EUROPEAN CENTRE FOR MINORITY ISSUES KOSOVO

Socioeconomic Conditions in Northern Kosovo
Factsheet on Zubin Potok

This municipality factsheet seeks to provide a specific overview of the findings reported in the recent survey on the "*Socioeconomic Conditions in Northern Kosovo*". The full comprehensive narrative of the report, issued by ECMI Kosovo in collaboration with the Ministry of Foreign Affairs of Finland and the British Embassy in Prishtinë/Priština, is available in pdf on ECMI Kosovo official webpage, under our "Publication" section: https://ecmikosova.org/publications/.
The objective of this report, based on the perceptions and subjective opinions of the respondents, is to spotlight issues encountered by northern Kosovo residents in their daily lives, to voice their needs, concerns and aspirations. The report shows a quantitative and qualitative analysis of answers from a questionnaire administered to a sample of 721 respondents living in the four municipalities of Mitrovica/Mitrovicë North, Leposavić/Leposaviq, Zubin Potok and Zvečan/Zveqan. When analysing and comparing responses between municipalities, it is very important to remember that the questionnaire addresses perceptions and not necessarily the objective reality of the current situation.
For the sake of clarity, all the data and figures published in the following factsheet refer to the abovementioned report – where not otherwise specified.

Area and Population

The municipality of Zubin Potok is located in northern Kosovo. It covers an area of approximately 333 km² and includes Zubin Potok town and 63 villages. The total population of the municipality is estimated at 14,900 inhabitants[1], of which (in approximate figures):

- 13,900 Kosovo Serbs;
- 1,000 Kosovo Albanians;
- 2,800 displaced persons including 220 refugees from Croatia, arrived after the conflict.

Education

- 3 primary schools with 560 pupils and 51 teachers;
- 1 secondary school with 231 students and 46 teachers;
- 1 kindergarten with 248 children and 25 teachers;
- in Çabër/Čabra village there is 1 primary school with 207 students and 14 teachers[2].

I.General Perceptions

Perceptions about the delivery of formal education are generally positive: 61% in Zubin Potok were somewhat satisfied with the delivery of formal education.
Participants in this municipality give high reviews when it comes to the perceptions about the quality of teaching: most of them being somewhat satisfied (50%) or satisfied (21%).
However, when asked about the school equipment, respondents in Zubin Potok gave less positive responses: a strong majority declared themselves neither satisfied nor dissatisfied (49%) or somewhat dissatisfied (37%).

[1] OSCE Municipal Profiles, November 2011. Available at: http://www.osce.org/kosovo/13135
[2] Ibid.

II.Transition from Education to Employment

Despite this sense of satisfaction, the transition from education to employment remains very difficult.
There is an overall pessimism about the employment opportunities after graduation, especially within the same field of studies. In Zubin Potok, a vast majority of respondents see few (75%) or no (12%) opportunities to find employment in their geographic area. What is even more striking is that more than 75% of people interviewed see few opportunities to find employment within their field of studies. However, a good 16% of respondents see sufficient opportunities.

III.Informal Education

Informal education, as a way to bridge the gap between education and employment, is considered a plausible way to acquire the skills necessary for the labour market according to 70% in Zubin Potok. Language courses and IT skills are here the most popular forms of informal education.
Local NGOs are usually the providers of informal education, yet in this municipality the respondents who had benefited from such education noted a relatively weaker presence of local NGOs. This reduced presence can be explained by the less multi-ethnic environment in Zubin Potok, but also by a lack of facilities and infrastructure as a more rural area. The municipality presents a rather fragmented: only 23% reported participating in identical NGO-sponsored training, while around 31% benefit from informal education as provided by either international organizations or governmental/local institutions.

IV.Inclusive Education

Zubin Potok present quite positive responses on discriminatory practices – particularly towards people with disabilities - come from, but even there, 54% fall under "not often", suggesting that discrimination exists. The lack of school infrastructures for people with disabilities is clear; in Zubin Potok, the majority of respondents (51%) gave the lowest possible rating, "very poor", for the quality of relevant school equipment, while another 43% defined it as "poor". Moreover, the quality of teaching is perceived as "poor" or "very poor" by 56% of the respondents. Generally speaking, respondents from this municipality are mostly dissatisfied (74%) by the quality of teaching for people with disabilities.

Healthcare

The primary health care system includes:

- 1 health centre;
- 7 health houses;
- 74 employees including doctors, nurses and support staff;
- Çabër/Čabra village has 1 health house with 3 employees.[3]

I. General Perceptions

Zubin Potok has ranked average reviews when it comes to the quality of healthcare: 29% of respondents said to be neither satisfied nor dissatisfied, while 57% declared to be somewhat satisfied.
However, the satisfaction on medical equipment is extremely low: participants answered negatively, with 44% rating equipment as poor and 45% as very poor. Moreover, the infrastructure is not satisfactory: the municipality does not have a functioning hospital, and is perceived as neglected when it comes to medical equipment donations. Regarding the quality of medical personnel, the 58% of respondents from Zubin Potok considered the level of personnel to be good and 7% even very good. Overall, respondents in this municipality fin the service provided by healthcare structure good (48%) or average (30%). Finally, for the majority of people (84%) it's easy to access to healthcare services.

II.Reproductive Healthcare

[3] OSCE Municipal Profiles, November 2011. Available at: http://www.osce.org/kosovo/13135

When asked about the quality of reproductive healthcare, respondents in Zubin Potok are somewhat dissatisfied: 29% perceived it as "average", while 60% of the respondents defined it as "poor" or "very poor". Such results, however, could reflect a low level of awareness about reproductive healthcare among respondents.

III.Substance abuse

In this municipality half of the respondents above 25-year-olds, and 46% of the ones aged 15 to 24 admitted to substance abuse[4]. Zubin Potok presents a high rate (63%) of nicotine addiction[5]; the municipality has also a high rate of alcohol consumption, 37%, among those who declared to be depending on substances.

Social Welfare

I.General Findings

Only 10% in of respondents in Zubin Potok, a very small percentage, reported being among the beneficiaries of social welfare programmes.
In the municipality, the most popular answer on the quality of social programmes was the neutral "neither satisfied nor dissatisfied," with 39%; interestingly, 36% in Zubin Potok are also somewhat satisfied but none of the respondents declared to be satisfied. Moreover, 38% of the respondents specifically beneficiaries of cash value schemes were positively satisfied, while 62% were dissatisfied. Finally, 85% of respondents declared that local CSOs have adequate financial resources when it comes to the delivery of social services.

II.Public Programmes and Services

Respondents in Zubin Potok gave a somehow positive answer on the quality of the social services provided: 34% declared to be somewhat satisfied, though the same number reported to be neither satisfied nor dissatisfied. Almost 41% are neither satisfied nor dissatisfied with the number of services provided, while an equal percentage reported to be either somewhat satisfied or somewhat dissatisfied. Interestingly, none of the respondents declared to be satisfied. The same picture appears with regards to the general satisfaction on the delivery of the service.
Programmes and services targeting older people are far from satisfactory: the 48% of respondents in Zubin Potok are neither satisfied nor dissatisfied, while 33.85 are somewhat dissatisfied. Moreover, 62% of 50-70 year olds answered negatively when asked whether they think their income is able to meet their basic requirements. Social development services for people with disabilities also seem far from satisfactory: the majority of respondents declared to be neither satisfied nor dissatisfied, while 33% are somewhat or completely dissatisfied by such services. Moreover, an equal percentage of respondents think that people with disabilities are able (54%) or not able (46%) to meet their needs thanks to social service.
Perceptions about cultural events are also generally negative, with a total of 45% somewhat dissatisfied and 24% dissatisfied in this municipality. Respondents aged between 15 and 24 were the main contributor to these negative results.

III.Safety

Kosovo police station in Zubin Potok municipality has 37 police officers:

- 33 of them are stationed in Zubin Potok police station (32 Kosovo Serb, 1Kosovo Bosniak)
- 4 Kosovo Albanian are stationed in the police sub-station in Çabër/Čabra village;
- International military presence (KFOR).[6]

When asked to report their perceived degree of safety, the least amount of respondents in Zubin Potok (only 1%) declared that they felt completely unsafe. Even feeling somewhat unsafe is the next most unpopular option;

[4] The term "substance abuse" is used synonymously with harmful or hazardous use; for the purposes of this survey, addiction was considered use of a substance more than once a week.
[5] For comparison, smoking rates among adults are estimated to less than 20% in OECD countries.
[6] OSCE Municipal Profiles, November 2011. Available at: http://www.osce.org/kosovo/13135

responses are generally positive in this municipality, less multi-ethnic and further away from the Ibar River: 68% of the respondents felt somewhat or completely safe.
When it comes to the perceptions regarding local authorities' and civil societies' capacities to respond to violence, Zubin Potok presents very unsatisfied respondents, with 52% dissatisfaction. Even though only 3% of respondents are actually satisfied with the quality of response to violence, the municipality has also 28% of people who feel safe.

Employment and Local Economy

I.Labour Market

Zubin Potok has a high rate of temporary[7] workers, in comparison to permanent ones: 67% declared to be temporary workers. Moreover, 26% of respondents in this municipality reported that their employment income is insufficient, while for 40% is almost sufficient. Furthermore, 49% did not report holding a job in a field related to their education. Even more strikingly, this answer was given by 55% of young people aged between 15 and 24 years. Half of the interviewees in this municipality reported to have a job at the level of their education.

II.Economic Development

Employment:
In Zubin Potok, 51% participants reported being employed in the private sector and SMEs, 47% in the public sector, and a very low percentage, only 2%.
Generally, public employment is highly sought after for its security (according to 89% of the respondents), followed by SMEs (82%) and the agricultural sector (81%). Nevertheless, in this municipality 71% actually disagreed that the private sector can generate employment opportunities.
Income:
Zubin Potok pictures a rather polarized situation, where a really vast majority of respondents (79%) agrees on defining the income generated by the public sector as sufficient or very sufficient; on the other hand, it shows particularly negative perceptions about the private sector, which ability to generate income is perceived as almost sufficient or insufficient by more than 90% of the respondents. SMEs received quite positive reviews, while the agricultural sector's ability to generate sufficient income leaves unsatisfied more than 37% of respondents.
Infrastructure:
In this municipality a huge number of respondents (53%) declare do be completely dissatisfied by the infrastructures in the agricultural sector, followed by the private sector, where 60% are somewhat or completely dissatisfied. With respect to SMEs, an equal number of respondents gave neutral ("neither satisfied nor dissatisfied" – 37%) or slightly negative ("somewhat dissatisfied" – 38%) answers. On the contrary, public sector infrastructures are deemed to be somewhat or completely satisfactory for 57% of respondents.

[7] In the context of the survey, temporary work was considered as either occasional, short-time or part-time employment.