much did you trust the work of NATO/KFOR from 1999 and 2008 (on the scale from 1 to 5, where 1 means *no trust* and 5 *complete trust*)?

| No trust | Slightly | Moderately | Very much | Complete trust | Don't know |
|----------|----------|------------|-----------|----------------|------------|
| 1        | 2        | 3          | 4         | 5              | 9          |

20. Do you have any suggestion how could NATO/KFOR improve its work in Kosovo?

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## V. GENERAL

21. How do you assess the coordination among the UN, the EU, the OSCE and NATO in preventing armed conflict in Kosovo from 1999 and 2008?

| Very bad | Bad | Not bad, not good | Good | Very good | Don't know |
|----------|-----|-------------------|------|-----------|------------|
| 1        | 2   | 3                 | 4    | 5         | 9          |

22. How do you assess the *general public support of Kosovar Albanians* for the armed conflict prevention approaches of the following international organizations in Kosovo from 1999 and 2008?

|  | Very low | Low | Average | High | Very high | Don't know |
|--|----------|-----|---------|------|-----------|------------|
| UN/UNMIK/Special Representative of the UN Sec. General | 1        | 2   | 3       | 4    | 5         | 9          |
| EU   | 1        | 2   | 3       | 4    | 5         | 9          |
| OSCE   | 1        | 2   | 3       | 4    | 5         | 9          |
| NATO/KFOR  | 1        | 2   | 3       | 4    | 5         | 9          |

23. How do you assess the *general public support of Kosovar Serbs* for the armed conflict prevention approaches of the following international organizations in Kosovo from 1999 and 2008?

|  | Very low | Low | Average | High | Very high | Don't know |
|--|----------|-----|---------|------|-----------|------------|
| UN/UNMIK/Special Represent. of the UN Sec. General | 1        | 2   | 3       | 4    | 5         | 9          |
| EU   | 1        | 2   | 3       | 4    | 5         | 9          |
| OSCE   | 1        | 2   | 3       | 4    | 5         | 9          |
| NATO/KFOR  | 1        | 2   | 3       | 4    | 5         | 9          |

## VI. DEMOGRAPHY

### 24. Gender

1) male    2) female

### 25. Age

1) 30 or less                      3) 41 to 50 years  
2) 31 to 40 years                4) 51 or more

### 26. Ethnicity

1) Albanian                      2) Serb  
3) Other (specify, if you wish): \_\_\_\_\_

### 27. Involvement in politics

1) less than 4 years              3) 9 to 12 years  
2) 4 to 8 years                    4) more than 13 years

### 29. Political party

1) Partia Demokratike e Kosoves  
2) Lidhja Demokratike e Kosoves  
3) Vetevendosje  
4) Aleanca per Ardhmerine e Kosoves  
5) Koalicioni per Kosove te Re  
6) Samostalna liberalna stranka  
7) Jedinstvena Srpska Lista  
8) Other (please specify, if you wish): \_\_\_\_\_

### 30. Where do you live?

1) northern Kosovo (Albanik; Zubin Potok; Zveçan; Mitrovicë; Podujevë)  
2) central Kosovo (Prishtinë; Vushtrri; Skënderaj; Drenas/Glllogovc; Kastriot; Fushë Kosovë; Lipjan; Malishevë)  
3) eastern Kosovo (Kamenicë; Novobërdöl; Gjilan; Viti)  
4) southern Kosovo (Suharekë; Shtime; Ferizaj; Kaçaniki; Shtërpçë; Prizren; Dragash)  
5) western Kosovo (Rahoveci; Gjakovë; Deçan; Pejë; Istog, Klinë)

**Thank you very much for your time and cooperation!**