

Research Study on Trafficking in Human Beings

What is the general public knowledge, attitudes, and perceptions about trafficking?

Who are the clients of sex workers?

What is the level of awareness of trafficking and its consequences
among the most vulnerable to trafficking (young girls)?

Who are the victims?

Partnership Against Trafficking in Human Beings

**Research Study on
Trafficking in Human Beings**

Kosovo, 2007

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► **PROTECTION OF RESPONDENT PERSONAL DATA CLAUSE**

Prism Research, in accordance with ESOMAR and AAPOR rules and regulations is obliged to protect the anonymity of respondents. All questions / variables that contain any type of information about the identity of respondents are removed from the report and the final database. This means that the answers given by respondents are physically separate to data that relates to their identity. Any purposeful attempt to come by the identifying data of respondents, whether by the Client, Prism Research, or any third party will be considered a serious violation and will be treated as such.

1. Introduction

This report contains findings from research commissioned by Catholic Relief Services and the Kosova Population Foundation under the Partnership Against Trafficking in Human Beings (PATH) project supported by USAID. Quantitative research in the form of two surveys, one with the public-at-large and the second with young girls aged 14-18, was conducted in November and December 2006. The results are based on face-to-face interviews with 500 Kosovar Albanians, Kosovar Serbs, and other non-Serb minorities. The respondents were chosen randomly from across Kosovo and are representative of the total population. The margin of error with this size sample is plus or minus 5%. The survey of young girls included 300 face-to-face interviews which were also randomly chosen from all regions of Kosovo. The margin of error with this sample is plus or minus 5.5%. The questionnaire was developed in English, translated, and administered in Albanian and Serbian.

Qualitative research in the form of one-on-one interviews was conducted with ten former victims of trafficking (survivors) and 18 clients of sex workers. The samples included Kosova Albanians and Serbs as well as some foreign victims of trafficking who are now residents of Kosovo. This research was conducted in December of 2006 and January of 2007.

The objective of this research is to learn the knowledge, attitudes, and perceptions of the different target audiences about the trafficking of human beings in Kosovo. The results of the survey will be used to inform the design and content of the PATH project's branded media campaign. This research will also accomplish one of the important activities outlined in the Kosovo Government's Plan of Action to Combat Trafficking in Human Beings and it will serve as a baseline from which to measure the effectiveness of efforts to improve public awareness.

The field work was conducted by Prism Research; the research instruments were developed by Prism with input from CRS, KOPF, the Prime Minister's Office of Good Governance, and the Inter-Ministerial Working Group on Trafficking. We would like to recognize the work of Selma Kapo and Vigan Behluli of Prism Research for their contributions to this project and thank the shelters who assisted with this research. They shall remain nameless for security reasons.

The report is organized into an Executive Summary and four sections focusing on the different target audiences.

2. Background

Prism Research, a professional agency for media, marketing, and social research, conducted this study called *Research Study on Trafficking in Human Beings*. It was conducted between November 2006 and January 2007. This report contains the findings gained through this research.

On May 30, 2006, Catholic Relief Services (CRS) signed a cooperative agreement with USAID to implement the Partnership Against Trafficking in Human Beings (PATH) project aimed at mobilizing and strengthening local institutions and civil society organizations in combating trafficking. Within this grant, CRS and the Kosova Population Foundation (KOPF), in cooperation with the Prime Minister's Office of Good Governance, plan to implement a branded media campaign, using multiple forms of media over an extended period of time. This campaign will be based on the formative research conducted by Prism Research. This study provides in-depth information about the knowledge, awareness, and perceptions of the three target audiences listed already mentioned. Based on such research, the branded campaign will be able to

formulate targeted messaging. Additionally, some information collected through this effort will serve as baseline data for monitoring.

As mentioned above, the research targeted three groups and a specific methodological approach was designed for each. It is believed that this is the best response to the research requirements, goals, issues and questions previously identified as important for each specific target group. The following is a detailed description of the research goals for each target group.

3. Objectives

First Target Audience – General population

Overall Research Question:

- What is general public's knowledge of and perception of trafficking?

Areas of knowledge to be examined are:

- Why do girls/women end up as victims of trafficking
- Level of importance of the problem to Kosovars
- Who/which institutions or organizations can assist victims of trafficking
- Are Kosovars aware of the possible signs of a trafficking victim
- What are Kosovars attitudes towards victims' reintegration to their communities
- What is society's responsibility toward victims of trafficking

Second Target Audience – Most vulnerable – Girls aged 14-18

Overall Research Question:

- What is the level of awareness of trafficking and the consequences?

Areas of awareness to be examined include:

- Knowledge of situations that can lead to trafficking
- How does a young woman find employment
- Who does she consult about a job or make other life decisions
- How to protect yourself against victimization
- Knowledge of who/which institutions or organizations can help victims
- What media does this audience watch and listen to
- Best ways to reach this audience with information

Third Target Audience - Clients of commercial sex workers

Overall Research Question:

- What is general knowledge of trafficking and its effects?

Areas of knowledge to be examined are:

- Who are the victims of forced prostitution
- What are the signs of forced prostitution

- Who/which institutions or organizations can be called when recognizing a victim of forced prostitution
- How do they feel about reporting to the police
- Awareness of risks involved in frequenting commercial sex workers
- How best to reach this audience

4. Methodology

This research project was conducted utilizing different research tools with each of the target groups in a specific order.

Presented below is a description of the main research components, and the order in which the various components were completed¹:

- **Quantitative research**
Survey of Kosovo's general population and young girls aged 14-18
- **Qualitative research**
In-depth interviews with clients of sex workers and victims of trafficking (survivors)

5. Executive summary

Surveys of the general population and the most vulnerable (girls aged 14 to 18)

- *Knowledge of trafficking in human beings*

Almost universally, the respondents from both of these two target audiences have heard the term, "trafficking in human beings." Further, a majority of both groups know that trafficking involves sexual exploitation. However, trafficking or control over another person for the purpose of exploitation was frequently misunderstood to mean prostitution or in some instances, smuggling. For example, more than 65% of the respondents from the general population could not explain the difference between trafficking and prostitution.

- *Trafficking victims – knowledge and prejudice*

The respondents from both target audiences believe that the most common victims are women and young girls and similarly, they are considered to be the most at risk. When asked why women and young girls are trafficked, the most common answers were:

- Because criminals earn quick and easy money through trafficking, and,
- Did not know or declined to answer.

Respondents to both surveys believe that females, younger persons, persons from lower economic circumstances and education, as well as persons who are uninformed about this crime are at higher risk to being trafficked. A significant percentage of the respondents, particularly in the general population survey, were prejudicial, blaming the victims for their situation. For example, approximately one-third of the respondents strongly or somewhat agreed that even if someone is forced to prostitute, that person is immoral. Similarly, more than a third agreed that victims could escape if they really wanted to.

¹ See *Appendix I* for a more detailed explanation of the research methodology

- *Trafficking in Kosovo*

The respondents from both surveys agreed that trafficking is widespread both in Kosovo and in their local communities. However, many Kosovars from both surveys do not recognize that Kosovo is a place of origin for trafficked women. Television is the primary source of information about this problem, followed by other media and friends. Those surveyed are concerned about its presence and the extent of trafficking in their community.

- *Responsibility for the extent and prevention of trafficking in human beings*

Respondents' opinions were strongly divided on the issue of who is responsible for the level trafficking in Kosovo. They first blame the traffickers, followed by the authorities and police. The latter are accused on not doing enough. One way to fight against trafficking is to inform the public and a majority of those surveyed believed that there is not enough available information about the issue.

- *Personal engagement in the fight against trafficking*

A large majority of respondents from both surveyed groups report that they would share information learned about trafficking, most commonly with the police. However, it is known that public opinion does not always translate into action.

Former victims of trafficking– social reintegration and assistance

Respondents mostly agreed that trafficking victims can be reintegrated and they should be assisted by government, police, and social services. This can include professional psycho-social assistance, counseling or rehabilitation, safe housing and food and identity protection. Young girls stressed that family support is decisive for a victim's social reintegration.

- *Inclination to risky behavior*

The young girl respondents offered different answers when asked if they were at risk to trafficking. Almost one-half indicated they believed they were at risk. It is worrying that a significant number did not know how to protect themselves from human traffickers. The girls who indicated they knew how to protect themselves indicated it was through their choice of friends and social groups. However, the qualitative part of this research revealed that a number of trafficking victims were accessed through the actions of people they knew and trusted. Young girls need to be fully informed about risks.

Victims of trafficking

- *Life prior to becoming trafficked*

Before being trafficked most girls lived with their families – younger ones with their parents and the older ones as married women with their husbands and children. The financial situation in most of these households was difficult. Family members were unemployed and the living conditions in rural areas, from which most girls originate, were desperately poor with little chance of earning any income.

- *Being Trafficked and Life as a Victim*

There are various ways that human traffickers tempted these victims. One way to appeal to the young and uninitiated is through job offers. Another, as mentioned above is through people known to the girls/women. The ways human traffickers treat victims were in many cases extremely cruel. The examples provided by the respondents included brutal kidnappings, rape, and forced alcohol (and probably narcotics, according to interviews with clients of commercial sex workers) consumption.

- *About the time respondents spent as trafficking victims*

All of the interviewed girls were sexually exploited. Some also worked as staff in catering facilities (night clubs, restaurants, etc.). Prism asked the survivors who were the “typical” clients visiting these establishments. The girls and women indicated that clients included men of different ages, from the very young to middle-age. Some reported having only Kosovar Albanian clients while others mentioned different nationalities. The survivors assume, and some claim with certainty, that the common denominator for all clients was their wealth. The clients of sex workers interviewed in this research project, concurred with that assessment.

- *Time spent after being freed*

It is common knowledge that survivors who were prostitutes are often stigmatized and socially excluded, and this was the case with some of the women interviewed. It is particularly worrying that such girls can be rejected by their families which can lead them to be re trafficked.

Now that they are survivors, the girls/women hope for a better and brighter future. Depending on their age, their expectations usually include completing school or starting families. They hope to be supported by relevant institutions and organizations in the process of rehabilitation, find legal employment, and be given a chance to live a normal life.

Clients of commercial sex workers

- *Generally on trafficking*

Men who had sex with a prostitute in the last year shared many of the same opinions about trafficking as the general public. Most linked the term “trafficking in human beings” with criminal activity, primarily related to women and girls used in prostitution.

Some respondents placed responsibility for combating trafficking on society-at-large, arguing citizens must fight against it cooperating with law enforcement. The clients believed that the presence of trafficking is common knowledge therefore; cooperation between citizens and law enforcement can contribute greatly in the fight against this problem. Others assigned the responsibility to specific organizations and institutions such as the judiciary and the police.

- *Trafficking in Kosovo*

A majority agreed that trafficking is present in Kosovo. Although a number of them frequent public houses, they say they learned about trafficking from the media – most commonly television and newspapers. The so-called “public houses” (brothels) are visited by men of different ethnicities, including locals and foreigners. Regarding the clients’ age, most respondents say that it varies, while some said that the clients included many young, uneducated men.

Respondents adopt different approaches in describing the girls/women working in these places. Some focused on physical features, while others provided information about their ethnicity, age, education and family background. They agree that prostitutes come from poor families, are usually uneducated, have no previous working experience, and are trying to earn money. Usually, they are very young. Some say that most come from foreign countries such as Bulgaria, Moldova, Albania and Russia, but a significant number are also from Kosovo. Some of the respondents confuse trafficking with voluntary prostitution.

- *Personal experiences*

As previously mentioned all the respondents have had some experience with prostitutes and are aware of facilities in their communities where sexual services are offered. Respondents' opinions about such places differ. While some were indifferent about them others sharply criticized the existence of brothels.

- *Availability of information about trafficking*

Respondents had different opinions about the availability of information about trafficking. While some said that publicly provided information was sufficient, others believed differently. One of the respondents who believed that the public is not sufficiently informed stressed that special attention should be given to educating young people. Generally, respondents agreed that more information about Trafficking should be provided in the media.

6. Findings – Survey of general population

Description of the sample

Table 01. Description of the sample (1)

		Frequency	Percent
GENDER	Male	264	53.8%
	Female	227	46.2%
AGE	16-25	158	31.6%
	26-35	121	24.2%
	36-45	97	19.4%
	46-55	58	11.6%
	56-65	43	8.6%
	66+	23	4.6%
EMPLOYMENT STATUS (Total)	Employed	145	29.0%
	Unemployed	355	71.0%
EMPLOYMENT STATUS (Man)	Employed	108	40,9%
	Unemployed	156	59,1%
EMPLOYMENT STATUS (Women)	Employed	36	15,9%
	Unemployed	191	84,1%
EDUCATION (years of schooling completed)	Did not complete primary school	43	8.6%
	Completed primary school	114	22.8%
	Completed secondary school	261	52.2%
	Higher school (6th level)	48	9.6%
	Faculty (7th level)	32	6.4%
	Masters Degree/PhD	2	0.4%
ETHNIC GROUP	Albanian	445	89.0%
	Serb	51	10.2%
	Bosniak	1	0.2%
	Roma	2	0.4%
	Other	1	0.2%

Five hundred respondents took part in the research. From the table above (see *Table 01.*), the sample's gender structure was almost even - 53.8% of the respondents were males and 46.2% were females. Furthermore, 31.6% of the sample were 16 to 25 years-old, 24.2% were 26 to 35, 19.4% were 36 to 45, 11.6% were 46 to 55, 8.6% were 56 to 65, and 4.6% were older than 65. With regard to the respondents' employment status, almost three-fourths were unemployed (71.0%). Women are less likely than men to be employed.

With regard to the educational achievements of the sample, 8.6% did not complete primary school, 22.8% only completed primary school, 52.2% completed secondary school, 9.6% completed higher school² (6th level), 6.4% graduated from the university (7th level), and 0.4% had a master's degree of PhD. In line with Kosovo's demographics, most of the respondents were ethnic Albanians (89.0%) while 10.2% of respondents were ethnic Serbians and the 0.8% belonged to other minority communities.

² Higher school – Two years of University

Table 02. Description of the sample (2)

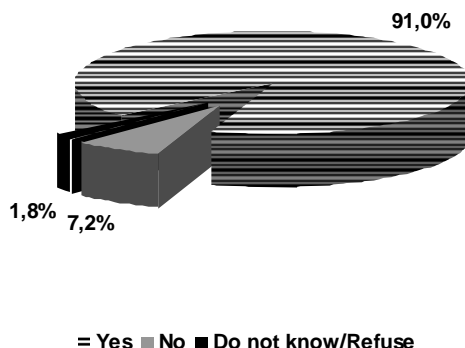
		Frequency	Percent
AREA	Albanian majority	450	90.0%
	Serbian majority	50	10.0%
REGION	French KFOR	105	21.0%
	UK KFOR	135	27.0%
	USA KFOR	85	17.0%
	German KFOR	85	17.0%
	Italian KFOR	90	18.0%
TYPE OF SETTLEMENT	Urban	330	66.0%
	Rural	170	34.0%
SOCIO-ECONOMIC SITUATION	We are economically comfortable	124	24.8%
	We have resources for entertainment / travel	69	13.8%
	We struggle to pay all bills	121	24.2%
	We only have money for food and housing	119	23.8%
	We do not have enough money each month	60	12.0%
	Do not know/Does not wish to answer	7	1.4%

The distribution of respondents by regions – as shown in the above table - was pre-planned. Two-thirds of the respondents were from urban areas and the remaining third from rural areas. Regarding the socio-economic status of the participants, almost one quarter (24.8%) indicated they were economically comfortable, while 13.8% had sufficient finances to afford entertainment or travel. The remaining respondents described their socio-economic situation as more or less difficult.

Knowledge of trafficking

The respondents were first asked if they were aware of the term “trafficking in human beings.” As can be seen (see Graph 01.), an overwhelming majority (91%) are familiar with the term or had heard about it. Since trafficking has lately been recognized as a social problem and received significant media attention, such results are to be expected.

Graph 01. Have you ever heard of the term “trafficking in human beings”? (N=500)

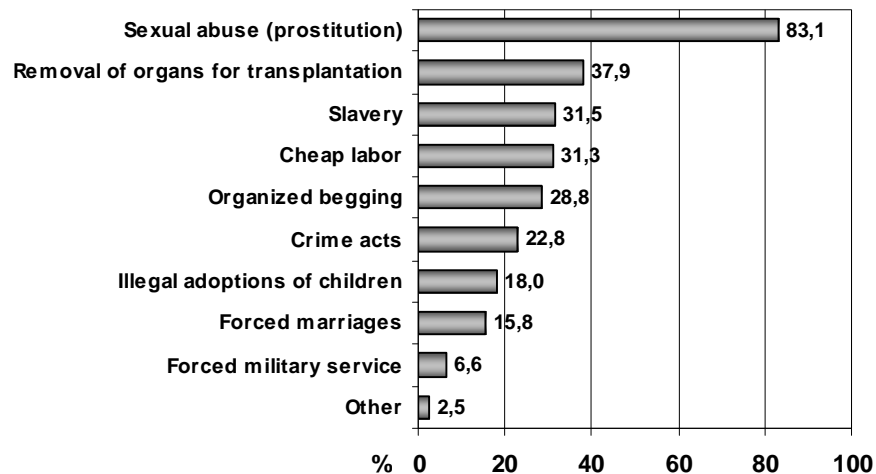


However, probing with additional questions revealed significant differences³ in the public's knowledge about trafficking. These differences appear to be dependent, on the respondents' levels of education. Those with higher levels of education seemed to be more knowledgeable about the details. Considering the sample size and the sizes of the sub-samples with different levels of education, the above results must be considered indicative and viewed as a trend which needs further investigation.

The respondents who answered yes to the previous question were next asked to provide examples of the ways in which traffickers exploit their victims. They were not provided any possible answers and multiple responses were recorded. As can be seen (see *Graph 02.*), most Kosovars participating in this research (83.1%) are aware of sexual exploitation, that is prostitution. In addition a significant number of respondents mentioned other forms of exploitation such as organ removal for transplantation (37.9%), slavery (31.5%), cheap labor (31.3%), organized begging (28.8%), using trafficking victims for criminal activities (22.8%), illegal adoptions (18%) etc.

Respondents with higher levels of education indicated a greater knowledge about the issue. Respondents with lower levels of education knew of fewer ways in which victims indicating are exploited. Additionally, rural respondents were less likely to know of specific examples of exploitation.

Graph 02. Do you know how human traffickers exploit their victims - can you give some examples? (Multiple response) (N=455)



Since trafficking is often identified with prostitution, Prism asked respondents to explain the difference between the two in their own words (see *Table 03.*). Interestingly, over half of the respondents (65.6%) could not or would not answer the question. Such uncertainty and confusion about the difference between prostitution and trafficking is a consistent finding with this research. One in ten respondents (10.2%) defined trafficking as a forced act while saying that prostitution can be voluntary. A little under a tenth of respondents (9.2%) said they were the same – both involve attempts to achieve financial gain by force.

³ Throughout the report, only the statistically significant differences between compared variables had been mentioned. The difference with 5% or less likelihood of having been obtained by chance, that is, p values of or under 0.05, was considered statistically significant.

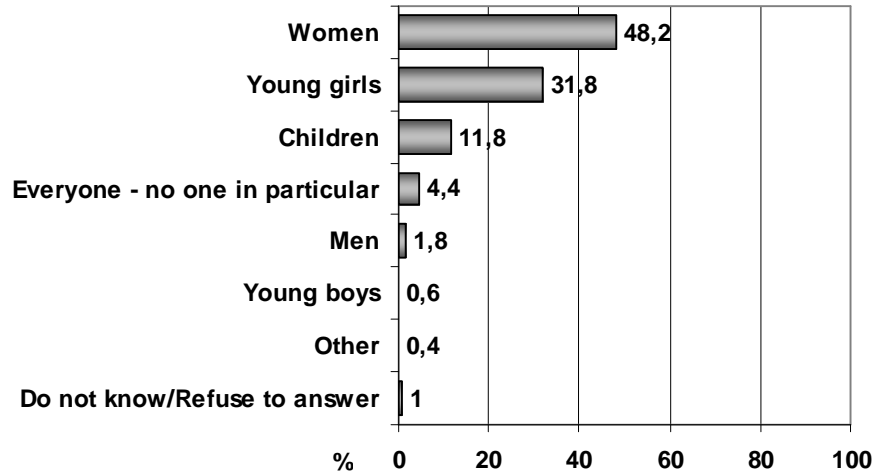
Table 03. Can you tell me in your own words the difference between trafficking and prostitution?
(Open ended) (N=500)

Answers	%
Trafficking is when someone is forced, whereas prostitution is (can be) out of free will	10.2
They are the same (similar); in both cases force is used to make people do something for money	9.2
Trafficking is selling a human being, prostitution is when someone is forced (against their will) by criminals to provide sexual service for money	6.4
Trafficking usually takes place to sell human organs, and prostitution for sexual exploitation and financial benefit	3.4
Trafficking can occur with whatever property (including people), prostitution only with women	1.8
Prostitution is a consequence of trafficking	1.2
Trafficking is done for other benefits, prostitution only for sexual service	1.2
Trafficking when travels (illegally) through border, prostitution providing sexual service for money	1.0
Trafficking is when someone sells others, prostitution is when one sells him/herself	0.8
Trafficking is when someone is trafficked, whereas for prostitution is when paid with money	0.6
Trafficking when (girls) are kidnapped, prostitution when they go after (provide service) money	0.6
Trafficking is some sort of forced behavior, whereas prostitution is out of free will without any other option	0.6
Other	7.4
Do not know/Refuse to answer	65.6

Trafficking victims – knowledge and prejudice

Trafficking in humans is often misunderstood. Media coverage of this complex problem is frequently sensational, revealing only the most shocking information. Such an approach appears to reinforce existing preconceptions about trafficking victims and those at risk. Trafficking victims are often stigmatized and even blamed for the circumstances in which they find themselves. Therefore it was important to learn what Kosovars know about trafficking victims and how strongly their preconceptions affect their attitudes. Insights into what Kosovars know or do not know about trafficking in human beings can serve as basis for an information strategy to prevent trafficking. In relation to the above, one of the first questions to respondents was who are the victims of trafficking? As can be seen (see Graph 03.), almost half of the respondents (48.2%) believe that most victims are women. Another 31.8% believed that young girls are often the vulnerable, while 11.8% recognized children as trafficking victims.

Graph 03. Who do you think are the most common victims of trafficking in human beings?
(N=500)



Respondents were then asked to explain why they believed that these groups are more vulnerable. Prism analyzed only the most frequent answers to this question – women, young girls and children. The following table (see Table 04.) lists respondents' answers to this question. As can be seen, a significant number of respondents, between 25 and 30%, did not know or did not want to explain their reasons for not expressing an opinion. Those answering focused on the traffickers rather than any reasons why these groups are vulnerable. More than 40% of the respondents believed that human traffickers increased the risks for women, young girls, and children. Respondents stressed that traffickers were evil, wanting to earn quick and easy money etc.

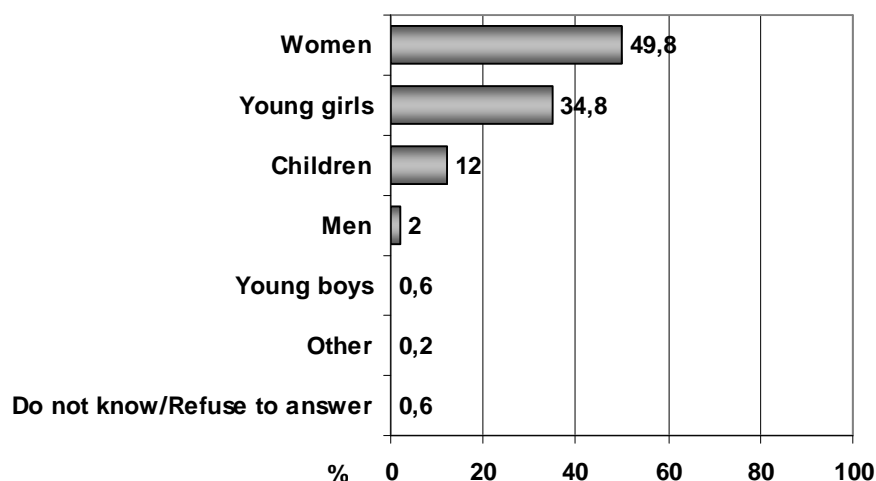
A few respondents explained that unfavorable socio-economic conditions, poverty and the desire to secure a better life were among the reasons why the above population groups are at risk. A small number of respondents attributed the causes to the fact that women and young girls are gentle and weak.

Table 04. Why do you think woman/young girls/children are trafficked? (Open ended) (N=495)

Answers	Woman (N=241)	Young girls (N=159)	Children (N=59)
Criminals/traffickers/evil-doers to earn money fast and easy	47,7	47,8	39,0
Because girls are gentle and weak	1,7	3,8	0,0
Prostitution	2,9	5,7	1,7
They are naive	2,1	3,1	0,0
It is easy to cheat and use them	0,0	0,6	0,0
Organ transplant	0,4	1,9	5,1
Victims are trafficed against their will.	0,0	0,6	0,0
Poverty	4,6	3,1	1,7
Because they are sold to someone else (bar owners, etc.)	1,2	3,8	3,4
They seek for a better life	1,2	1,3	1,7
Exploitation	1,7	1,3	1,7
They are not careful	0,0	0,6	3,4
Lack of parent care	0,0	0,6	0,0
Have no other way (choice)	0,4	0,0	0,0
The most vulnerable group	0,4	0,0	10,2
Lack of education	0,8	0,0	0,0
Marriage	0,4	0,0	0,0
Lack of rule of law	0,4	0,0	0,0
Dysfunction of judiciary	0,8	0,0	0,0
Child labor	0,4	0,0	0,0
Do not know/Refuse to answer	32,8	25,8	32,2

The perception of risk to trafficking to which specific population groups are exposed is in line with the respondents' assessment of who the victims are. Respondents recognized women, young girls, and children as the most common victims of human traffickers and at the same time believed that the above three groups, women (49.8%), young girls (34.8%), and children (12%), were at the greatest risk from trafficking (see Graph 04.).

Graph 04. Who do you think is at greatest risk? (N=500)



This next question identified Kosovars' perceptions of which groups are at greater risk to trafficking (see *Table 05.*). It also revealed some prejudicial perceptions of the victims.

Most respondents agreed that women (90.4%) are at a greater risk than men (1.2%), while 8% of respondents said that the risk was the same for both. Further, children and younger people (77.4%) were believed to be more vulnerable than older persons (3.2%), while about a fifth or respondents (18.8%) believed that age was not a decisive factor. These opinions probably reflect the fact that most reported victims are young sexually exploited women. Respondents also believe that the persons of lower economic status (61.4%) are more likely to be trafficked than wealthier persons (6.2%). However, it is important to mention that 29.8% of respondents believe there is no correlation with economic status and risk. The situation was similar in the case of education as 59% of respondents believed that those with lower education were more likely to be trafficked while 35.2% believed that the risk does not depend upon the level of education. Another opinion express by respondents is that the more information someone has about trafficking, the less likely they are to be trafficked. Uninformed persons (66.8%) are believed to be at greater risk than those with the right information (0.4%). However, about a quarter of the respondents (25.4%) believe that the level of information has no impact. Nearly half of respondents (48.6%) believed that the risk is the same whether someone lives in a rural or urban area. A significant number of respondents (48.8%) believed that those with less intelligence were more at risk although more than 40% indicated the risk was the same. Responses to the next question revealed negative feelings about the victims. Nearly half of the respondents (48.8%) believed that immoral persons were more likely to be trafficked than moral persons. This seems to indicate that the respondents place part of the blame for being trafficked on the victims themselves.

Table 05. Who is at greater risk from being trafficked? (N=500)⁴

Greater risk %		The risk is the same	DK/R		Greater risk %
Female	90,4	8,0	0,4	1,2	Male
Children and younger persons	77,4	18,8	0,6	3,2	Mid-aged and older persons
Poorer	61,4	29,8	2,6	6,2	Wealthier
Uneducated	59,0	35,2	3,8	2,0	Educated
Immoral persons	48,8	41,2	7,2	2,8	Moral persons
Less intelegent	48,8	40,4	8,8	2,0	More intelegent
Uninformed	66,8	25,4	7,4	0,4	Knowledgeable
Rural	24,2	48,6	10,4	16,8	Urban

Next, Prism asked respondents to voice their opinions about a number of claims made about trafficking. The responses appear to lead to a conclusion that a significant number of the respondents are biased against trafficking victims. Over a third of those queried (36.8%) believed that victims can escape if they really want to do so (see *Table 06.*). This seems to indicate respondents believe victims have chosen to accept their situation. Over 30% believe trafficking victims know what they are getting themselves into. Read another way, this seems to indicate that victims are perceived to be responsible for their own downfall.

Respondents' opinions about the morality of trafficked girls who become prostitutes differed as 29.4% considered these girls to be immoral while more than half believe the opposite. In a related question, more than a third of the respondents (36.6%) believed that prostitutes are immoral even if forced to work as a sex worker. On the other hand, three-fourths of the respondents agreed that a person who uses the services of a prostitute is immoral. Nearly half of respondents (47.6%) believed that less intelligent girls are more likely to become involved with a pimp. The reasonable assumption of little under a half of respondents (46.5%) is that girls become victims because they need money.

⁴ DK/R – Do not know/Refused to answer

Even if respondents harbored preconceived notions about victims, more than 80% believe these women and girls are victims and 89% believe they deserve the help of government. The full responsibility for trafficking was assigned to traffickers. At the end of this series of questions, Prism asked respondents to estimate the level of risk from trafficking to which they feel they are exposed. Most (62.6%) indicated it could not happen to them.

Table 06. I am going to read you a list of statements and I would like you to tell me weather you strongly agree, somewhat agree, somewhat disagree or strongly disagree. (N=500)

Statements/Answers	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	DK/R
People who get involved with trafficking could escape if they really wanted to.	19	17,8	21,4	27,4	14,4
Victims of trafficking know what they are getting themselves into.	10,6	19,6	22,6	36,6	10,6
Girls who are trafficked are immoral because they have become prostitutes.	5,2	24,2	29	27,2	14,4
Victims of trafficking deserve the help of the government.	69,6	19,4	4,6	1,2	5,2
Girls who are trafficked must somehow be a little stupid to get involved with a pimp.	20,6	27	18,6	9	24,8
Girls who are trafficked get involved because they need the money and have no other way to get it.	15	31,6	20,8	21,2	11,4
Girls who are trafficked are victims; it's the traffickers who are guilty of committing crimes.	63,8	19,8	5,4	1,8	9,2
Using sexual services from a commercial sex worker is immoral.	60,2	15,8	5,8	3,8	14,4
Although someone is forced to prostitute, she (sexual worker) is immoral	13,8	22,8	22,8	17,8	22,8
I could never be trafficked.	54,8	7,8	7,2	8,4	21,8

Well over half of the respondents could not or refused to answer how can one recognize a trafficking victim. Some respondents (11.2%) said that a trafficking victim cannot be recognized unless he/she provides information about being trafficked or if information comes from another source. About a tenth of respondents (10.6%) believed that a victim is recognized by his/her strange behavior, but were unable to characterize such behavior. A smaller number of respondents (5.2%) said that the trafficking victims could be recognized by the way they look. Other, less common answers are shown in the table below (see Table 07.)

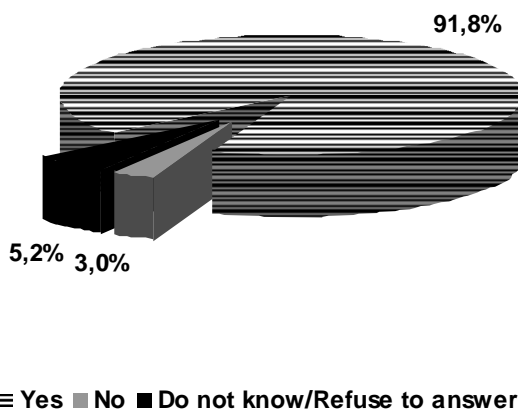
Table 07. How can one recognize victim of trafficking? (Open ended) (N=500)

Answers	%
I don't believe we can tell	11.2
Based on the behavior (behaves strangely)	10.6
Just by looking at her/him (general appearance)	5.2
Physical and mental exhaustion	2.0
They look scared (traumatized)	1.8
If she is taken against her will	1.6
Sign (bruise) in the body	1.2
Abandons family (home)	1.2
Introverted (stays in a certain place for longer)	1.0
Do not speak our language	0.8
If that person asks for money	0.6
When a person is sad or lonely	0.6
Different from other people	0.6
If works in a bar	0.6
Other	2.4
Do not know/Refuse to answer	58.2

Trafficking in Kosovo

The next group of questions was designed to gather information about respondents' perception of the extent of trafficking in human beings Kosovo-wide and in their local communities. Respondents agreed (see Graph 05.) that trafficking is a wide-spread phenomenon in Kosovo (91.8%).

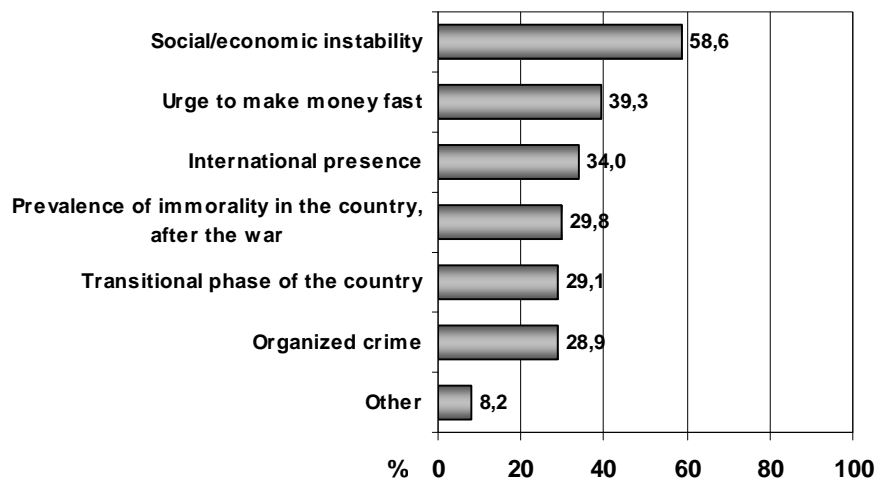
Graph 05. In your opinion, is the problem of trafficking in human beings present in Kosovo? (N=500)



Respondents answering positively to the previous question were asked to discuss the reasons and factors which led to the emergence of trafficking in Kosovo (see Graph 06.). Respondents were not provided with answers and multiple responses were allowed. The answer chosen by most or 58.9% respondents was the socio-economic instability in Kosovo. Another 39.3% of respondents believe that trafficking in Kosovo began with the urge to make *fast* money. About a third of respondents (34%) believed that the international presence in Kosovo contributes to trafficking in Kosovo. The prevalence of immorality in post-war Kosovo was mentioned by 29.8%

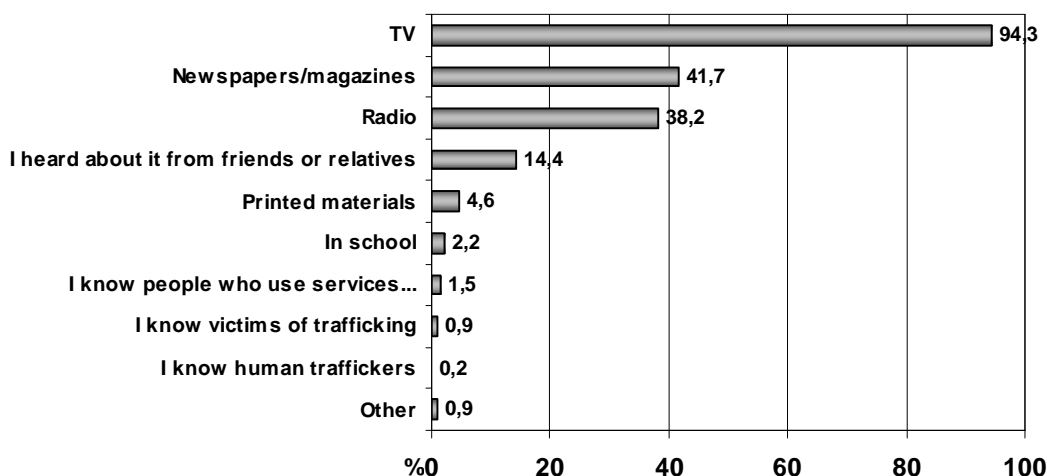
of respondents; while a somewhat lower percentage (29.1%) believe that it is due to transitional phase of the territory. Finally, more than a fourth of the respondents (28.9%) believed that organized crime was an important cause.

Graph 06. In your opinion, what are the reasons and factors that brought trafficking into Kosovo? (Multiple response) (N=459)



Asked about their sources of information on the issue, most respondents mentioned the different media available to them. As might be assumed (see Graph 07.) the overwhelming majority of respondents (94.3%) heard about trafficking from television. Over 40% of the respondents (41.7%) learned about the problem from newspapers or magazines, while a somewhat lower percentage (38.2%) received information from radio programming. Another 14.4% of respondents heard about trafficking in human beings from friends and/or relatives.

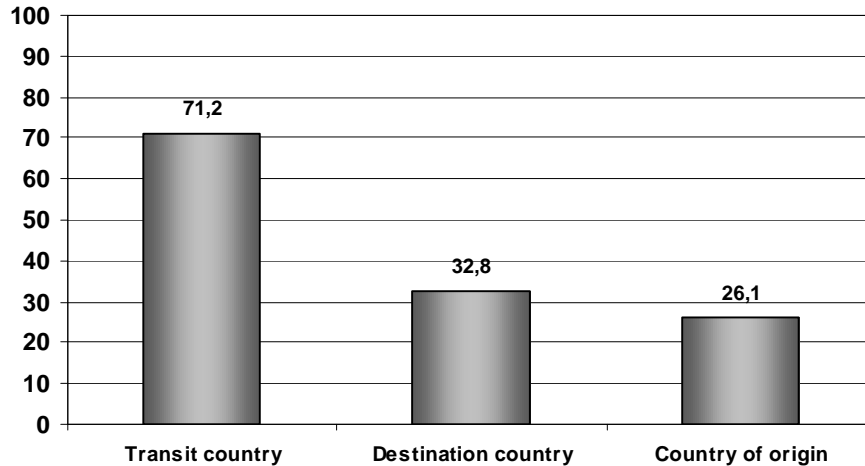
Graph 07. In which way have you heard about the problem of trafficking in human beings in Kosovo? (Multiple response) (N=459)



The next question was about Kosovo's position in the trafficking of human beings (see Graph 08.). Is the territory a place of transit, destination, or origin or a combination of these factors? Most respondents (71.2%) recognized Kosovo as a place of transit for trafficking. However, only

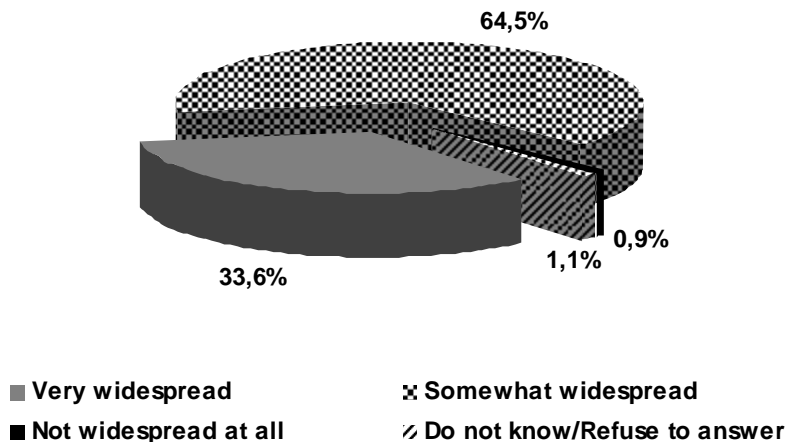
32.8% indicated that Kosovo was also a country of destination and an even smaller percentage (26.1%) believed that Kosovo was a country of origin of trafficking victims. Anecdotal evidence indicates the number of Kosovar victims is increasing while the number of foreign victims is decreasing. It appears that the respondents are not fully informed about the nature of trafficking in Kosovo.

Graph 08. According to your knowledge, what is Kosovo's position in trafficking in human beings process? Is it a country of origin – in which victims are abducted and recruited, transit country or destination country – in which victims are exploited? (Multiple response) (N=459)



Almost universally, those surveyed believe that trafficking is present in Kosovo (see Graph 09.). A large majority (64.5%) indicated that trafficking is somewhat widespread, while 33.6% believed that it is very widespread.

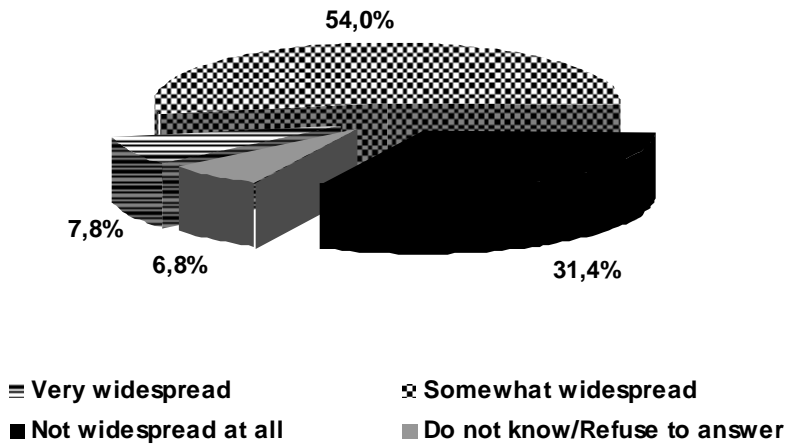
Graph 09. In your opinion, how widespread is trafficking in Kosovo? Is it very widespread, somewhat widespread or not widespread at all? (N=459)



However, respondents' opinions differed significantly in shifting their focus to their local communities, that is, the towns or villages where they live (see Graph 10.)

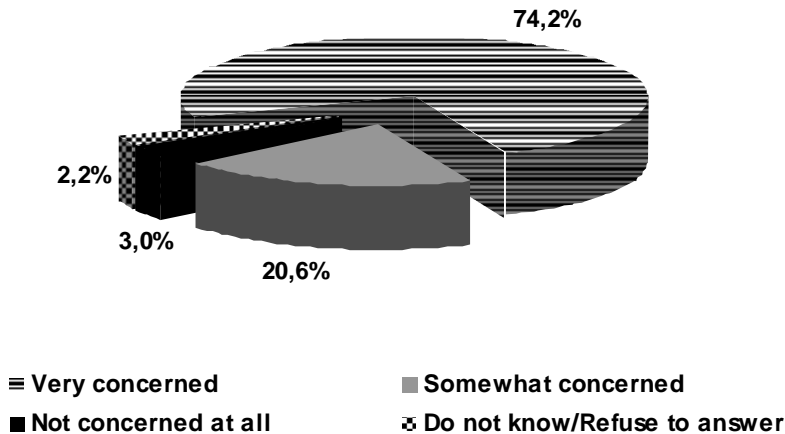
As many as 31.4% of respondents believed that their local communities are not affected by the problem. A little over a half of the respondents (54%) believed that trafficking is somewhat widespread, while 7.8% believe that it is very widespread in their local community. It appears that the respondents' place of residence affects their perception of the problem of trafficking. A significantly higher percentage of respondents from rural (41.4%) than from urban (26.2%) areas believed that trafficking was not at all widespread in their communities.

Graph 10. In your opinion, how widespread is trafficking in your community (village, city)? Is it very widespread, somewhat widespread or not widespread at all? (N=459)



Since a large majority of respondents were aware of the presence of the problem, it is not surprising they were concerned about it. Almost three-quarters of the respondents (74.2%) said they are very concerned about the extent of trafficking in Kosovo (see Graph 11.), while another 20.6% were somewhat concerned.

Graph 11. How concerned are you with the extent of trafficking in human beings in Kosovo? Are you very concerned, somewhat concerned or not concerned at all? (N=500)



Responsibility for the problem and for prevention

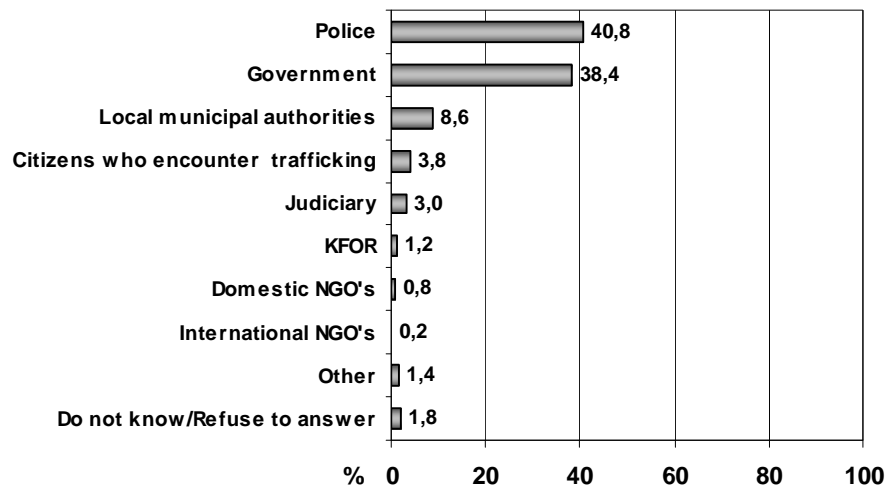
Respondents' opinions were strongly divided on the issue who is responsible for the level trafficking in Kosovo (see Graph 12.). A little under a third of respondents (29.6%) placed the blame on traffickers, that is, the criminals involved. About one in four respondents (27%) blamed authorities because they are not doing enough to prevent it, while 18.6% pinned the blame directly on the police. Some respondents even believed that the authorities (8.4%) and police (2.4%) are involved in trafficking and are responsible for its presence in Kosovo.

Graph 12. Who do you think is responsible for the presence and the extent of trafficking in human beings in Kosovo? Out of the ones you have mentioned, who do you think is the most responsible for the presence and the extent of trafficking in human beings in Kosovo? (N=500)



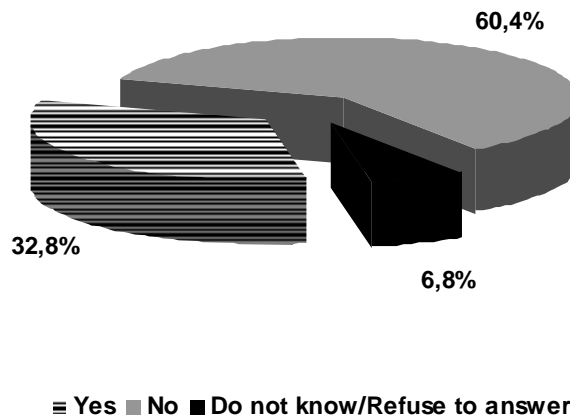
When discussing the fight against trafficking, respondents stressed the role of police and authorities (see Graph 13.). More than 40% of the respondents believed that the police should take care of the problem and fight against it, while 38.4% of respondents assign this responsibility to the Kosovo government.

Graph 13. Who do you think should take care of and fight against the problem of trafficking in human beings? (N=500)



Informing citizens about trafficking in human beings is certainly an important step in prevention. Therefore, Prism asked respondents if enough information about the problem is publicly provided. Three out of five (60.4%) respondents answered no (see Graph 14.).

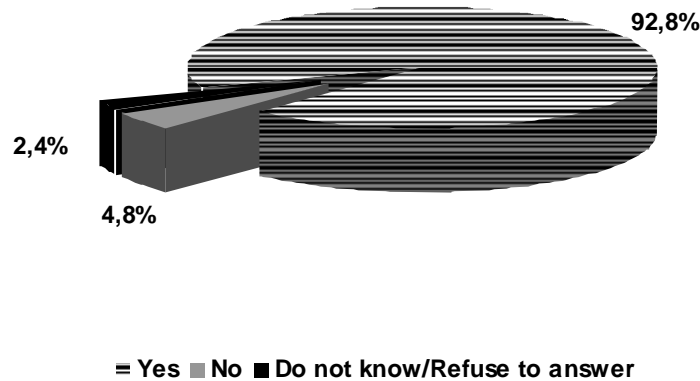
Graph 14. In your opinion, is enough information provided publicly about trafficking in human beings? (N=500)



Personal engagement in the fight

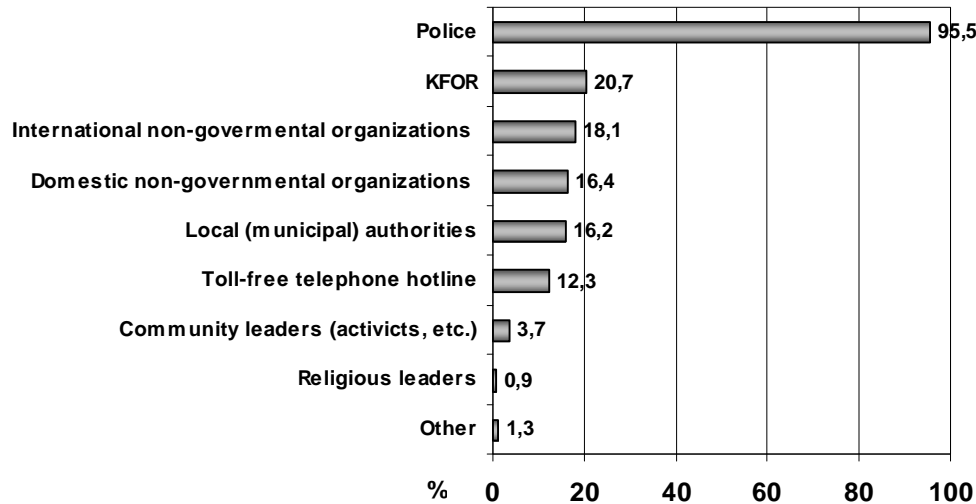
Respondents were also asked to think about what they would do if they witnessed or received information about trafficking in human beings. Here Prism wanted to know if respondents would share such information with others and contribute to the fight against trafficking. An overwhelming majority (see Graph 15.) of respondents (92.8%) indicated they would share information with others.

Graph 15. If you were a witness of trafficking in human beings or had some information about it, would you share that knowledge with someone else? (N=500)



In a follow-up question, Kosovo respondents (see *Graph 16.*) overwhelmingly said they would inform the police if they had information about trafficking. More than a third (34.5%) would contact an international or local NGO. About a fifth of (20.7%) would also share information with KFOR, while 16.2% would turn to local (municipal) authorities. About one in ten respondents (12.3%) would use a toll-free telephone hotline. Respondents unwilling to share information about trafficking usually expressed fears for their own safety and that of the people close to them.

Graph 16. Who would you inform about a case of trafficking in human beings? (Multiple response) (N=464)

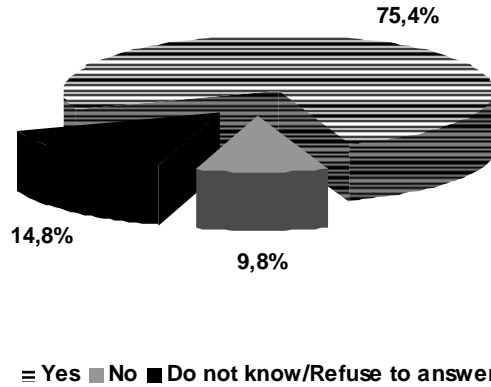


Social reintegration and assistance to survivors

Can the survivors of trafficking be rehabilitated and reintegrated into their families and communities, or offered other solutions if they cannot return to their former homes? In the process of social reintegration, victims clearly need the support of institutions and professionals

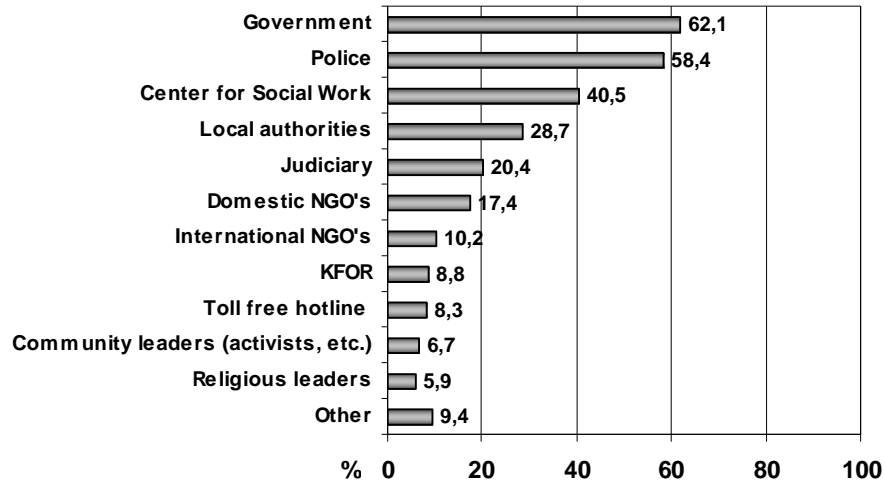
but also the support of their families and the wider community. To that end, Prism asked respondents if the reintegration of survivors was possible (see Graph 17.). Three in four Kosovar respondents (75.4%) answered yes, while only one in ten (9.8%) said no.

Graph 17. Can victims of trafficking be accepted back into their families and communities? (N=500)



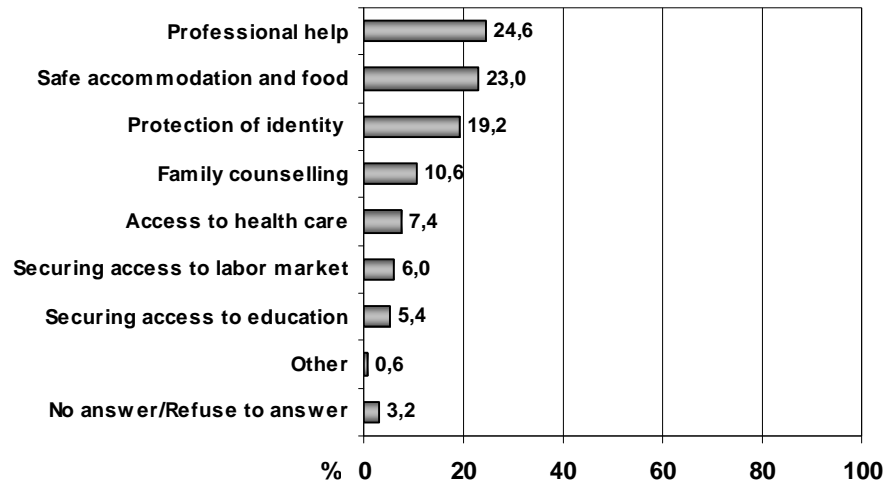
As a follow-up Prism asked who should assist survivors in the process of their social reintegration. Respondents' answers varied (see Graph 18.). Six in ten (62.1%) believed that government should assist victims in social reintegration. A somewhat lower percentage (58.4%) believed that the police should be responsible for that, while 40.5% said it should be the job of the Center for Social Work.

Graph 18. Who do you think should assist victims of trafficking in human beings? (Multiple response) (N=377)



Respondents' opinions about the form of assistance that trafficking victims need in social reintegration were quite divided (see Graph 19.). About a quarter of the respondents (24.6%) believed that victims need psycho-social assistance, counseling and rehabilitation. A little under a quarter of respondents (23%) believed that trafficking victims primarily need safe housing and food, while 19.2% of them said that the victims needed identity protection. One in ten (10.6%) focused on the role of family in the process, stressing the decisive role of family therapists.

Graph 19. In your opinion, which form of assistance would be of most use to trafficking in human beings victims in their attempt of social reintegrate? (N=500)



7. Findings – Survey of most vulnerable (Girls aged 14 to 18)

Description of the sample

Based on the profile of domestic victims of trafficking, Prism sampled only young girls believing them to be the most vulnerable to trafficking in human beings. In accordance with the sampling plan for this survey, 300 interviews were conducted with girls aged 14 to 18 years (see Table 08.). The sample was more or less balanced with the number of respondents from each year of age. The respondents' education was consistent with their age so that over a half of them (54.3%) completed primary school and were attending secondary school (21.7%). A smaller percentage of respondents completed secondary education (2.7%) and were attending a faculty (1%).

Table 08. Description of the sample

		Frequency	Percent
AGE	14 years	43	14.3%
	15 years	58	19.3%
	16 years	60	20.0%
	17 years	68	22.7%
	18 years	71	23.7%
EDUCATION⁵	Hasn't completed primary school	61	20.3%
	Completed primary school	163	54.3%
	Attending secondary school	65	21.7%
	Completed secondary school	8	2.7%
	Attending faculty	3	1.0%
ETHNIC GROUP	Albanian	268	89.3%
	Serb	28	9.3%
	Roma	3	1.0%
	Other	1	0.3%

Table 09. Education

EDUCATION	AGE									
	14		15		16		17		18	
	N	%	N	%	N	%	N	%	N	%
Hasn't completed primary school	28	65,1	21	36,2	2	3,3	3	4,4	7	9,9
Completed primary school	14	32,6	29	50,0	43	71,7	51	75,0	26	36,6
Completed primary school and attending secondary school	1	2,3	8	13,8	14	23,3	12	17,6	30	42,3
Completed secondary school	0	0,0	0	0,0	1	1,7	0	0,0	7	9,9
Completed secondary school and attending faculty	0	0,0	0	0,0	0	0,0	2	2,9	1	1,4
TOTAL	43	100,0	58	100,0	60	100,0	68	100,0	71	100,0

⁵ See Table 09. for more detailed information on surveyed girls' education

The sampling plan was also followed in selecting survey locations so that 90% of the interviews were conducted in Albanian majority areas and the remainder in Serbian areas (see *Table 10*). Half of the respondents lived in urban areas and the other half in rural Kosovo.

Many respondents described their household economic situation as unfavorable. While a third (33%) of the young girls believed their households are economically secure and an additional 8% say they have funds for entertainment and travel, almost 20% reported not being able to afford food and housing, 22.7% said they had enough money to pay for food and housing and 15.7% said they struggle to pay all bills.

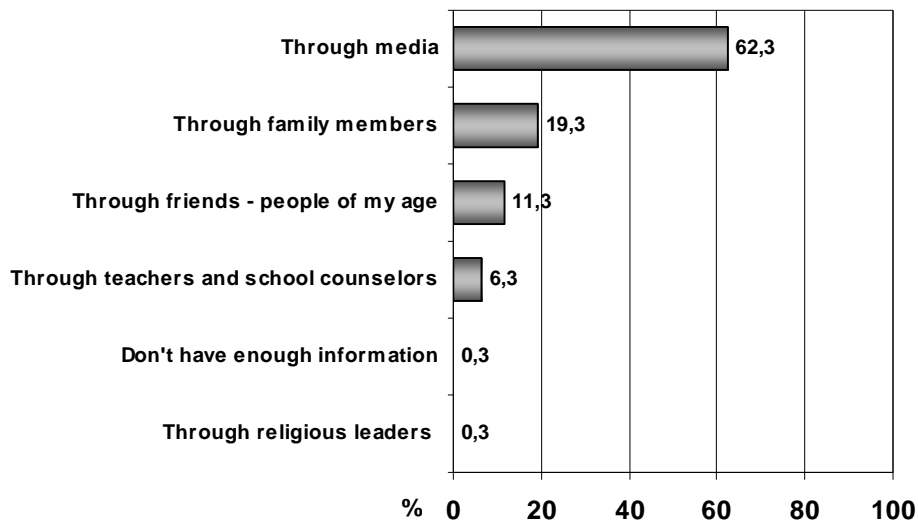
Table 10. Description of the sample

		Frequency	Percent
AREA	Albanian majority	270	90.0%
	Serbian majority	30	10.0%
REGION	French KFOR	70	23.3%
	UK KFOR	80	26.7%
	USA KFOR	50	16.7%
	German KFOR	50	16.7%
	Italian KFOR	50	16.7%
TYPE OF SETTLEMENT	Urban	150	50.0%
	Rural	150	50.0%
SOCIO-ECONOMIC SITUATION	We are economically comfortable	100	33.3%
	We have resources for entertainment / travel	24	8.0%
	We struggle to pay all bills	47	15.7%
	We only have money for food and housing	68	22.7%
	We do not have enough money each month	57	19.0%
	Do not know/Does not wish to answer	4	1.3%

Access to information and trust in institutions and organizations

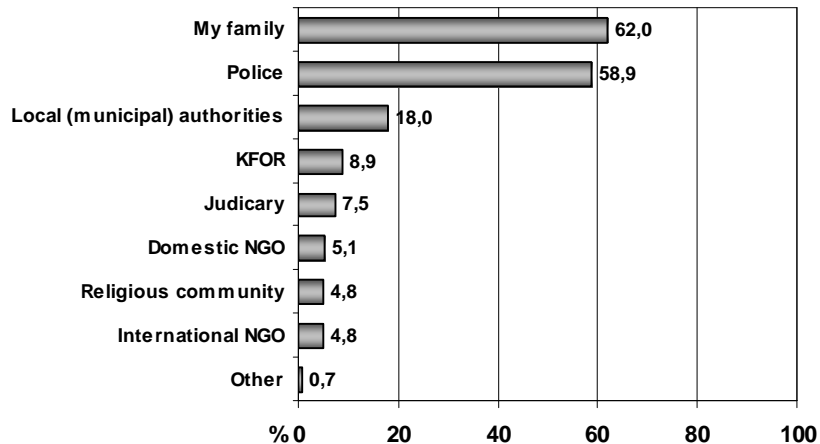
Having in mind the fact that the young girls are considered the most vulnerable group, it is estimated that knowledge obtained about the trust young girls have in certain institutions and organizations, as well as sources of information young girls use, can be of crucial importance in combating human trafficking. This is to channel messaging about trafficking to this audience based on the information sources and institutions they are likely to use. Over half (62.3%) (See *Graph 20.*), of the girls surveyed used the media to get information. Families too are an important source of information about important issues for girls of this age (19.3%). Friends of the same age are also a source of information (11.3%), while only a small number of respondents (6.3%) reported receiving information about important issues from teachers and school counselors.

Graph 20. How do you get information about the issues which you believe are important? (N=300)



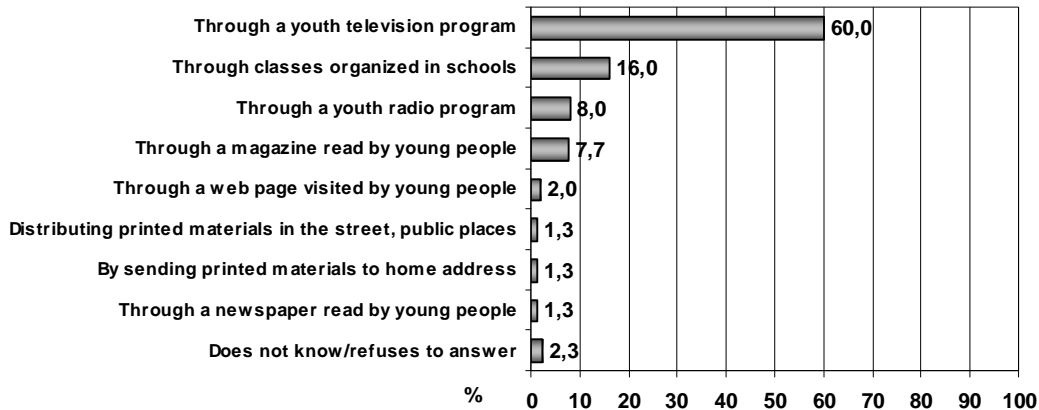
In terms of trust, young girls (62%) put family ahead of official institutions and organizations (see *Graph 21.*). However, police are only a few percentage points behind (58.9%) and the difference between family and police is not statistically significant. A significantly lower percentage (18%) trusted local, that is, municipal authorities.

Graph 21. Which organizations or institutions do you trust? (Multiple response) (N=300)



Since the respondents received most of their information from the media, they believed that youth television programs work best in channeling messages to this audience (see Graph 22.). This opinion is shared by over half of the respondents (60%) and an additional 8% indicated youth radio would work. About 15% of the respondents believed that information could be passed through classes in school. Since information from the media and particularly television is the most effective way to reach this high risk group. Messaging should be adapted to this group both in terms of content and placement (broadcast times). Since persons of this age consistently rely on their families, as indicated in this survey, it is also necessary to provide information to the general population about trafficking. A wide-reaching campaign to inform Kosovo citizens, with a particular focus on the most vulnerable, would raise awareness about this burning problem.

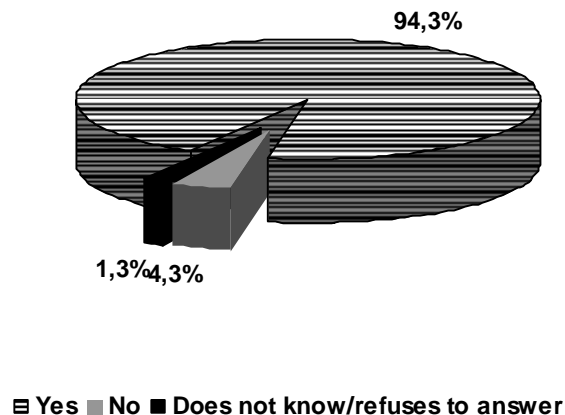
Graph 22. If someone (e.g. an organization) wanted to pass information to girls of your age what would be the best way to do it? (N=300)



Knowledge about the term “trafficking in human beings”

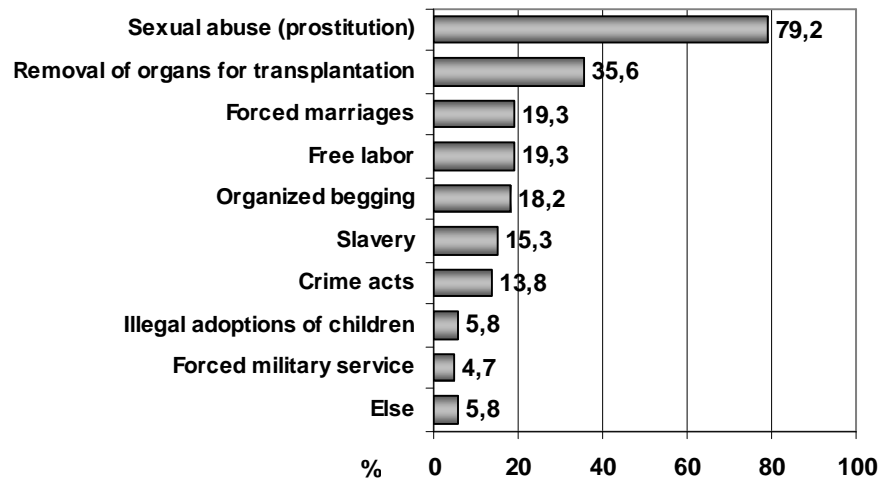
As with the survey of the general population, most young girls have also heard the term “trafficking in human beings.” Considering this is a current public issue, this was to be expected (see Graph 23.).

Graph 23. Have you ever heard of the term “trafficking in human beings”? (N=300)



With reference to the ways human traffickers exploit their victims, the young girls' responses were similar to those of the general population (see *Graph 02. and Graph 24.*). About four in five respondents (79.2%) mentioned prostitution, that is, sexual exploitation. Over a third (35.6%) knew that victims of trafficking are used, among other things, for illegal removal of organs for transplantation, while about a fifth of were aware of forced marriages (19.3%), cheap labor (19.3%) and organized begging (18.2%). A smaller number of respondents mentioned other forms of exploitation.

Graph 24. Do you know how human traffickers exploit their victims - can you give some examples? (Multiple response) (N=283)



As with the general population, not many girls could define the difference between trafficking and prostitution (see *Table 11.*). Almost 45% of those surveyed were unable or declined to answer this question. Those who did respond provided a variety of responses. Just under a quarter of the respondents (23.7%) correctly believed that prostitution is or can be voluntary, while trafficking involves the use of force. Other less frequent answers included other explanations.

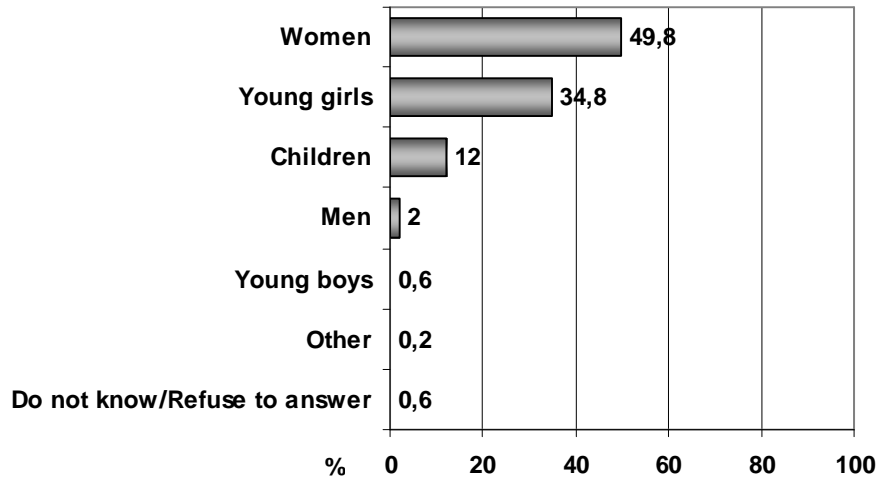
Table 11. For the end, can you tell me in your own words the difference between trafficking and prostitution? (Open ended) (N=300)

Answers	%
Trafficking is by force (kidnapping), prostitution is/can be voluntarily	23.7
No difference (interrelated)	7.7
Trafficking is exploitation, prostitution is sex	4.0
Trafficking is when others exploit for personal interest, prostitution when someone sells body for money	3.9
Trafficking occurs regardless of their gender/age, prostitution only women (voluntarily)	2.0
There are different ways of trafficking (prostitution is sex)	1.7
Trafficking is not by force, prostitution is by force	1.7
Trafficking leads to prostitution	1.3
Everybody can get trafficked	1.0
Trafficking due to organ transplant, prostitution engages women (sex)	0.7
Prostitution is when women are sexually mistreated, trafficking is done for other purposes	0.7
Trafficking is conducted in more than one way, prostitution is paid sex	0.7
Trafficking means more abusive behavior	0.7
Trafficked people are forced to do different things, such as begging in the street, prostitution forces someone to work in a brothel	0.7
Trafficking is illegal transportation, prostitution is sex	0.6
Other	4.7
Do not know/Refuse to answer	44.3

Trafficking victims – knowledge and prejudice

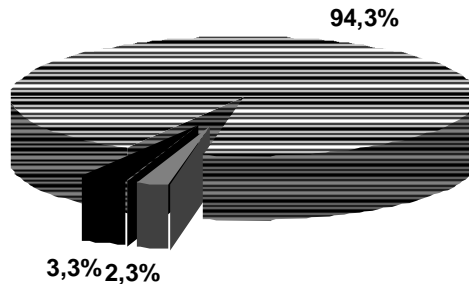
These young girls shared many of the same opinions expressed by the public-at-large (see *Graph 03. and Graph 25.*) For example, trafficking in humans is believed to primarily affect women, that is, women and young girls. Nearly half of the respondents (49.8%) believed that women are the most common victims of traffickers while 34.8% believed young girls are. A little over a tenth of respondents (12%) indicated that children are the most common victims.

Graph 25. Who do you think are the most common victims of trafficking in human beings? (N=300)



The young girls surveyed here believe that everyone is not at the same risk of being trafficked. That is, some groups are at a greater threat to victimization. This opinion was shared by almost all (94.3%) the respondents (see *Graph 26.*).

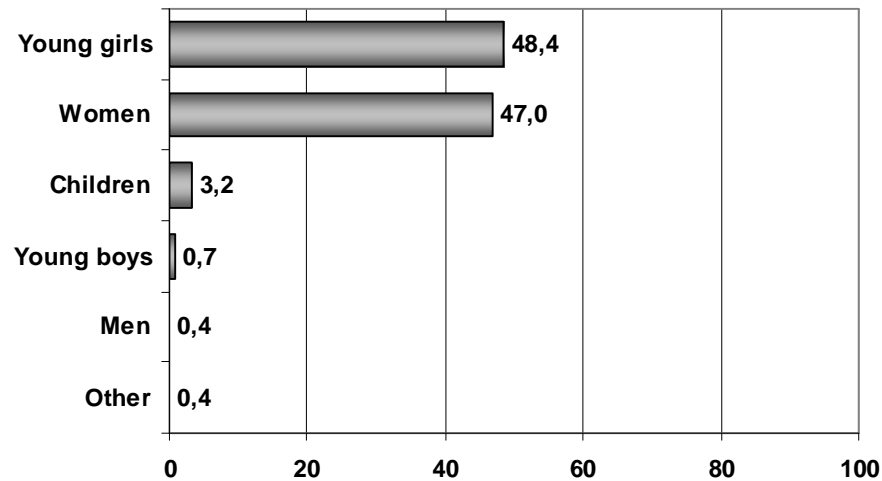
Graph 26. Are some persons at greater risk of being trafficked? (N=300)



≡ Yes ■ No ■ Does not know/refuses to answer

Responses to the question asking which groups are at greater risk revealed that females are believed to be particularly at risk. Most respondents believe that young girls (48.4%) and women (47%) respectively are at greatest risk. Only 3.2% of the respondents believed that children are at greater risk, while an insignificant percentage mentioned young boys (see Graph 27.).

Graph 27. Who is at greater risk? (N=283)



The following question was used to identify respondents' perceptions about risk (see Table 12.). In line with earlier responses, most of the young girls (84.3%) believe that women are at a greater risk than men (1.3%), while 14.3% believe that the risk is the same for all. Children and young (79.7%) were also considered to be at a greater risk than older people (3.7%). However, 15% of respondents did not believe that age was a decisive factor.

Continuing on, most of the respondents did not believe that a person's economic status influenced risk (46.3%). However, a little under a third of the surveyed young girls (30.3%), believe that the poor are more likely to be trafficked, while 21% believe that wealthier persons are at greater risk. More than 40% believed that less educated persons are at greater risk than those with more education (10%), while 42% believe the risk is the same for all. Uninformed persons are believed to be at a greater risk from trafficking (59%) than those who have the necessary information (5.7%). About a quarter of respondents (27%) believe that being informed is not a decisive factor influencing the level of risk. Over half of the respondents (58.7%) believe the risk is the same whether living in an urban or rural area. Almost half of the surveyed young girls (46.3%) believe that intelligence is not a decisive factor influencing risk and about a third of the respondents (34.3%) believe that immoral persons are at greater risk, while nearly half of the surveyed girls believe that morality is not a contributing factor. There is 15 point difference between the young girls' answer to this question and the general public.

In comparing these results with those of the general population (see Table 05.), Prism noted some similarities, but also differences. The respondents from both surveys more or less agree that women and young girls are at greater risk. On the other hand, the general population appears to be more prejudiced than the young girls. Representatives of the general population believed that a person's skills and morality are factors contributing to the risk of being trafficked, while most young girls believe they do not influence the threat. However, significant majorities of both audiences agree that the uninformed are more at risk.

Table 12. Who is at greater risk from being trafficked? (N=300)

Greater risk %		The risk is the same	DK/R	Greater risk %	
Female	84,3	14,3	0,0	1,3	Male
Children and younger persons	79,7	15,0	1,7	3,7	Mid-aged and older persons
Poorer	30,3	46,3	2,3	21,0	Wealthier
Uneducated	41,0	42,0	6,7	10,3	Educated
Immoral persons	34,3	48,3	9,7	7,7	Moral persons
Less intelegent	36,3	46,3	9,3	8,0	More intelegent
Uninformed	59,0	27,0	8,3	5,7	Knowledgeable
Rural	20,7	58,7	5,0	15,7	Urban

Next, Prism asked the young girls to express their opinions about different claims made about trafficking victims. About a fifth of the respondents (22.4%) agreed that trafficking victims could escape if they really wanted to (see Table 13.). That percentage was 14 points lower than the general population (see Table 06.). Similarly, just under quarter of the young girls (23.6%) agreed that trafficking victims know what they are getting themselves into, around seven points less than general population (difference is statistically significant at the 5% level). Over half of the girl respondents (64.3%) disagreed with the statement that prostitutes are immoral. However it is concerning that when asked another way, 38.6% of the young respondents believe that even if someone is forced to prostitute, they are immoral.

On the other hand, the respondents to both surveys agreed that persons using the services of prostitutes are immoral. However, among the young girls, 22.7% were unable to respond. This is probably due to a lack of experience and knowledge. More than two-fifths (42.4%) believe that trafficked girls must be a little stupid to get involved with pimps. The reasonable assumption of over half of the respondents (63.6%) was that girls are trafficked because they need money. The responsibility for trafficking is assigned to traffickers and they are believed to be committing crimes. At the end, Prism asked the girls to assess whether or not they were at risk from trafficking and 62.2% agreed that it could not happen to them while a fourth disagreed.

Table 13. I am going to read you a list of statements and I would like you to tell me weather you strongly agree, somewhat agree, somewhat disagree or strongly disagree. (N=300)

Statements/Answers	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	DK/R
People who get involved with trafficking could escape if they really wanted to.	4,7	17,7	30,7	38,3	8,7
Victims of trafficking know what they are getting themselves into.	3,3	20,3	32,7	36,7	7,0
Girls who are trafficked are immoral because they have become prostitutes.	11,7	14,0	29,3	35,0	10,0
Victims of trafficking deserve the help of the government.	68,0	18,7	5,7	4,0	3,7
Girls who are trafficked must somehow be a little stupid to get involved with a pimp.	21,7	20,7	19,3	11,7	26,7
Girls who are trafficked get involved because they need the money and have no other way to get it.	14,3	49,3	14,0	12,7	9,7
Girls who are trafficked are victims; it's the traffickers who are guilty of committing crimes.	59,0	14,3	5,3	9,0	12,3
Using sexual services from a commercial sex worker is immoral.	43,3	20,0	6,3	7,7	22,7
Although someone is forced to prostitute, she (sexual worker) is immoral	19,3	19,3	11,0	25,3	25,0
I could never be trafficked.	43,1	18,1	9,0	16,4	13,4

As with the general population, a majority of the respondents (50.7%) did not know how to recognize a trafficking victim. Of those answering, the most frequent response (17%) was by their odd behavior. A missing person who could be a potential trafficking victim was another sign (mentioned by 6.3% of the respondents); while 5.3% of respondents believed that a trafficking victim can be recognized only if she/he provides information about her/his situation or if such information is received from another source (see Table 14.).

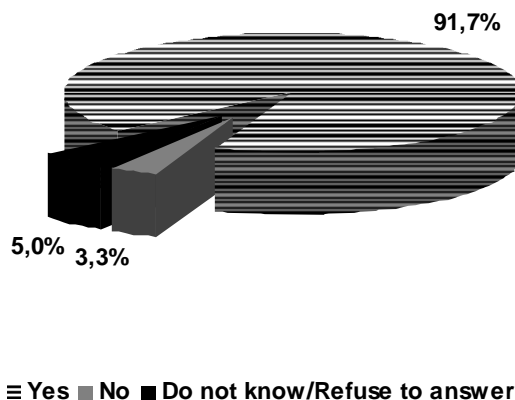
Table 14. How can one recognize victim of trafficking? (Open ended) (N=300)

Answer	%
Odd behavior	17.0
If is absent for some time, do not tell where they are	6.3
If I am told by the victim/find out from other sources	5.3
Their appearance	4.3
Is introverted, stays alone	2.0
Sing of abuse	2.0
Differs from the rest	1.7
If seems tired	1.7
If we do not know them from before	1.7
Does not hang around with same friends as used to	0.7
Way they speak	0.7
If it is traumatized	0.7
You can just tell when you see	0.7
Can not get oriented, do not speak the language	0.7
Other	4.0
Do not know/Refuse to answer	50.7

Trafficking in humans in Kosovo

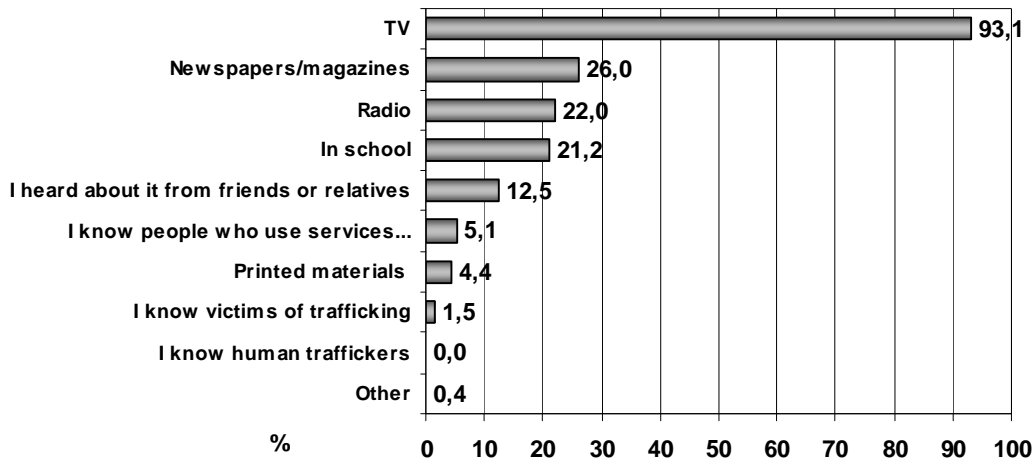
As with the general population, the overwhelming majority (91.7%) of the surveyed girls (see Graph 05. and Graph 28.), believe that trafficking is present in the territory.

Graph 28. In your opinion, is the problem of trafficking in human beings present in Kosovo? (N=300)



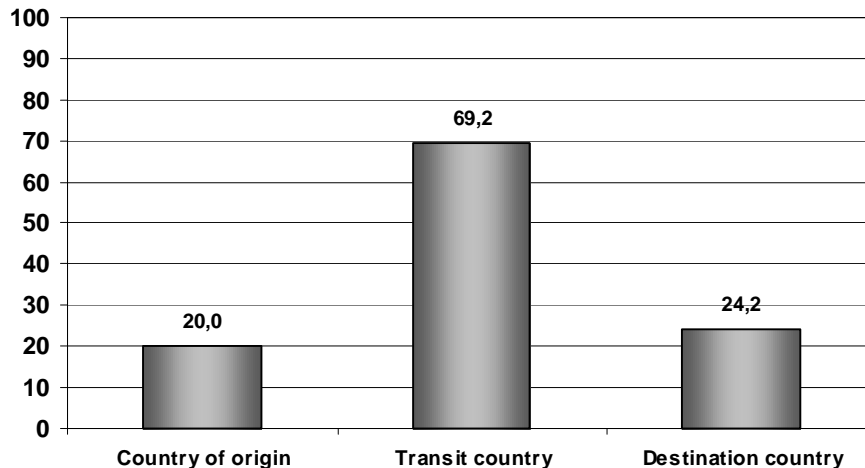
Most respondents learned of the problem (see *Graph 29.*) from the television programs they watch (93.1%), while other sources include newspapers and magazines (26%), radio programs (22%), education institutions via teachers and other staff (21.2%), friends or relatives (12.5%). The number of respondents who know someone using the services of trafficking victims is somewhat higher among young girls (5.1%) than in the general population (1.5%) (the difference is statistically significant at the 1% level). However, this could be explained by the general confusion between trafficking and prostitution.

Graph 29. In which way have you heard about the problem of trafficking in human beings in Kosovo? (Multiple response) (N=275)



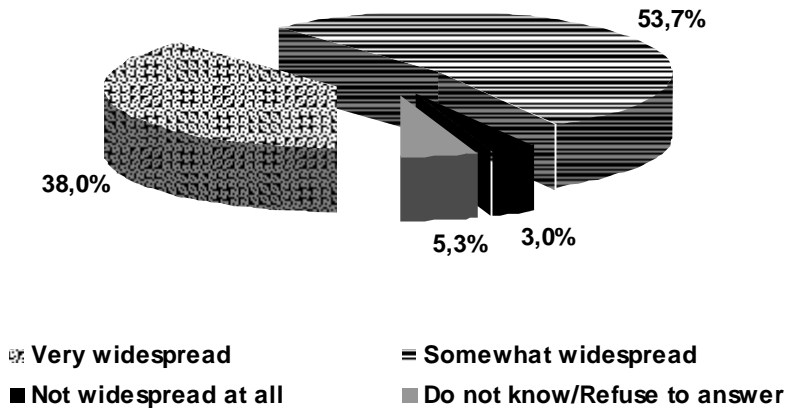
In answering questions about the position of Kosovo in the trafficking of human beings, young girls had similar perceptions to those of the general population (see *Graph 08. and Graph 30.*). A little less than three quarters of the respondents believed that Kosovo was a place of transit and about a quarter of the respondents believed it is a place of destination. However, only 20% of the respondents believed that Kosovo was a country of origin. Like the public-at-large, most Kosovars do not perceive that local women/girls are trafficked.

Graph 30. According to your knowledge, what is Kosovo's position in trafficking in human beings process? Is it the country of origin – in which victims are abducted and recruited, transit country or destination country – in which victims are exploited? (Multiple response) (N=275)



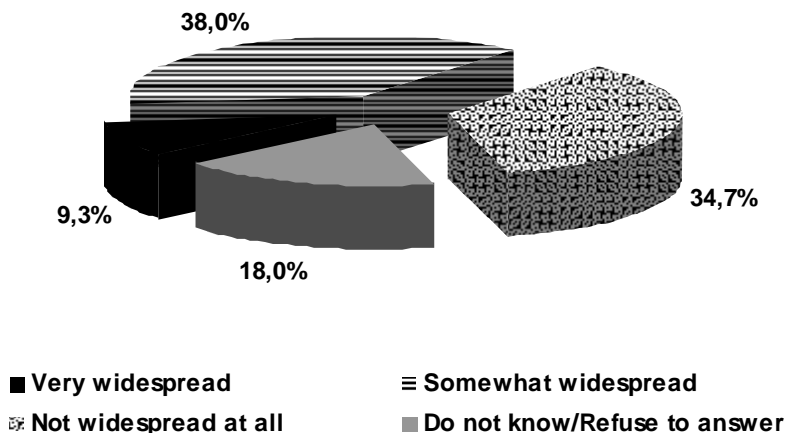
Surveyed young girls agree that this problem is widespread in Kosovo (see Graph 31.). Over a half of respondents (53.7%) believe that the problem is somewhat widespread while over a third (38%) provided a grimmer assessment stating that trafficking is very widespread. If these results are compared with those from the general population, we can see that a somewhat lower percentage of the respondents from the risk group (91.7%) than in the general population (98.1%) believe that the trafficking is more or less widespread in Kosovo (see Graph 09.). Since the above difference is statistically relevant, it can be concluded that young girls perceive there is a smaller amount of trafficking.

Graph 31. In your opinion, how widespread is trafficking in Kosovo. Is it very widespread, somewhat widespread or not widespread at all? (N=300)



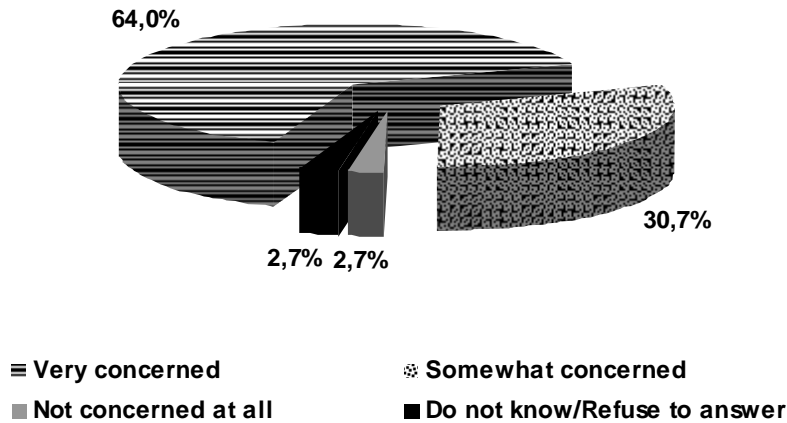
Regarding their perceptions of the extent of trafficking in local communities (see Graph 32.), that is, in the towns and villages where they live, a little under one in five (18%) did not know or declined to answer, while a little under half (47.3%) believed that trafficking was somewhat or very widespread. Compared with the results obtained with the general population, these results are similar. As was the case with the general population (see Graph 10.), a significantly higher percentage of respondents from rural (48%) than from urban (22.3%) parts of Kosovo believed that their local communities were free of the problem.

Graph 32. In your opinion, how widespread is trafficking in your community (village, city)? Is it very widespread, somewhat widespread or not widespread at all? (N=300)



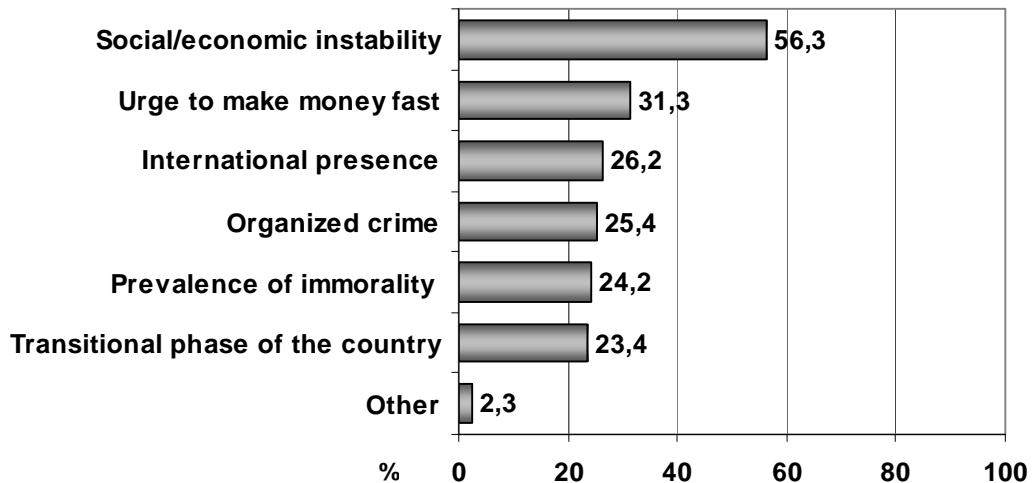
The young girls surveyed are aware of the problem of trafficking in Kosovo. Most of them have heard this term and show a relatively high level of knowledge about the ways in which trafficking victims are exploited. Since respondents believe that young girls are at high risk, it is not surprising that they are concerned about the extent of the problem in Kosovo (see Graph 33.). A little under a third of respondents (30.7%) were somewhat concerned, while 64% were very concerned.

Graph 33. How concerned are you with the extent of trafficking in human beings in Kosovo? Are you very concerned, somewhat concerned or not concerned at all? (N=300)



When asked to explain the reasons and factors that led to the emergence of trafficking in Kosovo (see Graph 34.), a majority (56.3%) attributed it to the unfavorable socio-economic situation. Nearly a third (32.3%) believed that it was the urge of people to make fast money. About a quarter (26.2%) attributed trafficking in human beings to Kosovo’s international presence. Additionally, the respondents credited organized crime (25.4%), the prevalence of immorality (24.2%) and the transition of the territory (23.4%) as reasons for the emergence of trafficking.

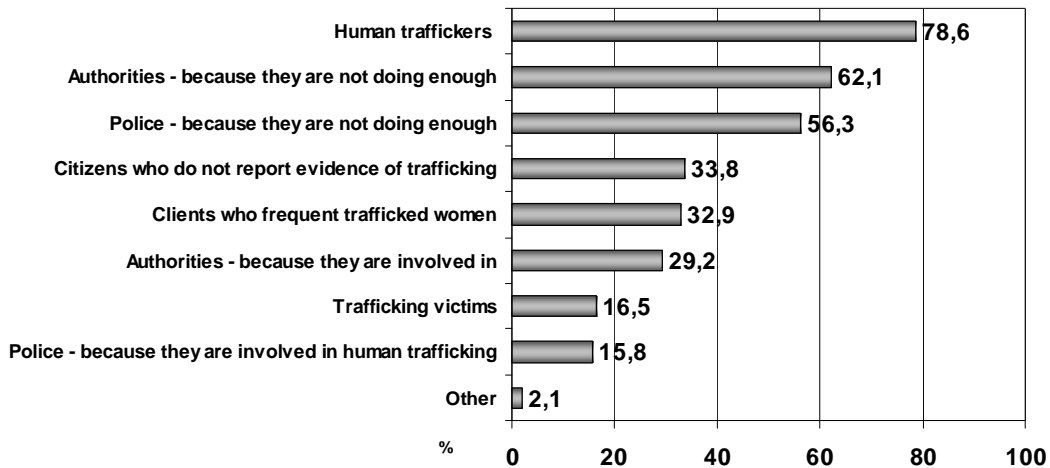
Graph 34. In your opinion, what are the reasons and factors that brought trafficking into Kosovo? (Multiple response) (N=275)



Responsibility for the extent and prevention of trafficking in human beings

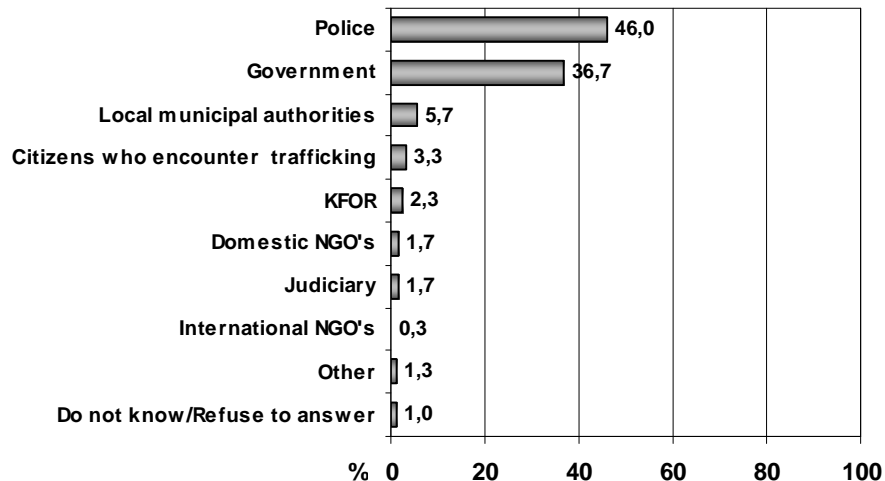
Regarding the question of who is responsible for the presence and level of trafficking in Kosovo, none of the suggested responses received even a majority of the girls' responses. A little over a quarter blamed the traffickers, that is, criminals involved in trafficking. About a fifth of the respondents attributed the problem with police (22%) and authorities (21.7%) who are not doing enough to prevent it (see Graph 35.). Less than a tenth of the respondents believed that clients are responsible. Although the results obtained from young girls are similar to those in the general population (see Graph 12.), the later believe that authorities play a more significant role than the police.

Graph 35. Who do you think is responsible for the presence and the extent of trafficking in human beings in Kosovo? Out of the ones you have mentioned, who do you think is the most responsible for the presence and the extent of trafficking in human beings in Kosovo? (Multiple response) (N=300)



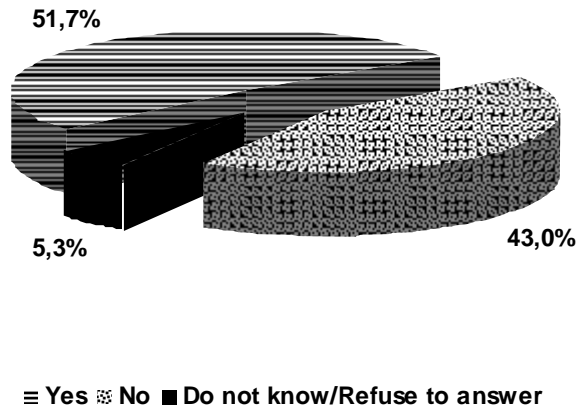
According to the surveyed girls, police should assume the responsibility for the fight against trafficking in human beings; an opinion shared by a little under half of the respondents (46%). A little over a third (36.7%) believed that it should be the responsibility of the government (see Graph 36.).

Graph 36. Who do you think should take care of and fight against the problem of trafficking in human beings? (N=300)



Asked if the available information on trafficking in human beings was sufficient, the most vulnerable expressed conflicting opinions (see *Graph 37.*). About one in two believed that the available information was sufficient, while 43% believed that more information should be provided about this issue. Respondents from the general population (see *Graph 14.*) have a somewhat more negative opinion about the availability of information on trafficking in human beings in Kosovo.

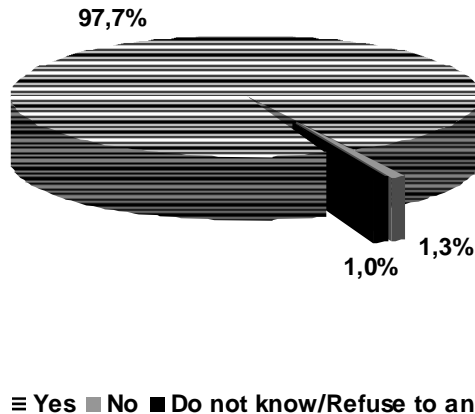
Graph 37. In your opinion, is enough information provided publicly about trafficking in human beings? (N=300)



Personal engagement in the fight against trafficking in human beings

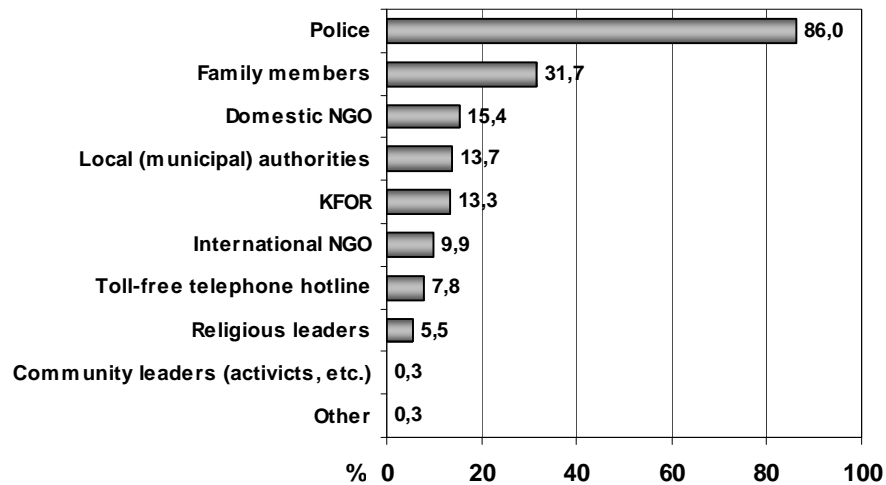
Asked about their readiness to be personally involved in the fight against trafficking, the young girls' answers were similar to the sample from the general population (see *Graph 15. and Graph 38.*). If they witnessed or had information about trafficking, almost universally (97.7%) these girls would share it with others.

Graph 38. If you were a witness of trafficking in human beings or had some information about it, would you share that knowledge with someone else? (N=300)



In asking who they would share such important information with, the overwhelming majority (86%) would turn to the police because they believed they should fight trafficking (see Graph 39.). Taking in consideration the age of this risk group, it is not surprising that a little under a third of respondents (31.7%) would share this information with family members. One fourth would turn to an international or local NGO and a smaller percentage of respondents would turn local (municipal) authorities (13.7%), KFOR (13.3%), etc.

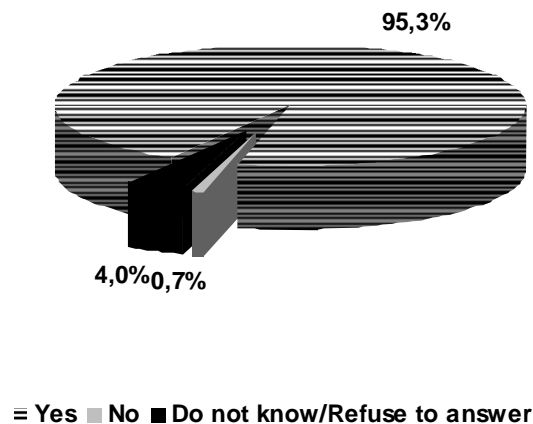
Graph 39. Who would you inform about a case of trafficking in human beings? (Multiple response) (N=293)



Former victims of trafficking – social reintegration and assistance

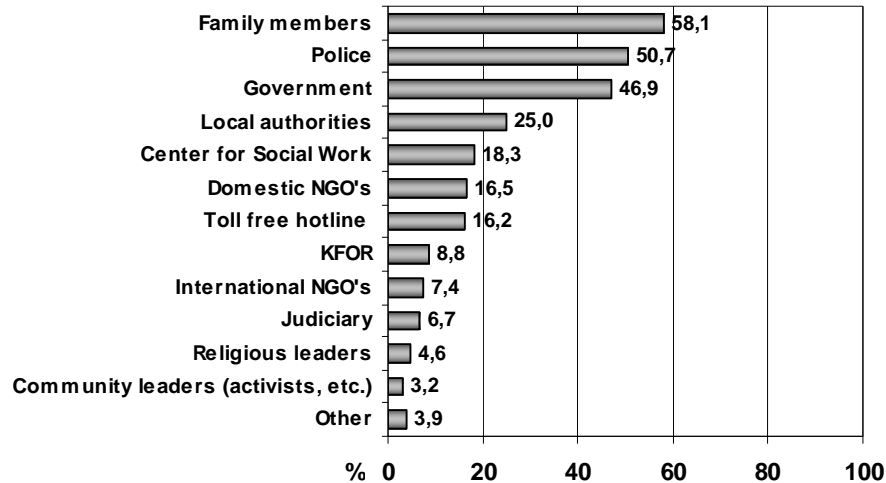
The following questions were asked to probe the respondents' knowledge and opinions about the social reintegration of former trafficking victims. Most girls (95.3%) agreed that trafficking victims should be assisted with social and family reintegration (see Graph 40.)

Graph 40. Do victims of trafficking need assistance in reintegrating with their families and communities? (N=300)



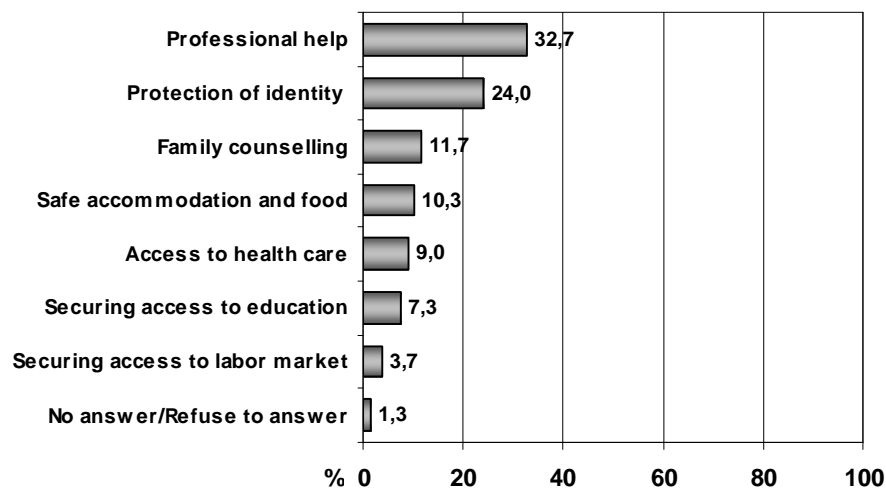
When asked about the role of community – including families, the wider community, responsible institutions and organizations – in victims’ social reintegration, a majority of the surveyed girls stressed the importance of family support (58.1%). The role of the police was also believed to be important (50.7%), the same as the role of the government (46.9%). One in four girls believed that the local authorities must also play an important, while the roles of the other listed institutions, organizations and individuals was deemed less important (see Graph 41.).

Graph 41. Who do you think should assist victims of trafficking in human beings? (N=286)



Regarding the form of assistance to be provided, the answers given were quite diverse (see Graph 42.). The need to provide psycho-social assistance, counseling and rehabilitation was mentioned by a little less than a third (32.7%) of the respondents. About a quarter (24%) believed that victims need assistance in protecting their identity, while other less frequent answers followed.

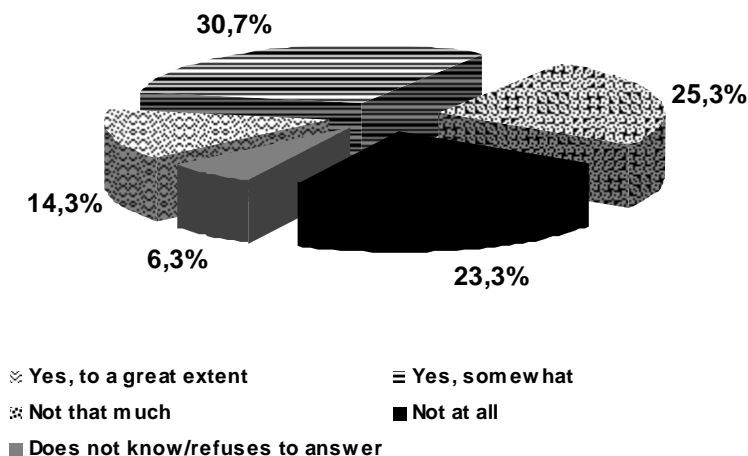
Graph 42. In your opinion, which form of assistance would be of most use to trafficking in human beings victims in their attempt of social reintegration? (N=300)



Inclination to risk behavior

Since these young girls appeared to be quite well-informed about the basics of trafficking and are aware that they belong to a risk group, Prism asked how they saw their situations. That is, do they believe they are personally at risk (see Graph 43.). A little under a quarter (23.3%) believed they were not at risk, while little under a half of them (45%) believed they are somewhat or to great extent at risk to trafficking.

Graph 43. Do you feel you are at risk of being trafficked? (N=300)



Since the surveyed girls are aware of the danger, Prism asked about ways they could protect themselves (see Table 15.). More than a quarter of the respondents (27.3%) was unable or declined to respond. Most girls who attempted to answer (29%) focused on the importance of the environment and the choice of friends.⁶ A little under a tenth of the surveyed girls (9.3%) stressed the importance of the police and authorities. It is important to mention that 7.7% of respondents stated that they would protect themselves by obtaining more information about this problem.

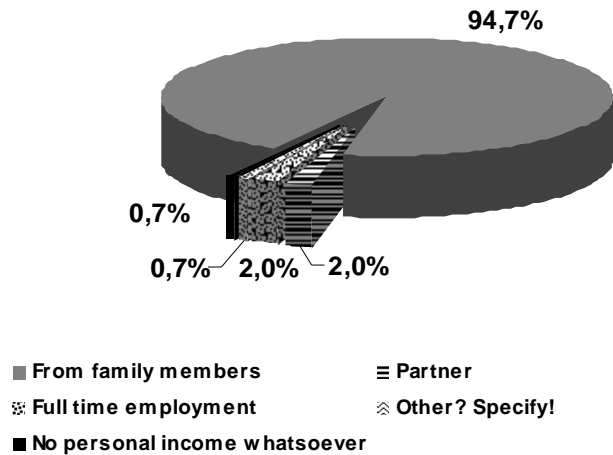
Table 15. Can you tell me in your own words how would you protect yourself from being trafficked? (Open ended) (N=300)

Answers	%
Not to get close/hang around with strangers (choose friends)	29,0
More police (government) control/inform authorities	9,3
I would not go out alone, especially at night	7,7
Provide (gain) more information about trafficking	7,7
Do not trust strangers	7,0
Do not go to dangerous places/situations (where drug is used, etc.)	4,3
Talk to (listen to) parents more often	2,3
Being careful (from the people we don't know)	1,7
Ask for help	1,0
Behave good	0,7
Other	2,0
Do not know/Refuse to answer	22,3

⁶ A number of the former victims indicated that people they trusted led them to be victimized.

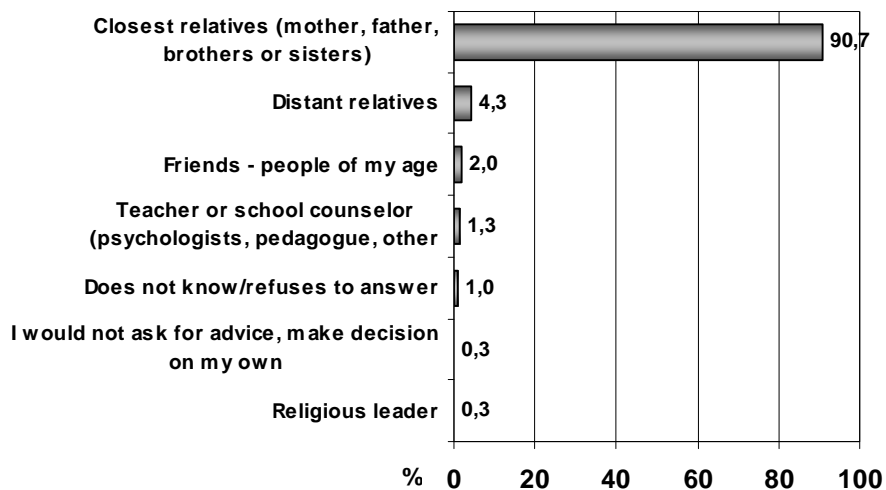
Since the desire to find employment and income in an unfavorable economic environment can bring young girls into situations which increase the risk of trafficking, Prism wanted to know how these young girls would behave in such situations and how aware they are of potential dangers. First we asked about their primary source of personal income (see Graph 44.). Considering the respondents age, it is not surprising that family members are the primary source of income for almost all of them (94.7%).

Graph 44. What is your primary source of personal income? (N=300)



Next, the girls were asked who they would ask for advice if they were offered a job. It is positive that a large majority of surveyed girls (90.7%) would turn to their close relatives for advice (see Graph 45.).

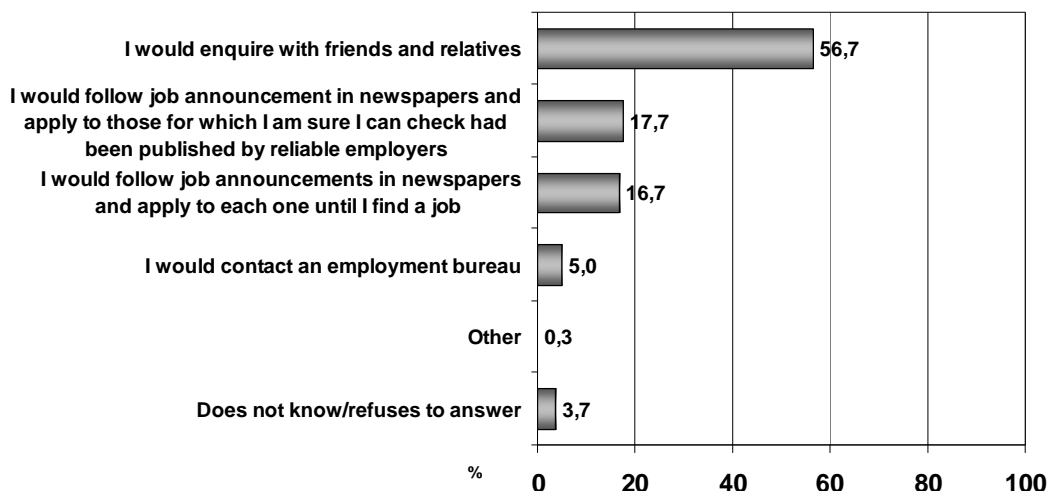
Graph 45. If someone offered a job; who would you ask for advice before deciding weather to accept it or not? (N=300)



The girls were then asked to imagine they were looking for a job and about the ways they would search for one (see Graph 46.). Over half of the respondents (56.7%) would turn to friends or relatives for assistance. It is worrying that a large number of the surveyed girls indicated they would rely on job announcements which can include tempting offers to attract young girls. While 17.7% of respondents state they would only apply to “secure” job advertisements, where they can confirm an offer is made by a reliable employer. However, as many as 16.7% of the

respondents said they would respond to all job announcements until they found a job. While such behavior may not necessarily result in a trafficking situation, it significantly increases the risk. A campaign to inform the risk group about the dangers of trafficking in human beings should give special attention to the ways in which traffickers attract their victims. Young girls should be informed about the risks, as well as the ways to behave in such situations, and where to look for help.

Graph 46. If you had to look for work or change your current job, how would you start the search? (N=300)



Building on the previous question, the girls were asked to imagine finding themselves in a situation and try to think how they would react (see Table 16.). Some typical situations which traffickers use to tempt young girls are described in the table - they involve attractive jobs, education, and marriage offers. It is positive that most of the girls would not accept such offers. However, we must not neglect the small percentage of girls who would probably or even without hesitation accept an attractive offer, especially attractive job offer.

Table 16. I am going to read you a list of statements. Imagine you were in such a situation and try to guess how would you react? (N=300)

	I would accept without hesitation	I would probably accept	I probably would not accept	I would reject the offer without thinking	DK/NO
A person you do not know that well offers you a well paid job abroad or in another city in Kosovo.	0,3	4,0	30,7	63,0	2,0
A person you do not know that well offers you an opportunity of education abroad or in another city in Kosovo.	0,7	3,3	27,0	65,7	3,3
A man you do not know that well offers you marriage and better life abroad or in another city in Kosovo.	0,7	1,7	17,3	75,7	4,7

8. Findings – Interviews with victims of trafficking, survivors

The qualitative research included interviews with ten women who were victims of trafficking. All of the interviewed girls/women were contacted through shelters, or safe houses that provide assistance to victims. By sharing their moving stories, they significantly contributed to this research helping us achieve greater understanding of the quantitative data and the overall subject of this investigation.

Demographics

We interviewed girls/women of different ages, as young as fifteen and up to a 35 year-old (see *Table 17.*). Most girls grew up in the rural parts of Kosovo and often came from unstable families where domestic violence was present. The households where they lived prior to being trafficked were very poor, and in a number of cases, worsened with the Kosovo conflict. Half of the girls dropped out of school before completing even the primary grades and had no previous working experience before being trafficked.

Table 17. Demographics - Victims of trafficking in human beings

		Number of interviews
AGE	Younger than 15	2
	15-20	3
	21-25	1
	26-30	1
	31-35	2
	36-30	1
TYPE OF SETTLEMENT	Urban	3
	Rural	7
EDUCATION	Did not complete primary school	5
	Completed primary school	5
ETHNIC GROUP	Kosovar Albanian	6
	Albanian Albanian	2
	Russian	1
	Bulgarian	1

Life prior to becoming trafficking victim

The respondents have different memories of their lives prior to being trafficked. The younger girls appear to have brighter memories than the older ones but that might be due to their age. However, most of the girls/women remember living a difficult existence in poor housing conditions, especially after the outbreak of war in Kosovo when many people lost their homes.

My life before was good, very good. (Victim of trafficking, Kosovar Albanian, younger than 15 years-old)

The situation was relatively calm, I worked and I took care of the household. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

The overall situation in my place was very difficult. (Victim of trafficking, Kosovar Albanian, between 26 and 30 years-old)

After my father left and my mother married someone, my sister's and my life changed. I married when I was young and I took my sister with me, so that I could take care of her. My husband treated us badly, so that I was forced to escape. Living conditions were very difficult. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

Living conditions prior to being trafficked were very good. (Victim of trafficking, Bulgarian, between 36 and 40 years-old)

Before being trafficked most girls lived with their families – younger ones with their parents and the older ones as married women with their husbands and children. As will be obvious from this report, most of these girls/women lost touch with their families after being trafficked.

I lived with my father, my stepmother and five sisters. At the beginning we lived in a house that belonged to a Serb, but later on we built a new house and our living conditions were very good. (Victim of trafficking, Kosovar Albanian, younger than 15 years-old)

I lived with my father, my mother and three brothers. Conditions at home were very difficult. We lived in an old house in a village. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

There were four members of family, my mother, my two brothers and I. My parents were divorced. After I got married, we were only two, my husband and I. (Victim of trafficking, Russian, between 31 and 35 years-old)

Before I was trafficked, I lived with my husband and his family. We had a house made of mud and two small rooms with no furniture. (Victim of trafficking, Kosovar Albanian, between 31 and 35 years-old)

We had an apartment and the living conditions were good. (Victim of trafficking, Bulgarian, between 36 and 40 years-old)

Ø **Socio- economic conditions**

The financial situations in most of their households were difficult. Most family members were unemployed and the living conditions in rural areas, from which most girls originate, were desperately poor with little chance of earning any income.

Our financial situation, after we built the house, was good but I cannot claim that we had enough money. (Victim of trafficking, Kosovar Albanian, younger than 15 years- old)

Our financial situation was very difficult. We never had money. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

I had no money and only rarely did my brothers give me any assistance for my needs. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

I had a difficult childhood as we lived in extreme poverty. We survived on the social assistance my father received, who was mentally ill. (Victim of trafficking, Kosovar Albanian, between 26 and 30 years-old)

Our financial situation was very difficult. I can say it was catastrophic. We worked our land and barely managed to survive. (Victim of trafficking, Kosovar Albanian, between 21 and 25 years-old)

We had a very difficult economic situation. Living conditions in the family were bad. I had no income and wasn't able to purchase anything. (Victim of trafficking, Kosovar Albanian, between 31 and 35 years-old)

With the current socio-economic environment in Kosovo and considering the age of most of the interviewees, it is not surprising that the majority had no prior work experience. The respondents reported that employment opportunities for Kosovars are limited, for both genders.

I do not know if it was difficult for all people to find jobs or whether it was more difficult for men or women. I was young and I was not interested but I think that for both men and women, it is difficult to find a job. (Victim of trafficking, Kosovar Albanian, younger than 15 years-old)

I do not know but I think that for both genders, it is difficult. (Victim of trafficking, Kosovar Albanian, younger than 15 years-old)

The situation for employment was the same for men and women. There were possibilities for one to get employed, but the salaries were very low. Also, payments were very very late. (Victim of trafficking, Russian, between 31 and 35 years-old)

It was very difficult to get a job. That's the way it was back then. (Victim of trafficking, Kosovar Albanian, between 26 and 30 years-old)

I had no employment opportunities as I was living in a village. (Victim of trafficking, Kosovar Albanian, between 31 and 35 years-old)

Victimization and life as a Victim

There are various ways that human traffickers tempt their victims. One of the ways is through job offers. It is generally believed (see Table 14.) that victims are usually approached by people they do not know. Several survivors indicated they were trafficked in this manner when they responded to job advertisements. One survivor admitted she was aware of the risk since she had no idea of the kind of the job she was accepting. However, other survivors indicated that traffickers can also access their victims through people known to them. The fact that girls are handed over to human traffickers even by their closest relatives or friends is horrifying and that is something that didn't emerge in the quantitative research.

I started having problems with my husband. I was not employed and I wanted to get a job. I accepted a job abroad even though I wasn't sure what I would be doing. I accepted this job due to financial interest. I provide money to my children and to my family. (Victim of trafficking, Bulgarian, between 36 and 40 years-old)

In a newspaper, I saw an advertisement offering a job. I called by phone this girl and she told me that there was a group of girls waiting to leave for Italy. They told

us that they would send us to Italy illegally. I stayed together with these girls in a house. (Victim of trafficking, Russian, between 31 and 35 years-old)

So my father's friends came to our house and offered me a job in a fast food restaurant but the agreement was that they (father's friends) would take me and follow me back home every day. The very first day, the owner tied me up, closed my eyes and raped me. The next day, he forced me to sleep with people from Albania. This regularly continued and he eventually sold me to five people that raped me and later on six brothers abused me sexually. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

The primary person who offered me a job was my girlfriend. She was friends with the owners of these pubs. My friend was younger than eighteen years old whereas the other victims were of different ages (Victim of trafficking, Kosovar Albanian, younger than 15 years-old)

The person that offered me this job (where she was trafficked) worked with his middle-aged brothers. He was a friend of my father and my brother-in-law. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

I communicated with this girl by phone. She was woman from Moldavia, thirty-five to forty years-old. I do not know what her profession was but she was nice to me. There were no intermediates. (Victim of trafficking, Russian, between 31 and 35 years-old)

The person who gave us the job offer was 18 years-old, a Kosovar Albanian friend of my husband, whom I met when I was married. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years old)

My neighbor made this offer to me. He is a fifty year-old male; a businessman. (Victim of trafficking, Albanian Albanian, between 31 and 35 years-old)

I got this job through a colleague of mine who previously worked in Kosovo. She was my friend and she told me about this opportunity. (Victim of trafficking, Bulgarian, between 36 and 40 years-old)

However, judging by the interviews, securing employment is not the only way young girls and women are victimized. The ways traffickers lure victims are particularly cruel in the case of young girls. Examples provided by the respondents included brutal kidnappings, rape, and forced alcohol (and probably narcotics, according to interviews with clients of commercial sex workers) consumption. Victims are usually kept in detention and escape is not an option because of fear and frequently, physical abuse.

One day, one of my girlfriends came to school with some male friends and they took me violently. She came dozen of times before they took me by force. When I was taken away, she made me have sexual relations with her male friends. This happened several times in different places in Kosovo where I was kept by force in closed places. (Victim of trafficking, Kosovar Albanian, younger than 15 years-old)

My sister's husband asked me to go to a village in order to ask for some money that some people owed my brother-in-law. There were some people, he introduced me to that I had never seen before in my life. He dropped me there and left... After the drink I was offered, I became unconscious and when I woke up, I found a man,

around fifty years old, there, lying in bed with me. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

I met a friend and became very close to her. We had a long friendship and then she introduced me to some of her friends.... We met some guys from other parts of Kosovo who took us by force and sent us to a restaurant, where we could not escape, and this is how hell began for us. (Victim of trafficking, Kosovar Albanian, between 21 and 25 years-old)

At the beginning, I didn't have a job offer but was just socializing with this girl. It was my friend who made me drown in these dirty waters. (Victim of trafficking, Kosovar Albanian, between 21 and 25 years-old)

Time spent as trafficking victims

Ø Locations

All interviewed girls/women were sexually exploited. Some also worked as staff in catering facilities (night clubs, restaurants, etc.). Usually, they worked as waitresses during the day and at night as prostitutes, accepting customers or clients. In addition to being sexually exploited the girls were not paid for their work. Some worked for food and/or cigarettes. Most were forced to provide sexual services, but some did it voluntarily for money. Although it is difficult to conclude from the small number of interviews conducted, it appears that the "older" girls and women were more likely to volunteer for prostitution while younger girls were usually forced.

During the day I worked as waitress and during the night, the owner sold me to different people. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

I never received any salary for the work that I did, and I only received food and cigarettes. (Victim of trafficking, Albanian Albanian, between 16 and 20 years- old)

At the beginning, I worked with clients; I never received any money, absolutely none. When I lived with the first person, I did not work. He gave me money. When I lived with the other guy later, I worked myself and had some money. (Victim of trafficking, Russian, between 31 and 35 years-old)

I worked, I served and as per my owner's orders and I accompanied guests until the early hours of the morning. (Victim of trafficking, Albanian Albanian, between 16 and 20 years old)

I worked three days in a pub as a waitress in this pub, I was forced by violence to stay from 14.00-01.00 but three days a week, I stayed all night long. I was not paid for the work I performed during those three days but the owner gave me food and cigarettes. (Victim of trafficking, Kosovar Albanian, younger than 15 years-old)

In some places where we lived, we were forced to work as waitresses, whereas in other places we were locked up and were called only when they needed us, that is, when a client came. (Victim of trafficking, Kosovar Albanian, between 21 and 25 years-old)

There was no violence but we were like prisoners. (Victim of trafficking, Russian, between 31 and 35 years-old)

I provided services to the owner's guests and was offered more money if I provided sexual services. I decided to accept the offer because I wanted to earn more. (Victim of trafficking, Kosovar Albanian, between 31 and 35 years-old)

Ø **Origin of the victims**

In places where they worked, the girls/women met other victims. They included girls/women of different ages, usually from 16 to their late twenties. These girls were from different countries; most from Kosovo, but some came from Bulgaria, Moldova, Albania etc.

There were two other Albanian girls – Kosovars, one was twenty-three years old and the other was forty-four years old. They were treated in the same way as I was. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years old)

Yes, there were other girls as well and all of them were from Moldova. The age of the girls who worked there were on average from twenty four to thirty years-old. (Victim of trafficking, Russian, between 31 and 35 years-old)

Most of the girls were Kosovar, mainly between sixteen to twenty-five years-old. (Victim of trafficking, Kosovar Albanian, between 26 and 30 years- old)

In these places many girls were from Kosovo, Albania, Bulgaria. They were between fifteen to twenty-seven years-old. (Victim of trafficking, Kosovar Albanian, between 21 and 25 years-old)

There were other females in that place and most of them, were from Bulgaria. The average age was thirty-five, although most of them were older. (Victim of trafficking, Bulgarian, between 36 and 40 years-old)

Ø **Potential Sex abusers**

Prism was also interested in determining who the “typical” clients of prostitutes, including the trafficked women, are. The girls and women indicated they included persons of different ages, from the very young to middle-aged men. Regarding the clients’ ethnicity, some girls reported having been visited by only Kosovar Albanians while others had clients of different nationalities. Girls assume, and some claim with certainty, that the clients were well-situated individuals.

They were from different age groups, all were young from eighteen to twenty-nine. They were all Kosovar Albanians and they seemed to be rich. (Victim of trafficking, Kosovar Albanian, younger than 15 years-old)

They were of different ages, from twenty to fifty years old. All of them were Kosovar Albanian and they seemed to be rich. Among them were bank managers and very rich people. (Victim of trafficking, Kosovar Albanian, younger than 15 years-old)

They were all Albanians from Kosovo, except one man from Albania and I think he was rich. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

Here, people who used my services were from Albania and Kosovo. They were financially stable because they were buying drinks for me paying up to thirty Marks⁷. They were approximately middle-aged and in some cases they were married. I think that many of them used to work abroad. (Victim of trafficking, Russian, between 31 and 35 years- old)

People who used my services were from twenty years up to fifty or sixty years-old. Mainly these were people from foreign countries. (Victim of trafficking, Kosovar Albanian, between 26 and 30 years-old)

Life as a survivor

Ø Escape from trafficking in human beings

Interviewed girls managed to escape their hells in various ways. Most were freed during police raids. Some succeeded in escaping from the places where they were held, sometimes after several failed attempts. After being interviewed by the police, the girls usually ended up in “safe houses” where they reported receiving warm hospitality and assistance.

Police stopped us while we were in the car and they took us to the police station. (Victim of trafficking, Kosovar Albanian, younger than 15 years- old)

From that place I managed to escape and I went home but these people met me in town after four-five months and they took me by... We were headed someplace but in the middle of the trip we were stopped by police and they took us to the police station. From there, we were sent to a shelter. (Victim of trafficking, Kosovar Albanian, younger than 15 years-old)

I was pregnant and took an opportunity to escape to buy some clothes for myself. Afterwards, I went to a police station and I was sent to shelter until I gave birth. (Victim of trafficking, Kosovar Albanian, between 26 and 30 years-old)

I managed to escape and I went out on the street, stopping cars so that I could go to _____ and the police. (Victim of trafficking, Kosovar Albanian, between 21 and 25 years- old)

Other than their stays in “safe houses”, most of the girls/women state they have not received any other assistance from government authorities or from organizations which fight against trafficking. One girl spoke of a very negative experience with local police indicating she was physically abused by the police.

It is common knowledge that survivors escaping from traffickers and forced prostitution are often stigmatized and socially excluded. It is particularly worrying that such girls are often rejected by their families which impedes their social reintegration and can lead them to be re trafficked.

No, nobody helped me until I was sheltered in a safe house. (Victim of trafficking, Kosovar Albanian, younger than 15 years- old)

⁷ Respondent was referring to the time before the Euro currency was introduced in Kosovo, January 1, 2002.

No, no one has ever helped me. Several times while I was in the city I met and approached policemen to tell them my worries and problems but I didn't find any support. When they sent me to the police station, they abused me physically. (Victim of trafficking, Kosovar Albanian, younger than 15 years-old)

They sent me to shelter where I felt warmth and hospitality for me and my child. Also, they helped me release my sister from users. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

After being interrogated by the police, I was sent to a shelter where I was rehabilitated for a long time. During our stay there, the Center for Social Work visited us as well as officials from IOM,, etc. (Victim of trafficking, Kosovar Albanian, between 21 and 25 years-old)

I have not been helped by anyone, neither organization nor institution. (Victim of trafficking, Kosovar Albanian, between 31 and 35 years-old)

Regarding support from my family, often times I lose hope. In the place where I live, people cannot accept me the way I am. (Victim of trafficking, Kosovar Albanian, between 21 and 25 years-old)

Ø For a better future

Now that they are survivors, the girls/women hope for a better and brighter future. Depending on their age, their expectations usually include completing school or starting families. They hope to be supported by relevant institutions and organizations in the process of rehabilitation, find legal employment, and be given a chance to live a normal life. Some those interviewed report traumatic stress as a consequences of their experience. Special professional attention is needed for support and rehabilitation. It would be ideal if young girls could be given chance for a normal and productive life through assistance in education, professional training and employment because financial independence is one of preconditions for victims to permanently withdraw from trafficking and the lives they used to live.

Now my hopes are to go back to my family and continue going to school. (Victim of trafficking, Kosovar Albanian, younger than 15 years-old)

I think of my future as a happy future, different from the one that has been until now. I want to be aware, well-behaved, to respect my family, and to listen to them and go again to school. (Victim of trafficking, Kosovar Albanian, younger than 15 years-old)

I always used to think about ways to go back home. Now I hope that very soon I will be able to go back home and not to let things like this happen. I want to take care of my family. If I could, I would like to go to school or find a job at a boutique near the house. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

My hopes for the future almost do not exist. I was a bit relieved when the criminals (traffickers) were charged but I remain a plastic ball. If I had a roof or a place to stay, I would work to support myself and I would never ever repeat the path that destroyed my life without my wish. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

I hope that you will initiate some programs for rehabilitation for girls like me because we are not a few. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

I want to live quietly with my child. (Victim of trafficking, Kosovar Albanian, between 26 and 30 years-old)

Now, I am together with my sister and my baby boy and I am employed. I want to live peacefully with my loved ones. (Victim of trafficking, Kosovar Albanian, between 16 and 20 years-old)

I would very much like to turn back the clock and be more careful in my actions. I wish I had the power to face the problems easier and have faith to overcome them. (Victim of trafficking, Kosovar Albanian, between 21 and 25 years-old)

I would like to have a happy family and become a good mother. If I have the opportunity, I would give advice to every female in order not to become trapped by traffickers. They should not fall for easy money and lose their human dignity. (Victim of trafficking, Kosovar Albanian, between 31 and 35 years- old)

While there is public discussion of trafficking and despite the findings of this survey showing that the Kosovo public, including the high-risk groups, is somewhat aware of the problem, it is doubtful that Kosovars are fully aware of the traffickers' savagery. The shocking stories of these individuals clearly show the true nature of this crime and can be used in creating and awareness raising campaign which would contribute to greater public understanding of the problem in Kosovo.

9. Findings – Interviews with clients of commercial sex workers

This part of the qualitative research was designed to learn about the knowledge, attitudes, and perceptions of the men who used the services of a prostitute. All together, 18 interviews were conducted in different parts of Kosovo (see Table 18. for Demographics). The guidelines used for the interviews followed thematically the survey questionnaire used in the previously mentioned research of the general population. The criterion used to select the respondents was: having sex with a prostitute within the last year. In that way we attempted to seek an understanding of the opinions, motives and information of the persons who visit sex workers some of whom could be trafficking victims. Our respondents' experiences vary, some are regular or occasional visitors of these facilities while others, somewhat hypocritically say they are opposed to prostitution. In this way, we attempted to learn more about those who are more likely to encounter trafficking victims than anyone else. This research looks at the problem from different angles based on different audiences and experiences.

Table 18. Demographics - Clients of commercial sex workers

		Number of interviews
AGE	20-25	4
	26-30	5
	31-35	5
	>35	4
TYPE OD SETTLEMENT	Urban	9
	Rural	9
EDUCATION	Did not complete primary school	1
	Completed primary school	4
	Completed secondary school	9
	Higher school or faculty	4
ETHNIC GROUP	Albanian	12
	Serb	6

Knowledge of trafficking

The opening part of the interview asked clients to assess the current socio-economic situation and other problems faced by Kosovo residents. To the respondents, the situation in Kosovo is perceived as bad; citizens face unemployment and poverty, which, according to our respondents, affects most of the population. Next, Prism initiated questions about trafficking, asking the respondents what comes to mind when they hear that phrase. Most respondents linked the term with criminal activity. Other saw a clear relationship between trafficking and the exploitation of innocent persons with a goal of obtaining material wealth. Trafficking in human beings is perceived to be related to women who are the principal victims, used in prostitution.

The first thing that comes to mind when I hear trafficking in human beings is the trafficking of females for the personal benefit of insensible people. (Pea, Albanian Majority Area)

The first things that come to my mind when trafficking is mentioned are: illegal acts and the abuses that certain people perpetrate upon females. (Pristina, Albanian Majority Area)

When I hear the word trafficking, I think of a very bad phenomenon in illegal trade, prostitution. That is, an illegal trade in women. (Pristina, Albanian Majority Area)

The first thing that comes to my mind when I hear the word is a group of people that belong to the mafia that sell women for prostitution, for money. (Gjilan, Albanian Majority Area)

When I hear trafficking, the thing that I associate it with is something I heard on television, practicing prostitution. (Ferizaj, Albanian Majority Area)

The first thing that comes to my mind is numerous television clips and commercials that I have seen, safe houses, and other institutions that combat trafficking in human beings. (Mitrovica, Serbian Majority Area)

When I hear the expression I think of selling merchandise. I am familiar with the term, and what it includes. (Zubin Potok, Serbian Majority Area)

Next, Prism asked the respondents to define the term “trafficking in humans.” In line with the above responses, the term was defined as one of the most serious forms of crime that includes: the buying and selling of people, treating human beings as merchandise, all with a goal of acquiring money. Some respondents believed that organized crime, the mafia, was behind trafficking. Similar to the survey of the general population, trafficking was frequently identified by clients with prostitution. It is identified with transporting people from one country to another to exploit them. Some of the respondents were unable to clearly define the term but believed it involved the use of violence, both physical and psychological. Other respondents assumed that victims of trafficking were held against their will.

Trafficking in human beings in simple terms is selling people for the sake of exploitation. (Zubin Potok, Serbian Majority Area)

Trafficking is when young women are brought from Moldova, Albania and Kosovo and sold for money, forced to work as prostitutes. (Ferizaj, Albanian Majority Area)

Trafficking is an organized crime. Only criminals can organize such an activity. Traffickers use their victims inhumanly. They mistreat the victims, and behave badly toward them. (Podujeve, Albanian Majority Area)

I don't know what the term trafficking of human beings means. However, I know that traffickers abuse their victims. They cheat them, use them and rape them. (Ferizaj, Albanian Majority Area)

Trafficking in human beings is to treat humans as merchandise. Traffickers inhumanly treat victims and abuse them in different ways. (Mitrovica, Serbian Majority Area)

Trafficking in human beings includes physical and other violence against people. (Zubin Potok, Serbian Majority Area)

The term itself implies an illegal activity, which involves the illegal transportation of a person from abroad into the country, by crime groups with an objective of exploiting these persons through different means. Traffickers use victims in different ways. (Peja, Albanian Majority Area)

The term trafficking involves trafficking of workers who are engaged in work illegally like workers in western countries and trafficking of workers in brothels. (Pristina, Albanian Majority Area)

Regarding the ways in which traffickers exploit their victims, respondents agreed that their goal is to use victims to earn money, often treating them in a cruel and inhuman way. Prostitution was again the most commonly mentioned means of exploitation. Further, human traffickers were said to use their victims as cheap labor or slaves, and children and the disabled for organized begging. A large number of respondents also mentioned using trafficked people to sell narcotics. Specifically, they mentioned examples of children selling narcotics to other children on behalf of drug dealers.

Victims are abused by traffickers, who imprison their victims for their own interests. They sell them for money, maltreat them, give them drugs, but I think that there are also cases where prostitutes are not abused. (Pristina, Albanian Majority Area)

Victims are exploited by traffickers in different forms, such as forcing them to perform sexual services against their will, to engage in difficult and arduous physical work, and numerous illegal activities. (Mitrovica, Serbian Majority Area)

Traffickers exploit their victims sexually, on farms (agriculture work), and on the street where disabled people are forced to beg. They also use children to sell drugs to youth. (Zubin Potok, Serbian Majority Area)

Human traffickers exploit their victims through different forms: sexually and physically, and to sell drugs. (Zubin Potok, Serbian Majority Area)

The clients agreed that women – most commonly young women and girls - are the principal victims of trafficking. Trafficked young women come from similar family backgrounds and socio-economic status. According to our respondents, traffickers target persons who are in some way vulnerable. Victims usually come from poorly educated, unstable families that are caught in a difficult financial situation. The low level of education relates to the difficult financial situations, and also to a lack of intelligence, according to some respondents. This perception implies that clients see victims as less intelligent than other young women. Some respondents believe that victims have a “suspicious morality” which is one of the reasons why they are trafficked. Clients believe it is for these reasons along with the young women’s desire to earn money why young girls fall victim to human traffickers. As to the victims’ nationality, the respondents mostly agree that they are girls from rural Kosovo. Some respondents believe that most of the victims come from abroad. Some of the respondents confuse trafficking with voluntary prostitution. The indicative findings here concur with many of those found in the quantitative research. For example, both the clients and the public-at-large agreed that young women and girls are not only the principal victims but also at greatest risk to trafficking.

Often victims of trafficking are girls younger than eighteen years of age. They come from poor families that have no income. As such, they look for a brighter future and are easily cheated by traffickers. The victims are looking for a job that could resolve the family’s problem. (Peja, Albanian Majority Area)

In general, those who face a difficult financial situation are in one way or another, a potential victim of trafficking. They are eager to try anything to generate income. (Podujeve, Albanian Majority Area)

Most commonly, young females get trafficked, especially those who face a difficult financial situation. They have a low level of education and bad family relations – conflict is the usual form of communication. Victims have low moral standards and

come both from urban and rural settlements. Nevertheless, I assume more come from rural settlements, as these girls are more easily cheated. (Gjilan, Albanian Majority Area)

Victims of trafficking are women from Moldova and Russia, but there are also Albanians from Kosovo and Albania, and all of them face difficult economic conditions. They come from different villages and are obliged to do different jobs. These women are uneducated; they are young and are easily cheated for money. (Gjilan, Albanian Majority Area)

I know that victims of trafficking are in this business because of pleasure and because of the money they earn. (Ferizaj, Albanian Majority Area)

Most victims are young people, and the most vulnerable are young females that are not informed of how to seek employment. They are poor (no money for further education), not well-educated and come from less populated settlements. (Zubin Potok, Serbian Majority Area)

At greatest risk are young females who seek employment through advertisements. These are, teenagers that need money to get a proper education. (Zubin Potok, Serbian Majority Area)

Groups that are of greater risk to be trafficked are young girls, those who are uneducated, have low intelligence, are immoral, and come from the villages. (Peja, Albanian Majority Area)

When asked who is responsible to prevent trafficking, there were different responses. Some respondents placed responsibility on society-at-large arguing citizens must fight against trafficking by cooperating with law enforcement agencies. Others assigned the responsibility to specific organizations and institutions. The clients believe that the presence and extent of trafficking is common knowledge therefore, cooperation between citizens and law enforcement can contribute greatly in the fight against this problem. Some respondents stressed that governmental and non-governmental organizations should put an end to this criminal activity. The responses indicate clients believed the police and judiciary play a most important role in fighting trafficking – the same as in the general population, enforcing the existing laws. Only a small number of respondents blamed trafficking in human beings on the traffickers, which differs with the results of the survey of the public. Other responses are similar to those obtained in the quantitative research.

The Institution most responsible for preventing trafficking is the judiciary. The judiciary system should take care of the rule of law and order in the country. Citizens are also responsible, and they do not cooperate with the institutions in combating this phenomenon as much as they should. Citizens who encounter any act of trafficking in human beings should share this information and knowledge with the respective institutions. (Peja, Albanian Majority Area)

The police have the responsibility for fighting trafficking. They are not fighting this phenomenon forcefully enough to eradicate it from our society. (Podujeve, Albanian Majority Area)

The people who are responsible for trafficking in human beings are the traffickers, citizens, clients of prostitutes, police and other institutions. (Gjilan, Albanian Majority Area)

The responsibility for trafficking lies with pub owners that hire these women and use them for prostitution and trafficking. I think that Kosovo Police Services should fight and make sure that trafficking is not so widespread in Kosovo. (Ferizaj, Albanian Majority Area)

Regarding the trafficking issue, in my opinion, UNMIK police as well as the Kosovo Police Service should be responsible. It is their responsibility to close these night clubs. (Pristina, Albanian Majority Area)

The responsibility for trafficking lies with owners of clubs, police, UNMIK, and government. I think that these are the entities that should fight trafficking. (Ferizaj, Albanian Majority Area)

All of society is responsible to combat trafficking in human beings, because if we as a whole do not stand up and fight this phenomenon, we are obviously supporting it. Moreover, the responsibility lies with the Center for Social Work and non-governmental organizations that combat trafficking of human beings. (Mitrovica, Serbian Majority Area)

Government bears the responsibility to combat the problem of trafficking in human beings, and they are not aware to what extent this problem is present in Kosovo. (Zubin Potok, Serbian Majority Area)

Trafficking in humans in Kosovo

A large majority of the respondents in the quantitative research agreed that trafficking in human beings is present in Kosovo, being *very* or *somewhat* widespread. The clients in the qualitative research concur. Their information about trafficking in Kosovo comes from various sources. Most learned about trafficking from the media – most commonly television and newspapers. In addition, the clients learned about trafficking from friends and relatives. Some respondents said that they learned first-hand about trafficking in Kosovo. This is a reference to visiting prostitutes. It also referred to their identification of local community facilities where trafficking victims are believed to have been trafficked.

Prostitution, as the most common form of trafficking in human beings, is very widespread. During the last couple of years, prostitution expanded very quickly. Constantly, new brothels were opened, and very few were closed. (Pristina, Albanian Majority Area)

Trafficking in Kosovo is somewhat widespread. About trafficking in human beings I have heard from my friends, television, radio, and relatives. (Gjilan, Albanian Majority Area)

The problem of trafficking in human beings is widespread throughout Kosovo. I received this information from television and newspapers. (Zubin Potok, Serbian Majority Area)

Since I sometimes frequent bars where prostitution occurs, I have seen the level of its (trafficking) presence through my own experience. (Peja, Albanian Majority Area)

I heard of trafficking in human beings from different sources. Mainly I heard it from my neighbors, as we often discuss these things. (Podujeve, Albanian Majority Area)

Mostly, I heard about trafficking from the press. I thought women engaged willingly in this activity, however, later on, through media I have found out that they were forced to work as prostitutes and this made me hate these people. (Pristina, Albanian Majority Area)

About trafficking in human beings I learned about it through discussions with my friends, colleagues at work, newspapers and TV. (Zubin Potok, Serbian Majority Area)

Considering the respondents' knowledge of the issue, it is not surprising that they are concerned by the extent of the problem. Trafficking is believed to be strongly related to poverty. Respondents agree that all Kosovars should be concerned about trafficking in their communities because it can impact their lives. In relation to that, many respondents expressed concern about the danger of trafficking for those close to them. Respondents visiting facilities where trafficking victims may work are also concerned about their own health. Those interviewed point to another problem linked with prostitution – sexually transmitted diseases. Some respondents mention the unhygienic living conditions of prostitutes, including the fact that the women have no access to medical care. This increases the risk of disease.

We are quite concerned with the problem of trafficking in human beings, and we do hope that some form of prevention will be taken. Victims of trafficking are engaged as prostitutes and young people frequent them quite often. They might become infected with the HIV/AIDS virus, or other sexually transmitted diseases. (Gjilan, Albanian Majority Area)

I am concerned about trafficking because it is wide spread and there are many victims. On the other hand, I think these kinds of services should exist because we have fun. I am somewhat concerned about my close relatives, particularly if they get involved and become victims. (Ferizaj, Albanian Majority Area)

I am concerned about this bad phenomenon because you pay for sex. I think that others are concerned too but they are simply immoral. There is also the possibility to spread disease. (Pristina, Albanian Majority Area)

Every Kosovar is certainly concerned about this phenomenon. This is a problem that should be dealt with seriously and should be cut off at its root level. I am concerned about my close relatives as well. (Zubin Potok, Serbian Majority Area)

Sexual abuse of victims

Trafficking is typically identified with prostitution and these respondents are aware that the victims are sexually exploited. The clients mentioned that trafficking victims are subjugated in the same way. First, they are physically and sexually abused and then forced to provide sexual services to the visitors of the places where they are kept. The victims are imprisoned through intimidation and abuse. Men who are or have been the clients of commercial sex workers provided a number of concrete examples of maltreatment. Stories about the brutal and humiliating methods traffickers used with their victims are almost common knowledge in Kosovo.

Trafficked persons are usually exploited sexually. They must work for other people, who earn money from the victims serving as prostitutes. (Peja, Albanian Majority Area)

I am aware of the fact that traffickers sexually exploit their victims. I heard of a case where one person took a girl from Albania to work in his bar as a waitress and singer. Later on, he raped her and made her into a prostitute. She was raped by his friends, and he took her to other cities to work in night bars as a prostitute. (Podujeve, Albanian Majority Area)

Victims of trafficking in human beings are mainly sexually exploited. First they get raped by the people who buy them. Later, they are engaged in other activities in bars with prostitution. They can be forced to go with another person (that is, they get sold) or offer sexual services. (Pristina, Albanian Majority Area)

Victims of trafficking most frequently are sexually exploited. They are drug addicted by the traffickers, so that they can be easily manipulated. (Gjilan, Albanian Majority Area)

I think that victims most often are sexually exploited and I learned this from the things I have seen on television. (Zubin Potok, Serbian Majority Area)

When these women become sex workers, they are treated like animals; they are transported from one place to another. (Pristina, Albanian Majority Area)

Since all of our respondents visited facilities where trafficking victims may be sexually exploited, Prism asked them to describe a typical client. Those interviewed believed, based on their experience, that the common characteristic of all such men is their wealth. The so-called “public houses” (brothels) are reportedly visited by men of different ethnicities, including locals and foreigners. Regarding the clients’ age, most respondents say that it varies, while some said that the clients included many young, uneducated men. The references to the clients’ profession were given most frequently by respondents who frequently visit the brothels themselves. On the other hand, the respondents who say they do not use prostitutes, describe the users of sexual services as immoral and criminal. These are the comments of respondents who had visited a prostitute over the past year, but say they have since stopped. It is of course possible that these respondents changed the way they think about such experiences and now regret it. Nonetheless, one has to bear in mind that respondents tend to present themselves in the best possible light and may opt for socially acceptable responses.

People that visit places where prostitution is present are from different age groups, have different education levels, and come from different working background. They have different ethnic backgrounds, there are Albanians, Roma, etc., and there are internationals that visit these places. (Peja, Albanian Majority Area)

Prostitutes are regularly visited by businessman, as they can afford the luxury of spending money on themselves for such activity. I know people from my village, who are wealthy businessmen that are frequent users and visitors to night bars and clubs where prostitution is found. (Podujeve, Albanian Majority Area)

There is one kind of people who visit prostitutes: those who have money. It does not matter if they are old, or young, they come from one region or from the other, it only matter that they have money and they are willing to spend them on sexual services. The clientele is very versatile; they come from all kinds of different backgrounds. (Podujeve, Albanian Majority Area)

Usually, sex workers are visited by those people who exhibit low moral values, they experience stress in their everyday work, and they want to get pleasure afterwards. They are financially well-off, and often are engaged in illegal business. (Gjilan, Albanian Majority Area)

People who visit these places are dangerous people, narcotic addicts, trouble-makers who are very mean and uneducated. They belong to different age groups. There are also nice people who visit these night clubs. They do it only for fun, just to have a sexual intercourse. They end up in these clubs when they cannot control themselves. (Gjilan, Albanian Majority Area)

I think that people who use these services are people who have a lot of money, businessmen, and they don't have good lives with their lovers or their wives. (Gjilan, Albanian Majority Area)

People who visit night clubs are different. They come from both urban and rural areas. They are people who have money; some of them related to the mafia. They belong to different age groups. Some of these people have never before had sexual intercourse. This is more common amongst young boys. (Ferizaj, Albanian Majority Area)

These places are visited by the cruelest people, thieves, mafia, businessmen who have destroyed our society. (Ferizaj, Albanian Majority Area)

Mainly such facilities are visited by young people; in some cases they do not have a decent level of education. As far as I have heard, beside Serbs, there are a lot of international people that visit these facilities. (Zubin Potok, Serbian Majority Area)

Respondents adopt different approaches in describing the girls working in these places. Some focused on the girls' attractive physical features, while others provided a bit more information about their ethnicity, age, education and family background. They agree that the girls come from poor families, are usually uneducated, have no previous working experience, and are searching for money. Although not all the respondents agreed, most believed that the girls were from rural areas. Usually, the girls are very young. Some respondents say that most prostitutes come from foreign countries such as Bulgaria, Moldova, Albania and Russia, but that a significant number are from Kosovo. Some respondents believe the girls to be immoral. Becoming a prostitute was their choice and they're doing it for money. Some respondents generalized about the character and morality of the girls based on personal experience. They forgot, at times, that some girls are not prostitutes by choice. However, it is encouraging that some others were aware of this fact.

Sexual workers have a very nice appearance. I find them to be very elegant and attractive. They are very energetic. (Podujeve, Albanian Majority Area)

Prostitutes are usually young girls from rural backgrounds, with no previous employment. Their ethnic background is usually of Slavic origin (Peja, Albanian Majority Area)

Prostitutes look amazing; they are very beautiful and good-looking. They usually are in their early twenties, say from 20 to 25 years of age. They come from Moldavia, Bulgaria and Albania. (Podujeve, Albanian Majority Area)

Prostitutes have low values, because they offer their bodies to anyone who has money. (Gjilan, Albanian Majority Area)

Prostitutes are pretty women that are immoral. Mainly, they perform this profession as a mean to support themselves, but there are also some cases where women became prostitutes because they wanted to earn more money in this way rather than doing something else – they choose to be a prostitute and earn money, rather than do something else for a living. (Pristina, Albanian Majority Area)

These women are without character, they are immoral, same as clients because I also know I am wrong and I should not visit these night clubs. (Pristina, Albanian Majority Area)

I know that trafficking victims are in this business because of pleasure and because of money they earn. (Gjilan, Albanian Majority Area)

In my opinion, victims of trafficking have difficult lives and they come from poor places. They were cheated by the traffickers; they come from Moldavia and, Russia. They are uneducated and young, from cities and villages. (Gjilan, Albanian Majority Area)

Sex workers come from different countries, Moldavia, Bulgaria, Russia, Albania, but there are also prostitutes from Kosovo. (Ferizaj, Albanian Majority Area)

Victims of trafficking are people from poor families from Russia, Moldavia, Albania, etc. These women are mainly uneducated. They are young, with no work experience, or the only experience they have is in the pubs as prostitutes. (Pristina, Albanian Majority Area)

Sex workers are young girls, age 18 to 28. Often they start their studies, but due to inability to pay for their studies they seek employment. These girls mainly come from Russia, Bulgaria and Bosnia. (Zubin Potok, Serbian Majority Area)

Information about trafficking

As previously mentioned all respondents had visited a prostitute and are aware of the facilities in their communities where sexual services are offered. All respondents confirm that such places exist in areas where they live or in their immediate surrounding. Respondents' opinions about such places differ. While some were quite indifferent about it others sharply criticized the existence of brothels.

I know of many places where prostitution is available. There are no such places in our village, but there a lot in our region. I also know many people who visit these bars. I have a bad opinion of these persons and of these places. These places can bring nothing but bad things to our society. (Peja, Albanian Majority Area)

I know of places where prostitution occurs. These places are known as night clubs and coffee bars. Victims of trafficking in human beings work in these places as waitress and cleaners, but they also have to provide sexual services to interested clients. Often they beat these girls, if they oppose to do what they are told. As such, I am not in favor of such inhuman treatment to anybody; therefore I condemn existence of these places. (Peja, Albanian Majority Area)

There are as many such places as you like. While one shuts down, another is opened. (Ferizaj, Albanian Majority Area)

I think they are night bars, places where young people go. I don't have any particular opinion of them. Usually I condemn such activity, because in that way it is possible to get infected with various diseases. (Zubin Potok, Serbian Majority Area)

If this phenomenon is legal and prostitutes are controlled by doctors, I would agree, but if prostitution is illegal and they do not pay taxes, also their bosses should be imprisoned. (Pristina, Albanian Majority Area)

I have a negative opinion of such places. Personally I do not know of a person who visits such places. (Mitrovica, Serbian Majority Area)

Availability of information about trafficking

Respondents had different opinions about the availability of information about trafficking. While some said that publicly provided information on the issue was sufficient, others believed otherwise. One of the respondents who believed that the public is not sufficiently informed about this issue stressed that special attention should be given to educating young people about it. Respondents receive information about trafficking from different sources. In addition to information provided by the media, trafficking in human beings is discussed with friends (peer education).

There is some information in the media about trafficking in human beings, but it is insufficient. (Peja, Albanian Majority Area)

I think there is not enough information about trafficking in human beings in the media. I would favor more information about this topic to be provided to the population. I have seen some articles in the press about trafficking in human beings, although there should be much more. (Podujeve, Albanian Majority Area)

More attention should be paid about raising self-awareness that this problem can do harm to a much wider spectrum of people than a typical young person thinks of. In addition, young people, if they do not have a girlfriend and if they want to get sexual service, they should be informed that it is not an option to visit a prostitute, because the damage that they are causing is long-lasting and severe. (Pristina, Albanian Majority Area)

I think that people are not well informed because I myself have not received enough information about this phenomenon. (Gjilan, Albanian Majority Area)

In public there should be more information about trafficking in human beings. (Zubin Potok, Serbian Majority Area)

Most respondents could not name any organizations that fight against trafficking. Only one respondent mentioned the International Organization for Migrations. Others said that there were such organizations in their communities, but were not achieving any results. They believed that responsible authorities and police should be dealing with this problem.

I don't know of any organization that combats trafficking in human beings, neither international nor domestic. (Podujeve, Albanian Majority Area)

To the best of my knowledge, I do not know of any organization that fights trafficking in human beings. Police forces are the only authority that combats such a crime. (Pristina, Albanian Majority Area)

I know the International Office for Migration helps victims of trafficking or prostitutes to get back to their countries. (Gjilan, Albanian Majority Area)

I am not aware that there is any organization that fights this phenomenon. I haven't heard about it. I know that there are many organizations that talk about it a lot but there are no concrete results, practical results. They only make some announcements and I think that they cannot do anything about this phenomenon. As I mentioned before, it is state institutions that are responsible for fighting trafficking. (Pristina, Albanian Majority Area)

There are also a few other NGOs, volunteers and different group of people who work in this field. (Mitrovica, Serbian Majority Area)

Respondents agree that more information about trafficking in humans should be provided in the media. The importance of television programs – such as video clips, educational programs etc. - about this issue were stressed. Such contents should be broadcast primetime. Additionally, other electronic and printed media should also report about trafficking in humans. One respondent said that media reports about this problem were provided irregularly and that continuity was a prerequisite for a successful awareness raising campaign. Some respondents believed that the media's information was insufficient and that more can be achieved by providing specific education for the young. In direct contact, young people would get a chance to ask all the questions about trafficking in humans the responses to which they cannot find in the media.

TV clips are effective, but they have obstacles in providing answers to questions the population might have. Hence, I think direct visits to different communities would enable a closer contact with the population, and in such cases it would be possible to provide accurate and detailed answers and explanations to their concerns. (Mitrovica, Serbian Majority Area)

The best way to inform population about trafficking in human beings is through television, in prime time, when the audience is high and the possibility for everyone to get that information is much higher than usual. (Podujeve, Albanian Majority Area)

There should be more TV programs, also radio programs, articles in newspapers, lectures in schools where adolescents would be taught about trafficking. Also brochures would service this purpose. I would inform police and until now, I haven't done that because the victims that I have met are not from population. (Pristina, Albanian Majority Area)

I would like to see in the media more educative material regarding trafficking in human beings that get broadcasted continuously for longer period of time. Currently they are broadcasting such material only occasionally. (Mitrovica, Serbian Majority Area)

The best way to fight trafficking in human beings is by having as much information about it through different media channels (TV, radio, newspaper, brochures, school classes, etc.) (Zubin Potok, Serbian Majority Area)

Despite the fact that most respondents have information about trafficking in humans only a few among them would share information with authorities or the police. They justify this with fear for their own safety. Others stress that they would report such information immediately, in most cases to the police. Some of the men appear not trust authorities or the police. They believe that the police are not doing enough to stop trafficking in human beings despite having sufficient information about its existence and spread in Kosovo. Because of that, they believe that reporting specific cases of trafficking would not lead to a positive result.

If I had any information about trafficking in human beings, I would not go or share this information with any other party. I am concerned about my personal safety, as I would feel at risk. (Peja, Albanian Majority Area)

I would not inform anyone because these people are mafia and they are organized in groups and I think that there is no security. These people are dangerous. (Gjilan, Albanian Majority Area)

I don't know who I should tell about victims because everybody knows about this. Also police know about these places. (Ferizaj, Albanian Majority Area)

I would share the knowledge if I witnessed of any case of human victims. In such a way I would encourage others to do the same, at the time when they would witness a similar case. (Mitrovica, Serbian Majority Area)

10. Appendix – Methodology

Quantitative survey – General population

Method of interviewing

Face-to-Face, household/in-home interviews.

Sampling

Type of the sample

Random sample stratified by regions.

Sample size

500 interviews.

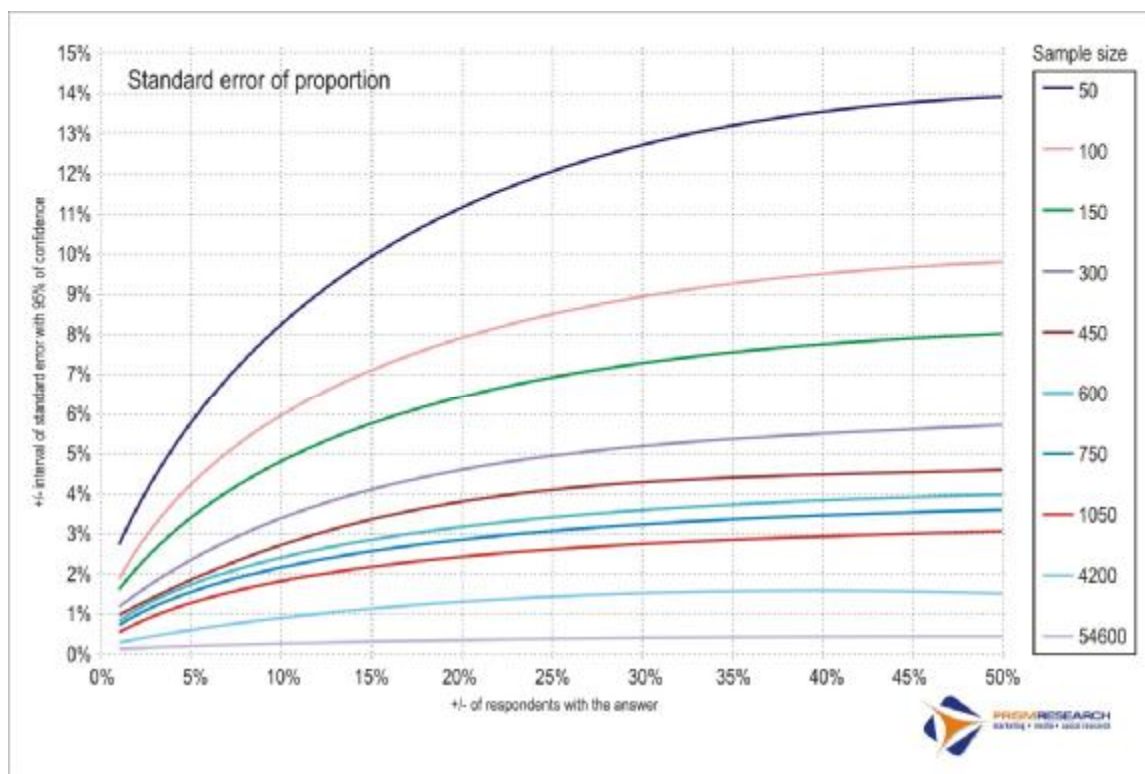
Target groups

The target audience for this part of the research was randomly selected members of Kosovar households. Respondents were: 16 years and older, randomly selected according to the *Last Birthday* technique.

Sample size and selection of primary sampling points

An important task in designing a survey is to decide the overall sample size. Simply put, the overall sample size is determined by two factors: the desired reliability of statistical inferences and cost. Figure A2.1 depicts the relationship between the sample size and sampling error for ten different sample sizes at a confidence level of 95 %. The bigger the sample, the smaller the margin of error, but once you get past a certain point – e.g., a sample size of 1,000 — the improvement is very small. A very small sample, such as 50 respondents, has about a 14 percent margin of error while a sample of 1,000 has a margin of error of around 3 percent. The reader can easily verify a margin of error of less than ± 5 % for the sample size of 500 respondents in this survey.

Figure 1: Sample error as a function of sample size (95 % confidence level)



As the first step in this research, the sample size (number of respondents to be interviewed) was defined as N=500 respondents. This sample was then divided into sampling blocks of 5 interviews per sampling block (for the sample size of 500 respondents there were 100 sampling blocks). A sampling block is the area in which interviewer has to conduct the number of interviews planned per one starting point (five interviews).

The following procedure was used in the selection of the primary sampling points:

1. With this survey the territory of Kosovo was divided into two ethnic-majority areas – Albanian-majority and Serb-majority. These two ethnic-majority areas differ considerably in their cultures, languages, economic development, and politics and de-facto, form two separate entities.
2. A certain number of sampling blocks was allocated to each of these two ethnic majority areas plus other ethnic minority groups.
3. Each of these ethnic majority areas was then divided into a certain number of geographic regions.

Selection of settlements and starting points

Within each municipality, different settlements were randomly selected from a list of settlements/populated areas. This primarily relates to the parts of towns in urban areas, and individual villages in rural areas. No more than 5 household interviews were conducted in any one settlement. For each municipality Prism reserved a number of streets and villages in case they were needed. It is sometimes the case that the selected villages are found to be deserted

and/or completely devastated. In such cases, the first village on the reserve list replaces that settlement. In extreme cases, where the list of reserve villages is exhausted due to desertion or devastation, the interviewer is allowed to select the nearest neighboring village where it is possible to conduct the survey.

Selected streets were allocated a randomly selected number between 1 and 300 that represents the address of the starting point. If it is a three-digit number, and the selected street does not have that many numbers, the interviewer ignores the first digit and moves to the address at the remaining two-digit number (similarly for the single digit number if there is no address with the two digit number).

In cases where there are no street numbers marked on buildings/houses, the interviewer counts the entrances to buildings/houses on one side of the street and enters the house that corresponds to the randomly selected number. The same procedure is applied in villages, the only difference being these settlements are normally divided into four sectors and at least one interview is conducted with a household in each sector. Imaginary lines crossing the village vertically and horizontally in four approximately equal sectors define the sectors.

Selection of Households

The *Random Walk* technique was used for selecting each household. Interviewers were given addresses for a starting point for each secondary sampling point. It was a specific number/address. In rural areas it was a specific number or a landmark building such as the neighborhood council building, post office, or local school. Different size settlements required different directions for finding a starting point. In some cases the regional coordinator determined the starting point after visiting the settlement.

The interviewers were directed to face the starting point. They then walk to the right choosing the second house as the first household for interviewing. If the second structure is an apartment building (or has multiple dwelling units), he/she will choose the second dwelling unit in this building to start the interview.

After the interview, they pass to the next apartment or house and choose the fourth dwelling unit for the second interview. They proceeded in this pattern until completing the quota for that settlement. In villages, the interviewer selected at least one household in each of the four sectors as described above. In one of the sectors they selected two households (the second near the center of the village) to make up the fifth interview for that sampling block.

Selection of Respondents

The household member to be interviewed was selected by the closest *Last Birthday* criteria – i.e., the household member 16 years or older who had the last birthday. The following procedure was applied:

At the door, the interviewer asked to speak to the selected household member whose birthday is closest to the date she is interviewing. If, after selecting the respondent, it turns out that the respondent is not at home, the interviewer made up to two call-backs in order to find the respondent at home. If the respondent is not home on the interviewer's third visit (second call-back), the field coordinator provides the interviewer with instructions and a reserve address for locating another respondent. The reserve address is not given until the callback procedures are exhausted. An exception to this is difficult-to-reach rural locations.

Under no circumstances may the interviewer substitute another member of the household for the respondent. Once one member of the household is selected to be the respondent, the interview

was conducted with that household member. This method ensures a random selection of respondents based on the *Last Birthday* criteria.

Recruitment and organization of the fieldwork

The number of interviewers engaged in this research was 30: 25 Kosovar Albanians and five Kosovar Serbs. Each was engaged in their respective ethnic majority areas. No single interviewer was allocated more than 20 questionnaires.

The necessary number of coordinators was engaged on the principle of one coordinator to not more than five interviewers. Thus, there were five coordinators engaged in Albanian and one in the Serb-ethnic majority areas (due to the complexities of enclaves). The Field Manager for the Albanian part of the sample was based in the Prism Research office in Prishtina. The Field Manager for the Serb part of the sample was based in Zubin Potok – northern part of Mitrovica (for security and accessibility reasons).

The number of controllers was determined in a similar fashion. One controller was assigned to not more than five interviewers - thus, six controllers were engaged.

Training

All of the regional coordinators and interviewers participated in a one-day training session in either Pristina or Zubin Potok.

In training coordinators and interviewers, the following topics were reviewed:

- § An explanation of the purpose of the project
- § A section-by-section review of the questionnaire (Q by Q analysis)
- § Different trial interviews with interviewers (role play)
- § A comprehensive discussion of directive and non-directive probing

The interviewers performed trial interviews in triads that were supervised by the field manager and coordinators.

Supervision

Each interviewer had to conduct at least one interview with or without the supervision of a coordinator. During the fieldwork coordinators checked each completed questionnaire to minimize the number of incorrectly completed questionnaires or unchecked interviewer errors.

Quality control of interviews

The work of the interviewers was controlled in the following ways:

- § *A record of all field contacts and completed interviews (100 %)* was created to ensure the interviewer followed the sampling rules
- § *A logical control of questionnaires (100 %)* was developed to indicate that the questionnaires were correctly completed and all answers were properly marked
- § *Telephone control (30%)* through phone calls to respondents, to verify the interview took place at the correct address, that a proper selection of the respondent occurred, and asked about the interviewer's behavior and administration of the questionnaire

- § *Field control (30 %)*, through field visits, where no telephone lines exist or when the respondent did not provide a telephone number, to monitor respondent's addresses. Here Prism verified the interview took place at the correct address, that a proper selection of the respondent occurred, and asked about the interviewer's behavior and administration of the questionnaire
- § *Computer control of the collected data (100%)*, where Prism measured inconsistencies that might appear between the different interviewers.
- § Representatives from KOPF also monitored the data collection. A number of KOPF employees accompanied Prism's data collection team and monitored its activities.

Data input and cleaning

Prism utilized a data entry program where a form is created corresponding to the actual questionnaire. Trained data entry operators key in the data, which is then cleaned, that is mistakes that might have occurred during data entry are eliminated using specific computer programs. To control and prepare data for further processing, the SPSS (Statistical Package for the Social Sciences) program is used.

Questionnaire

Prism Research, in close consultation with the clients and in collaboration with the Prime Minister's Office of Good Governance, developed the questionnaire. Any necessary modifications were made with client approval. Prism Research completed the document translating it into Albanian and Serbian. The questionnaire was printed in full booklet (A4) format.

Quantitative survey – Most Vulnerable

Most of the research design used with the first target audience was employed with the second. However, the stratified random design in this instance pertained to the quota of 300 set for this target audience.

The second target audience consisted of the most vulnerable, that is girls aged 14 to 18⁸, coming from poor families and lower social and education background. Therefore, the quota was set using the following criteria:

- § Type of settlement
- § Age,
- § Education,
- § Household income,
- § Highest education attended by a family member.

Using the above criteria ensured a selection of respondents that appear to match the profile of domestic victims of trafficking. Sample quotas were based on information gathered from interviews with representatives of local organizations assisting victims of trafficking – that is “safe houses” which provide shelter to trafficking victims and are thus in direct contact with them. Such organizations worked with a significant number of trafficking victims and used their knowledge to create a profile of domestic trafficking victims.

⁸ Parental permission was secured to interview minor girls.

Field work for the first two target audiences was simultaneously organized, so that whenever an interviewer came to a family or a respondent that satisfied the needed criteria for the second target audience, s/he could conduct the interview with the second target audience member. If the entire quota was not completed as the interviewer finished a sampling point, the *Snowball Method* was utilized to identify the respondents from the remaining sample of the second target audience. The *Snowball* sampling method is a non-random method, used whenever some of the required sample characteristics in a given region are difficult to accomplish. The interviewer identifies a respondent who matches the required characteristics and then asks that respondents to identify other persons who agree with that description.

A sample of 300 respondents was collected, and the margin of error here ensured a balance between cost and effectiveness (maximum margin of error, as described earlier in the graph, for a sample of 300 is +/- 5.5%).

In addition to the quantitative research, Prism also conducted ten in-depth interviews with trafficking victims. Most but not all of these victims were young girls contacted through shelters. Staff from these facilities were provided a detailed description of the proposed interview, explaining the methodology and procedures employed in this research project. Prism also consulted with the Center for Social Work regarding these interviews. Shelter staff contacted former victims (survivors), asking if they would be willing to be interviewed about their experiences. Due to the sensitivity of the subject, and to protect the anonymity and confidentiality of the respondents, staff from the shelters conducted the interviews. Prism believed that survivors would be more open to discuss their deeply personal experiences with a person they know, rather than an unknown interviewer. Shelter staff selected to conduct the interviews were provided with the questions, and briefed on the methodology and procedures of administering the interviews. The interviews were not recorded so active note taking was encouraged, and a report of each in-depth interview was produced immediately following the discussion.

Qualitative research – Interviews with clients of commercial sex workers

Introduction

Social researchers generally agree that the most effective research designs are those that utilize different methodological approaches to complement one another – primarily qualitative and quantitative methods. Through interviews we gain insight into the complex background of opinions and attitudes, reasons, motivations of the target groups relating to the issue being researched. In addition, in-depth interviews are an effective way to test some of our initial hypothesis and assumptions.

Method

In-depth interviews.

Recruitment

Prism Research has a widespread network consisting of interviewers, controllers, coordinators and supervisors in all municipalities in Kosovo. All interviewers have completed rigorous training in survey methodology and most of them have participated in at least 5 survey research projects in Kosovo in the past 12 months.

Target groups and locations

Major target groups for in-depth interviews are:

- Ø Albanian men of different ages – clients of commercial sex workers, and
- Ø Serbian men of different ages – clients of commercial sex workers

Prism recruited male clients, half from urban areas and half from rural areas.

Interviewer/recruiters utilized the *Snowball* method to select potential respondents - from the target group.

In the final selection of participants, particular attention was also paid to the following:

1. That persons who are related to interviewers and employees of Prism Research not be recruited and that participants not be related;
2. That participants are not employed or involved in any way with media, marketing organizations, market research or public opinion polling agencies;
3. That they not have participated in any types of public opinion polling or in-depth interview in the past 12 months.

Moderation

In interviewing these clients, Prism used its permanent Kosovo staff (those regularly engaged on a project-by-project basis), who are psychologists or sociologists. They were coordinated and supervised by the Project Manager from Prism's qualitative research department.

Discussion Guide

Prism Research developed the Discussion Guides for the in-depth interviews following the key topics and issues identified by the client (CRS and KOPF) and Prism Research.

Organization

Participants in the interviews received a token honorarium for their participation. Prism uses this to increase the willingness of respondents to participate in research.

The interviews were not recorded due to the sensitivity of the issues discussed. In completing the interview, the researchers compiled their notes in a report. These reports followed the prescribed guidelines for such interviews and the narrative discussion of the clients is based on these accounts.

Research Study on Trafficking in Human Beings



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What is the general public knowledge, attitudes, and perceptions about trafficking?

Who are the clients of sex workers?

What is the level of awareness of trafficking and its consequences among the most vulnerable to trafficking (young girls)?

Who are the victims?