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# LABOUR MARKET INCLUSION OF PERSONS WITH DISABILITIES IN KOSOVO

SEPTEMBER, 2019

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This is a United Nations Development Programme (UNDP) in Kosovo publication. However, the views expressed in this report are those of the authors and do not necessarily represent those of the United Nations Development Programme (UNDP).

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## Executive Summary

This study was conducted upon the request of the Employment Agency and supported by UNDP in Kosovo through the project Active Labour Market Programmes 2, with the purpose of gathering data on the Labour Market Inclusion for Persons with Disabilities living in Kosovo<sup>1</sup>.

For the purpose of this survey, a sample of 404 persons with disabilities 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 with Disabilities:**

- Out of 404 persons interviewed, 15 % reported to be currently employed as compared to the other 85 % who remain unemployed.
- Around 31 % of interviewed respondents have found their job through recommendations from friends/family or relatives, and 11 % of them have been employed through the Employment Office.
- When it comes to disclosing their health issues at work, ten % reported to not have discussed their disability.
- Almost half of the respondents reported to have reported their issues to their manager (43%) and around 18 % have discussed this with their supervisor.
- The largest percentage of the respondents reported to not be facing any challenges in their workplace (37%), while others reported numerous challenges such as low wages (29%), poor working conditions (19%), lack of access to infrastructure (16%), lack of health insurance and other benefits (15%), lack of transport (13%) and discrimination based on disability (11%) among other challenges.
- The most frequent recommendations were that businesses/institutions and organisations should create inclusive recruitment programs (54%), provide training to generate employment opportunities (52%), reduce discrimination towards persons with disabilities (45%), enforce employment quotas in accordance with the law (36%), tailor job position criteria to specific groups (34%), and generate greater cooperation with career centres and the Employment Office for employment (29%).
- In terms of what Employment Office can do to help overcome the employment challenges for persons with disabilities, the most frequently chosen recommendations were that the EO should increase collaboration with businesses for inclusive employment (47%), provide training on soft-skills development (47%), provide training to increase skills

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

related to most demanded professions (46%), enhanced cooperation with businesses/ institutions/ organisations for mediation for employment (40%) and organize campaigns with businesses and institutions for respecting the quota on employment (36%).

#### **Main findings from Survey with Businesses:**

- Three in four (75%) businesses said they do not support working conditions for persons with disabilities, as opposed to only 12 % who said they did.
- The majority (91%) of businesses said "Not to my knowledge" when asked if any of the company's current employees have a physical or mental disability.
- The main reason why businesses have not hired persons with disabilities is that no job applications have been received from persons with disabilities (62%).
- Some of the challenges regarding hiring/ encouraging persons with disabilities are lack of experience in hiring persons with disabilities (32%), lack of accommodation and work conditions 32%, and the nature of work being such that it cannot be effectively performed by persons with disabilities (29%).
- When asked if these businesses got any financial support for the recruitment of persons with disabilities, only 1 % (3 businesses) of businesses said they got financial assistance from institutions.
- Some of the strategies that businesses suggested for inclusion of persons with disabilities in their company and the labour market in Kosovo are internal trainings (48%), short term assistance on the job, with an outside job coach (46%), disability awareness training (45%), flexible work schedule (34%), and assistive technology (34%).

## Introduction

Persons with Disabilities are usually characterized as a sensitive part of the society. Because of their disability, they are faced with obstacles and challenges in many areas including education

and employment. It is of high importance to understand their current level of involvement and what could be done to improve their accessibility in the labour market.

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 persons with disabilities in Kosovo. The overall objective of this study is to provide insight on the inclusion of persons with disabilities into the labour market in Kosovo. Other objectives include:

- Gather background information on the level of education and training;
- Identify the level of employment of persons with disabilities;
- Challenges on the labour market inclusion of persons with disabilities;
- Provide 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 404 persons with disabilities throughout Kosovo municipalities and a survey with 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 study focuses in identifying challenges and labour market inclusion barriers for Marginalised groups in Kosovo. 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 study on The Inclusion of Marginalised Groups into the Labour Market for persons with disabilities 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 with disabilities in Kosovo and the challenges they face in the labour market. 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 HANDIKOS organization 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 study was gathered from 28 June, 2019 until 15 July, 2019, with a representative sample of 404 persons with disabilities in Kosovo.

The distribution of the sample was based on Kosovo estimates on the number of persons with disabilities according to WHO Report on Disability estimates, and by the Institute for Sustainability and Development of Youth, which calculates an approximate “170,000 to 260,000 persons with disabilities in Kosovo.”<sup>2</sup>

The total numbers are then proportionally distributed based on the total sample for these target groups. In addition, UBO Consulting used the list of contacts provided by HANDIKOS, and the list of registered persons with disabilities at the Employment Office to ensure representativeness of the target population. The enumerators were provided with a list of reserves in case there was any refusal to conduct the interview or unable to contact persons from the list.

The survey was conducted across 28 municipalities in Kosovo with both genders, and urban/rural population in each municipality with persons with disabilities. The interview quotas for each municipality were derived as a result of the proportional distribution of the population, ensuring representativeness and data accuracy. 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 genders overall, and
- Representative distribution of the population for each municipality.

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<sup>2</sup> World Report on Disability (2011), published by World Health Organization and World Bank available at [http://www.who.int/disabilities/world\\_report/2011/en/](http://www.who.int/disabilities/world_report/2011/en/)

This sample was distributed in each municipality based on the lists provided. The detailed sample distribution can be found in Annex A of this report.

## Focus Group Discussions

For the purposes 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 labour market inclusion of persons with disabilities,

In total, these focus groups consisted of **16** business representatives. These businesses varied in size, sector, and the municipality in which they operated. 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 businesses faced during the recruitment process;
- Cooperation with the Employment Office;
- Inclusion of Persons with Disabilities in the Labour Market;
- Main barriers and challenges to employment;
- Recommendations on improving the current labour market situation;

The discussions were organized with business representatives from municipalities of 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 with disabilities, currently and in the past, and businesses that have never had employees with disabilities.

*Table 1. Composition of Focus Groups Discussions*

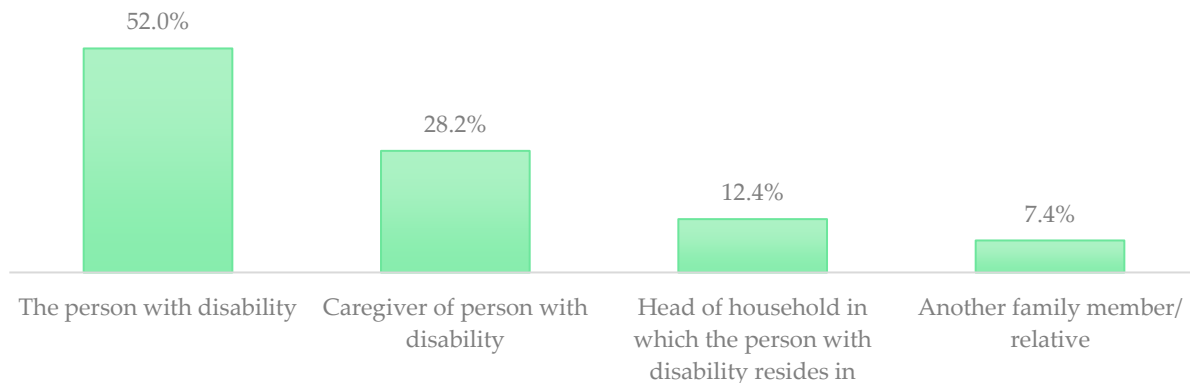
No. of Focus Groups	Covered Municipalities	No. of Focus Groups Participants
<b>Focus Group Discussion 1</b>	Prishtinë/Priština Pejë/Peć Hani i Elezit/ Elez Han	<b>8</b>
<b>Focus Group Discussion 2</b>	Prishtinë/Priština Ferizaj/ Uroševac Podujevë/Podujevo	<b>8</b>

## Survey Results with persons with disabilities

### Sample Description

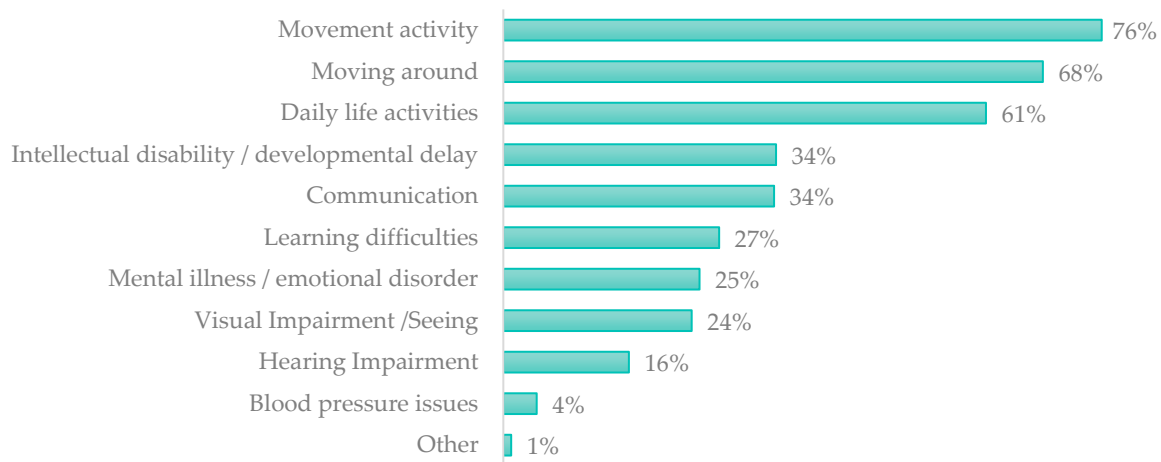
Considering that this survey was conducted with a sensitive target group such as persons with disabilities, the questionnaire was administered with them in person, or another family member or caregiver in their presence. From the total of 404 interviews, 52% were completed by the person with disability, around 18% were conducted by the caregiver of the person with the disability and around 12% by the head of the household. Additionally, around 7% of the interviews were conducted with another family member/or relative of the person with disability.

Figure 1. Who is answering the questionnaire? (n=404)



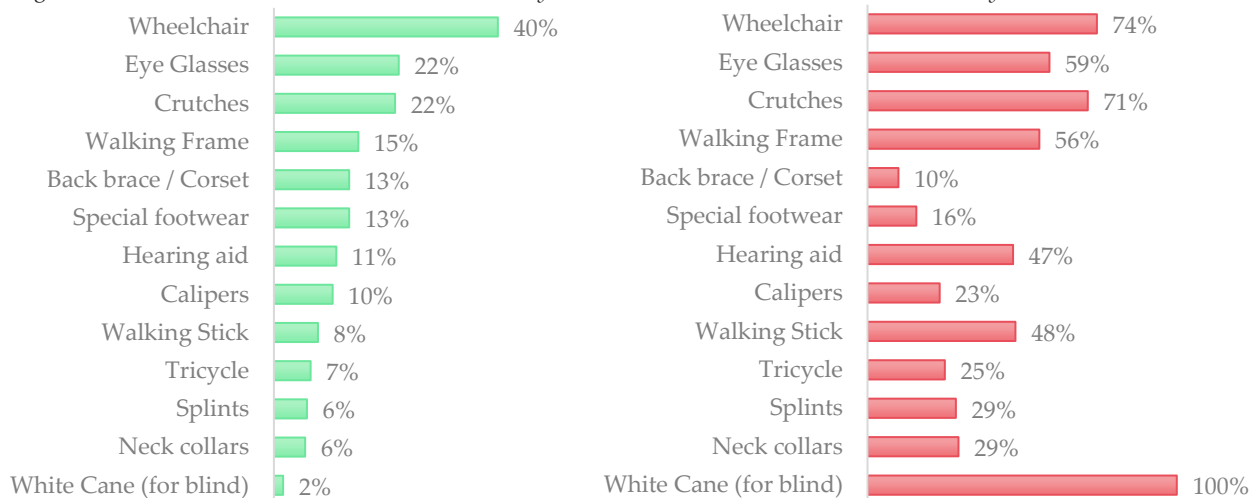
The majority of persons with disabilities from the study reported to have difficulties in movement activities (76%), followed by moving around (65%) and engaging in daily life activities (61%). A smaller share of the respondents reported to have intellectual disability/development delay (34%), difficulties in communication (34%), difficulties in learning (25%) and mental illnesses/emotional disorder (25%) among other difficulties that they face in their daily lives.

Figure 2. Do you have difficulty in the following areas? (n=404)



Considering these difficulties, the next step was to provide information about the assistive devices needed to facilitate their daily activities and the assistive devices they actually possess. As shown in the chart to the left, the most needed assistive devices are wheelchair (40%), eye glasses (22%), crutches (22%), walking frame (15%) and corset (13%) among others. Additionally, respondents were asked to provide information about their possession of these needed devices; results on the chart to the right show that out of all the respondents who need a wheelchair, 74% of them actually own one. Similarly, 59 % of those in need of eyeglasses own a pair, and 71% in need of crutches owns them. All the respondents who need a white cane for walking own the device.

Figure 3. Assistive device needed to overcome disability/ Assistive device owned to overcome disability (n=404)



In addition, the majority of the respondents reported to be recipients of social assistance, with the average amount of 165.56 euros. When asked if they are aware about the law and whether it permits persons who receive social assistance to be employed, around 45 % claimed they are not allowed to work, and 23% where not informed on this matter.

Figure 4. Do you receive social assistance? (n=404)

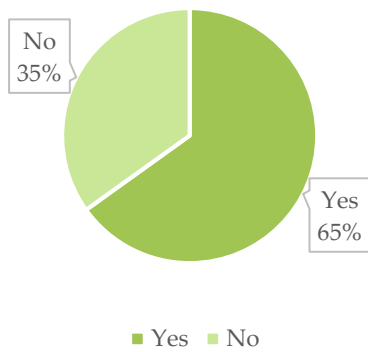
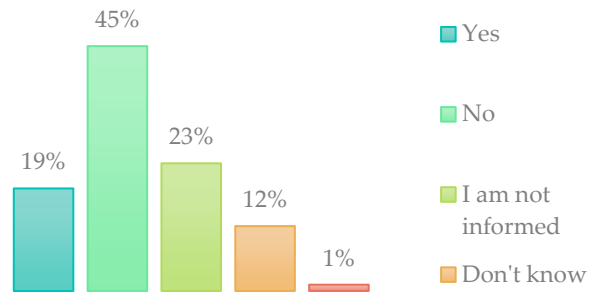


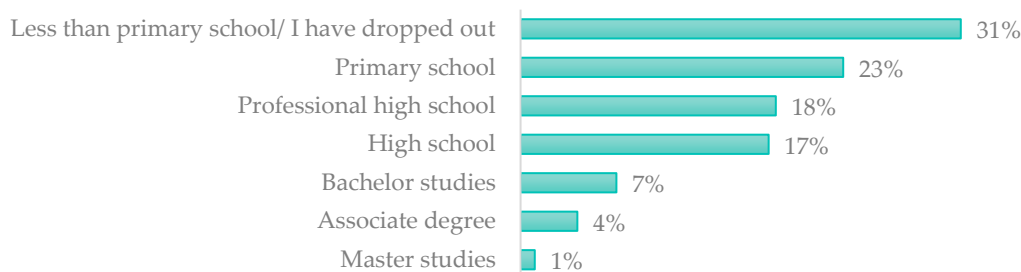
Figure 5. Are you allowed to work by law if on social assistance? (n=404)



## Educational Background and Training

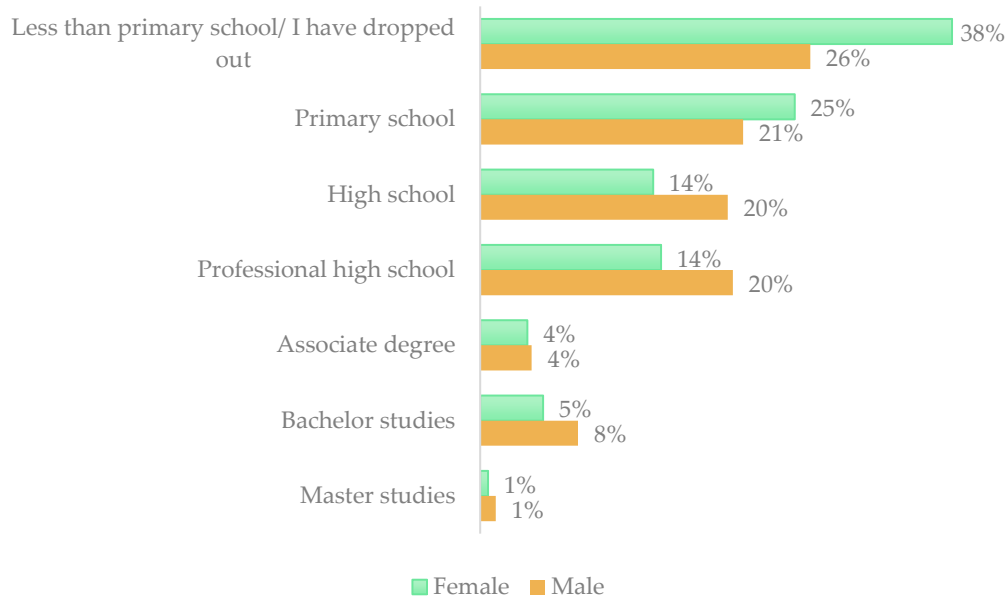
This section of the survey asked the respondents on their completed level of education, reasons for not completing their studies and information about training attended. Data shows that 31% of those interviewed have not completed primary school or have dropped out of school. Other than this, around 23% of the respondents have completed primary school, 18% have completed professional high school and 17% have finished high school. As for higher education, smaller percentages of respondents have completed bachelor studies (7%) associate degree (4%) and Master studies (1%).

Figure 6. What is your completed level of education? (n=404)



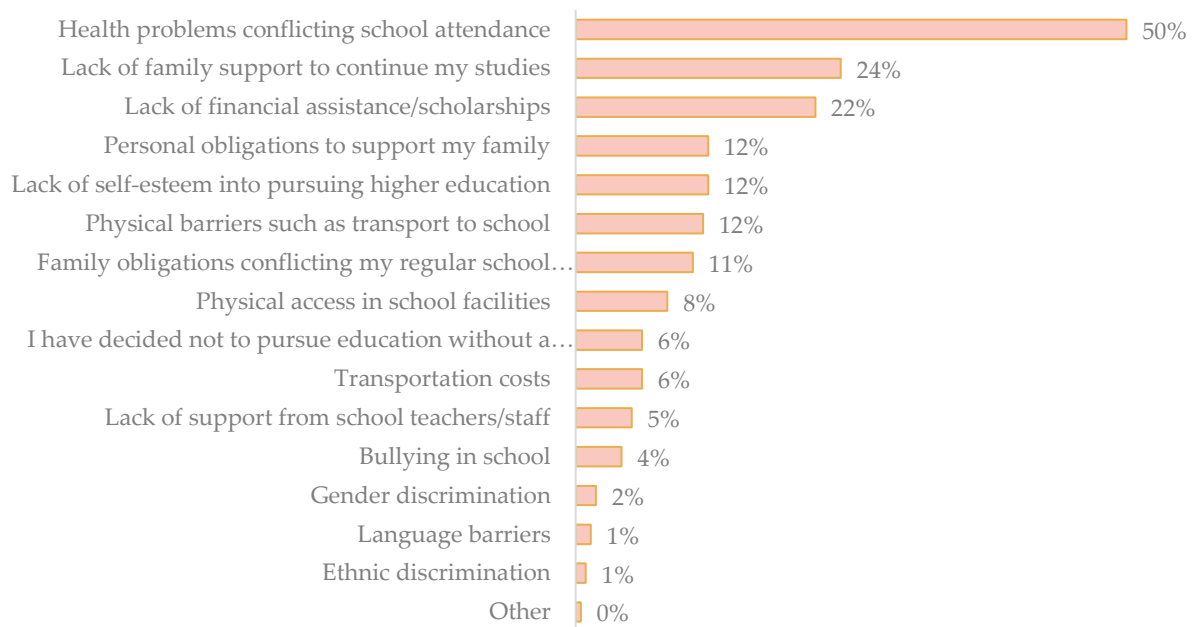
Disaggregating the data by gender, reveals that the percentage of women with disabilities who have dropped out of school is larger than that of men with disabilities (38% of women and 26% of men). Slightly more women with disabilities have completed their primary education (25%) as compared to men (21%), whereas the share of men with disabilities who have completed high school and professional high school is higher than the share of women.

Figure 7: What is your level of education? (Gender)



Those who did not complete primary school and dropped out during these years, provided that the major reason for not pursuing their education was their health situation that conflicted school attendance (50%). Other most frequently mentioned reasons were lack of family support to complete studies (24%), lack of financial assistance (22%) and personal obligations (12%).

Figure 8. If you didn't pursue a higher education, what are the reasons for not pursuing a higher education?



Apart from the education level, a quarter of the respondents have attended different training as compared to the other 75% who have not. Those who attended training, were further asked to provide some information about what the training topic was; data shows that the most frequently attended training were professional training, followed by business administration (25%), management (24%), soft skills (22%) and accounting (12%).

Figure 10: Have you attended any training?

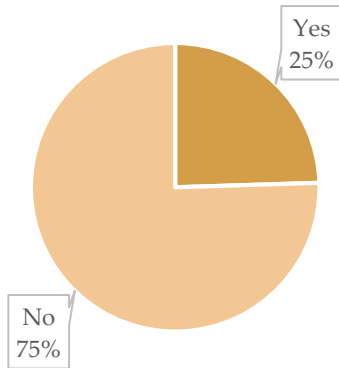
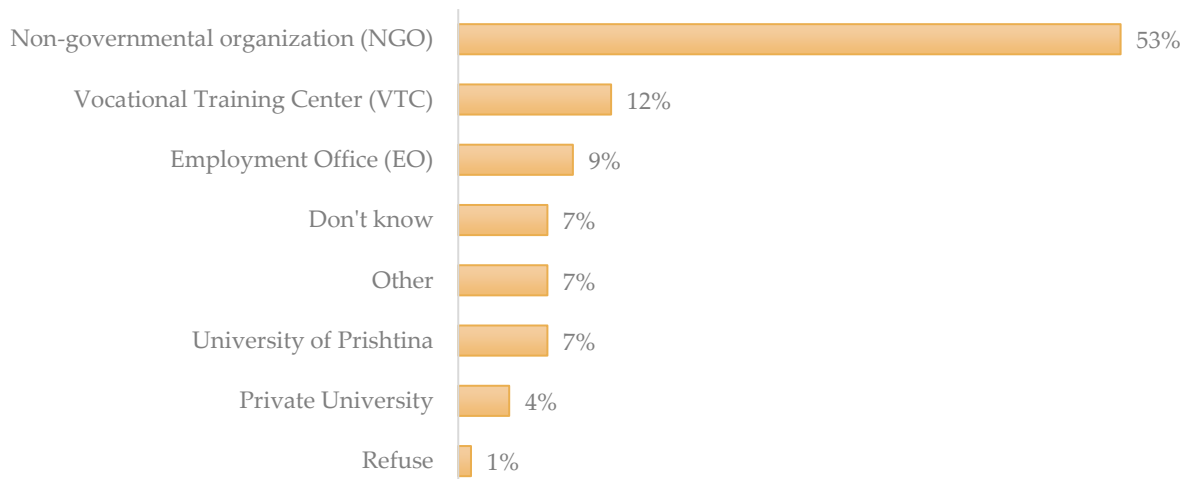


Figure 9. What was the training topic? (n=99)



Additionally, a considerable share of the respondents reported to have attended different awareness raising topics about the integration of persons with disability in the society. Most of these training have been offered by different non-governmental organisations in Kosovo (53%), followed by vocational training centres (VCTs) (12%) and the Employment Office (9%).

Figure 11. Specify the organization where you received this training? (n=99)



The share of the respondents who did not attend any training (75%), were asked if they would be interested to receive any training in the future. Out of this group, 16% reported to be interested in future training as opposed to the other 84%. The most demanded training topics were professional training-crafts (51%), professional training for employment (31%) and training to enhance their inter-personal and social skills.

Figure 12. Would you be interested in receiving training? (n=305)

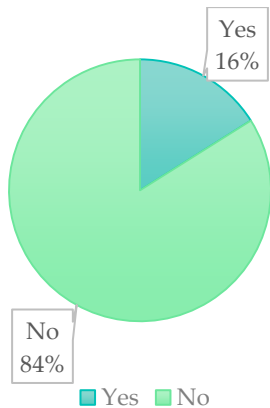
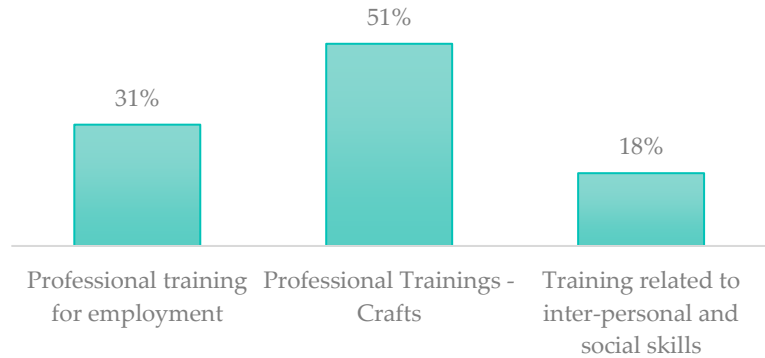


Figure 13. Specify the training topic? (n=49)



## Employment and Challenges in the Labour market

Having provided a general overview of the educational background and training attended, this part of the survey focused on gathering information about the employment status of persons with disabilities participating in this study and shedding light into the challenges they face in the labour market.

Out of 404 persons interviewed, 15% reported to be currently employed as compared to the other 85% who remain unemployed. The status of those currently working is mostly working full time (76%), whereas 8% are self-employed and 3% are seasonal employees. In addition, 13% of those interviewed (n=8) are working part-time because this schedule is a better fit due to their disability, and because of lack of opportunities to become employed full-time.

Figure 14. Are you employed? (n=404)

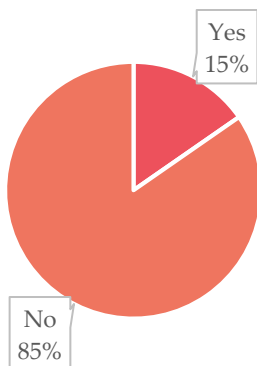
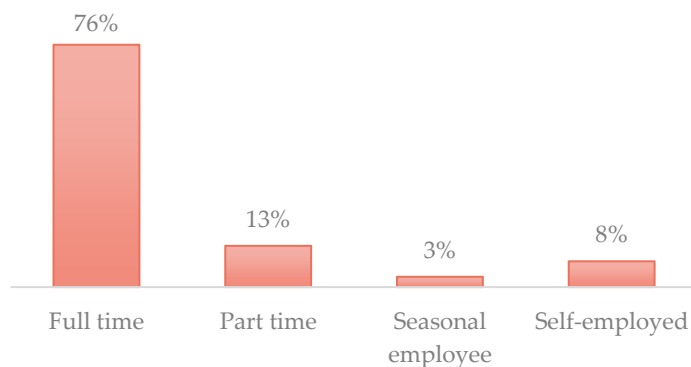


Figure 15. What is your employment status? (n=62)





Out of those currently employed, around 57% have previously attended training and 43% have not. The gender distribution is roughly the same where 14% of those employed are women and 16% are men with disabilities.

The group of respondents who are currently employed were asked to provide information about how they became employed, in which sector they work, satisfaction with their job as well as the challenges they face in their workplace, if any. As provided in the chart below, the largest share of the respondents (40%) reported to have become employed by applying for a job themselves.

Figure 16. In which sector do you work? (n=62)

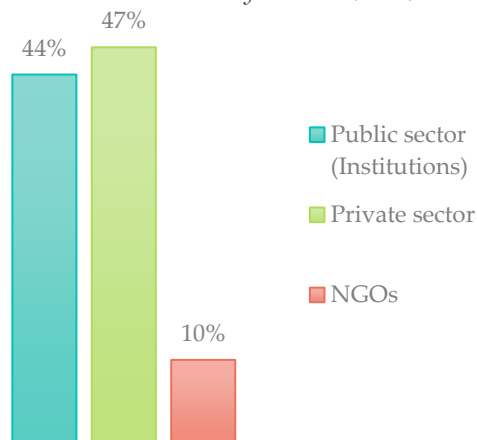
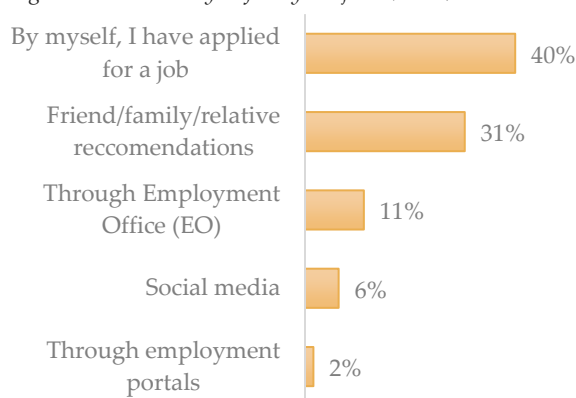


Figure 17. How did you find your job? (n=62)



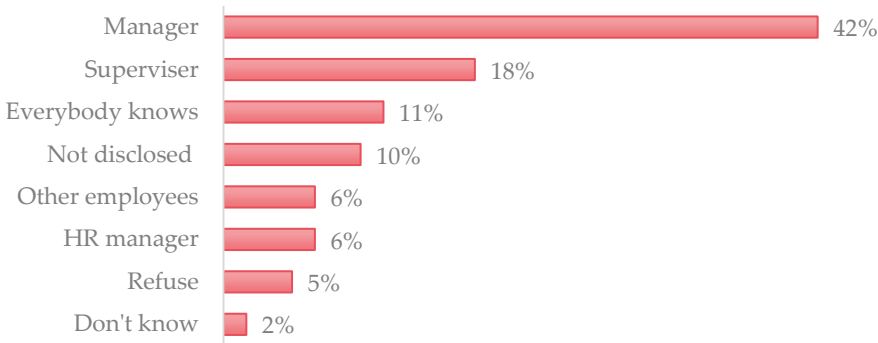
Around 31% have found their job through recommendations from friends/family or relatives, and 11% of them have been employed through the Employment Office.

Additionally, almost half of the respondents are employed in the private sector (47%), around 44% are employed in the public sector and 10% of the respondents work in NGOs.

Those working in the private sector (n=29) are mostly working in Construction, Production, Wholesale and Retail trade, repair of motor vehicles, and other service activities. The majority of the respondents reported to be very and somewhat satisfied with their job (92%). When asked if they were informed about being exempt from payroll tax for working, more than half reported to be informed (66%) as opposed to the other 34% who were not aware of this fact.

On another matter, when it comes to disclosing their health issues at work, 10 % reported to not have discussed their disability. Almost half of the respondents reported to have reported their issues to their manager (43%) and around 18% have discussed this with their supervisor.

Figure 18. Have you disclosed your health issues with anyone at work? (n=62)



About a third of the persons with disabilities who reported to be employed in this study (34%), have needed to take sick leave due to their health issues, whereas more than half of them (55%) did not present such need. On average, the number of days taken for sick leave was 11 days mostly paid by the employer (86%).

Figure 20. Did you need to take sick leave during work? (n=62)

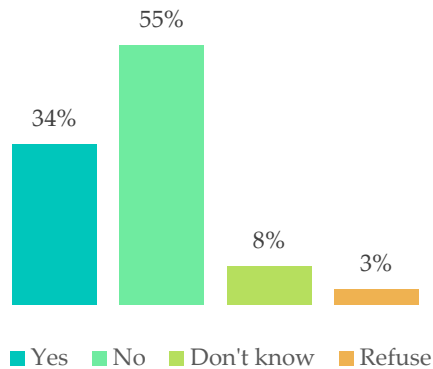
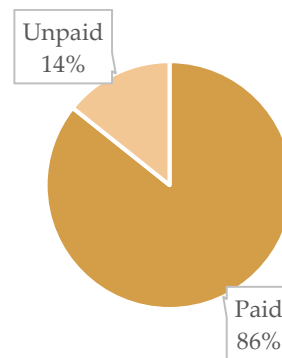
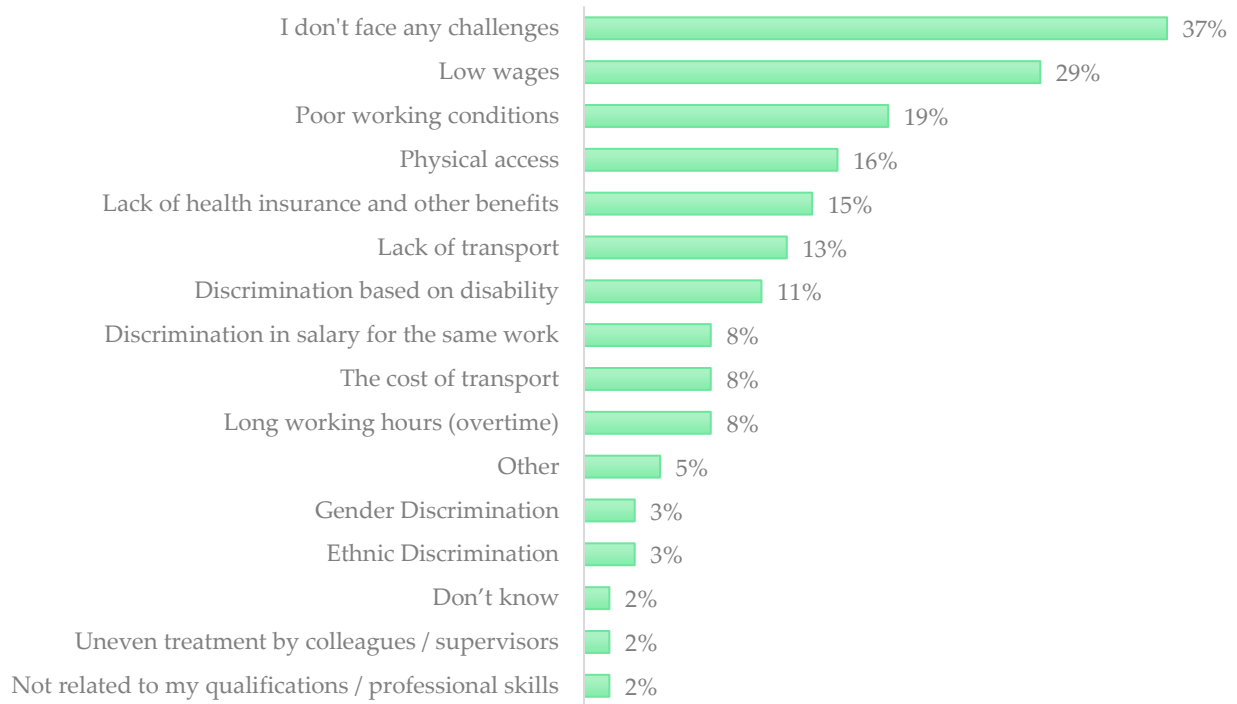


Figure 19. Specify if unpaid leave:



This survey also asked the respondents who are currently employed about any challenges they might be facing in their workplace, in order to get a better understanding of their workplace situation. The largest percentage of the respondents reported to not be facing any challenges (37%), while others reported numerous challenges such as low wages (29%), poor working conditions (19%), lack of access to infrastructure (16%), lack of health insurance and other benefits (15%), lack of transport (13%) and discrimination based on disability (11%) among other challenges.

Figure 21. What are the challenges in your workplace, if any? (n=62)



On a scale from 1 to 5, with 1 being completely disagree and 5 completely agree, respondents were asked to rate the following statements. In general, those employed mostly agree that they feel able to successfully complete the tasks at work (4.66), are free to ask for sick leave (4.64), are treated equally and supported by employer/staff (4.61) receive the same benefits as all other employees (4.49) and are given the necessary assistance when they need it (4.46). They slightly less agree to have been provided the adequate infrastructure that supports their disability in the workplace (4.2).

Figure 22. How would you rate the following statements? (n=62)

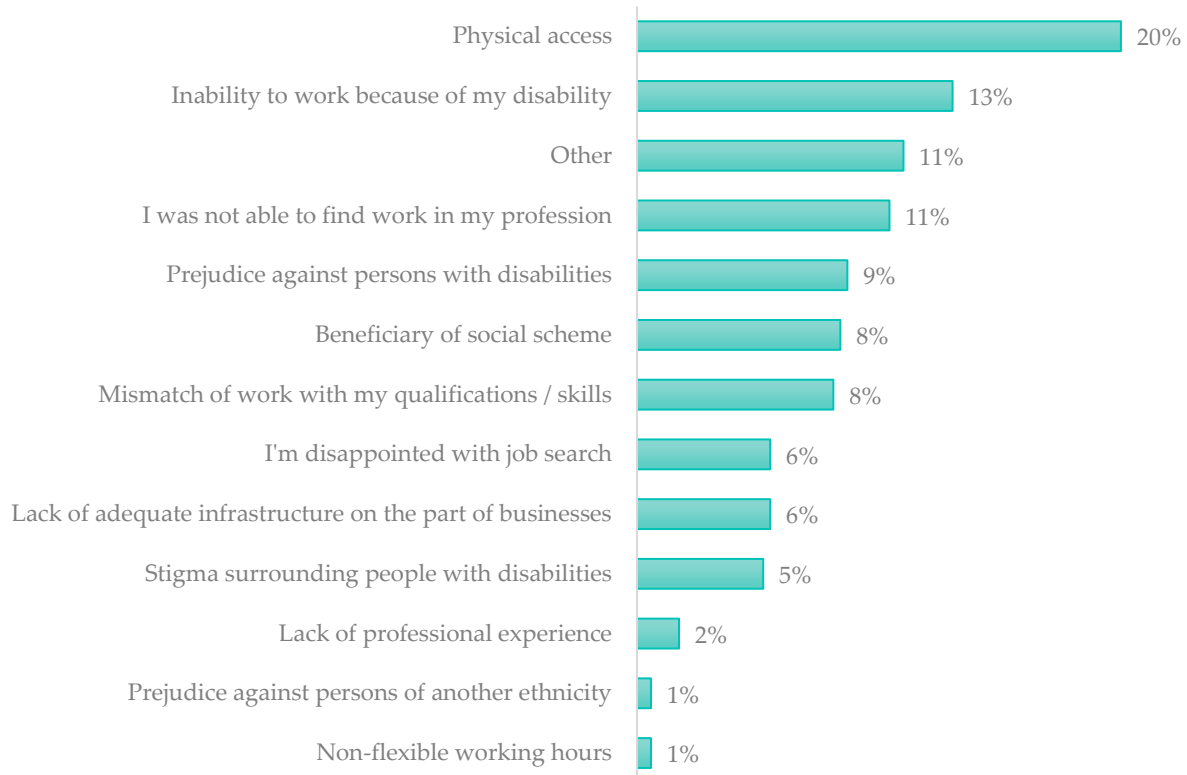


This part of the survey, returns to the respondents who are not currently employed (85%), to investigate more on the reasons for unemployment and their job-seeking process. As provided in the chart below, about third of the respondents reasoned their unemployed status due to lack of physical access (20%) and inability to work due to the disability (13%).

Around 11 % of the respondents were not able to find work in their profession, and eight % said they cannot find a job suitable to their qualifications/skills. Additionally, nine % of the respondents believe there is prejudice against persons with disabilities, which subsequently puts them in a disadvantage to finding a job.

Looking more into those who were disappointed from job search (6%) the main reasons behind are that they do not believe they are able to find a job that suits their skills (35%), nepotism (32%) and discrimination in the job market (26%).

Figure 23. What is the reason for your unemployment? (n=342)



Data shows that 19 % of the respondents currently unemployed are looking for a job as compared to the other 81 % who are not. Around 70 % of them have been looking for a job for more than 12 months. Out of those who are looking for a job, 75 % receive social assistance as compared to 25 % who do not.

Figure 24. Are you looking for jobs? (n=342)

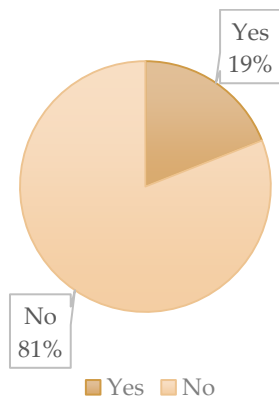
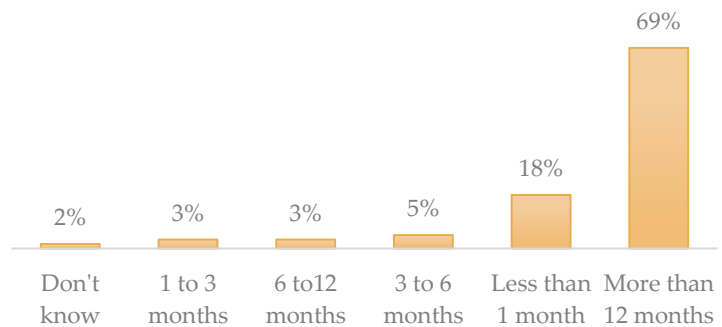


Figure 25. For how long? (n=65)



Of those looking for a job, 24% are registered in the Employment Office and 76% are not registered mostly because they have not heard about the EO (37%), do not trust the services that EO provides (18%), or are not informed about such services (14%)

Figure 26. Are you registered at the employment Office? (n=342)

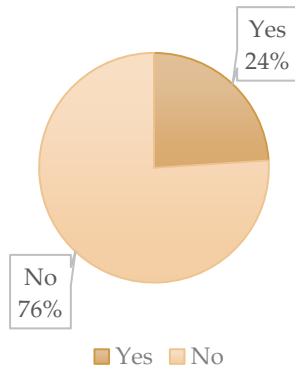
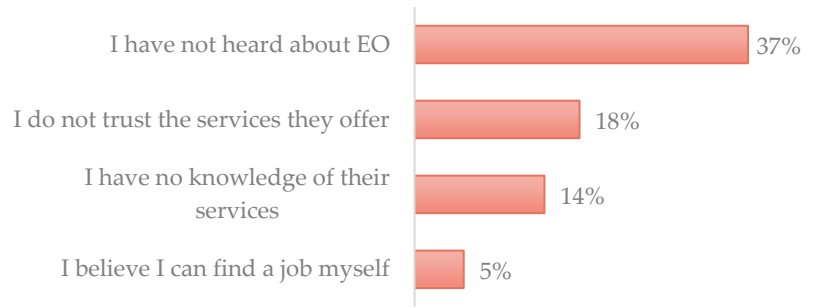


Figure 27. Why did you not register at the EO? (n=260)



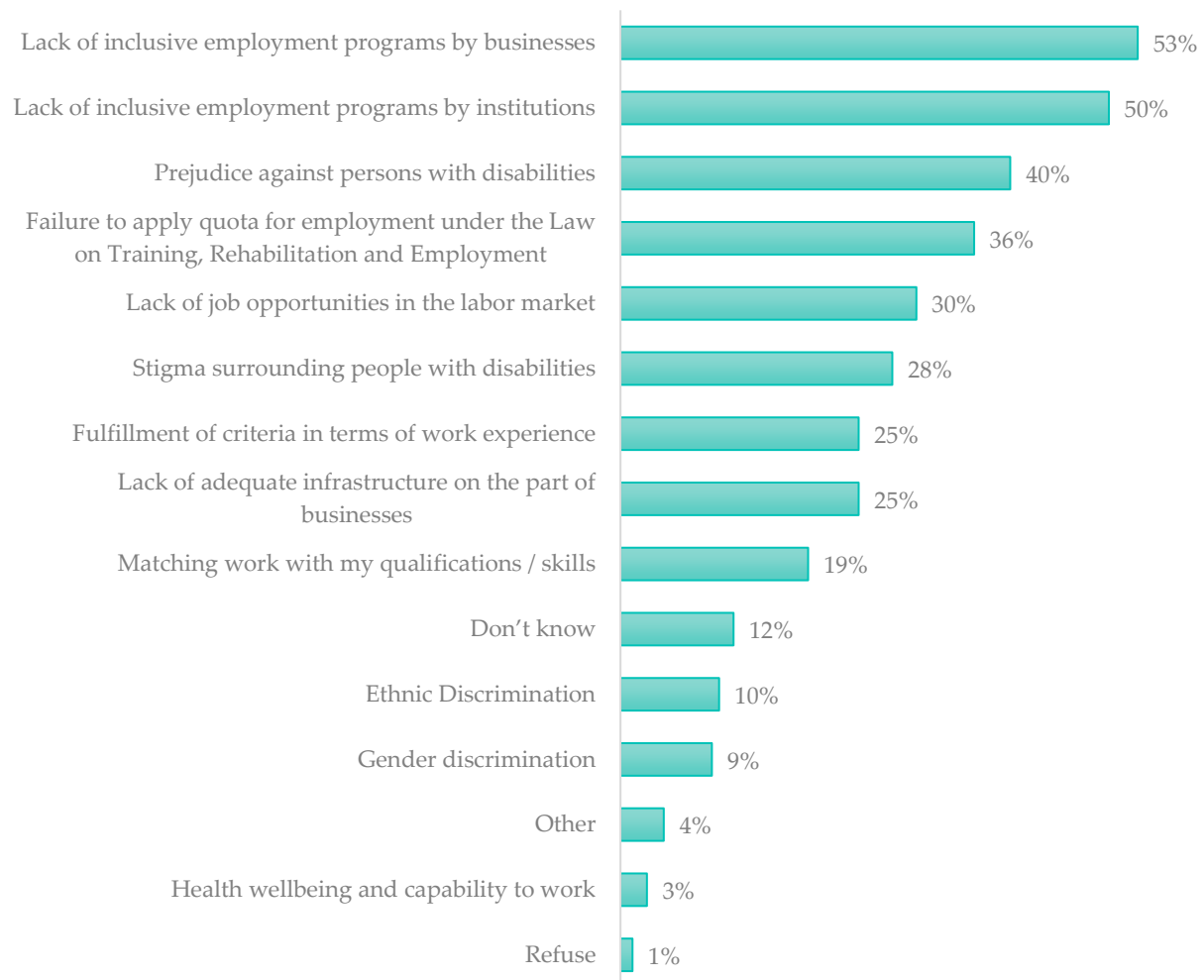
Those who are registered at the Employment Office (n=82), were asked about the type of services they were provided. The most frequently chosen option was that they did not receive any services from the employment Office (56%). Whereas, others have received employment counselling (21%), been contacted by the EO for employment opportunities (17%), and have received vocational training (7%) among other services. On a scale from 1 to 5, where 1 is being very dissatisfied and 5 very satisfied with the services received from the Employment Office, the respondents who did receive services rated on average 3.36 showing that they were somewhat satisfied.

Figure 28. Services received from the Employment Office (n=82)



Respondents participating in this survey were also asked about some of the biggest challenges in becoming employed for persons with disabilities in Kosovo. The most frequently chosen options were lack of inclusive employment programs offered by businesses (53%) and institutions (50%), prejudice against persons with disabilities (40%) and failure to enforce the quota on employment as provided by the Law on Training, Rehabilitation and Employment (36%). Other challenges include lack of job opportunities (30%), stigma (28%), fulfilment of criteria in terms of work experience (25%), and lack of adequate infrastructure provided for persons with disabilities (25%) among other reasons.

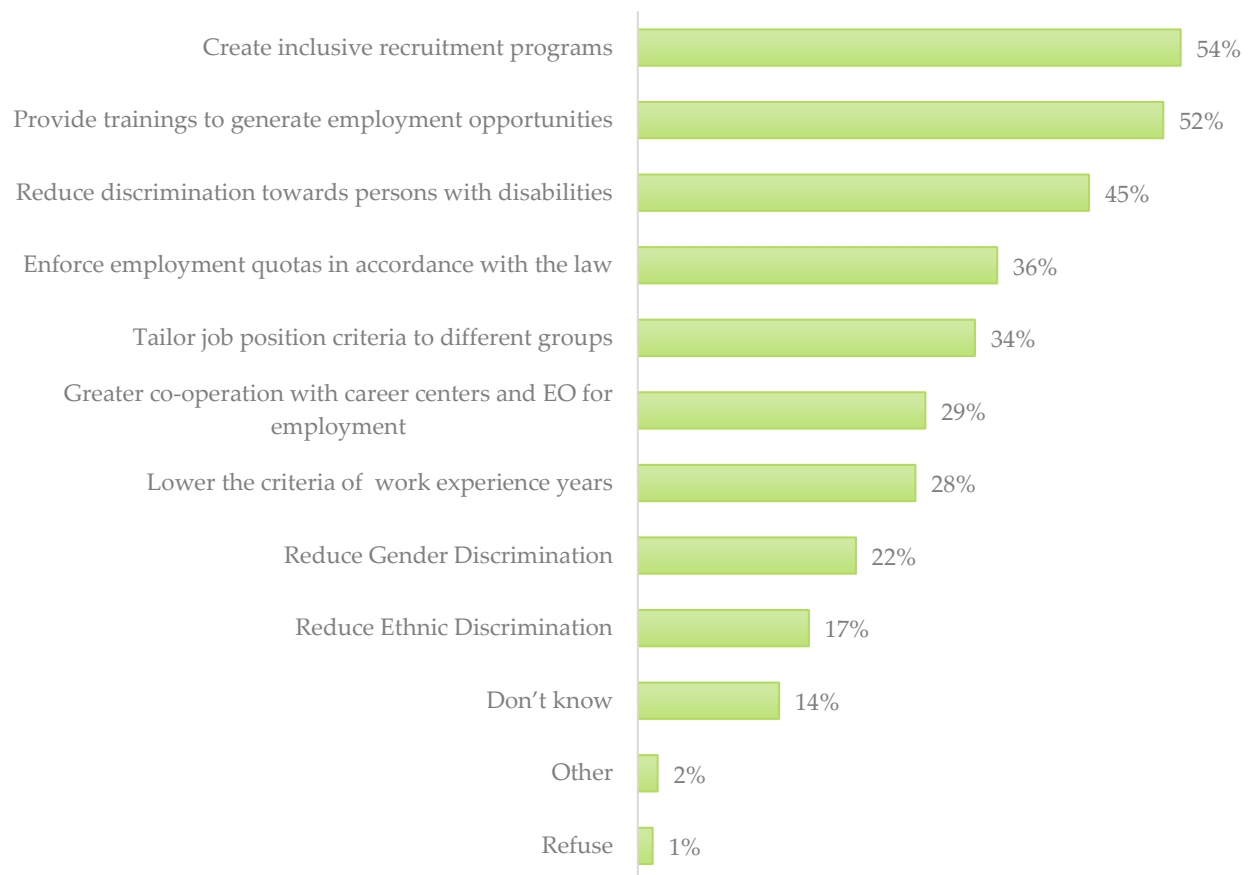
Figure 29. What are the biggest challenges for becoming employed for persons with disabilities? (n=404)



## 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 faced by persons with disabilities in Kosovo. The most frequent recommendations were that businesses/institutions and organisations should create inclusive recruitment programs (54%), provide training to generate employment opportunities (52%), reduce discrimination towards persons with disabilities (45%), enforce employment quotas in accordance with the law (36%), tailor job position criteria to specific groups (34%) and generate greater cooperation with career centres and the Employment Office for employment (29%).

Figure 30. How can businesses/institutions/organisations help overcome employment challenges? (n=404)

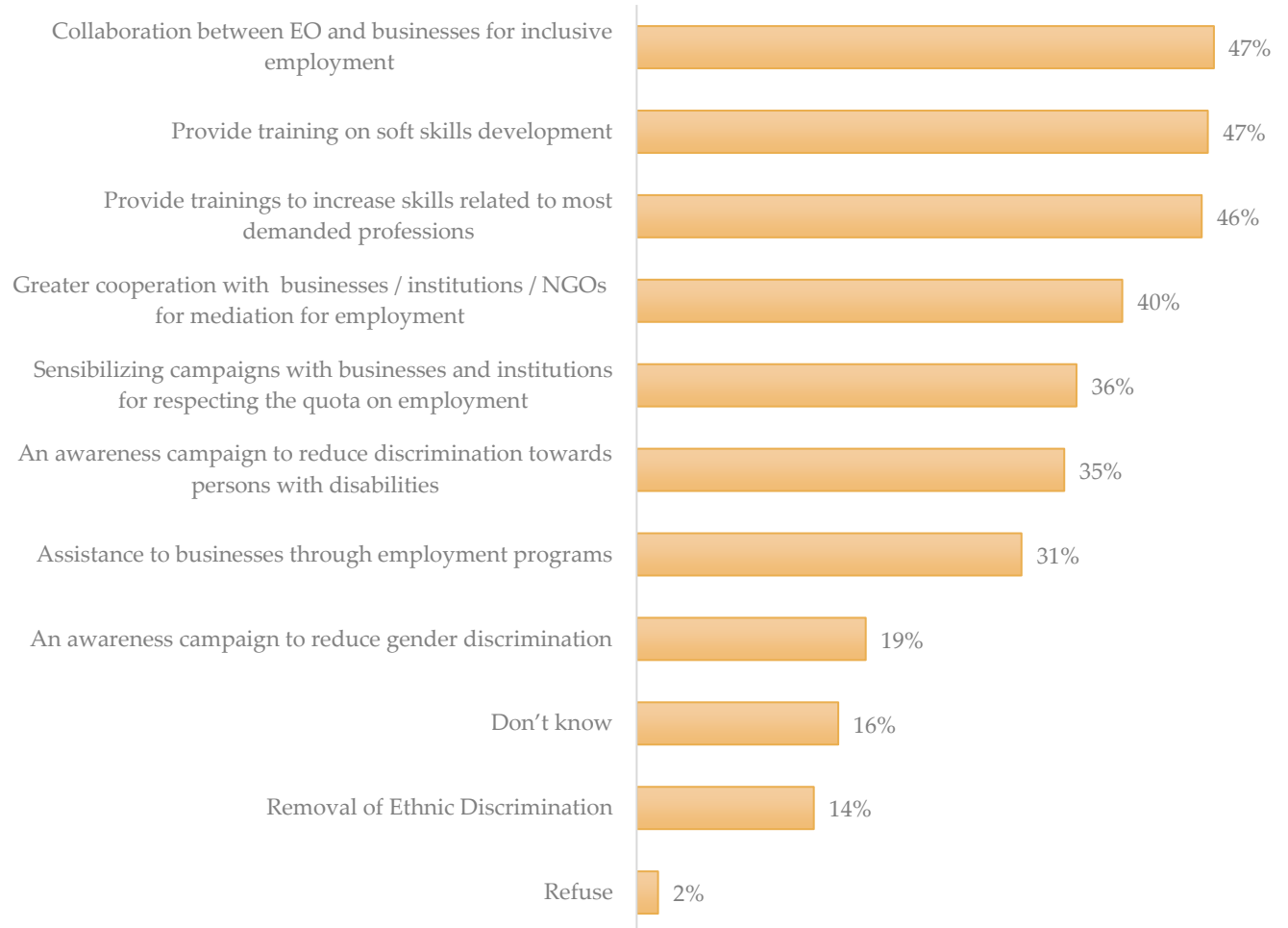


Additionally, respondents provided their recommendations on how the Employment Office can assist in overcoming the set challenges for labour market inclusion of persons with disabilities. The most frequently chosen recommendations were that the EO should increase collaboration with businesses for inclusive employment (47%), provide training on soft-skills development (47%), provide training to increase skills related to most demanded professions (46%), enhanced cooperation with businesses / institutions / organisations for mediation for employment (40%)



and organize campaigns with businesses and institutions for respecting the quota on employment (36%).

Figure 31. How can the Employment office help overcome employment challenges? (n=404)

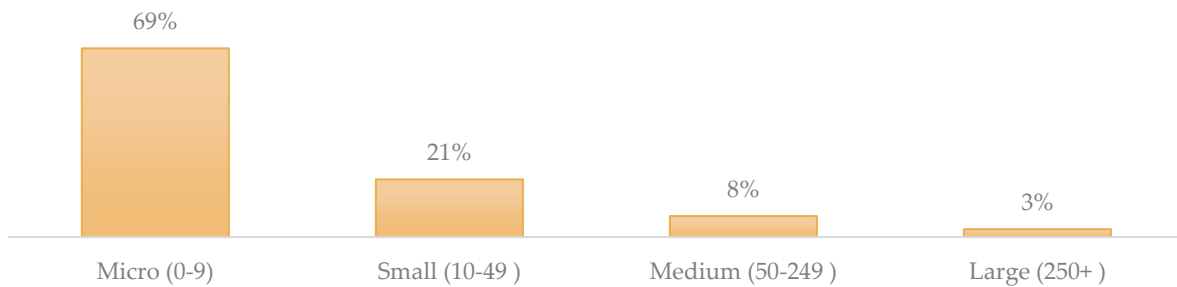


# Results from Survey and Focus Groups with Businesses

## Sample Description

A total sample of 210 businesses were interviewed for this study, in order to analyze the inclusion of persons with disabilities 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 % were small businesses (10-49 employees), eight % were medium businesses (50-249 employees) and three % were 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. 56% of businesses expect their business to increase by at least 25 % in the next six months, 37 % expect no changes and a very small percentage (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 33. In the next 6 months, do you expect the business to: (n=210)

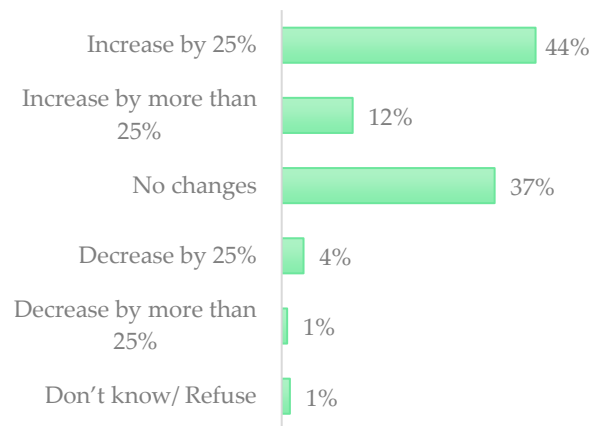
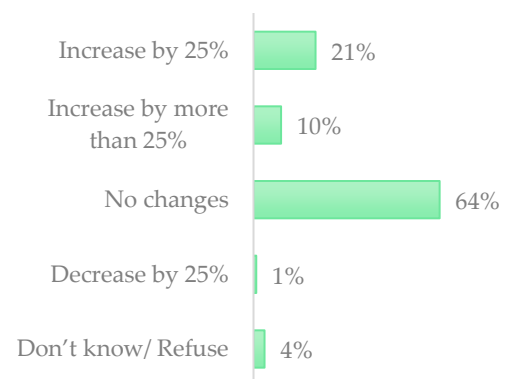


Figure 34. In the next 6 months do you expect the number of employees in the business to: (n=210)



## Profile of Businesses from Focus Groups Discussion

Two focus group discussions were organized with of **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 organized 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 with disabilities currently, and in the past and businesses that have never had employees with disabilities.

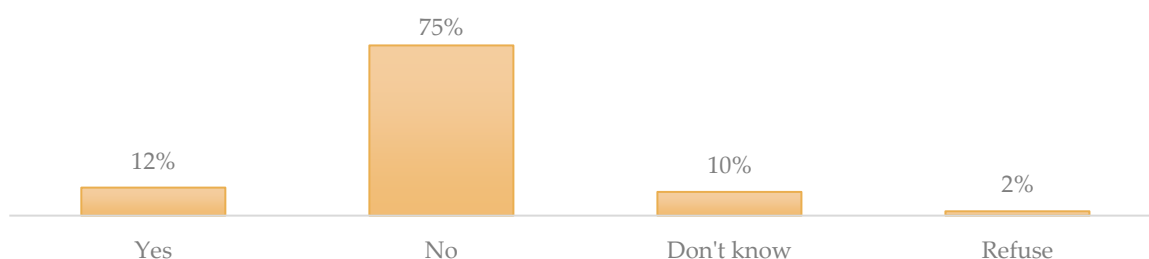
All business representatives were primarily asked to describe the composition of the staff they employed, including gender distribution of their employees, as well as with disabilities employed in their business. Businesses from both focus groups reported to have a balanced number of men and women employed in their business; however, the situation differed when it came to the employment of persons with disabilities. Very few businesses had had past experiences with hiring persons with disabilities and only one business is currently employing persons with disabilities (two in total). Those businesses usually characterized those experiences as very satisfactory experiences. Those who did not have experience in hiring persons with disabilities reasoned this by explaining that the job profile requires actual physical activities and therefore can be a mismatch for these persons.

## Recruitment of Persons with Disabilities 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.

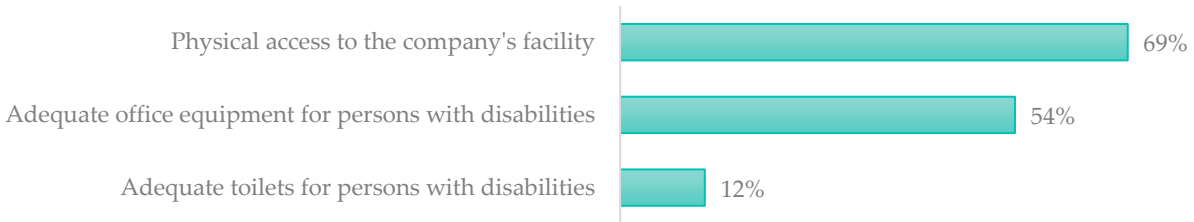
Three in four (75%) businesses said they do not support working conditions for persons with disabilities, as oppose to only 12 % who said they did. Results from focus group discussions with business representatives also support the survey results in admitting the lack of supporting work conditions for persons with disabilities as they usually do not recruit or have experience in working with this group.

Figure 35: Does your business support working conditions for persons with disabilities? (n=210)



In terms of conditions businesses offer to persons with disabilities, the most frequently chosen options were physical access to the company's facility (69%) and offer adequate office equipment for persons with disabilities (54%). Only 12 % offer adequate toilets for persons with disabilities.

Figure 36: What conditions does your business offer to persons with disabilities? (n=35)



The majority (91%) of businesses said "Not to my knowledge" when asked if any of the company's current employees have a physical or mental disability. Only four % said (n=8) "Yes" on the same question", that they employ persons with disabilities in their business. On average, the number of employees with different difficulties is one.

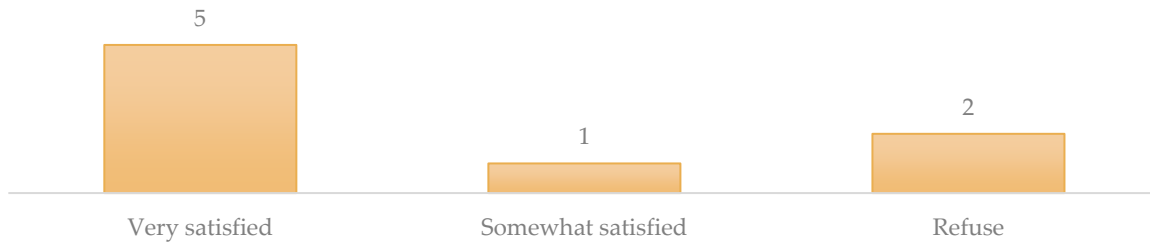
Figure 37: To your knowledge, do any of the company's current employees have a physical or mental disability? (n=210)



Representatives from both focus groups admitted that persons with disabilities are viewed differently from the rest of the community. They admit to hesitating to hire persons with disabilities because of the scope of work and because of doubts they have in terms of whether they can finish the job assigned to them.

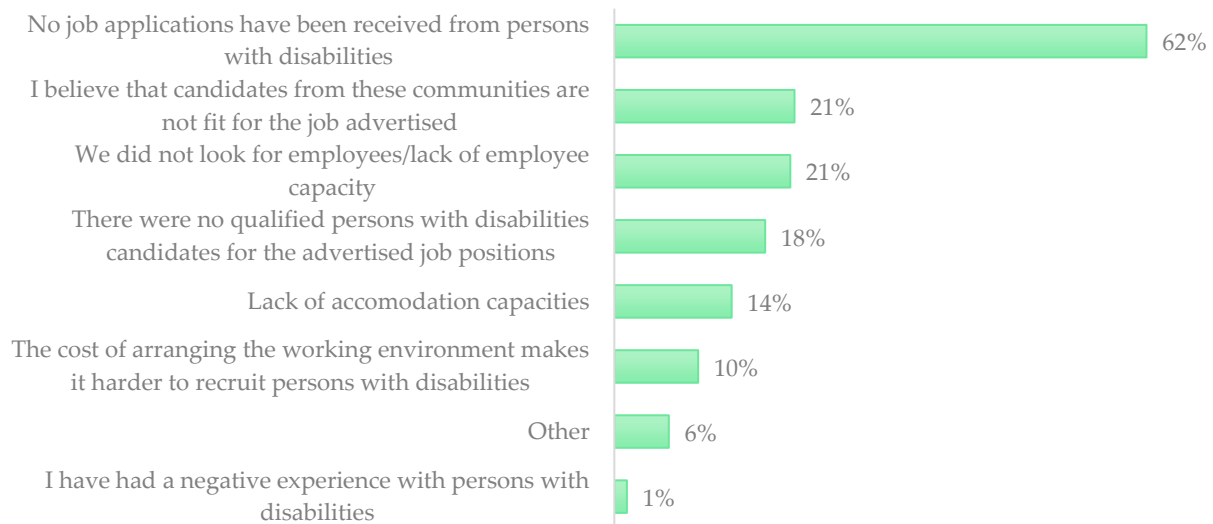
The businesses who had hired persons with disabilities (n=8) were further asked to tell their level of satisfaction with their performance. Five were very satisfied, and one was somewhat satisfied while two other businesses refused to provide their opinion on this question. Likewise, the few businesses who hired persons with disabilities participating in focus group discussions characterized those experiences as very satisfactory experiences.

Figure 38: How satisfied are you with their performance? (n=8)



The main reason why businesses have not hired persons with disabilities is that no job applications have been received from persons with disabilities (62%). Other reasons include the belief that that candidates from these communities are not fit for the job advertised (21%), or the company did not look for employees (21%).

Figure 39: If NO, what are the main reason you do not have any employees that are persons with disabilities? (n=202)



More than half (65%) of interviewed businesses are not aware that the law requires that medium and big companies (more than 50 persons) hire 1 person with disability in 50 persons, as oppose to 35 % that are informed.

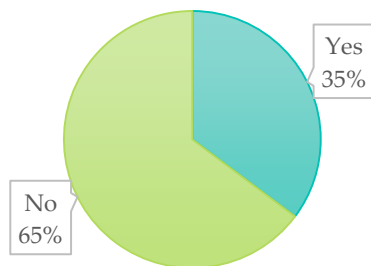


Figure 40: Are you informed that the law requires that medium and big companies hire 1 person with disability in 50 persons? (n=210)

Business representatives were asked to evaluate statements from 1 to 5, where 1 is strongly disagree and 5 is strongly agree. The statements businesses agree with the most are "Cost of workplace modifications makes it hard to hire persons with disabilities" (4.72) and "They deserve equal opportunities and treatment" (4.62).

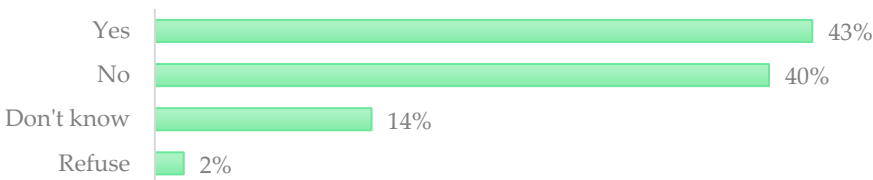
Figure 41: What are your perceptions about persons with disability in the labour market? (n=210)



When asked if their company recruit/actively encourage recruitment of persons with disabilities, 43 % of respondents said "Yes" as oppose to 40 % who said "No".

In addition, businesses in focus group discussions were asked if they hired persons with disabilities in the past two years. Only one business was currently employing persons with disabilities. Another business representative said that they had experience in working with persons with disabilities but had not hired one in their business. Others said they had not thought of hiring persons with disabilities, mostly because they received no applications from this part of the community. However, they claimed to be open in hiring persons with disabilities if they were willing to do the job properly.

Figure 42: Does your company recruit/actively encourage recruitment of persons with disabilities? (n=210)

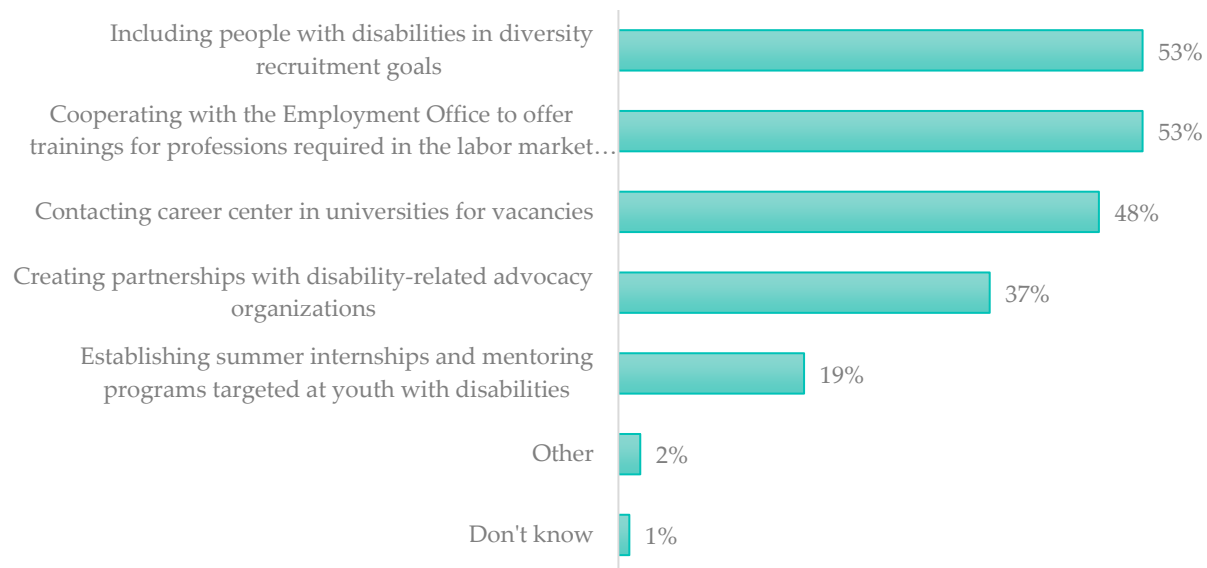


Participants from the focus group provided some their perceptions regarding the employment of persons with disabilities. They do not consider them as irresponsible, but rather unable to perform some of the jobs. Their intellectual capacities were highly praised by others, and several participants mentioned positive experiences they had with persons with disabilities. One

participant believes this group of the society should be given an advantage when it comes to employment because of their condition – there simply is a shortage of jobs which fits the profile of persons with disabilities.

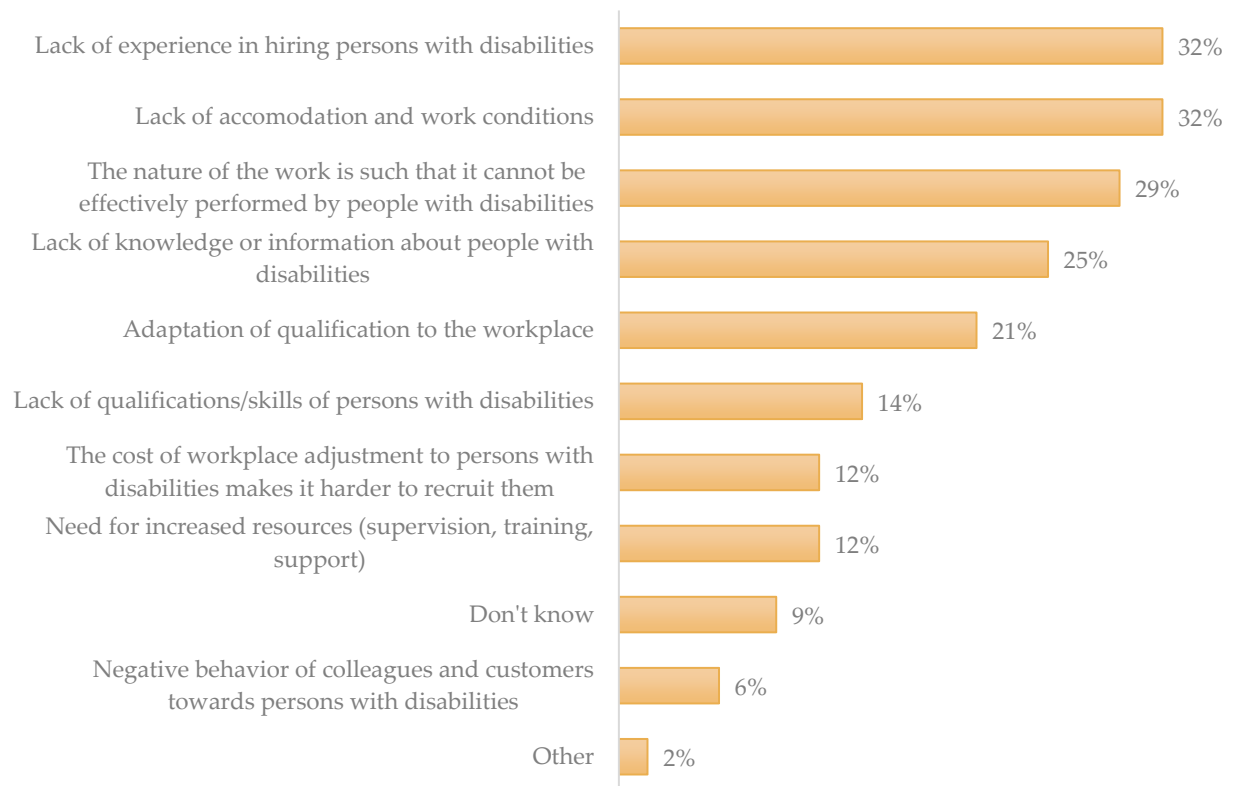
Some forms that companies can use to encourage the application of persons with disabilities are including persons with disabilities in diversity recruitment goals (53%), cooperating with the Employment Office to offer training for professions required in the labour market for this group (53%), and contacting career centres in universities for vacancies (48%).

Figure 43: If yes, what are some forms that companies can use to encourage the application of persons with disabilities? (N=91)



Some of the challenges regarding hiring/encouraging persons with disabilities are lack of experience in hiring persons with disabilities (32%), lack of accommodation and work conditions 32%, and the nature of work being such that it cannot be effectively performed by persons with disabilities (29%).

Figure 44: What are some of the challenges regarding hiring/ encouraging persons with disabilities? (n=210)



Participants from both focus groups considered the actual disability, especially movement difficulties, as the biggest challenge. One reason is that businesses do not have the capacities and the necessary infrastructure to accommodate them. Although there are positions in which they can work without moving around a lot, in sectors like production it is difficult for them to more because of the presence of large machinery. This requires special infrastructure in which the businesses may not be willing to invest in.

A participant from the first focus group discussion said that demanding jobs do not fit with the profile of persons with disabilities. The pressure that comes with the job can be too much to handle for a person with disabilities. Another participant considers prejudice that comes from hiring a 'sick' person as challenging to their inclusion. Because of this prejudice, there is a lack of belief in their skills, and doubts arise on whether they can finish the job properly.

Members from the second focus group also categorized the mentality used to evaluate persons with disabilities as a challenge. A participant said that less production is usually from persons with disabilities which can pose a barrier to their employment. Another participant said that it is easy to hire persons with disabilities (to do a good deed) but difficult to fire them if they are not helping the business.



Businesses said they would hire persons with disabilities to encourage tolerance and mutual support in the work place (67%), boost morale and work ethic (67%), and to encourage diversity in the workplace (64%).

Figure 45: In your opinion, what are the benefits of employing persons with benefits? (n=210)

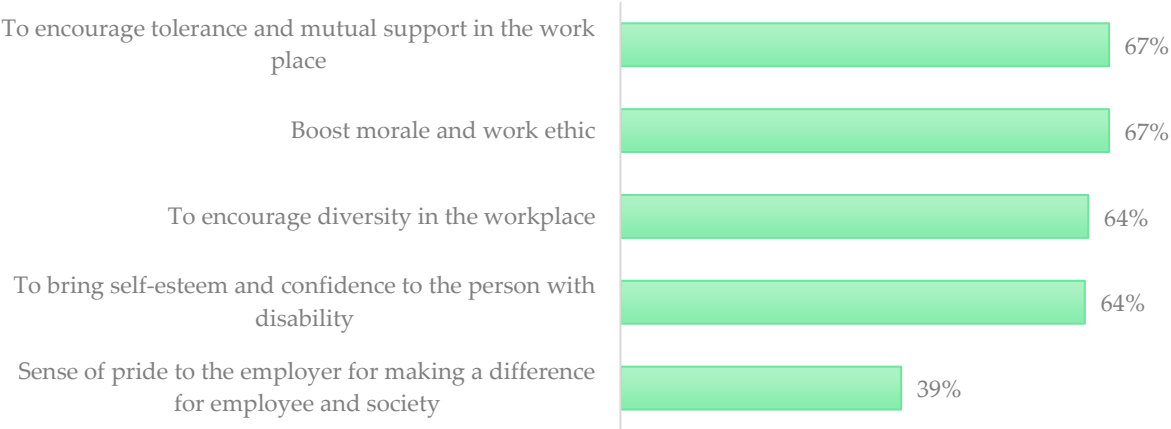
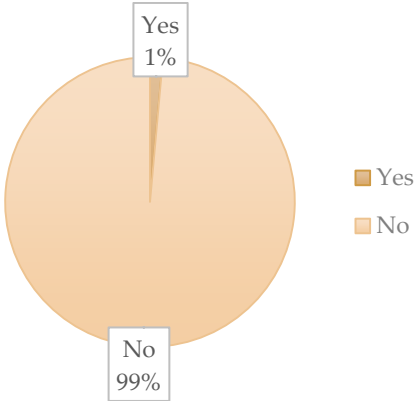


Figure 46: Did you/do you get financial support from institutions for recruitment of persons with disabilities? (n=210)

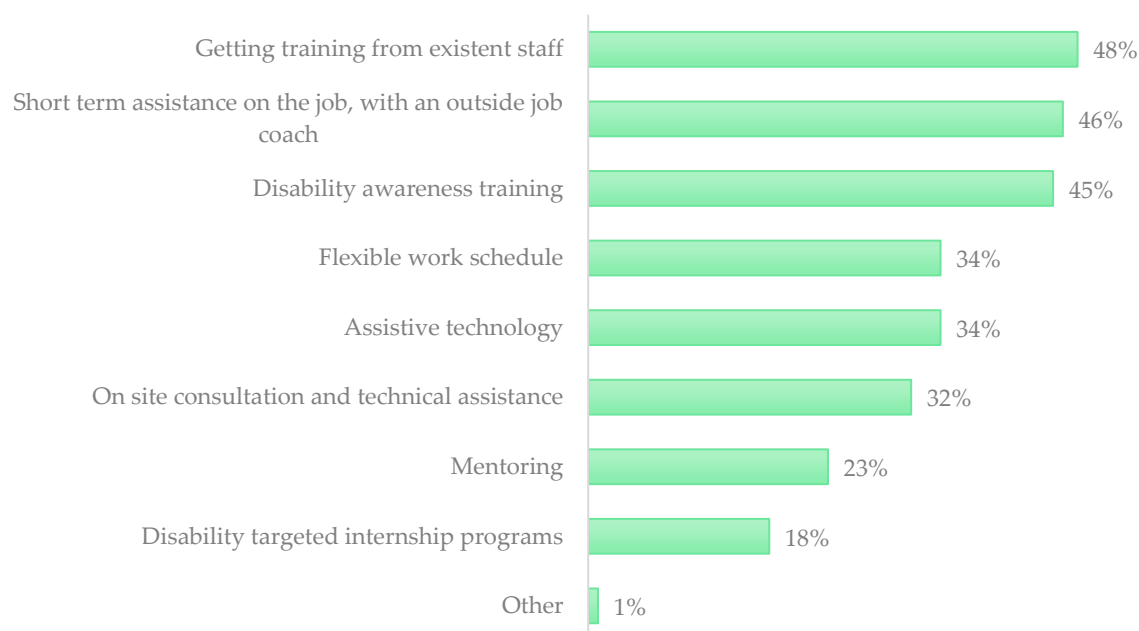


When asked if these businesses got any financial support for the recruitment of persons with disabilities, only 1 % (3 businesses) of businesses said they get financial assistance from institutions.

## Recommendations for Labour Inclusion for Persons with Disabilities

At the end of the survey, businesses were asked about their opinions on how to overcome the employment challenges that persons with disabilities face. Some strategies for inclusion of persons with disabilities in their company and the labour market in Kosovo businesses suggested are getting trained from the existing staff (48%), short term assistance on the job, with an outside job coach (46%), disability awareness training (45%), flexible work schedule (34%), and assistive technology (34%).

Figure 47. What do you think are some strategies for the inclusion of persons with disabilities in your business and the labour market in Kosovo?(n=210)



There were several recommendations the participants from focus group discussions gave to include persons with disabilities, including:

- Raise awareness about the employment of persons with disabilities;
- Encourage this group to perfect their skills and apply for jobs;
- Offer training opportunities;
- Offer resources and opportunities to include them in the labour market;
- Encourage businesses to create employment possibilities for persons with disabilities;

The first recommendation is to *raise awareness about the inclusion of persons with disabilities in the labour market*. Considering this is a sensitive matter, most of the businesses claimed that they were hesitant to employ persons with disabilities due to not having enough information on whether they are able to work the set jobs. Additionally, the prejudice in the society affects the attitudes

of businesses towards hiring them due to the fact that it might negatively affect their business. As such, it is important that businesses get enough information about the skills and capabilities of persons with disabilities to reduce stigma and judgment, especially in terms of treating persons with disabilities as ill and unable to work. Some participants mentioned that “it is easy to hire them, difficult to fire them” implying that there is an emotional sense of compassion and treating this group in a special way. However, some participants mentioned examples from other countries and how they value diversity and take pride in engaging persons with disabilities to work.

The second recommendation suggests *encouraging persons with disabilities to continue their education, attend training and gain new skills demanded in the job market*. Most importantly, it is important that this group applies to the jobs for which they feel perfectly capable of working. Institutions should encourage persons with disabilities to include themselves in the labour market which consequently would reduce the prejudice and stigma from the businesses side and would promote their skills and professionalism

The third recommendation suggests that *businesses and the Employment Office offer training opportunities to enhance the knowledge and job-related skills of persons with disabilities*, despite their level of education. However, the first step should be undertaken by institutions who should create jobs and special programs for their employment, which consequently would help reduce stigma and pave the way for businesses to hire them.

The fourth recommendation *suggests businesses offering the necessary resources and infrastructure available to fit the needs of persons with disabilities*. In fact, many representatives suggest the creation of a workplace that welcomes persons with disabilities and inclusive programs for employment. This can also be in terms of jobs promoted, that will be designed to accommodate persons with disability to match their profile and skills.

The fifth suggestion is to encourage businesses to employ persons with disabilities by creating inclusive recruitment programs. Employment Office can play a role in making this happen. They can pay personal visits to houses of persons with disabilities to inform them of existing positions that fit their profile to encourage them to apply. Additionally, participants suggested that EO should guide these persons by directing them to jobs they can successfully complete) i.e. a blind person is a radio host or a person with Down Syndrome being a waiter).

## Conclusion

This study included two different points of views - that of persons with disabilities 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 inclusion of this community in the labour market, with only 15 % of respondents being currently employed. However, the largest percentage of those who were employed, reported to be facing no challenges in their workplace (37%). One in two respondents believes that businesses/institutions and organisations should create inclusive programs (54%), and to provide training to generate employment opportunities (52%).

Businesses on the other hand, also believe that the inclusion of persons with disabilities is low. Three out of four businesses (75%) do not support working conditions for persons with disabilities, which affects their inclusion in the labour market. Business owners do not tend to discuss the disabilities with their employees, as 91 % of businesses said "Not to my knowledge" when asked if any of the company's current employees have a physical or mental disability. One in two businesses (46%) suggested short term assistance on the job, with an outside job coach as one strategy for inclusion. Other strategies include disability awareness training (45%), flexible work schedule (34%), and assistive technology (34%).

The recommendations that participants from focus group discussions provided to include persons with disabilities, include

- Raise awareness about the employment of persons with disabilities;
- Encourage this group to perfect their skills and apply for jobs;
- Offer training opportunities;
- Offer resources and opportunities to include them in the labour market;
- Encourage businesses to create employment possibilities for persons with disabilities;

## Annex 1: Sample Size for Persons with Disabilities

Table 2. Sample Size for Persons with Disabilities

<i>Municipality</i>	D11. MUNICIPALITY	
		Frequency
Prishtinë/Priština		66
Mitrovicë/Mitrovica		4
Gjilan/Gnjilane		19
Pejë/Peć		21
Prizren		38
Gjakovë/Djakovica		23
Podujevë/Podujevo		24
Vushtrri/Vučitrn		16
Skenderaj/Srbica		8
Leposaviq/Leposavić		4
Kllokot/Klokot		1
Klinë/Klina		11
Istog/Istok		13
Deçan/Dečani		9
Dragash/Dragaš		1
Suharekë/Suva Reka		14
Rahovec/Orahovac		13
Viti/Vitina		11
Kamenicë/Kamenica		10
Lipjan/Lipljan		13
Shtime/Štimlje		6
Ranillug/Ranilug		2
Ferizaj/Uroševac		26
Kaçanik/Kaçanik		8
Fushë Kosovë/Kosovo Polje		5
Obiliq/Obilić		5
Glogovc/Glogovac		14
Malishevë/Mališevo		19
<i>Total</i>		404

## Annex Two: Sample Size for Survey with 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/ Deçani	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
Glogovc/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