Domestic Violence against Children and Trafficking in Human Beings: Two Worrying Phenomena in Kosovo

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I. INTRODUCTION

DOMESTIC violence in Kosovo as in all countries of the world is considered an act of human rights violation [1]. Domestic violence and violence against women and children, perceived as abnormal behavior and intolerable, are in fact ranked among the main causes of damage to human lives and are classified as serious human rights violations. We live in a society in transition, despite the positive changes and progress achieved, stereotypical behaviors and patterns that incite violent actions are not absent in our daily life. Based on the developments of recent years regarding the phenomenon of domestic violence and violence against children, we notice that dealing with that ugly phenomenon leads to consequences in society. As a result of domestic violence, children are direct and/or indirect victims of various forms of violence. This violence is used by the central figures in their lives, starting from biological parents as well as other members within family. Also, child abuse in the family is not a new phenomenon for modern society, it has been present in the past societies.

The family has always been considered as the institution that is responsible for the upbringing of the child and not for his abuse. [2]. Domestic violence is not limited to physical abuse, victims can suffer mental and emotional trauma. As a result of this, domestic violence occurs in a family context and the negative consequences usually affect children even if they are not actually direct victims or witnesses of the violence. Children victims of domestic violence are more at risk of developing serious emotional, behavioral, and further developmental problems.

It must be acknowledged that violence against children occurs everywhere and creates pessimism about the end it may bring [3]. Reports from different countries show that children from rich and developed countries can also suffer from violence [1], [4]. However, measures can be taken to prevent violence against children and therefore should never be thought of as 'inevitable'. Effective prevention depends on a thorough analysis of where the causes of this phenomenon originated. Therefore, more efforts are needed and should be made to understand why violence against children occurs and how it occurs.
II. THEORETICAL TREATMENT OF THE IMPACT OF VIOLENCE ON CHILDREN

The most important and essential theories on child abuse are considered the following theories: Social Learning Theory (SLT), Attachment Theory (AT), Ecological Systems and Social-Cognitive Theory as a Basis for Building Resiliency (ESSCT as BBR) [4], The Family Systems Theory (FST), Self-Efficacy Theory (SET) and Resiliency Theory (RT).

Among the most well-known theorists of the SLT is the psychologist (American-Canadian) Albert Bandura [6] - who, using this method (SLT) in psychology, education and communication, had concluded that the acquisition of knowledge and behavior in an individual can be directly related to social interactions, which are conditioned by internal influences.

At social learning theory as the main determinants of the impulsive behavior of the individual are the internal factors, such as: ego, motivation, perception, conscience, learning, belief, etc., which are related to external factors and push the individual towards a peaceful or inimical action. It follows that the behavior of the individual is reflected through his actions, which may be the result of an earlier current experience. Thus, the behavior of the individual (politeness, violence, etc.) stems from; social heritage, education, needs, experiences, rules, imitations, social tendencies, current cases, etc.

Among the theorists who have contributed to AT are John Bowlby, Mary Ainsworth [7], based on concepts from etiology, cybernetics, information processing, developmental psychology, formulated the fundamental principles of the "Attachment Theory". For the study of basic concepts of psychology, formulated the fundamental principles of the cybernetics, information processing, developmental behavior of the individual towards a peaceful or inimical action. It follows that the behavior of the individual is reflected through his actions, which may be the result of an earlier current experience. Thus, the behavior of the individual (politeness, violence, etc.) stems from; social heritage, education, needs, experiences, rules, imitations, social tendencies, current cases, etc.

III. METHODOLOGY

During research process in this study, the impact of violence against children and its reflection in society is described. Also, the process of how this phenomenon has developed worldwide is explained historically, a comparison has also been made between the countries of the region. The causes and consequences of these two negative phenomena are analyzed, domestic violence and trafficking in human beings that separately or together directly affect the lives of individuals, families, and communities in Kosovo society.

Family Systems Theory (FST) is a theory that focuses on interconnection, functioning and interpersonal interaction within the family. Through this theory are explained the phenomena of the family system, starting from; identity origin, family tendencies, etc. Representatives of this theory are; Virginia Satir [24], Murray Bowen [25], Sal Minuchin [26]. This theory theory has been applied to cases of family psychotherapy, which are found in serious emotional situations, cases of family incest (relationships between the triangles Father-Mother-Daughter), etc. [7].

Resiliency theory (RT) is represented by Albert Bandura (1977) [8] explains self-efficacy as a perception to explain and predict the psychological changes achieved by different ways of treating individuals. He divides individuals into two groups; a) The first group includes individuals who insist on expectations (efficiency) and b) The second group includes individuals who have "self-exalting" behaviors, they consider that only they are able to execute an action or insist on it and expect efficiency.

In our case of the phenomenon of domestic violence we can explain that parents are so authoritative that they cannot think that they can be effective without the use of violence.

In contrast to the first two theories, ESSCT as BBR explains the interconnectedness, dynamics, influence and relationship of the person to the environment. A representative of this theory is Urie Bronfenbrenner (1917-2005) [6]. She thinks that the Ecological Concept of human development is a transformative practice for effective work with children and young people, which is based on the main points of the power of human relations, leading children to the most problematic or best ways of life. So, authors of attachment theory [7] consider that the quality of development of the individual is conditioned by the environment in which he/she develops. Here the connecting factors of the individual play an important role; family, community and economy, politics, culture, technique and technology.
of neglect. Abuse is determined as physical, psychological and sexual, while negligence is defined as physical and psychological negligence. The difference between abuse and negligence is that abuse has to do with actions taken, while negligence is the result of inaction [10].

Child abuse in the family is not a new phenomenon in modern society. It has been encountered since the beginning of human society. Roman law gave the father absolute right over the child. This right was understood as a right to act on the child by any means. In the middle ages, children with mental retardation were burned in a pile of wood. With the development of human society, behaviors and attitudes towards children have changed and evolved. Parents, in most cases, have provided care for their children and thus ensured the survival of human beings. Despite cultural, religious or moral differences over how a child is educated and raised, their abuse has never been accepted by the majority of society.

In addition to domestic violence against women and the elderly, children, both girls and boys, are often victims of domestic violence. Direct physical violence can be exercised on them, but also over them can be exercised other forms such as psychological abuse, sexual violence and economic violence. Child neglect is also a form of domestic violence that in many cases is not recognized or perceived as such by many parents and professionals [11]. This is because it is often expected that neglect is identified as a form of violence in those families that meet the description of the characteristics that (mistakenly) we have in mind for the definition of families where violence is exercised, such as poor families, families with extremely difficult economic situation, families with uneducated parents, families with disordered relationships or belonging to a certain ethnic minority.

Neglect can also be practiced in children living in wealthy families, with educated parents and high welfare. Meanwhile, even if violence is not exercised directly on children, "being present" or as defined in the Istanbul Convention, "witnessing violence" (Istanbul Convention, 2011 [18]) in a violent incident, is has been proven that it has a very large impact and often results in irreparable consequences on children's lives.

Determining the connection between the genesis of violence and the effect is complicated by other factors. Based on the literature [19] and based on the many examples we have encountered, we take into consideration the case of poverty and violence in childhood. Although it is clear that there is a connection between the two, the exact nature remains unclear. Being born into poverty increases the risk of childhood violence which increases the chances of living in poverty even in adulthood, so separating cause from effect is a challenge. Furthermore, physical violence can cause psychological harm as well as physical harm. Research shows that when children suffer from some form of violence, they are more likely to suffer from other forms of violence as well [20]. This is known as "poly-victimization". The negative consequences of violence are accumulating, which means 'poly-victimization' has even more devastating consequences [21]. Also, child abuse studies often focus only on one aspect of abusive behavior, bullying, traumatic brain injury, sexual abuse and neglect [20]. Many children unintentionally suffer from recurrent episodes of one type of abuse or different types of abuse. It is difficult to separate the consequences of childhood violence from other factors that can negatively affect a person's life (such as poverty or disability). It is clear that there is a link between violence and disadvantages.

Abuse and neglect are closely linked to unhealthy behavior in children and young people, and there are direct or subsequent psychological and psycho-social complications. Particularly due to the phenomenon of the "cycle of violence", domestic violence tends to reproduce itself. Interrupting this cycle helps significantly and effectively eliminates these unhealthy behaviors in children and adults.

V. HISTORY OF THE DEVELOPMENT OF VIOLENCE AGAINST CHILDREN IN KOSOVO

Violence against children and maltreatment is an increasingly well-known and serious threat to the children of a nation. Child abuse is a significant public health problem, which has a significant impact on children's health and well-being. Globally, millions of children suffer from various forms of violence.

Based on the reviewed literature, four types of child abuse are distinguished: physical, sexual, emotional (psychological) abuse and neglect.

Some long-term physical effects of abuse or neglect can occur immediately (e.g., brain damage caused by head injury, trauma), but other effects can take months or years to appear or be detectable. There is a direct link between physical abuse and physical health, but it is also important to recognize that any type of violence can have long-term physical consequences.

In Kosovo, at the national level, the figures presented draw our attention to the presence of the phenomenon on a significant scale. According to the Report on the Kosovan Program against Domestic Violence [13], domestic violence continues to be one of the most prevalent forms of violence affecting mainly women and children. Domestic violence is presented in Fig. 1, data are taken from Ministry of Work and Social Welfare during period 2015-2020.

<table>
<thead>
<tr>
<th>Years</th>
<th>No. of identified victims</th>
<th>No. of Woman</th>
<th>% of Woman</th>
<th>No. Of Children</th>
<th>% of Children</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>393</td>
<td>224</td>
<td>0</td>
<td>169</td>
<td>0</td>
</tr>
<tr>
<td>2016</td>
<td>423</td>
<td>237</td>
<td>5.80%</td>
<td>186</td>
<td>10.06%</td>
</tr>
<tr>
<td>2017</td>
<td>383</td>
<td>213</td>
<td>-10.13%</td>
<td>170</td>
<td>-8.60%</td>
</tr>
<tr>
<td>2018</td>
<td>454</td>
<td>243</td>
<td>14.08%</td>
<td>211</td>
<td>24.01%</td>
</tr>
<tr>
<td>2019</td>
<td>586</td>
<td>259</td>
<td>6.58%</td>
<td>327</td>
<td>54.98%</td>
</tr>
<tr>
<td>2020</td>
<td>1800</td>
<td>630</td>
<td>143.24%</td>
<td>121</td>
<td>-63.00%</td>
</tr>
</tbody>
</table>

Fig. 1 Domestic violence in period from 2015-2020: Source; Ministry of Labour and Social Welfare

From table in Fig. 1, and the data available from the Ministry of Labor and Social Welfare [23], we note that the total number of victims identified over the years was 4039, this number has undergone significant changes. Starting in 2015 with 393 victims and continuing in 2020 with 1800 victims, the
percentage of growth was 358.02%. We can conclude that the increase in the number of victims in 2020 has been as a result of the pandemic situation with COVID-19 where there has been a total closure and people have violently reflected on family members. The number of female victims in the period 2015 was 224 while in 2020 is increased to 630, the growth at this category was 181.25%. In children we have another situation, in 2015 number of victims was 169 and in 2020 121, we can observe that in this category the number of decrease -28.40%.

The situation at women category is different, needs more preventive measures, starting from financial support in this field, enforcement of legal infrastructure, increase of quality of social and family services for child protection.

The socio-economic situation of women, children and the elderly makes them traditionally dependent on other family members and consequently even more vulnerable to violence and abuse.

The results from the analysis of the phenomenon of domestic violence are very worrying, especially in 2020. The pandemic situation has also had an impact, which was accompanied by isolation, loss of jobs, with social distance which led to an increase in the phenomenon of domestic violence.

Although a long time has passed since the process of armed conflict during 1998, the economic and political situation is still aggravated and the social consequences are reflected in society. Reports on domestic violence show that a large number of Kosovar women and children are exposed to domestic violence, experiencing psychological and psychological violence [24]. Patriarchal, traditional customs have a great influence, limiting the inclusion of the gender aspect in the political contribution. In the absence of transfer of funds many shelters find it difficult to function. Victims often women and children have to return to the perpetrators where there may be more recidivism cases. Therefore, there is a need to strengthen and increase the capacity of the judiciary, law enforcement, social work centers and health institutions [14].

Violence against children is also a very common phenomenon in Northern Macedonia. In the absence of professional development which is an essential issue in quality improvement, domestic violence is not accepted as a serious problem. Therefore, information regarding victims of domestic violence is missing, as well as their updating. Violence is still accepted as a means of punishment, there is a lack of responsibility for abuses in various institutions. The institutional strategy of deinstitutionalization in the Republic of Northern Macedonia 2018-2027 includes the integration of children in the community and their removal from institutions. However, there is still a degree of risk because these children can be neglected and abused in various ways. Regarding trafficking, there is a Criminal Code which is in line with European standards and criminalizes trafficking in human beings. Although judicial reforms have been made, they have been delayed [15].

A different situation is present in Serbia; the legal basis for supporting women survivors of gender-based violence is in line with international obligations. Although Serbia has regulated the legal and institutional framework for the protection and prosecution of cases of domestic violence, the implementation of measures is still inadequate. Coordination between responsible institutions is not at the right level. Therefore, a greater awareness is needed in order not to lose the trust of the population in the respective institutions. In Serbian society it is a need for greater awareness for the prevention of violence against women and children, especially for the prevention of prejudice in cases at minorities [23], marginalized groups. Regarding the competent persons, prosecutors with their authority, should continue official investigations and follow up with cases [24].

In Albania the situation is different, this state is among the first countries which ratified the Istanbul Convention on 1 August 2014 [26]. This shows a great commitment of government bodies towards the prevention of domestic violence. Although they are constantly trying to increase the capacities of the first responders to domestic violence, the awareness of the society is still at a low level. A proactive role is needed in the protection of children, to strengthen the measures, because the existing ones do not provide for the removal of the abuser from the place of residence. Therefore, a prevention of prejudicial influence by professionals is recommended, a greater reinforcement of protection against survivors is needed. Good coordination between responsible bodies needs to be strengthened, more financial support is needed for all levels, as well great support for shelters [24].

VI. ANALYSIS OF RISK FACTORS LEADING TO CHILDREN’S EXPOSURE TO DOMESTIC VIOLENCE AND TRAFFICKING WITH HUMAN BEINGS

Most studies related to demographic factors have paid attention and focus on the low effects of socioeconomic status on the risk of child abuse [27], [28]. Data from official reports and some studies show that low-income families tend to have higher levels and potential to be involved in child abuse cases [28]. The external factors that lead to exposure to domestic violence are: low economic development, high unemployment rate, political instability, dysfunctional legal infrastructure, relatively low level of education. The internal causes that affect child abuse within the family are: low level of parental education, families with financial problems, families with metal problems, drug users, divorced families, etc. So, as a result of the above factors, violence and child trafficking are present and inevitable in society.

A. Legal Framework: Definition of Violence against Children in the Republic of Kosovo

In the case of Kosovo, when it comes to violence against children, the mere existence of a national legal framework or international conventions applicable in the country is not enough to improve the situation and reduce domestic violence and violence against children. The application of protection measures, expressed in the law, becomes almost impossible without effective inter-institutional coordination that enables the planning of adequate resources, the provision of quality services, the establishment of necessary criteria and standards and the monitoring of their implementation.
In the Republic of Kosovo, respectively in its Constitution [18], in Article 22 (Direct Implementation of International Agreements and Instruments) international agreements and instruments are automatically incorporated, which guarantee human rights and freedoms and are guaranteed by this Constitution and implemented directly in the Republic of Kosovo and have priority, in case of conflict, over the provisions of laws and other acts of public institutions.

The Convention on the Rights of the Child [19] is also incorporated into the Constitution of Kosovo as explained above. Article 19 obliges States Parties to take all legislative, administrative, social and educational measures to protect children from all forms of physical or mental violence, insult or ill-treatment, abandonment or neglect, abuse or exploitation, including sexual abuse, as long as he/she is in the custody of his parents or one of them, his legal representative or representatives or any other person to whom he is trusted.

The Law on Child Protection in Kosovo, [20] (Law no. 06/L-084 on Child Protection) provides that violence against a child means any intentional act or omission, by means of whom any form of physical or mental violence, injury or abuse, abandonment is caused negligence or negligent treatment, ill-treatment or exploitation, including sexual abuse.

B. Consequences of the Impact of Violence on Children

The more we learn about the consequences of violence on children, the clearer the measures that need to be addressed. In both the short and long term, exposure to childhood violence has extremely negative consequences for both physical and mental health.

Consequences of violence on physical health: Some long-term physical effects of abuse or neglect can occur immediately (e.g., brain damage caused by head injury, trauma), but other effects can take months or years to appear or be detectable. There is a direct link between physical abuse and physical health, but it is also important to recognize that any type of violence can have long-term physical consequences.

Psychological Consequences:

- Mental health problems: Although they may be more difficult to distinguish, psychological violence and emotional neglect are more serious forms than physical violence, the consequences can be just as severe on abused children. Depression, anxiety disorders, eating disorders, and suicide are all linked to psychological violence experienced during the years of childhood.
- Behavioral Consequences: Children victims of abuse and neglect often show behavioral difficulties even after the abuse has ended. They show unhealthy sexual practices, juvenile delinquency leads to adult delinquency, alcohol and other drug abuse, committing abuse in the future.

Consequences of violence, abuse and neglect, be they physical, psychological, sexual or behavioral, weigh heavily on the shoulders of the children who experience it. The impact of mistreatment does not end here. Socio-economic consequences include all forms of violence against children have socio-economic consequences. The link between absenteeism at school and experiencing violence explains in a way why children who come from violent settings usually have poorer learning performance.

C. Consequences of Violence Related to Trafficking in Human Beings

The phenomenon of violence threatens all children regardless of age, place of residence, gender and socio-economic level of the family. Abuse creates physical and emotional consequences, sometimes even irreparable, for children. These consequences will follow the child in every step of his life, even as an adult, if they are not treated and given the right help, they carry the risk of creating and becoming violent parents themselves in the future [21]. Violence causes emotional, mental, personality damage, causing abused children to acquire characteristics other than those of their peers [21]. Thus, they do not seek help, do not know how to complain, close themselves, grow up prematurely, do not trust the people around them, have eating disorders, have problems with urination and generally have learning disorders and are often characterized by a poor and vulgar vocabulary. As a consequence of all those experiences, these children can very easily be victims of trafficking. Taking advantage of their situation, traffickers channel children towards forms of trafficking, which are: exploitation for prostitution, forced labor, child labor, organ trafficking, etc.

Trafficking has been and is present in all countries of the world despite economic development, it is also known as "modern slavery". The organization of trafficking can take place both inside and outside the country. According to the United Nations [27]: “trafficking is any activity lending to recruitment, transportation, harbor or receipt of persons, by means of threat or use of force or position of vulnerability”. Also, according to the Criminal Code of the Republic of Kosovo: “trafficking in human beings” means the recruitment, transportation, transfer, accommodation or admission of persons through intimidation or use of force or other forms of coercion, abduction, fraud, misrepresentation, abuse of power or abuse of a sensitive position or by giving or receiving payments or benefits to obtain the consent of the person who has control over the other person, for the purpose of exploitation” [22] while the term “exploitation” includes, but is not limited to, the exploitation of the prostitution of others, pornography or other forms of sexual exploitation, almsgiving, servitude or forced labor, slavery or similar acts of slavery, captivity or removal of organs or cells [22].

Trafficking as a phenomenon in Kosovo appeared on a large scale in the late 1990s, namely after the war which ended in 1999. So, these riots, the armed conflict in the former Yugoslavia (the wars in Slovenia and Croatia in 1991, the war in Bosnia 1992-1995) have influenced not only the political changes but also the socio-economic situation of the countries. Geographical position, economic and social problems enabled Kosovo to become a transit country destination for human trafficking [23].

Trafficking as an organized crime is expressed in all forms: prostitution, forced labor, begging or other forms of exploitation. The lure of traffickers is always done in that way
by promising them a better life, better material benefits or end in marriage.

The fight against trafficking is given great importance by all government institutions, but still the growth rate of this negative phenomenon is present in our society. Institutional mechanisms towards combating trafficking in human beings also play an important role and cooperation between them is very evident. However, it is seen as important that there is cooperation between religious institutions to combat this phenomenon. In 2019, a round table was organized between the Police and the religious communities of Kosovo, to strengthen inter-institutional cooperation towards the prevention of trafficking in human beings.

Taking into consideration that religion also considers the phenomenon of trafficking in human beings as a crime against humanity, therefore religious opinion is not contrary to the legislation in force. Trafficking in human beings according to data derived from Kosovo Police, during the period 2015-2020 is presented in Fig. 2.

Fig. 2 shows that over the years trafficking in human beings in Kosovo has changed, from 2015 to 2020. There was a total of 156 cases of trafficking in human beings. In 2015 the total number of victims was 30, in 2016 the number is increased to 36, continuing with 2017 there was a decrease of number of victims to 32, also the decrease has continued in 2018 with 15 cases, in 2019 with 26 cases and in 2020 the decrease was 17 cases.

The number of trafficked children during the period 2015-2020 was a total of 92. There were also changes in the forms of exploitation of victims, the number of victims of sexual exploitation in the total for this period was 38, and the number of children forced into hard labor was 50 (approximately same number over the years), as well using victims towards slavery in total has been the same from 2015 to 2020, in the end begging and forced marriage over the years have been at the same level from 2015 to 2020 in total of 52 cases.

From the results we find that the phenomena of trafficking in human beings in Kosovo is growing and developing, unfortunately. The phenomenon of trafficking in human beings is expanding into others forms such as the exploitation of children in hard labor, begging and forced marriage.

According to the United States Report for Kosovo [24], the minimum standard for the elimination of trafficking in human beings has not yet been met, the punishment measures for traffickers need to be toughened, and larger funds are needed for shelters as well as prosecutors and judges specifically trained for this phenomenon. There is also a lack of a database for keeping statistical data and sharing data on prosecutions and convictions for trafficking in human beings.

VII. FINDINGS

We live in a society affected by violence and discrimination where despite work and joint institutional efforts to challenge the mentality, prejudices and patterns that fuel violent behavior, there is still much to be done. Prevention of violence against children orientus all to contribute to the promotion of equal opportunities, respect for human dignity regardless of any individual characteristics, provision of knowledge, information and quality services, protection and guarantee of rights, freedom, peace and security for all individuals, groups and communities, in order to avoid any form of violence and discrimination. With this prevention we can contribute to a stable environment without consequences as in our case phenomenon of trafficking with human beings.

We can emphasize that domestic violence is unacceptable action, especially at children, this phenomenon will damage personality and lead to different types of consequences, as well lead at other negative phenomena as is trafficking with human beings.

Regarding the aspect of social protection of children victims of domestic violence, it has been found that budget constraints are an obstacle to poverty alleviation and social inclusion through social schemes and services. The main challenge of social protection in Kosovo in poverty alleviation and social inclusion is budget constraints, financial resources are needed so that cases of domestic violence are integrated into society and are not repetitive cases.

Lack of economic stability (high level of unemployment, high level of poverty), lack of a stable political environment, lack of law enforcement, creation of an unstable infrastructure led to the development of these negative phenomena. It is needed greater attention and dedication of the responsible institutions so that trafficking in severe forms of slavery and begging to be a declining phenomenon.

Greater awareness of the population is needed with awareness campaigns about the phenomenon of violence and the consequences that lead to trafficking. It is also needed a stronger legal infrastructure, imposing heavier penalties on perpetrators, capacity building of prosecutors regarding the phenomena in question, a database for all victims and perpetrators; there should not be lack of coordination between the actors who are involved in this field (from the highest instances to the lowest ones). So, taking responsibilities with the best possible cooperation the functioning of this chain will have a great impact on both central and local levels.
VIII. RECOMMENDATIONS

1. Reducing prejudicial attitudes and behaviors that support violence against children, through information, education, education and continuous awareness of professionals, communities and society as a whole.

2. Providing comprehensive and efficient mechanisms for rapid response to cases of domestic violence and violence against children as well as responsible inter-institutional cooperation between stakeholders at central and local level, for the protection and management of these cases.

3. Improving the legal infrastructure and increasing the efficiency of dealing with cases of violence against children and trafficking with human beings, with a focus on the needs of the victim and the adequate punishment of the perpetrator of violence.

4. Accessing to new and existing services, efficient and sustainable, for the rehabilitation and long-term reintegration of child victims and perpetrators of domestic violence, throughout the territory of Kosovo.

5. Improving the quality of social and family services for child protection.

6. Increasing the number of professionals who are committed to child protection to eliminate violence against children and domestic violence and trafficking with human beings.

7. Increasing the denunciation of cases of violence against children and trafficking with human beings to become available and denunciation mechanisms to be accessible.

8. Recruitment and employment of social workers and psychologists in the education system from kindergartens to high schools to respond as the first identifiers of violence.

9. Strengthening the national system for child protection in Kosovo.

REFERENCES


