



A NO FOAM LARGE MACCHIATO!



A NO FOAM LARGE MACCHIATO!

This research was completed with the generous support from SIDA through Community Development project grant: “Toward Social Justice and Equity”.

The views expressed herein are those of authors and do not necessarily represent those of the Donor.

Title:

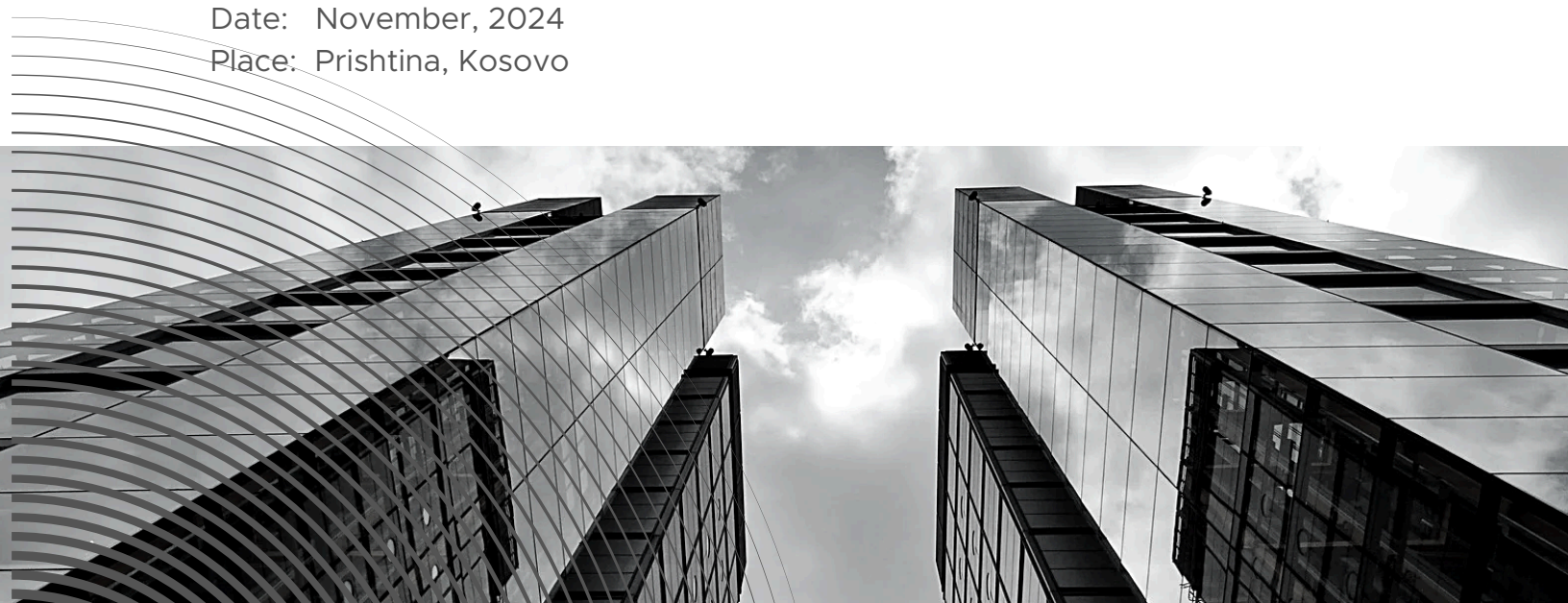
A No Foam Large Macchiato!

Authors:

Brikena Berisha
Brikene Hoxha
Kushtrim Shaipi

Date: November, 2024

Place: Prishtina, Kosovo



For more similar reports visit our Kosovo Stability Initiative webpage, www.iksweb.org, visit our [Facebook page](#), or contact us directly via email with your inquiries via info@iksweb.org

TABLE OF CONTENTS

-
- 01.** Executive Summary
-
- 03.** Project Background & Objectives
-
- 03.** Gastronomy in Kosovo
-
- 05.** Research Methodology & Sample
-
- 06.** Qualitative Findings: Legal and Institutional Overview of Labor Relations in Kosovo
-
- 07.** Quantitative Findings: Field Research
-
- 07.** General Sample & Employment Data
-
- 11.** Labor Law Implementation
-
- 20.** Health & Safety at Workplace
-
- 27.** Final Remarks & Recommendations
-
- 30.** Survey

ABBREVIATIONS

AE	Adult Education
AI	Administrative Instruction
AVETAE	Agency for Vocational Education and Training and Adult Education
CSO	Civil Society Organization
EPAP	European Partnership Action Plan
EU	European Union
GDP	Gross Domestic Product
GoK	Government of Kosovo
ICT	Information and Communications Technology
IKS	Kosovo Stability Initiative
LLL	Lifelong Learning
LMIS	Labor Market Information Service
MED	Ministry of Economic Development
MEST	Ministry of Education, Science and Technology
MLSW	Ministry of Labor and Social Welfare
MoF	Ministry of Finance
MTEF	Midterm Expenditure Framework
NDS	National Development Strategy
NGO	Non-Governmental Organization
SAA	Stabilization and Association Agreement
SEC	Social Economic Council
SIDA	Swedish International Development Agency
SME	Small and Medium Enterprises
SD4SJ	Social Dialogue for Social Justice Project
VET	Vocational Education and Training

About Us

The Kosovar Stability Initiative (IKS) is an independent, not-for-profit think tank focused on empirical research and analysis of socio-economic development in Kosovo. IKS was created in 2004 in recognition of the pressing need for independent, in-depth analysis of important issues involved in promoting stability and prosperity in Kosovo. Its innovative and policy-relevant research aims at initiating debates on important issues for Kosovo's future.

We believe that evidence-based public debate stands at the core of democratic decision-making and economic transformation in the country. IKS does not have party, political or any other organizational affiliation.

IKS's highly experienced and multidisciplinary team is committed to achieving its objective. An Advisory Board, including Kosovar and international analysts and practitioners, also supports its work.

Since its inception, IKS has worked on numerous empirical research projects focusing on socio-economic topics, social security and labor relations, governance, economic development, cultural heritage, corruption in post-war reconstruction, environmental issues, education, Kosovo's image problem and the current muddled governance structure.

IKS is also part of an ESI-inspired network of think-tanks across South East Europe and associate member of ECAS.

For more similar content visit our Kosovo Stability Initiative webpage, www.iksweb.org. visit our [Facebook page](#), or contact us directly via email with your inquires via info@iksweb.org

Executive Summary

This report is the final output from the research focusing on measuring the application of labor law and other labor-related legislation in one of the largest sectors in Kosovo-Gastronomy. The report makes an overview of labor and health and safety at work legislation, and the institutional framework to enforce them. It further makes an overview of expected/initiated changes in labor-related legislation before discussing the findings from the field research with private gastronomy businesses.

The backbone of the research is the survey with businesses completed with 80 companies across Kosovo. The field work for the research (survey with businesses) was implemented in the period September-October 2024. This research was implemented as part of the activities foreseen under project “Toward Social Justice and Equity”, funded by SIDA through Community Development Fund. The report includes three sections, namely those related to labor law, health and safety at workplace, and general working conditions and benefits.

The primary data collected through the survey with employees in the gastronomy sector, indicates that there is significant room for improvement regarding the implementation of labor-related legislation. With regards to the implementation of labor law provisions, the basic legal provisions pertaining to contracts, and working hours are commonly disrespected, alongside those pertaining to annual leave daily paid break, and days off, overtime, weekend and holiday work.

Some of the key areas where improvement can be suggested include:

Combating Informality, is one of the most pressing areas that requires outmost priority. 30%of respondents report not to have work contracts. Even those having work contracts have reported to receive their salary fully (38.6%) or partially (28.8%) in cash. When businesses fully or partially compensate their employees in cash, their labor contracts with employees are also only done on pro-forma basis, stripping the informally employed all of their rights. Digitalization of financial transactions in the sector, which would reduce the cash turnover of businesses, is one of the most effective way to increase formalization of labor in the sector. For this to happen more rapidly, financial institutions, IT companies and public institutions (ministry, inspectorate, and tax administration) should all increase their efforts and attention to reduce the cost of transaction and offer secure platforms for digital transactions.

A NO FOAM LARGE MACCHIATO!

Annual leave and paid time off in general, are also one of the areas of labor law that requires further attention. While on paper employees are entitled to paid annual leave, as well as, other time off either during their shifts or between their shifts, these aspects are rarely implemented in entirety. 32.5% of companies report not giving their employees paid annual leave as per legal provisions, while of those reporting to have annual leave provisions in place, 16% report that not all their employees made use of their annual leave during 2019. Breaks within full-time shifts, are also reported not to be given by a significant percentage of companies in the sample.

Health and safety at workplace, also requires significant attention particularly regarding formal certification of employees as required by law, and other technical certifications pertaining to providing a safe working environment. For instance, there is not a single company in Kosovo that can provide standardization/certification of vessels/containers under pressure, which is a legal requirement under the Kosovo and EU laws. Given that the biggest number of severe workplace accidents relate to gas or boiler accidents, implementing this standard, would horizontally improve the health and safety at workplace across sector that use pressurized containers. **Emergency response**, first aid provision, also require further attention. Any of these types of emergencies (natural, health emergencies or accidents) can have grave consequences for all employed in the companies covered by the research as most of them report not having trained employees as required by law.

Creating workplace policies that foster safe work environment for all and which build company culture and enable dignified employment is also key to improving the working conditions in the gastronomy sector. Given the anticipated worker shortages that the sector may experience in the near-term future, providing compressive and more favorable conditions, may be the most effective way for businesses to attract high quality labor. Given the recent visa liberalization and the stated intent to migrate (particularly among youth), offering supplementary coverage, sign-in bonuses, and other benefits and recognitions, will increasingly become more attractive for particularly larger businesses to offer.

Trade union presence in the sector would also likely lead to improved protection in the sector. While workplace representation is the most relevant aspect of protection and collective bargaining, sectoral negotiation is also highly relevant, particularly given the specifics of the sector in terms of shift work, seasonality, public health standards, etc.

Project Background & Objectives

“Toward Social Justice and Equity” project is funded by Swedish International Development Cooperation Agency (SIDA), through Community Development Fund (CDF) and implemented by Kosovo Stability Initiative (IKS).

This report is aimed at contributing to the evidence-based debate among social partners and other relevant stakeholders.

The purpose of the research is to serve decision-makers in identifying the most problematic aspects of the implementation of the Labor Law and the Law on Safety and Health at Work. The purpose of the monitoring was to measure for the first time the level of implementation of these two laws and to advocate for the elimination of the problems identified in the gastronomy sector.

Specific audiences include the relevant line ministry, the labor inspectorate, civil society and the general public.

Gastronomy in Kosovo

Gastronomy is a very interesting industry for the country of Kosovo, whose population is one of the youngest in Europe. Artcrafts and artisans were part of the Kosovar culture for decades, being mostly family-owned businesses that continued for generations. Arising from the socialist system, Kosovo had several hotels and restaurants who were part of the public owned enterprises. A tradition in serving and hospitality was settling down, to be further developed during the 90s. After the expulsion of Albanian workers, gastronomy was a form of survival and entertainment in the chaos of war and unemployment.

A NO FOAM LARGE MACCHIATO!

With the aggravation of the conflict, several important culinary and gastronomy centers became a training ground for Serbian military and paramilitary forces, with many of them being destroyed. However, after the freedom in 1999, Kosovo culinary scene experienced a vibrant revitalization, along with privatization of remained enterprises from the previous system. Adapting to global food trends, slowly this industry became the point of interest for the young people especially, who along the way developed creativity, entertainment, employment and entrepreneurship. Today, gastronomy remains one of the main attractions for foreigners, who visit Kosovo for its vibrant coffee culture.

Gastronomy is deeply connected to various industries such as hospitality and trade, and very intertwined with agriculture. As such, Kosovo's gastronomy industry has experienced significant growth and transformation in recent years, with notable developments in both the food processing and food services sectors. Additionally, the hospitality industry has experienced notable expansion. Numerous small family-owned businesses, especially in rural areas, are engaged in food production, processing, and local culinary ventures.

Kosovo's gastronomy plays an important role in the country's economy, benefiting agriculture, tourism and trade. Even though this sector produces tax risks, Kosovo Tax Administration has collected 27.2 million euros in revenue from gastronomy for the year 2023. The gastronomy and food-related industries are also significant for the employment in Kosovo. These sectors offer ample job opportunities, particularly in seasonal positions, making it easier for people to find work. However, still a large portion of the workforce in the food sector work in informal sectors, making this way the gastronomy a sector with the highest number of undeclared workers, along with the construction sector. According to Kosovo Tax Administration, there were officially 23,340 people employed in the sector of food and related activities, however various sources claim that the portion is much higher, which leaves space to informality.

Kosovo's gastronomy is a reflection of its rich history, shaped by its geographic location and the many cultures that have influenced it over the centuries. Given this context, it was an opportune time to examine the sector, especially considering the lack of quantitative data, even from official institutions. This study will explore the working conditions and shed light on the implementation of labor-related legislation within the sector. It is particularly timely, taking into account the current geopolitical situation and the recent visa liberalization.

Research Methodology & Sample

The approach that research subject to this report has adopted includes qualitative and quantitative methods. Qualitative methods involved review of relevant literature on the topic, and publicly available statistics, on topics of labor and employment. The qualitative research included revision of current laws that cover the labor field in Kosovo. It must be noted that for more than a decade little was done in this aspect and there were no major amendment on the law aspect.

The quantitative component of the research consists on data collected in the field, in more particular through a survey. 350 employed persons across Kosovo distributed within Prishtina, Prizren, Ferizaj and Gjilan regions as per the concentration of businesses in those regions were part of the research. Prishtina region is therefore the most represented region in the sample with 101 respondents, Prizren with 87 respondents, Gjilan with 79 respondents and Ferizaj with 68 of them.

The survey with businesses has been carried out through structured face-to-face interviews with persons employed in randomly selected companies and contents of this report reflect their reporting on the questions asked. The sample of businesses included different sizes of enterprise, diverse range of activities, within one of the largest sectors in Kosovo for generating employment in the Kosovo economy. This included hotels, restaurants, fast-food venues and cafes.

The research instrument was prepared, translated and tested before reaching its final form. This provides for most optimal sampling approach to ensuring the representativeness of data on one hand, and cost-effective means to achieving the objectives set forth above. The survey was implemented with tablet computers and responses were recorded directly into the cloud-based platform [kobotoolbox](#), eliminating the use of paper and enhancing transparency and real-time quality monitoring.

The survey was designed to provide an overview of employment within the sector, beginning with general details and progressing to the implementation of labor laws, covering aspects such as contracts, payment, working hours, compensation, breaks, and work during weekends, holidays, and overtime. The section on leave delves into annual, medical, and maternity leave. The final section addresses workplace health and safety, including risk assessments, health and safety training and certification, as well as employees' perceptions of their safety. Given the current migration trends, participants were also questioned about migration and their intentions to move abroad.

Findings

Qualitative Findings: Legal and Institutional Overview of Labor Relations in Kosovo

Social dialogue and collective bargaining in Kosovo are regulated by several basic laws and sub-legal documents specifying the nature and type of collective bargaining that can take place. Aside from the [Labor Law No.03/L -2121](#), adopted in November 2010 and is currently being amended, which entails the main provisions on labor relations between employers and employees, other relevant laws, include guarantees for employee's right of association with trade unions and collective representation before employers. Further to that, the right to associate in trade unions is additionally codified in the [Law for Organizing Trade Union in Kosovo No. 04/L-0112](#).

The Law on [Social Economic Council No. 2011/04-L-0083](#) is another basic legislation document regulating the collective bargaining and representation of workers which is in the process of being amended. When dialogue does not lead to results, workers and their representatives in Kosovo are also allowed to take more extreme measures. [The Law on Strikes No.03/L-2004](#), and [Law No. 04/L-1195](#) amending and supplementing the Law on Strikes are the laws that regulate this aspect.

A NO FOAM LARGE MACCHIATO!

Law No. 2009/9 on Labor Inspectorate, also is relevant in terms of mandating the institutions and procedures for labor-related grievances and protection of employees at workplace, by ensuring that labor-related legislation is implemented by all employers in all sectors.

In addition to basic laws, there is a general Collective Agreement signed by the social partners and the Government of Kosovo, which advances the provisions of the Labor Law, but very few selected advancements were implemented from that document. There are also two sectoral collective agreements in the healthcare and education sectors. It should be noted that collective agreements in Kosovo are according to Kosovo labor Law outdated. The Article 90 of this law covering Collective contracts, states that “Collective Contract may be concluded for a certain period of time with a duration of maximum three (3) years.”⁶.

Civil society organizations should remain engaged and intensify efforts in topics of social dialogue, particularly technical processes in working groups for the amendment of the legal infrastructure for labor relations. Since the current government was established, the Role of Social Economic Council has been completely deteriorated, with few meetings and even fewer decisions. Data-based advocacy should target the three parties represented at SEC and aim at improving the quality of collective bargaining taking place at national level, given the deficiencies in representation that this body has been criticized.

Quantitative Findings: Field Research

General Sample and Employment Data

Regional Distribution of the Sample

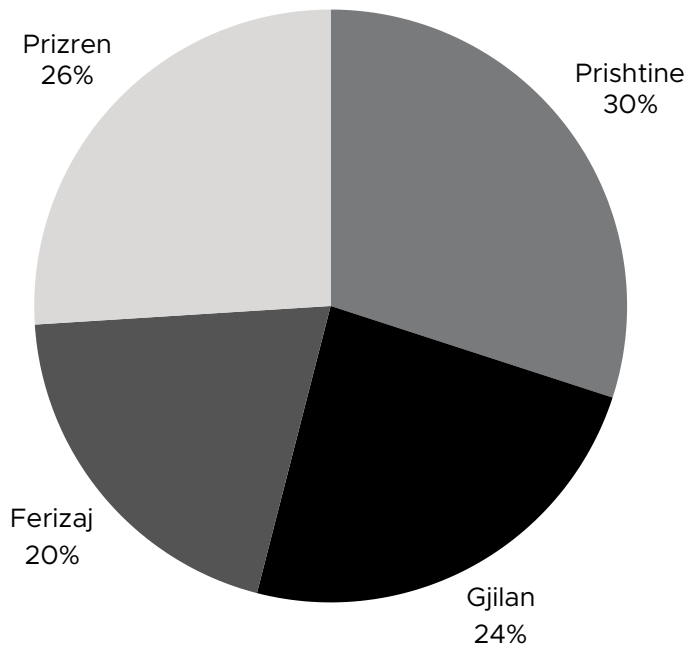


Figure 1. Geographic distribution of the sample

Businesses in the sample represent a similar weight they represent regionally in Kosovo, with 30% of them being from Prishtina region, 26% in Prizren region, 23.6% in Gjilan, and 20.3% in Ferizaj. The businesses in the sample include both small and larger businesses involved in most of the types of activities available, providing for significant variety of representation. Hotels, restaurants, fast-food venues, cafes, are all types of businesses included in the sample of the survey. Figure 1, presents a visual overview of regional distribution of respondents.

The gender balance in the sample also is representative of the overall gender balance in the industry with men dominating most of the front-end functions in gastronomy businesses, while women mainly occupying back-end (cooking, cleaning) positions. In recent years, women have increasingly begun engaging in front-end functions, particularly with larger international chains that have entered the market. To that end, the men in the sample represent 80% of respondents while women represent 20%. Figure 2 provides a visual overview of gender composition of the sample.

Sample by Gender

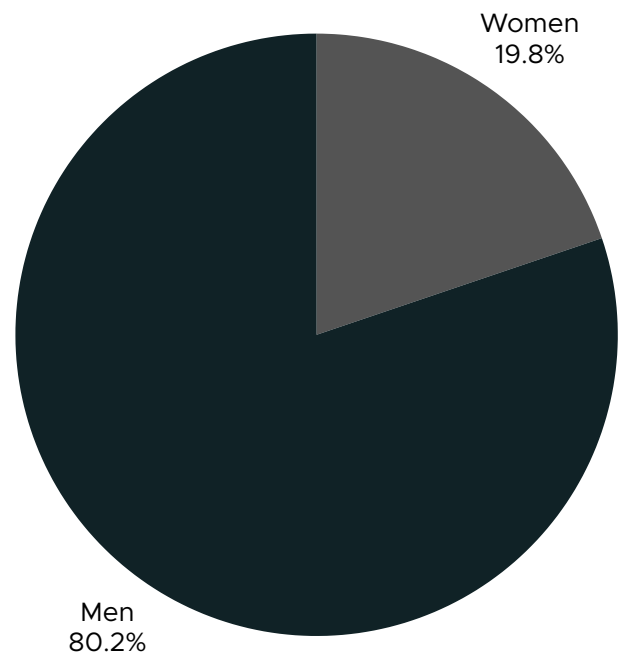


Figure 2. Sample disaggregation by gender

A NO FOAM LARGE MACCHIATO!

It should be noted that the age-groups represented in the sample also indicate a significant leaning towards younger workforce, often also starting while youngsters are still underage. Given that most of these establishments are family-owned businesses, youngsters are expected to contribute from an early age and learn the business. In addition, given that most professions in the gastronomy sector require long hours, often physically demanding work, it is less likely for older persons to engage in it, and therefore dominated by younger workforce.

To that end, 3.6% of respondents in the sample are of the youngest age-group (15-20 years), with another 17% of them being aged 21-25 years old. 34% of respondents in the sample are aged 26-30 years old, with another 30.1% of them being in the age group 31-35 years. 13.4% of respondents are aged 37-45 years, and only 1.8% of them over 45 years. Figure 3 provides age composition of the sample.

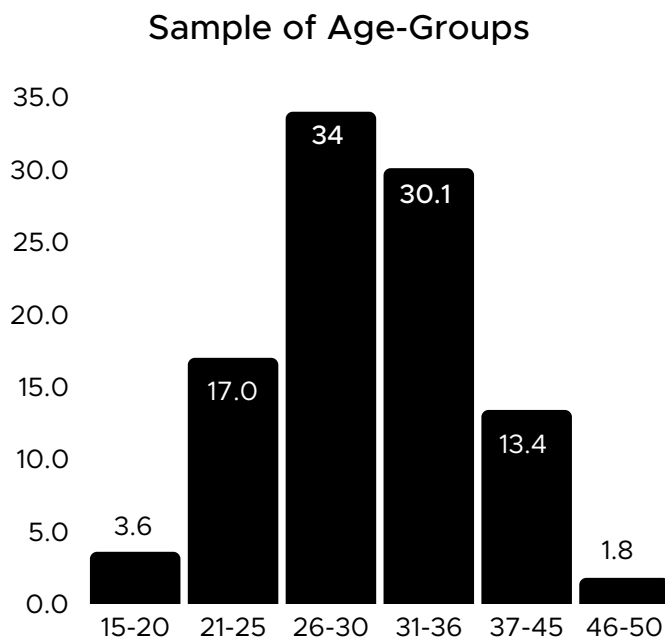


Figure 3. Sample of age-groups

Based on the number of employees, most companies in the sample could be classified as micro or small, with up to 20 employees, with only 6% of companies having more than that. 27.5% of respondents work in a company with five or less employees, with another 34.9% of companies having 6-10 employees. 31.6% of companies in the sample report to have 11 – 20 employees, while 5.7 of them work in companies with 21-50 employees. Only 0.3% (1 company) in the sample has been reported to have 51+ employees.

However, based on turnover, gastronomy businesses tend to surpass other sectors in terms of employee/turnover ratios. It should be noted however, that because of relatively high informality in the sector and largely cash-based transactions across the value chain, it is difficult to estimate the turnover and profits of HORECA businesses. Figure 4 provides visual overview of size of companies according to reported number of employees.

A NO FOAM LARGE MACCHIATO!

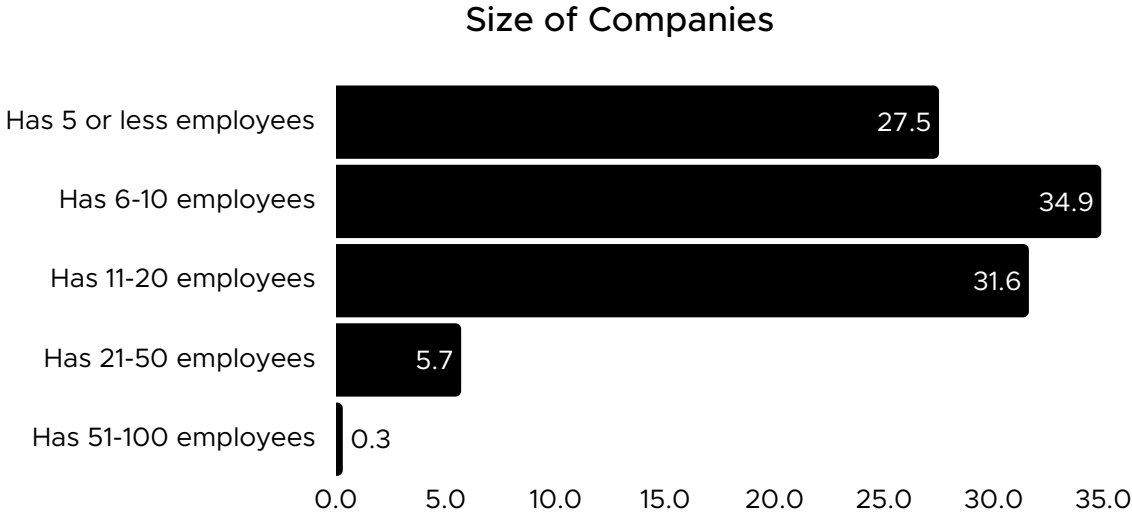


Figure 4. Size of companies

In terms of salary scale, most respondents in the sample, report having salaries between 200 EUR – 500 EUR. 60% of all respondents in the sample report salaries between 300 EUR – 400 EUR. Only 4.6% of respondents in the sample report to have salaries of 600+ EUR, and only 0.3% of them reporting 1,500+ EUR salary per month. The Figure 5 provides a detailed overview of the reported salary scale by respondents.



Figure 5. Salary scale

One of the first aspects inquired is whether at onset they were provided sufficient detail on the expectations of the employer from the position offered. Most respondents in the sample (78.8%) confirm having had an introductory meeting with the employer during which his/her rights and obligations under the contract have been explained. 20.3% of them however,

A NO FOAM LARGE MACCHIATO!

report that despite having an introductory meeting with the employer, their rights and obligations were not explained. 0.9% of respondents in the sample report not having an introductory meeting with employer at all. Figure 5 illustrates the responses visually.

Before Starting Work, Did You Meet With the Employer To Explain Your Rights & Obligations Under the Contract?

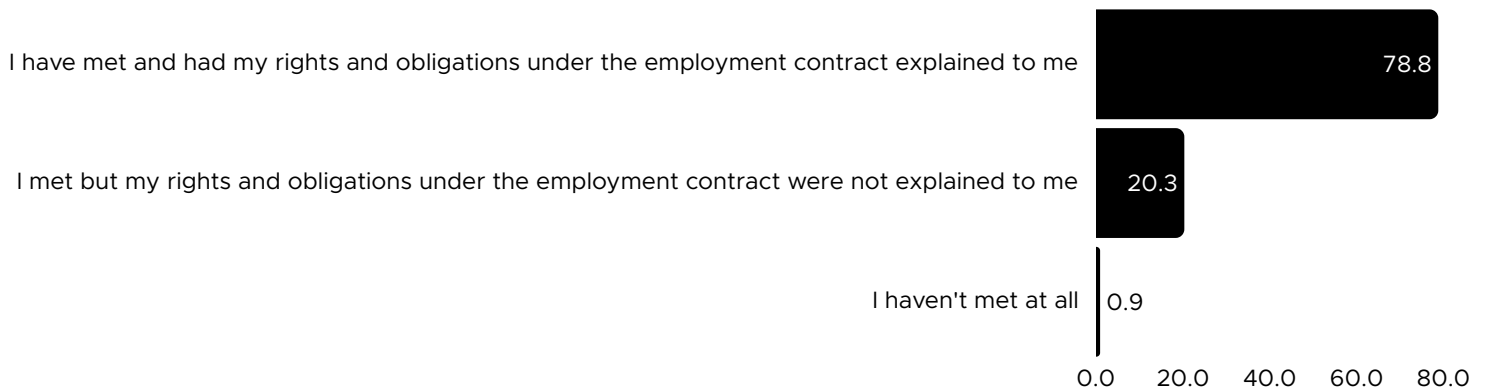


Figure 6. Understanding terms of the contract

Labor Law Implementation

The extent of implementation of Labor Law provisions, is the second aspect that the survey inquired about. To this end, the first question made regarded whether they have a contract (legal basis) for their employment. To this end, 70.4% of respondents confirm having such contracts, while 29.6% of them report to be completely employed off the books (without a legal contract). Such high reported level of informality in employment is one of the biggest challenges to address in the sector, which would considerably improve the working conditions of the labor force employed by the sector. Of those reporting not to have a written contract with the employer, 70.4% of them report 'verbal agreement with employer' as the reason for not having one. 12.2% of them report that an employment contract was never offered, while 11.2% of them provide higher pay as the main reason for opting to work without a contract. Only 3.1% of respondents in the sample report to benefit from social assistance schemes and giving an employee-based request for not having contracts. Figure 7 provides responses on whether they have legal contracts and the reasons for not having one if that is the case.

Do You Have a Working Contract Where Pension Contributions Are Paid?

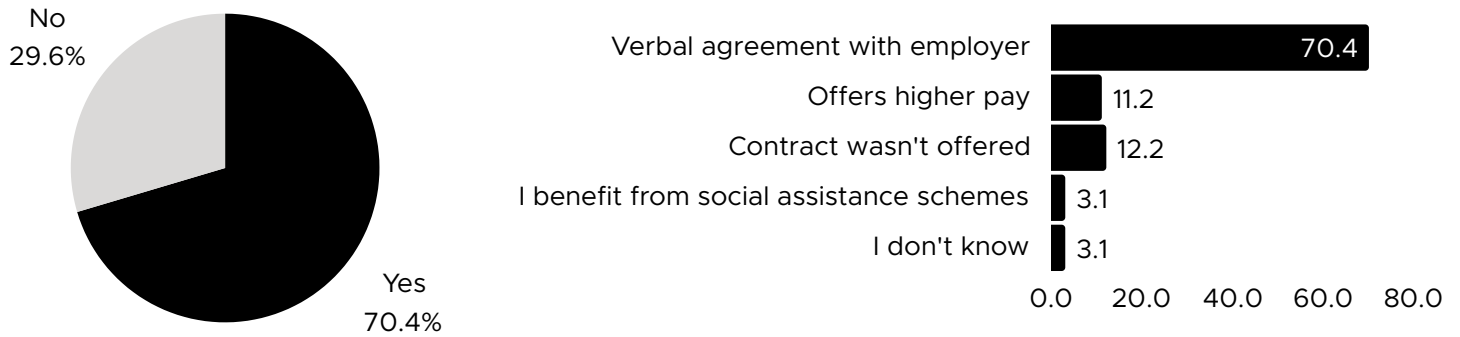


Figure 7. Legal work contract and reasons for not having one.

Another aspect linked to legal contracting is also the way they receive their pay. To this end, only 32.6% of respondents in the survey report to receive their pay in full by bank transfer. If analyzed closely by the size of company, it can be observed that the larger the company more formal their payroll information. 77% of those working in companies with five employees or less report receiving their pay completely in cash, while another 16.1% of them report to receive their pay partially by bank transfer. Such high degree of informality, whereby 67.4% of those interviewed report to receive their salary in part or fully in cash, makes it extremely difficult to discuss more advanced protection of employees in the sector.

How Do You Receive Your Salary

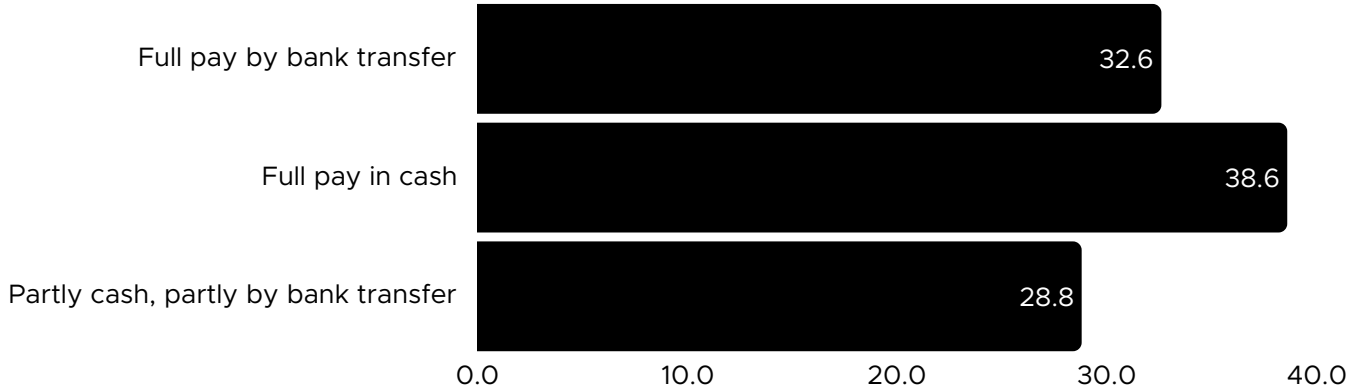


Figure 8. How do you receive your salary?

The second aspect of labor law implementation concerns the shift work. To this end, all respondents in the sample report having the first shift regularly in their companies. Slightly over 56% of respondents in the sample report having a second shift, while only 1.3% of companies' report working a third shift. It should be clarified that most businesses in the sample have staff (usually security) engaged in the third shift, and the percentage pertains to those having activities / operations in the third shift. None of the companies in the sample report having distinct payment rates for same positions in different shifts. Figure 10 presents a visual overview of responses obtained.

Shift Work

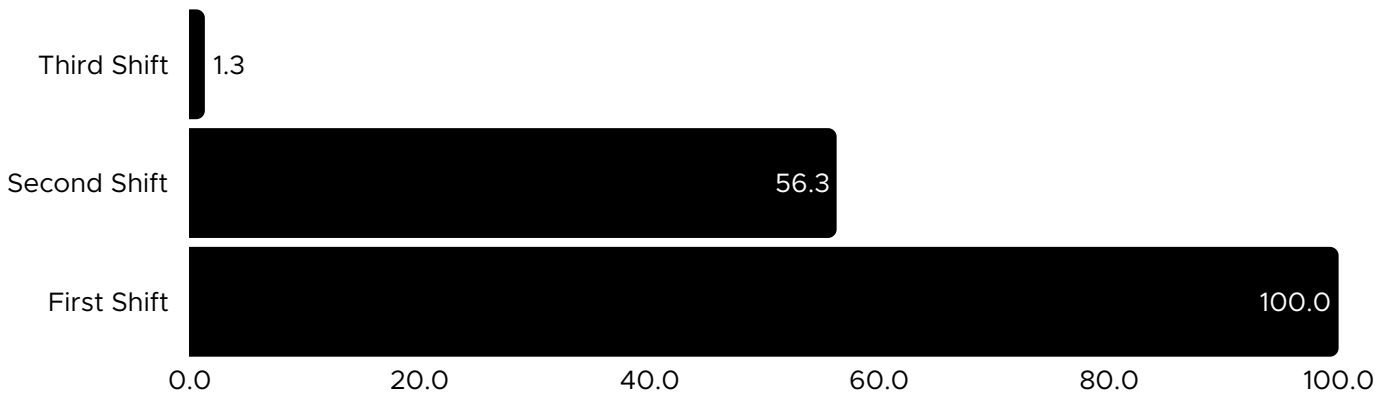


Figure 9. Shift Work

A NO FOAM LARGE MACCHIATO!

Another important aspect inquired about includes the form of compensation. Outside full informality of unreported labor, this is the most common form of informality believed to be present in the market. A staggering 57.5% of respondents' report paying their staff completely cash. An additional 15% also report they pay their staff at least partially in cash, while only 27.5% of companies in the sample report paying whole salaries of their staff via bank transfers. Figure 11 presents a visual overview of responses obtained.

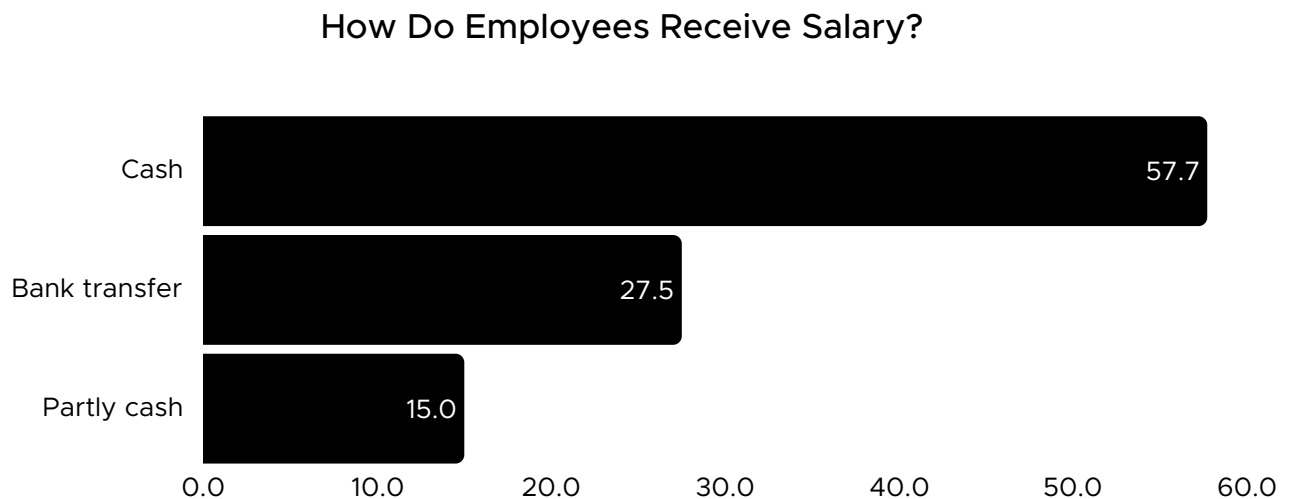


Figure 10. Compensation Cash VS. bank transfer

While employment contract is the vehicle guaranteeing their rights before the law and the employers, their absence also indicates high vulnerability at workplace. The system of rights is therefore threatened at its core by the informality in employment, and predominantly cash transactions in the sector. The responses on the enforcement of rights at workplace for salary workers, inquired about in the survey are presented in this section.

Longer working hours with no overtime pay is one of the most significant issues identified in the survey. While per/day shifts are reported to be within the eight-hour workday, but a significant percentage of respondents report 48-hour weeks, indicating a six-day workweek.

Length of Workweek

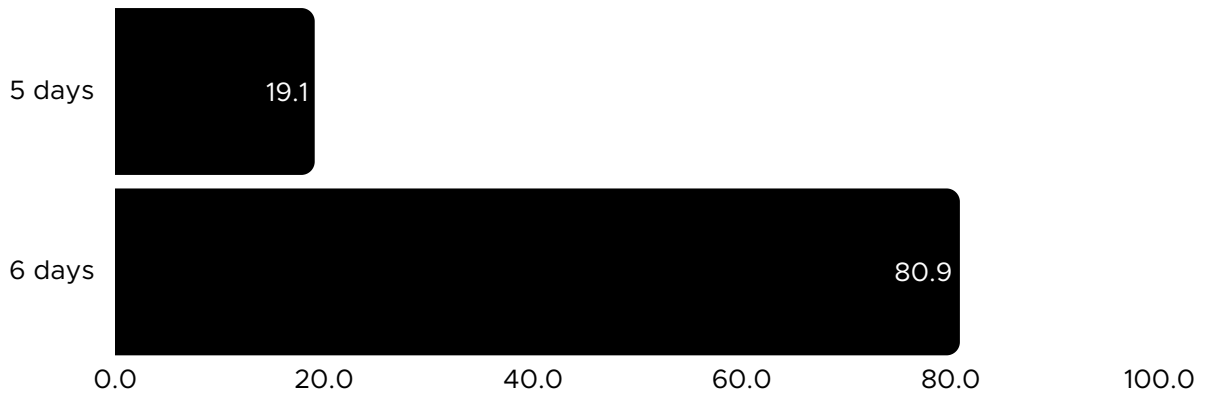


Figure 11. Length of workweek

Legal provision that was probed also through the survey, and was about compulsory paid break within eight-hour shift that is envisaged in the law. Most of respondents in the sample (84.7%) report that they receive paid breaks during their every full-time shift. However, it is very concerning that almost 16% of respondents report not to have paid work breaks during their work shifts. The survey also inquired about the length of the daily break, and most respondents (68.5%) report having 30-minutes breaks in every shift. An additional 14% of them report having 45-minute breaks, while 8.2% of respondents report 1-hour paid breaks during their every shift. Figure 12 presents a visual overview of responses obtained on questions regarding paid breaks.

Paid Break During Every Shift and Its Length

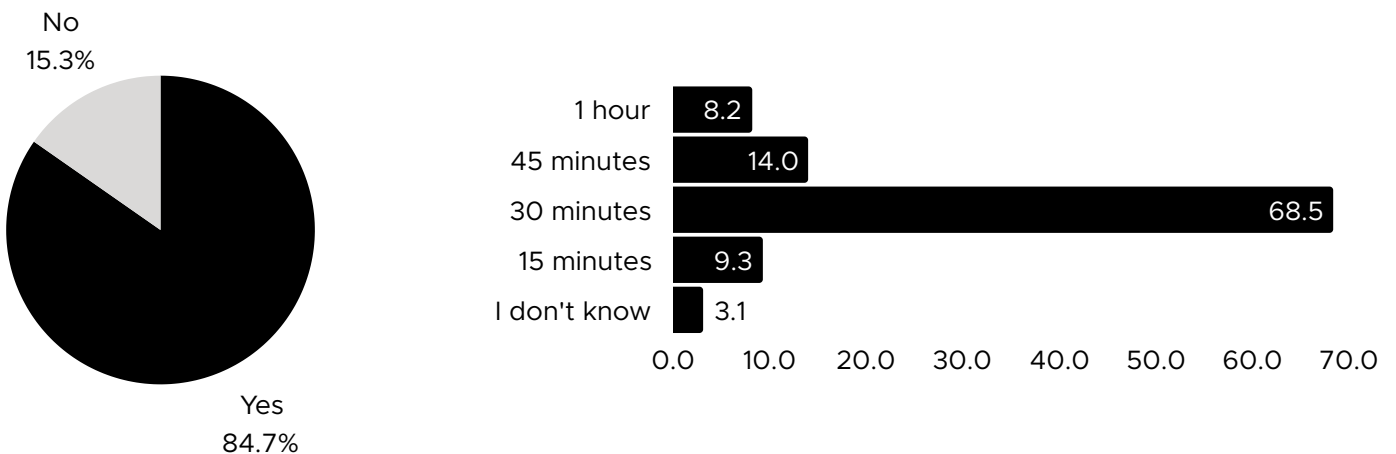


Figure 12. Paid break during every shift and its length

A NO FOAM LARGE MACCHIATO!

Being called at work urgently outside of your schedule is a phenomenon that gastronomy is characterized. Around 44% of respondents report to be called in urgently by their employers Often (16.1%) and sometimes (27.8%) while 56% of respondents report to be called rarely (41.2%) or never (14.9%). Working overtime is another aspect of gastronomy, particularly for establishments working late hours (bars, fast foods, etc.). To this end, 10.9% of respondents in the sample report that they often must work overtime while 39.6% of them report this to happen sometimes. 44.7% of respondents in the sample report to be rarely required to work overtime, while only 4.8% of them have selected “never” as an answering option. To this end, it should be noted that the labor law foresees 130% pay for overtime work performed, which is never paid to gastronomy workers. The full overview of answers regarding emergency calls for work and overtime work frequency are presented in Figure 13.

How Often Have You Been Called in Urgently & How Often Have You Performed Overtime Work

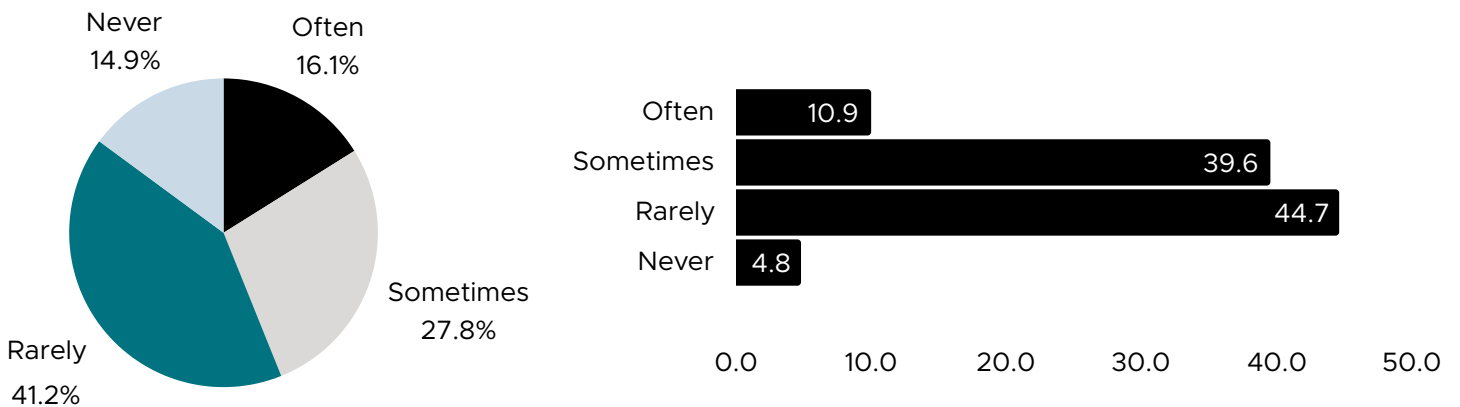


Figure 13. How often have you been called in urgently & How often have you performed overtime work

A NO FOAM LARGE MACCHIATO!

Work during weekends and official holidays in Kosovo are foreseen to be paid 150% of normal daily rates. Given that these days (holidays and weekends) are some of the busiest for the gastronomy sector, working on weekends and official holidays is a very common occurrence for its workforce. However, given the informality in the sector and lack of protection for gastronomy sector labor force, while required to work on those days, they never get their fair compensation as per the labor law provisions, which determine that weekend work and holiday work are compensated at 150% of regular pay. 77% of respondents in the sample have reported to often work in the weekends, with an additional 11.7% of them reporting to 'sometimes' work during the weekend. 8% of respondents in the sample have reported to rarely work weekends, while only 2.8% of them have never been required to work weekends. The situation with holiday work is somewhat different. 29.3% of respondents in the sample report to work often during official holidays with an additional 27.7% of them reporting to work sometimes. 24.4% of respondents report to rarely work on official holidays while 18.6% of them state never to have worked official holidays. While holiday work appears to be less frequent in nature, and distribution of responses more even among the answering options, this is the case because there are less official holidays in the calendar than weekends, therefore directly influencing the probability of working on those days. Figure 14 presents an overview of frequencies of weekend and holiday work.

Weekend Work in the Past 12 Months & Holiday Work in the Past 12 Months

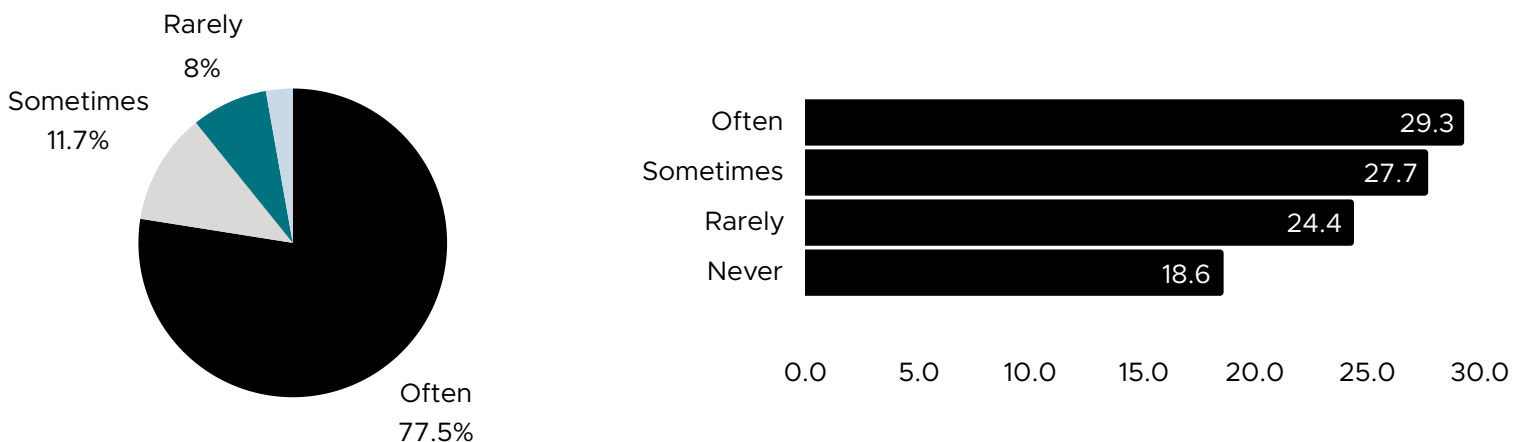


Figure 14. Weekend work in the past 12 months & Holiday work in the past 12 months

A NO FOAM LARGE MACCHIATO!

Annual paid leave is another type of leave envisaged in the Labor Law provisions. Observations and anecdotal evidence suggest that this is one of the most frequent provisions to be violated in the private sector. These observations are also validated by the results obtained to this question in the survey. When asked to report whether they used paid annual leave, only 33% of respondents in the sample report that they have used 12 or more days of paid annual leave as per provisions of the labor law. 40.5% of respondents report to have used annual paid leave, but shorter than 12 working days, as per legal provisions. 15% of respondents have reported not to have requested paid annual leave from their employers, with an additional 4.5% of them reporting not to have used it because it was not approved when they wanted/needed it. 7.5% of employees do not receive any paid annual leave as per the Labor Law provisions. Figure 15 present a visual overview of responses obtained regarding availability of paid annual leave and its use by employees.

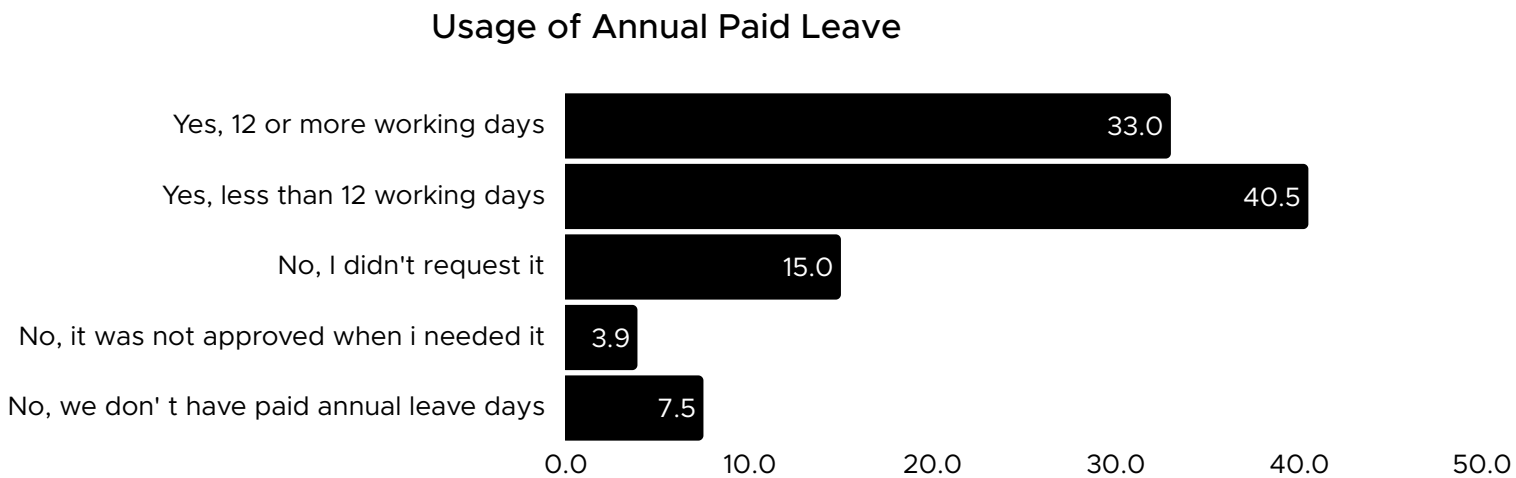


Figure 15. Usage of annual paid leave

Ongoing work (particularly in stressful and high pace work environments) with no balance work and leisure is increasingly being considered as the primary cause for burnouts and other mental and emotional conditions recognized as professional diseases in most of the developed world. As such, it is of paramount importance that paid annual leave is enforced for every person employed, as it is a basic health and welfare necessity. While a significant portion of the employed in the private sector, will most likely won't be able to spend this time traveling/vacationing due to financial constraints of their income, time dedicated to self, family, and friends and away from work and the stress it brings, is mandatory for people to be able to perform in their workplaces effectively.

A NO FOAM LARGE MACCHIATO!

However, even those employees that can afford a vacation / holiday in Kosovo appear often not to be able to take one. Particularly if employees need to coordinate their leave with their spouses and/or children's schools and practice agendas, taking vacations for longer periods at once, becomes a challenging task. This has been recognized as one of the reasons for not using annual leave discussed above.

Maternity leave is another type of paid leave which according to Kosovo laws should be compensated by employers. It should be noted that the option of parental leave for fathers is also possible under Kosovo laws, but it is seldom utilized. To this end, the largest percentage of respondents in the sample report not to have needed maternity leave (69.7%). The most common responses obtained of those needing it, are that they have used it for six months or nine months duration, each reported by 13.6% of respondents. The percentage of those reporting to have used twelve-month maternity leave and those reporting to have had a shorter than six month leave, are each at 1.5% of total. Figure 16 provides a visual overview of responses.

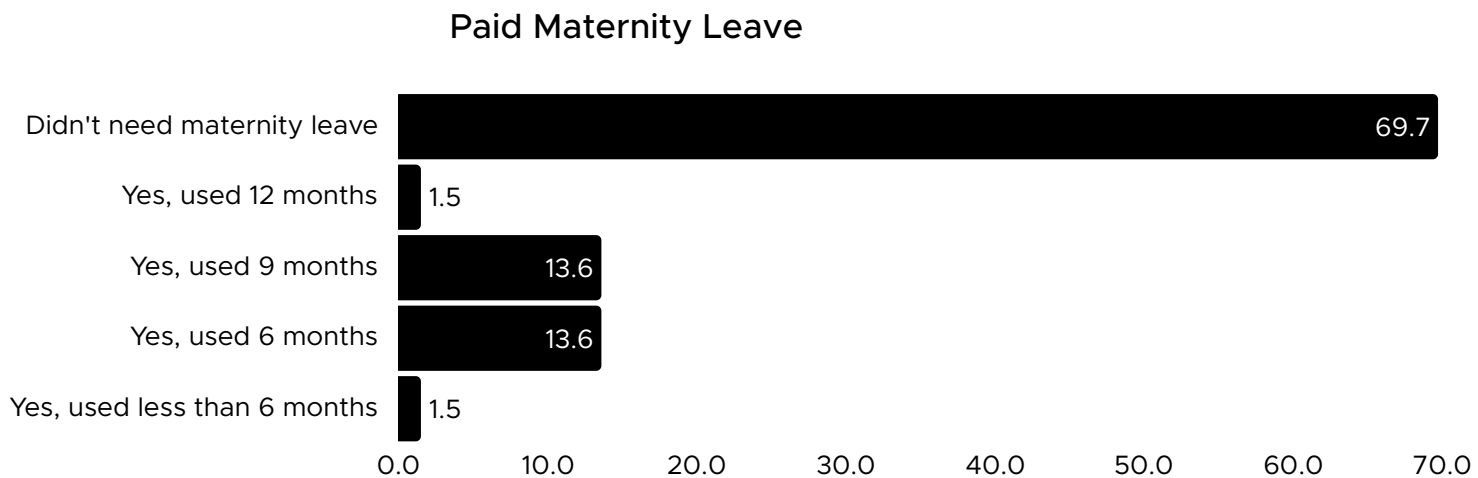


Figure 16. Paid maternity leave

Paid medical leave is another level provision guaranteed by Kosovo laws for all employed. 81.2% of respondents in the sample report not to have needed paid medical leave from work, with 18.8% of them confirming otherwise. When asked whether their medical leave was paid/compensated by the employer as per labor law provisions, 59.7% of respondents confirm this to be the case. 38.7% of them report that their medical leave was unpaid, while 1.6% of respondents do not know whether their medical leave was paid or deducted from their salaries. Given that the public health insurance fund is yet to be functionalized and the coverage with private health insurance is reported to be low by respondents, not providing

A NO FOAM LARGE MACCHIATO!

paid medical leave exponentially worsens to the suffering of the employees needing the said medical leave. While having to deal with the health situation requiring their attention (and leave from work) and being forced to pay costly services and procedures on their own, deducting their daily rates from salary doubles the suffering of those employees. Therefore, medical leave should be particularly promoted as an unalienable right as it pertains to their immediate and physical/mental wellbeing.

Weekend Work in the Past 12 Months & Holiday Work in the Past 12 Months

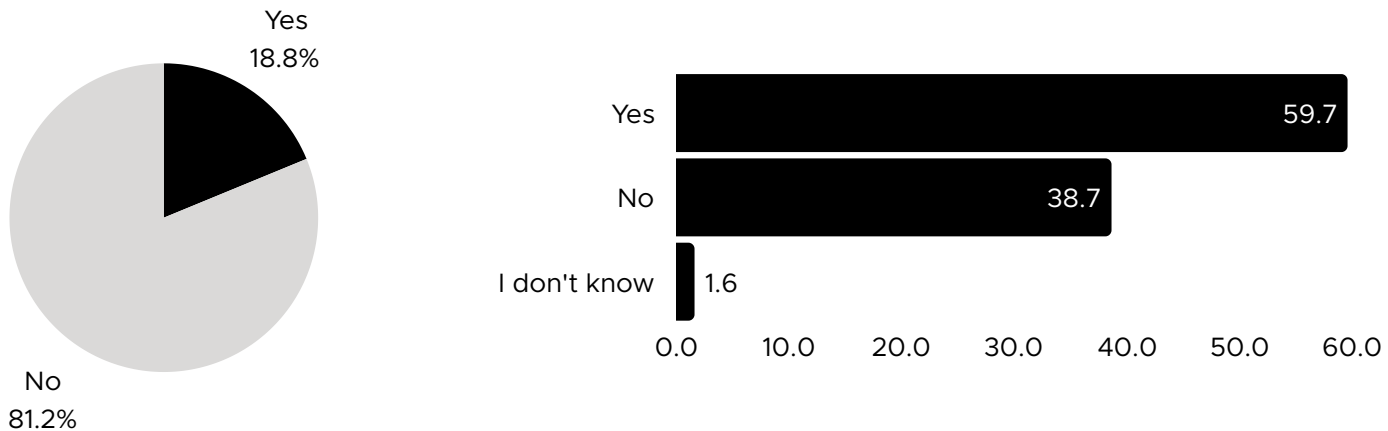


Figure 17. Need for paid medical leave & was it paid?

Health & Safety at Workplace

The Law on Health and Safety at Work has been of the most lenient aspects of labor-related legislation to be implemented in Kosovo since it was initially introduced. While all the EU directives on health and safety at work have been transposed and labor inspectors have been trained in the application of new inspection procedures, little change can be observed in practice. The real challenge with implementation of health and safety regulations, is the lack of will to enforce them. Inadequate fines foreseen by the legal framework, have been identified as the primary cause for the lack of motivation on the part of employers to enforce them. Even in the harshest cases of accidents at workplace resulting in death or severe damage (i.e. gas explosions), employers have been fined a maximum of 5,000 EUR, which insignificant compared to income of companies in the sector.

A NO FOAM LARGE MACCHIATO!

Aside from dangerous and life-threatening or incapacitating/invalidating threats at workplace, most work environments in the gastronomy sector have low risk. However, modern workspace is fast paced, often stressful and in the long-term, such environments can cause long-term health and mental problems. Confined spaces with insufficient air, light, or inadequate temperatures can cause long-term disability/ illness that permanently affects person's ability to work. Professional diseases while recognized under the Kosovo law, have not been enforced since 1999, as the list of recognized professional diseases has never been defined and approved by the relevant line ministry. The survey also inquired about the basic provisions within the Law for Health and Safety at Work.

The first aspect inquired about was the availability of workplace risk assessments. 34.5% of respondents in the sample report that their employers carry out workplace risk assessments. 24.3% of respondents have stated their employers not to carry out risk assessments, while 41.1% of them do not know whether risk assessments are carried out at their workplace. A follow-up question to this aspect was also whether the said risk assessments of the workplace have been shared with the employees. To this end, 29.2% of respondents have confirmed that workplace risk assessment has been shared with them, 52.7% of respondents have provided negative answer, while 18% report not to know.

Is risk assessment carried out at your workplace & was it shared with you?

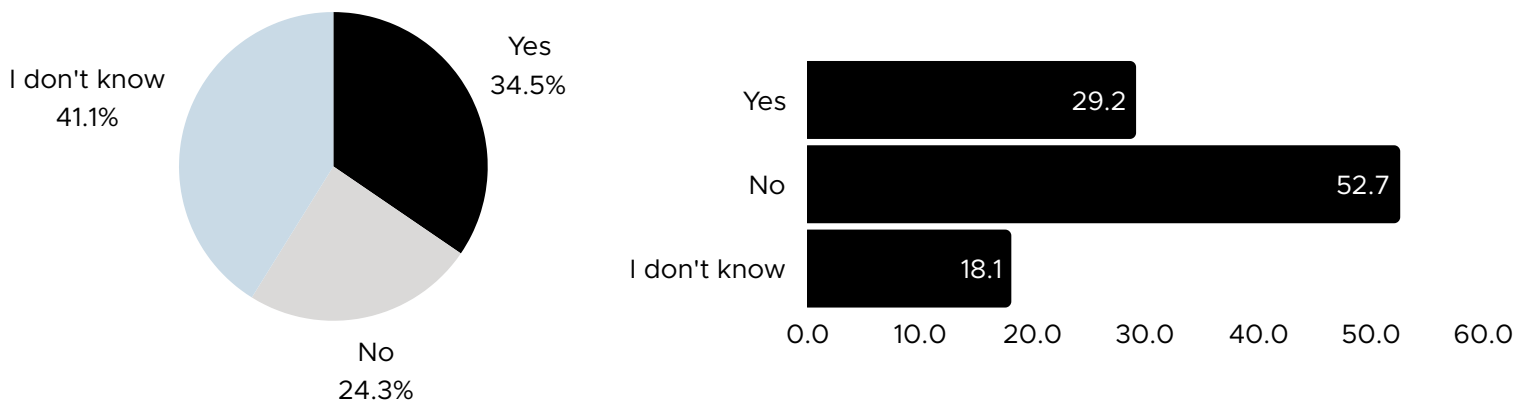


Figure 18. Is risk assessment carried out at your workplace & was it shared with you?

A NO FOAM LARGE MACCHIATO!

Training and certification of employees on health and safety at workplace is a responsibility of the employer according to the law. In practice, 34.5% of respondents in the sample report not to have been communicated either in the form of information, training or consultation with the employer. 63% of respondents confirm to have received health and safety instruction by the employer, while 1.5% of them report not to know whether this is the case. Another very important aspect of implementing health and safety at workplace regulations and standards, is having staff trained/certified on these standards at all times. Given that over one-third of respondents report not to have received health and safety instruction at all, the percentage of those companies certifying staff according to applicable laws, is significantly lower.

Have you been informed, trained or consulted by the employer on health and safety by the employer?

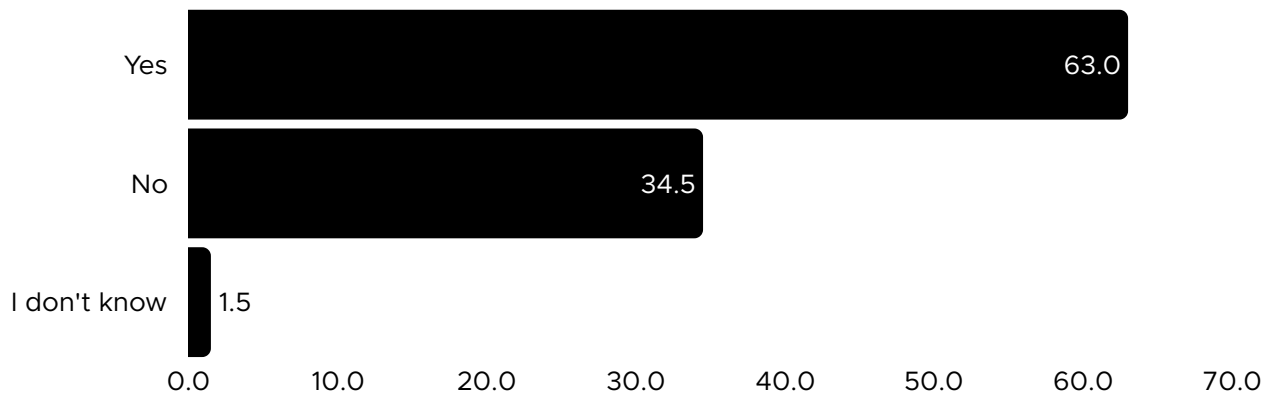


Figure 19. Have you been informed, trained or consulted by the employer on health and safety by the employer?

The sense of safety and security at workplace in the gastronomy sector is reported to be high. 32.6% of respondents in the sample report feeling very safe at their workplace. With an additional 18.3% of them reporting to feel considerably safe. 34.1% of respondents have rated the sense of security with 'safe' while 8.7% of them rate it with 'not safe at all' 6.3% of respondents in the sample claim not to know how to rate the security level in their workplace.

How safe to you feel at workplace?

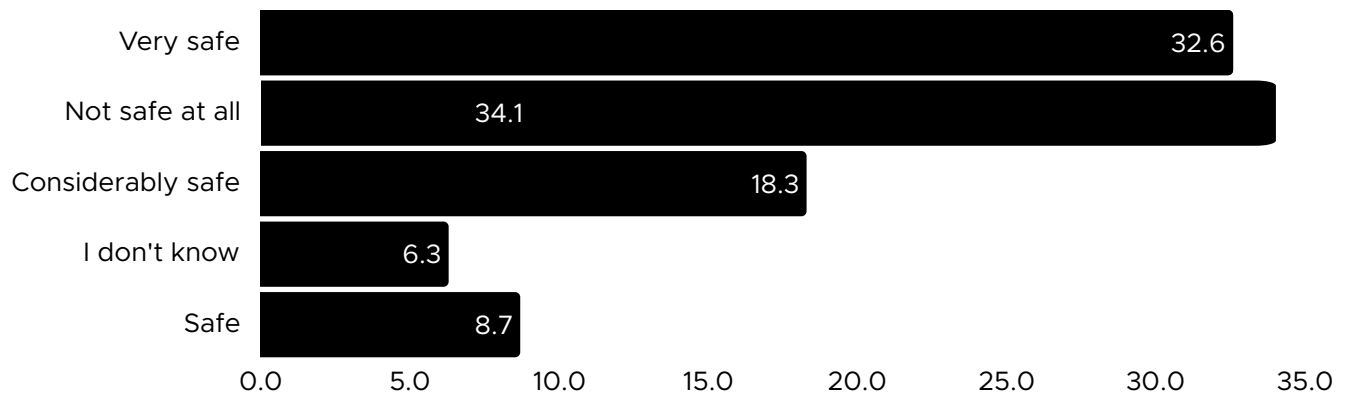


Figure 20. How safe to you feel at workplace?

Gender discrimination does not appear to be common in the gastronomy sector. This may also be partially due to the domination of the sector (most jobs) by men, therefore not having gender as grounds for discrimination. When asked whether they have ever been subjected to gender-based discrimination, 2.1% of respondents in the sample have reported to have multiple such experiences. An additional 5.7% of respondents report to have sometimes been subjected to gender-based discrimination, while 92.2% of them report never to have been discriminated on the basis of gender. The situation on discrimination on the basis of gender is reported to be comparable with that of sexual harassment at workplace. Most respondents in the sample (97.6%) report never to have been sexually harassed at their workplace. On the other hand, 2.4% of respondents in the sample confirm to have been sexually harassed sometimes. Figure 21 gives a visual illustration of these two aspects.

Gender discrimination & sexual harassment at workplace

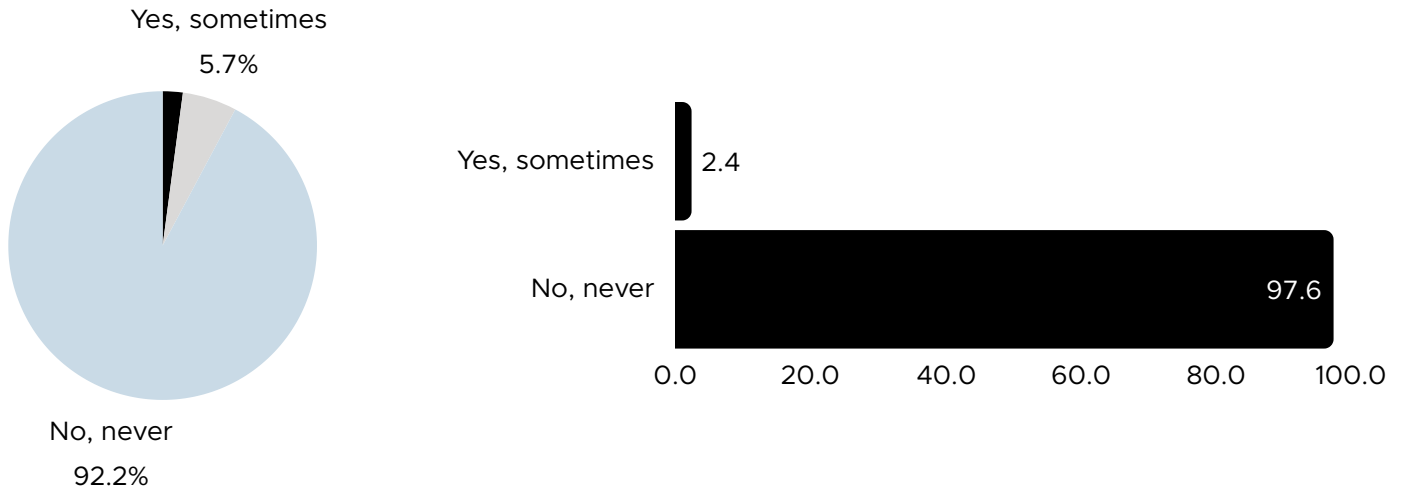


Figure 21. Gender discrimination & sexual harassment at workplace

One of the aspects that the survey also covered, was an the changes in the working conditions during the last year. 16.4% of respondents in the sample report their working conditions to have considerably improved during the last year. An additional 35.5% of them have reported their conditions to have slightly improved, while 14% report having difficulties in providing such assessments. 27.2% of respondents in the sample report their working conditions to be at the same level as the previous year, while 2.1% of respondents report significant deterioration in their working conditions during the last year.

Changes in the working conditions in the last year

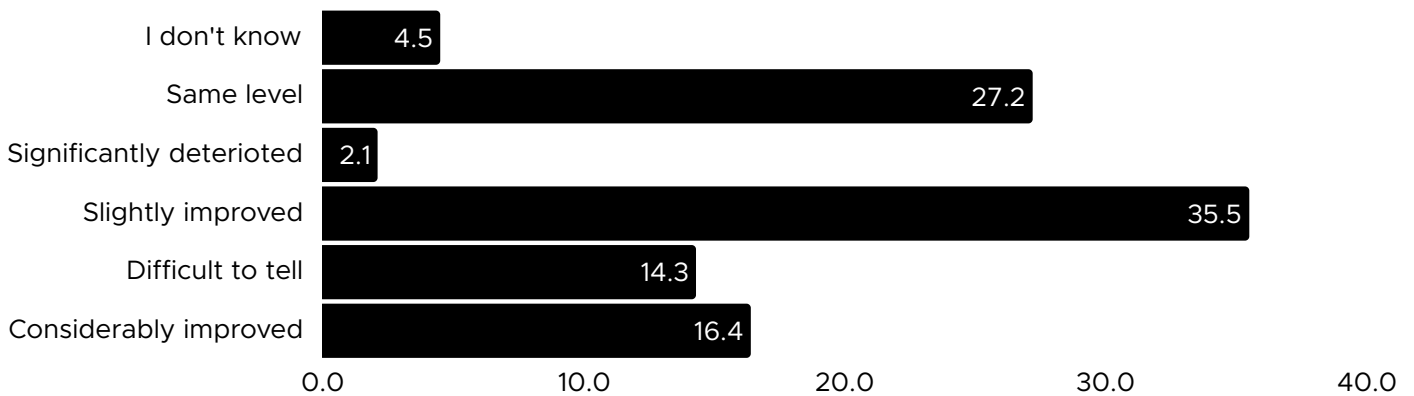


Figure 22. Changes in the working conditions in the last year

A NO FOAM LARGE MACCHIATO!

Membership in trade unions is rather scarce in the gastronomy sector in Kosovo. Aside from a handful of local trade union branches/organizations attempting organization in the sector which have emerged in the recent years, most of the sector does not have trade union coverage. 2.7% of respondents in the sample have reported to be trade union members, with remaining respondents providing negative answers to the question on trade union membership. Aside from lack of initiative in the sector, and the resistance of employers to allow trade union organizations in their businesses, one of the difficulties in expanding trade union presence in the gastronomy sector is the perception of the labor force in this sector about the trade unions. When asked whether trade unions represent the interests of workers, 13.8% of respondents have responded with 'not at all', with an additional 33.8% of them selecting 'little' as their answering option. 38.6% of respondents in the sample consider that trade unions represent the interests of workers to some extent, while 13.8% believe they considerably represent their constituents.

Are you member of trade union & how much do you think trade unions represent workers

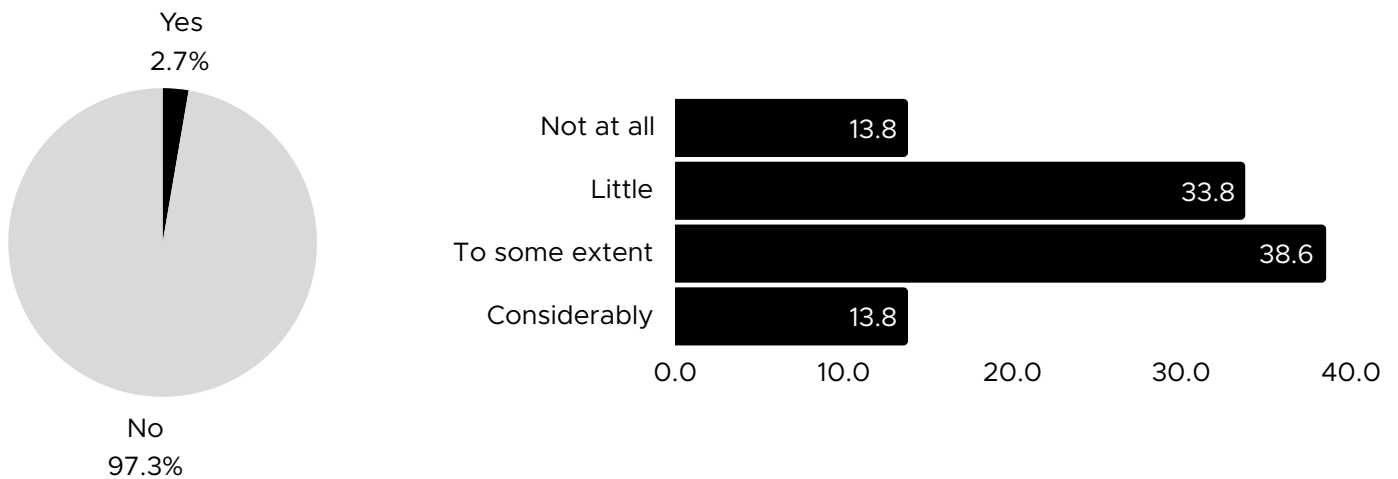


Figure 23. Are you member of trade union & how much do you think trade unions represent workers

Another aspect that has been a major concern voiced by gastronomy sector is the lack of labor in the sector and fears that once the visa regime with the European Union is liberalized, Kosovars will migrate en masse westwards. To this end, 21.8% of respondents report their intention to migrate towards the EU, with an additional 31.1% of them reporting that they are considering that possibility. 47.1% of respondents report not to intend

A NO FOAM LARGE MACCHIATO!

migration in the EU in the near future. Better prospects for employment is the primary reason given by respondents as motivation to migrate from Kosovo with 46.5% of respondents providing it. An additional 42.3% of them provide better pay as the primary reason they would migrate from Kosovo, while 11.3% report better working conditions as the primary reason for migration.

Are you member of trade union & how much do you think trade unions represent workers

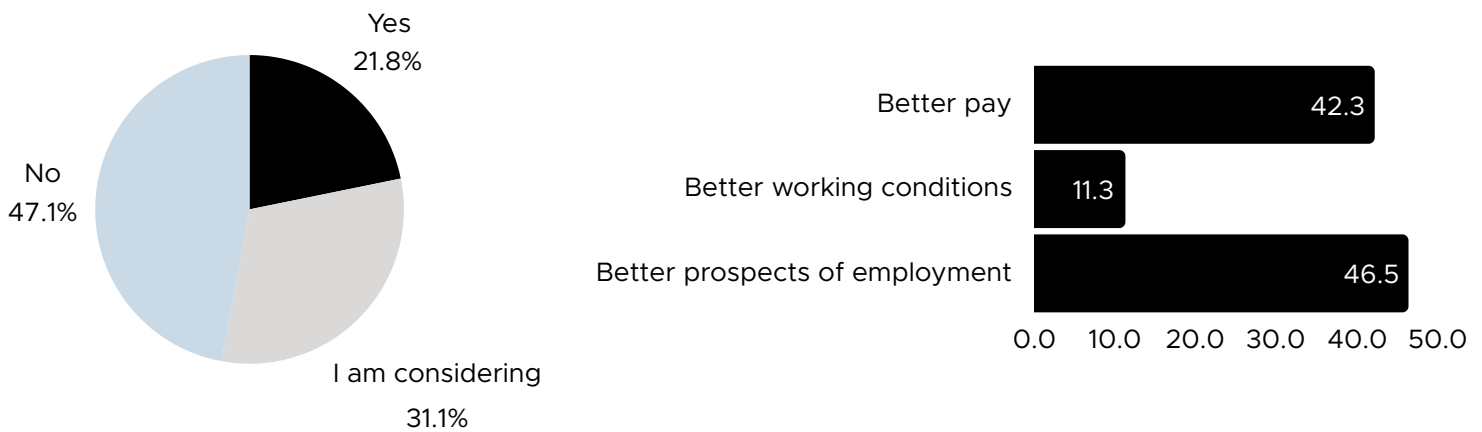


Figure 23. Are you member of trade union & how much do you think trade unions represent workers

This situation is potentially concerning for the gastronomy sector, which relies on unskilled, generally young, labor force to fill most positions in their businesses. The shortage of labor in the sector would provide a significant challenge for business in the sector to adapt and overcome. While some businesses have already begun adaptation and have introduced automated processes (automated monitors for taking orders and payment), or other human-facilitated self-service models. These models have been favored by businesses as they reduce their susceptibility from shortage of labor in one hand, while at the same time lowering their operation costs.

Final Remarks & Recommendations: The Way Forward

The results from this survey indicate considerable informality of labor in the gastronomy sector in Kosovo. With over 30% of respondents in the sample reporting not to have formal employment contracts, more meaningful protection of workers becomes impossible. Even those reporting to have formal contracts, a considerable portion of them report receiving their salary, partly or fully in cash, making oversight, control and inspection even more challenging. In complete absence of protection, the labor force of the gastronomy sector is often required to work overtime, to work weekends, and holidays, without the additional pay foreseen in the labor law for working in such days.

The cash-based system powering the gastronomy sector in Kosovo is considered to be the primary reason for the significant informality recorded by the survey. This informality in which over 30% of respondents in the sample do not even have employment contracts, is challenging to tackle as the incentives not to declare income are higher than the cost of being fined by tax authorities on occasions. Given the amount of cash transactions in the gastronomy sector, it is extremely challenging to finding solutions to formalization of their income and consequently their expenses, of which labor constitutes a significant percentage. The most direct path to increased formalization of businesses is the digital transformation, both in terms of automation of processes, and digitalizing financial transactions. Such solutions provide considerable incentives for businesses to formalize as they benefit from them in terms of lowering staff costs, while at the same time, also reducing their dependency from them. Formalization of income of businesses inevitably increases their incentive to register/report all costs incurred to reduce the amount of taxes paid. This trickle-down effect that will produce increased protection of workers in the sector is visualized in the figure below.

A NO FOAM LARGE MACCHIATO!

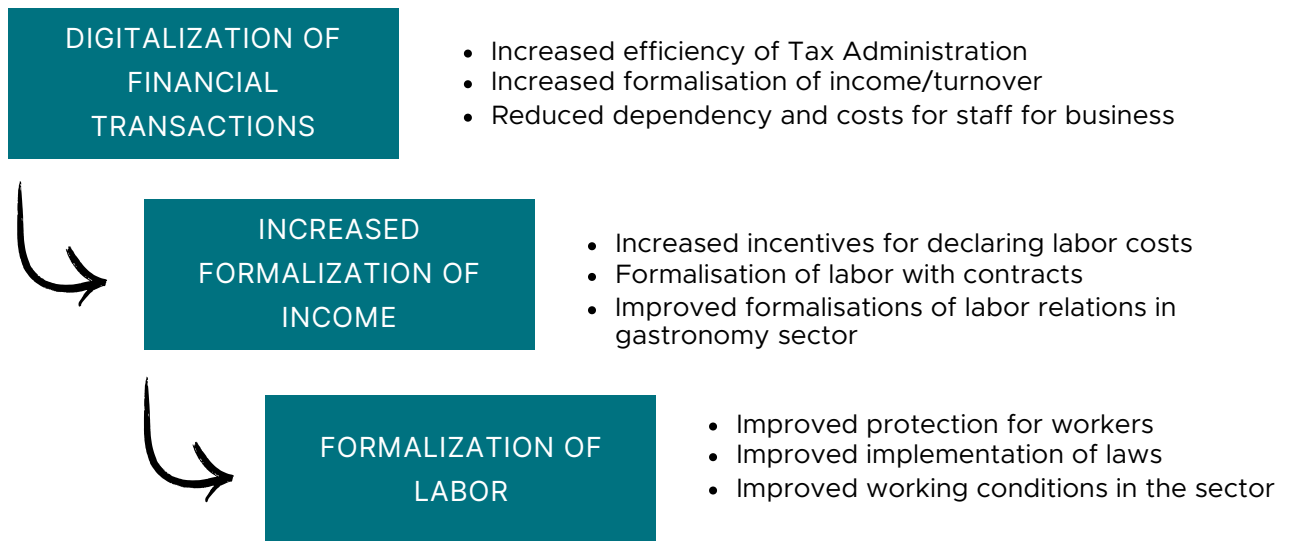


Figure 25. Improved protection of workers through digitalization of transactions

In facilitating a more rapid digitalization of transactions in the sector many actors share responsibilities. First and foremost, the Ministry of Finance and the Tax Administration should automate/link fiscal machines with tax administration system, therefore automatically recording the income of those businesses online. The technology solutions for such automation of system can be broadly accessed, and many countries including some of the countries in the region, apply such systems. Once such system is in place, the increase number of labor inspectors as well as tax inspectors should increase their visits to businesses in the sector, to oversee the implementation. Performance of inspectors should and can be improved through installing performance-based system for inspectorates. Sharing of inspection responsibilities between labor inspectorate and various municipal inspectorates is one of the most practical approaches to streamline inspection efforts at various levels.

Parallel to this, financial institutions in Kosovo including banks and fintech companies, should intensify and improve their solutions/products that reduce the costs of cashless transactions. While some of the institutions in the market have already introduced digital solutions in the form of apps and e-pos terminals for businesses, new technologies integrating AI and other platforms, should be used to provide added value for businesses in terms of analytics, accounting and record-keeping, stock management, etc. Aside from financial institutions, who should incentivize digitalization of transaction through reduced costs of such transactions, IT companies should also take initiative and keep pace with new products, solutions, and their integration in the local economy. Offering low-cost solutions (i.e. subscription instead of purchase of products and platforms), IT businesses can create a solid client base in the gastronomy sector, which can generate ongoing income for them. A particularly relevant aspect of increased and expedited digitalization relates to security of transactions and both

A NO FOAM LARGE MACCHIATO!

financial institutions and IT companies providing solutions/products should invest. Maintaining personal data confidential should be of highest priority for all relevant actors, as they are particularly sensitive aspect of digitalization.

CSOs should continue their education and awareness raising activities, including both enforcement of minimal standards on labor, as well as, developing comprehensive HR policies that create health workplaces, with added benefits from employment, aside from financial compensation. An increased number of companies are expected to be willing to create such benefits programs for their employees, and CSOs should continuously promote and celebrate such businesses as the models that other ought to follow. Formalization of private sector companies with operations, and HR policies will inevitably follow developments in other sectors, although even currently selected companies in the gastronomy sectors invest in team building and recreational activities with their staff. Most such initiatives include end-of-year or end-of-season events (retreats, dinners, parties), day-trips or other social activities like sports (tournaments, soccer sessions, etc.). CSOs should promote voluntary health insurance coverage, or other benefits that aside from having impact on improving the conditions of workers, will also have immediate impact on their wellbeing.

Trade union presence in the sector is scarce and the increased formalization particularly in larger companies should be used to extend trade union presence in the sector. Given that gastronomy businesses at both local and national level have been very active in advocating their causes, and organizing sectorally, extended presence of trade unions in the sector, would also make possible genuine sectoral dialogue, and potentially, sectoral collective bargaining processes. With employers pressured from labor shortages, and employees in most companies lacking protection altogether, there are mutual incentives for establishing sectoral dialogue that can also lead to sectoral collective contract. Given the potential for scaled impact from increased unionization, the expansion of trade unions in the gastronomy sector should be highly promoted.

Draft Pyetësori për Sondazhin: Kushtet e Punës në Kosovë

Pjesa e parë: Demografia

A1. Sa vjeçar/e jeni?

- | | | |
|----------|----------|------------|
| 1. 15-20 | 5. 36-45 | 9. 60-65 |
| 2. 21-25 | 6. 46-50 | 10. Mbi 65 |
| 3. 26-30 | 7. 51-55 | |
| 4. 31-36 | 8. 56-60 | |

A2. Gjinia juaj F M PP

A3. Komuna e punës: _____

A4 Cili është statusi juaj martesor?

- | | |
|-----------------|------------------|
| 1. Beqar/e | 4. I/E ve |
| 2. I/E martuar | 5. I/E divorcuar |
| 3. Bashkëjetesë | 6. Pa Përgjigje. |

A5. Sa janë të ardhurat e juaja familjare mujore?

- | | |
|--------------------|---------------------|
| 1. Më pak se 100 € | 6. 601 € - 700 € |
| 2. 101 € - 200 € | 7. 701 € - 800 € |
| 3. 201 € - 300 € | 8. 801 € - 900 € |
| 4. 301 € - 400 € | 9. 901 € - 1000 € |
| 5. 401 € - 500 € | 10. 1001 € - 1500 € |
| | 11. > 1500 € |

A6. Cili është niveli më i lartë i arsimimit që keni përfunduar?

- | | |
|-------------------------------------|--------------------|
| 1. Nuk kam mbaruar shkollën fillore | 5. Master |
| 2. Shkollën fillore | 6. Doktoraturë |
| 3. Shkollën e mesme | 7. Të tjera: _____ |
| 4. Bachelor | |

Punësimi

B1. Ku punoni? (sektori)

- | | |
|---|--|
| 1. Bujqësia, gjuetia | 11. Pasuritë e patundshme, dhënia me qira dhe shërbime |
| 2. Peshkimi | 12. Shërbime kolektive, sociale dhe personale |
| 3. Industria nxjerrëse | 13. Shërbime shtëpiake |
| 4. Industria përpunuese | |
| 5. Prodhimi, shpërndarja e energjisë | |
| 6. Ndërtimi | |
| 7. Tregtia, riparimi i automobilave dhe artikujve shtëpiake | |
| 8. Hotele dhe restorante | |
| 9. Transporti dhe telekomunikacion | |
| 10. Aktiviteti Financiare | |

Nëse nuk e jeni të sigurtë, shënoni se çfarë punon.

B.2. Sa punonjës ka kompania ku punoni?

1. Ka 5 apo më pak punonjës
2. Ka 6 – 10 punonjës
3. Ka 11 – 20 punonjës
4. Ka 21 – 50 punonjës
5. Ka 51 – 100 punonjës
6. 100 + punonjës

B3. Para fillimit të punës, a jeni takuar me punëdhënësin/përfaqësuesin e punëdhënësit për t'iu shpjeguar të drejtat dhe detyrimet sipas kontratës së punës?

1. Jam takuar dhe më janë shpjeguar të drejtat dhe detyrimet sipas kontratës së punës
2. Jam takuar por nuk më janë shpjeguar të drejtat dhe detyrimet sipas kontratës së punës
3. Nuk jam takuar fare

B4. A keni kontratë pune sipas së cilës ju paguhen kontributet pensionale?

1. Po
2. Jo
3. Nuk e di

B5. Nese jo, Cilat janë arsytet e mungesës së kontratës?

1. Marrëveshje e ndërsjelltë (verbale) me punëdhënësin
2. Ofron pagë më të lartë
3. Nuk më është ofruar nga punëdhënësi
4. Jam pëfitues i skemave sociale
5. Nuk e di
6. Tjetër, Shpjego _____
7. Pa përgjigje

B6. Sa është paga juaj?

1. Më pak se 100 €
2. 101 € - 200 €
3. 201 € - 300 €
4. 301 € - 400 €
5. 501 € - 600 €
6. 601 € - 700 €
7. 701 € - 800 €
8. 801 € - 900 €
9. 901 € - 1000 €
10. 1001 € - 1500 €
11. >1500 €

B7. Si e merrni pagën?

1. Pagë e plotë përmes transferit bankar
2. Pagë e plotë në para të gatshme
3. Pagën sipas kontratës me transfer bankar, dhe pjesën tjetër në para të gatshme
4. Tjetër _____

B8. Lloji i kontratës tuaj të punës është:

1. Punonjës me kontratë standarde pune/kohëzgjatje standarde të punës;
2. Punonjës me kontratë pune me kohë të pjesshme/kohëzgjatje pune me kohë të pjesshme;
3. Punonjës me ndërprerje të kontratës së punës/për një periudhë të caktuar;
4. Punonjës sezonalë (p.sh., për verën);
5. Punëtor i përkohshëm nga agjencitë e aplikimit për punë;
6. Pa përgjigje
7. Tjetër _____

B9. Sa ditë në javë punoni? _____**B10. Sa orë në ditë punoni? _____****B11. Sa orë në javë punoni? _____****B12. A keni pauzë gjatë ditës?**

1. Po (rretho kohëzgjatjen: a) 15 minuta; b) 30 minuta; c) 45 minuta, d) 1 orë)
2. Jo

B13. A e keni të caktuar nga punëdhënësi kohën e pauzës gjatë ditës?

1. Po

2. Jo

B14. Në 12 muajt e fundit, sa shpesh

1. Shpesh 2. Ndonjëherë 3. Rrallë 4. Asnjëherë 5. Pa përgjigje

B14.1	Jeni ftuar në punë me njoftim të shpejtë	1	2	3	4	5
B14.2	Jeni detyruar të punoni orë shtesë	1	2	3	4	5
B14.3	Keni punuar gjatë vikendit	1	2	3	4	5
B14.4	Keni punuar në punën e natës (22:00-06:00)	1	2	3	4	5
B14.5	Keni punuar gjatë ditë festive zyrtare	1	2	3	4	5

B15 A kompensoheni për punën jashtë orarit: (Nëse Jo kalo në pyetjen B18)

1. Po
2. Jo

B16. Si kompensoheni për punën jashtë orarit:

1. Me vlerë fikse për orë, të paracaktuar në kontratë
2. Me vlerë për ditë
3. Me ditë ekstra të pushimit
4. Tjetër _____

B17. A e keni shfrytëzuar pushimin vjetor sipas ligjit?

1. Po, kam shfrytëzuar 12 apo më shumë dite pune
2. Po, kam shfrytëzuar më pak se 12 ditë pune (Specifiko sa ditë _____)
3. Jo, s'e kam kërkuar
4. Jo, s'më është aprovuar kur kam dashur/pasur nevojë unë
5. Jo, s'na ofrohet pushim vjetor me pagesë nga punëdhënesi
6. 99. Tjetër _____

B18. A e keni shfrytëzuar pushimin e lehonisë me pagesë sipas ligjit? (Pyetje vetëm për gra)

1. Po, kam qëndruar për 3 muaj
2. Po, kam qëndruar më pak se 6 muaj
3. Po, Kam qëndruar 6 muaj
4. Po, kam qëndruar 9 muaj
5. Po, kam qëndruar 12 muaj
6. Jo, nuk e kam shfrytëzuar fare pushimin e lehonisë
7. Nuk kam pasur nevojë për pushim të lehonisë
8. 99. Tjetër _____

B19. A keni pasur nevojë për pushim mjekësor? (të gjithë respondentët)

1. Po
2. Jo

B20. A ju është paguar pushimi mjekësor?

1. Po
2. Jo
3. Nuk e di

B21. A keni sigurim shëndetësor vullnetar/privat?

1. Po
2. Jo
3. Nuk e di
4. Nuk kam përgjigje

Kushtet e punës dhe siguria në vendin e punës

C1. A e bëhet vlerësimi i rrezikut në vendin tuaj të punës?

1. Po
2. Jo
3. Nuk e di

#	Pyetja	Po	Jo	Nuk e di/PP
C2	A është ndarë me ju dokumenti i vlerësimit të sigurisë?	1	2	99
C3	A ju ofrohen pajisjet bazë nga punëdhënësi?	1	2	99
C4	A keni pësuar ndonjëherë aksident në vendin e punës?	1	2	99
C5	A kanë pësuar ndonjëherë kolegët tuaj aksident në vendin e punës?	1	2	99
C6	A jeni kompensuar në rast aksidenti?	1	2	99
C7	A jeni trajnuar, informuar dhe konsultuar lidhur me mbrojtjen dhe ruajtjen e shëndetit në punë nga punëdhënësi?	1	2	99
C8	A keni pasur kontrollë sistematike shëndetësore?	1	2	99

C9 Gjatë vitit të fundit, sa shpesh ka vizituar inspektorati vendin tuaj të punës? (Nëse Kurrë kalo në D1).

1. Asnjëherë
2. Një herë në vit
3. Më shumë se njëherë në vit
4. Nuk e di
99. Refuzoj/Pa përgjigje

C10. Sa jeni të kënaqur me cilësinë e inspektimit nga ana e inspektoratit?

1. Aspak i kënaqur
2. Disi i kënaqur
3. Neutral
4. Pak i kënaqur
5. Shumë i kënaqur
6. Pa Përgjegje (PP)

Përvoja nga vendi i punës

D1. Faktorët që ndikojnë në nivelin e kënaqshmërisë me vendin e punës

Përgjigjuni me: (1) Shumë e rëndësishme; (2) Disi e rëndësishme; (3) Neutrale; (4) Disi e parëndësishme; (5) Aspak e rëndësishme; (6) Nuk e di /Ref

D1.1	Puna e sigurt, stabile, me pagesë të mirë	1	2	3	4	5	6
D1.2	Ambient i sigurtë ku punoj me dinjitet	1	2	3	4	5	6
D1.3	Marrëdhëniet e mira me kolegë	1	2	3	4	5	6
D1.4	Mundësia për të balancuar punën me jetën private	1	2	3	4	5	6
D1.5	Menaxhmenti i mirë	1	2	3	4	5	6
D1.6	Orari i përshtatshëm i punës	1	2	3	4	5	6
D1.7	Eksperiencia e gjatë në këtë pozitë;	1	2	3	4	5	6
D1.8	Ngarkesa e lartë e punës	1	2	3	4	5	6
D1.9	Trajnimet dhe Mundësia e avancimit profesional dhe në karrierë	1	2	3	4	5	6
D1.10	Punë e mërzitshme/monotone	1	2	3	4	5	6
D1.11	Shpërblimet, dhe përfitimet shtesë	1	2	3	4	5	6
D1.12	Kushtet e këqija të marrëveshjes/kontratës, mungesa e marrëveshjes së punës, marrëveshja nuk respektohet	1	2	3	4	5	6
D1.13	Mungesa e pushimit ditor;	1	2	3	4	5	6
D1.14	Respektimi i pushimit vjetor, mjekësor, të lehonisë	1	2	3	4	5	6
D1.15	Përshtatshmëria e shkollimit/afëtësive me vendin e punës	1	2	3	4	5	6

D3. Sa ndiheni i/e sigurt në vendin e punës

- | | |
|---------------------|---------------------|
| 1. Shumë i/e sigurt | 4. Aspak i/e sigurt |
| 2. Mjaft i/e sigurt | 5. Nuk e di |
| 3. I/e sigurt | |

Pergjigjuni me **1 – po, më shumë se njëherë, 2 – po, njëherë, 3 – jo, asnjëherë**

D4 A ju ka ndodhur ndonjëherë në punën aktuale të:

D4.1	Diskriminoheni në baza gjinore	1	2	3
D4.2	Të ngacmoheni seksualisht nga kolegët/koleget	1	2	3
D4.3	Të ngacmoheni seksualisht nga mbikëqyrësi/shefi/pronari	1	2	3
D4.4	Të trajtoheni më mirë për shkak të gjinisë	1	2	3
D4.5	Të trajtoheni më keq për shkak të gjinisë	1	2	3

D5. Ndryshimet në kushtet e sigurisë dhe shëndetit në punë në vendin tuaj të punës gjatë vitit të fundit, krahasuar me vitet e kaluara, janë:

- | | |
|------------------------------|--------------------|
| 1. Përmirësuar ndjeshëm; | 4. Ulur ndjeshëm; |
| 2. E vështirë për t'u thënë; | 5. Qëndron njëjtë; |
| 3. Përmirësuar pak; | 6. Nuk e di. |

Qëndrimet, perceptimet, pritjet**E1. Sipas jush, pushimi i lehonisë në Kosovë është?**

- | | |
|---------------------|------------------|
| 1. Shumë i shkurtër | 4. I gjatë |
| 2. I shkurtër | 5. Shumë i gjatë |
| 3. I përshtatshëm | |

E2. A jeni anëtarë të sindikatës?

- Po
- Jo
- Nuk e di

E3. Sa mendoni se sindikata i përfaqëson të drejtat e punëtorëve?

- Aspak
- Pak
- Deri diku
- Mjaft
- Shumë

E4. Cili është niveli i besueshmërisë tuaj ndaj palëve vijuese për të raportuar shkelje të drejtave të të punësuarve:

#	Palët	Aspak të besueshme	Pak të besueshme	Mesatarisht	Të besueshme	Shumë të besueshme	Nuk e di/ refuzoj
E5.1	Sindikatat	1	2	3	4	5	99
E5.2	Inspektorati i punës	1	2	3	4	5	99
E5.3	Ministrisë së Financave, Punës dhe Transfereve?	1	2	3	4	5	99
E5.4	OJQ-të	1	2	3	4	5	99
E5.5	Mediat	1	2	3	4	5	99

E5. A mendoni të largoheni nga Kosova për punë, tani që është bërë liberalizimi i vizave?

1. Po
2. Jam duke e menduar
3. Jo

E6. Nëse po, cilat janë arsyet?

1. Paga më e mirë
2. Kushte e punës më të mira
3. Mundësit më të mëdha të vendeve të punës
4. Tjetër _____

E7. A keni kolegë të nacionaliteteve/vendeve të tjera në vendin ku punoni?

1. Po
2. jo

E7.1. Nëse po, nga cilat vende?

(Listo vendet)

E7.2. Cfarë punësh kryejnë ata?

(Specifiko) _____

E7.3. Sa persona të huaj janë të punësuar në kompaninë tuaj?