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LABOUR MARKET INCLUSION OF PERSONS FROM ROMA, ASHKALI AND EGYPTIAN COMMUNITIES IN KOSOVO

SEPTEMBER, 2019



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Executive Summary

This study was conducted with the purpose of gathering data on the Labour Market Inclusion of Persons from Roma, Ashkali and Egyptian communities in Kosovo¹.

For the purpose of this survey, a sample of 408 persons from Roma, Ashkali and Egyptian Communities living in Kosovo was used to gather information. The survey took place from 28 June, 2019 until 15 July, 2019.

Additionally, 210 businesses were interviewed to complement the findings from their perspective.

Main findings from Survey with persons from Roma, Ashkali, and Egyptian communities:

- More than half of the respondents (69%) have completed only primary school (35%) or have dropped out before completing primary school (34%).
- Almost half of the women from Roma, Ashkali and Egyptian communities in this survey have dropped out before finishing primary school (41%) as compared to 27 % of men from these communities.
- The majority of the respondents reported to be unemployed (75%) as opposed to the quarter of the respondents who are employed (25%).
- Around 26 % of those employed did not face any challenges in their workplace. Others mentioned low salaries (21%), poor working conditions (13%), unequal treatment by colleagues/supervisors (12%) and ethnic discrimination (12%) among other challenges.
- Around 73 % of those currently working reported to be satisfied or very satisfied with their job.
- Those who were unemployed said that the major reasons for their job search disappointment relate to their disbelief in getting employed without nepotism (37%) followed by feeling discriminated in the labour market on ethnic basis (36%).
- The majority of those who were looking for a job (57%) reported to have been in this process for more than 12 months (62%).
- The biggest challenge for being employed for members of the Roma, Ashkali and Egyptian Communities in Kosovo as provided by the respondents in this survey is the lack of job opportunities in the labour market (34%), followed by ethnic discrimination (32%).
- The most frequently chosen recommendations on what businesses/NGOs/ institutions can do to overcome challenges in being employed, were that they should provide professional training that will generate employment opportunities for all groups in the Kosovan society (42%) and create inclusive recruitment programs (36%). Other recommendations include to tailor job positions to different groups (27%), reduce ethnic discrimination

¹ References to Kosovo shall be understood to be in the context of Security Council Resolution 1244 (1999)

(26%) and that businesses/NGOs/ institutions cooperate more with Career Centres and Employment Office to generate more employment opportunities.

- The most frequently chosen recommendation for the Employment Office in fostering employment for these communities was to provide training for the most demanded professions in the job market (36%), followed by creating a campaign with businesses and institutions to respect the employment quota for all groups (33%).

Main findings from Survey with Businesses:

- Vast majority of businesses (93%) have not cooperated with the Employment Office for recruiting their employees.
- Top three qualities businesses look for in a candidate were professional skills (59%), ability to perform given tasks (57%), and positive attitude (45%).
- As per working conditions offered by businesses, competitive salary was mentioned by 35 %% of businesses, followed by 24 %% who said they offer a professional staff to work with, and 21 % who offer professional experience.
- Results show that more than half of the businesses interviewed (53%) believe that that labour market in Kosovo offers/somewhat offers equal opportunities for involvement of individuals from all communities.
- Out of all interviewed businesses, only 9% (N=22) said they had employed persons from Roma, Ashkali and Egyptian communities.
- Almost all businesses that hired employees from Roma, Ashkali or Egyptian communities (n=22) have said they are very satisfied (70%) or somewhat satisfied (25%) with their performance.
- Those who have not hired Persons from these communities in the last year (n=186), more than half of them said that no job applications have been received from persons from these communities (67%).
- Only one business reported against hiring members of Roma, Ashkali, or Egyptian communities in the future.
- The measures business representatives suggested to be taken to include these communities in the labour market are to establish diversity recruitment goals providing equal opportunities for all interested candidates (48%), establishing partnerships with Roma, Ashkali and Egyptian communities organization operating in Kosovo (45%), and cooperation with the Employment Office to offer training for professions required in the labour market (42%).

Introduction

Research commonly suggests that individuals from Roma, Ashkali and Egyptian Communities remain some of the most marginalised communities in Kosovo, hindered in poverty, and unemployment. Many of them report low levels of education, living in poor conditions and with high rates of unemployment². Considering the situation, it is imperative to conduct the necessary research and inform policies on the inclusion of these communities in the labour market in Kosovo.

UBO Consulting was to conduct the study on The Inclusion of Marginalised Groups into the Labour Market in Kosovo as requested by the Employment Agency with the support of UNDP in Kosovo through the Labour Market Active Programmes 2. This project combines quantitative and qualitative measures to investigate and inform on the current employment situation of these communities. The overall objective of this study is to provide insight on the inclusion of Roma, Ashkali, and Egyptian communities into the labour market in Kosovo including:

- Gathering background information on the level of education and training
- Identifying the level of employment;
- Identifying challenges of labour market inclusion within these communities;
- Providing recommendations for improving the current labour market situation;

The quantitative part of this study employed a survey implemented through face-to-face interviews with a representative sample of 408 citizens from Roma, Ashkali and Egyptian communities throughout Kosovo municipalities and 210 businesses. The qualitative part consisted of two focus group discussions with local businesses on the topic of labour market inclusion of persons from other communities and identify recruitment challenges faced by businesses.

This particular study focuses on identifying the challenges that marginalised groups in Kosovo face when joining the labour market. The results of the report presented below will provide support to several targets of the project and will provide a scientific basis for intervention in terms of raising awareness and knowledge regarding the areas of interest.

Survey Methodology

The information for The Inclusion of Marginalised Groups into the Labour Market was gathered using computer-assisted personal interviewing technique (CAPI). The principal objective of the survey was to provide data on the level of employment of persons from Roma, Ashkali and

² Minority Rights Group, 2018 “Roma, Ashkali and Egyptians” <https://minorityrights.org/minorities/roma-9/>

Egyptian Communities and gather information regarding their perception of the labour market in Kosovo and the challenges they face towards their inclusion. The quantitative part of this study was conducted using a questionnaire which was designed by UBO Consulting in cooperation with representatives from the Employment Office and VoRAE organisation to include relevant information. Among other topics, the questionnaire covered;

- Education and training of the respondents;
- Employment and labour market outcomes;
- Cooperation with Employment Office;
- Challenges and Recommendations for labour market inclusion;

Sampling Plan

The information for The Inclusion of Marginalised Groups into the Labour Market was gathered from 28 June 2019 until 15 July 2019, with a representative sample of 408 respondents from Roma, Ashkali and Egyptian communities in Kosovo.

The distribution of the sample was based on the total numbers of the Roma, Ashkali and Egyptian minority communities throughout all of the municipalities of Kosovo as reported by the *Kosovo Agency of Statistics*. In addition, data from the Employment Office on the number of registered persons from these communities was used to ensure representativeness throughout municipalities. The sample for each ethnic group was derived as a result of the proportional distribution of the population, ensuring representativeness and data accuracy.

The survey was conducted across 24 municipalities in Kosovo with women and men, and urban/rural population in each municipality with members of Roma, Ashkali and Egyptian communities. In addition to providing statistically representative estimates at the Kosovo level, the sample was designed so that representative estimates were derived for:

- The urban/rural proportion levels overall;
- The proportion levels of both sexes overall, and
- The ethnic composition distribution levels for each municipality.

The detailed sample distribution can be found in Annex A of this report.

Focus Group Discussions

For the purpose of this study, two focus group discussions were held on 17 July 2019, with business representatives. The objective of these focus group discussions was to gather an in-depth understanding of the business perspective on the labour market inclusion of members from Roma, Ashkali and Egyptian communities in Kosovo.

In total, these focus groups consisted of **16** business representatives from different municipalities in Kosovo, of different business sizes and operating in different sectors. The guidelines for conducting the focus groups with businesses were divided into the following topics:

- General Information about the businesses;
- Recruitment process of the employees;
- Challenges faced during the recruitment process;
- Cooperation with the Employment Office;
- Inclusion of Persons from Roma, Ashkali and Egyptian Communities in the Labour Market;
- Main barriers and challenges to employment;
- Recommendations on improving the current labour market situation;

The discussions were organised with business representatives from municipalities with special focus (Prishtinë/Priština, Gjilan/Gnjilane, Pejë/Peć, Ferizaj/Uroševac, Mitrovicë/Mitrovica, Hani i Elezit/Elez Han, and Podujevë/Podujevo). The entities covered both, businesses that had employees from Roma, Ashkali and Egyptian Communities currently, and in the past and businesses that have never had employees from the aforementioned communities.

Table 1. Composition of Focus Groups Discussions

No. of Focus Groups	Covered Municipalities	No. of Focus Groups Participants
Focus Group Discussion 1	Pristina	8
	Pejë/Peć	
	Hani i Elezit/ Elez Han	
Focus Group Discussion 2	Pristina Prishtinë/Priština	8
	Ferizaj/ Uroševac	
	Podujevë/Podujevo	
	Mitrovicë/Mitrovica	

Survey Results with persons from Roma, Ashkali and Egyptian Communities

Sample Description

A total sample of 408 persons from Roma, Ashkali and Egyptian communities in Kosovo participated in this survey which aims to identify their inclusion in the labour market as well as identify any challenges or obstacles they face. The ethnic distribution of the respondents was 25% Roma, 43% Ashkali and 32% Egyptian. The gender distribution of the sample was 51 % men and 49 % women. The dominating category in terms of age was individuals from 18 to 35 years old composing about more than half of the sample, followed by older age categories.

Figure 1. What is your ethnicity? (n=408)

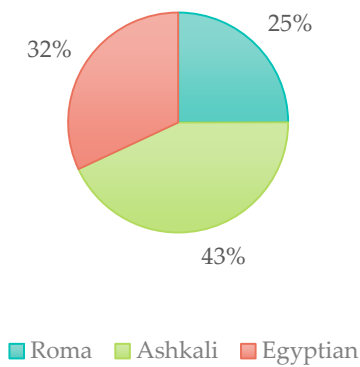
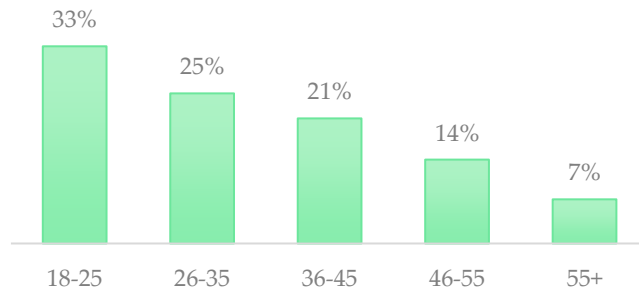


Figure 2. What is your age? (n=408)



Around 65 % of the respondents reported to be married, followed by 20 % who reported to be single and not married (10%). Consequently, more than half of the respondents reported to have children (63%), on average 4, as opposed to the other 37 % who do not have children. As for monthly personal income, around 24 % of the respondents reported to be living under social assistance, and only 15 % reported to have an income of 246 EUR monthly, on average.

Figure 2. What is your marital status? (n=408)

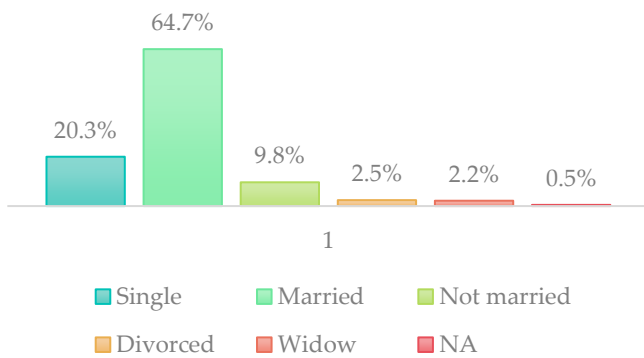
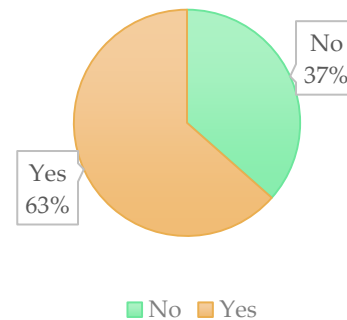


Figure 1. Do you have children? (n=408)



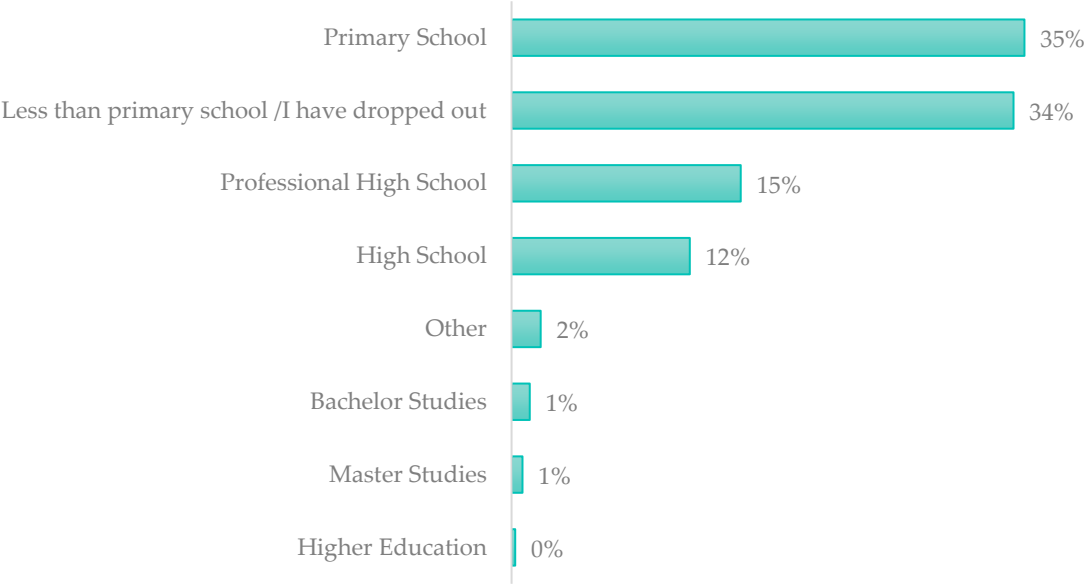
Educational background and Training

When it comes to assessing the labour market inclusion of any group in the society, a number of indicators have to be considered in order to generate an accurate analysis. One of the most important indicators when it comes to employment, is years of education. In the beginning of the survey, the respondents from Roma, Ashkali and Egyptian communities have been asked to provide information about their completed level of education.

Data shows that more than half of the respondents (69%) have completed only primary school (35%) or have dropped out before completing primary school (34%). On average, the number of men who completed school is higher as compared to women in this sample. Almost half of the women from Roma, Ashkali and Egyptian communities in this survey have dropped out before finishing primary school (41%) as compared to 27 % of men from these communities. Also, the share of men who completed primary school is 39 % as compared to 30 % of women.

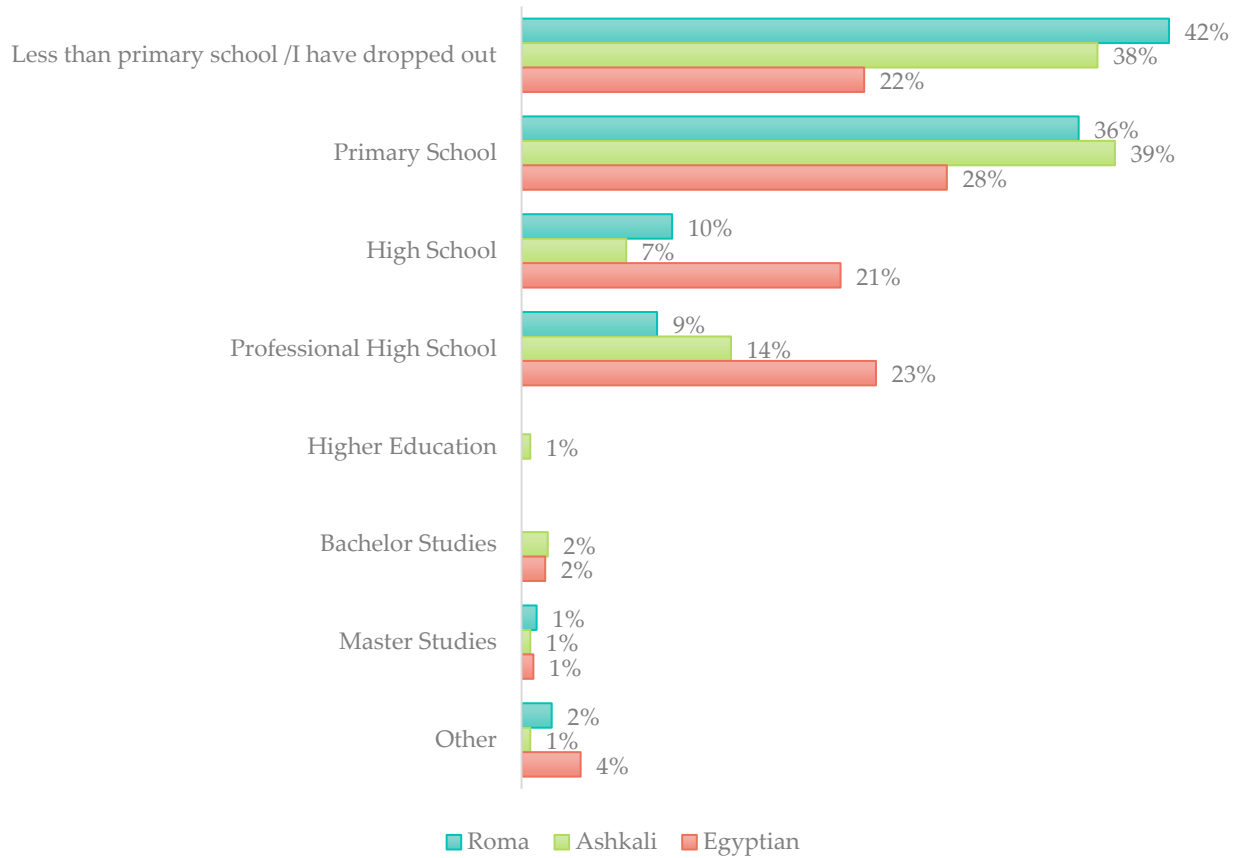
Around 15 % of those interviewed have completed professional high school, and 12 % have completed high school. A smaller share of respondents, have completed a higher educational degree such as Bachelor studies (1%) and Master studies (1%).

Figure 3. What is your completed level of education? (n=408)



Disaggregating this data by ethnicity reveals that the highest %ages of those who dropped out before completing primary school are from Roma community (42%), followed by persons from the Ashkali community (38%) and Egyptian community (22%). Alternatively, the highest completion rate of primary school is found among persons from Ashkali (39%) and Roma communities (36%) as compared to the Egyptian community.

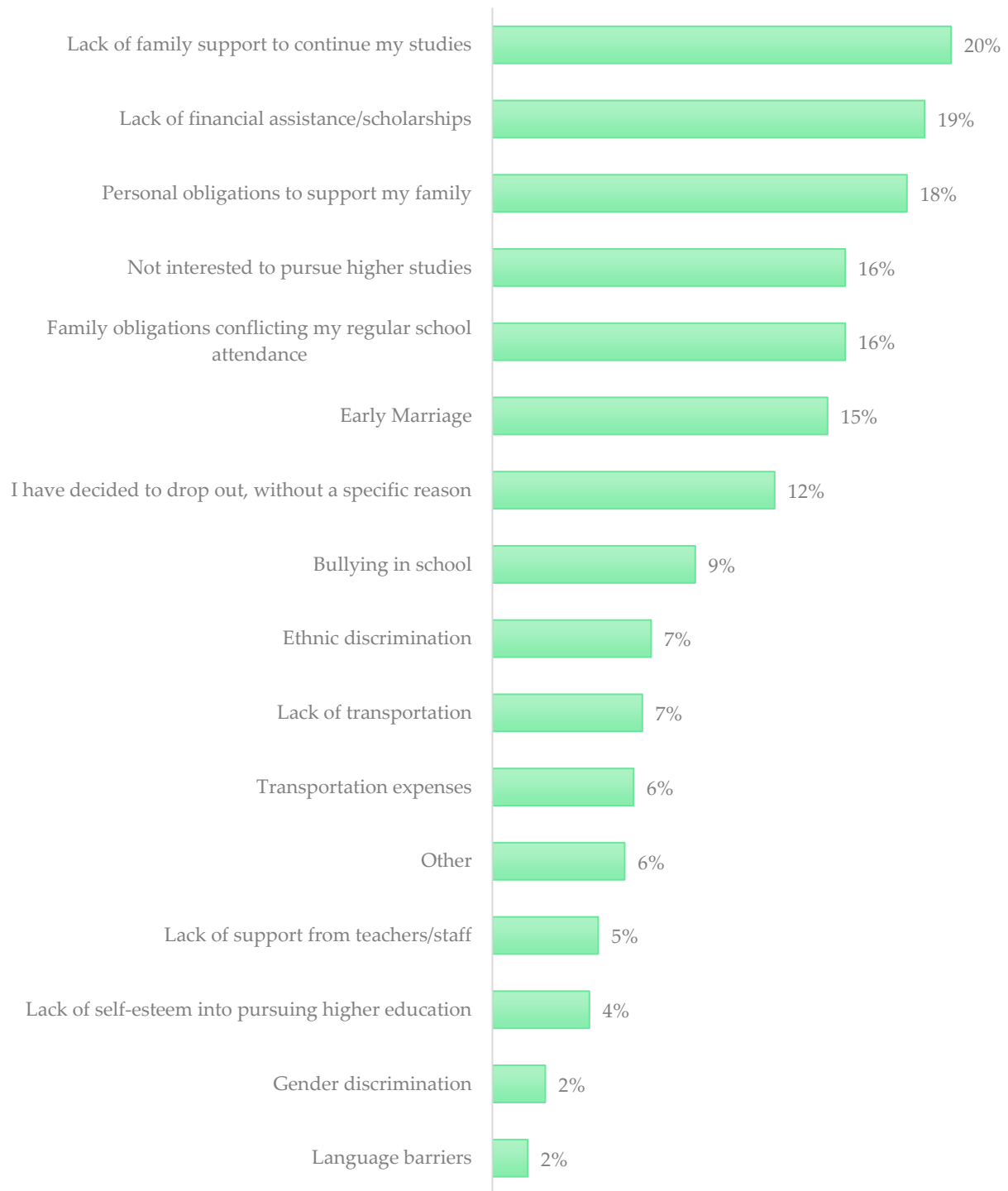
Figure 4. What is your completed level of education? By ethnic group (n=408)



In order to understand why a considerable share of these individuals have not continued their studies after primary school, they have been asked to provide reasons for this fact.

The most frequently chosen options for not pursuing higher education were lack of family support to continue studies (20%), lack of financial assistance/ scholarships (19%), personal obligations to support their family (18%), not interested to pursue higher studies (16%), family obligations conflicting with regular school attendance (16%) and early marriage (15%). Other reasons mentioned were also bullying in school (9%), ethnic discrimination and lack of transportation (7%), transportation expenses (6%) and other options chosen as provided in the chart below.

Figure 5. What are the reasons for not pursuing higher education?



Despite education, another very important factor in analyzing the labour market inclusion is training or professional preparations in different topics from different institutions. In this case,

Figure 6. Have you attended trainings? (n=400)

data shows that the majority of the respondents have not attended any training (68%) as opposed to around 32 % of those who have. The later were asked on the topic or the field of the training they attended, to generate an overall idea of their interest in the professional aspect. The majority of the respondents declared that they have attended vocational training for different professions (72%), followed by soft skills training (18%).

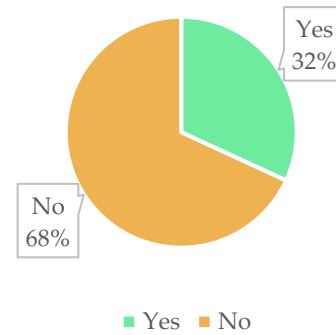
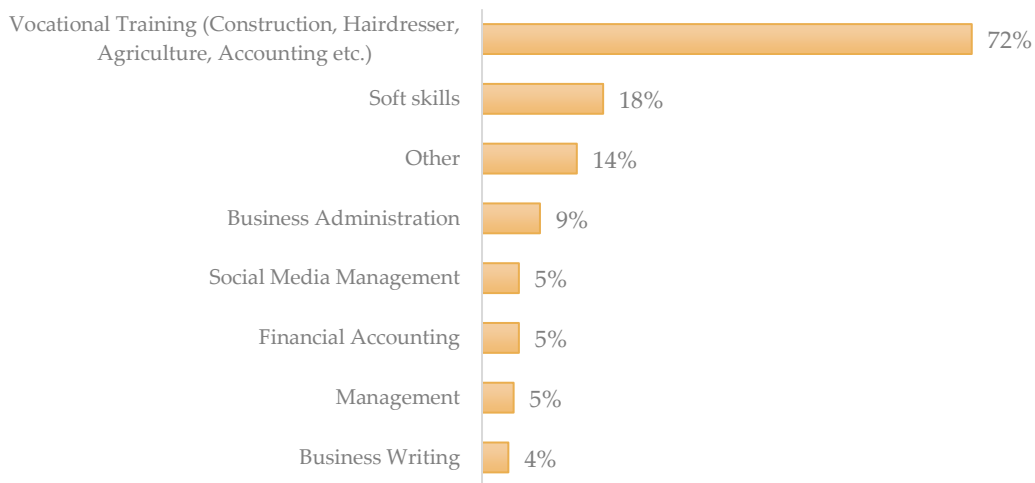
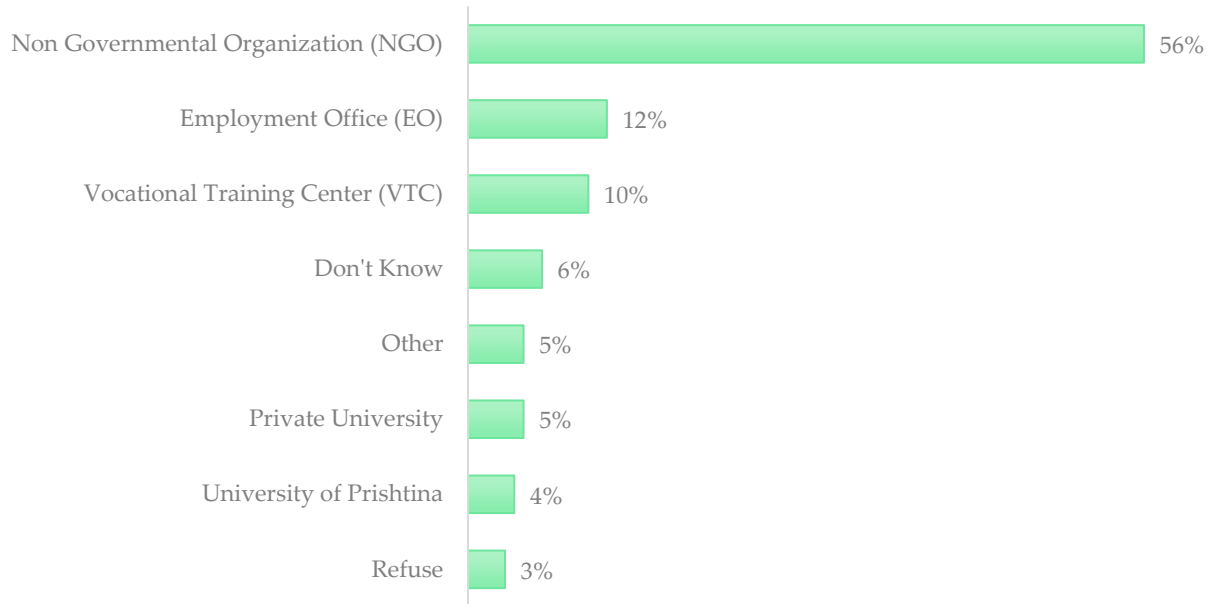


Figure 7. What was the training topic? (n=130)



More than half of these training (56%) have been provided by different non-governmental organisations, followed by the Employment Office (EO) (12%) and vocational training centers (VCTs). A smaller share of the training provided to the respondents were from Private Universities (5%) and University of Prishtina (4%).

Figure 8. Specify the organisation/institution where you received this training: (n=130)



On the other hand, the respondents who did not attend any training (68%) were asked if they are interested to be trained in the future. Out of this group, 22 % were interested to participate in training in the following categories: vocational training for different professions that would facilitate employment (67%), training on any topic (25%), awareness raising training (5%) and agriculture (3%).

Figure 10. Are you interested in trainings? (n=278)

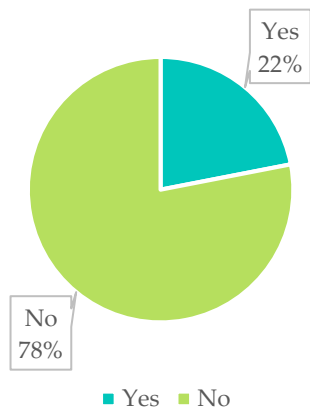
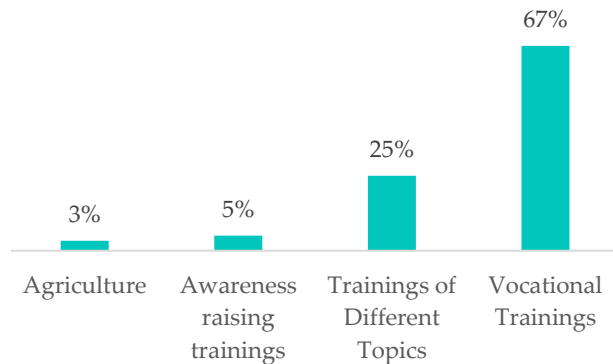


Figure 9. If yes, specify training topic: (n=61)



Employment and Challenges in the Labour market

Having provided a general overview of the educational level of the respondents, the training attended as well as their future interest in professional training, the next section of the survey asked respondents to share information about their employment status. The majority of the respondents reported to be unemployed (75%) as opposed the quarter of the respondents who are employed (25%). From those employed, 46 % are working full time, 26 % are working part-time, 16 % are self-employed and 12 % are seasonal workers.

Figure 12. Are you employed? (n=408)

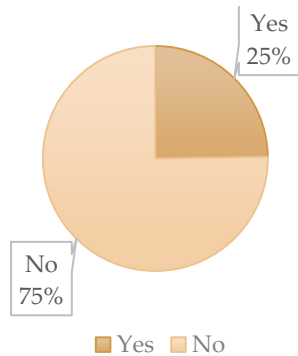
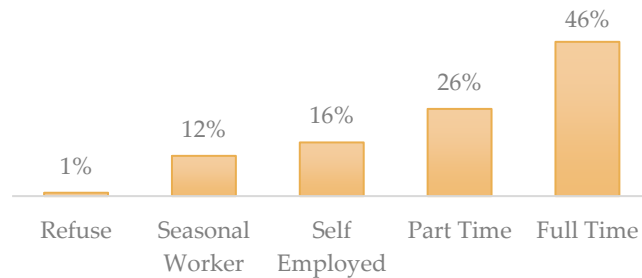


Figure 11. What is your current employment status? (n=101)



The %age of men employed (30%) is higher than women (19%) as reported by the respondents. Disaggregating employment data by ethnicity, is revealed that about one third of the respondents from the Egyptian community in Kosovo (33%) are employed as compared to those from Roma community (25%) and Ashkali community (18%)

Figure 13. Employment status by gender? (n=101)

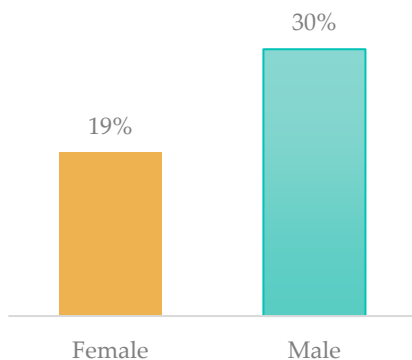
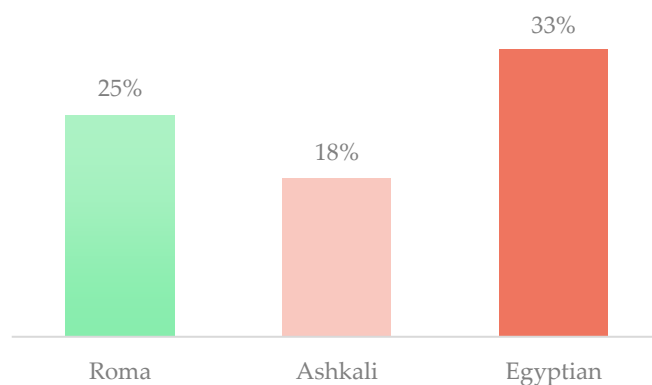


Figure 14. Employment by ethnic group? (n=101)



Looking into the level of education of those currently employed (n=101), data reveals that the largest share have completed professional high school (35%), followed by primary school (32%) and high school (20%). Additionally, 60 % of them reported to have attended different training.

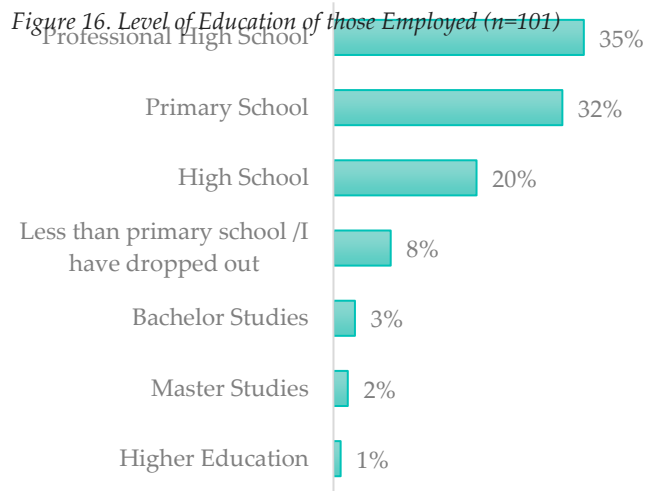
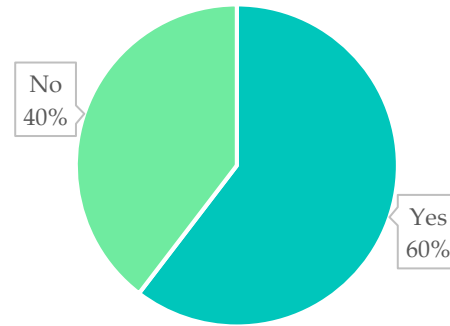


Figure 15. Trainings attended from those employed (n=101)



The largest share of those who are employed (apart from those self-employed), attributed their employment status to recommendations from friends/family or relatives (35%), around 29 % became employed through applying to job applications and 18 % through job portals. A smaller share of those who are employed found their job through social media (9%) and 8 % through the Employment Office. The majority are employed in the private sector (70%) followed by the public sector (18%) and non-governmental organisations (10%).

Figure 19. How did you find this job? (n=85)

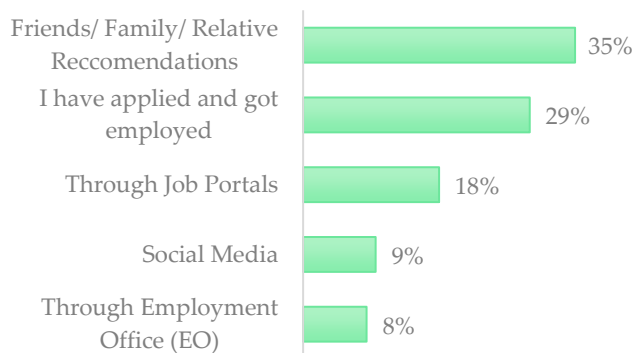
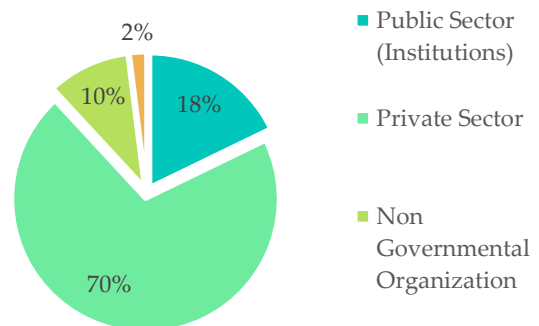
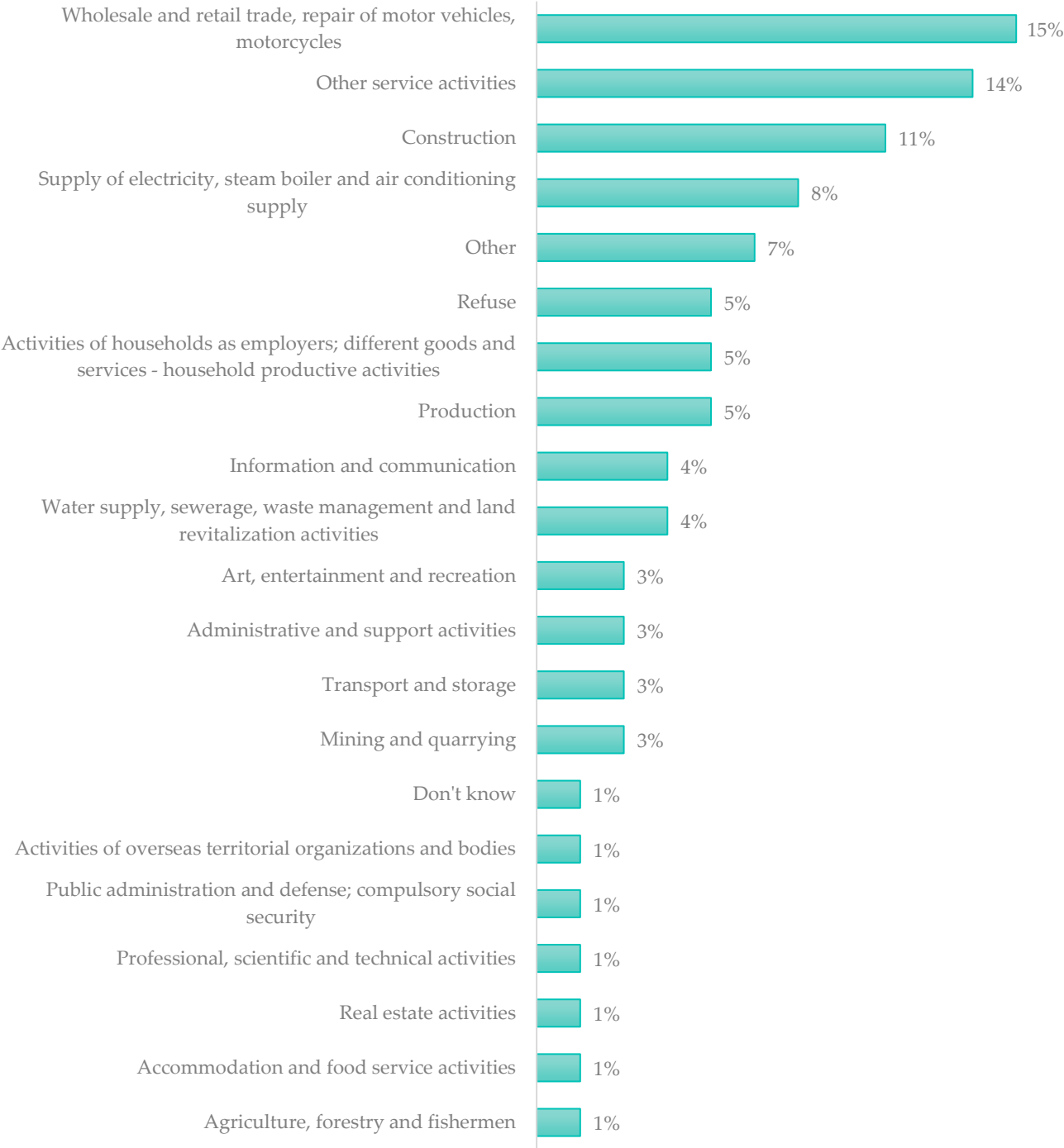


Figure 20. In which sector are you employed? (n=101)



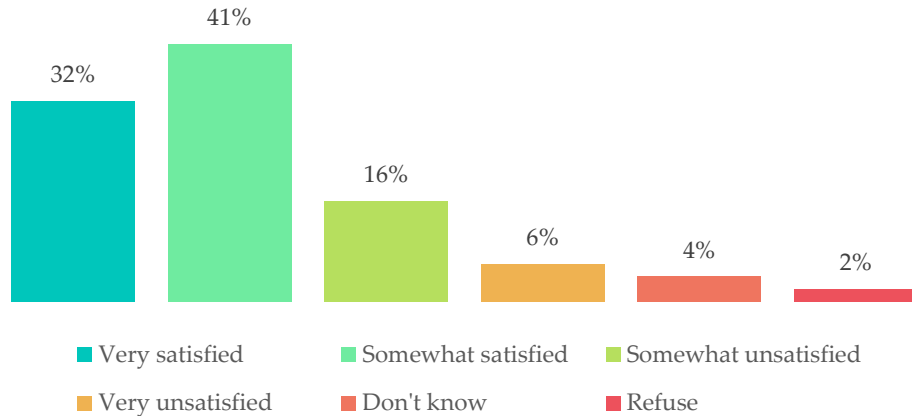
Around 15 % of those employed work in wholesale and retail trade, repair of motor vehicles and motorcycles, followed by other service activities (14%), construction (11%), supply of electricity, steam boiler and air conditioning supply (8%).

Figure 17. If employed in the private sector, please specify the industry (n=71)



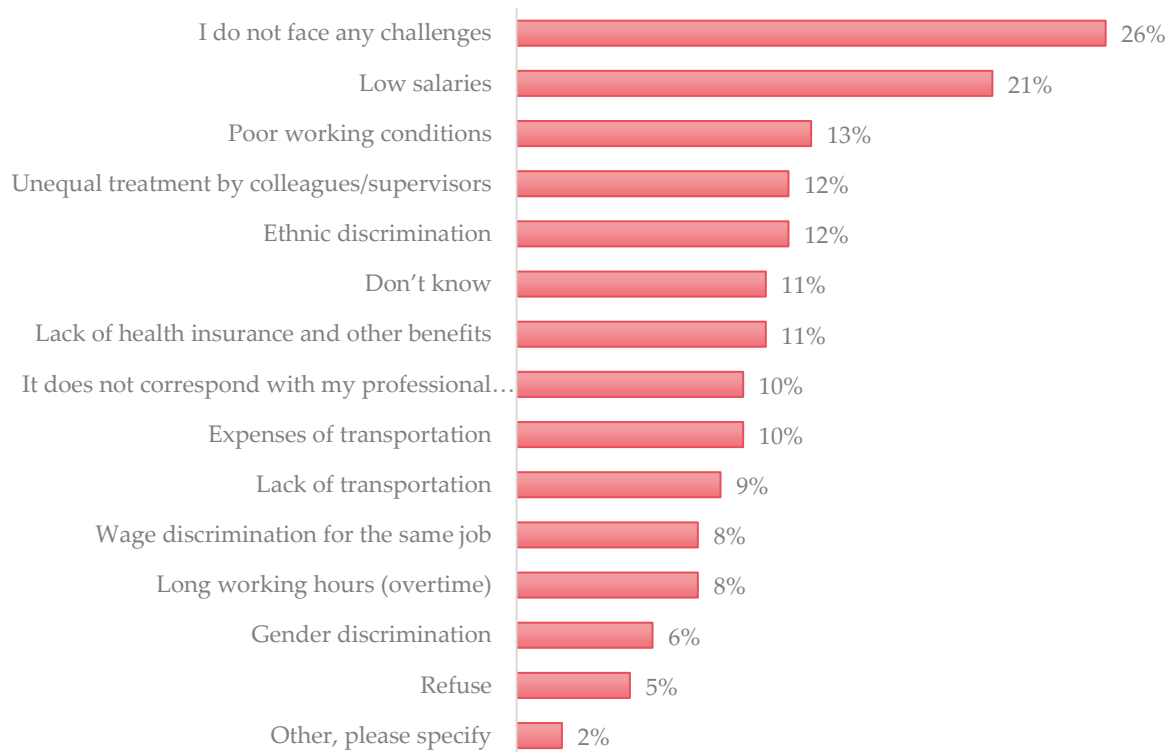
When asked about satisfaction with their jobs, the majority of the respondents (73%) reported to be satisfied and very satisfied, followed by 16 % who were somewhat satisfied, and 10 % who were somewhat and very unsatisfied with their job.

Figure 18. How satisfied are you with your job? (n=101)



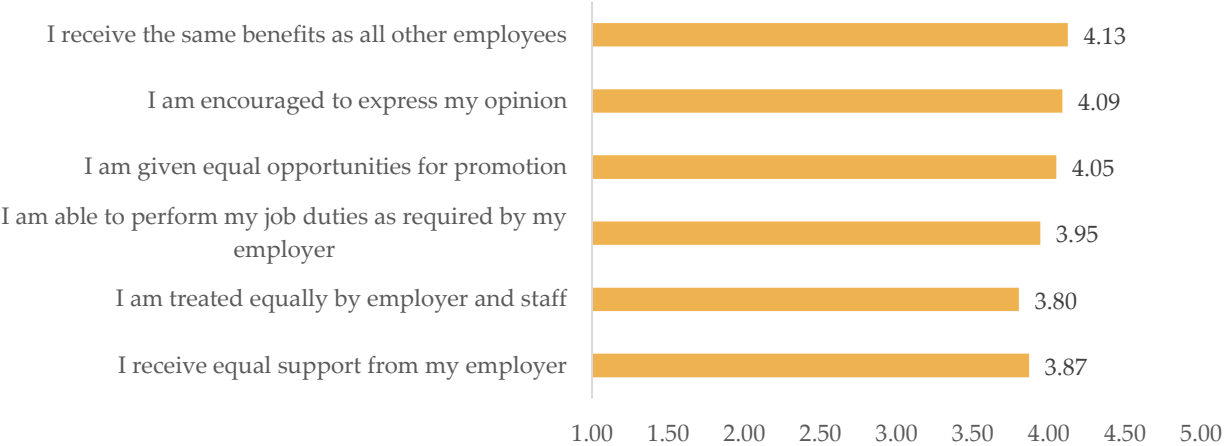
Additionally, around 26 % of those employed did not face any challenges in their workplace. Others mentioned low salaries (21%), poor working conditions (13%), unequal treatment by colleagues/supervisors (12%) and ethnic discrimination (12%) among other challenges.

Figure 19. What are the key challenges you face in your workplace, if any? (n=101)



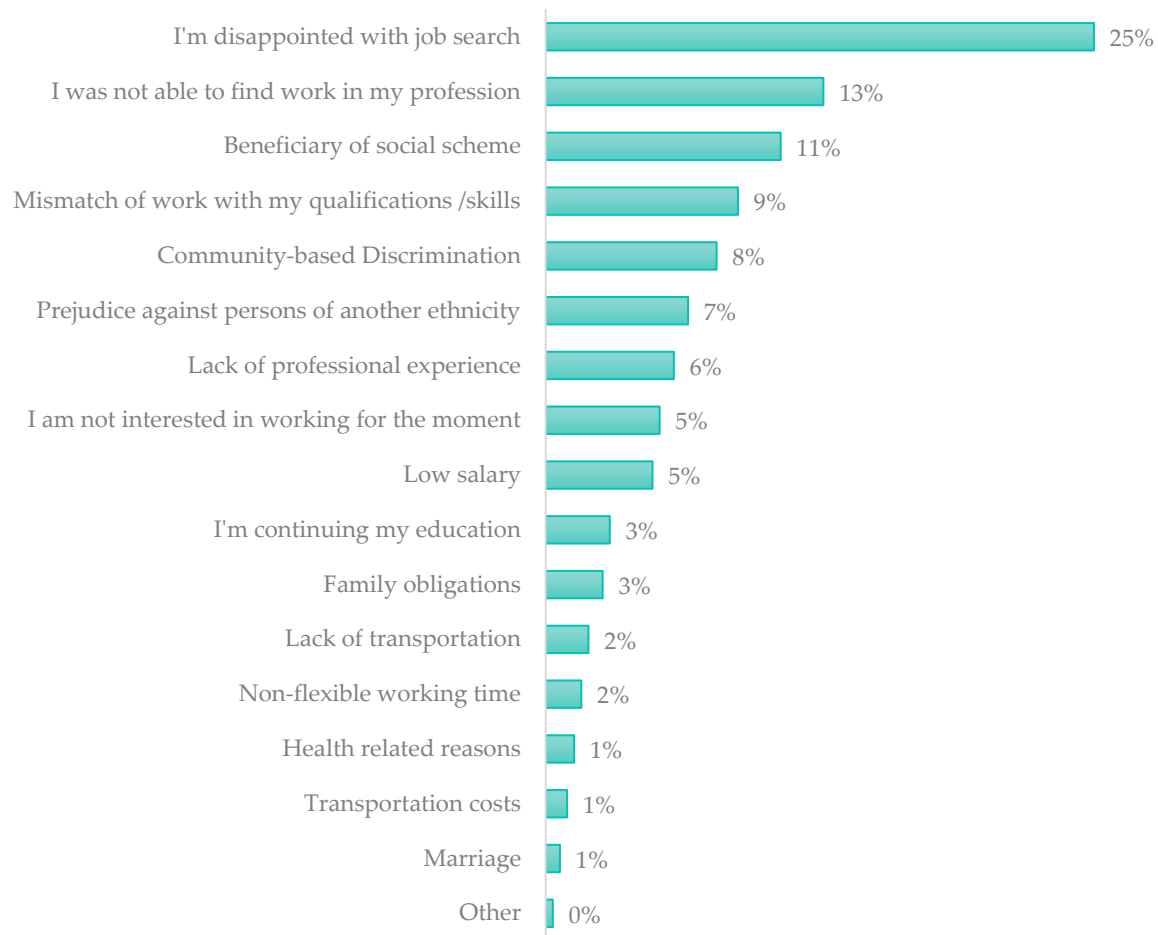
Respondents who were currently employed were further asked to rate the following statement on a scale from 1 to 5, with 1 meaning completely disagree and 5 completely agree. Data shows that this group of respondents on average agree that they receive the same benefits as all other employees (4.13), are encouraged to express their opinion (4.09) and are given equal opportunities for promotion (4.05). They slightly less agree that they are able to perform the job duties as required by employer (3.95), are treated equally by employer and staff (3.8) and receive equal support by employer (3.87).

Figure 20. Rate the following statements on a scale from 1-completely disagree to 5-completely agree (n=101)



The other group of respondents who reported to be currently unemployed (75%), were asked to identify some reasons to this fact. The most frequently chosen reasons for their unemployment were disappointment with the job search (25%), not being able to find work in their profession (13%), being beneficiaries of social scheme (11%), mismatch of jobs and their skills/qualifications (9%), discrimination and prejudice based on ethnicity (15%) and lack of professional experience (6%) among other reasons. Around five % of the respondents are not interested in working at the moment.

Figure 21. What are the reasons for being unemployed? (n=307)



Those who reported to be disappointed from the job search (25%) were further asked to clarify this concerning situation with the following reasons. The major reasons for their disappointment relate to their disbelief in getting employed without nepotism (37%) followed by feeling discriminated in the labour market on an ethnic basis (36%). Another frequently chosen reason for their disappointment is numerous job applications without further notice despite their given qualifications (19%) and not believing they can find a job that suits their skills (19%).

Figure 22. Why are you disappointed from job search? (n=77)



Additionally, the group of unemployed respondents were asked if they are looking for a job, and 57 % of them responded with 'Yes' as opposed to the other 43 % who are not currently looking for a job. The share of men looking for a job (77%) is higher than women (38%). Out of those looking for a job, 30 % were living on social assistance. Those who were not looking for jobs were asked to provide reasons for their lack of interest in employment and results show that the most frequent reason are family obligations (45%), followed by not being interested in finding a job (18%), disbelief in finding a job (15%), marriage (14%), lack of job opportunities (12%) and not knowing how to look for jobs (12%) among other reasons.

Figure 24. Are you looking for a job? (n=307)

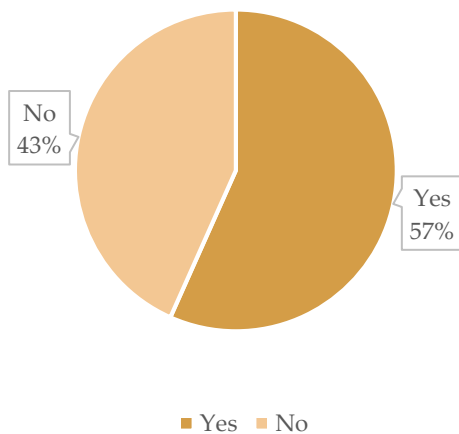
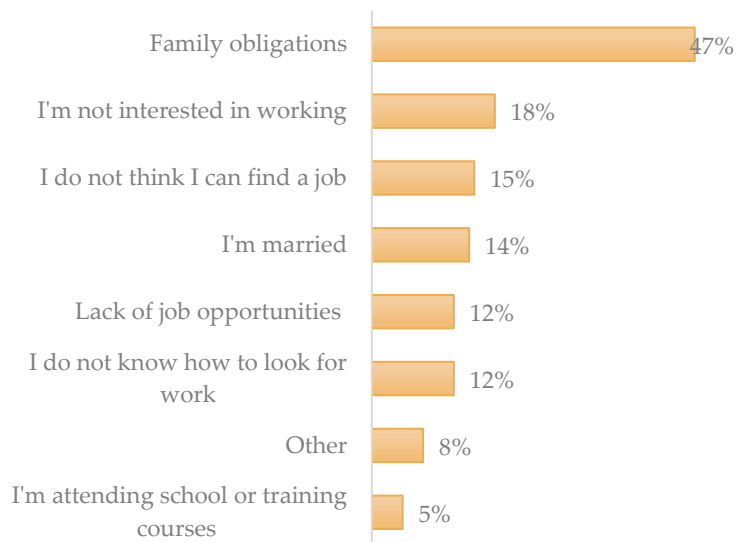
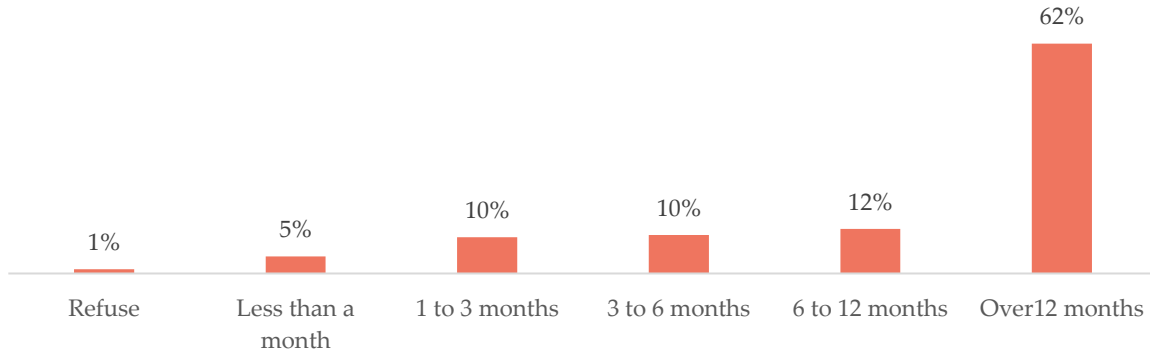


Figure 23. What are the reasons for not looking for jobs? (n=133)



However, the majority of those who were looking for a job (57%) reported to have been in this process for more than 12 months (62%).

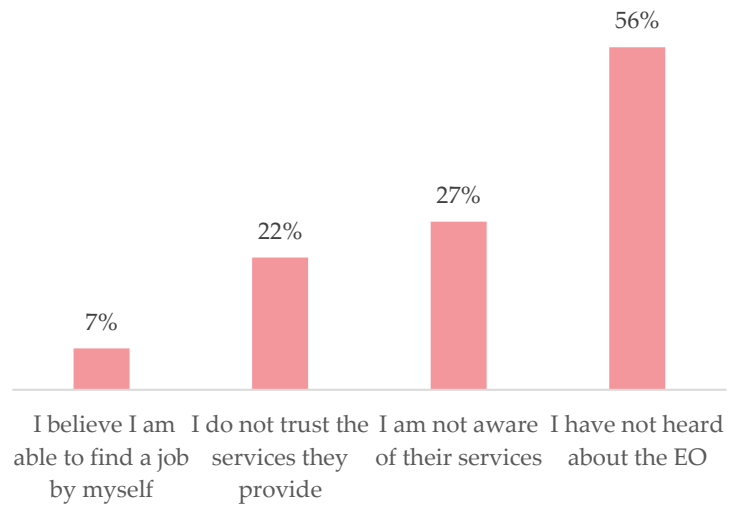
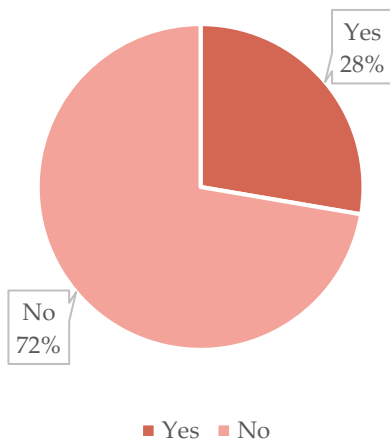
Figure 25. How long have you been looking for work? (n=174)



Out of those who are unemployed and looking for a job, 28 % are registered in the Employment Office as opposed to 72 % who are no registered because they have not heard about the Employment Office (56%), are not aware of EO's services (27%), do not trust EO's services (22%), or believe that are able to find a job themselves, without having the EO as intermediary (7%).

Figure 27. What are the reasons for not registering in the EO? (n=222)

Figure 26. Are you registered in the Employment Office? (n=397)



For those who are registered at the Employment Office, the largest share declared to not have received any services from the institution (49%), whereas 16 % have been contacted by EO for employment, 14 % have received employment counseling, 11 % have been provided with vocational training and other services as provided in the chart below.

Figure 28. What kind of services did you receive from the Employment Office? (n=85)

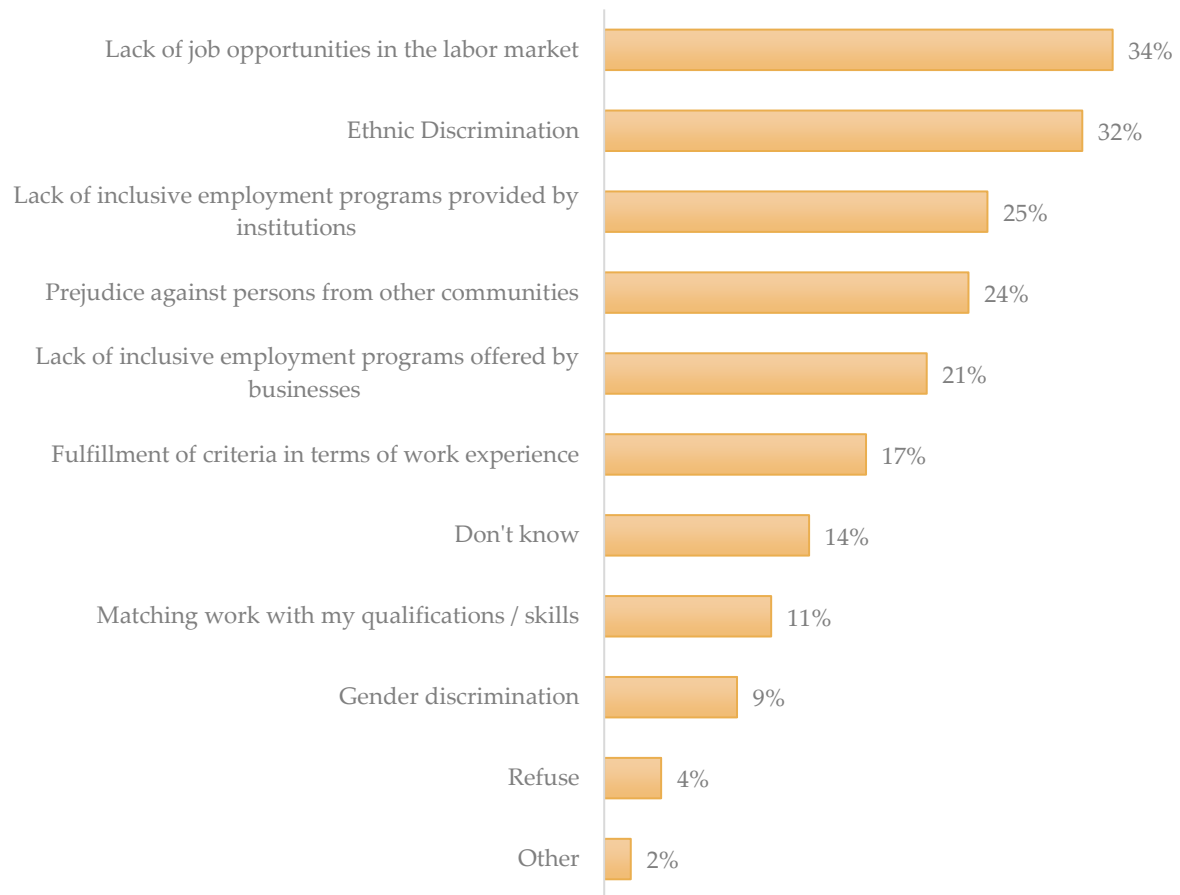


When asked about their satisfaction with the services provided by the Employment Office on a scale from 1 to 5, with 1 being least satisfied and 5 being very satisfied, on average the level of satisfaction is 2.28 leaning more towards less being satisfied.

The biggest challenge for being employed for members of the Roma, Ashkali and Egyptian Communities in Kosovo as provided by the respondents in this survey is the lack of job opportunities in the labour market (34%), followed by ethnic discrimination (32%). When it comes to ethnic discrimination, this was more frequently selected as a challenge from the respondents of Egyptian community (16%) as compared to those from Roma (8%) and Ashkali communities (9%)

Other challenges chosen by respondents included lack of inclusive programs by institutions (25%), prejudice against persons from other communities (24%), and lack of inclusive employment programs provided by businesses (21%). A smaller share of the respondents, believe that fulfillment of criteria in terms of work experience is a challenge (17%) or the mismatch of jobs available with their qualifications/skills.

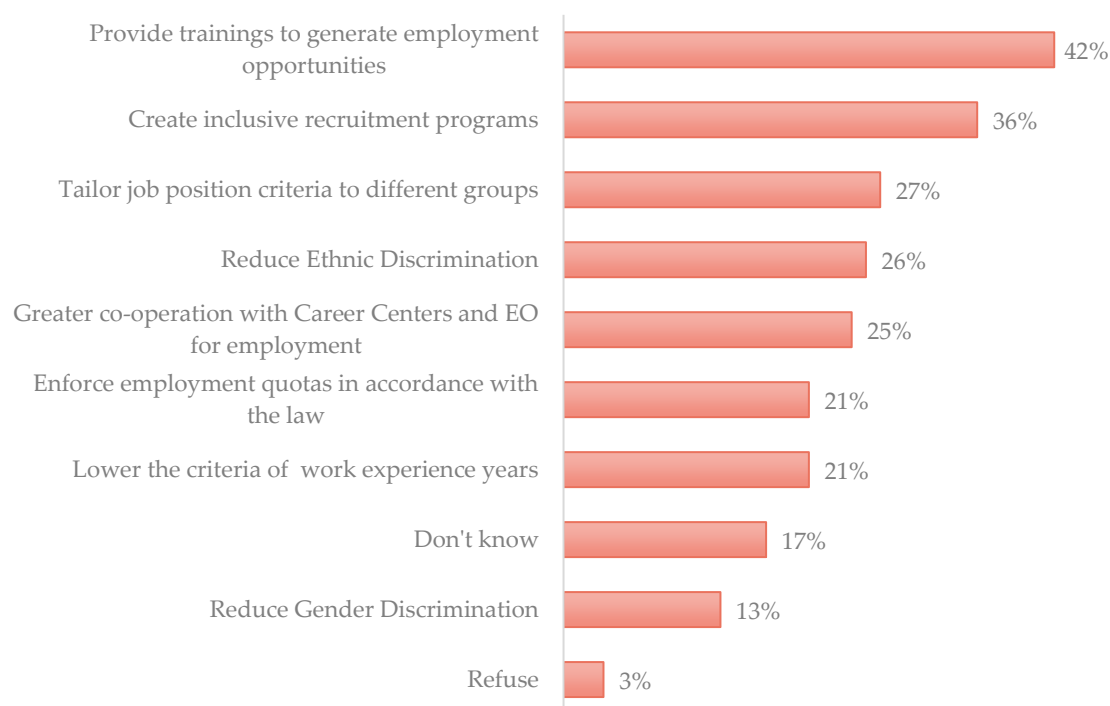
Figure 29. What are the biggest challenges in being employed for your community? (n=408)



Recommendations for Labour Inclusion

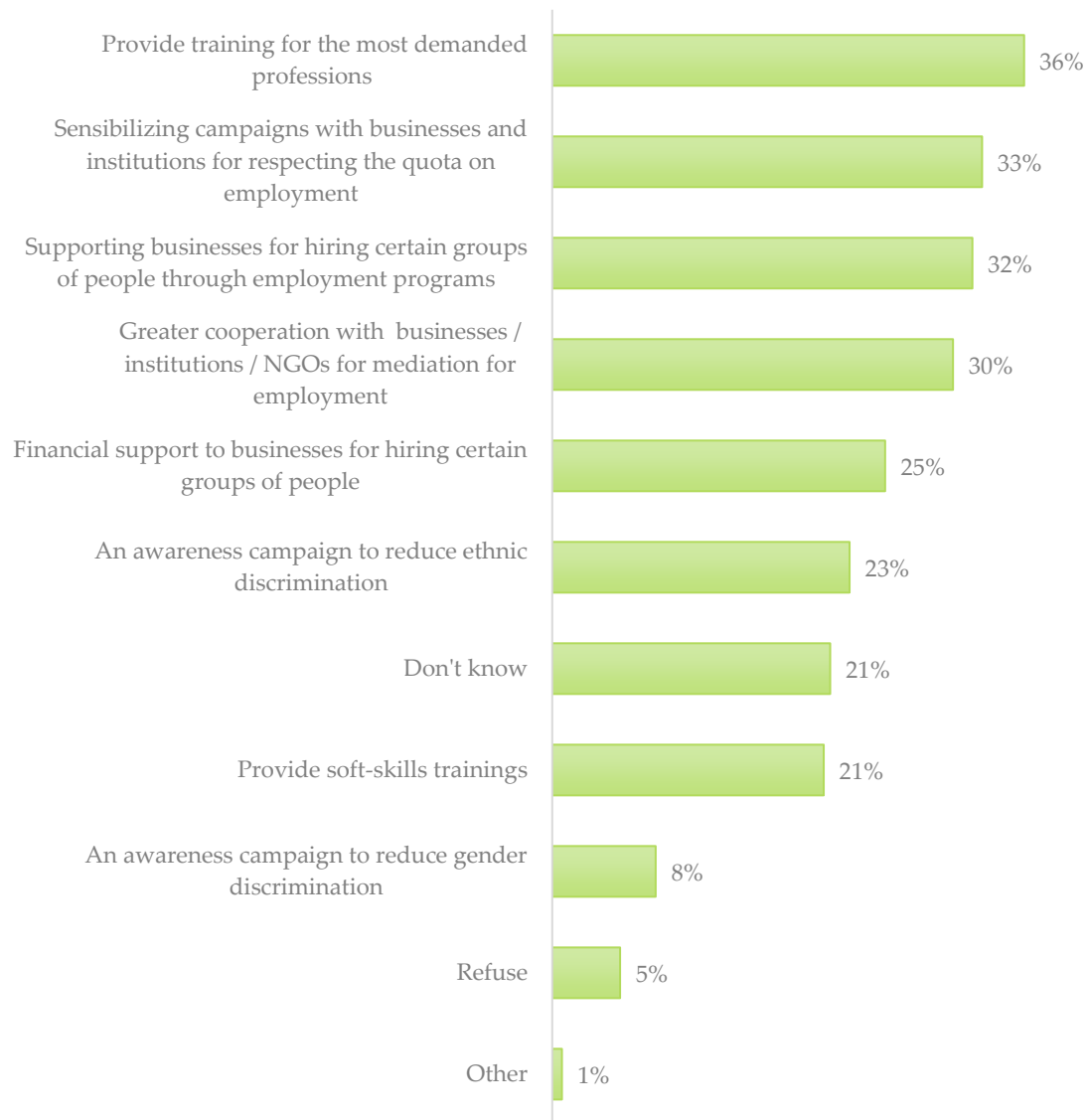
At the end of the survey, respondents were asked about their opinions on how businesses/organisations and institutions can help overcome these employment challenges of members from Roma, Ashkali and Egyptian communities. The most frequently chosen recommendations were that businesses/NGOs/ institutions should provide professional trainings that will generate employment opportunities for all groups in the Kosovan society (42%) and create inclusive recruitment programs (36%). Additionally, another recommendation is to tailor job positions to different groups (27%), reduce ethnic discrimination (26%) and that businesses/NGOs/ institutions should cooperate more with Career Centers and Employment office to generate more employment opportunities.

Figure 30. How can businesses/institutions/NGO's help to overcome challenges in becoming employed for Roma, Ashkali, and Egyptian Communities (n=408)



Moreover, the respondents from this survey also provided recommendations on how the Employment Office can help overcome the challenges of employment for the members of Roma, Ashkali and Egyptian communities in Kosovo. The most frequently chosen recommendation was that Employment Office should provide trainings for the most demanded professions in the job market (36%), followed by creating a campaign with businesses and institutions to respect the employment quota for all groups (33%) and offering support to businesses to hire certain groups with different employment programs (32%). Additionally, another recommendation is that the EO should have a greater cooperation with businesses/institutions and NGO's and mediate the employment process.

Figure 31. How can the Employment Office help overcome the challenges of employment Roma, Ashkali and Egyptian communities? (n=408)

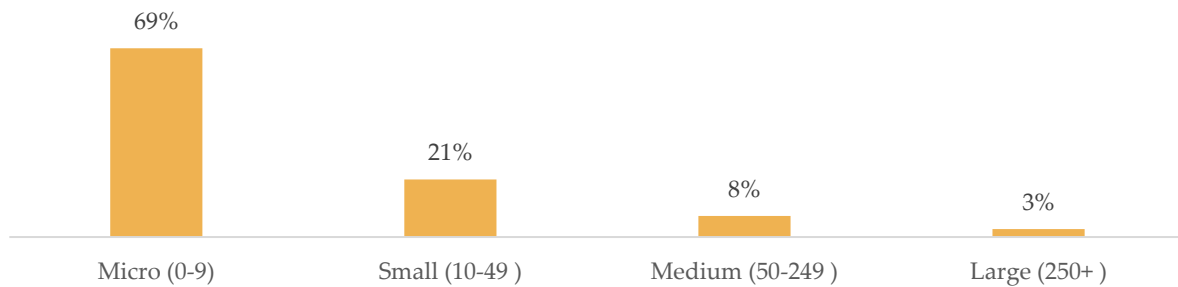


Results from Survey and Focus Groups with Businesses

Sample Description

A total sample of 210 businesses were interviewed for this study, in order to analyze the inclusion of Roma, Ashkali and Egyptian Communities in the labour market from the business perspective. The composition of the businesses as based on the number of employees includes 69 % micro businesses (0-9 employees), 21 % small businesses (10-49 employees), eight % medium businesses (50-249 employees) and three % large businesses (over 250 employees).

Figure 32. What is the size of your business? (n=210)



The survey was completed by the Executive Director/ Owner of the company (46%), Business Manager of the company (43%) and 11 % of surveys were completed from other business representatives. Fifty six % of businesses expect their business to increase by at least 25 % in the next six months, 37 % expect no changes and a very small %age (5%) expects a decrease. When it comes to staff, 64 % of businesses expect no change in the number of their employees in the next six months. However, one in three (31%) businesses expect a positive change in the business size, namely an increase.

Figure 34. In the next 6 months, do you expect the business to: (n=210)

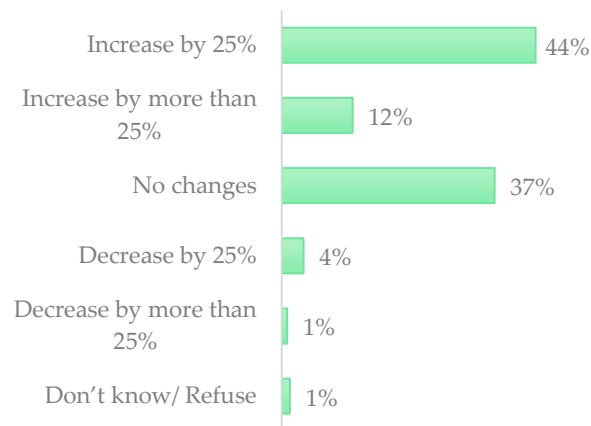
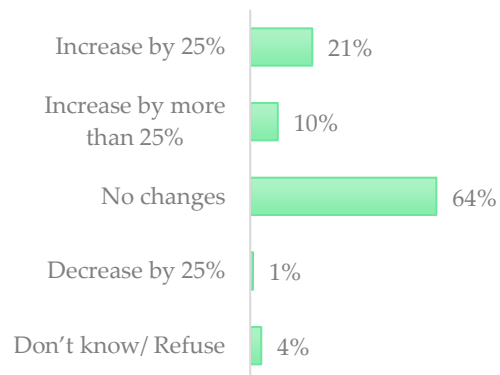


Figure 33. In the next 6 months do you expect the number of employees in the business to (n=210)



Profile of Businesses from Focus Groups Discussion

Two focus group discussions were organised with **16** business representatives from different municipalities in Kosovo (8 businesses for each focus group) of different business sizes and operating in different sectors.

The discussions were organised with business representatives from municipalities with special focus (Prishtinë/Priština, Gjilan/Gnjilane, Pejë/Peć, Ferizaj/Uroševac, Mitrovicë/Mitrovica, Hani i Elezit/Elez Han, and Podujevë/Podujevo). The entities covered both, businesses that had employees from Roma, Ashkali and Egyptian Communities currently and in the past, and businesses that have never had employees from the aforementioned communities.

All business representatives were primarily asked to describe the composition of the staff they employed, including gender distribution of their employees, as well as from other communities employed in their business. Businesses from both focus groups reported to have a balanced number of men and women employed in their business; however, the situation differed when it came to the employment of persons from different communities.

Some of the businesses had current employees and previous experience in hiring individuals from different communities in their company, mostly for short-term projects. Two companies mentioned to have employees from these communities who worked for over a year in their respective companies, however, both claimed their ethnicity was not disclosed during the application process. Others who had experience in hiring persons with other ethnicities mentioned that it was usually for short term projects, or for positions that required no advanced academic or professional qualifications.

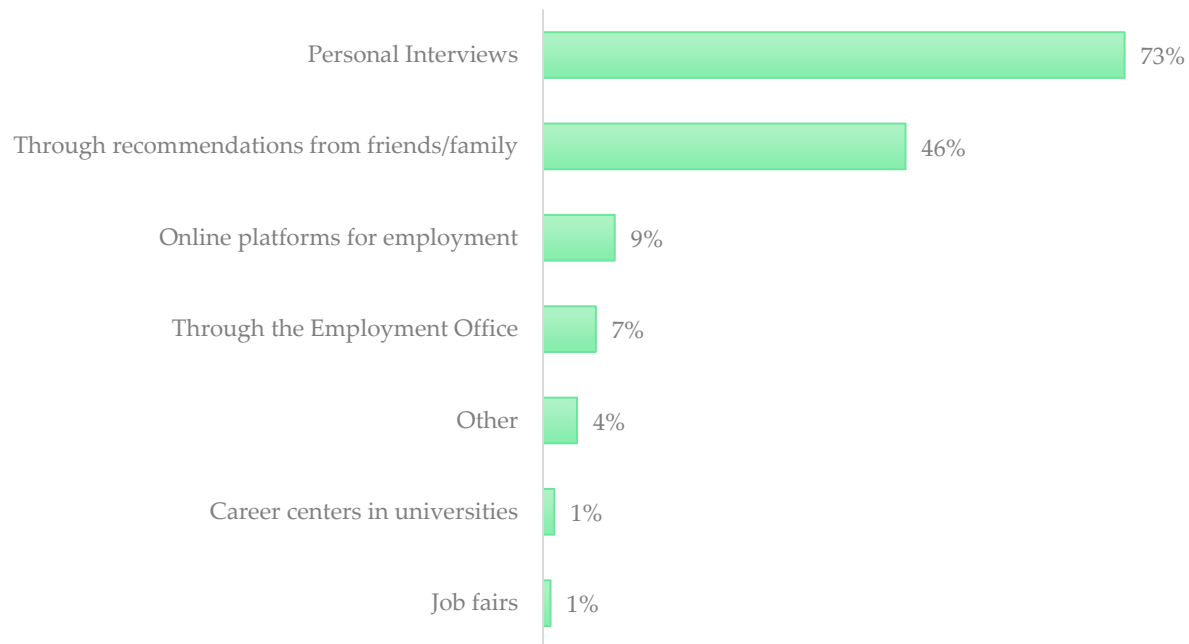
Recruitment Process by Businesses

The first part of the survey asked respondents general questions about the recruitment process and procedures which they use to recruit new staff in their companies.

Three in four (73%) businesses claimed that they recruit employees through personal interviews. The second most popular method of recruitment is through recommendations from friends/family (46%). Job fairs and career centers in universities are the least preferred method selected by only 1 % of businesses.

The results from this survey were also supported from the focus group discussions organised with business representatives for an in-depth discussion. For businesses in both groups, recruitment for new employees is done either through an open vacancy or through recommendations that come from friends or family. When it comes to vacancies, most companies follow a rather similar process in which the HR department announces the vacancy for a specific department. Then, the applicants are filtered and interviewed and the candidate is chosen based on how well they fulfill the set criteria. Although this is a common recruitment methodology, the majority of businesses from these discussions said they prefer recommendations as they consider them as more reliable sources in comparison to open vacancies.

Figure 35: How do you usually recruit employees? (n=210)



Vast majority of businesses (93%) have not cooperated with the Employment Office for recruiting their employees. However, those who have cooperated in the past, rated the experience as satisfactory (5%) or very satisfactory (1%).

Out all businesses from both focus groups, only three of them had directly cooperated with the Employment Office to recruit staff. All three representatives said they were pleased with this cooperation, not only because it reduced hiring costs, but also because they were introduced to employees they were willing to keep even after the probation period ended. Two companies said that they usually cooperate with the Employment Office when they face difficulties in finding staff for short-term projects. The representative of one of the businesses that cooperate with EO said that this is a very good opportunity for both businesses and applicants but lack of information amongst Persons makes the help they provide unreachable.

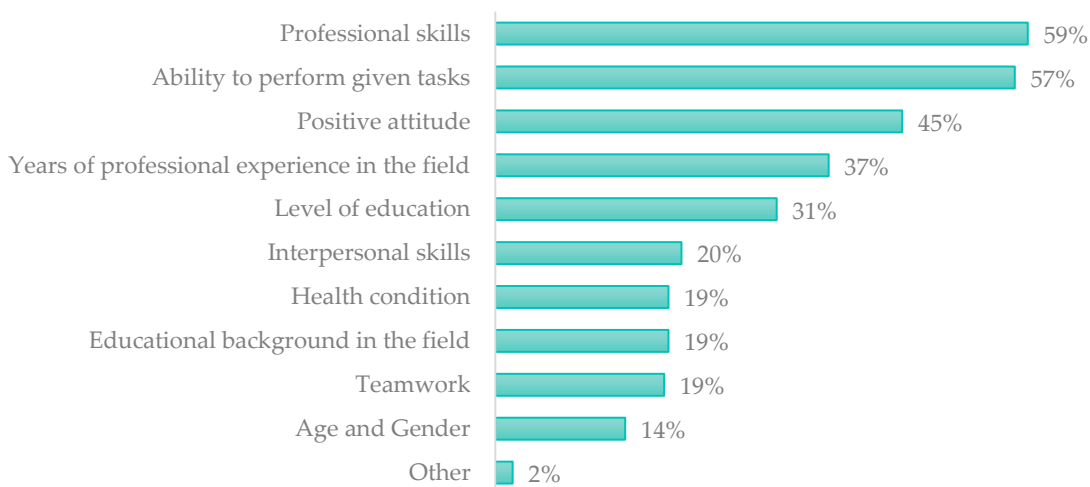
The businesses who did not cooperate with the Employment Office reasoned this by saying they are were small businesses, had consistent staff, or faced no difficulties in employing others through open vacancies. However, there was one company that said they were not aware of the employment intermediary services provided by the Employment Office, such as covering 50 % of the salary for the beneficiary employed in that business.

Figure 36: How would you rate your cooperation with the Employment Office in terms of recruitment? (n=210)



Businesses then explained what qualities they value in recruitment. Top three qualities were professional skills (59%), ability to perform given tasks (57%), and positive attitude (45%). Age and gender were the least important criteria, mentioned by only (14%) of businesses. Respondents from focus group discussions said that candidates are hired based on their qualifications, including their level of education and work experience. Most businesses said that they prioritize work experience as compared to education, considering the practical aspect as opposed to academics. Additionally, businesses claim they pose no discriminatory criteria to applicants. In their words, every person that fulfills the criteria is welcome to apply for a job position in their company regardless of ethnicity.

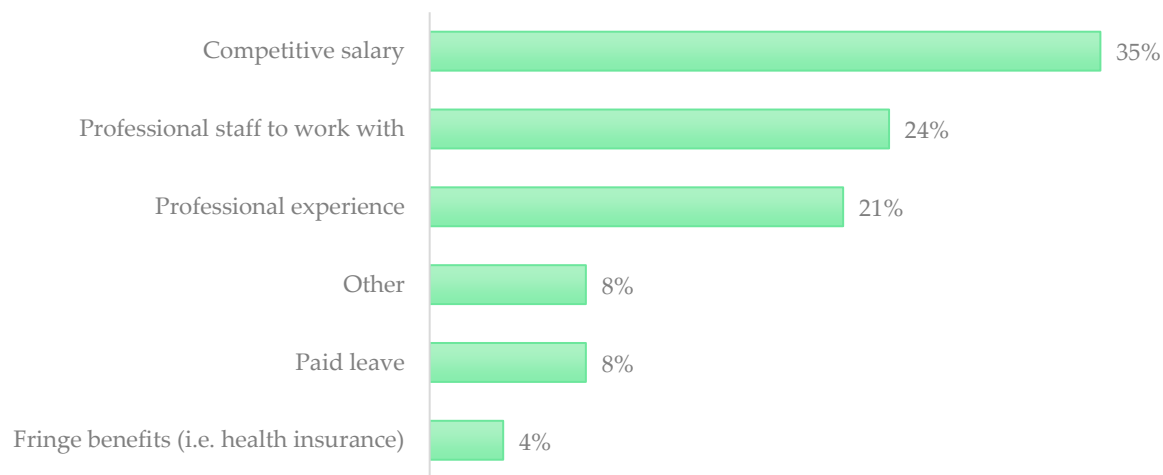
Figure 37: What do you look for in a candidate that applies in your business? (n=210)



Businesses were then asked what they offer to new employees in terms of working conditions. Competitive salary was mentioned by 35 % of businesses, followed by 24 % who said they offer a professional staff to work with, and 21 % who offer professional experience.

Focus group discussions further supported these results. All businesses that gave input said they offer good working conditions. Their statements were mostly based in terms of salaries. All claimed they paid new workers, and gradually increased their pay as they gained professional experience. However, one company said this training period is very costly because oftentimes employees quit and there is no return on investment for the business.

Figure 38: What does your business provide to new employees, in terms of working conditions? (n=210)



Perceptions of Businesses on Labour Market Inclusion

This part of the survey focused on gathering information about the perception of businesses regarding the labour market inclusion of persons from Roma, Ashkali and Egyptian communities and identifying challenges towards this inclusion.

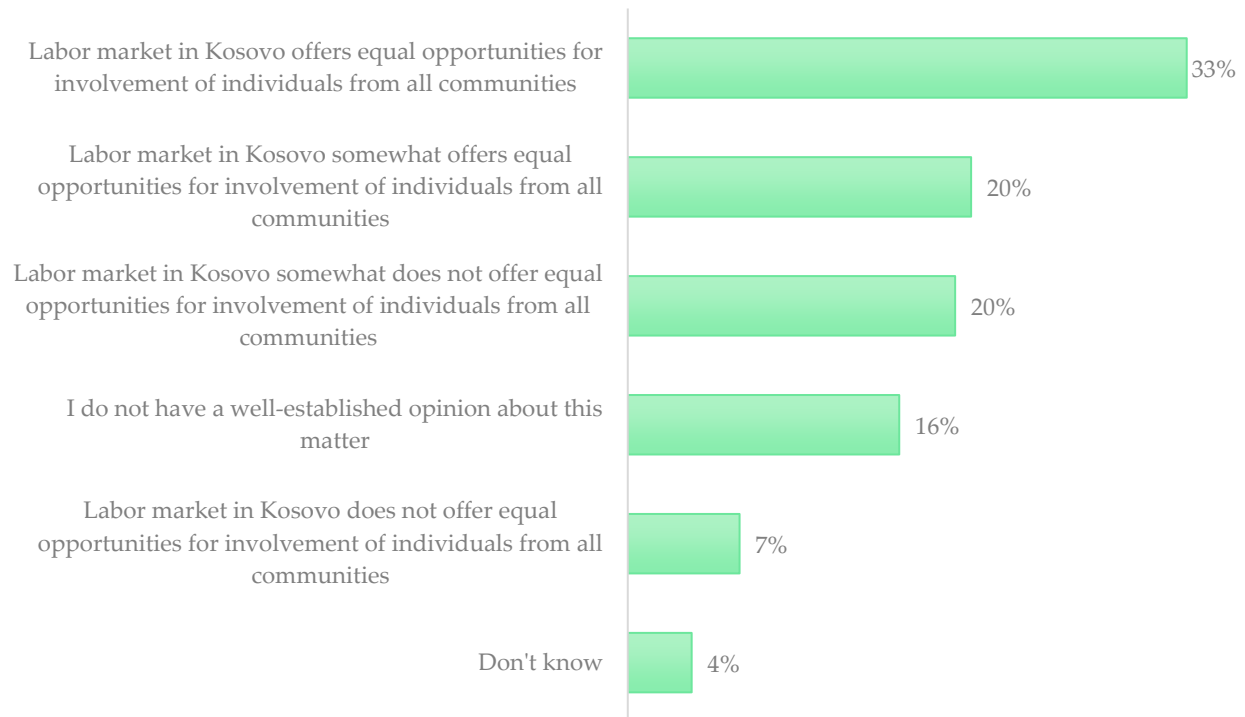
Results show that more than half of the businesses interviewed (53%) believe that labour market in Kosovo offers/somewhat offers equal opportunities for involvement of individuals from all communities, whereas 27 % of others believe that it somewhat/does not offer equal opportunities for employment.

Results from the focus groups discussion offered a more in-depth analysis when it comes to the inclusion of persons from Roma, Ashkali and Egyptian communities in the labour market. In general, businesses representatives from both focus groups agree that there is an extent of ethnic discrimination that affects the labour market inclusion of this group; including the perceptions about their lack of education and professional experience. Because of this, businesses are hesitant to hire persons from these communities because of the reactions from colleagues or clients. However, there were some differences in terms of acceptance in the two focus groups.

The business representatives from the first focus group were more welcoming in terms of hiring persons from another community. They had either previously worked with persons from these communities or heard of cases in which they were employed and successfully performed at their jobs. They shared the opinion that there was systematic discrimination in place which promotes exclusion of these groups not only from the labour market but the society in general. Their main

hesitance arose from the societal expectations and perceptions, as they believed hiring them would negatively affect their business.

Figure 39: What is your opinion about the inclusion of persons from Roma, Ashkali and Egyptian communities in the labour market in Kosovo? (n=210)

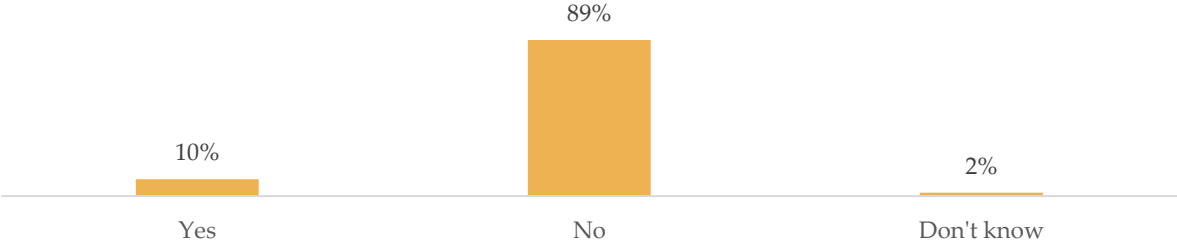


The business representatives from the second focus group were more inclined to believe that members of Roma, Ashkali and Egyptian communities were less educated, less qualified or less willing to work. Although they were cautious about not generalizing, some of the respondents admitted to have had past negative experiences that led them to have such opinions. Additionally, some businesses pointed out that members from these communities are somewhat short-sighted and mainly focus on getting employed temporarily rather than finding a long-term position. As per their capabilities and qualifications, many participants shared the opinion that it is not the responsibility of businesses to train and prepare them for the job market, but it is a personal obligation that stems from many other factors such as lack of education or training. Participants from this focus group also believed that the living conditions of these communities play a role in their exclusion from the labour market and the society. According to some opinions, since the members from these communities usually live in the same neighborhoods, they tend to isolate themselves from the rest of society, which negatively affects their inclusion.

Out of all interviewed businesses, only 9% (N=22) said they had employed persons from Roma, Ashkali and Egyptian communities. On average, the number of employees hired from these businesses was around eight from Roma community, around nine from Ashkali community and

one from the Egyptian community. The professions in which these employees were hired were mostly Maintenance, Construction and other services.

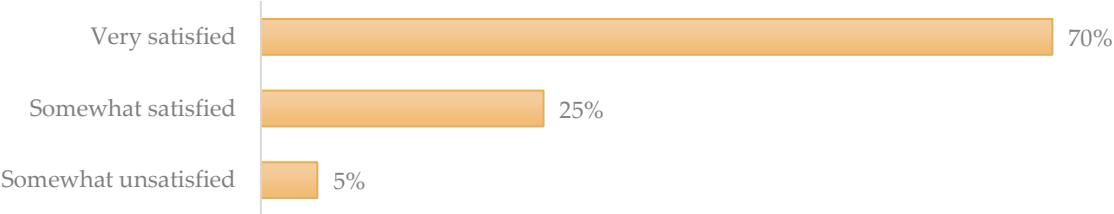
Figure 40: In the last year, has your company employed persons from Roma, Ashkali and Egyptian communities? (n=210)



Almost all businesses that hired employees from Roma, Ashkali or Egyptian communities (n=22) have said they are very satisfied (70%) or somewhat satisfied (25%) with their performance.

Similarly, those few businesses in focus group discussions that had employed persons from Roma, Ashkali and Egyptian communities, generally characterized those as positive experiences, without making a distinction based on their ethnicity or any other factor. Additionally, participants characterize persons from these communities as attentive employees with good behavior, efficient and cooperative.

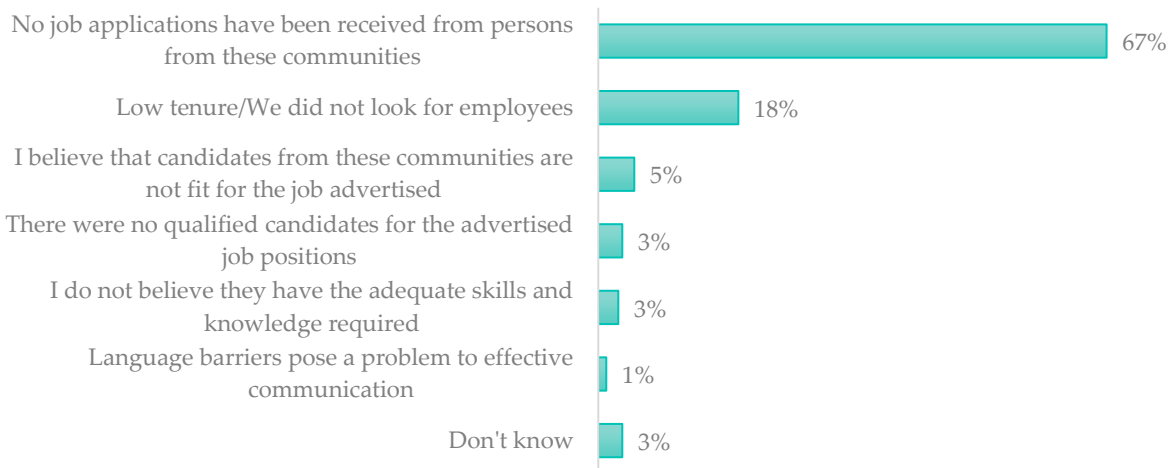
Figure 41: How satisfied are you with their performance? (n=210)



Those who have not hired persons from these communities in the last year (n=186) said that no job applications have been received from persons from these communities (67%), they did not look for employees (18%) or they believe that persons from these communities are not fit for the advertised job positions (3%).

Even in the focus group discussions, the majority of respondents did not have much experience with employing members from other communities; however, they shared different opinions in terms of their employment. One participant stated that their business directly approached some members of these communities for work but they were not interested. Other based their perceptions on cases they had heard from others or from the lack of applications from those communities. These perceptions caused biases in thinking they were mainly unprofessional, lacked experience, or simply uninterested to work.

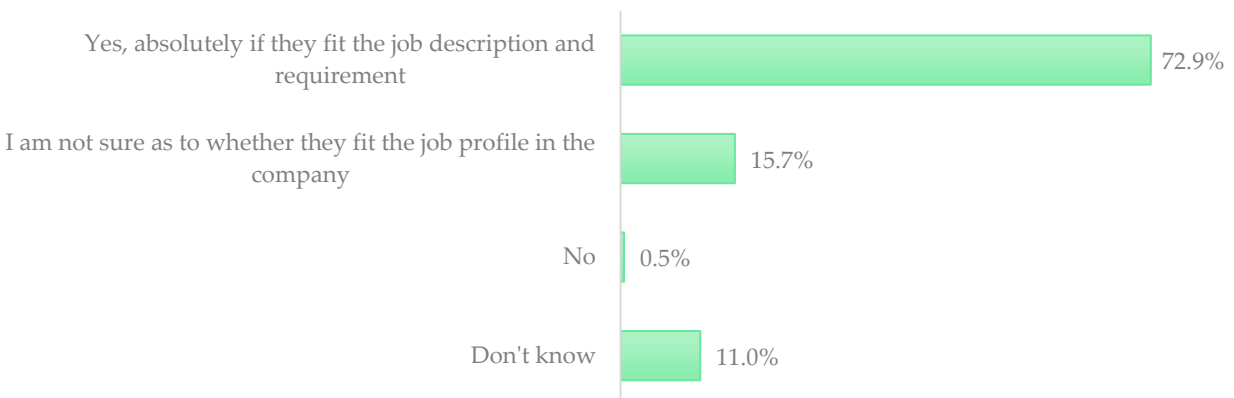
Figure 42: If NO, what are the main reasons you did not employ any persons from Roma, Ashkali and Egyptian communities in Kosovo? (n=186)



Only one business reported against hiring members of Roma, Ashkali, or Egyptian communities in the future. In fact, three in four businesses (73%) said they would absolutely hire them if they fit the job description and requirements, whereas around 16 % did not have a firm opinion as to whether they are a good fit to the job profiles within their company.

To support that, respondents from both focus group discussions claimed that they are open to employ members from Roma, Ashkali and Egyptian communities in Kosovo, as long as they have the necessary qualifications. However, they emphasized that unemployment in Kosovo is a prevalent problem for all groups and not only members from other communities.

Figure 43: In the future would you be willing to recruit persons from Roma, Ashkali and Egyptian communities in your business? (n=210)



Business representatives were asked to evaluate the following statements from 1 to 5, where 1 means strongly disagree and 5 means strongly agree. The statements businesses agree with the most are "They should be provided with equal opportunities in the labour market" (4.45) and "Businesses should design diversity programs in including different communities in

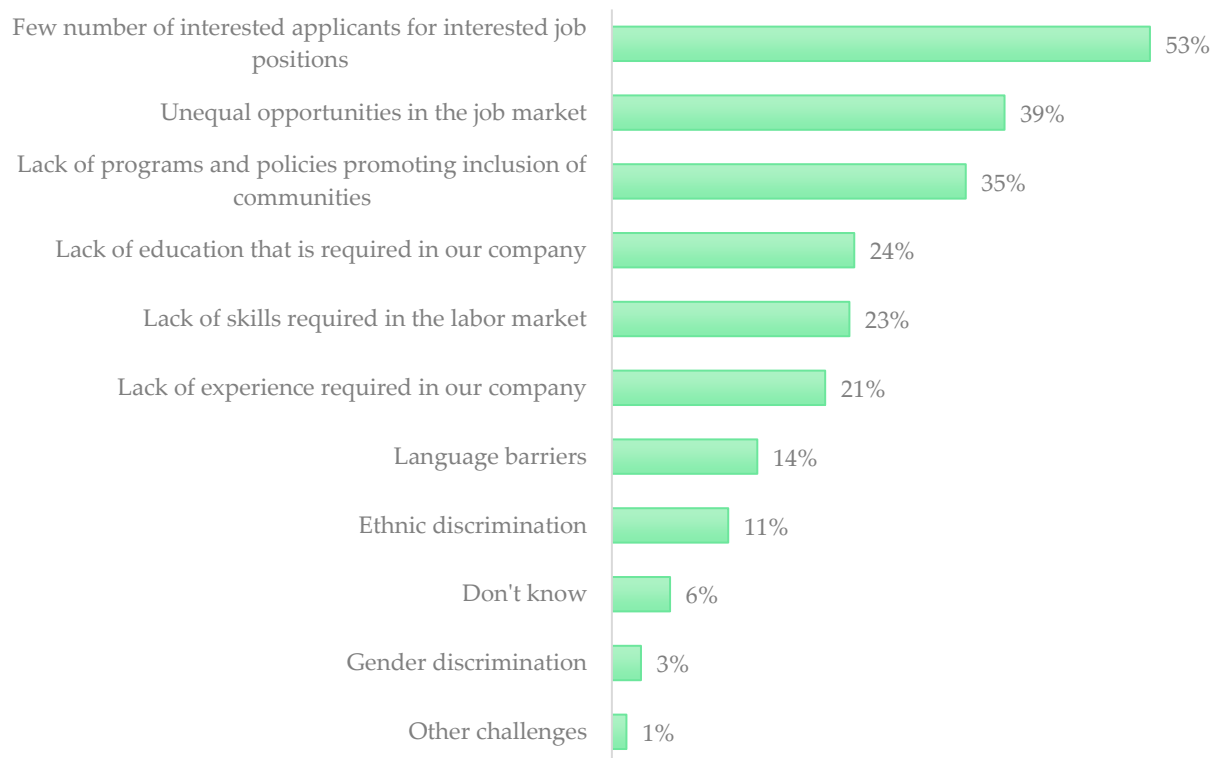
recruitment” (4.36). On average, they seem to somewhat agree that persons from these communities are hardworking employees (3.38).

Figure 44: How much do you agree with the following statements about persons from Roma, Ashkali and Egyptian communities in Kosovo? (n=143)



According to businesses, the main challenge persons from Roma, Ashkali and Egyptian communities face in Kosovo when it comes to labour market inclusion is that there is small number of interested applicants for interested job positions (53%). Additionally, they said there are unequal opportunities in the job market (39%), and a lack of programs and policies promoting inclusion of communities (35%).

Figure 45: In your opinion, what are some of the challenges that persons from Roma, Ashkali and Egyptian communities are facing in Kosovo when it comes to labour market inclusion? (n=484)

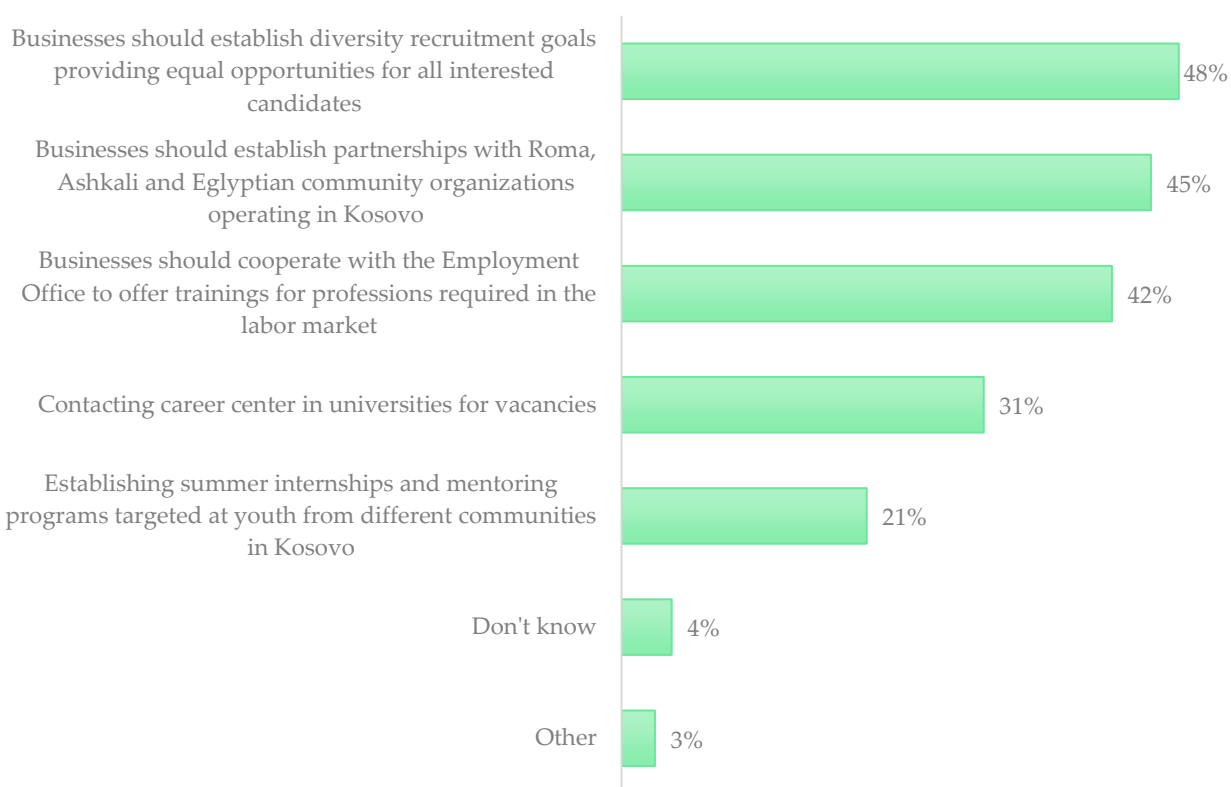


Moving on to focus group discussions, participants from the first focus group considered ethnic discrimination as the main challenge when it comes to the employment of members from Roma, Ashkali and Egyptian communities. Many mentioned the perceptions of the society that exist and therefore it results in their low primary school enrollment, and even lower university enrollment. For this reason, they remain underqualified and unable to find a stable job and make a stable income. Another thing these participants stated is the lack of responsibility on the side of persons from these community groups. Most of them choose to work for small tasks for immediate pay rather than finding a stable job. Participants from the second focus group were more hesitant in providing opinions on this topic, however, they also agreed that despite their ability to work efficiently, persons from these communities are simply not interested to find stable jobs.

Recommendations for Labour Inclusion for Roma, Ashkali and Egyptian Communities

At the end of the survey, businesses were asked about their opinions on how to overcome the employment challenges that Roma, Ashkali, and Egyptian communities face. The measures business representatives suggested to be taken to include these communities in the labour market are to establish diversity recruitment goals providing equal opportunities for all interested candidates (48%), establishing partnerships with Roma, Ashkali and Egyptian communities organisation operating in Kosovo (45%), and cooperation with the Employment Office to offer trainings for professions required in the labour market (42%).

Figure 46. In your opinion, what measures can be taken to include these communities in the labour market? (n=408)



Participants in focus groups discussions were also asked to provide recommendations on what should be done to include these communities in the labour market. Both groups emphasized that early integration in education carries high importance in their professionalization. Lack of presence in public schools is a negative indicator of their participation rate. This then sets those individuals steps back in comparison to other children from an early age.

When it comes to education and professionalization, there were six recommendations given by the respondents:

- Increase of awareness in the families in Roma, Ashkali and Egyptian communities about the importance of education;

- Enforce the law on mandatory schooling for all children under 18 years old;
- Enforce the quota on employment for businesses;
- Guidance to professional schools and training;
- Vocational training in the most demanded professions in the labour market in Kosovo;
- Awareness campaigns to reduce stigma and discrimination;

For the first recommendation, respondents believe that change should derive from family. According to one participant's information, a lot of parents do not register their children in the municipalities, so it is hard to even determine the number of children from those communities. Without being registered as citizens of Kosovo, they are not allowed to join schools. The main recommendation for this point is to *raise awareness amongst parents on the importance of education and long-term benefits of creating a work ethic in their children*. This includes registering them, sending them for regular health checkups, and most importantly, work with them when it comes to education.

The second recommendation is to *enforce mandatory schooling for children from all communities under 18 years old*. Despite the existing laws, mechanisms that enforce attendance should be set in place to deal with cases of early school dropout. The goal is to increase the level of education amongst Roma, Ashkali and Egyptian Communities to have productive upcoming generations in the future. The idea is that if work ethics is taught at a young age, it will result in increased responsibility levels.

The third recommendation is to *introduce enrollment quotas*. The idea is to look at the %age of the minority population in each municipality and then create quotas that accept that %age of students in a different minority. For instance, if in Ferizaj/Uroševac, 10 % of children come from Roma, Ashkali, and Egyptian minorities, then 10 % of students in a school must come from those communities. These children then could receive the education they need and prepare to join the workforce.

The fourth recommendation is to *guide persons from minority groups towards professional schools*. One of the reasons why Persons are unemployed is the focus on the same field, which results in increased competition. The institutions should promote professional schools and guide persons from minority groups towards those schools so that they can obtain useful skills, e.g. crafting. These skills will make them demanded in the market because of the lack of competition.

The fifth recommendation is to *encourage members from these communities for vocational training*. Given their lack of experience in the job market, training could provide them with the necessary skills. Businesses often claimed it is costly for them to spend resources and time on training new Persons, and it is not something they can afford. Therefore, they believe increased training participation would be helpful in terms of inclusion. Employment Office can play a big role in promoting members from these communities upon completing their training.

Lastly, participants recommended *organizing awareness campaigns on various topics*. These topics include the importance of education, job responsibility, and acceptance towards other

communities. These topics should be targeted to all communities in Kosovo in order to reduce stigma and discrimination. Other suggestions included the employment of persons from these communities in the service sector such as sales, to expose them to the Persons. This would be beneficial to them because they would learn to communicate better, and it would also foster acceptance towards the majority.

Overall, businesses considered themselves incapable of helping these communities without no additional support because they do not consider themselves accountable for their position in society. However, they believe that the Employment Office can play a role in promoting these communities and qualifying them. Instead of giving grants to businesses to hire persons from other communities, the grants could be used to train a specific number of persons to then send them in the market to look for jobs. Additionally, they suggest that institutions themselves should not be discriminatory towards them, as is the case with Mitrovicë/a (in which dislocation of Roma community is being attempted).

Conclusion

This study included two different points of views - that of persons from Roma, Ashkali and Egyptian communities to understand their view of labour market inclusion, and that of businesses, to understand how they view the inclusion of this part of the community. Overall, there is a low level of education amongst this group with more than half of respondents completing only primary school (35%) or dropping out before completing primary school (34%). The level of employment amongst this group is also low with three in four respondents being unemployed (75%). Three out of four of those who are employed report to be satisfied or very satisfied with their job. The biggest challenges on becoming employed for these communities are the lack of job opportunities and ethnic discrimination, as stated by one in three Persons (34% and 32%, respectively). Generating employment opportunities for all groups in the Kosovan society (42%) is the main recommendation for businesses/NGOs institutions, whereas providing training for the most demanded professions in the job market (36%) is the main recommendation for the Employment Office.

One in two businesses on the other hand, believes that labour market in Kosovo offers/somewhat offers equal opportunities for involvement of individuals from all communities. Having said that, only 9 % said they had employed persons from Roma, Ashkali and Egyptian communities. Two in three businesses (67%) said that the main reason they don't hire members from these communities is the lack of applications from these communities. However, three in four businesses are welcoming towards hiring persons from Roma, Ashkali and Egyptian communities. Businesses say that the inclusion of these groups can be helped by establishing diversity recruitment goals providing equal opportunities for all interested candidates (48%). Other recommendations include establishing partnerships with Roma, Ashkali and Egyptian community's organisation operating in Kosovo (45%), and cooperation with the Employment Office to offer training for professions required in the labour market (42%).

Annex One: Sample for Roma, Ashkali, and Egyptian communities

Table 2. Roma, Ashkali and Egyptian Communities Sample Size

		D12. (Ethnicity) What is your ethnicity?			
		Roma	Ashkali	Egyptian	
D11. MUNICIPALITY	Prishtinë/Priština	1	6	0	7
	Mitrovicë/Mitrovica	8	9	3	20
	Gjilan/Gnjilane	5	0	0	5
	Pejë/Peć	11	2	30	43
	Prizren	30	18	2	50
	Gjakovë/Djakovica	8	9	54	71
	Podujevë/Podujevo	3	8	1	12
	Vushtrri/Vučitrn	0	2	0	2
	Leposaviq/Leposavić	3	0	0	3
	Klinë/Klina	1	1	9	11
	Istog/Istok	0	1	13	14
	Deçan/Dečani	0	0	5	5
	Suharekë/Suva Reka	0	5	0	5
	Rahovec/Orahovac	1	4	3	8
	Kamenicë/Kamenica	0	3	0	3
	Lipjan/Lipljan	4	17	0	21
	Shtime/Štimlje	2	8	0	10
	Ferizaj/Uroševac	3	39	2	44
	Fushë Kosovë/Kosovo Polje	5	34	4	43
	Obiliq/Obilić	6	9	4	19
Zveçan/Zvečan	3	0	0	3	
Glogovc/Glogovac	1	0	0	1	
Malishevë/Mališevo	3	0	0	3	
Graçanicë/Gračanica	4	1	0	5	
Total		102	176	130	408

Annex Two: Sample Distribution for Businesses

<i>Municipality</i>	Size of the company				Total
	Micro (Less than 10 persons)	Small (10-49 persons)	Medium (50-249 persons)	Large (250+ persons)	
Prishtinë/Priština	29	10	9	3	51
Mitrovicë/Mitrovica	8	0	0	1	9
Gjilan/Gnjilane	10	2	1	0	13
Pejë/Peć	7	16	1	0	24
Prizren	15	3	2	0	20
Gjakovë/Djakovica	8	3	1	0	12
Podujevë/Podujevo	10	0	0	0	10
Vushtrri/Vučitrn	4	0	0	1	5
Skenderaj/Srbica	3	0	0	0	3
Klinë/Klina	4	0	0	0	4
Istog/Istok	2	0	0	0	2
Deçan/Dečani	2	0	0	0	2
Dragash/Dragaš	1	1	0	0	2
Suharekë/Suva Reka	4	0	0	0	4
Rahovec/Orahovac	1	1	1	0	3
Viti/Vitina	3	2	0	0	5
Kamenicë/Kamenica	3	0	0	0	3
Lipjan/Lipljan	3	2	0	0	5
Shtime/Štimlje	2	0	0	0	2
Ferizaj/Uroševac	13	2	1	0	16
Kaçanik/Kaçanik	3	0	0	0	3
Fushë Kosovë/Kosovo Polje	2	1	0	1	4
Obiliq/Obilić	1	0	0	0	1
Gllgovc/Glogovac	2	1	0	0	3
Malishevë/Mališevo	2	0	0	0	2
Hani i Elezit/Elez Han	2	0	0	0	2
<i>Total</i>	144	44	16	6	210