Use these questions to guide your note taking on pages 232-235.

**THE SOCIAL IMPACT**

1. How can we measure ‘social impact’?

2. What were NATOs figures for the death toll at the time?

3. Why should we question their accuracy? *(Provenance & cross referencing?)*

4. How should we judge NATO’s casualty figures?

5. Who were the main victim of reprisals by the KLA? What does this suggest about KFOR (233)?

6. Why can we accuse the Serbs of systematic ethnic cleansing during the war, but not the Albanian forces afterwards?

7. What was the impact of the reprisals in terms of refugee numbers?

8. How did the institutions of Kosovo begin to change?

9. What were the main demographic changes? (234)

10. What is the main barrier to building a stable society on Kosovo (235)

11. What continuing violence has occurred that demonstrates this? (235)