



Analysis of the impact of vocational training Centers on employment in Kosovo*

Prepared by UBO Consulting

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* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence

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Executive Summary

"The impact of Vocational Training Centres (VTCs) on employment in Kosovo* aims to assess the efficiency of Vocational Training Centres in providing the trainees with the necessary skills required in the job market and understand the impact of such trainings on the trainees' employment.

Findings from Survey with Beneficiaries

- More than half of the respondents in this survey attended a training related to their previous profession (52%) with the most frequently reported trainings attended being Welding (19%), Hairdressing (16%), Cooking (10%), Construction (8%) and Carpentry (8%).
- Almost all of the participants in this survey completed the training and received a certificate upon training completion (97%). More than half of these participants notified the Employment Office that they completed the training (52%) while others did not, mostly because they were not informed they had to notify the EO.
- From the training beneficiaries who notified the Employment Office about the completion of the training, around 19 percent of them were referred to potential employers by the Employment Office.
- The employment status of the training beneficiaries is as following: Unemployed (55%), Self-Employed (13%) and Employed (33%).
- For those who were currently employed, the most frequently reported professions included Cooking (12%), Welding (11%) and Hairdresser (9%).
- Those who were employed and self-employed believe that the training equipped them with the necessary skills needed for the job (43%).
- Out of 459 of the training beneficiaries participating in this study who reported to be currently unemployed, 111 were actually employed in the same profession sometime after finishing the training (24%).
- Out of all of those who reported to be currently employed (280), 62 percent are employed in the same profession as the course they attended as compared to the other 38 percent who are currently employed in other professions.
- Many of the respondents strongly agree that this program was relevant to their professional growth and development (81%) and that it strengthened their skills needed for employment (82%).
- More than half of the respondents believe that there is enough information available about trainings offered from VCTs as compared to 38 percent of those who believe there is information to some extent and to 11 percent of others who believe the opposite
- In general, almost all of the respondents would recommend the vocational training to others (99%).

Findings from Survey with Businesses

- The main problem that businesses encounter during the recruitment process are the lack of required job skills (24) and the expectations of applicants of higher salaries than what the business can offer (19).
- In total, 17 companies claimed that they provide further training to the employees to equip them with the skills they lack.

- From the total businesses number of businesses interviewed, 29 of them claimed to have cooperated with the Employment Office to recruit employees, while 25 of them do not.
- In general businesses expressed to be satisfied with certain qualities shown by the employees that have been trained from the VTC such as punctuality and work devotion.
- Businesses were less satisfied when it came to the interest of the candidates to learn, and their preparation with the skills necessary for the job market.
- In total, 36 of the companies that employed VTC training beneficiaries during the last two years claimed that all of these employees still work for their company.
- The majority of the businesses claimed to have selected the training beneficiaries through the interview and test process (24) and through recommendations from the Employment Office (15).
- Businesses claimed that the employees that finished the training at VTC are at least prepared to work in the profession they are hired (43), and 11 of them claimed that these employees were not prepared to work in the profession they were hired.
- The majority of the businesses claimed to not receive recommendations from the Employment Office or the Vocational Training Centres for employees who received training in the profession the company operates in (24), and 18 of them claimed to receive recommendations only occasionally.
- Of the 54 businesses, 50 of them would employ other people that have been trained from the VTCs, and 4 of them would not. Around the same businesses would recommend other employers to hire employees who have been trained from VTCs (52).
- The majority of the businesses (33) claimed that VTC training should include more practical work, 7 of them claimed that the training should cover other job market needs despite of technical skills, and 4 of them recommended for VTCs to include other professions.
- Of the total businesses, 50 of them claim that the VTC are offering training for the professions required by the job market, and 4 of them think the contrary.
- In total, 23 of the businesses claimed that the training made the recruitment process easier, 19 of the businesses claimed that training made the recruitment process easier at some extent, and 12 of the businesses did not agree with this statement

1) Introduction

UBO Consulting was commissioned by the Regional Cooperation Council (RCC) to conduct a survey on “The impact of Vocational Training Centres (VTCs) on employment in Kosovo*” as a part of the regional project *Employment and Social Affairs*, financed by the European Commission. The long-term objectives of this project are to strengthen regional cooperation among institutions, administrations, employers' and workers' organizations in order for them to develop and effectively implement labour market and social policy reforms in the economy's journey to EU.

This study aims to assess the efficiency of Vocational Training Centres in providing the trainees with the necessary skills required in the job market and understand the impact of such trainings on the trainees' employment.

Considering that unemployment is a prevailing problem in Kosovo*, it is important to comprehend how to approach and improve the current conditions by understanding what the labour market needs and what is currently being offered. The trainings provided to jobseekers by the Vocational Training Centres and the Employment Agency are one of the tools attempting to lower unemployment rate in Kosovo*.

However, in order to tackle this problem, it is essential to understand why there is such high unemployment rates by looking at skills provided and required by the job market; education and professional experience of the jobseekers; and information about working opportunities. This survey aims to provide such insights by identifying the share of employment as a result of these trainings and how it has benefited the trainees. This study aims to provide a better understanding of the impact of the Vocational Training Centers on developing the technical and job-related skills of the trainees and to assess the share of employment generated as a result of the trainings received.

In order to realize the objectives of this program, UBO Consulting conducted surveys with trainees to gain information about the skills that were enhanced through such trainings as well as the level of employment generated. In addition, another survey was conducted with businesses who employed trainees to understand if the skills they were equipped with during trainings, were in line with the skills demanded in the job market.

2) Methodology

UBO Consulting used a quantitative survey instrument to meet the requirements of the project and evaluate the impact of the trainings on employment for each target group involved in the project: Training beneficiaries (VTCs/EO) and Businesses that have employed training beneficiaries

The questionnaires were designed to accurately measure the impact of training on the professional development of the beneficiaries, the attitudes of the beneficiaries regarding the quality of the completed training, the impact of training in employment, professions have managed to generate more jobs, and see if the types of training offered overlap with market needs.

2.1 Sample with Businesses

The sample size with businesses was determined based on the responses of the beneficiaries. First, the survey was administered with beneficiaries of the training. Those beneficiaries who claimed to be employed, were asked to provide contact information regarding the company where they work. As such, there is no pre-specified criteria for the sample size with businesses, as it depends on the answers received from the survey with beneficiaries.

The businesses had to fulfil two main criteria, in order to be eligible for the answering the questionnaire:

1. Not fall in the category of self-employment: the beneficiaries of training that have opened a business.[†]
2. Have information that one or more of their employees have benefited from training offered by Vocational Training Centres.

Based on the answer of beneficiaries, the businesses interviewed were:

- Of size:
 - 29 Micro businesses (less than 10 people employed),
 - 19 small businesses (10-49 people employed), and
 - 6 medium size businesses (50-249 people employed)
- Gjakovë/Đakovica, Pejë/Peć, Suhareka/Suva Reka, Rahovec/Orahovac, Prizren, Dragash/ Dragaš, Prishtinë/Priština, Mitrovicë/ Kosovska Mitrovica, Klinë/Klina, Obiliq/ Obilić, Deçan/Dečani, Vushtrri/Vučitrn, Istog/Istok, Skenderaj/Srbica

[†] An exception to this case would be beneficiaries of training that opened a business and employed other training beneficiaries that are not family members. However, there were no such cases.

In total 54 businesses were interviewed, and the results presented below are based on the answers of these businesses. In addition, there were 38 businesses who were contacted but claimed to have no information that their employees have benefited from training modules offered by VTC.

2.2 Sample with Training Beneficiaries

The sample used for the study with Training beneficiaries (VTCs/EO) consisted of beneficiaries stratified by profession and gender. The sample size was determined by using the Probability Proportionate to Size (PPS) method for type of profession and gender.

TABLE 1. SAMPLE WITH TRAINING BENEFICIARIES[‡]

Course Attended	Sex		
	Male	Female	Total
Bakery	1	1	2
Confectionery	0	8	8
Industrial Electronics	4	0	4
Electro Mechanic of Home Appliances	7	0	7
Administrative Duties	21	43	64
House Equipment Servicing	10	0	10
Cooking	63	40	103
Hydraulics and Pneumatics	43	0	43
Welding	107	1	108
Hairdressing	12	85	97
Agriculture	11	20	31
Construction	62	0	62
Small and Medium Enterprise Management	4	6	10
Water and Sewage Supply Installation	11	0	11
Hydro and Heating Installation	15	1	16
Graphic Design	11	1	12
Carpentry	50	1	51
Financial Accounting	16	22	38
Tailor	8	75	83
Electrical Wiring	30	0	30
Auto Electrician	20	0	20
Hospitality, Waitron and Tourism	48	0	48
Other	2	0	2

[‡] This table presents the original sample proposed and approved initially for this project, therefore the professions are not re-named based on the NACE. However, the analysis conducted used the NACE profession titles.

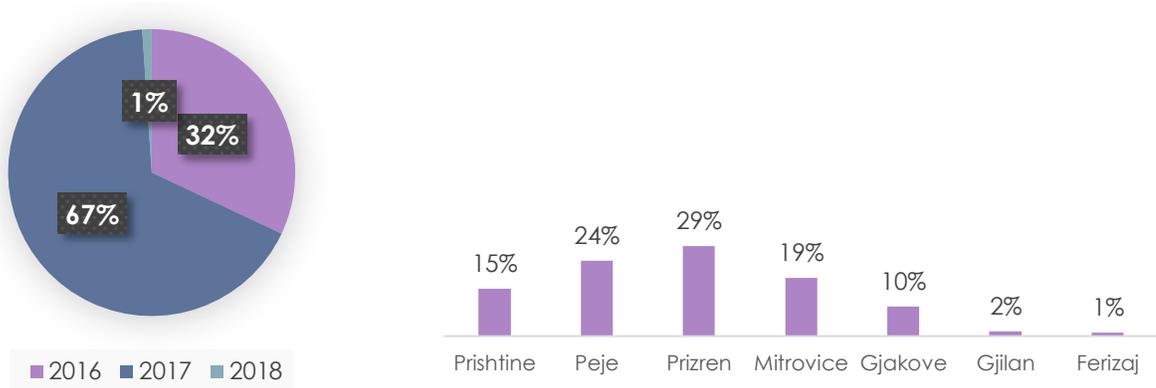
Total	556	304	860
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3) Main Findings

3.1 Survey with Training beneficiaries (VTCs/EO)

3.1.1 General Overview

This section of the report, presents the findings from the survey assessing the impact of training on employment, conducted with 860 beneficiaries from Vocational Training Centers and the Employment Office in Kosovo*. The majority of the respondents attended their training in 2017 (67%) and another considerable share of the respondents reported to have attended their training in 2016 (32%). The most frequently reported regions where respondents attended their training were Prizren (29%), Peja (24%), Mitrovica (19%) and Prishtina (15%).

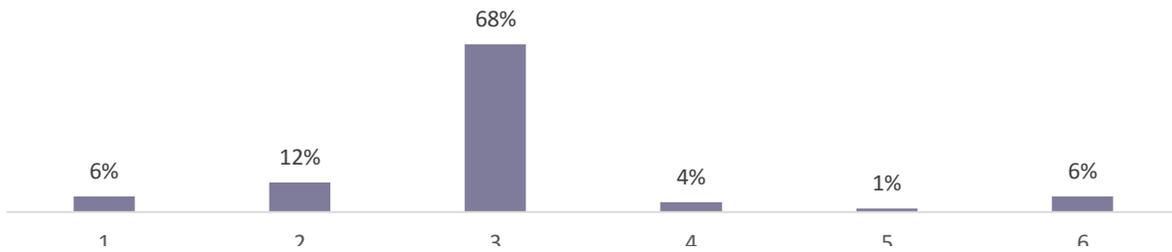


(24%), Mitrovica (19%) and Prishtina (15%).

The majority of the respondents reported that the duration of the course/programme they attended was 3 months (68%). Some others reported that their training lasted for two months (12%), one month (6%) or six months (6%).

FIGURE 1. YEAR AND REGION OF TRAINING ATTENDED (N=860)

FIGURE 2. COURSE/PROGRAMME DURATION IN MONTHS (N=860)



The most frequent courses/programmes attended as reported by respondents were Welding (13%), Cooking (12%), Hairdressing (11%), Tailor (10%), General Administrative Officials (7%), Construction (7%) and Carpentry (6%).

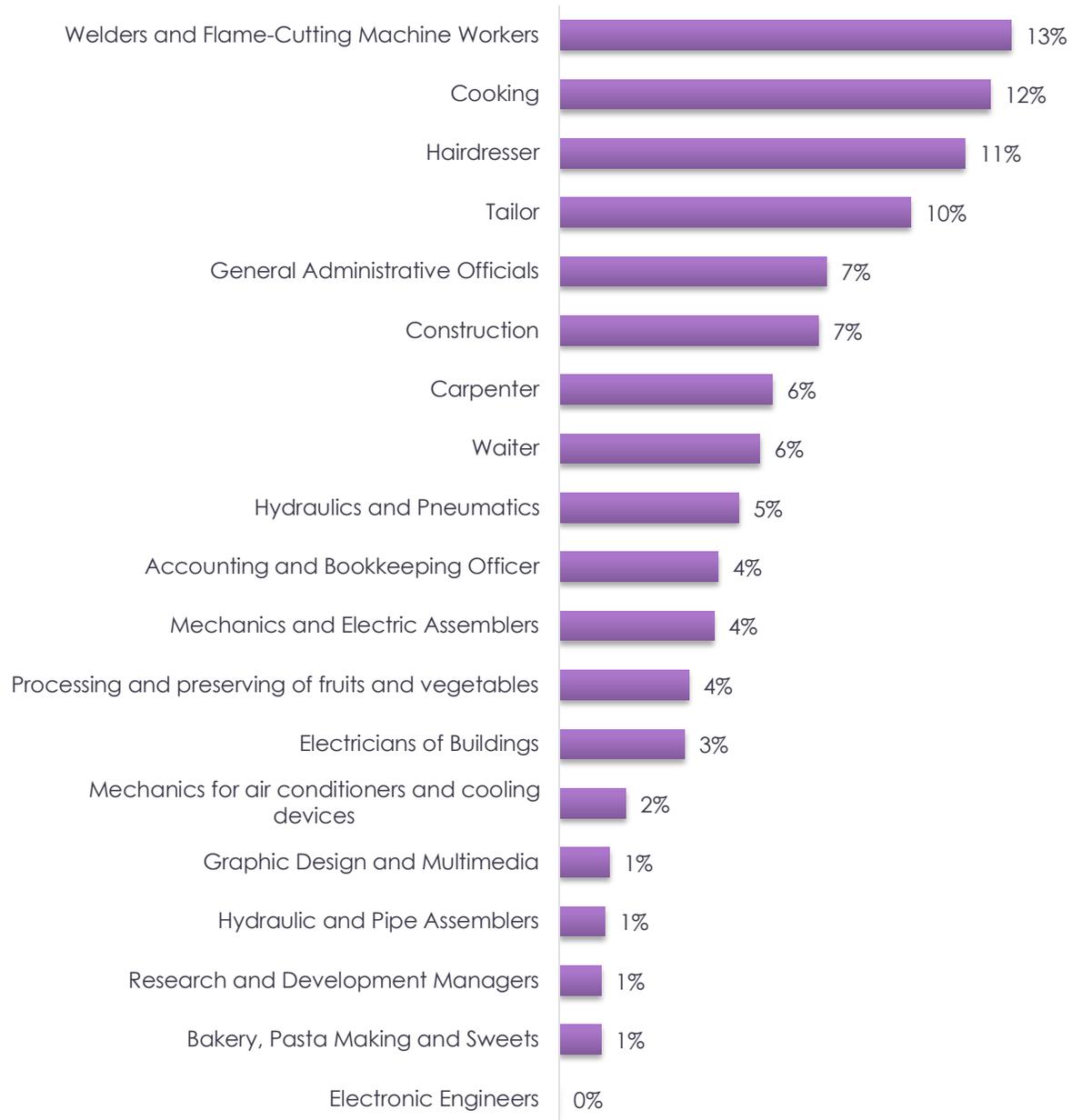


FIGURE 3. COURSE/PROGRAMME ATTENDED (N=860)

The majority of the respondents claimed to have heard about the trainings from their friends/family (68%) whereas others were informed about such opportunities from the Employment Office/Vocational Training Centre (23%).

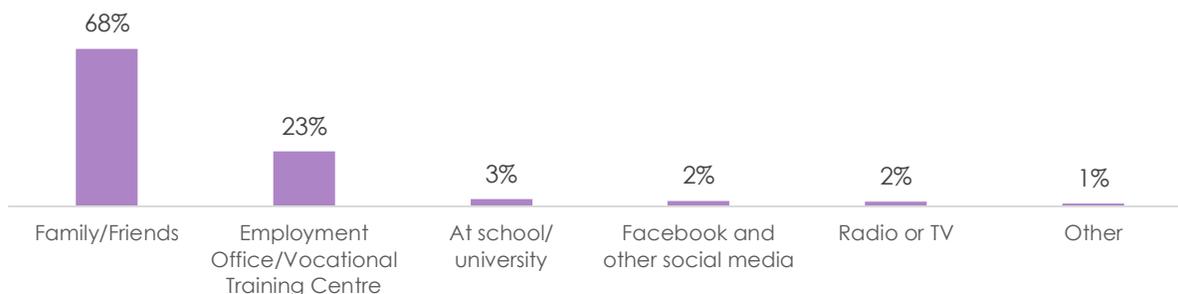


FIGURE 4. WHERE DID YOU FIRST HEAR ABOUT THE TRAINING? (N=860)

For almost half of the respondents in this survey, the motivation behind the training was to help them find a job (46%), and around 37 percent of others wanted to expand their knowledge in the specific field. A smaller share of the respondents reported that they attended this training because they wanted to gain the skills that support their professional realms (28%), whereas some others said that the motivation behind their decision to attend the training was to support their current career and promote chances for promotion (6%). Around 10 percent of the respondents shared different reasons to the one presented below; for many of them, the motivation for participating in this training was to receive a certificate, and for a few others the motivation for this training was to increase the chances of getting a working visa and getting



employed outside of Kosovo*.

FIGURE 5. WHAT WAS YOUR MOTIVATION FOR THIS TRAINING? (N=860)

Almost all the respondents in this survey claimed that they personally asked to be trained in a certain profession (98%) whereas for another two percent of the respondents, the profession was proposed by the Employment Office.



FIGURE 6. WAS IT YOUR CHOICE TO BE TRAINED IN THIS PROFESSION? (N=860)

The majority of the training beneficiaries participating in this survey, considered the Employment office staff as very helpful in terms of providing training information and convincing them to attend the training (72%) and some others considered the EO staff as somewhat helpful (22%). A smaller number of the respondents claimed that the Employment Office staff were not helpful (5%) and not helpful at all (1%) into providing training information and convincing the participants to participate in the training.

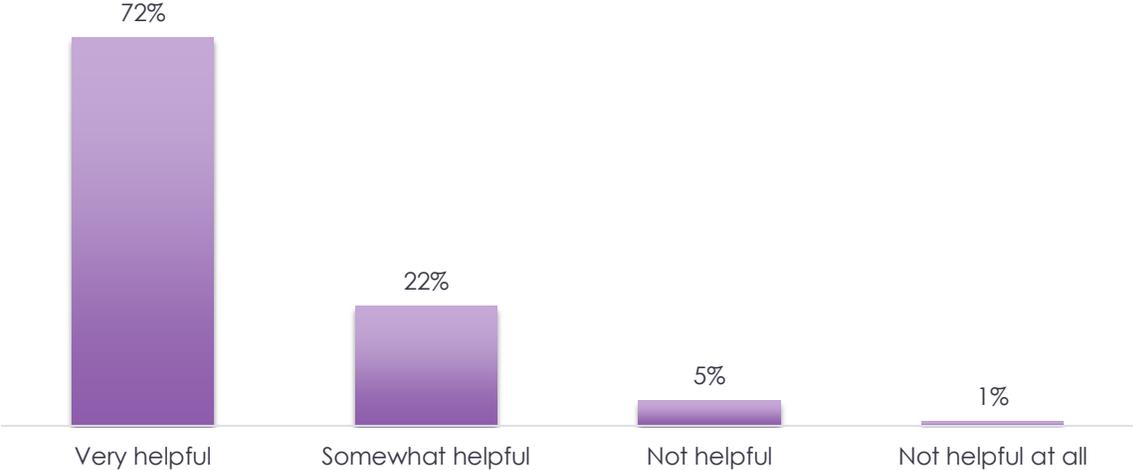


FIGURE 7. EMPLOYMENT OFFICE STAFF HELPFULNESS IN TERMS OF PROVIDING TRAINING INFORMATION (N=860)

More than half of the respondents declared that the training was related to their previous profession (52%) whereas a considerable portion declared the contrary, saying that the training was not related to their previous profession (16%). Another 32 percent of the respondents claimed that they had no previous profession before the training.

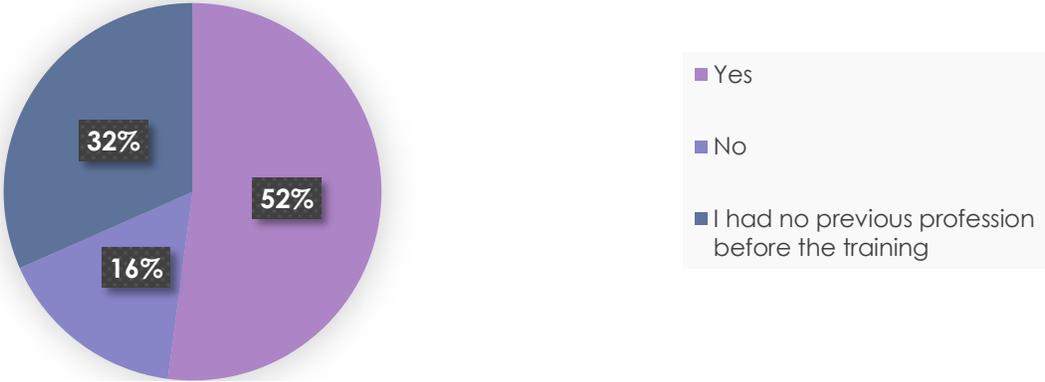


FIGURE 8. WAS THE TRAINING RELATED TO PREVIOUS PROFESSION? (N=860)

In terms of choosing a training related to previous profession, it is important to see how this decision was made, whether it was the choice of the participant or the proposal of the Employment Office. The graph below depicts this relationship that shows that from the participants who reported that the training was related to their previous profession, this decision was as a result of their own choice for the majority of them (98%) whereas for the other two percent, the Employment Office proposed a training that was related to their previous profession.



FIGURE 9. TRAINING COURSE CHOICE IN RELATION TO PREVIOUS PROFESSION (N=860)

The training beneficiaries participating in this survey were further asked to identify which professions they were working before, regardless of the training being related to their profession or not. Results depicted in the figure below show that around 15 percent of the respondents had previous professions in Welding, and another 12 percent of them said that they were working in Hairdressing previous to the training. A smaller number of the respondents reported to have been working in Cooking (8%), Construction (7%) and Carpentry (6%).

Around 14 percent of the respondents in this survey reported that their previous profession was "other" than the categories presented in the questionnaire. Looking into more detail, the results show that these participants were previously working as Economists, Teachers, Technicians, in

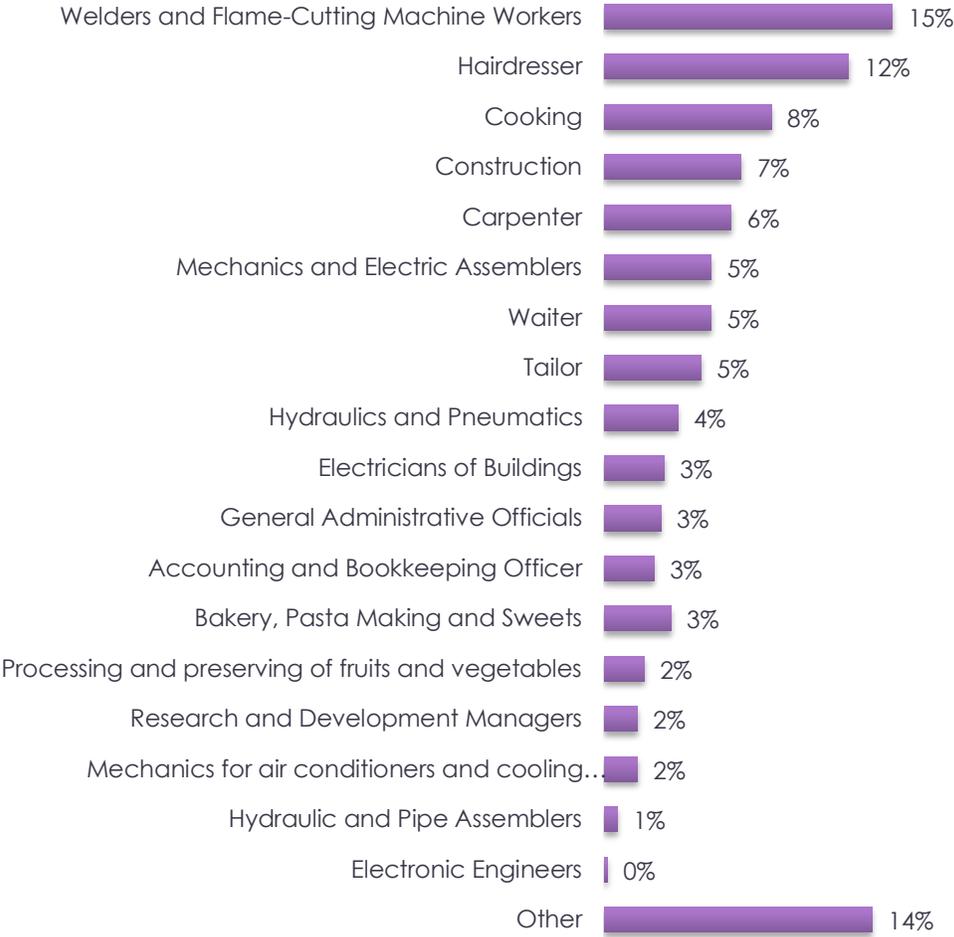


FIGURE 10. WHAT WAS YOUR PREVIOUS PROFESSION? (N=590)

Sales and in the field of Law before pursuing their training.

Another very important insight on this issue, is to identify the trainings attended that were related to the previous occupation of the beneficiaries. Results show that from the group of participants who claimed to have received training related to their profession (52%), the most common trainings and previous professions were Welders (19%), Hairdressers (16%), Cooks (10%), in Construction (8%), Carpenters (8%) and other professions. This implies that the trainings in these professions attracted a higher number of the participants who were already working in these professions prior to the training.

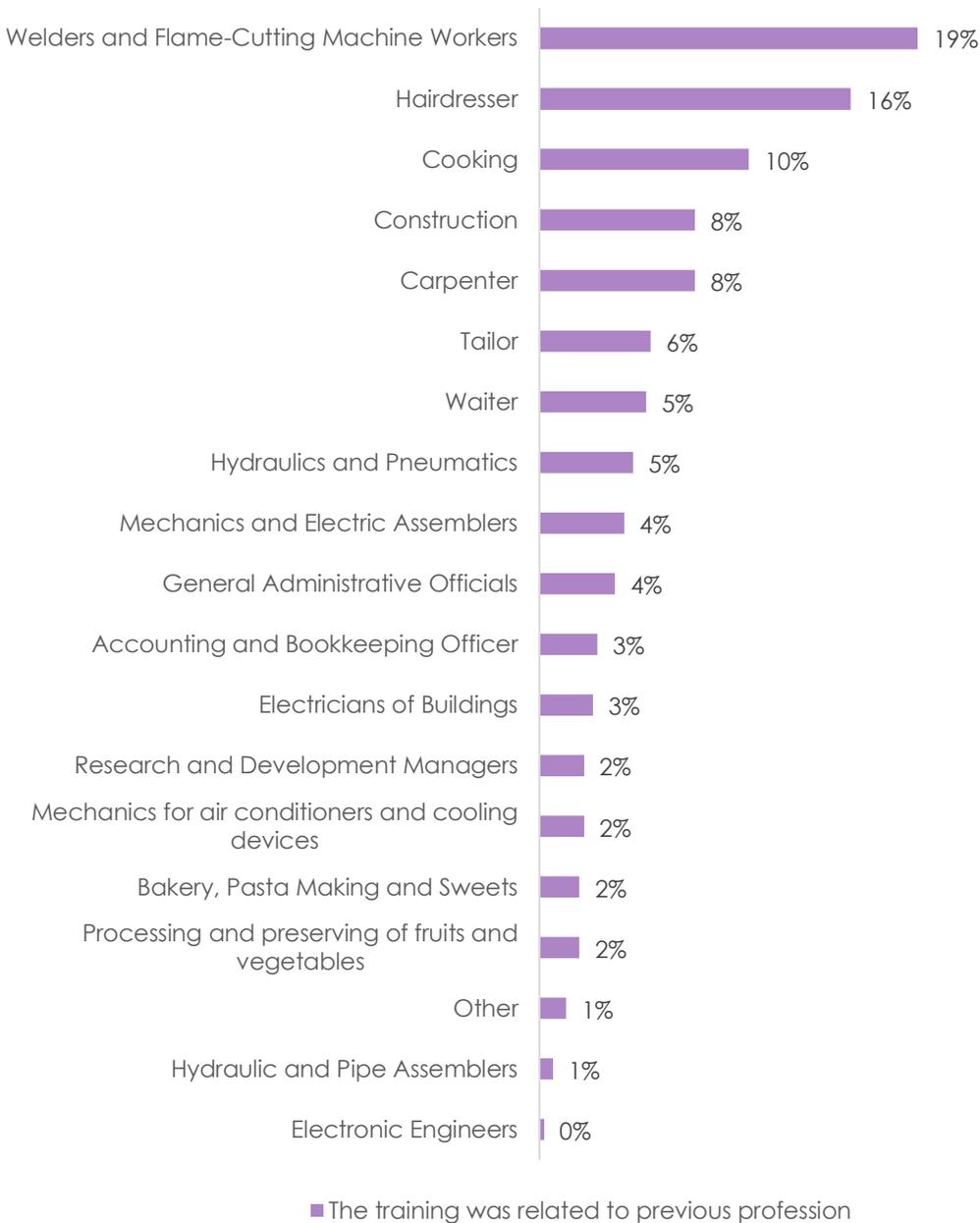


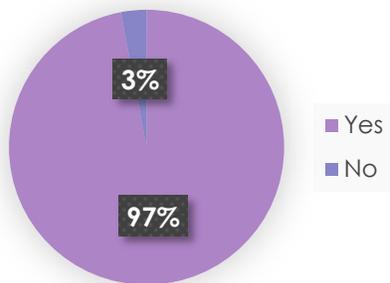
FIGURE 11. TRAINING RECEIVED IN RELATION TO PREVIOUS PROFESSION (N=451)

On the other hand, the group of the respondents who answered that the training was unrelated to their previous profession (32%), were asked about the reasons for attending a different training. Among the most frequent reasons chosen by respondents were that they saw an opportunity for another job (36%), saw opportunity for professional engagement (18%) or the field of training was something they were interested in (17%). Others mentioned that it was the best choice among what was proposed to them (12%), or that they were not given the opportunity to attend the training in their respective profession (6%). Around 6 percent of the respondents had other reasons for which they attended a training different from their profession mostly because the profession is highly demanded outside Kosovo*, and others who said that they already had some knowledge on the profession, therefore wanted to expand their knowledge.



FIGURE 12. REASONS FOR ATTENDING TRAINING DIFFERENT FROM PROFESSION(N=144)

Almost all of the participants in this survey reported to have completed the training (97%) as compared to only 3 percent of them who did not. Those who did not complete the training were asked to provide some reasons for this result; many of them had personal reasons to not complete the training (31%), while others reported that transportation was expensive (15%).



The group of the respondents who finished their training

FIGURE 13. DID YOU COMPLETE THE TRAINING? (N=860)

FIGURE 14. REASONS FOR NOT COMPLETING TRAINING (N=26)

(97%) were further asked if they received any certificate after their training completion, and if they used this certificate during their job applications. In addition, it is important to investigate whether the training beneficiaries notify the Employment Office after they complete the training to assess the EO's role and support to beneficiaries.

Results show that almost all of the respondents who completed their training received certificates (97%), however, only 34 percent of them reported to have used this certificate during their job applications as compared to the other 66 percent who reported to not have used the certificate.

More than half of the training beneficiaries participating in this survey reported to have notified the Employment Office upon the completion of the training (57%) as compared to the other 43 percent of the participants who did not.



FIGURE 15. AFTER THE TRAINING, DID YOU? (N=834)

Out of the group who did not notify the Employment Office after completing the training (43%), the majority pointed out that the reason for this was because they were not informed about

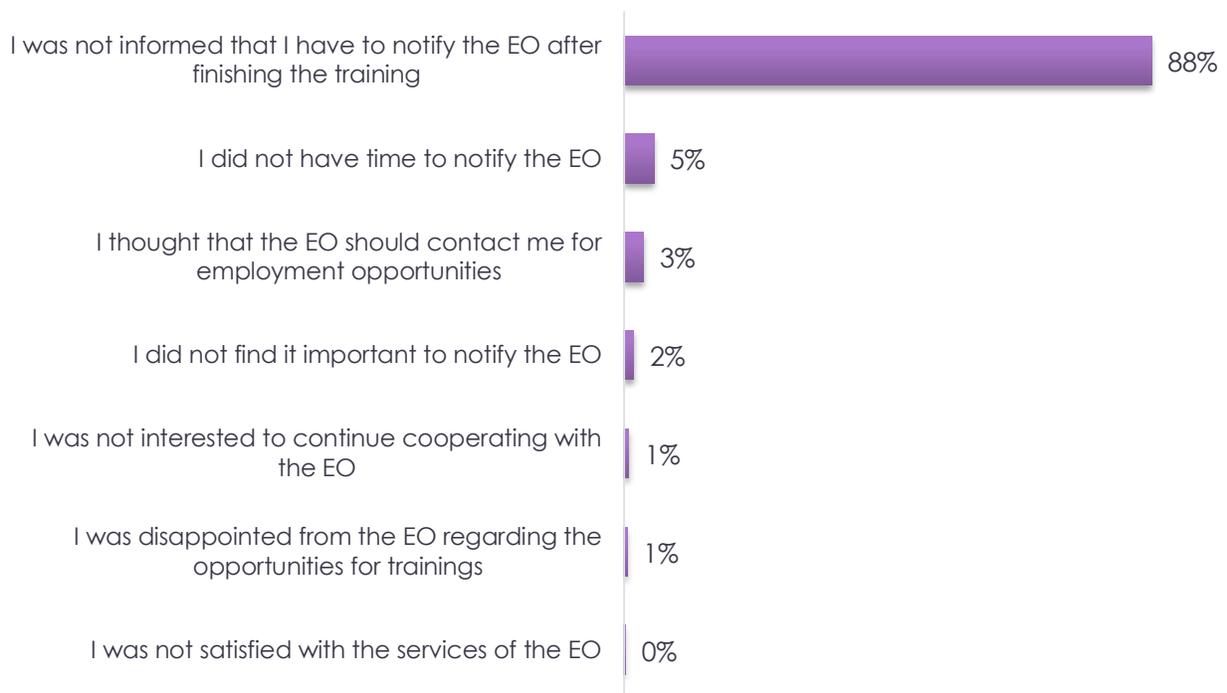


FIGURE 16. WHY DID YOU NOT NOTIFY THE EMPLOYMENT OFFICE? (N=359)

having to notify the Employment Office upon training completion.

The majority of the respondents who finished their training, claimed that the Employment Office did not act as an intermediary and refer them to potential employers (84%) while the other 16 percent of the respondents had different experiences and answered positive to this question.

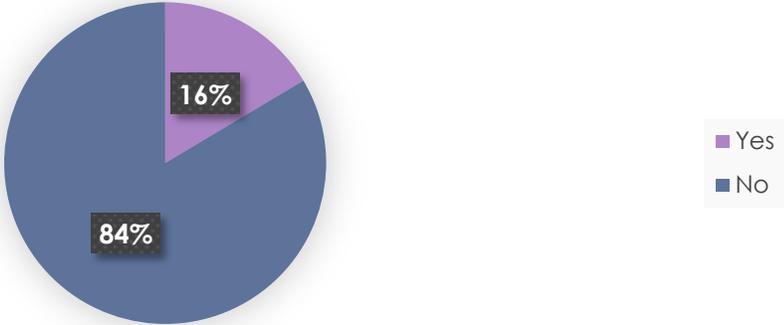


FIGURE 17. DID THE EMPLOYMENT OFFICE ACT AS AN INTERMEDIARY/REFER YOU TO POTENTIAL EMPLOYERS? (N=834)

From the training beneficiaries who notified the Employment Office about the completion of the training, around 19 percent of them were referred to potential employers by the Employment Office as opposed to the other 81 percent who did not report such support from the EO.

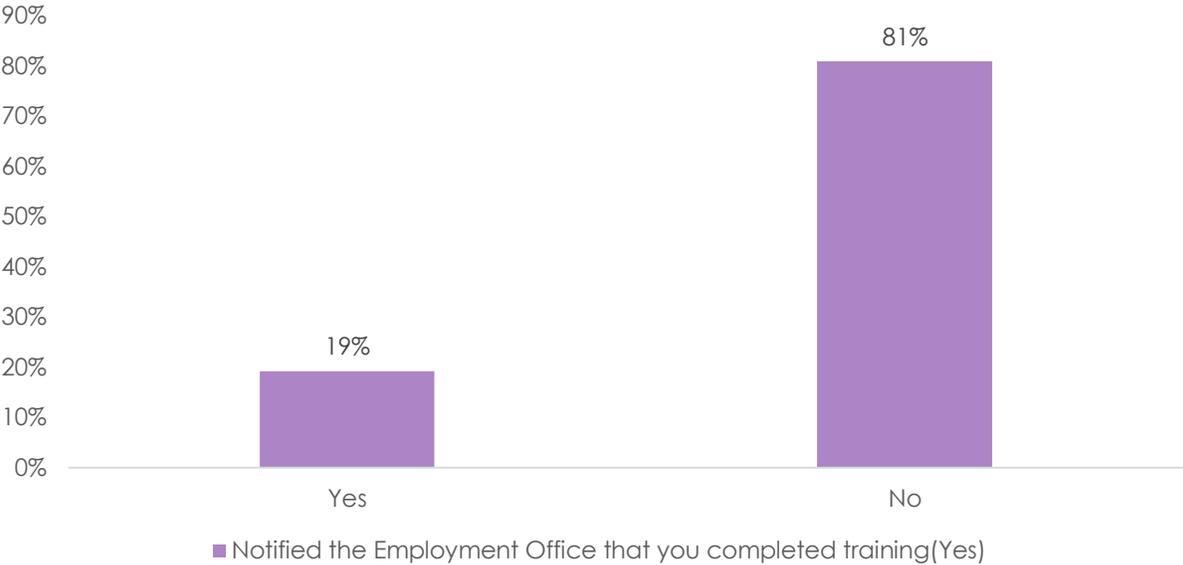


FIGURE 18. EMPLOYMENT OFFICE ACTING AS AN INTERMEDIARY FOR THOSE WHO NOTIFIED IT (N=475)

The majority of the respondents who participated in the training programs, reported that during the course they practiced in the field which they were being trained for (97%), were tested at the end of training (96%), worked in groups (95%), were tested after each module (94%), were tested in the beginning of the training (92%), were given printed material of the module (91%), worked individually with trainers (89%) and participated in discussions (82%).



FIGURE 19. EXPERIENCE DURING THE TRAINING PROGRAMME (N=860)

The role of the Employment Office is a very important component of this study, especially when it comes to the support they provide for beneficiaries through proposing trainings that fit their profiles and interests as well as facilitating their employment decisions after the training. For the 20 of the respondents who participated in trainings proposed by the Employment Office, results show that 7 of them attended courses in the profession of General Administrative Officials. Other trainings most frequently proposed by the Employment Office include Construction (13), Hydraulics and Pneumatics (2), Carpenter (2) and Tailor (2).

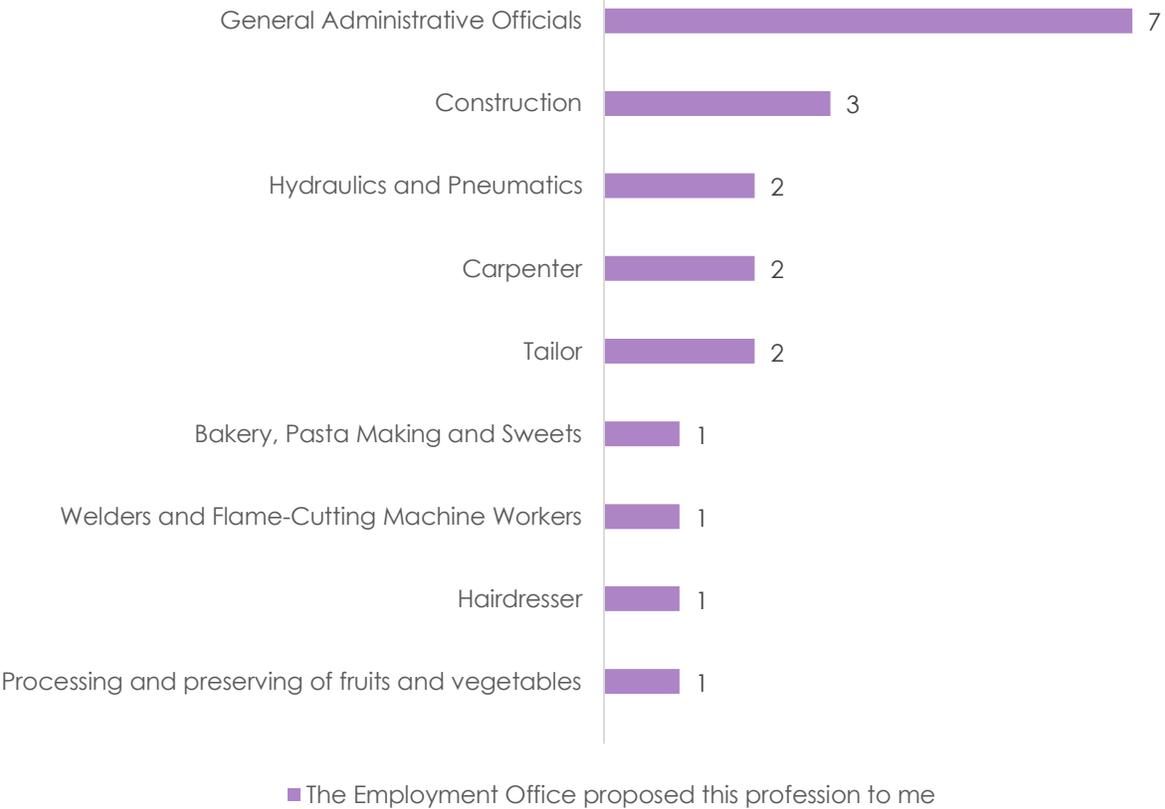


FIGURE 20. COURSES ATTENDED AS PROPOSED BY THE EMPLOYMENT OFFICE (N=20)

3.1.2 The Impact of Training on Employment

This section investigates the impact of the training on employment of the beneficiaries participating in this study by asking them about their job search experience, employment status, how long after the training they were able to find a job and whether they believe that the training was the main reason for their employment.

Results show, that the more than half of the respondents reported to have started their training some weeks after they expressed their interest (63%) as compared to the other 37 percent who claimed to have started the training immediately. The duration of the waiting time to start the training after application was on average 8 weeks.

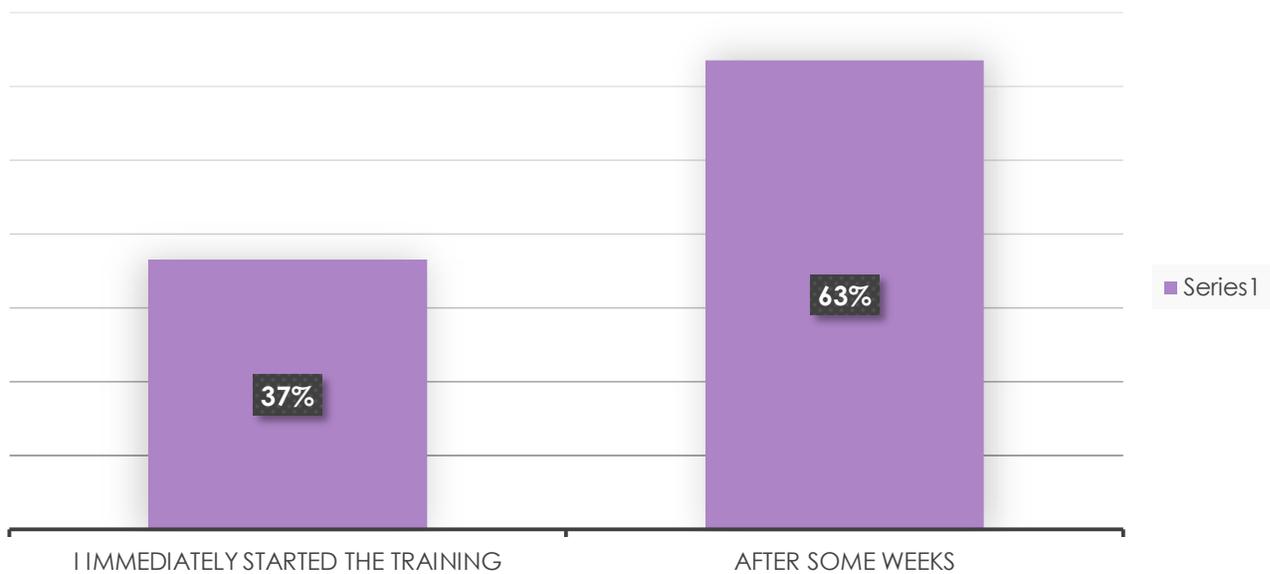


FIGURE 21. HOW LONG DID YOU WAIT TO START THE TRAINING AFTER YOU APPLIED FOR IT? (N=860)

Participants were asked about where they searched for jobs after they finished the training. Around 31 percent of the respondents reported that they did not look for a job, 8 percent of the respondents reported to have already been employed and 6 percent were self-employed after they finished the training, therefore did not search for jobs.

Other respondents shared their job search experience after the training completion by mostly searching for jobs in employment online portals (16%), talking to friends and relatives (13%), the Employment Office (12%) and other channels.

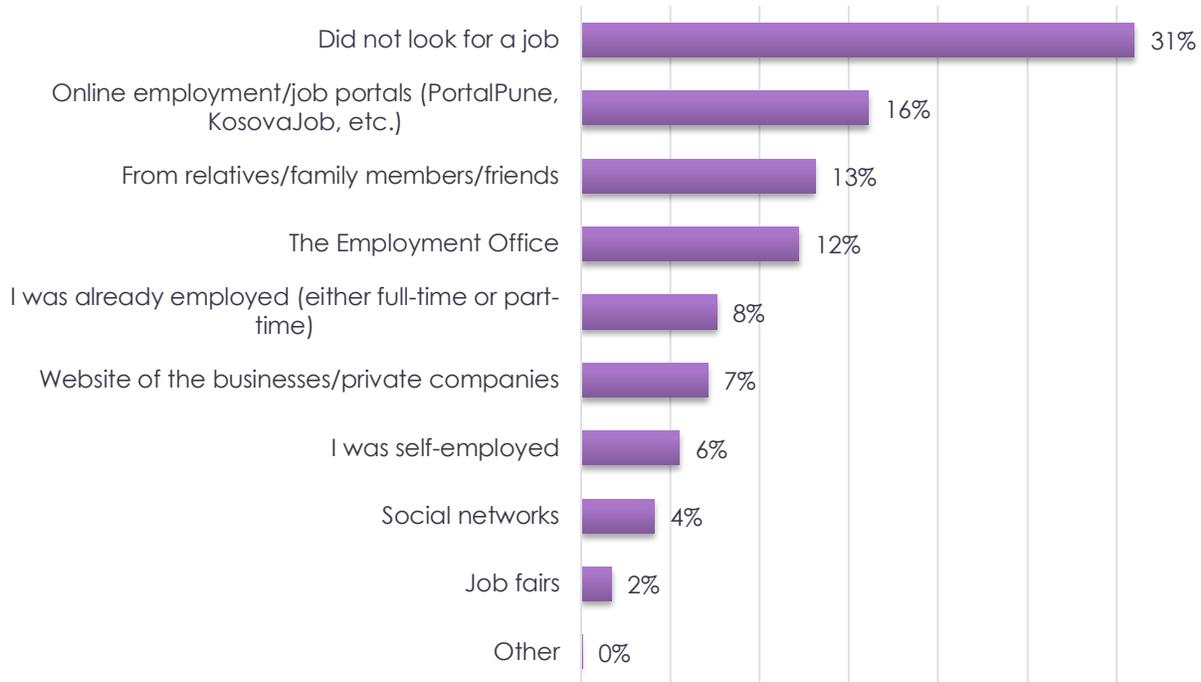


FIGURE 22. WHERE DID YOU LOOK FOR JOBS AFTER COMPLETING THE TRAINING? (N=860)

More than half of the participants in this study reported to be unemployed (55%) as compared to 33 percent who were employed and another 13 percent who were self-employed.

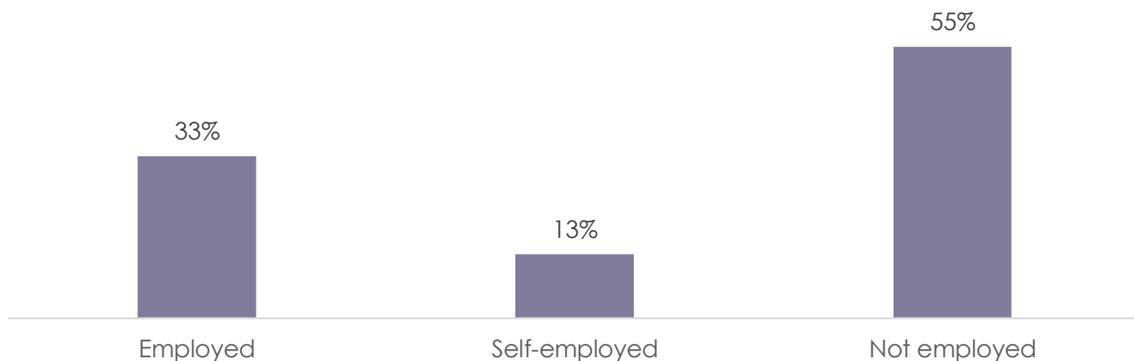


FIGURE 23. CURRENT EMPLOYMENT SITUATION(N=860)

The analysis further reconnoiters the role of the Employment Office acting as an intermediary and referring participants to different employers considering the information provided on the

number of those that are currently employed. Results show that out of all participants who reported to be currently employed, the Employment Office acted as an intermediary for about 17 percent of the respondents, referring them to potential employers. The other 83 percent of the participants currently employed did not share similar experiences claiming that the Employment Office did not act as an intermediary or refer them to potential employers.

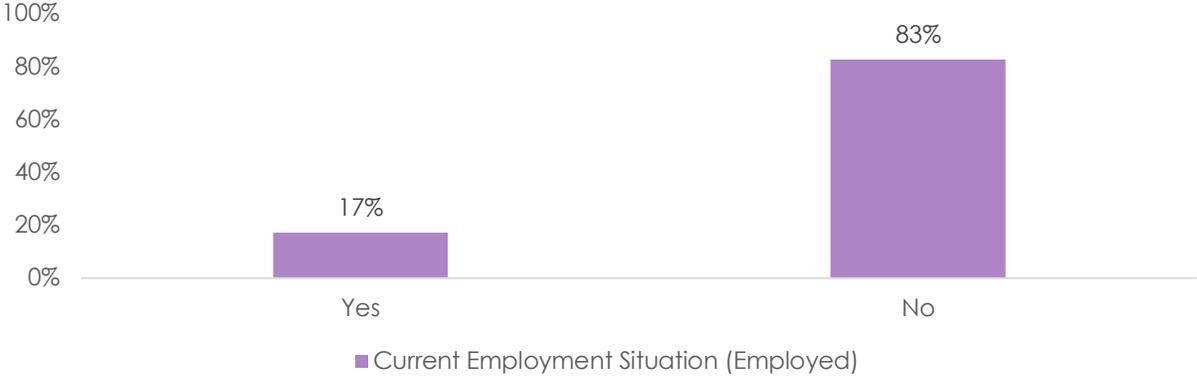


FIGURE 24. DID THE EMPLOYMENT OFFICE REFER YOU TO POTENTIAL EMPLOYERS (FOR THOSE CURRENTLY EMPLOYED) (N=272)

From the 33 percent of the respondents who reported to be employed, their most frequently reported current professions included Cooking (12%), Welding (11%) and Hairdresser (9%). Moreover, around 16 percent of the respondents answered they are currently working “other” professions than those listed in the survey. The most frequently chosen professions for this group included Salesperson, Driver and Teacher.

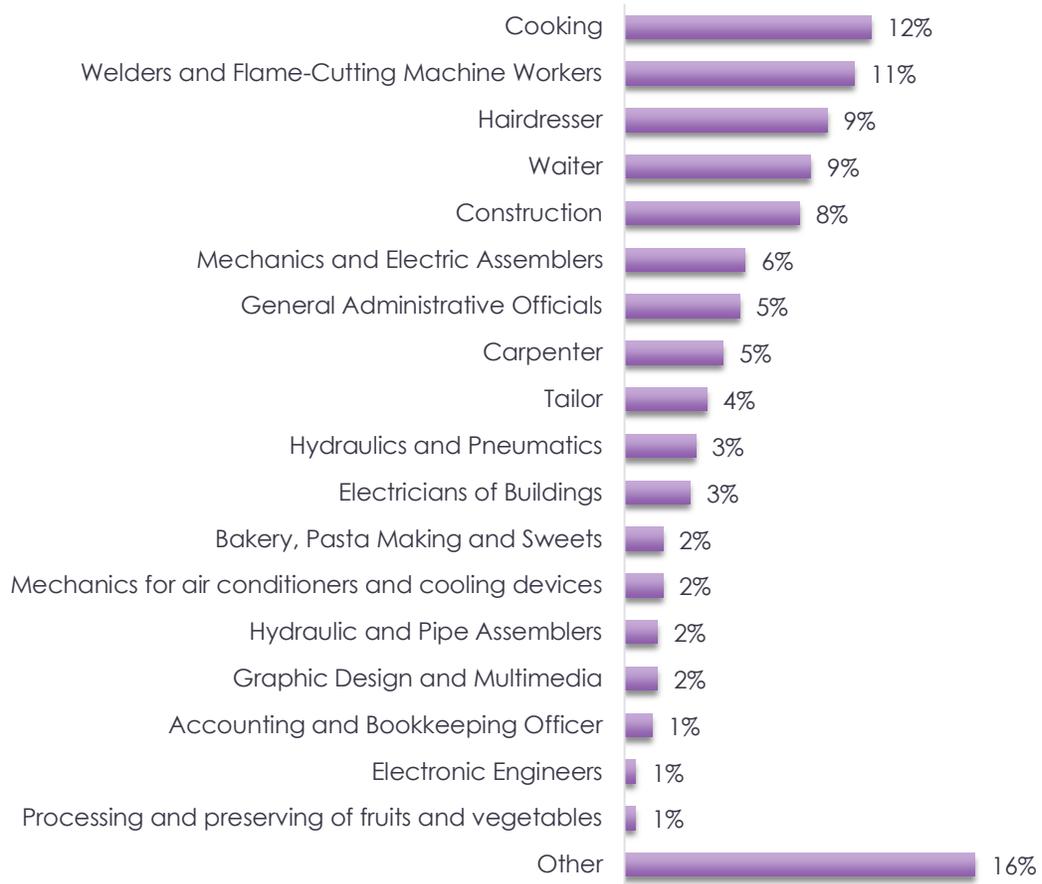


FIGURE 25. CURRENT PROFESSION (N=390)

Moreover, around 68 percent of the respondents from this group (currently employed) reported to be employed in the private sector and 5 percent of the others were employed in the public sector. Around 26 percent of the respondents claimed to be self-employed whereas only one training beneficiary participating in this survey reported to be employed in the civil society.

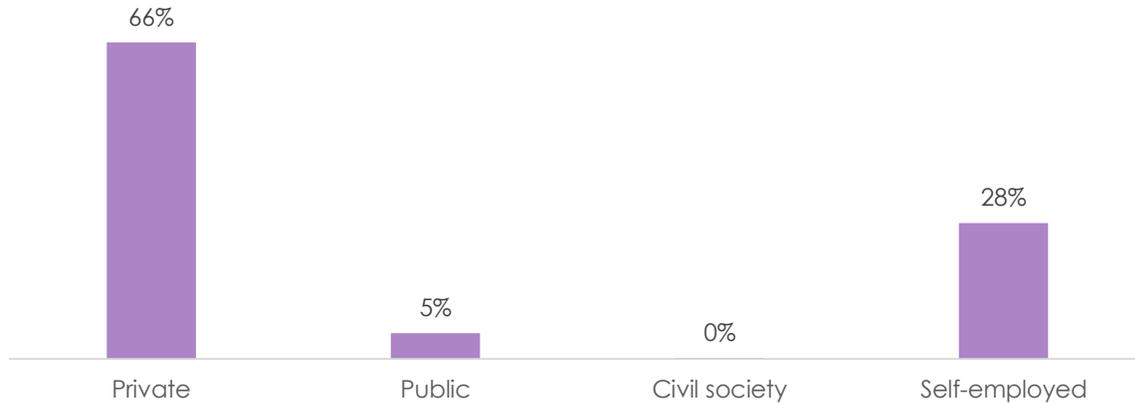


FIGURE 26. IN WHICH SECTOR ARE YOU EMPLOYED? (N=391)

When asked about ways how they found current job, around 41 percent of those employed claimed that they found the job themselves through applications. A considerable portion of others reported to have found their job through family and friends (19%) and 10 percent of others reported that they continued working in the same job as prior to the training. Only one percent of the respondents declared that they became employed as a result of Employment Office.



FIGURE 27. HOW DID YOU FIND YOUR CURRENT JOB? (N=391)

More than half of the respondents who are currently employed (n=280), reported that they went working back at the same job as before the training and around 42 percent of the respondents reported that they became employed approximately 6 weeks after completing the training (on average).

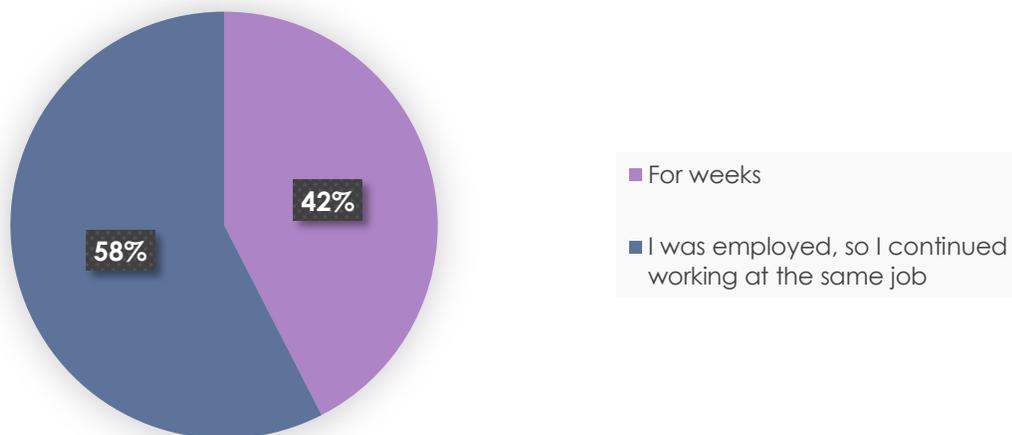


FIGURE 28. HOW LONG AFTER COMPLETING THE TRAINING DID YOU GET EMPLOYED? (N=280)

Out of all the respondents who were currently employed (excluding self-employed), 38 percent of them declared they have been offered a job contract for their employment mostly for 6 months or a year (34% each). However, around 35 percent of others reported they have not been offered a contract by their employer. This question does not apply to those who are self-employed.

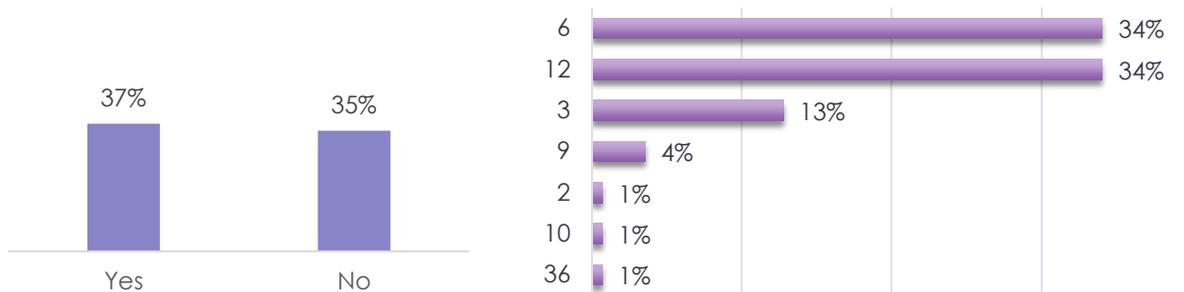


FIGURE 29. HAVE YOU BEEN OFFERED A JOB CONTRACT FOR YOUR EMPLOYMENT? FOR HOW MANY MONTHS? (N=280)

The respondents who were currently employed and self-employed expressed their beliefs about the impact of training in their employment saying that the training equipped them with the necessary skills needed for the job (43%). Some participants who were already employed previous to the training, acknowledged the impact of training equipping them with additional knowledge (19%). However, around 38 percent of the respondents believe that the training does not have anything to do with their employment.

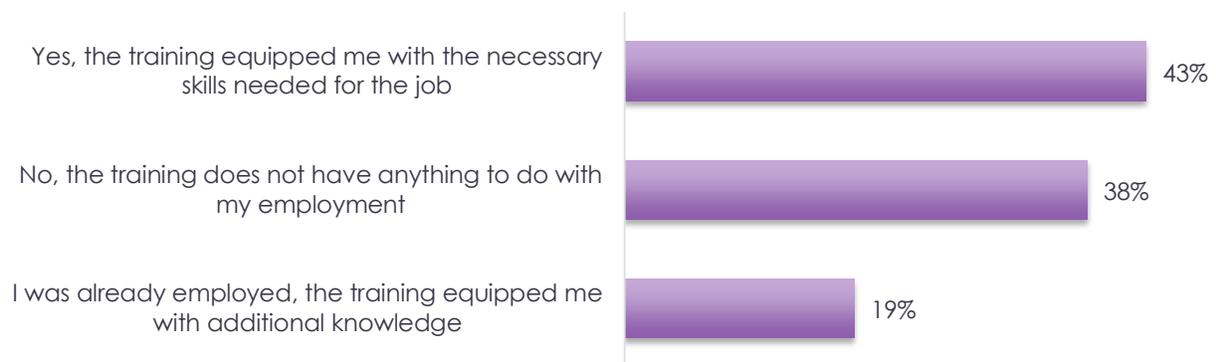


FIGURE 30. DO YOU BELIEVE YOU GOT THIS JOB BECAUSE OF TRAINING? (N=391)

Respondents currently employed were asked to rank what helped them find their job on a scale from 1 being the most important to 5 being the least important. Results show that professional experience is considered the most important qualification (1.92) followed by formal education

(2.31) and training (2.86) whereas mediation by a third party with the employer is considered as the least important (4.08).

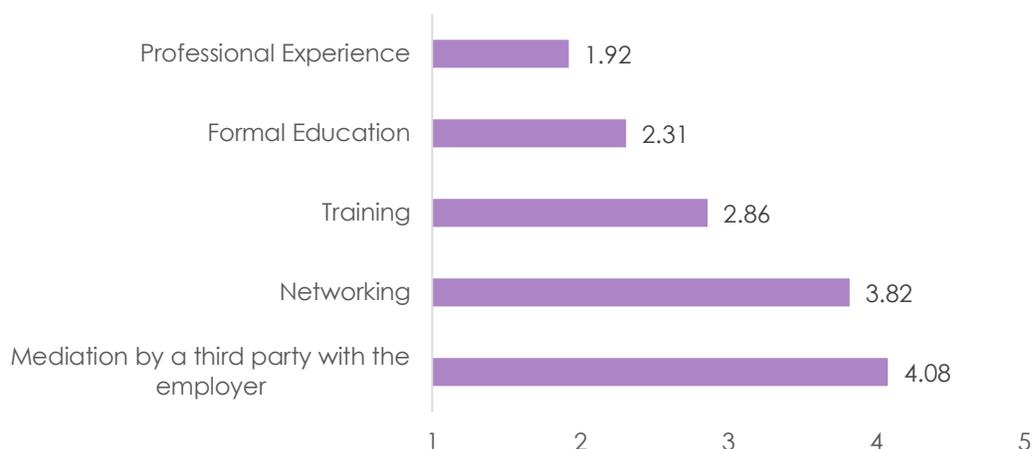


FIGURE 31. RANK WHAT HELPED YOU FIND A JOB (1=MOST IMPORTANT, 5=LEAST IMPORTANT)? (N=391)

The following analysis is conducted to better understand the portion of the training beneficiaries involved in this study who are actually employed in the same profession as the training they attended. The table below focuses only on the number of those who are currently employed, presented as a portion of those who attended a specific course and currently work in that profession (Yes) and other professions (No).

Results convey that all of the participants who took the training course in the professions Electronic Engineering, Welding, Hairdressing and Carpentry are actually employed in the same profession currently.

Another result provided by this analysis shows that the highest number of training beneficiaries employed in the same profession results in the following professions: Welders, Waiters, Cooks, Carpenters, Hydraulics and Pneumatics, Construction and Tailors.

Out of all of those who reported to be currently employed (280), 62 percent are employed in the same profession as the course they attended compared to the other 38 percent who are currently employed in other professions.

TABLE 2. CURRENTLY EMPLOYED IN THE SAME PROFESSION AS THE TRAINING RECEIVED (N=280)

Course (sample)	Employed in the Same Profession	
	Yes	No
Bakery, Pasta Making and Sweets (n=4)	50% (2)	50% (2)

Electronic Engineers (n=1)	100% (1)	0% (0)
Mechanics and Electric Assemblers (n=12)	67% (8)	33% (4)
General Administrative Officials (n=17)	65% (11)	35% (7)
Cooking (n=49)	76% (37)	24% (12)
Hydraulics and Pneumatics (n=17)	53% (9)	47% (8)
Welders and Flame-Cutting Machine Workers(n=36)	67% (24)	33% (12)
Hairdresser (n=11)	73% (8)	27% (3)
Processing and preserving of fruits and vegetables (n=8)	13% (1)	87% (7)
Construction (n=23)	65% (15)	35% (8)
Hydraulic and Pipe Assemblers (n=6)	83% (5)	17% (1)
Mechanics for air conditioners and cooling devices (n=6)	50% (3)	50% (3)
Carpenter (n=17)	59% (10)	41% (7)
Accounting and Bookkeeping Officer (n=14)	29% (4)	71% (10)
Tailor (n=16)	63% (10)	37% (6)
Electricians of Buildings (n=11)	55% (6)	45% (5)
Waiter (n=31)	65% (20)	35% (11)

Total (280)	62% (174)	38% (106)

Furthermore, an extended analysis is depicted below focusing on the **number of training beneficiaries who became employed after the training** (n=146) assessing their gender and the type of profession they are currently working in. As shown, the most frequent professions for women who got employed after the training are Administrative duties (8), Tailor (5), Cooking (5) whereas men tend to be working more in Hospitality, Waitron and Tourism (14), Construction (13) and Cooking. There is a considerable number of men respondents who reported other professions (20) they are currently employed as, with the most frequent professions for men being store-keeper and sales. For women who reported that they became employed in other professions (16) the most frequent ones were teaching assistant and sales.

TABLE 3. EMPLOYMENT AFTER THE TRAINING, BY GENDER AND PROFESSION (N=146)

Profession	Male		Female	
	Count	Column Valid N %	Count	Column Valid N %
Bakery	0	0.0%	1	2.4%
Confectionery	0	0.0%	1	2.4%
Industrial Electronics	1	1.0%	0	0.0%
Electro Mechanic of Home Appliances	2	1.9%	0	0.0%
Administrative Duties	8	7.6%	8	19.5%
House Equipment Servicing	5	4.8%	0	0.0%
Cooking	12	11.4%	5	12.2%
Hydraulics and Pneumatics	3	2.9%	0	0.0%
Welding	9	8.6%	0	0.0%
Hairdressing	0	0.0%	3	7.3%
Agriculture	1	1.0%	0	0.0%
Construction	13	12.4%	0	0.0%

Small and Medium Enterprise Management	0	0.0%	0	0.0%
Water and Sewage Supply Installation	3	2.9%	0	0.0%
Hydro and Heating Installation	3	2.9%	0	0.0%
Graphic Design	1	1.0%	0	0.0%
Carpentry	2	1.9%	0	0.0%
Financial Accounting	1	1.0%	2	4.9%
Tailor	1	1.0%	5	12.2%
Electrical Wiring	4	3.8%	0	0.0%
Auto Electrician	2	1.9%	0	0.0%
Hospitality, Waitron and Tourism	14	13.3%	0	0.0%
Other	20	19.0%	16	39.0%
Total	105	100.0%	41	100.0%

The group of the respondents who reported to be unemployed (55%) presented several reasons for this fact. The most frequent reasons for being unemployed according to their responses were not being able to find a job (35%), salaries are very low (30%) non-flexible working hours (19%) and disappointment from job search (16%). Around 16 percent of the respondents from this group also mentioned other reasons different from the ones presented in this survey. Many of them claimed they are not employed currently because they want to pursue their studies or for personal reasons.

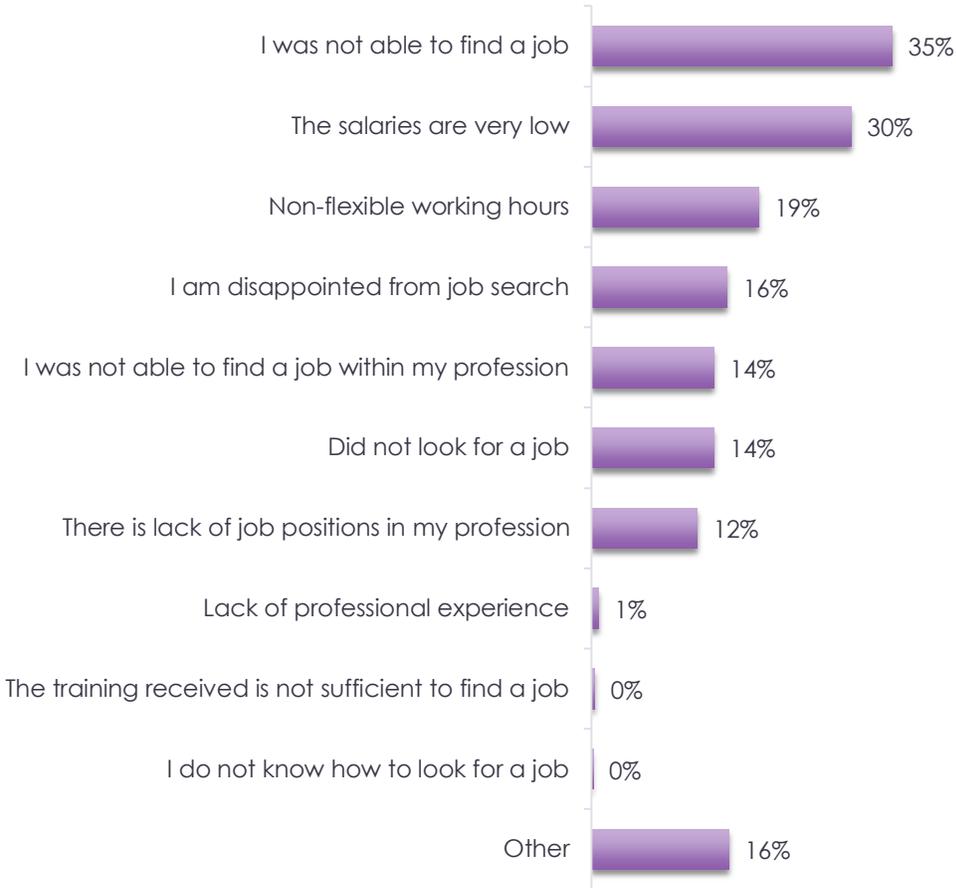


FIGURE 32. REASONS FOR NOT BEING EMPLOYED (N= 469)

This study recognizes the fact that some of the training beneficiaries who reported as currently unemployed at the time of the survey, might have been employed at some time after finishing the training, implying that their employment status changed later.

Results from the graph below confirm these assumptions; out of 459 of the training beneficiaries participating in this study who reported to be currently unemployed, 111 were actually employed in the same profession sometime after finishing the training (24%). Around five percent of the respondents who were currently unemployed reported to have become employed after the training but in a different profession whereas the situation has remained the same for about 72 percent of the training beneficiaries participating in this study who remain unemployed.



FIGURE 33. WERE YOU EMPLOYED AT ANY TIME AFTER FINISHING THE TRAINING, IN THE SAME PROFESSION YOU WERE TRAINED FOR? (N=469)

Considering these results, it is important to further analyze and understand the role of the Employment Office in supporting the employment situation for these participants.

Results presented below show that around 20 percent of the respondents who were employed in the same profession after finishing the training (currently unemployed), confirmed the role of the Employment Office acting as an intermediary and referring them to potential employers as opposed to the other 80 percent who did not have a similar experience.

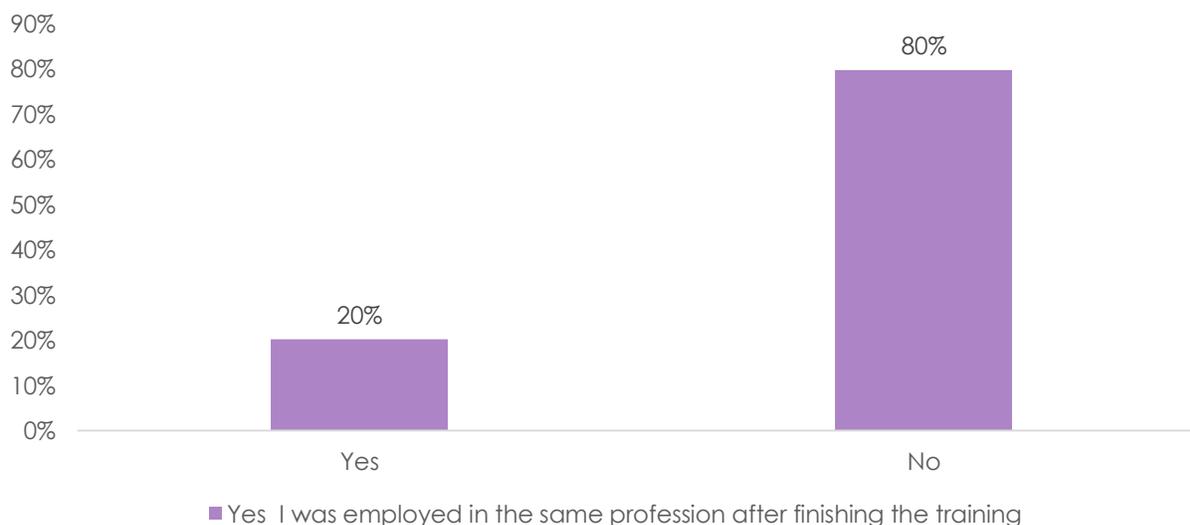


FIGURE 34. EMPLOYMENT OFFICE ACTING AS AN INTERMEDIARY FOR THOSE EMPLOYED IN THE SAME PROFESSION AFTER FINISHING THE TRAINING (N=109)

Moreover, considering the number of these applicants who became employed in the same profession after finishing the training, the analysis is extended to investigate whether they used the certificate they received after training completion during their job applications.

The figure below depicts the results showing that for the participants who used the certificate during job applications, 28 percent of them were employed in the same profession after finishing the training and six percent were employed in another profession. For 66 percent of the other respondents, their employment status did not change regardless of the fact that they used the certificate during job applications.



FIGURE 35. BEING EMPLOYED IN THE SAME PROFESSION AFTER FINISHING THE TRAINING USING CERTIFICATE (N=145)

The group of the respondents employed after the training in a different profession (5%) presented different reasons in regards to this matter. The most frequent answers as chosen by the respondents for becoming employed in another profession were that the job did not suit their interests (55%), personal/family reasons (45%), low salary (18%) and other reasons depicted in the graph below.

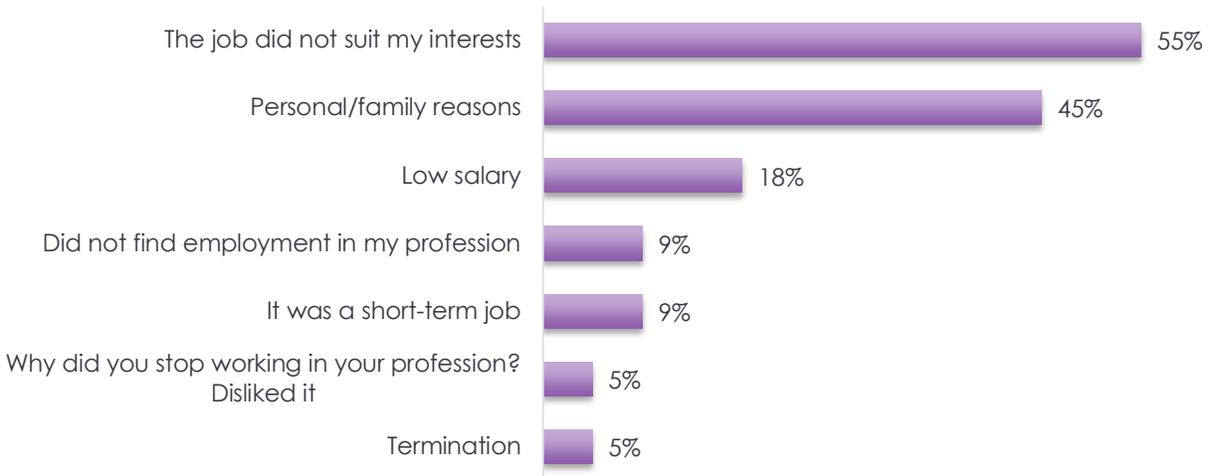


FIGURE 36. WHY DID YOU STOP WORKING IN YOUR PROFESSION? (N=22)

The results with the training beneficiaries participating in this study who were currently unemployed, revealed that more than half of them are currently looking for a job (58%) as compared to the other 42 percent who are not.

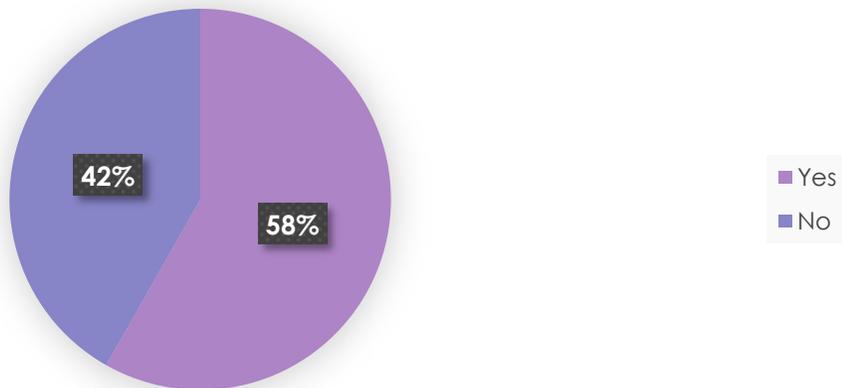


FIGURE 37. ARE YOU CURRENTLY LOOKING FOR A JOB? (N=469)

The participants who were not currently looking for a job (42%) were asked to provide some reasons for this decision. The most frequently chosen reasons were that they were attending school or training courses (25%), were not interested in working (24%) or do not believe they can

get a job (22%). Other reasons mentioned were waiting for working visa to leave the economy and work outside of Kosovo* (6%).

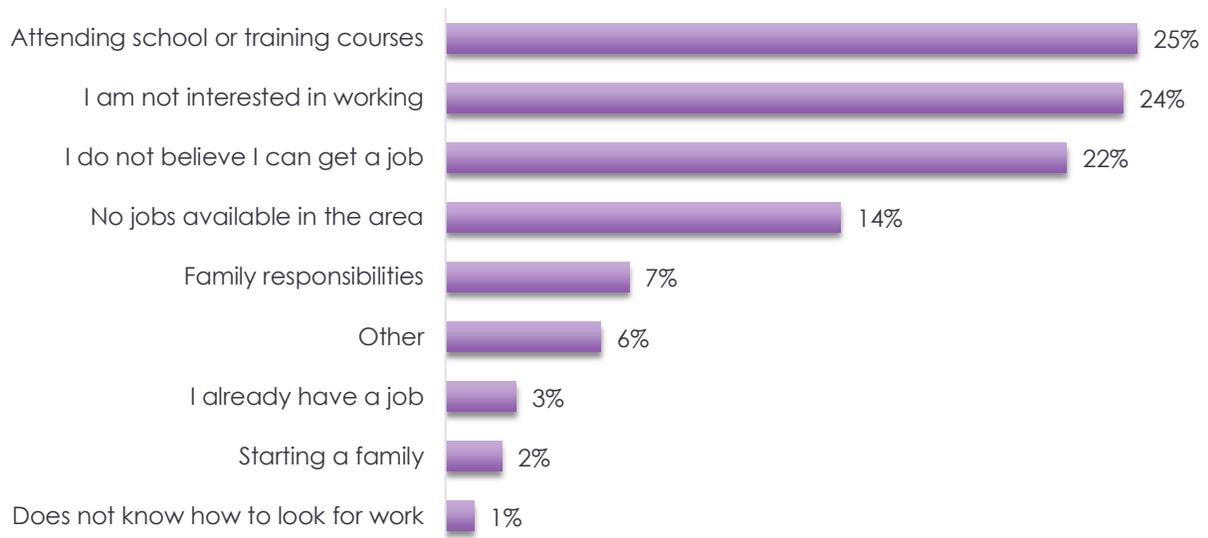


FIGURE 38. REASONS WHY YOU ARE NOT LOOKING FOR A JOB (N=196)

3.1.3 Assessing the Quality of Training

The majority of the respondents in this survey strongly agree that the training course was provided regularly on schedule (92%), that the time allocated for the training was sufficient (90%), and the trainer was well prepared for the training topics (90%). In general, the respondents seem to have a positive experience with the training in terms of the materials and their helpfulness, working equipment and training plan.

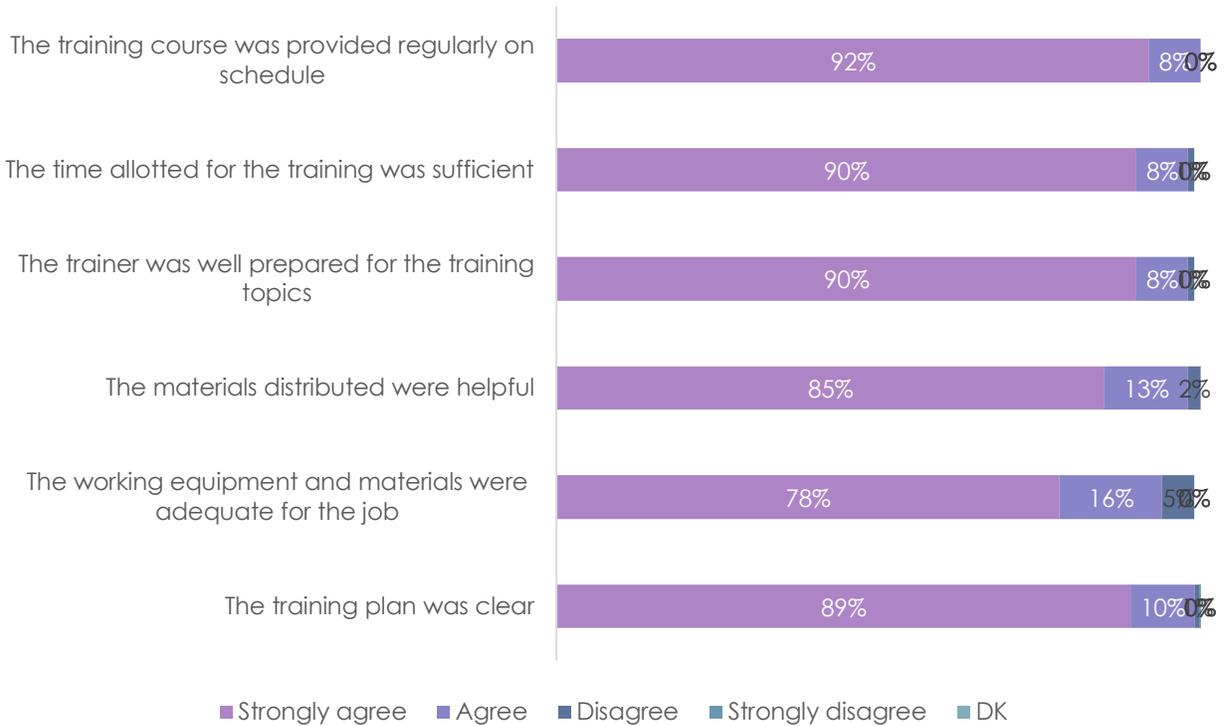


FIGURE 39. EXTENT OF AGREEMENT WITH THE FOLLOWING STATEMENTS (N=860)

As for the program and its impact, many of the respondents strongly agree that this program was relevant to their professional growth and development (81%) and that it strengthened their skills needed for employment (82%).

There is a generally strong agreement with the statements saying that the skills gained from the training are in line with the job requirements (81%) and that the training contributed to an increase in confidence and commitment (84%). However, there is a relatively smaller portion of the respondents who believe that as a result of this training they will be able to better perform their job (41%).

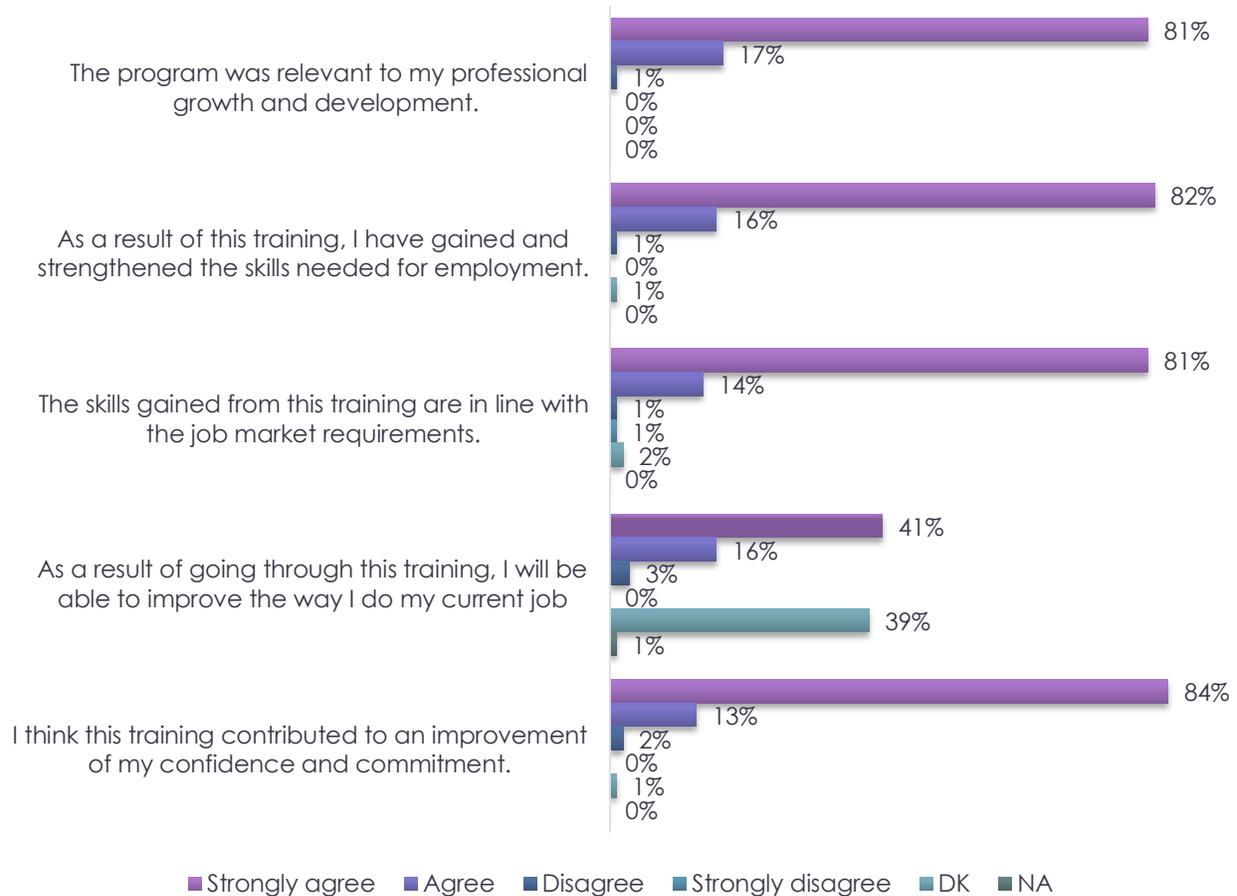


FIGURE 40. EXTENT OF AGREEMENT WITH THE FOLLOWING STATEMENTS ABOUT THE PROGRAM (N=860)

More than half of the respondents believe that there is enough information available about trainings offered from VCTs as compared to 38 percent of those who believe there is information to some extent and to 11 percent of others who believe the opposite.

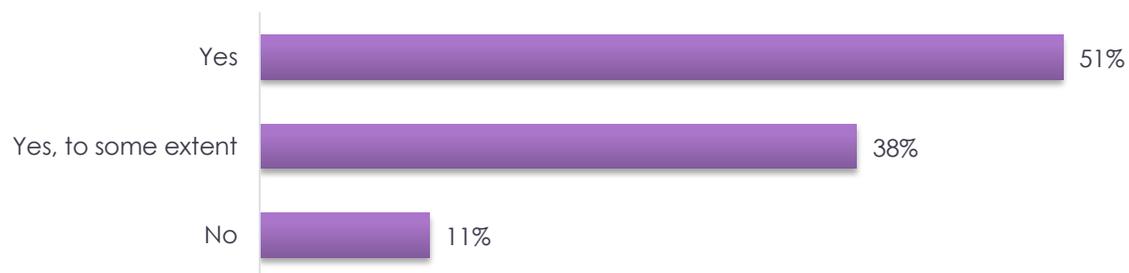


FIGURE 41. DO YOU BELIEVE THAT THERE IS ENOUGH AVAILABLE INFORMATION ON TRAINING OFFERED FROM THE VOCATION TRAINING CENTRES? (N=860)

In general, almost all of the respondents would recommend the vocational training to others (99%).

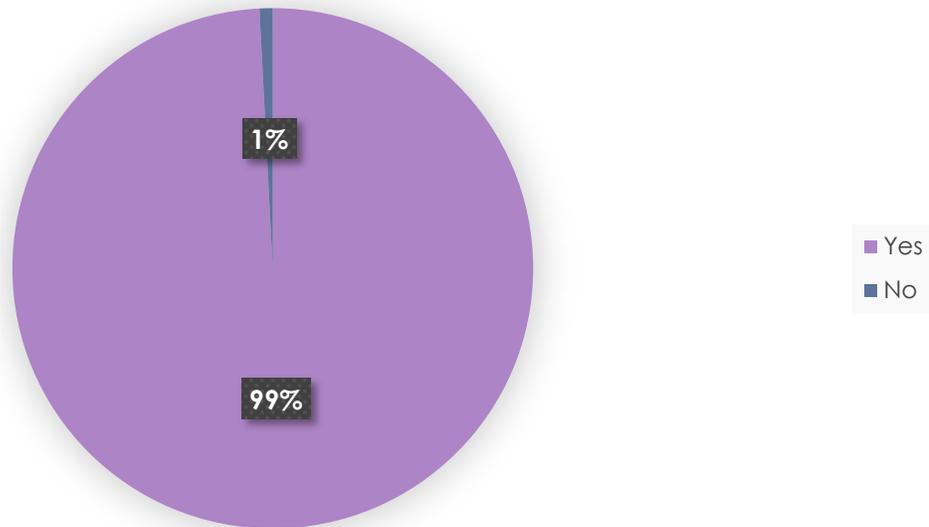


FIGURE 42. WOULD YOU RECOMMEND THE VOCATIONAL TRAINING TO OTHERS? (N=860)

Based on the findings from the report, the effect of VCT trainings on employment is estimated to be around 33%, including beneficiaries who became employed after the training and are currently employed and beneficiaries who became employed at some point after the training but are not currently employed.

Out of the total 280 respondents who are currently employed, 146 of them became employed some weeks after receiving the training (see Figure 28 above) in the same profession they were trained for or others. Similarly, out of the 469 respondents who reported to be currently unemployed, 136 of them were employed at some time after finishing the training, in the same profession they were trained or others (see Figure 33 above).

Therefore, the number of persons employed after the training is 282 which consists of **33 percent employment rate**.

3.2 Survey with Businesses

3.2.1 General Business Information

The businesses interviewed for this study operate in different sectors, with most of them falling in the activity of Restaurant and Food Moving Servers (15), Construction (8), Hairdressing and other beauty treatment (6), and Processing of Metals (6)[§]. Other economic activity of the businesses includes Production of Bread, Confectionery, Pasta Products (4), Manufacture of rugs, tapestries and carpets (4), Manufacture of electrical and electronic wires and cables (3), etc.

Restaurant and Food Moving Servers, Construction, and Hairdressing are the three business activities that employ the largest number of employees. The number of employees for these three sectors did not go under many changes from the last two years.

The sample size interviewed included 27 micro businesses. On average, these micro businesses have five employees. During the last two years, the number of employees remained fairly the same for this size of the company, with an average of 4 employees. Among the micro businesses interviewed, their average year of operation is 12 years.

In terms of employment of the training beneficiaries, micro businesses interviewed have employed on average two people who have finished the training. Comparing it to the average number of employees for businesses of the micro size, it turns out that 50 percent of the staff of micro businesses is trained by the VTC.

In addition to micro businesses, the sample size included 19 small businesses. On average, these businesses have 20 employees employed currently, which is a decrease from the average number of employees in the last two years, 23. Among the small businesses interviewed, their average year of operation is 19 years.

In terms of employment of the training beneficiaries, small businesses interviewed have employed on average six people who have finished the training. Comparing it to the average number of employees for businesses of the small size, it turns out that 30 percent of the staff of these small businesses is trained by the VTC.

There have been in total six medium size businesses interviewed in this sample, and their average number of employees currently is 126 employees. In the last two years, the average number of employees these businesses had was 129. Among the medium size businesses interviewed, their average year of operation is 11 years.

[§] As defined by the NACE

In terms of employment of the training beneficiaries, medium size businesses interviewed have employed on average eleven people who have finished the training. Comparing it to the average number of employees for businesses of the medium size, it turns out that nine percent of the staff of these medium size businesses is trained by the VTC. However, in this case it must be noted that there is high disparity among the minimum (3) and maximum (25) number of people employed by these medium size companies.

All of the businesses interviewed are of private ownership.

3.2.2 Recruitment Process

In conducting this study, it is essential to understand which skills are provided and required by the job market. In general, the majority of the businesses interviewed (31) evaluate the recruitment process as somewhat difficult or difficult, and 23 of them evaluate this process as easy or somewhat easy.

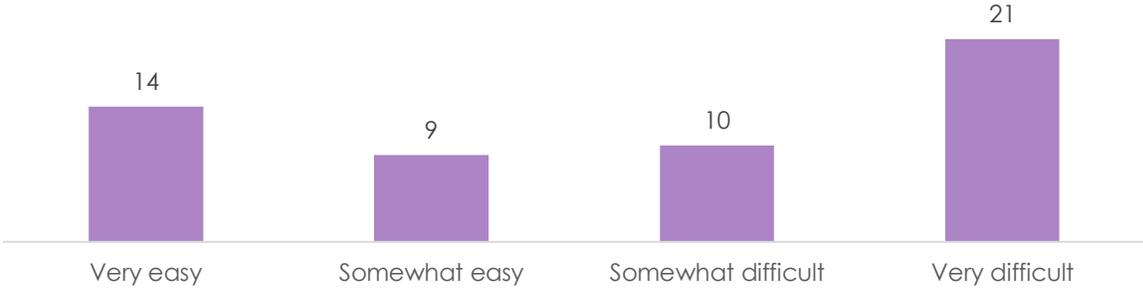


FIGURE 43: HOW DO YOU EVALUATE THE STAFF RECRUITMENT PROCESS? (N=54)

The most mentioned problem that businesses encounter during the recruitment process is the lack of required job skills, stated as such by 24 businesses interviewed. The second most mentioned recruitment problem mentioned by 19 businesses is that the applicants expect higher salaries than what the business can offer, and 17 of the businesses mentioned the lack of experience of the candidates who apply for jobs.

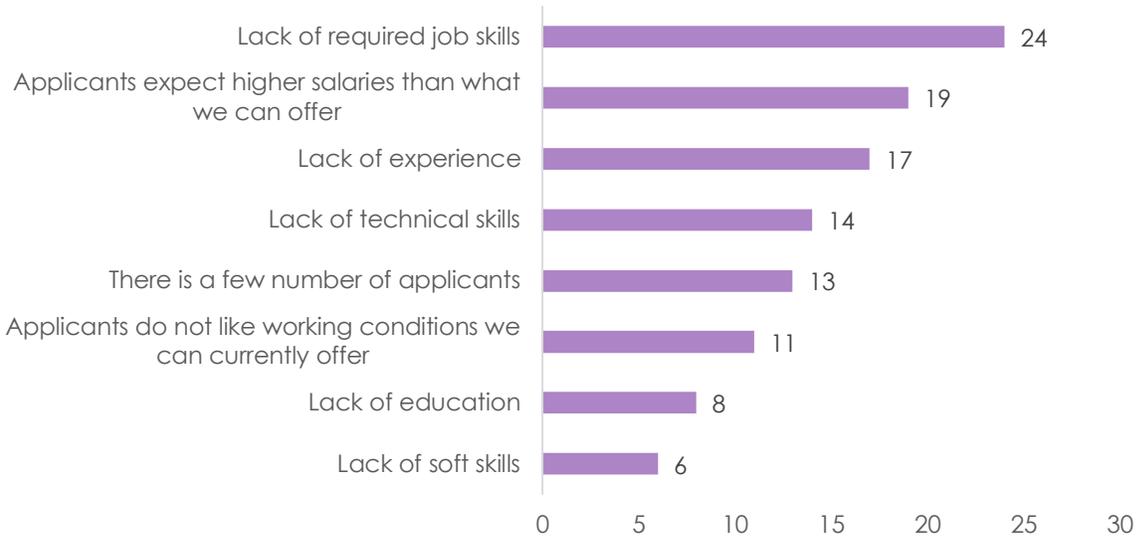


FIGURE 44: WHAT ARE SOME PROBLEMS YOU ENCOUNTER DURING THE RECRUITMENT PROCESS? (MULTIPLE CHOICE)

In total, 14 businesses have mentioned the lack of skills as one of the main problems they encounter during the recruitment process. The businesses that mentioned this fact were asked to specify the type of the skills that the applicants lack. Most of the businesses (16) mentioned that the applicants lack the technical skills required for the profession they intend to hire. The second most mentioned skills that the applicants lack is the ability to work accurately and in compliance with company standards (11), and communication skills (9).



FIGURE 45: CAN YOU PLEASE SPECIFY WHAT KIND OF SKILLS ARE IN DEMAND BUT MISSING FROM APPLICANTS? (MULTIPLE CHOICE)

In order to overcome the problems that companies encounter during the recruitment process, different companies choose different methods. In total, 17 companies claimed that they provide further training to the employees to equip them with the skills they lack. In addition, 11 of the companies mentioned that they change the work practice, removing some job responsibilities and adding some other based on the qualifications of the candidates, and 6 of the companies mentioned that they cooperate with the Employment Office and the Vocational Training Centre to find better fitted employees.



FIGURE 46: WHAT DOES YOUR COMPANY DO TO OVERCOME THE PROBLEMS WITH THE SKILLS GAP? (MULTIPLE CHOICE)

3.3.3 Cooperation with Employment Office

One of the most important components of this study, is to investigate the cooperation of businesses with the Employment Office and recruiting training beneficiaries in their companies. From the total businesses number of businesses interviewed, 29 of them claimed to have cooperated with the Employment Office to recruit employees, while 25 of them have not.

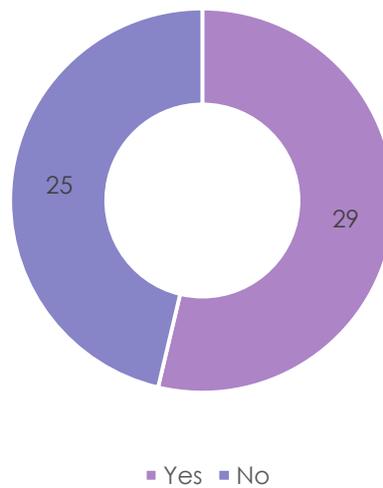


FIGURE 47: HAVE YOU COOPERATED WITH THE EMPLOYMENT OFFICE (EO) TO HIRE EMPLOYEES?

The table below summarizes the number of businesses that have employed different number of employees which have been trained from VTC during the last two years. As such, most of the businesses interviewed (19) have employed one person that has finished the training from the VTC, 13 of them have employed two beneficiaries of VTC training, 6 companies have employed 3 training beneficiaries, and 9 companies have employed four training beneficiaries. There are only three companies that have employed a higher number of training beneficiaries, and these companies fall in the category of medium size companies.

TABLE 3: NUMBER OF EMPLOYEES WHICH HAVE BEEN TRAINEES OF VOCATIONAL TRAINING CENTRES

Number of employees	Number of companies
1	14
2	8
3	8
4	4
5	7
7	3
8	1
9	1
10	3
13	2
15	2
25	1

In total, 36 of the companies that employed VTC training beneficiaries during the last two years claimed that all of these employees still work for their company.

Of the remaining companies (18), 7 of them no longer employ these employees, and 10 of them employ still only one portion (50 to 75 percent) of these employees. Of these 18 companies, 7 of them mentioned the short-term employment fact as the main reason that these employees still do not continue working for the company; 5 of them claimed that the employee quit on his/her own; 4 of them claimed that the employee continued in further education; and 2 other mentioned that the person went to work outside Kosovo*.

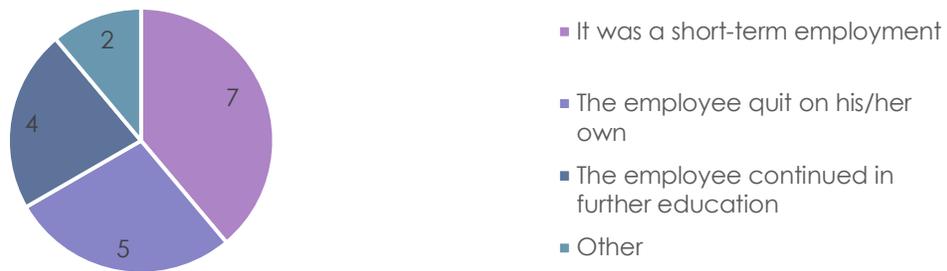


FIGURE 48: WHAT ARE THE REASONS THE TRAINING BENEFICIARIES DO NOT WORK IN YOUR COMPANY?

According to the businesses interviewed, the majority of the training beneficiaries (35) were employed in the same profession in which they finished the training, while 11 of them were not. In total, 8 of the businesses claimed to not have information on this matter.



FIGURE 49: HAVE THEY BEEN EMPLOYED IN THE SAME PROFESSION THEY FINISHED THE TRAINING FROM VTC?

The majority of the businesses claimed to have selected the training beneficiaries through the interview and test process (24) and through recommendations from the Employment Office (15). A smaller number of businesses claimed to have employed these employees through recommendation of family and friends (8) and from employees expressing the willing on their own to work in their company (7).

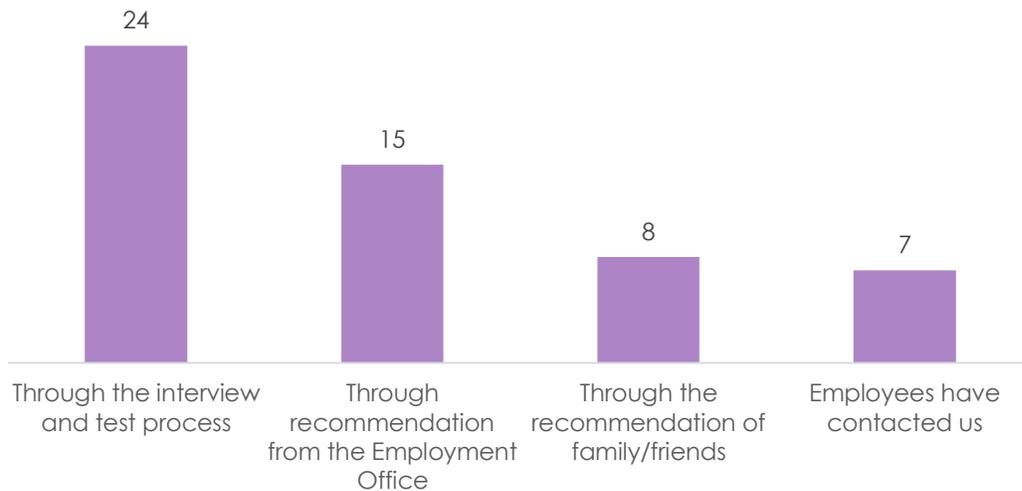


FIGURE 50: HOW DID YOU SELECT THE EMPLOYEES THAT HAVE FINISHED VTC TRAINING?

In total, 36 of the businesses interviewed claimed to have signed a contract with the employees that have finished a training from VTC, and 18 of the businesses claimed the contrary. In general, businesses claimed that the employees that finished the training at VTC are at least prepared to work in the profession they are hired (43), and 11 of them claimed that these employees were not prepared to work in the profession they were hired. However, the eleven number coincides with the number of employees who were not employed in the same profession as the training.

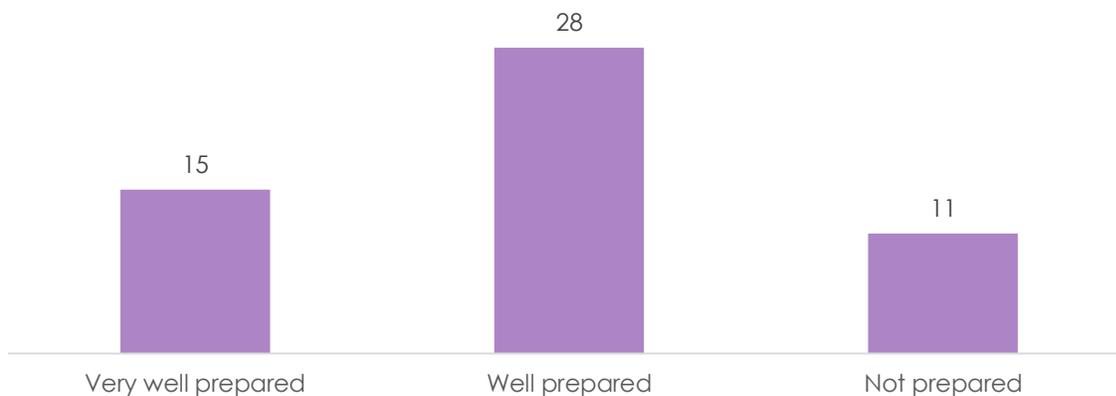


FIGURE 51. HOW WELL WERE THE EMPLOYEES TRAINED FROM VTCs PREPARED FOR WORK IN THE PROFESSION HIRED?

In general businesses expressed to be satisfied with certain qualities shown by the employees that have been trained from the VTC such as punctuality and work devotion. From the 54

businesses interviewed, 43 of them claimed that all of these employees were punctual and devoted to work, and 49 of them claimed that all of these employees stayed in the working place during the working hours. Businesses were less satisfied when it came to the interest of the candidates to learn, and their preparation with the skills necessary for the job market. In order to provide a solution to this, businesses have provided additional training to employees. As such, 25 of the businesses interviewed claimed that they have provided additional training to the employees, while 29 of them claimed the contrary. Some of the types of training provided to these employees are: hairdressing and make-up techniques, heating installation techniques, tailoring techniques, use of new types of machinery, pattern sewing, practical work, bricklayer, and welding for specific models.

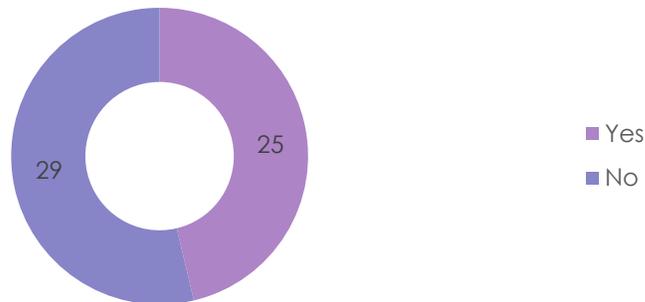


FIGURE 52. DID THESE EMPLOYEES NEED ADDITIONAL TRAINING?

The majority of the businesses claimed to not receive recommendations from the Employment Office or the Vocational Training Centres for employees who received training in the profession your company operates in (24), and 18 of them claimed to receive recommendations only occasionally.

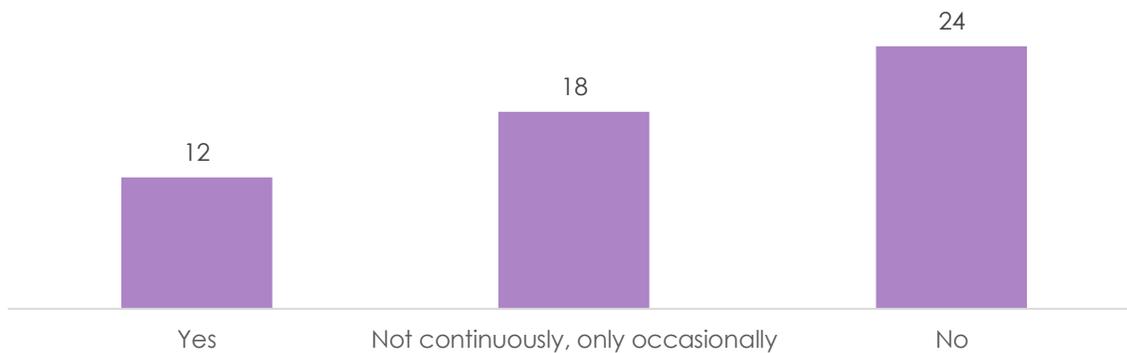


FIGURE 53. DO YOU CONTINUOUSLY RECEIVE RECOMMENDATIONS FROM THE EO/VTC FOR EMPLOYEES WHO RECEIVED TRAINING IN THE PROFESSION YOUR COMPANY OPERATES IN?

In total, 23 of the businesses claimed that the training made the recruitment process easier, 19 of the businesses claimed that training made the recruitment process easier at some extent, and 12 of the businesses did not agree with this statement. More specifically, businesses claim that training modules have increased the qualifications of the applicants for specific jobs (10), have increased the applicants' professionalism during the recruitment process (9), and decreased the recruitment costs (8) among others.

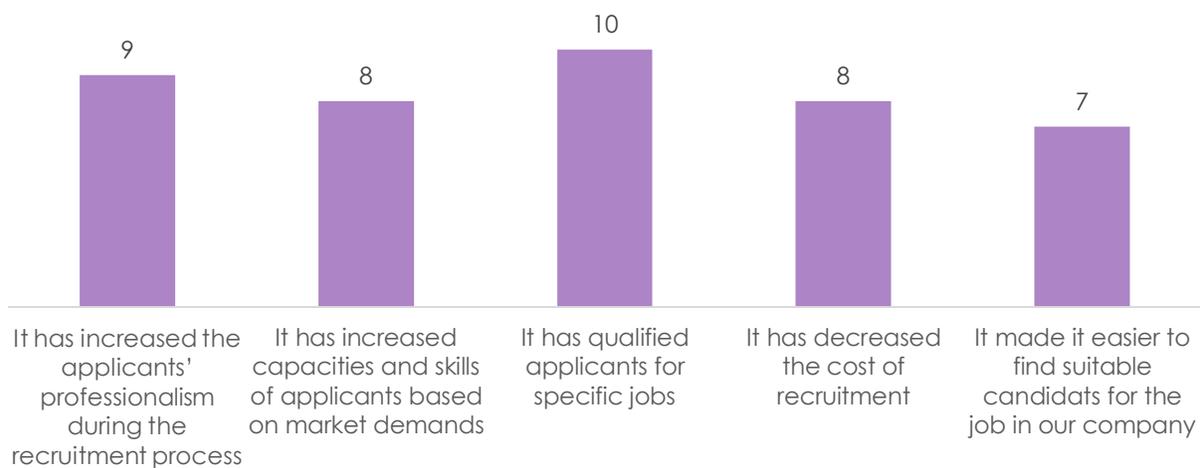


FIGURE 54. HOW DID THE TRAINING MAKE THE RECRUITMENT PROCESS EASIER?

Of the 54 businesses, 50 of them would employ other people that have been trained from the VTCs, and 4 of them would not. Around the same businesses would recommend other employers to hire employees who have been trained from VTCs (52). Those that would not recommend, mentioned the seriousness of the applicants towards the job and their motivation for work, which

reasons are not directly related to the performance of VTC, but more related to the personal attributed of the employees.

When asked about the recommendations about the improvement of training, the majority of the businesses (33) claimed that VTC training should include more practical work. This statement was more strongly supported from businesses working in Hotels/Accommodation (8), Construction (5), and Welding (4). In addition, 7 businesses claimed that the training should cover other job market needs despite of technical skills, mostly noted by Hairdressers (2) and Carpenters (2). Six businesses mentioned that the training should last longer and 4 of the businesses recommended for VTCs to include other professions. These other professions include usage of new machinery, usage of technology in the working place, and modern working techniques. To this matter, businesses aimed for inclusion of newer techniques in the existing professions, rather than include new professions.

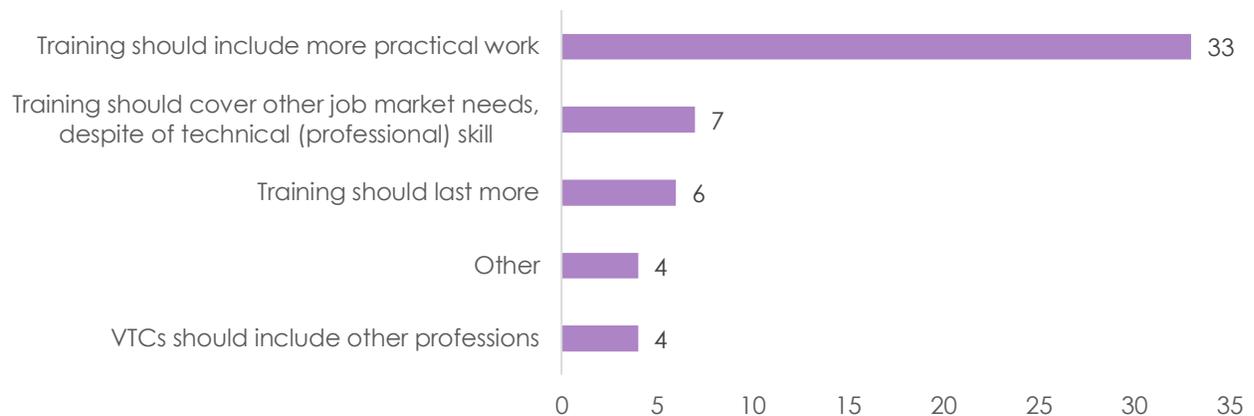


FIGURE 55. HOW CAN THE TRAINING OF VTCs BE IMPROVED?

Of the total businesses, 50 of them claim that the VTC are offering training for the professions required by the job market, and 4 of them think the contrary.

Based on businesses interviewed, Construction, Production of Bread, Confectionery, Pasta Products, Restaurant and Food Moving Servers, and Hairdressing and other beauty treatment are the type of training mostly needed in the job market. On the other hand, besides the above-mentioned professions that are being offered in the job market, Economists and Lawyers are also being the two professions mostly supplied in the market.

In addition to the 54 businesses with which the questionnaire was administered, another 38 businesses that employed training beneficiaries were contacted. However, these 38 businesses

claimed that they have no knowledge of having an employee in their company that has received a training from VTC or any other training. Some of the reasons cited were:

1. There is no application process from our employees, and as such as a company we do not ask for specific certification or training to be followed by our employees
2. The employees have not presented any certificate while applying for the job
3. The employees have not stated during the recruitment process that they received a training in the profession they were being employed

The questionnaire with businesses aimed to measure the satisfaction of businesses with the skills their employees have gained through these training, with the knowledge of their employees for a specific profession gained by the training, and the overall satisfaction of businesses with the training. Consequently, the questionnaire for businesses could not be administered with businesses that have no information regarding the training modules provided by VTC.

Even though these businesses have employed the beneficiaries of the training, the employment of the beneficiaries cannot be attributed to the training directly, since businesses have no information regarding them and the employers did not use the training to get employed.

Conclusion

This study aimed at assessing the impact of Vocational Training Centres (VTCs) on employment in Kosovo* through conducting a survey with training beneficiaries and businesses that have employed these trainees. The employment status of the participants was as following: 33 percent of the respondents were currently employed, 13 were self-employed and the others were unemployed (55%). Out of 459 of the training beneficiaries participating in this study who reported to be currently unemployed (55%), 111 were actually employed in the same profession sometime after finishing the training (24%). This means that their employment status changed recently to unemployed.

On the other side, the majority of the businesses interviewed claimed that they would employ trainees from the VCT and recommend other employers to do so. Moreover, some of the businesses claimed that the trainees from VCT are prepared to work in the profession they are hired, and are generally satisfied with their punctuality and work devotion.

Overall, the study finds that the completion rates of the training are high; however, the Employment Office is not always notified upon the training completion of the trainees. Overall, the majority of the respondents claimed that the Employment Office does not act as an intermediary to refer them to other employers. Similarly, the majority of the businesses

interviewed expressed to not to not receive recommendations from the Employment Office or the Vocational Training Centres.

Results showed that the number of those who are currently employed in the same profession as the course they attended is 174. Out of all of those who reported to be currently employed (280), 62 percent are employed in the same profession as the course they attended as compared to the other 38 percent who are currently employed in other professions. On the other side, the majority of businesses interviewed claim that the VTC are offering training for the professions required by the job market, and 4 of them think the contrary.

In general, the respondents expressed to have had a positive experience during the training program. Many of the respondents strongly agree that this program was relevant to their professional growth and development (81%) and that it strengthened their skills needed for employment (82%). Similarly, many business interviews acknowledged that the training from VCT made the recruitment process easier for them.

Recommendations

Based on the results with beneficiaries of the training and businesses that have employed these beneficiaries, the following are some recommendations for future improvement of the VTC training:

1. The usage of the certificates while applying for a job from the beneficiaries is low. This was confirmed with a proportion of businesses interviewed, which claimed that they had no idea that some of their employers obtained a training from VTC. In order to inform businesses about the potential candidates that have been trained from VTCs, an information system should be created that connects the trainees who complete the training and businesses, through VCT. This information system can be computer-based, providing detailed information on the applicants that have finished the training to the businesses that are interested in hiring people of the training professions.
2. Around 88% (of the 43% of the total sample) of the respondents did not notify the Employment Office that they finished the training because they had no knowledge they needed to do so. As a consequence, 84% of the total sample claimed that the EO did not act as an intermediary for employment. To this reason, there should be a strong cooperation between the VTC and Labour Market Department within the Employment Office, in terms of sharing information about the trainees that complete their training and receive a certificate.

Upon receiving this information, the EO should increase its cooperation with businesses into finding employment for the training beneficiaries who have finished the training (acting as intermediary).

3. A large number of businesses claimed that the recruiting process is difficult and that is mainly because the applicants lack the skills necessary for the job market and it is hard to find applicants. VTC should organize roundtable discussions and meetings with businesses to understand their requirements, as well as establish a triangle of cooperation between the Employment Office, VTC and businesses to recommend employees to the businesses that are in need.

4. There is the need of creating a detailed database that contains specific information on the training beneficiaries, the course they have finished, education level and other professional information that are help businesses identify the most suitable candidate for employment.

5. Lack of skills, both technical and soft skills, have been pointed by businesses as the main constrains that make the recruitment process difficult. Besides offering separate training in professions and separate training in soft skills, VTC should consider the possibility of including elements of soft skills courses into the professional ones, so that they prepare candidates for another requirement of the job market.

6. Considering that many businesses reported that they encounter some difficulties during the recruitment process because the trainees lack the job-related skills, a detailed evaluation of the training modules is more than necessary. Based on this evaluation and the existing gaps, the VCTs should consider the input of businesses in designing the modules in compliance with the labor market needs.

7. The study revealed that 17 companies claimed that they provide further training to the employees to equip them with the skills they lack after they hire them. Considering this information, it would be preferable for the trainees to have practical experience during their training by working in a business. This would better equip them with the necessary skills and reduce business costs in trainings.

8. Regarding the information, VTC should invest in informational campaigns about the interested candidates. Currently "word of mouth" is the most used information channel on how people get informed about the training modules; however, this channel can be backed up with other sources of information that could reach a higher number of people.

Annexes

Survey with Training Beneficiaries

GENERAL INFORMATION

1. **Training was attended in year:** _____, **Region:** _____

2. **Course/programme duration in months:** __ __

3. **Course/programme you attended:**

1. Bakery
2. Confectionery
3. Industrial Electronics
4. Electro Mechanic of Home Appliances
5. Administrative Duties
6. House Equipment Servicing
7. Cooking
8. Hydraulics and Pneumatics
9. Welding
10. Hairdressing
11. Agriculture
12. Construction
13. Small and Medium Enterprise Management
14. Water and Sewage Supply Installation
15. Hydro and Heating Installation
16. Graphic Design
17. Carpentry
18. Financial Accounting
19. Tailor
20. Electrical Wiring
21. Auto Electrician
22. Hospitality, Waitron and Tourism
23. Other, please specify _____

4. **Where did you first hear about the training? (Rotate)**

1. Employment Office/Vocational Training Centre
2. Family/Friends
3. Facebook and other social media
4. At school/ university
5. Newspaper
6. Radio or TV
7. Employment Agency/Ministry of Labor and Social Welfare webpage

8. Other, please specify: _____

5. What was your motivation for attending this training? (Multiple Answer) (Rotate)

1. To gain skills that support my professional realms
2. To support my current career and improve my chances for promotion
3. To help me find a job
4. To help me change careers
5. To expand my knowledge in the specific field
6. Family expectations to engage in productive activities
7. Other, please specify: _____

6. Did you personally ask to be trained in this profession?

1. Yes, it was my choice
2. No, the Employment Office proposed it to me

7. How helpful were the Employment Office staff in providing training information and convincing you to follow the training?

1. Very helpful
2. Somewhat helpful
3. Not helpful
4. Not helpful at all

8. Was the training related to your previous profession?

1. Yes [Skip Q10]
2. No
3. I had no previous profession before this training [Skip to Q11]

9. What was your previous profession?

1. Bakery
2. Confectionery
3. Industrial Electronics
4. Electro Mechanic of Home Appliances
5. Administrative Duties
6. House Equipment Servicing
7. Cooking
8. Hydraulics and Pneumatics
9. Welding
10. Hairdressing
11. Agriculture
12. Construction
13. Small and Medium Enterprise Management

14. Water and Sewage Supply Installation
15. Hydro and Heating Installation
16. Graphic Design
17. Carpentry
18. Financial Accounting
19. Tailor
20. Electrical Wiring
21. Auto Electrician
22. Hospitality, Waitron and Tourism
23. Other, please specify _____

10. Why did you attend a training different from your profession? (Rotate)

1. Saw an opportunity for another job
2. The Employment Office recommended it to me
3. It was the best choice among what was proposed
4. Was recommended by my friends/family
5. Was something I was interested in
6. Opportunity for professional engagement
7. I was not given the opportunity to attend the training in my profession
8. Other, please specify _____

11. Have you completed the training course?

1. Yes [Do not ask Q17]
2. No [Skip to Q17]

12. After the training, did you receive any certificate?

1. Yes
2. No [Skip to Q14]

13. Did you use this certificate during your job applications?

1. Yes
2. No

14. Did you notify the Employment Office that you completed the training?

1. Yes [Skip to Q16]
2. No

15. Why did you not notify the Employment Office?

1. I was not informed that I have to notify the EO after finishing the training
2. I was not satisfied with the services of the EO
3. I was not interested to continue cooperating with the EO.
4. I was disappointed from the EO regarding the opportunities for trainings
5. I thought that the EO should contact me for employment opportunities

6. I did not find it important to notify the EO
7. I did not have time to notify the EO
8. Other, please specify _____

16. Did the Employment Office act as an intermediary and refer you to potential employers?

1. Yes
2. No

17. What were the reasons you did not complete the training?

1. Personal reasons
2. The training did not fit my expectations
3. Unable to meet the requirements of the qualification/course
4. The material was not in line with my goals / Change in interests
5. I did not have time for this commitment
6. I was hired
7. Did not see the benefit of training
8. Health issues
9. Started a family
10. Had to take care of younger siblings
11. Had to work to supplement family income
12. Transportation was unavailable
13. Transportation was expensive
14. Other, please specify _____

18. During the training please specify if:

	YES	NO
You were given the printed material of the module	1	2
You participated in discussions	1	2
You worked with the trainer individually, on the profession in which you were being trained	1	2
You worked in groups, on the	1	2

profession in which you were being trained		
You were practicing in the field in which you were being trained	1	2
You were tested in the beginning of the training – entry level exam	1	2
You were tested after each module	1	2
You were tested at the end of the training	1	2

IMPACT OF TRAINING ON EMPLOYMENT

19. How many weeks did you wait to start the training, from the moment you expressed your interest about training?

1. I immediately started the training
2. _____(Weeks)

20. Where did you look for jobs after you completed the training? (Rotate) (Multiple answers)

1. The Employment Office
2. Online employment/job portals (PortalPune, KosovaJob, etc.)
3. Website of the businesses/private companies
4. From relatives/family members/friends
5. Social networks
6. Job fairs
7. Daily newspaper
8. Other, please specify _____
9. Did not look for a job
10. I was already employed (either full-time or part-time)
11. I was self-employed

21. What is your current employment situation?

1. Employed [Do not ask Q29 to Q33]
2. Self-employed [Do not ask Q29 to Q33]
3. Not employed [Skip to Q29]

22. In which profession?

1. Bakery
2. Confectionery
3. Industrial Electronics
4. Electro Mechanic of Home Appliances
5. Administrative Duties
6. House Equipment Servicing
7. Cooking
8. Hydraulics and Pneumatics
9. Welding
10. Hairdressing
11. Agriculture
12. Construction
13. Small and Medium Enterprise Management
14. Water and Sewage Supply Installation
15. Hydro and Heating Installation
16. Graphic Design
17. Carpentry
18. Financial Accounting
19. Tailor
20. Electrical Wiring
21. Auto Electrician
22. Hospitality, Waitron and Tourism
23. Other, please specify _____

23. In which sector are/did you become employed?

1. Private
2. Public
3. Civil society
4. Self-employed
5. Other, please specify _____

24. How did you find your current job?

6. The Employment Office found it for me
7. I applied for it and got hired
8. Friends/family found it for me
9. I was employed, and I continued working in the same job
10. I am self-employed (family business)
11. Other, please specify _____

25. How long after completing the training did you get employed?

1. __ months
2. I was employed, so I continued working at the same job

26. Have you been offered a job contract for your employment?

1. Yes, for __ months
2. No

27. Do you believe you got this job because of the training? (The training was the main reason that you were employed in your current job)

1. Yes, the training equipped me with the necessary skills needed for the job
2. No, the training does not have anything to do with my employment
3. I was already employed, the training equipped me with additional knowledge

28. Can you please rank the following from 1 to 5, with 1 being the most important and 5 the least important, that helped you find a job?

- | | |
|--|-------|
| Training | _____ |
| Formal Education | _____ |
| Professional Experience | _____ |
| Networking | _____ |
| Mediation by a third party with the employer | _____ |

29. What are the reasons for not being employed? (Multiple answer) (Rotate)

1. I was not able to find a job
2. I do not know how to look for a job
3. The training received is not sufficient to find a job
4. I was not able to find a job within my profession
5. Lack of professional experience
6. I do not do well on job interviews
7. There is lack of job positions in my profession
8. Non-flexible working hours
9. The salaries are very low
10. I am disappointed from job search
11. Nepotism
12. Other, please specify: _____
13. Did not look for a job

30. Were you employed at any time after finishing the training, in the same profession you were trained for?

1. Yes, I was employed in the same profession after finishing the training [Skip to Q32]

2. No, I became employed after the training but in a different profession
3. No, I did not become employed after the training [Skip to Q32]

31. Why did you stop working in your profession? (Multiple answer) (Rotate)

1. Disliked it
2. Did not find employment in my profession
3. Low salary
4. Termination
5. It was a short-term job
6. Personal/family reasons
7. Did not have the required qualifications for the job
8. The job did not suit my interests
9. Other, please specify _____

32. Are you currently looking for a job?

1. Yes [Skip to Q35]
2. No

33. How long have you been seeking work?

__ __ months

34. What are the reasons why you are not looking for work? (Multiple) (Rotate)

1. Attending school or training courses
2. Family responsibilities
3. Marriage
4. Starting a family
5. Does not know how to look for work
6. No jobs available in the area
7. I do not believe I can get a job
8. I am not interested in working
9. I already have a job
10. Other, please specify: _____

QUALITY OF THE TRAINING

35. To what extent do you agree with the following statements?

Training Materials/Facilities	Strongly Agree	Agree	Disagree	Strongly Disagree
The training plan was clear.	1	2	3	4
The working equipment and materials were adequate for the job	1	2	3	4
The materials distributed were helpful.	1	2	3	4
The trainer was well prepared for the training topics.	1	2	3	4
The time allotted for the training was sufficient.	1	2	3	4
The training course was provided regularly on schedule.	1	2	3	4

36. How much do you agree with the following statements?

Learning Experience	Strongly Agree	Agree	Disagree	Strongly Disagree	I do not know
The program was relevant to my professional growth and development.	1	2	3	4	888
As a result of this training, I have gained and strengthened the skills needed for employment.	1	2	3	4	888
The skills gained from this training are in line with the job market requirements.	1	2	3	4	888
As a result of going through this training, I will be able to improve the way I do my current job	1	2	3	4	888
I think this training contributed to an improvement of my confidence and commitment.	1	2	3	4	888

37. Do you believe that there is enough available information on training offered from the Vocation Training Centres?

1. Yes
2. Yes, at some extent
3. No

38. Would you recommend the vocational training to others?

1. Yes
2. No

38.1 **If** **NO,**
why _____

DEMOGRAPHICS

D1. (SEX)

1. Male
2. Female

D2. (AGE) (years) |__|__|

D3. What is your ethnicity?

1. Albanian
2. Serb
3. Roma
4. Ashkali
5. Egyptian
6. Bosnian
7. Turk
8. Other: _____

D5. (EDUCATION) What is the highest level of completed education?

1. No formal education
2. Some primary school, uncompleted
3. Primary school
4. Some secondary education, no diploma
5. Secondary education graduate
6. Some university
7. Associate's degree
8. Bachelor degree

9. Masters/Doctoral degree

D6. (FAMILY INCOME) Which of these categories best describes the approximate monthly income in your household?

1. Less than 100€
2. Between 100€ and 300€
3. Between 201€ and 500€
4. Between 501€ and 700€
5. More than 700€
6. Other, specify _____
99. Refuse

D7. EMPLOYMENT INFORMATION

Organization/Company name _____

Name of your supervisor: _____

Phone Number: _____

Address: _____

D8. TYPE OF SETTLEMENT:

1. Urban
2. Rural

D9. MUNICIPALITY CODE _____

- | | | |
|-----------------------------|------------------------|--------------------------------|
| 1. Prishtinë/Pristina | 14. Klinë/Klina | 27. Ferizaj/Urosevac |
| 2. Mitrovicë/Mitrovica | 15. Istog/Istok | 28. Kaçanik/Kacanik |
| 3. Gjilan/Gnjilane | 16. Deçan/Decani | 29. Fushë Kosovë/Kosovo* Polje |
| 4. Peje/Pec | 17. Dragash/Dragash | 30. Obiliq/Obilic |
| 5. Prizren | 18. Suharekë/Suva Reka | 31. Novobërdë/Novo Brdo |
| 6. Gjakovë/Djakovica | 19. Rahovec/Orahovac | 32. Zubin Potok |
| 7. Podujevë/Podujevo | 20. Viti/Vitina | 33. Shtërpcë/Strpce |
| 8. Vushtrri/Vucitrn | 21. Kamënicë/Kamenica | 34. Zveçan/Zvecan |
| 9. Skenderaj/Srbica | 22. Lipjan/Lipljan | 35. Glogovc/Glogovac |
| 10. Leposaviq/Leposavic | 23. Shtime/Stimlje | 36. Malishevë/Malisevo |
| 11. Junik/Junik
Jankovic | 24. Mamusha/Mamus | 37. Hani i Elezit/General |
| 12. Kllokot/Klokot | 25. Ranillug/Ranilug | 38. Graçanica/Gračanica |

13. Partesh/Partes

26. North Mitrovica

D10. NAME OF TOWN/VILLAGE _____

INTERVIEW DURATION |__|__| **min.**

LOGIC CONTROL

1. Yes Controller _____
2. No

FIELD CONTROL

1. Yes Controller _____
2. No

Survey with Businesses

GENERAL INFORMATION ON THE BUSINESS

1. In which sector does you company operate?

1. Bakery
2. Confectionery
3. Industrial electronics
4. Electro mechanic of home appliances
5. Administrative Duties
6. House Equipment Servicing
7. Cooking
8. Hydraulics and Pneumatics
9. Welding
10. Hairdressing
11. Agriculture
12. Construction
13. Braille
14. Small and Medium Enterprise Management
15. Water and Sewage Supply Installation
16. Hydro and Heating Installation
17. Graphic Design
18. Carpentry
19. Financial Accounting
20. Objects Measurement
21. Tailor
22. Electrical Wiring
23. Auto Electrician
24. Hospitality, Waitron and Tourism

25. Other, please specify _____

2. How many employees do you have? _____
3. How many employees have you had during the last two years? _____
4. For how many years have you been operating in Kosovo*? _____
5. What is the size of your company?
 1. Micro (Less than 10 persons)
 2. Small (10-49 persons)
 3. Medium (50-249 persons)
 4. Large (250+ persons)
6. Enterprise ownership:
 1. Private
 2. Public-private partnership
 3. Other, please specify _____

RECRUITMENT PROCESS

7. How do you evaluate the staff recruitment process?
 1. Very easy
 2. Somewhat easy
 3. Somewhat difficult
 4. Very difficult

8. What are some problems you encounter during the recruitment process?

1	There is a few number of applicants	Yes	No
2	Lack of required job skills	1	2
3	Lack of education	1	2
4	Lack of experience	1	2
5	Lack of technical skills	1	2
6	Lack of soft skills	1	2
7	Applicants expect higher salaries than what we can offer	1	2
8	Applicants do not like working conditions we can currently offer	1	2

9	Other, please specify _____	1	2
---	-----------------------------	---	---

9. If lack of skills is a problem, can you please specify what kind of skills are in demand but missing from applicants? (Multiple choice)

1. Technical (specific job-related) skills required for this occupation
2. Technical skills relating to specific equipment or processes used in the company
3. Ability to calculate, read and use figures and tables
4. Communication skills
5. Teamwork skills
6. Efficient use of materials, technology, equipment and tools
7. Ability to work accurately and in compliance with company standards
8. Ability to learn (learning skills)
9. Other please specify _____

10. What does your company do to overcome the problems with the skills gap? (Multiple choice)

1. Cooperation with Employment Office and VTC
2. Increase the number of people we hire
3. Further training is provided to the employees
4. Internal strategies have been used to promote learning
5. Work practice has been changed
6. No special measures have been taken
7. Other, please specify _____

COOPERATION WITH EMPLOYMENT OFFICE (EMPLOYING VTC TRAINEES)

11. Have you cooperated with The Employment Office (EO) to hire employees?

1. Yes
2. No

12. How many employees ,which have been trainees of Vocational Training Centres, have you hired during the last two years? _____

13. How many of these employees do still work in your company?

1. All of them (Skip to Q15)
2. _____

14. What are the reasons they do not work in your company?

1. The company terminated his/her contract because of low job performance
2. It was a short-term employment

3. The employee quit on his/her own
4. The employee continued in further education
5. Other, please specify _____

15. Have they been employed in the same profession they finished the training from VTC?

1. Yes
2. No
888. Don't know

16. How did you select the employees that have finished VTC training?

1. Through the interview and test process
2. Through recommendation from the Employment Office
3. Through the recommendation of family/friends
4. Employees have contacted us
5. Other, please specify _____

17. Has/ve contract (s) been signed between the company and the employer (s)?

1. Yes
2. No

18. How well were the employees trained from VTCs prepared for work in the profession hired?

1. Very well prepared
2. Well prepared
3. Not prepared
4. Not at all prepared

19. How would you evaluate the employees who have been trained from VTCs?

They were punctual and devoted to work

1. All of them 2. Some of them 3. None of them

They were interested to learn

1. All of them 2. Some of them 3. None of them

They were motivated to work

1. All of them 2. Some of them 3. None of them

They had the necessary skills for the job

1. All of them 2. Some of them 3. None of them

They stayed in the working place during the working hours

1. All of them 2. Some of them 3. None of them

20. Did these employees need additional training?

1. Yes
2. No
- 20.1. If yes, what kind of training has been offered to them?

21. Do you continuously receive recommendations from the EO/VTC for employees who received training in the profession your company operates in?

1. Yes
2. Not continuously, only occasionally
3. No

22. Did the training make the recruitment process easier?

1. Yes
2. Yes, to some extent
3. No (Skip to Q24)

23. How did the training make the recruitment process easier?

1. It has increased the applicants' professionalism during the recruitment process
2. It has increased capacities and skills of applicants based on market demands
3. It has qualified applicants for specific jobs
4. Other, specify _____

24. Would you employ other people that have been trained from VTCs?

1. Yes
2. No

25. Would you recommend other employers to hire employees who have been trained from VTCs?

1. Yes
2. No
- 2.1. If not, why _____

26. According to your opinion, how can the training of VTCs be improved?

1. Training should last more
2. Training should include more practical work
3. Training material should cover more topics
4. Training should cover other job market needs, despite of technical (professional) skill

5. Training providers should be better prepared/more experienced
6. VTCs should include other professions
7. Other, please specify _____

26.1. If answer to Q26 is 3 or 6: What other professions would you like to be included by VTCs?

27. Does VTC offer trainings that are required by the job market?

1. Po
2. Jo

28. Please provide your opinion choosing top three professions:

Which trainings are mostly needed in the job market?	Which professions are mostly offered in the job market?
Bakery	Bakery
Confectionery	Confectionery
Administrative Duties	Administrative Duties
House Equipment Servicing	House Equipment Servicing
Cooking	Cooking
Hydraulics and Pneumatics	Hydraulics and Pneumatics
Welding	Welding
Hairdressing	Hairdressing
Agriculture	Agriculture
Construction	Construction
Braille	Braille
Small and Medium Enterprise Management	Small and Medium Enterprise Management
Water and Sewage Supply Installation	Water and Sewage Supply Installation
Hydro and Heating Installation	Hydro and Heating Installation
Graphic Design	Graphic Design
Carpentry	Carpentry

Financial Accounting	Financial Accounting
Objects Measurement	Objects Measurement
Tailor	Tailor
Electrical Wiring	Electrical Wiring
Auto Electrician	Auto Electrician
Hospitality, Waitron and Tourism	Hospitality, Waitron and Tourism