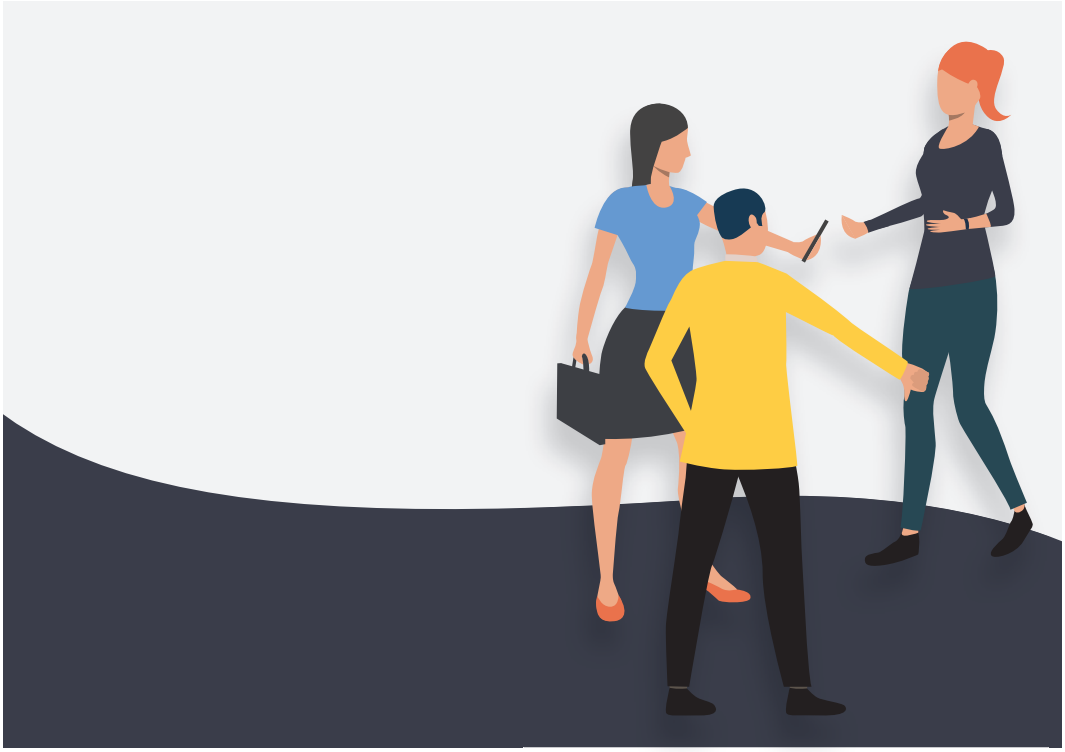
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ERAC
EQUAL RIGHTS FOR ALL COALITION

Qeveria e Kosovës –Vlada Kosova-Government of Kosovo
Zyra e Kryeministrit-Ured Premijera-Office of the Prime Minister
Zyra për Qeverisje të Mirë/Kancelarija za Dobro Upravljanje/Office on Good Governance

PERCEPTIONS OF CITIZENS ON DISCRIMINATION IN WORKPLACE OR LABOUR MARKET IN KOSOVO

September 2019



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Contact information:
Habit Hajredini,MA, Sc Director of the Office for Good Governance,
Human Rights,Equal Opportunities and Gender Issues.
Office of the Prime Minister of Kosovo, Floor 6. Room 602
Tel. +388 (0)38 200 14070, Mob. +383 (0)44 174282, Fax. +388 (0) 38 200 14643
Email. habit.hajredini@rks-gov.net, Email: humanrightskosovo@gmail.com

Lead NGO for publishing the report
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ECMI Kosovo is the principal non-governmental organisation engaged with minority issues in Kosovo, with the overarching aim to develop inclusive, representative, community-sensitive institutions that support a stable multi-ethnic Kosovo. ECMI Kosovo contributes to the developing, strengthening and implementation of relevant legislation, supports the institutionalisation of communities-related governmental bodies, and enhances the capacity of civil society actors and the government to engage with one another in a constructive and sustainable way.

Str. Nëna Terezë Nr. 20, Apt. 5,
10000 Prishtinë/Priština, Kosovo,
Tel. +383 (0) 38 224 473

Str. Kralja Petra 183a
38220 Mitrovica/Mitrovicë North, Kosovo

Equal Rights for All Coalition
ERAC brings together seven (7) NGOs that work in the domain of rule of law and fundamental rights that will work together with an additional nineteen (19) grass root NGOs, with a particular focus on the establishment of a sustainable network of NGOs that are active in the protection and promotion of the fundamental rights of vulnerable and/or marginalised groups. The project's special focus are the following groups: all minority communities in Kosovo, women, youth and LGBT community. Although working on similar topics and issues, these NGOs are often divided on the basis of the particular target groups they are working with or the region they are active in. By establishing structural cooperation between selected NGOs and providing formal opportunities for continuous learning, the action generates the sharing of knowledge and experience between NGOs, strengthens their capacities for advocacy with relevant central and municipal institutions, and increases their visibility.
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- Youth Initiative for Human Rights – member of the Coalition;
- Kosovo Glocal – member of the Coalition;
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PERCEPTIONS OF CITIZENS ON DISCRIMINATION IN WORKPLACE OR LABOUR MARKET IN KOSOVO

September 2019

TABLE OF CONTENTS

1. BACKGROUND....7

2. AIMS AND METHODOLOGY....11

2.1. Survey Method....11
2.2. Questionnaire Development....11
2.3. Training and Quality Assurance....12
2.4. Data Processing and Analysis....12
2.5. Ethical Considerations....12

3. RESULTS....13

3.1. Perception of Existence of Discrimination in the Public Sector....13
3.2. Diverse social groups in the public sector and their treatment in the workplace.16
3.3. Preventing or minimizing discrimination in the public sector....17
3.4. Reporting discrimination....18

4. RECOMMENDATIONS....20

5. REFERENCES....21

ANNEX 1. Demographic prolife of the respondents....23

1. BACKGROUND

Discrimination refers to unequal treatment on the grounds of age, gender, disability, ethnic of racial origin, religion or belief or sexual orientation.[1] Discrimination can occur in most areas of public life, including schools and workplace. According to the International Labor Office, recent statistics reveal that labor market entails discriminatory employment and recruitment practices; whereby, young people of ages 15-24, women in particular, and women and men with disabilities have higher unemployment rates across all country income groups. Gender disparities in recruitment and wages persist and are widest in lower-middle-income countries.[2] Discrimination in the workplace can be measured in different ways, and one commonly used method is self-reports. The latter are implemented through surveys or interviews addressing issues like perceptions regarding discrimination.[3]

In the case of Kosovo, as a lower-middle-income country, there is a comprehensive legal and institutional framework on combating discrimination of any kind. The Constitution of the Republic of Kosovo, Article 3, recognizes the multi-ethnic composition of the society and provides for equality of all citizens.[4] Further, in Article 58 of the Constitution, it is stated: "The Republic of Kosovo shall take all necessary measures to protect persons who may be subject to threats or acts of discrimination, hostility, or violence as a result of their national, ethnic, cultural, linguistic or religious identity."[5] Upholding the principles of equality and non-discrimination in any grounds, the legal framework in Kosovo is comprehensive with the purpose of preventing and combatting discrimination. Aligned with the European Union human rights law on establishing the general framework and implementing the principle of equal treatment between persons regardless of racial or ethnic origin, equal treatment in employment and occupation, between men and women in the access to and supply of goods and services, and equal opportunities and treatment related to employment and occupation, the Assembly of the Republic of Kosovo has adopted the Law on the Protection From Discrimination (2015).[6] The applicability of this law encompasses all areas of life, especially related to "conditions for access to employment, self-employment and occupation, including employment conditions and selection criteria, regardless of activity and at all levels of the professional hierarchy, including promotions."

[1] European employment strategy: Combatting discrimination in the workplace. European Commission. Accessed: https://ec.europa.eu/social/main.jsp?catId=1437&langId=en

[2] World Employment and Social Outlook: Trends 2019. International Labour Organization – Geneva:ILO, 2019. Accessed: https://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/---publ/documents/publication/wcms_670542.pdf

[3] Measuring Discrimination in the Workplace: Strategies for lawyers and Policymakers, 1999. The University of Chicacgo Law School Roundtable, p.3. Accessed: https://chicagounbound.uchicago.edu/cgi/viewcontent.cgi?article=1420&context=roundtable

[4] Constitution of Kosovo, Article 3 'Equality Before the Law', p.1.

[5] Constitution of Kosovo, Article 58 'Rights of Communities and their Members', p.17.

[6] Law No.05/L-021 On the Protection From Discrimination, 2015.

Based on Constitutional provisions, non-discrimination and equal opportunity principles are treated separately in designated laws for the most marginalized and vulnerable groups in Kosovo. The Law on the Protection and Promotion of the Rights of Communities and Their Members in Kosovo (2011)[7] aims to promote the rights of minorities and their members in the Republic of Kosovo. Pertaining to economic and social opportunities, Article 9 of this law specifies that "Communities and their members shall have… the opportunity to work for just and equitable compensation without discrimination….The Republic of Kosovo shall ensure the equality of men and women in employment, economic and social opportunities, and shall regularly monitor whether women are at risk from double discrimination due to gender and their belonging to a particular community."[8] Further, Law on Gender Equality (2015)[9] determines the general and specific measures to ensure and protect the equal rights of men and women, and defines institutions responsible and their competencies. This law strives to guarantee equal opportunity and treatment in public and social areas of life, including employment, education, and economy, among others.

Finally, Law on Labor (2010), Article 5, recognizes the direct applicability of the Law on the Protection from Discrimination and explicitly prohibits discrimination in employment and occupation in respect to recruitment, training, promotion, and other matters arising out of the employment relationship.[10]

The Office for Good Governance (OGG) and Human Rights Units within Ministries are bodies responsible for the promotion of equal treatment. The OGG provides advisory services to the Prime Minister, OPM, and Ministries in the areas of good governance, human rights, equal opportunities and anti-discrimination issues.[11] It is also engaged in reviewing action policies and draft legislation provided by Government bodies, and in conducting capacity building and educational activities to support the implementation of public policies, including policies against workplace discrimination.[12] The handling of cases related to discrimination is delegated to the Ombudsperson institution in Kosovo, as defined in the Law on the Protection from Discrimination. The former has the competency to "receive and investigate submissions of persons, give opinions and recommendations on concrete cases of discrimination."[13]

---

[7] Law No.03/L-047a On the Protection and Promotion of the Rights of Communities and their Members in Kosovo, 2008.

[8] Ibid. Article 9.

[9] Law No.05/L-020 On Gender Equality, 2015.

[10] Law No.03/L-212 On Labour, Article 5 'Prohibition of all Forms of Discrimination', p.3.

[11] Office of the Prime Minister, 2019. Accessed: http://kryeministri-ks.net/en/the-prime-minister-office/offices/office-of-good-governance-ogg-2/
http://kryeministri-ks.net/en/the-prime-minister-office/offices/office-of-good-governance-ogg-2/

[12] Ibid.

[13] Law No. 05/L-021 On the Protection From Discrimination, Article 9 'Ombudsperson', p.5.

With the purpose of documenting the prevalent inequalities in access to employment opportunities and related employment matters, but also with the aim of providing policy alternatives and recommendations to address the inequalities in Kosovo, local and international agencies have conducted studies and derived documents with findings and respective recommendations. One such document is the Kosovo Program for Gender Equality, prepared by the Agency for Gender Equality. This program focuses on 6 specific fields, including the integration of women in the economy and labor market based on available statistics on women's unemployment.[14] The Kosovo Poverty Assessment report of the World Bank (2005) shows that the employment probability for women and men stands at 8.4% and 35.1% respectively. On the other side, general unemployment for women and men stands at 33.4% and 28.5% respectively.[15] There is also a wage gap of 11% between men and women, very little of which is explained by occupational or sectorial differences.[16] Statistics of 2014 show that unemployment is particularly prevalent among youth; 56% of active men and 72% of active women of ages 15-24 are unemployed, while chances of transitioning from unemployment into employment decline as they get older.[17] Unemployment among minority communities in Kosovo also remains high. As of 2012, unemployment rates stand highest for Roma, Ashkali, and Egyptian communities, with 60.22%, 60.46%, and 80% respectively.[18] Unemployment rate for Goran minority is reported to be 50%, while Serbs, Turks, and Bosnians have employment rates lower than Albanian, but still standing high at 38.35%, 37.98%, and 37.68% respectively.[19] Two of the causes leading to high unemployment rates of minority communities include exclusion from the labor force and the choice not to participate, where the latter stems from cultural preferences or perceived discrimination by other dominant powers.

Employment represents the area that LGBTI people in Kosovo feel the most discrimination, followed by education and professional development.[20] Sexual orientation and corresponding choices gain little public acceptance in Kosovo, and LGBTI people surveyed in Kosovo report several instances of verbal harassment or abuse because of their gender identity.

[14] Kosovo Program for Gender Equality 2008-2013. (2019). Retrieved 25 November 2019, from https://abgj.rks gov.net/assets/cms/uploads/files/Publikimet%20ABGJ/ABGJ%20Programi%20i%20Kosoves%20per%20Barazi%20Gjinore%20(2)(1).pdf

[15] Number of unemployed and unemployment rate by sex, 2016- 2019-PX-Web. (2019). Retrieved 25 November 2019, from http://askdata.rks-gov.net/PXWeb/pxweb/en/askdata/askdata__Labour%20market__01%20Quarterly%20labour%20market__Papun%C3%ABsia/tab2.1.px/?rxid=f3d73a7a-00a9-4990-b0ce-74746cd97934

[16] Jobs Diagnostic Kosovo. (2017). Retrieved 25 November 2019, from http://documents.worldbank.org/curated/en/814361497466817941/pdf/ACS21442-WP-PUBLIC-ADD-SERIES-KosovoJDWEB.pdf

[17] Ibid.

[18] Kosovo Human Development Report 2012: Private sector and employment. UNDP. Accessed: https://www.ks.undp.org/content/kosovo/en/home/library/human_development/kosovo-human-development-report-2012.html

[19] Ibid.

[20] LGBTI Public Opinion Poll: Western Balkans, 2015. Accessed: https://www.lgbti-era.org/sites/default/files/pdfdocs/LGBT%20Poll%202015%20Western%20Balkans%20NDI%20.pdf

Perceived discrimination in the workplace was also the topic of a report prepared by the Office of Good Governance in 2008.[21] This report found that 76% of the interviewed individuals considered discrimination an issue in the Republic of Kosovo, where age, gender and disability were considered the most common grounds of discrimination. Further, 30% of participants reported personal experience of discrimination on the grounds of ethnic origin, gender, or political belief.[22]

Assessing perceptions on discrimination in the workplace is current in all countries, including developed countries with comprehensive legal frameworks, and enforcement, monitoring, and reporting mechanisms. It allows undertaking adequate preventive measures that in turn increase quality and productivity at work; thus, positively affecting the capacities of an economy to deliver inclusive and sustainable economic growth.

This report presents the results of the study conducted to assess the perceptions of citizens on discrimination in workplace in the Republic of Kosovo. It aims to present a measure of the current levels of discrimination in Kosovo, focusing on workplace discrimination towards the most marginalized and vulnerable groups, including but not limited to women, minorities, youth, and LGBTI.

[21] Perceptimi I Qytetarëve mbi Diskriminimin në Republikën e Kosovës, Vëllimi I. 2007=2008. Office of Good Governance.

[22] Ibid.

2. AIMS AND METHODOLOGY

In a cross-sectional survey, Kosovar residents of ages 18 and above were surveyed in urban and rural areas of Kosovo using the Computer Aided Telephone Interview (CATI) method for citizen perception survey.
Equal gender distribution and proportional municipal distribution was ensured during the random selection of study participants. Exclusion criteria included people in hospitals, prisons, and military facilities. The breakdown of the population by municipalities was based on the latest census from 2011[23] (updated figures in 2016), broken down by municipality and type of residence (urban and rural). The total sample size was 800 effective interviews. Considering the importance of representation of minority populations in the sample, the sample design took into account the representation of all these groups in the sample.
Due to the very low proportion of the Kosovo Serb population and other minorities in the total population, an oversampling of this population was performed in order to ensure adequate representation in the total sample. The sample was divided into three main sub-samples:

1. Albanian sub-sample: 600 effective interviews
2. Serb sub-sample: 100 effective interviews
3. Other minorities sub-sample: 100 effective interviews

The equal representation of women and men was ensured by employing quota sampling within each strata of the multi-staged random probability sampling, which is explained in detail in the next section.

2.1. Survey Method

Multi-stage random probability sampling was used for sample selection from the database of mobile phone numbers collected over the years by the company performing the survey. Informed consents were obtain from each respondent whose phone number had been collected and used for the purpose of this survey. A respondent was recorded as a non-contact after three failed attempts to accomplish the interview (first call and two call-backs). The further selection was governed by the rules for selecting a respondent. If a selected respondent refused to be interviewed, the next respondent was selected.

2.2. Questionnaire Development

The questionnaire consisted of questions in the main body of the questionnaire, as well as questions on fieldwork management and respondent demographics. The average estimated length of the questionnaire was 9 minutes with a bona-fide respondent.

[23] Population census 2011 Web.(2019). Retrieved 25 November 2019, from http://askdata.rks-gov.net/PXWeb/pxweb/en/askdata/

The initial draft of the questionnaire was developed by the contracted company, and it was finalized with inputs from ECMI Kosovo regarding the appropriate language to be used for the specific survey topic. As the initial draft of the survey was developed in English, the translated versions in Albanian and Serbian were also subject to approval by ECMI Kosovo.

2.3. Training and Quality Assurance

All interviewers were trained according to ESOMAR International Code of Marketing and Social Research Conduct and the Quality Standard of the Gallup International Association. Interviewers were also field-trained for conducting interviews under the close observation of the regional supervisor of the contracted company. At least 15% of completed interviews were back-checked by the supervisor and the management team continuously during data collection, and all completed surveys were subject to quality control for proper administration.
The back-checking procedure included a secondary interview with the selected sample and a comparison of the first and the second responses of the sample.
The vast majority of interviews were back-checked by phone and direct supervision during the interview.

2.4. Data Processing and Analysis

Interviews were conducted using tablets and *iziSurvey* software program and data was processed during the interview. After interviews were completed, the interviewers uploaded the data to the company server. Uploaded data were checked daily by the Data Processing Manager, the Field Manager and the Project Manager. The final data set was validated by the Data Processing Manager and the Project Manager assigned for this project.

The data set was weighted using the latest data from the Census conducted in 2011, as well as the most reliable and updated estimates the Statistical Agency of Kosovo. The weighting factor includes the following indicators: ethnicity, type of residence (rural/urban), age and gender.

2.5. Ethical Considerations

Participation in the study was voluntary. All data were treated with confidentiality and all participants were informed about how the data will be used, obtaining their verbal consent to proceed with the survey.
Considering the nature of the survey, conducted via telephone, there was no ethical clearance needed from the relevant national bodies.

3. RESULTS

A specific set of statements was designed to determine perceived level of discrimination toward specific marginalized and vulnerable groups in public institutions in terms of job hiring, employment, and promotion of employees. The statements were composed in order to capture the level of discrimination in all phases of employment process in public institutions, including the hiring, interviewing, and selection process, as well as the discrimination or the unfair treatment by employers or other co-workers.

3.1. Perception of Existence of Discrimination in the Public Sector

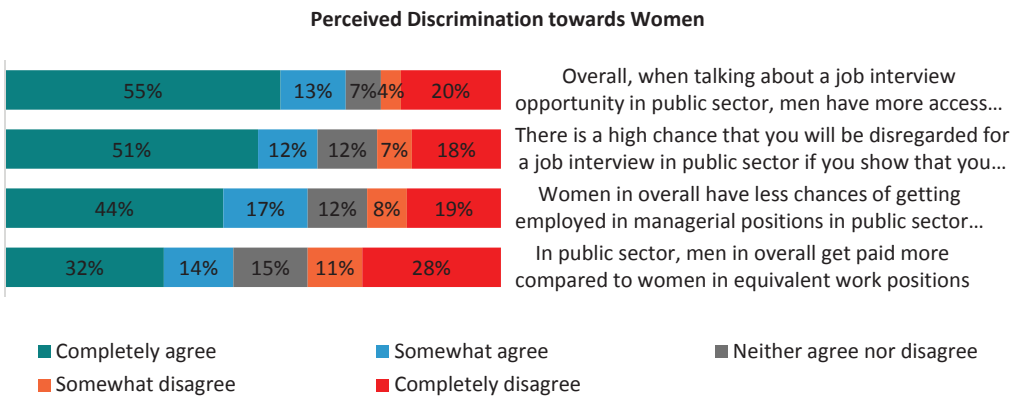
The results from the survey indicate that there is a common agreement on the existence of discrimination towards women, LGBTI members, minority groups and youth in the workplace in the public sector. While some phases of the employment process were perceived to be more discriminating than others, there are differing levels of discrimination within the vulnerable groups as well.

Regarding the perception on discrimination during recruitment phase in public institutions, Kosovo citizens believe that women are discriminated against compared to men (68%), and also believe that women face a high chance to be disregarded for a job interview if they show that they are pregnant during the application phase (63%).

Similar perception was encountered regarding discrimination of women during employment process in public institutions - citizens believe that women, overall, have less chances of getting employed in managerial positions when competing against men with equal qualifications (63%). As for compensation/wage, almost half of respondents (46%) agreed that women overall get paid less than men in equivalent work positions.

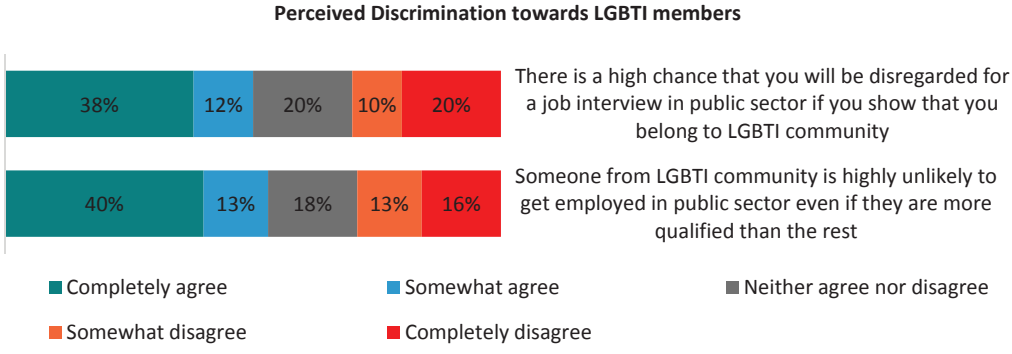
Looking at the opinions by gender, men (66%) agree on the fact that women are more discriminated against when applying for work. More women (71%) consider that women overall are discriminated against when it comes to accessing a job interview when competing against men. 68% of women and 58% of men consider that women are discriminated against if they are pregnant when applying for a new job.

The answers and corresponding percentages are presented in Graph 1 for the following question: "Q1. Please tell me to what extent do you agree or disagree with each of the following statements when thinking of employment in public sector?"



Graph 1. Perceived Discrimination towards Women

Perceived discrimination towards the LGBTI community in employment in the public sector is evident population wide. Half of the respondents (50%) agree that if one belongs to LGBTI community and is open about it, the chances are high that they will be disregarded for a job interview in public sector and even more respondents (53%) agree that the LGBTI community members are unlikely to be employed in public institutions, even if their qualification exceed those of the rest of applicants. The answers and corresponding percentages are presented in Graph 2 for the following question: "Q1. Please tell me to what extent do you agree or disagree with each of the following statements when thinking of employment in public sector?"



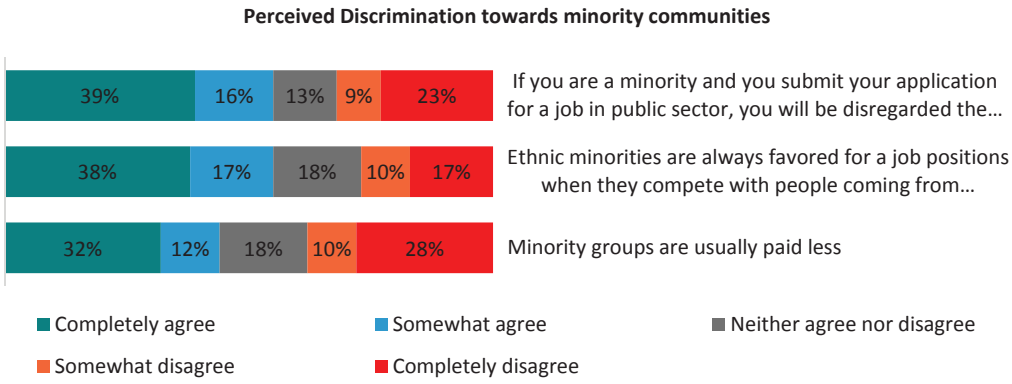
Graph 2. Perceived Discrimination towards LGBTI members

There is indication that people of certain ethnicities are stigmatized when it comes to employment in the public sector by being discriminated either positively or

negatively. More than half of the Kosovo population (55%) consider that it is difficult for minority communities to get a job interview their ethnic belonging is disclosed, while a similar of the population believes that minority communities are in fact positively discriminated against when it comes to obtaining job interviews and and favoured in employment in public institutions.

Regarding compensation/wages, slighty more than one third of the population (38%) disagrees[24] that ethnic minorities are paid less than the rest of the cizitens, while less than half of the population believes that ethnic minorities receive lower wages for the same work. Less than a quarter of the populaton (18%) has no opinion on this.

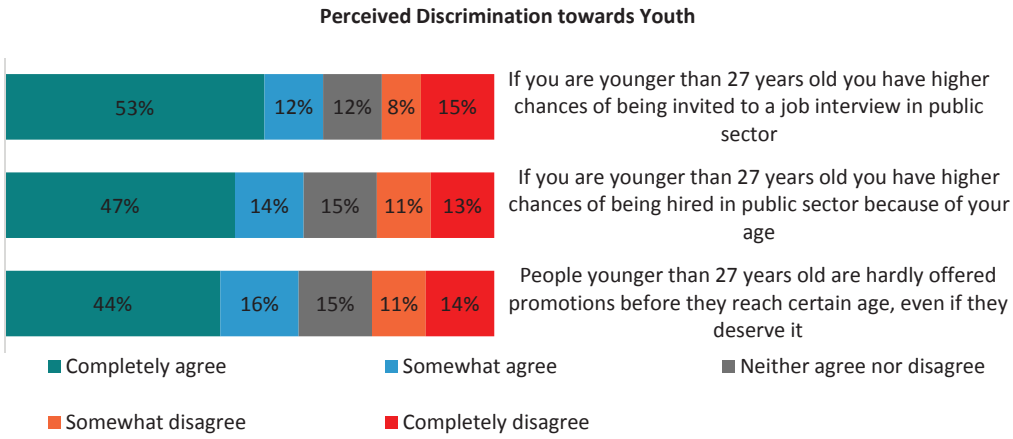
The answers and corresponding percentages are presented in Graph 3 for the following question: "Q1. Please tell me to what extent do you agree or disagree with each of the following statements when thinking of employment in public sector?"



Graph 3. Perceived Discrimination towards Minority Communities

Overall, youth is considered to be favoured when invited for a job interview by more than half of the population (65%) and also when being hired for a new job position (61%). Nevertheless, it is perceived that young people below the age of 27 are hardly offered promotions before they reach a certain age, even when merit based (60%). The answers and corresponding percentages are presented in Graph 4 for the following question: "Q1. Please tell me to what extent do you agree or disagree with each of the following statements when thinking of employment in public sector?"

[24] For future references, the presented percentages of 'Disagree' answers are cumulative % of 'Completely disagree' and 'Somewhat disagree'



Graph 4. Perceived Discrimination towards Youth

3.2. Diverse social groups in the public sector and their treatment in the workplace

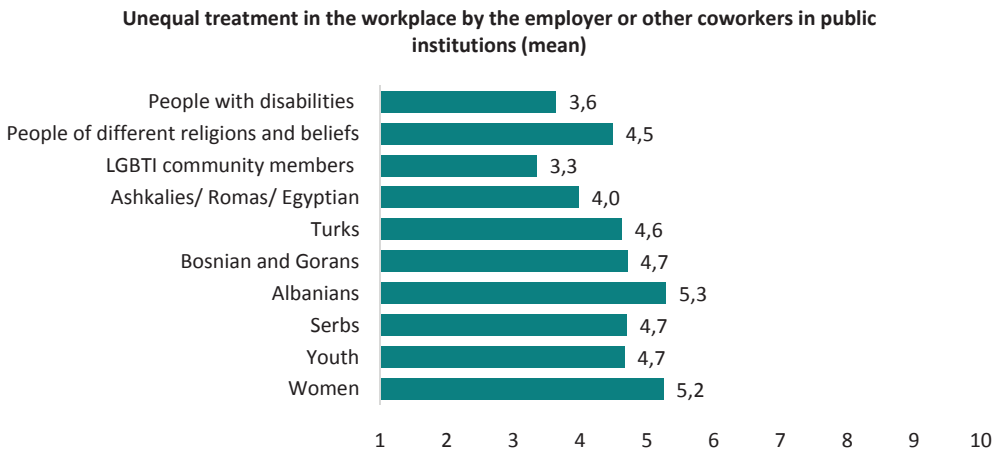
The following section of the report aims to disclose the perceived level of unfair treatment and possible existing discrimination toward specific social groups in the workplace, respectively in the public sector.

Using a 10 point scale[25], Kosovo citizens were asked to share their opinion and evaluate the equality of treatment in the workplace towards specific marginalized and vulnerable groups (MVG) by other employers or colleagues working in the public sector. Targeted MVGs included people with disabilities, people from different religious and ethnic belonging, women, and youth.

LGBTI community and People with Disabilities were perceived to be the two most unfairly treated vulnerable groups, while the least unfairly treated groups by employers and other coworkers were considered to be the Albanian majority and Women.

Among ethnic minorities, respondents believe that Roma, Egyptian, and Ashkali employees face the most unfair treatment from their coworkers and employers, especially compared to Serbs, Bosnians and Gorani ethnicities.
Graph 5 below shows the classification points for each group in response to the question: "Q2. Do you consider that there is unequal treatment on behalf of these specific groups in their workplace by the employers or other co-workers in public institutions?"

[25] Starting from 1 to 10, '1' stands for 'A lot of unequal treatment' and '10' stands for 'No unequal treatment at all'.



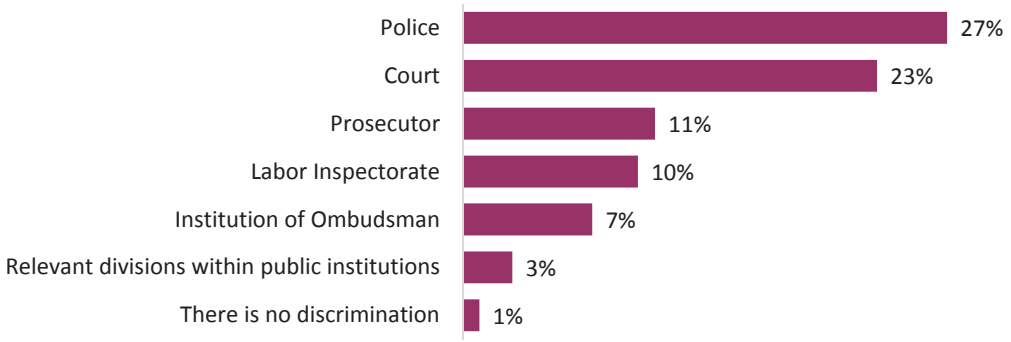
Graph 5. Unequal treatment in the workplace by the employer or other coworkers in public institutions

3.3. Preventing or minimizing discrimination in the public sector

Data results in this section reflect a low awareness of the population on the overall institutional roles and responsibilities. Top two identified institutions to be the most responsible for the prevention or minimization of unequal treatment towards specific social groups in the public sector were the Kosovo Police (27%) and Courts (23%). Responses did not vary according to age or gender. It is worth pointing out that response vary according to the level of education of the respondents, whereby the Kosovo Police is the top institution for 39% of the citizens with primary school education and above, whereas Courts are considered as the top institution by 42% of the citizens who did not complete primary school education.

Relevant divisions within institutions (3%) and Ombudsperson (7%) are considered to be the least responsible institutions to deal with discrimination in the public sector, with 3% and 7% of the responses accordingly.

Graph 6 below shows the results in response to the question: "Q3. Responsible institutions to prevent or minimize discrimination in the public sector?"

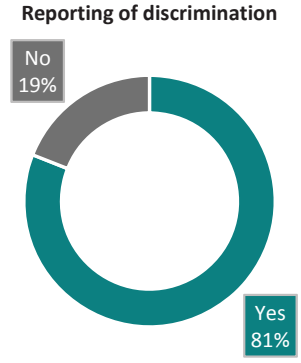


Graph 6. Responsible institutions to prevent or minimize discrimination in the public sector

3.4. Reporting discrimination

When asked if they would report a case of unequal treatment because of age, disability, ethnic or sexual belonging, in case they encounter one, the vast majority of Kosovo citizens claim that they would report it. Looking at the answers by demographic indicators, there is no difference amongst respondents, except for respondents with an unfinished primary school education. Almost half of the latter (47%) declared that they would not report a case of discrimination if they encountered one.

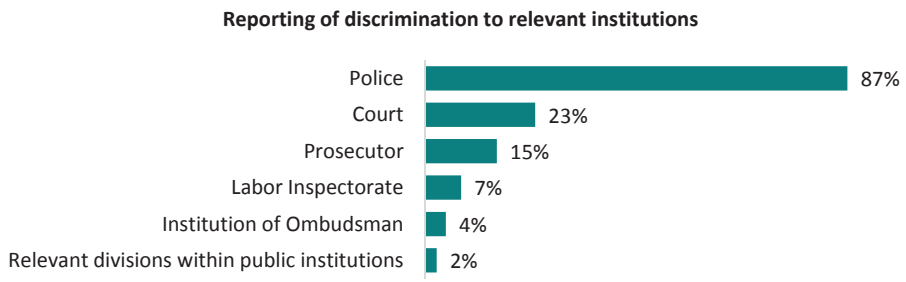
Graph 7 below shows the classification points for each group in response to the question: "Q4. If you encounter a case of unequal treatment because of age, disability, ethnic or sexual belonging, would you report it?"



Graph 7. Reporting of discrimination

Out of the respondents who declared they would report a case of a discrimination if they encounter one, the absolute majority (87%) revealed they would report it to the police, as the most trustworthy institution, while the role of the divisions within public institutions, Ombudsperson or the labor instectorate appears to be insignificant.

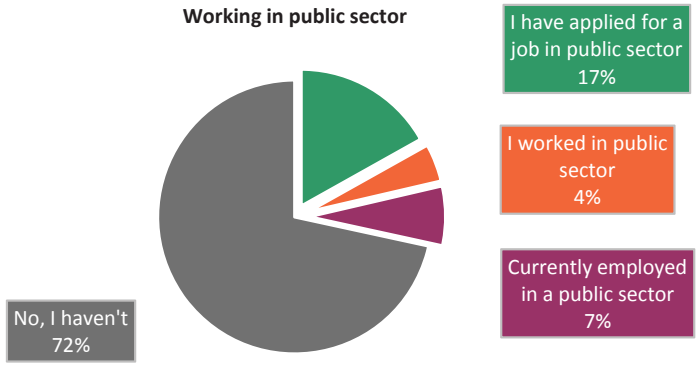
Graph 8 below shows the results in response to the question: "Q5. Whom would you report it to?" (Multiple choice question)



Graph 8. Reporting of discrimination to relevant institutions

To obtain information on experienced discrimination, citizens who had contact with the public sector were asked whether they have ever felt unequally treated in the process of job application/work. First, the total sample was asked if they have ever applied for a job position or had/have a job in public sector; thus, filtering only the citizens who had any contact with the public sector. The least contact was considered application for a job in the public sector (17%), the second category were repsondent who used to work in the public sector (4%), and the highest contact on the scale were respondents who are currently employed in the public sector (7%). Out of the total percentage of citizens who had contact with the public sector, the majority of them (77%) declare that they have never felt unequally treated in the process of job application/work.

Graph 9 below shows the results in response to the question: "Q6. Have you ever applied for a job position or had/have a job in a public sector?"



Graph 9. Working in public sector

13. RECOMMENDATIONS

1. Additional activities and internal campaigns encouraging inclusion and interaction among diverse groups sharing a working environment in the public sector should be planned and implemented on a regular basis. Such activities shall gradually be intertwined in the work culture and ethics of civil servants. It is important that such inclusion-aimed activities address aspects of discrimination showed in this report, such as unequal employment opportunities for women, especially pregnant women, LGBTI, and Roma, Ashkali, and Egyptian communities in Kosovo.

2. First, to address discrimination in the workplaces in the public sector, targeted activities should be undertaken in institutional level. Performing periodic reviews of the administration and human resources activities in the civil service, including recruitment processes, promotion, job descriptions, allocation of benefits and similar processes, with the aim of identifying unreported discrimination practices is an important milestone. Such reviews should uncover silent discrimination and procedural irregularities during the recruitment, employment, promotion and allocation of benefits processes that were not reported or detected during the external audits performed by the independent oversight board for civil service of Kosovo.

3. Second, to address citizens' limited awareness in classifying and reporting discriminatory practices, as an important component of prevention mechanisms, open discussions and outreach activities should be implemented, inciting a willingness to report, besides increased knowledge on various discrimination practices as applied in the workplace.

4. Addressing workplace discrimination in the public sector, continue to provide comprehensive and obligatory trainings to civil servants focusing on practical examples of discrimination, the rights and duties of employees in reporting discrimination, both experienced and witnessed, and the adequate reporting mechanisms for complaints. It is important that trainings draw on real examples, the legal framework applicable in Kosovo, and best practices in similar settings in developing countries.

5. Pertaining to the recruitment and hiring phases of employment, where perceived discrimination towards diverse groups was prevalent as per study results, it is important that innovative approaches are utilized in ensuring prevention of such practices. Besides general training of civil servants, particular attention should be placed in human resources staff and managers involved in the recruitment process. Such staff should be familiar with the legal framework, as well as various situations, subjects, and language uses that could be interpreted as being prejudiced or discriminating.

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ANNEX 1. Demographic prolife of the respondents

Age	%
18-24 y.o.	21%
25-34 y.o.	29%
35-44 y.o.	17%
45-54 y.o.	15%
55+ y.o.	19%
Education	**%**
Below Primary	6%
Primary School	23%
Secondary School	49%
University/Higher Education	21%
Ref./DK	1%
Marital status	**%**
Married	67%
Co-habitation	1%
Widowed	1%
Single	30%
Ethnicity background/nationality	**%**
Albanian	91%
Serb	4%
Other	5%
Work status	**%**
Full time working	32%
Part time working	8%
Unemployed	21%
Student	13%
Housewife/Housekeeper	20%
Pensioner	7%
Personal incomes	**%**
1-200 euro	48%
201-400 euro	29%
401-600 euro	8%
601+ euro	2%
Ref./DK	13%

Household incomes	%
1-200 euro	11%
201-400 euro	35%
401-600 euro	25%
601+ euro	17%
Ref./DK	12%
Region	**%**
Prishtinë	26
Mitrovicë	11
Pejë	12
Prizren	19
Gjakovë	10
Gjilan	9
Ferizaj	14
Residence	**%**
Urban	39
Rural	61



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