

Diversity of International Organizations and Environments they produce.

(Case study: Prishtina/Kosovo)

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Abstract

This paper evaluates the state of post war Kosovo, emphasizing the diversity of the involved international organizations and the situations which they create as well as the impact of the urban development of the capital of Kosovo, Prishtina.

Kosovo, being one of the newest countries in the world and whose state establishment was greatly impacted by the assistance of international organizations; is a case which easily detects the international net of strategies and practices derived from different types of organizations.

The post war situation finds Kosovo with demolished governing structure and with no reliable past country organization to be referred to; Making a fertile ground for seeding of different planning policies. The big number of international organizations came in different shapes and sizes, all of them having its own mode of recovering a state. Having such a big number of actors into one place can be taken as a micro scaled situation of interactive strategies and practices of different regions and countries toward a common problem - "*All in one place*". Tracing down the aspiration behind every flag and emblem, leads to the understanding of the environment that they produce. By production this study takes into account, organizations: representation; design principles; spatial interventions; design in the paper vs. design in practice; possibilities of critical practice; and sustainability.

Conclusion will draw attention to the actions and environments which generate sustaining regional development and attain a positive respond from the society.

Key words: *International Organizations, Urban Development, Regional Development, Planning Policies, Built Environment, Spatial Interventions, Sustainability.*

: Kosovo's Past Implications WITH the International Community – Kosovo history

Kosovo importance lies in its geographical position, the crossroad that connects Europe, Asia and especially with the Middle East, and its central position in the Balkan Peninsula. Balkans significant role on Europe's (de)stabilization draws permanent attention of the international community, and Kosovo as part of this diverse and multi cultural environment was always treated with the same consideration. International interference in Kosovo was not all the time for the benefit of Kosovo, but surely history gives evidence that the today Kosovo is a byproduct of the International Community decisions.

Great Powers were on several occasions throughout history plead for a help on Kosovo, the first to be mentioned is during the Ottoman ruling in 1878, when four Albanian provinces (one of them and today Kosovo), jointly requested at the Conference of Berlin on keeping their lands together, in protecting their rights and land integrity which was found endangered from the surrounding states; in which case the Great Powers ignored the memorandum.¹ International verdicts at the Treaty of London in 1912, gave Serbia a full sovereignty over Kosovo, even if the majority of the population was Albanian², proceeding further at the Treaty of Bucharest in 1913, where the Albanian independent state was found, but with nearly half of the Albanian population left outside its borders.³ The year 1941, once again found Kosovo encouraged on aiming for its unification with Albania, by the fact that both were controlled by the Italian-Axis powers and could become one under one ruler, but the end of the WWII with the Axis defeat left Kosovo same as before.⁴

The above mentioned situations reveal the importance of Kosovo as well as Balkan on the International arena, and that their interference on the region will be most obvious until all parties are satisfied. This impression was given to the outside world with the constitution of the Federal Socialist Republic of Yugoslavia in 1946, with 6 republics within which Kosovo was still part of the Republic of Serbia.

¹ Dr. S.S. Juka , KOSOVA The Albanians in light of historical documents, 1984, New York

² International Crisis Group, Conflict History: Kosovo , retrieved on 20.01.2010

http://www.crisisgroup.org/home/index.cfm?action=conflict_search&l=1&t=1&c.country=58

³ *Aydin Babuna*, THE ALBANIANS OF KOSOVO AND MACEDONIA: ETHNIC IDENTITY SUPERSEDING RELIGION, Nationalities Papers, Vol. 28, No. 1, 2000, Routledge

⁴ Schabnel, Albrecht; Thakur (ed), Ramesh (ed), 2001. Pp. 20.

Where it All Began: Concern over the Kosovo was restrained for a while, until the 1981, when Kosovo Albanian students organized protests seeking that Kosovo become a republic within Yugoslavia along with human rights. Demonstrates with 9–11 people killed and several hundred wounded⁵, surely began to give signal to the West that Kosovo once again needs their help, but it was not until 1991 (The break up of Yugoslavia), that the International Community started to take the situation seriously.⁶

Kosovo Albanians were experiencing the worst time ever, until the situation got unbearable and the ethnic tensions escalated into armed rebellion.⁷ It was 1999; the Rambouillet Conference in which the West tried to put an end to the conflict⁸. The direct International interventions began with the failing of the peace talks, when NATO warnings on launching air strikes on 24th of March became reality⁹.

By April UN was reporting 850 000 Albanians who fled their homes. After 78 days of bombing Serbia accepted peace condition.¹⁰ On 12th of June Serbian military forces withdraw, KFOR entered Kosovo.¹¹

The UN Security Council Resolution adopted on June 10, 1999, places Kosovo under UN administration.¹²

: Kosovo AND the International Community – Kosovo today

The temporary international administration was set up; it was called the United Nations Interim Administration Mission in Kosovo, (UNMIK) and it was responsible for helping Kosovo, to carry out and synchronize necessary administrative tasks. Setting up the foundation of a vital functioning country meant creation and development: of judicial system, education, police, health service, customs, banking and post-telecommunications. According to U.N. Security Council Resolution 1244, the rebuilding of the Kosovo civil society and the formation of the governing structure should be done based on four Pillars:

- Pillar I: Humanitarian affairs, under the direction of the UNHCR;

⁵ *Aydin Babuna*, THE ALBANIANS OF KOSOVO AND MACEDONIA: ETHNIC IDENTITY SUPERSEDING RELIGION, Nationalities Papers, Vol. 28, No. 1, 2000, Routledge

⁶ Ramsey Clark et al, *Hidden Agenda: U.S./NATO Takeover of Yugoslavia*, International Action Center, 2002

⁷ Regel, Carole. *Kosovo: Where It All Began*. *International Journal of Politics, Culture, and Society*, Vol. 17, No. 1 (September 2003): 167–82.

⁸ US Department of State, Kosovo 01/10, retrieved on 21.01.2010 <http://www.state.gov/r/pa/ei/bgn/100931.htm>

⁹ "Operation Allied Force". NATO. <http://www.nato.int/kosovo/all-frce.htm>.

¹⁰ US Department of State, Kosovo 01/10, retrieved on 21.01.2010 <http://www.state.gov/r/pa/ei/bgn/100931.htm>

¹¹ "Operation Allied Force". NATO. <http://www.nato.int/kosovo/history.htm>

¹² US Department of State, Kosovo 01/10, retrieved on 21.01.2010 <http://www.state.gov/r/pa/ei/bgn/100931.htm>

- Pillar II: Civil administration, led by UNMIK;
- Pillar III: Democratization and reconstruction, under the auspices of the OSCE; and
- Pillar IV: Economic development, led by the European Union (EU).

According to the USAID N.G.O. Sustainability Index for 2006 it was estimated that the number of the registered groups in Kosovo was 3,800, a much smaller share of which was active, circa 150. Just after the war, approx. 300 international aid agencies were registered as active in Kosovo, which with the time, gradually and systematically start phasing-down, by going into another crises zone or simply there was no more work for them in Kosovo¹³ and especially after Kosovo declared independence on 17 February, confirming its willingness for the EU to deploy new missions and for NATO to keep its force there¹⁴. Europe's major powers and the US recognized the independence. Parliament adopts new constitution, in which most of powers are transferred to Kosovo government. While the police, justice and customs services will be given to European Union mission (EULEX)¹⁵

: Kosovo's Place WITHIN International Community – *future Kosovo*

*Kosovo's future is in Europe.*¹⁶

The future goals that Europe has set for Kosovo are internationally recognized objectives; common values; policies which ensure an upgrading development of one country and integration into European structures.

In accordance to these criteria will derive opportunities and challenges of Kosovo for its integration in the Region and in Europe Union. Identified development challenges, which have a direct, impact on spatial development, are¹⁷:

I. Economy and Employment

¹³ Jakupi, Arta (2009), The Effect of the Direct Engagement of the International Community in Kosovo, Regional Studies Newspaper, London

¹⁴International Crisis Group, Conflict history: Kosovo, available from http://www.crisisgroup.org/home/index.cfm?action=conflict_search&l=1&t=1&c_country=58 accessed on 17.01.2009

¹⁵ US Department of State, Kosovo 01/10, retrieved on 21.01.2010 <http://www.state.gov/r/pa/ei/bgn/100931.htm>

¹⁶ EUR lex, A European Future for Kosovo, retrieved on 25.01.2010 at http://eur-lex.europa.eu/smartapi/cgi/sga_doc?smartapi!celexplus!prod!CELEXnumdoc&lg=en&numdoc=505DC0156

¹⁷ Spatial Development Plan of Kosovo. *Kosovo Profile*, Institute for Spatial Planning, MESP. Prishtina, June 2004

- The economy of Kosovo has stagnated while the unemployment rate is extremely high.
- International competition requires functional infrastructure.

II. Heritage and sustainable development

* Kosovo natural and cultural heritage is deteriorating.

III. Irrational use of space:

- The territory of Kosovo is small and is used in an irrational way.
- Unplanned development results in the use of agricultural land and diminished corridors alongside roads.

IV. Living environment

- The quality (level) of the living environment in cities and villages is poor.
- Unplanned development also increases the price of services.

V. Low level of health and education

* The level of services in health and education in Kosovo is low in general, and in some areas there is an extremely low quality of services.

VI. The poverty level is high and increasing

* This level is higher in some parts of Kosovo than usual.

VII. Standards, norms and principles

The above mentioned challenges have been narrowed down and interpreted into physical/non physical problems/opportunities on D'Hondt table, and are very useful on addressing the current issues that any of Kosovo cities would have to deal with.

	Problems	Opportunities
Spatial	<ul style="list-style-type: none"> - traffic congestion - lack of public transport - illegal constructions 	<ul style="list-style-type: none"> - diversity of landscapes - cultural/natural heritage - industrial heritage

	<ul style="list-style-type: none"> - informal settlements - ribbon development - environmental degradation - lack of green spaces 	<ul style="list-style-type: none"> - old railway networks and stations - walk able / bike able short distances - potential for private investments
Non spatial	<ul style="list-style-type: none"> - high non-employment - increasing poverty - increasing criminality - rate of migration - Serbian enclaves - cohabitation - non effective institutions - lack of education and other social Services 	<ul style="list-style-type: none"> - many youngsters (cafe bars) - potential labor force - strong family ties - cross road of cultures in Balkan - multi religious/multi cultural society - mercantile tradition

Tab.1. Spatial and non spatial challenges and opportunities¹⁸

Source: "Connecting Cities, Connecting Citizens; towards an Urban Policy Agenda for Kosovo", MESP/UN-HABITAT, January 2006

The challenges that Kosovo has, were intentionally presented on top down approach, *"Think globally, act locally"* in aim of tracing the hierarchy of actions, so that the apparently minor problem which is not tackled properly on the level of urban planning or may be neglected, will impact higher national and international challenges.

: Kosovo AND the International Community through the Recovery Process

Identification of the core problems of a dysfunctional state needs time, and most of these issues later on are promoted through IO mandate based on International collaboration.

Professor Barry Stein at the Department of Political Science at Michigan State University teaches his student of the Primary attentions addressed to the role of IOs: War, Peace and Human Security; Human Rights; and, Development. One of the primary duties that have to be accomplished after the war has been stopped, is *peacekeeping* and *securing a stable environment*, activities which have to be performed by the military organizations, so that civil organizations can carry on with their tasks on Human Rights and Development.

¹⁸ Frank D'hondt, Re-Creating Kosovo Cities, 42nd ISoCaRP Congress, retrieved on 23.01.2010 at http://www.isocarp.net/Data/case_studies/912.pdf

Civil International Organizations are classified according to several criteria but their joint target is to protect peace, by better international relations and by improving or removing the cause of conflict. ; Social and economical development; human rights; environmental protection; provision of humanitarian aid.

Recovery requires speed; need to balance speed and accountability. The design and the implementation of the right instruments¹⁹ the primary reason of the international community being in a place like Kosovo, is to help the population in need, on rebuilding their lives and hopes. In the intervention phase more or less everything is planned and every institution or organizations enters with an aim, with a precise program of how they will help the country. It is very evident that the coordination between the organizations usually does not exist, that is the only explanation for the overlapping of programmes, but one thing is certain that each of them on its own scheme of work has its program of how they will perform.

The complex structure of scope, membership and field of work of the IO makes difficult their classification into categories. The basic grouping of the International Organizations is done according to their: governmental representatives and agreements (Intergovernmental Organizations) or nongovernmental (Non Governmental Organizations). By understanding the mandate, membership and area where these two kind of IO operate, it's much easier to comprehend the impact that they can have in Prishtina e.g. for its big number of employees, length of the mission or involvement with institutions, civil society or poor and vulnerable part of the population. So depending on services that IOs deliver, for whom they work, and who is their target, makes it easy, to define and categorize the impacts that their offices or their international workers can have on the urban realm of the city of Prishtina.

An IGO is an institution with a well defined mission and decision making bodies, the members of which are formal representatives of state members²⁰ while on the other hand the INGO is an international organization consisting of non-governmental representatives and individuals, a characteristic that distinguishes them from IGO's.²¹ It's a private organization that pursues

¹⁹ Ghani Ashraf and Lockhart Clare, 2008, *Fixing Failed States*, A Framework for Rebuilding Fractured States, Oxford University Press, New York

²⁰ Maoz Zeev. (2006) "International Relations, non state actors in World Politics" available from <http://psfaculty.ucdavis.edu/zmaoz/ir2006-13.pdf> [accessed on 12.01.2008]

²¹ American Association of Law Libraries, ALR - International Law, (2004), *Introduction to Intergovernmental Organizations and Non-Governmental Organizations & Research Documentation*, available from <http://www.aallnet.org/sis/fcilsis/Syllabi/kuehl/Introduction%20to%20Intergovernmental%20Organizations%20and%20Non-Governmental.ppt>, [accessed on September 27, 2008]

activities to relieve suffering, promote the interests of the poor, protect the environment, provide basic social services, or undertake community development.

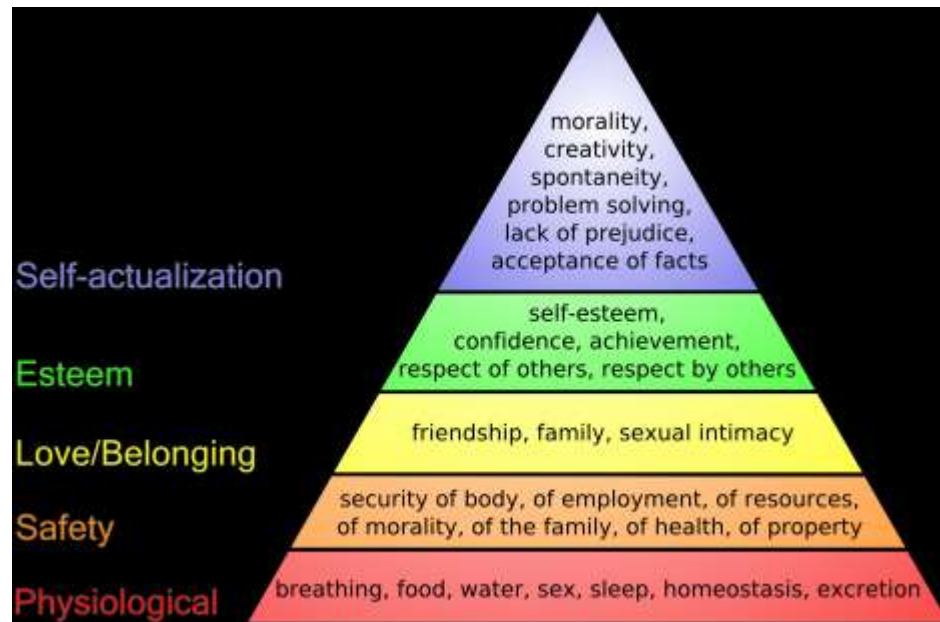
There has been a lot of investigation on the International Organizations actions, and its ongoing debate on how they should be coordinated among each other and on how should they fit into local settings, so the issue is never the lack of planning but rather incorrect planning. The continues investigation of International Organizations performance from different point of views is because of its humanitarian cause and the inquiry of possibilities on extracting as much superior assistance. One of the segments which were identified during the journey of the research was that International help is not delivered exclusively through their mandate and projects; their final goal of sustainability can be upgraded or supported by a great deal through their physical establishment. The politics of the International Organizations does not set so evident restrictions on their employee of where to eat, accommodate, or do recreation, it can advice and notify about the potential disadvantages/advantages of certain option, but the choice is on the staff itself. Internationals behavior at this point is released from the institutional programmed mindset, and will act upon their reasoning/evaluation of the situation. This segment was investigated in aim to find better solution and verify the weight of the importance it can have on the overall assistance of the international organizations. This is the only segment which is not designed and planned beforehand in the organizations intervention plan, at least not directed toward the same goal as their operation.

: Local Citizens and International Community Satisfying their Safety Needs during Joint Efforts

The topic under study can foster another form of cooperation between the international community as temporary citizens of Prishtina as well as the local citizens, on upgrading the city.

Local citizens who lack the safety needs for living can be satisfied through the realization of the Internationals fulfillment of the same necessities. The rationalization will be done by starting from the Maslow's hierarchy of needs which is often portrayed in the shape of a pyramid, indicating the basic needs of a human being for performing a normal life. Maslow's hierarchy is used as one of the first theories as a basis for understanding human beings motives for action. The comparison between the International Staff and Local Citizen will be done from the second level of the pyramid, *the safety needs* since the physiological needs are

obvious that they are the literal requirements for human survival, and body can not function without them. For most of people in Kosovo getting out of the war, many individuals have found their safety needs unmet, the poor must often still address the needs of: Personal security, Financial, Health and well-being and Safety net against accidents/illness and their adverse impacts. And same applies to the International Staff who leave their safety nest in their home country and come to another not very secure place and need to meet these essential safety requirements in order to perform their duty without obstruction.



And than continuing to the next levels of hierarchy, by defining opportunities and situations where both of actors can meet their needs and interact with one another, which at the same time leads to the joint development of other more refined needs of Maslow pyramid e.g. by learning from each other on how to realize friendship, confidence, achievement, respect, lack of prejudice, acceptance of facts.

The aim of this study is to cultivate these inevitable needs through spatial /urban planning of the city, by identifying and upgrading spaces where both parties can satisfy their needs the best. Promotion of the Regional cooperation through civil organizations it is usually understood as an programmatic approach of well defined mandate, with formal agreements and official initiating of joint works; in contrast to this topic where the idea of the cooperation will arise from a very different form of communication and situations of informal accord.

Spatial planning involves planning of the physical space that surrounds us: Spaces which indicate our houses, urban and rural areas, our working places, roads, as well as

infrastructure, natural and cultural heritage. Space plays a key role in the development of a society and affects the determination of priorities for investments. Spatial Planning in Kosovo, although developed as an institutional activity since the post-war period after the Second World War, has produced no great or apparent results or traits in practice.²² Therefore it is very important on helping the Prishtina urban planning by providing some good examples on how some of the key urban problems can be addressed.

Personal Security in Urban Planning

The Personal Security, which alludes to security of body - shelter, is a basic structure or building that provides cover.

Local needs: The first phase of a reconstruction is sheltering, on providing basic facilities on performing normal life is - Housing:

Police and military forces partially or completely had destroyed thousands of Albanian villages in Kosovo by burning or shelling.^[19] According to the UNHCR survey, nearly 40 percent of all residential houses in Kosovo were heavily damaged or completely destroyed. Out of a total of 237,842 houses, 45,768 are heavily damaged and 46,414 are destroyed.²³ Religious objects also have been mass destroyed. According to the report of the Physicians for Human Rights, there were 155 destroyed mosques in Kosovo in August 1999.^[22]

In the Sultan Barakat book about the aftermath of the Conflict, housing is:

- *Is a basic physical need for survival, personal safety and protection which are drivers for the reconstruction and rehabilitation of war-damaged property*
- *Plays a significant macro-economic role in developing and transitional economies and is a leading economic sector in post war, post-disaster reconstruction*
- *Constitutes social capital and an important social and cultural commodity which reflects the rights of people to live where they chose*
- *Connects to the wider objectives of peace building and community reconstruction after conflict, and the restoration of local economic livelihoods*
- *Reconstruction and reoccupation of property provide important indicators of how previously war-torn communities, and especially returnees, perceive their security and*

²² Kosovo Spatial Development Plan, Institute for Spatial Planning, MESP. Prishtina, June 2004

²³ UNHCR GIS Unit, Pristina, Kosovo, "UNHCR Shelter Verification: Agency Coverage," November 9, 1999.

permanency; housing is both an instrument and a metaphor for post-conflict reconstruction and trust.

A lot of reconstruction projects had limited success due to technical, logistical or strategic difficulties.²⁴ Which resulted on being late on implementation compared to the local spontaneous post conflict reconstruction while the widespread experience confirms that locally crafted responses hold the key to successful and, ultimately, more sustainable responses²⁵.

International Needs: In the emergency state where most of the place is destroyed the international staff does not have a lot of choice of where to settle. The fragile situation and the danger of the reappearance of conflict make the security issue as one of the main determinants when choosing the accommodation. The most well secured neighborhoods are considered the ones around KFOR military camp, which is on the fringe of the city and well high above the city level, by allowing an easier evacuation of the adjacent neighborhoods. Next to be situated is the posh residential area of the city, Arberia, which used to be the neighborhood of high governmental employees, professors, doctors, artists -the elite of the Prishtina society. The well established infrastructure and beautiful houses which escaped the war with minor damages made this area the most favorable place for the accommodation of internationals. The reconstruction of Arberia houses in compliance to International standards began in no time. Most of the houses were rented to be used as residences while there was a considerable number of organizations which used the house as an office, a good example of it are the US Offices which occupied the whole street adjacent to the KFOR military base.



²⁴ Barakat Sultan, (2005) , After the Conflict, I.B. Tauris & Co Ltd, New York.

²⁵ Barakat Sultan, (2005) , After the Conflict, I.B. Tauris & Co Ltd, New York.

The rents for a single room in a house were varying approx. 800-1000 euros which experienced slice decline into 500-800 now after 10 years since the war.

The money which came from the rent was used on upgrading the living conditioned of the house so it can be rentable and in the coming years,

As the situation got more stable, the international community was moving and in other areas of Prishtina , but with security still being the primarily factor of choosing a house.

The situation up to date reveals that the international community chose as a residential area, places that were already built and in good condition for living.

The broader aim of this study touches and the areas of offices and places where internationals use their spare time, which will be treated on another occasion.

Promotion of the Regional cooperation through civil organizations it is usually understood as an programmatic approach of well defined mandate, with formal agreements and official initiating of joint works; in contrast to this topic where the idea of the cooperation will arise from a very different form of communication and situations of informal accord.

Methodology: The aim of the study is to increase the understanding of:

- WHAT (*how much*) has the International Community influenced the urban structure of the city, by selecting criteria and indicators, identifying limitations or complexities and hence assisting in their interpretation by giving combination of different interactions between international communities and local citizens, in the city of Prishtina. “... *to determine the relationship between one thing (an independent variable) and another (a dependent or outcome variable) in a population.*”²⁶
- WHO (*how many*) is affected in which ways, “*the target audience needs to be profiled by determining what proportion of the audience has certain behaviors, behavioral intentions, attitudes, and knowledge related to the problem...*”²⁷ where even the voices of those who are more disadvantaged can be highlighted, people who have been excluded from the process of the internationalization.

The aim of the study is to find out about the current situation of the urban structure of Prishtina, the most appropriate quantitative research designs to be applied and which thought would gain the most of information about this particular influenced development , were Descriptive and Correlation research

²⁶ Will G Hopkins (2008), *Research Designs: Choosing and Fine-tuning a Design for Your Study*, Sportscience 12, 12-21, , Sport and Recreation, AUT University, Auckland 0627, New Zealand.

²⁷ The Oak Ridge Institute for Science and Education (ORISE)- U.S. Department of Energy Institute, Quantitative Methodology, available from <http://www.ornl.gov/cdcenergy/demo/Content/activeinformation/tools/toolscontent/quantitativemethods.htm> , [accessed on 09.04.2010]

design. Descriptive and correlation research design, investigates variables in their natural setting, it does not manipulate variables and does not impose action.²⁸ It identifies characteristics of an observed phenomenon and explores possible correlations among two or more phenomena.²⁹

Correlation study is used to examine the relationships between two variables as International Organizations physical set up and Prishtina local urban surrounding. *By defining the particular relationships of two examined variables, it is possible to make predictions about the influence of other variables in the same or similar condition.*³⁰

The most appropriate tool of gathering most of the needed information was found on conducting a survey as a main instrument while the secondary one will be the observation on the field as well as analyses of the documents, and as such both will be used as verification or complementation of the results gained from the usage of the primary instrument.

Decision upon the usage of the survey for collecting the needed information has been done due to the inclusiveness of the all categories of population and the examination of their performance as a group.

The situation under investigation will be done on a certain period of time. It will be a *snapshot* of the current state through the application of the *cross-sectional* survey; which will help understand the actual urban changes, by obtaining *the information on a population at a single point in time*³¹.

First group is consisted from the International population that work and live in Prishtina while the second is the Local population, they both differ greatly by their number of its members but need to be brought at the same level of examination.

The internationalized parts of the City of Prishtina are the focus of this study, which automatically elevates the importance of the International population group at the same level as the local population which is far bigger in number. The aim of this research is to scan the city of Prishtina through the international community loop in search for those changes who might be caused by them. The members inside the two identified groups will be chosen by using simple random sampling technique. Different areas of the city are differently benefiting

²⁸ Gall, M. D., Borg, W. R., Gall, J. P. (2003). *Educational research: An introduction*. (7th Edition). White Plains, New York: Longman.

²⁹ SYS3015 Analytical Methods for IS Professionals, 2004, School of IT, The University of Sydney available from www.ug.it.usyd.edu.au/~isys3015/s1.../Descriptive_research_1.ppt, [accessed on 15.04.2009]

³⁰ Christensen, L.B. (2001). *Experimental Methodology* (8th Ed). Boston, MA: Allyn and Bacon.

³¹ Babbie, Earl R. *Survey Research Methods*. Belmont, CA: Wadsworth Pub. Co., 1973.

from the international presence, to avoid the mistake of getting the same set of respondents; the samples will be taken from different positions within the city of Prishtina so that different units within the population have same probability of inclusiveness. *A numbered grid will be put on the map and a random number table is then used to select which squares to sample in.*³²

Therefore the locations of where the survey will be conducted will have *systematic random sample* for choosing the areas at evenly spaced intervals, every second square on the grid.

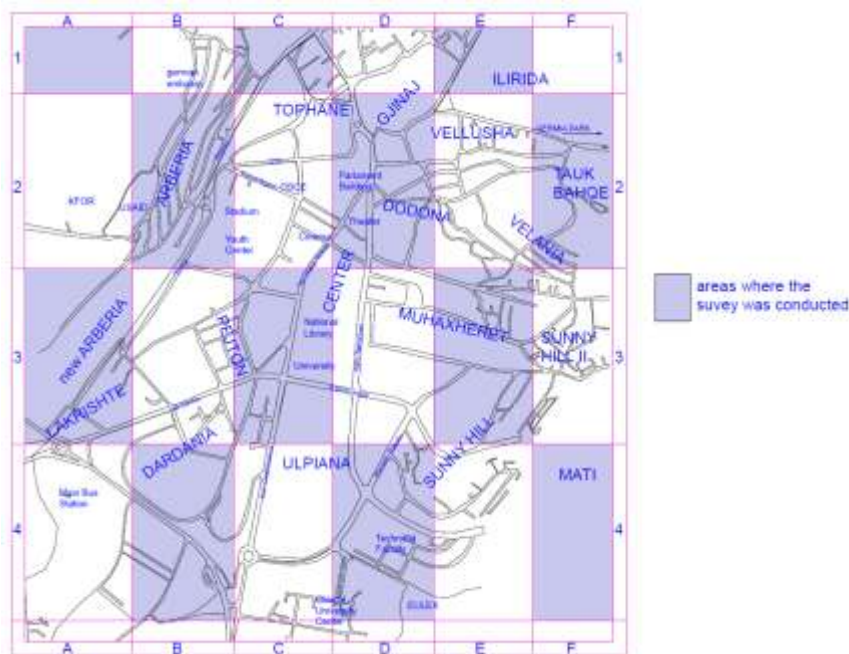


Fig.1. Grid Map of Prishtina, indicating zones where the survey was conducted

The format of this research thesis will be a written questionnaire in impromptu and the drop off survey. The general aim is to ensure better and higher response rate, even though the chosen format of the survey demands greater mobility by the researcher and hence it's more time consuming. In doubt of the motivation of the citizens to take the time to respond to the questionnaire, the personal contact with the respondent, allowed to explain the importance of the survey, and to answer any questions or concerns the respondent might have.³³

³² Barcelona Field Studies Centre, (2009) *Urban sampling Techniques*, available from http://geographyfieldwork.com/urban_sampling.htm , [accessed on 17.04.2010]

³³ Paul Barribeau, Bonnie Butler, Jeff Corney, Megan Doney, Jennifer Gault, Jane Gordon, Randy Fetzer, Allyson Klein, Cathy Ackerson Rogers, Irene F. Stein, Carroll Steiner, Heather Urschel, Theresa Waggoner, and Mike Palmquist. (2005). *Survey Research*. Writing@CSU. Colorado State University Department of English. Available from <http://writing.colostate.edu/guides/research/survey/> , [accessed on 18.04.2010].

It was decided for an open-ended questionnaire since the respondents ought to express more freely and in depth their concerns about the issue, and *will confirm its appropriateness and may suggest additional questions that help develop new ideas for the thesis*³⁴. *This allows researchers to better access the respondents' true feelings on an issue.*³⁵

The research problem tends to find out the perception of local and international community on the recent urban developments of the city of Prishtina, therefore the questionnaires were divided into two main groups of actors which actually have the same set of questions except ± 3 questions which are specifically tailored for each of the group and tends to extract particular answers from them.

The questionnaire was made out of 15 questions; and one map of the city of Prishtina, in which the respondent had to identify areas where the functions like: residence, office, restaurant, night clubs, shopping and recreation, were being practiced mostly by the international community.

The second group of 175 *international* respondents was divided into two sub groups, referring to the Introduction part where the division of the International Organizations was done into Governmental Organizations and Non-Governmental Organizations. Represent of these two kinds of organizations were found close to their institutions, coffee shops or their offices.

Both groups have more or less the same type of the respondent, in order to get a realistic opinion which does not favor any of the groups. Previously it was done the pilot survey, which the gave the reflection of the reality by *helping 'tune' the proposed process for the main survey*³⁶ and confirmed its reliability/validity, by recommending additional questions which helped develop new ideas for the thesis.

Limitations: Sampling - Due to lack of population census there were very limited options of doing samples. The samples which involved proportional choosing of the sub groups, in accordance to the total number of the population had to be avoided. Lack of information about the exact number of the different subgroups inside the target group e.g. people who benefited from the internationals and people who did not benefit, were the main determinates when

³⁴ Perry, C 1998, 'A structured approach for presenting research theses', *Australasian Marketing Journal*, vol. 6, no. 1,

³⁵ Paul Barribeau, Bonnie Butler, Jeff Corney, Megan Doney, Jennifer Gault, Jane Gordon, Randy Fetzer, Allyson Klein, Cathy Ackerson Rogers, Irene F. Stein, Carroll Steiner, Heather Urschel, Theresa Waggoner, and Mike Palmquist. (2005). *Survey Research*. Writing@CSU. Colorado State University Department of English. Available from <http://writing.colostate.edu/guides/research/survey/>, [accessed on 18.04.2010].

³⁶ [Goodman](http://www.deakin.edu.au/~agoodman/sci101/index.php) Albert, (2003) , *Introduction to Data Collection and Analysis*, School of Engineering & Information Technology, Deakin University , available from <http://www.deakin.edu.au/~agoodman/sci101/index.php>, [accessed on 29.04.2010]

choosing the sample. The mentioned constrain will affect the accuracy of the findings, and the sampling error could be higher³⁷.

Sample representatives –The ethnical composition in Kosovo as described in the introduction part is consisted from different ethnicities. Due to the methodology used the probability of meeting members of other community on selected areas was not satisfactory, more precisely it is alluded to the Serb community, since their attitudes toward the whole situation in Kosovo are considered different from the rest of the population. The reasons of using this particular survey typology which does not involve deliberate selection of the respondents was because of the main idea that was followed thoroughly through this study that the results need to derive from the opinions of the citizens who actually use the city of Prishtina and can be met randomly.

Questionnaire design- the set of questions on the questionnaires of both groups have a certain degree of variation, taking into consideration:

Ethical issue - When questioning the international group of population, a limited number of questions had to be reduced. This group was hesitant on providing information about the area where they live and work, due to security reason, as it will be revealed on later chapters this actually plays a very important role on the overall findings, but had to be put under the Limitation sections since it actually curtailed some of the questions and at certain issues the researcher could obtain only the opinions of the local citizens. The pilot survey reassured that removing some of these sensitive questions will secure a higher respond rate of the international population.

Lack of Knowledge - the international staff tends to have a certain period of duration of their mission, which usually does not exceed more than one year. Therefore the time spent in Prishtina is not satisfactory of considering the members of this group as competent to give first hand answers, especially with issues which dealt with the changes that occurred because of the international presence; it's because they were not witness of these changes from the beginning of the international establishment in the city as well as they can not know the real formation of the city after the war.

Analysis:

Local respondent: When asked about the general attitude about the international community, most of the respondents felt that there is an international cellule, an international inner city within the Prishtina city. Their opinion about the international community work and presence is

³⁷ Kerry and Bland (1998). [Statistics notes: The intraclass correlation coefficient in cluster randomisation](#). *British Medical Journal*, 316, 1455-1460.

most evidently positive in relation to their primary purpose of why they are here, the created opinion of seeing internationals as the savers, does not morally allow them about making many remarks. The common citizens, who are not directly benefiting from their presence, see only their physical establishment; it indicates the lack of interactions between these two groups on many levels. When asked about the area where the internationals should be situated: more than 85% are that internationals should be situated far from the city center, with dualistic explanation that they should free the center of the city and at the same time be located in an area which is up to their standards, quite, well built with enough of space to be fit in.

The responds about the IC positive/negative no spatial impact on the city, was greatly in favor of the import of the EU culture, where 72% think that Prishtina population is more open to acceptance of new ideas, and that the international presence influenced their mindset, while 20% think that the youngsters have misunderstood the EU culture and they are misinterpreting it by ruing the traditional core of family, and 8% think there is no positive/negative impact upon their arrival.

The urban / architecture impact on the city from the IC presence was viewed through the newly built construction exclusively for the IC, cleaned and well arranged areas where their offices and apartments are located, variety of new functions e.g. international restaurants, sporting facilities. Awareness of the local population about the goods that the IC can bring to the places where they reside, explains the reason of sending the IC to poorer areas where they can help upgrade the neighborhood. The negative impact is viewed through the over population of the city from the rural areas, over charged traffic, occupied parking places from the big vehicles, overcrowded places around the IC offices, big rents, public houses, high fences around their offices, and big security level. All the mentioned changes are valid for the areas where they are set up, while the respond for the overall impact in the architecture of the city is that there is less than 30% of the city impacted. The biggest changes come from the Inter Governmental Organizations such as UN, EU, and OSCE while the Non governmental Organizations are not exposed or they are usually located near by big organizations. The citizen's impression about the changes that came together with the IC, is that it will actually fade away upon their departure; e.g. the variety of cuisine, big rents, traffic congestion etc.

International Respondents: The conditions of the apartments in which the IC stay, are found to be acceptable and overpriced, and when choosing the apartment, the security issue says the final verdict among the matter of location, the house itself, the price and the landlord. When asked about the general opinion of the city structure, the IC were not concerned about luxury or the beatification of the city, according to the IC responds the city lacks the essential

functions which a normal western city has. The IC was irritated by the not properly paved and narrowed street which resulted on traffic congestion; the parking places; lack of waste management; and pollution, in their answers the houses or other forms of architecture were not mentioned; either because they were considered as a matter of taste or because it is not among high priority issues which need to be addressed at this point. When concentrating on what is positive about the city, highest score got the no spatial things, e.g. the positive attitude and friendly behavior of the citizens. The Germia Park which is a park outside the city, is considered as the best place for recreation; actually it was highlighted as the only descent place of greenery and fresh air. Green public space was one of the major requirements by the side of IC, when asked of what they missed from their hometown; it was precisely the green spaces and the clean environment.

International citizens tend to have more international friends and get to socialize more with each other then with the locals; if it's the local friends it's because their socialization comes from their working place where they meet and have more opportunities to interact.

Conclusion:

Answers of the both groups clearly point toward one reasonable conclusion. The questions were trying to reveal the general attitude they do have for each other; even if they were expressed through other means; through the environments they produce and consume the aim of the study was to find common grounds for interaction. The answers show clearly that these two sets of actors do not interact with each other and do not have possibilities of meeting each other, therefore they perceive each other from a distance and outside point of view, and both see themselves as groups who do things in their own manner, and both assuming the reasons behind the other group's actions.

Both live in the same city and they should both work toward the upgrading of the city life. International Staff even if resides temporarily in the city, they should help on the rebuilding of it through various forms beside what is asked in their mandate, which when put together with the overall mission of their organizations the impact on the urban development would be greater. On the other side the local citizens would have the opportunity to disclose their attitude and be understood from the IC.

The recommendations of cooperation between these two sets of actors as well the members within the groups can be done by establishing joint programmes on upgrading of the

neighborhoods. The outline of the programme without detailed definitions could be on putting together the international staff and the local citizens on one residential area, where their common interests could produce shared values. Primarily it can be an initiative or a programme of International civil organization, which would deal with the international accommodations. The first step would be on identifying the areas which need to be revitalized, prioritized accordingly to the inhabitants more in need of help and by the strategic positioning of the area should within the city. Rebuilding houses of the impoverished, with the same money that the IC would spend on rents, and living in their own projects together with the locals, could produce joint initiatives on upgrading the life of the neighborhoods, which even if considered as a small unit inside the city, could draw other parts of the city on functioning in the same manner. IC by living in the same conditions as the locals and with the locals will lead to the identification and understanding of the real needs of the ordinary citizen which can foster the cooperation between different civil organizations on producing joint programmes who are different from the ones who were tailored beforehand in the offices of the western countries. SEE countries with the same urban problem can work on the same issues by networking with each other through establishment of civil organizations and nongovernmental programmes.