



## TERMS OF REFERENCE

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## **1. BACKGROUND INFORMATION**

The implementation of labour-related laws is quite poor in Kosovo and subject to grave criticism. One basic problem of its implementation is the general situation in the field, particularly the high unemployment rate, which causes employees to remain in their positions regardless of the working condition, despite breaches of their rights. An additional obstacle to the implementation of labour related legislation has been the lack of implementing and monitoring capacities of responsible institutions.

Aside from the lack of capacities to implement the law on the part of Labour Inspectorate, the low awareness on the part of workers and employers about the law has also made it possible for breaches to go unnoticed and/or unpunished. The divisions among leadership of different trade union (TU) organizations has often been noted as a factor hindering the development of a common platform for meaningful social dialogue.

Cross-accusations among trade unions and sharp divisions amongst their leadership have undermined all attempts to mobilize resources in trade union activism, and particularly among the private sector. The situation is expected to be further deteriorated with the ongoing pandemic, that has largely affected and is expected to have a further devastating effect on the already scarce job market and the weak private sector in Kosovo.

The Social and Economic Council (SEC) that is the official body, legally in charge of facilitating tripartite social dialogue in the country has been often criticised for the quality of dialogue both in terms of process and content. Some of the shortfalls in SEC's past performance have been addressed by IKS for years through provision of hands-on technical assistance to planning, implementation and evaluation of the SEC's work, while simultaneously feeding information collected in the field to the discussions in SEC.

Active secretarial support has also been provided to SEC, which combined with digitalization of SEC materials will eventually lead to improved process management of this body. However, the body remains underfunded and understaffed while the representation of the parties at SEC are still limited in terms of their capacity and will to truly represent their constituencies.

This contract is part of the activities that are planned for the implementation of the Support to Social Justice Coalition funded by UNOPS. This contract specifies the obligations of the two parties

during the implementation of foreseen activities. The contractor will provide the following services to SSJC team:

Undertake the national survey with the general population is to assess the following:

- The level of public awareness and knowledge about social policies;
- The level of public opinion and attitude towards welfare systems and level of protection desired by citizens;
- Public attitude towards illegal migration;
- Expectations and attitudes of the general public towards social and employment policies;
- Individual savings habits and attitudes of the general public.
- Analyze the Covid-19 impact on the citizen wellbeing, job market and their perceptions.

The survey has been carried out by IKS in 2015. The reports from that survey are found in the below links:

<http://iksweb.org/?p=2660>

<http://iksweb.org/?p=3638>

<http://iksweb.org/?p=2657>

## **2. Research Objectives**

### **2.1 Overall Objective**

Through this contract, the Social Justice Coalition project team aim to update the hard information and data about obtained in 2015 held by the public opinion about the social policies in Kosovo and feed in information to the social dialogue debate at SEC and MLSW. This will be used by The Support to Social Justice Coalition (SSJC) project as the basis for a policy/work strategy and a wider programme of support to social dialogue in Kosovo. Moreover, the findings are expected to influence the pandemic created situation and influence mitigating respective public policies and measures.

### **2.2 Specific objectives of this contract**

The specific objectives of this contract are, therefore, to support Social Justice Coalition Project efforts by the following means:

The provision of accurate research data regarding:

- General attitudes and opinions of Kosovars toward social welfare and policies;
- Kosovar public perceptions about the accomplishments made to and challenges to face in the future;
- The manner in which Kosovar public opinion and perceptions are formed and disseminated – identifying the key “opinion formers and multipliers”, their target audiences and the ways in which they interact;

- Kosovar information/communications consumption habits;
- Perceptions on Covid-19 impact on the citizen attitudes, wellbeing and economy.
- Citizens perceptions on already taken Covid-19 emergency policy measures and their impact.

*The specific objectives of this contract are, therefore, to support IKS's efforts by the following means:*

Insightful analysis of the data emerging from the research, with well thought through and clearly presented conclusions and, where appropriate, recommendations about realistic and feasible communication actions that the team implementing SSJC can undertake to achieve the aims set out at 2.1.

### **2.3 Results to be achieved by the contractor**

- One public opinion poll which is to be carried out during month of December 2020.
- Ensure a sound research methodology;
- Finalize the survey questionnaire (pre-drafted by SSP ) through field testing and
- Update of the Questionnaire with questions related to Covid-19 pandemic impact;
- Selection of an appropriate sample size of 400 responders;
- Oversight, recruitment and training of local pollsters and/or monitors, as needed;
- Production of question-by-question results and cross tab information;
- Processing and analysis of the data and presentation of research results to SSJC and its stakeholders;

## **3. SCOPE OF THE WORK**

### **3.1. General project description**

SSJC intends to commission a competent company or consortium to undertake a quantitative survey with the objective of contributing to the policy discussion and policy reform at the Socio Economic Council (SEC) and the Government Meeting.

SSJC will coordinate this effort, but the research field would be responsible for organizing and conducting research and providing thorough-going analysis and findings. As such, SSJC reserves the right to review and approve the methodology and all instruments, guides, and or administrative procedures as necessary to comply with SSJC procedures.

### **3.1 Specific activities**

SSJC aim is to commission one survey, with 400 interviews. The interviewees should form a representative sample of all the main elements in the Kosovar society and the SSJC particular communication target group. The sample should fully reflect population break-down by region, economic and social class, ethnicity, gender, age, education etc.

The research should also take account of the SSJC project's target key groups – and indeed should help the SSJC project team to define these better, both during the elaboration of the methodology and, importantly in the analysis of the data flowing from the research.

The aim is to provide a clear picture of the issues, concerns and information habits of the Kosovar people, with the end result desired being better knowledge of the target groups, the information they want/ need and how to best provide it to them.

The Contractor will be responsible for developing an implementation plan for conduct of Opinion research, which will cover, amongst other things:

- the sample to be interviewed and make-up of the Opinion Research;
- gender-balanced;
- geographical spread;
- timing and time-lines for implementation;
- questionnaire for opinion polling and scheme for the focus group research.

A model questionnaire is attached in Annex. The contractor should elaborate this and adapt it to specifics of Kosovo and

The draft methodology and implementation plan for this part of project, which should cover these and all other considerations important to the implementation of the research, including a draft research questionnaire, should form an important part of the proposal and will be a main feature in the adjudication process.

In the event, the successful Contractor will finalise all these details, including the make-up of sample, the geographic spread of the questionnaire in consultation with SSJC team during the inception phase of SSJC.

The Contractor will be responsible toward new possible governmental measures of Covid-19 and adapt the mode of interviews accordingly.

## **4. PROJECT MANAGEMENT, TIMING AND REPORTING**

### **Commencement date and period of execution**

The intended commencement period is November 2020 and the period of execution of the contract December 2020. The field research of the survey should be completed before 25th of December 2020.

### **4.3 Reporting requirements**

Within 5 days of signature of the contract, the Contractor will submit a detailed implementation schedule, revised instruments and sample in English detailing the methodology and implementation plans and timeframe of SSJC.

No longer than 10 days after completion of the research, the Contractor will submit a research report setting out the data discovered and the analysis of findings, and will make a formal presentation of these to SSJC and its stakeholders. The Contractor will then have 30 days following submission of report to question the Contractor's findings and analysis and ask for clarifications.

All reports should be in English and Albanian, to be sent in electronic form by e-mail to SSJC focal points.

## **5. EVALUATION OF PROPOSALS**

Organisations submitting proposals are invited to demonstrate their capability and credentials to offer these services (eg. Past experience in the field), set out their methodological approach and quote a price for the services requested.

Evaluation factors will include: proposed cost of services, quality and detail of the proposal, integrity of the proposed methodology and integrity of the research administration plan; the degree to which the proposals demonstrate knowledge and understanding of Kosovo's EU integration process and the challenges faced, and; the relevance and creativity of the proposed research questionnaire.

SSJC will select the proposals that demonstrates the best combination of price and proposed methodology/ implementation plan.

The call will be open for a week, starting from 17th of November 2020. The deadline for proposal submission is 24.11.2020.