



Research with **Online Job Portals** and **VET Graduates** in Kosovo

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List of Acronyms

EARK - Employment Agency of the Republic of Kosovo
MDA - Management Development Associates
SDC - Swiss Agency for Development and Cooperation
VET - Vocational Education and Training



EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

The Enhancing Youth Employment (EYE) project commissioned IDRA Research and Consulting in Kosovo to set up baselines for one of the EYE's main indicator under Outcome 2. The outcome and its respective indicator is as following:

Outcome 2 *“Young women and men make informed career choices and gain more employment opportunities through an improved labor market information system”* by indicating the change in time it takes a young person to find a job through labor market mediation and what percentage of people have found a job in the last 24 months via career centers and job portals.

The main purpose of this report is to highlight the findings from the baselines set up for an indicator under Outcome 2 through two surveys which measure the results of EYE's work in facilitating the employment of young women and men in Kosovo.

The baselines included two surveys:

- Survey with job portals in Kosovo as labor market mediators for Outcome 2, N=10 with indicative results
- Survey with Vocational Education Training (VET)/professional secondary schools graduates for Outcome 2, N=500 with statistically significant result with a margin of error of 4% and a 95% confidence interval.

The following section emphasizes the key findings resulting from two surveys responding to Outcome 2 and its respective indicator.

KEY FINDINGS:

Outcome 2 *“Young women and men make informed career choices and gain more employment opportunities through an improved labor market information system”*

Job Portals

Company profile and financial sustainability

- Compared to 2019, the revenues of four job portals remained roughly at the same level, and for two of them decreased, three job portals did not disclose this information, and one respondent did not have this information.
- Whereas, compared to the same period, the cost changes from 2019 remained roughly at the same level for six job portals, three refused to disclose the information, and one respondent again did not have that information.
- All surveyed job portals (10) generate revenue from charging fees for job postings, seven of the portals charge for social media extensions, four of them generate revenue through site advertising, four of them charge for enhanced company profiles, and two of them each also charge for job-seeker resume access, targeted candidate emails, cross posting, and packages, and only one portal also generates revenue through newsletter advertising.
- Only four portals charge membership fees to job-seekers and one of them also charges for informational reports (information via e-books on job hunting, interviews, resumes, salary surveys, etc.).

Labor market mediation

- Eight job portals offer job vacancy postings by employers, six of them offer recruitment services, three of them offer publishing job-seeking posts by individuals, two of them offer job

application services, and only one of them offers space to upload CVs on the portal, prepare CVs on the portal, sends general job alerts or tailored job alerts to members, and free trainings to job seekers on job application processes.

- Regarding using social media besides the official portal website, the majority of the companies declared that Facebook leads to the highest site visits. Young adults seem to be the group which mostly uses job portals to search for a job, namely 25–34-year-olds.
- The top three locations in which job-seekers focus their job searching activity are Prishtina, Ferizaj, and Prizren, and one each mentioned Gjilan, Peja, Lipjan, and Podujeva.
- None of the portals conducts surveys with job-seeker members to see if they found jobs through their portal nor do they conduct surveys with employers to see if they have hired someone from their platform.
- None of the private job portals cooperate with the Employment Agency of the Republic of Kosovo to mediate job-seeker and job-provider communication.
- There are varying numbers of companies and/or other institutions that use these job portals. Three job portals have 20-30 companies/institutions using the portal to advertise vacancies. Three job portals declared to have 150, 200 and ‘hundreds’ of companies/institutions using the portal to advertise vacancies. One job portal declared to have over 1,200 companies/institutions using the portal to advertise vacancies. Two job portal representatives declared to not have exact numbers on number of companies/institutions using their portal, and one refused to disclose that figure.
- Regarding the number of registered individuals or job-seekers in the platform, the difference is enormous – for instance, one of them declares 25, another more than 1,600, another 10,000, and one more than 60,000 registered members.
- Regarding number of jobs posted per day in the portal the numbers vary from three to 30. Whereas, the number of job postings per month vary from 30-1,000 and those per year vary from 3,500 to 12,000.

VET School Graduates

Training satisfaction, usefulness, and effectiveness

- More than half of all VET graduates (57%) regarded the pace of the program in which they were enrolled as neither fast, nor slow and about 42% regarded it as very fast. Moreover, data showed that students graduated in in VET institutions that have collaborated with EYE considered the program to be very fast 44% vs. those that have graduated in VET institutions that have not worked with EYE, 39% respectively
- Concerning the usefulness of the knowledge and skills gained during the program they attended, about 80% and 77% of VET graduates considered them as very useful/useful respectively. Students that have participated in schools that have collaborated with EYE program considered the program to be very useful/useful, 82%, and those that have participated in schools that have not collaborated with EYE considered the program to be useful by 72%.
- The programs were regarded as useful mainly due to things learned being perceived as fitting labor market demands (32%), having good and professional teachers (21%) as well as modern literature (21%).
- More graduates from EYE Partner schools than those from EYE Non-Partner schools listed program usefulness due to finding a job thanks to the program in which they were enrolled (16% vs. 9% respectively).

- Very few graduates (19 of them) believed the knowledge and skills they gained were very useless or useless mainly due to not being able to find a job with the degree they received (12 and 11 respondents respectively).
- Those that considered the knowledge and skills useless, suggested that to improve the quality of education via their school, the school needs to provide more internships and practice hours at different companies, use modern textbooks, improve the quality of teaching, and improving lab conditions.
- Three respondents stated that the issues are not in the quality of teaching but in the 'profile' they chose that they cannot find a job in Kosovo's labor market without also getting a college degree.
- Around half of all VET graduates believe that a successful professional and financial future awaits them thanks to the program in which they graduate (54% and 50% respectively).
- A large portion of VET graduates considered the theoretical and practical lessons learned during professional high school as effective or very effective (76% and 79% respectively).

Current employment and employment opportunities

- Nearly half of all VET graduates of 2018/2019 and 2019/2020 academic years are employed. Specifically, 42.2% of all VET graduates are employed either full-time (37.2%), part-time (1.2%), self-employed (3%), and through paid or unpaid internships (0.8%). Almost a third of them have continued studies (31.2%) and 24.4% are unemployed.
- Most employed VET graduates found jobs within 24 months of graduation. Indeed, the majority of them (90%) found jobs within 9 months of graduation and only 10% of them found jobs in 10-24 months. All VET graduates were further asked how much they benefited professionally from the program they attended in which case 40% of them claimed they benefited a lot, 42% claimed they benefited somewhat.
- Since only the 2018/2019 have graduated 26 months before the time of the survey, the sample of these employed graduates was scrutinized in details in terms of the time it took them to get employed. Almost all employed 2018/2019 VET graduates found jobs within 24 months. About 52% of 2018/2019 VET graduates found jobs within 0-3 months, 20% within 4-6 months, 8% within 7-9 months, 10% within 10-12 months, 3% within 16-18 months, 2% within 19-21 months, 3% within 22-24 months, and 2% in more than 24 months.
- Whereas, 55% of 2019/2020 VET graduates found jobs within 0-3 months, 25% within 4-6 months, 9% within 7-9 months, and 11% within 10-12 months.
- The majority of employed VET graduates were informed through family, friend, or acquaintances for the jobs they currently hold (73%). One to eight percent of graduates mention the official websites of the companies, Facebook, their school's career center, 4 Instagram, and physical leaflets of job ads as the information channel for their current jobs. None of them mentioned job portals.
- 97% of VET graduates are employed in the private sector and 3% in the public sector.
- Less than half of all VET graduates (45%) who are employed or interning claimed the job which they hold relates to the skills acquired during their professional high schools, while 55% claimed the opposite.
- Almost half of those who applied to jobs since graduating high school (49%) applied to 1-3 of while about 36% applied to 4-6 jobs thus far (until June 2021).
- There were 46 VET graduates who asserted to not have applied for jobs at all. The reasons behind not applying varied among respondents. They claimed they have not applied to jobs because they are studying and do not have time to work (28%), they do not believe they will find a job (8%), do not want to work for low salaries (8%), have to take care of household chores

and family (8%), while a few do not want to work (5%) or receive income from family abroad (3%).

- More than half (53%) of the VET graduates were informed through family, friends, or acquaintances for the jobs in which they applied, 12% were informed through Facebook, 9% from the announcements of the official websites of the companies, and 6% through job portals and Instagram.
- Only 6% of VET graduates were registered with the Employment Agency of the Republic of Kosovo, while 3% of them did not know that agency existed.
- About 44% of unemployed VET graduates were quite sure they will find a job within 12 months. About 50% of unemployed VET graduates were sure they will find a job within 24 months.



INTRODUCTION

INTRODUCTION

Enhancing Youth Employment (EYE) is a project funded by the Swiss Agency for Development and Cooperation (SDC) and implemented by HELVETAS Swiss Intercooperation Kosovo and Management Development Associates (MDA). The goal of the exit phase (phase III) of the EYE project is to increase the employability of young women and men in Kosovo. It is intended to be achieved through improved access to training and further education (non-formal VET) and improved access to labor market integration services and information.

Therefore, EYE commissioned IDRA Research and Consulting in Kosovo to set up baseline for one of the EYE's indicator under Outcome 2. The aim under this outcome is that young women and men make informed career choices and gain more employment opportunities through an improved labor market information system.

IDRA Research and Consulting in Kosovo supported EYE in designing the research methods and instruments, collecting, analyzing, and visualizing baseline data, and drafting a final report with the results.

Indeed, IDRA tasks were to:

- ▶ Propose data collection methods and procedures
- ▶ Prepare research instruments
- ▶ Collect contact information from EYE partners in order to be able to collect survey data
- ▶ Collect survey data as primary sources and use other public information as secondary sources
- ▶ Draft a final report with the findings of the baseline surveys

The following portion of the report includes an overview of the EYE project, the research methodology of this study, the results of the job portals survey, and VET graduates survey followed by conclusions and recommendations.



OVERVIEW OF EYE

OVERVIEW OF EYE

The latest key employment indicators show a worrying state for Kosovo's employment situation. Based on the Kosovo Statistics Agency (KSA) Labor Force Survey (LFS) the employment rate in 2020 is 28.4%. The highest employment rate is for men 42.8%, while employment for women is 14.1%. In addition, unemployment was highest among women at 32.3%, compared to 23.5% for men. The most pronounced unemployment rate is in the 15-24 age group with 49.1%. The leading economic sectors with employment continue to be: trade with 17.0%; production by 11.8%; construction by 11.1%; and education by 10.1%. Women are employed, mainly in the sectors of education, trade and health care, with 52.7% of them, while men are mainly employed in the sectors of trade, construction and manufacturing with 44.1%. In the formal sector, about 42.3% of employees have permanent contracts, whereas 57.7% have temporary contracts.

The pandemic has had a significant impact on macroeconomic trends in Kosovo. The Ministry of Labor and Social Welfare (MLSF) published its third annual evaluation report of the implementation of the Sector Strategy 2018-2022 (SS) – a strategy plan which aims to create an environment where all citizens will have equal opportunities in employment as well as social protection and inclusion to be guaranteed to make a social and economic life dignified. Findings of this report show that the restriction of citizen movement and closure of businesses resulted in a slowdown of the economy, causing problems in the labor market which has been characterized by a high unemployment rate. These statements were made referring to the unemployment rate and the number of job seekers increased at the EARK.¹

The unemployment rate is extremely high among young people (according to AFP Q4 2020, 49.9% of young people were unemployed), including high level of young individuals aged 15-24 years, who were not involved in employment, education or training (known as “NEET”), during the same period (31.5%). Also, long-term unemployment remains high, with 74.2% of registered unemployed being long-term unemployed (over 12 months). According to KAS database, the unemployment rate for 15–24-year-olds is 49.1%, for 25–34-year-olds is 31.4%, for 35–44-year-olds is 20.1%, for 45–54-year-olds is 17.2%, and 15–64-year-olds is 25.9%²

Table 1 Unemployment rate in Kosovo by age groups 2020

Age group	Unemployment rate (%)
	2020
	Total
15-24	49.1%
25-34	31.4%
35-44	20.1%
45-54	17.2%
55-64	9.8%
15-64	25.9%

Source: Kosovo Agency of Statistics

While MLSF report states that the Employment Agency of the Republic of Kosovo (EARK) managed to support 5,632 jobseekers through active market measures despite the gaps in institutional capacity and the situation caused by the COVID-19 pandemic, EARK's data show a rapid increase in the number of

¹ MLSW. “Monitoring Report of the 2018-2022 Sectorial Strategy” <<https://mpms.rks-gov.net/en/wpdm-package/strategjia-sektoriale-e-ministrise-se-punes-dhe-mireqenies-sociale-2018-2022/>>

² KAS database <askdata.rks-gov.net>

unemployed. Considering that the pandemic has caused a drop in workers from various industries, the Fiscal Emergency Package was an appropriate step to reduce the effects of the pandemic on Kosovo's economy. MLSW further states that the high unemployment rate may have led to a significant increase in registered jobseekers during 2020. The number of jobseekers at the EARK was 201,935 during 2020, an enormous increase compared to the last quarter data of 2019 when the number of jobseekers registered at EARK was only 6,882.³

The high youth unemployment rate is a consequence of the structural mismatch between the education system and the labor market. Kosovo also dealt with one of the slowest school-to-work transitions in the region and beyond.

EYE is a four-year project implemented by the consortium of HELVETAS Swiss Intercooperation (HSI) and Management and Development Associates (MDA) which targeted actors that aimed to contribute in increasing the quality of the training/offers, the outreach of training providers, better positioning in the market, and addressing industry-specific needs.

During the four-year period, EYE has collaborated with the Employment Agency, the Ministry of Education and Science, various business associations, private companies, local NGOs, vocational training schools and private training providers and also employment mediation providers.

The EYE project has been focused on four main aspects:

1. Supporting the Development of Career Guidance Services for Vocational Education and Training Schools in Kosovo.

Creating an improved and socially inclusive career guidance services that provide early information to students of Vocational Education & Training Schools (VET), and facilitate their school- to-work transition has been one of the main aspects EYE has worked on.

2. Supporting non-formal training providers to offer demand-oriented and socially inclusive training programs for young people.

EYE has supported multiple partners with the establishment of training centers, either in-house or as separate entities serving the wider industry. The key sectors EYE has worked with were ICT, manufacturing, design, wood processing, metal processing, bakery and pastry, BPO and sales. Moreover, Initiatives that aimed at disseminating information around available non-formal trainings and the skills that are high in demand in the labor market were also supported and pushed forward by EYE.

3. Supporting public and private job-matching & recruitment providers to offer better, socially inclusive services to young jobseekers and employers.

Another extremely important goal that EYE has intended to achieve was alleviating some of the barriers which give rise to the mismatch of supply and demand of skills in the labor market by working with both public employment services and private job matching service providers. The project's aim focused on improving the supply of skills to match the existing market demand, improving the flow of market information, and enabling access to the labor market for marginalized groups.

³ MLSW. "Monitoring Report of the 2018-2022 Sectorial Strategy" <<https://mpms.rks-gov.net/en/wpdm-package/strategjia-sektoriale-e-ministrise-se-punes-dhe-mireqenies-sociale-2018-2022/>>

4. Promoting Social Inclusion & Supporting Disadvantaged Communities.

Increasing the employability of young people and contributing to a dynamic and socially inclusive labor market that provides more decent jobs to young people in Kosovo has also been one of the main aspects on which this project has put its focus. The desire to be a gender-aware and social equity-aware project influenced EYE to create its Gender and Social Inclusion Strategy in order to lay out a roadmap of how to achieve its social inclusion goals and ensure sustainability of specific activities in order to serve the disadvantaged beyond EYE's support.

Aiming to increase the use of job platforms, and public employment services by employers and job seekers EYE has also worked with private job matching service providers such as: online portals, recruitment agencies, head-hunters, organizations offering targeting matching services to women and minorities, and Public Employment Services (PES).

In order to mitigate the risks and evaluate if the expectations meet the work done, EYE has a Monitoring and Results Measurement (MRM) system in place. The MRM system has been used in planning, designing, managing, revising, and evaluating interventions in line with Market Systems Development (MSD) approach and using Donor Committee for Enterprise Development (DCEd) Standard for results measurement as a guideline. Thanks to the MRM system EYE staff has been able to manage capturing and reporting results on this with best practice in measuring results.



METHODOLOGY

METHODOLOGY

Based on the project purpose, IDRA Research and Consulting in Kosovo used a combination of quantitative research methods and qualitative research methods in order to gather relevant results to measure EYE's Outcome 2 indicator ensuring informed career choices and employment opportunities for youth respectively.

Sampling design and size

Due to COVID-19 pandemic situation and the specific targeted population, the data was collected through Computer-Assisted-Telephone-Interviewing (CATI) for VET graduates and private training providers and through Computer-Assisted-Web-Interviewing (CAWI) for job portals.

For the purpose of this study, the target audience are job portals and graduates of 15 public professional high schools (VETs) in Kosovo. Below are described implemented activities per each target audience.

Job Portals: The sample for this survey was 10. The survey included mainly open-ended questions and it is supplemented with online information from each portal and since the sample size is small, the results will be considered as qualitative and thus interpreted as indicative only.

VET Graduates: The sample of this survey was 500 and representing 15 schools included in this study, which were split into two groups: a) VET Schools that are supported by EYE and b) other similar schools located in the same municipalities but have not received any support by EYE project. In case of the first group, EYE provided the contact list of VET Schools that are their partners, whereas IDRA identified other schools that were located in the same municipalities or in nearby municipalities. We included graduates from the 9 EYE partner VET schools and 7 EYE non-partner VET schools who have graduated in 2018-2019 and 2019-2020 year (Annex I provides the list of contacted schools for the VET graduates survey). IDRA team contacted all schools to retrieve a complete list of 2018-2019 and 2019-2020 graduates to ensure graduate representativeness. However due to a very specific target population, non-response of some schools, and non-response of some graduates, the final samples per VET vary. Administrative data from the Kosovo Agency of Statistics show that during the academic years 2019/2020 there were 37,878 pupils enrolled in vocational schools.⁴ Considering this number as the population for the VET graduates' study, a sample of 500 pupils that have attended this education give as a margin of error of 4% with a confidence interval 95%. The sample of EYE-partner VETs is N=236 and the sample for EYE non-partner schools is N=162, ensuring statistical significance when interpreting overall and EYE partner and EYE non-partner results.

Questionnaire preparation

Whenever IDRA Research and Consulting in Kosovo designs a baseline survey, we make sure that the questionnaire is designed according to the aim and specific focus of the project. The questionnaires are prepared and tested with the main topic in mind but also gather demographic data and/or institutional profile data allowing us to make inferences and comparisons between different municipalities, regions, ethnicities, age groups, genders, and other categories. A key link needs to be established between the research aims and the individual questions via the research issues. Thus, we also made sure that the questionnaires include questions that can be used to answer the indicators.

The survey with **job portals** aimed to better:

- ▶ understand the job portals market

⁴Source: Last accessed August 2021: <https://ask.rks-gov.net/media/6073/education-statistics-20202021.pdf>

- ▶ understand the services provided by job portals and their revenue models
- ▶ understand the number of job seekers and employers that use their portals
- ▶ understand the frequency of job postings
- ▶ understand whether they use social media on top of the online portal
- ▶ understand whether and how they cooperate with the Employment Agency of the Republic of Kosovo (EARK)
- ▶ understand whether and what kind of donor support they receive.

The survey with **graduates** of the professional public high schools (VETs) in Kosovo aimed to better:

- ▶ understand whether the transition time from school to work differs between men and women
- ▶ understand the portion of VET graduates who have found a job in the last 24 months via career centers and job portals
- ▶ understand employment opportunities of VET graduates
- ▶ understand career information of VET graduates



SURVEY RESULTS

RESULTS OF THE SURVEY WITH JOB PORTALS

The following section discloses the results derived from the survey with job portals. It shall be noted that the survey was carried out online and with only ten job portals and intends to get a general idea of the similarities and/or differences in the services offered by the surveyed companies. Sixteen job portals were contacted in total. Some of them did not reply to the invitation for participating in the survey and some others did not have information about their users. The contacted portals had a general profile, so they announce different categories of jobs, without focusing on specific categories of jobs. The results of the survey should be interpreted as indicative only. Since the sample size is small, the report will interpret numbers and not portions. The survey assessed whether job portals have financial and training sustainability as well as their mediation success in the labor market.

1. COMPANY PROFILE AND FINANCIAL SUSTAINABILITY

The respondents of the survey with job portals were owners, managers and assistants. The companies were represented by six women and four men. Nine of the job portals are located in the region of Prishtina and only one of them in the region of Ferizaj.

Figure 1 Gender of job portal respondent

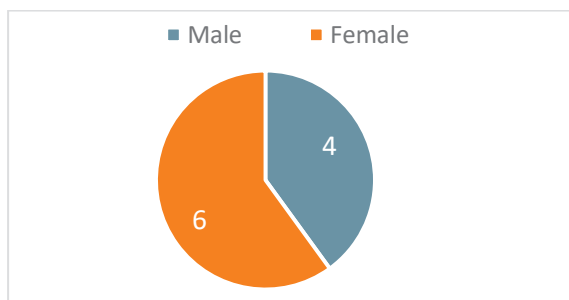
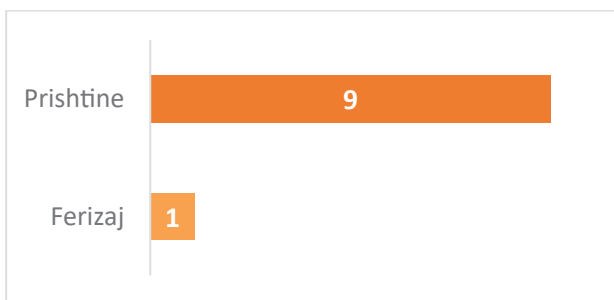


Figure 2 Region of job portals



Three job portals have been operating up two years, and three of them 3-5 years, whereas one each has been operating less than a year, 6-9 years, or 10-20 years, while one has not provided an answer. Six of the job portals are limited liability companies, three of them are individual businesses, and one of them operates as a physical person.

Figure 3 Years of operation of job portals

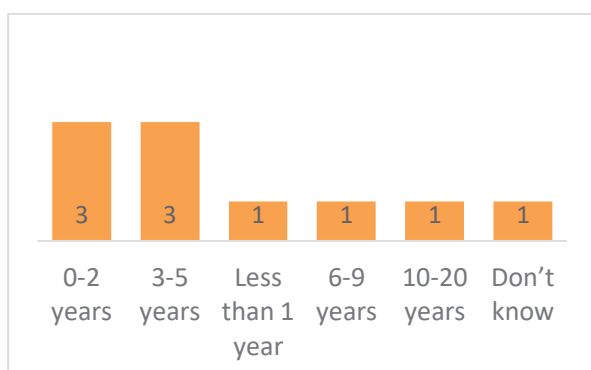
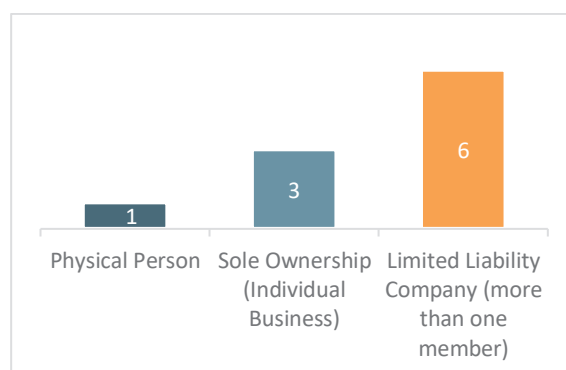


Figure 4 Legal status of the job portals



The financial sustainability of job portals is also vital in labor market mediation success. Compared to 2019, the revenues of four job portals remained roughly at the same level, and for two of them decreased, three job portals did not disclose this information, and one respondent did not have this information. Whereas, compared to the same period, the cost changes from 2019 remained roughly at the same level for six job portals, three refused to disclose the information, and one respondent again did not have that information. Whereas, four portals broke even by the end of 2020, two ended the year in a loss, three refused to disclose this information, and one respondent did not know.

Figure 5 Revenue changes compared to 2019

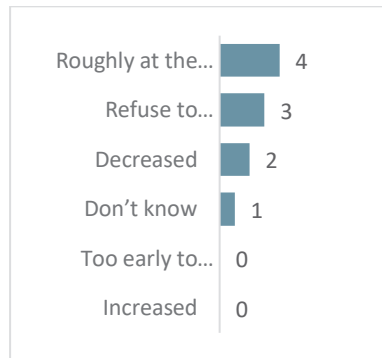


Figure 6 Cost changes compared to 2019

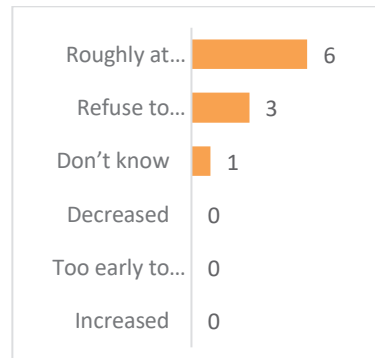
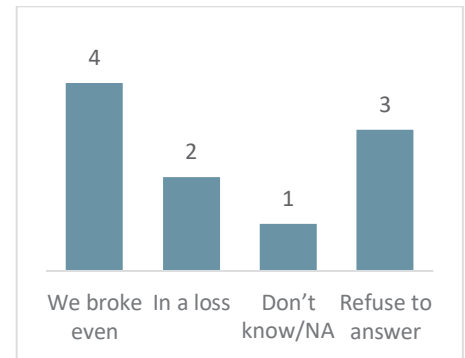


Figure 7 Financial closing of the last year (2020) of the job portals



2. JOB PORTAL MEDIATION ASSISTANCE AND SUCCESS

This section of the survey explored job portal revenue models from employers and from job-seekers, what types of services they offer, how they mediate the labor market, whether they estimate employment or hiring success of the members, and so on.

All job portals (10) generate revenue from charging employers (companies, organizations, and other institutions) fees for job postings, seven of the portals also charge for social media extensions (i.e. also posting the jobs through the portals' social media accounts), four of them generate revenue through site advertising, four of them charge for enhanced company profiles, and two of them each also charge for job-seeker resume access, targeted candidate emails, cross posting, and packages (combining different services), and only one portal also generates revenue through newsletter advertising. Only four portals charge membership fees to job-seekers and one of them also charges for informational reports (information via e-books on job hunting, interviews, resumes, salary surveys, etc.).

Figure 8 Revenue model from employers
* multiple answer

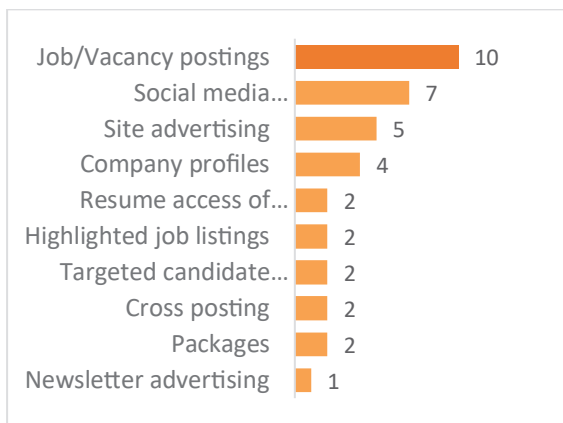
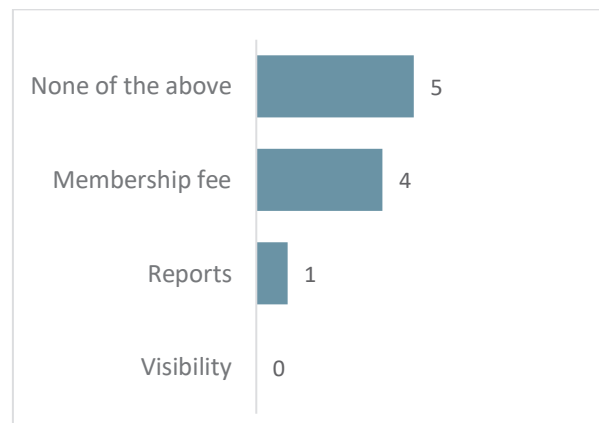


Figure 9 Revenue model from job-seekers
* multiple answer



Further, the study explored the types of services offered in these job portals. Eight job portals offer job vacancy postings by employers, six of them offer recruitment services, three of them offer publishing job-seeking posts by individuals, two of them offer job application services, and only one of them offers space to upload CVs on the portal, prepare CVs on the portal, sends general job alerts or tailored job alerts to members, and free trainings to job seekers on job application processes. When asked if they post jobs on social media besides on the official portal website, all companies confirmed that they did and nine of them declared that Facebook leads to the highest site visits. Young adults seem to be the group which mostly uses job portals to search for a job, namely 25–34-year-olds.

Figure 10 Services provided through the job portal

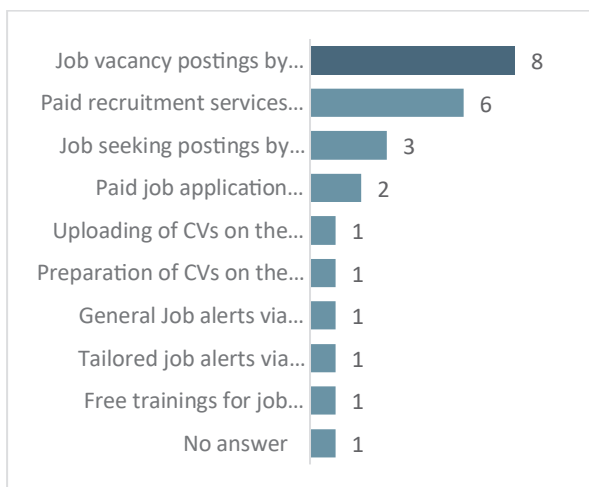
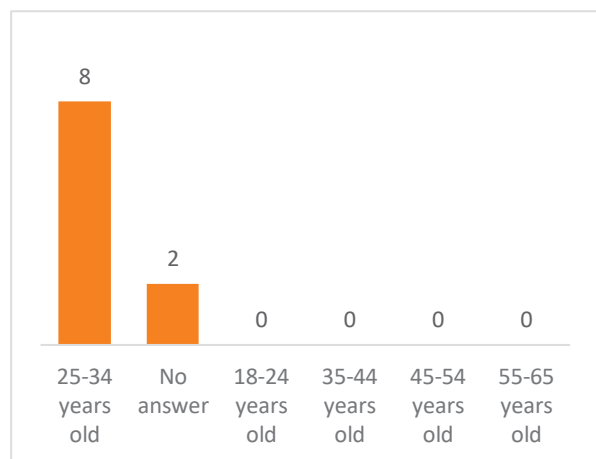
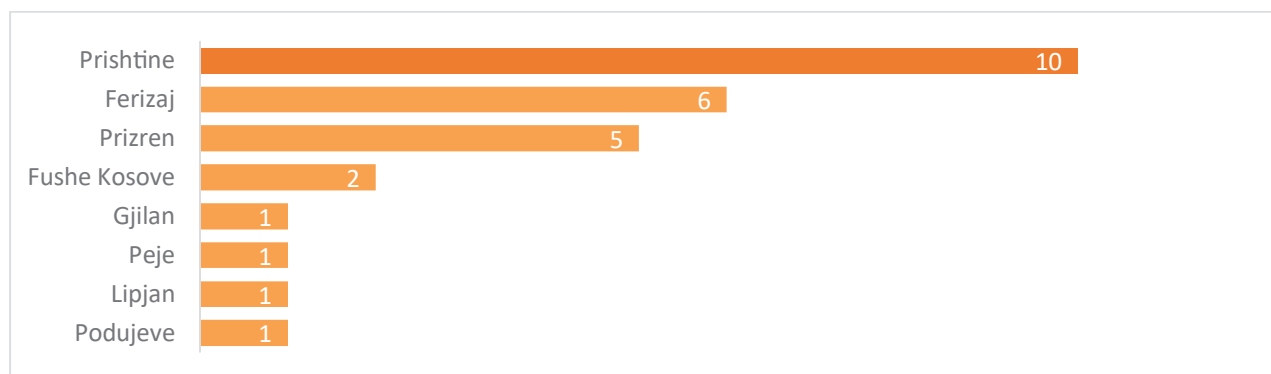


Figure 11 The age group that uses job portals the most to search for a job



Job portals have site visitors who may focus their job searching activity in different locations which may indicate their particular interest, beliefs of possibility to find a job, or their place of living. When asked in which three municipalities do job-seekers focus their job searching activity the most, ten portals mentioned Prishtina, six mentioned Ferizaj, five mentioned Prizren, and one each mentioned Gjilan, Peja, Lipjan, and Podujeva. However, none of the portals conducts surveys with job-seeker members to see if they found jobs through their portal nor do they conduct surveys with employers to see if they have hired someone from their platform or estimate such figures otherwise. None of the private job portals cooperate with Employment Agency of the Republic of Kosovo to mediate job-seeker and job-provider communication either.

Figure 12 Three top municipalities in which job seekers focus their job searching activity *three responses allowed



The size of the reach that each job portal has in Kosovo seems to be different. Through open questions the survey intended to grasp some of job portal stats on employer members and number of job postings. There are varying numbers of companies and/or other institutions that use these job portals. Some portals only have 20-30 employers using the portal, some over 150 to 200, and some over 1,200. Regarding the number of registered individuals or job-seekers in the platform, the difference is enormous – for instance, one of them declares 25, another more than 1,600, another 10,000, and one more than 60,000 registered members. Whereas, when it comes to the number of jobs posted per day in the portal the numbers vary from three to 30. The number of job postings per month vary from 30-1,000 and those per year vary from 3,500 to 12,000.

Table 2 Job portal stats on members and job postings

Portals	# of companies using the portal	# of registered individuals on the portal	# of job postings published per day	# of job postings published per month	# of job postings published per year
Job Portal A	Over 150	10,000	25	750	9,000
Job Portal B	N/A	Not applicable	10	250	3,000
Job Portal C	25	25	20	600	7,200
Job Portal D	Hundreds	more than 60,000	30	1,000	12,000
Job Portal E	Over 1,200	Not applicable	Over 12	Over 320	Over 3600
Job Portal F	Refuse to answer	Refuse to answer	Refuse to answer	Refuse to answer	Refuse to answer
Job Portal G	Approximately 200	Approximately 1,600	18	320	3,500
Job Portal H	30	No info	20	600	7,200
Job Portal I	20	Not applicable	3	30	No data available
Job Portal J	No info	No info	No info	No info	No info

The survey then inquired about stats on new entities using their services for the first time each month and each year as well as number of site visits per day, month, and year. Similarly, as with the information above, some job portals have as few as two new entities using their services in a month and some declare 50 new companies a month. Whereas, new companies using services in the portal per year fluctuate from 25 to 300. Regarding the number of site visits per day, some declare 1,000, some 5,000, some 7,000, some 30,000, and some over 35,000 visits per day. The data for monthly site visits also fluctuates between tens and hundred thousand up to a million. While, the data for yearly site visits varies from 360,000 up to 2,500,000 visits.

Table 3 Job portals stats on new companies and site visits

Portals	# of new companies using their services for the first time in a month	# of new companies using their services for the first time in a year	# of site visit per day	# of site visits per moth	# site visits per year
Job Portal A	20	200	7,000	210,000	2,500,000
Job Portal B	Not applicable	Not applicable	1,000	30,000	360,000
Job Portal C	3	25	1,000	30,000	360,000
Job Portal D	20	250	30,000	1,000,000	1,200,000
Job Portal E	10-50	100-300	Over 35,000	Over 1 million	Over 12 million
Job Portal F	Refuse to answer	Refuse to answer	Refuse to answer	Refuse to answer	Refuse to answer
Job Portal G	3	40	5,000	130,000	2 million
Job Portal H	2	No info	No info	No info	No info
Job Portal I	No data available	No data available	No data available	No data available	No data available
Job Portal J	No info	No info	No info	No info	No info

Since the information above was declarative and under anonymous conditions, the report also provides some information gathered through secondary resources, specifically public information provided in job portals and their social media accounts to complement the survey results.

Although the primary activity of all job portals is to provide a space that bridges communication between employers and job-seekers, some also offer information on further education opportunities. Moreover, some portals focus only in Kosovo’s labor market; whereas others bridge employment of Kosovar citizens in other countries.

Job portals social media reach is different and one of the reasons could be due to their tenures. Some have thousands whereas some hundreds of thousands of followers on Facebook, among other social media handles.

The ten job portals offer different services which were also explored through the survey mentioned above. From the information gathered through their official portals, only three out of the 10 portals publish vacancies through banner, premium, and leaderboard and static, and four out of 10 offer standard job vacancies. One out of 10 portals offer the possibility to calculate net and gross salary, five of them offer the possibility to register and/or creating a CV on the portal, four of them to upload a CV to the portal and to download the CV from the portal, and five of 10 portals offer CV examples and instructions on how to write a CV, as well as career education/posting of blogs and articles.

Table 4 Job portals service info through websites

Portal	Publication of job vacancy						Other services			
	Banner	Premium	Lead board & Static	Standard	Salary calculation on the portal	Creating a CV on the portal	Uploading your CV to the portal	Downloading the CV from the portal	CV example and instructions on how to write a CV	Career education / Posting of blogs and articles
Kastori	✓	?	✓	?	?	?	?	?	✓	✓
Gjej Pune	/	/	/	/	/	✓	/	/	✓	✓
Fillo Pune	✓	✓	✓	✓	/	/	/	/	/	/
Portal Pune	/	/	/	/	/	/	/	/	/	✓
KosovaJob	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
X Puna	/	/	/	✓	/	✓	✓	✓	✓	✓
Prish na Consul ng Group/Burime Njerëzore	/	✓	/	✓	/	✓	✓	✓	✓	/
Students Network Employment	/	/	/	/	/	✓	✓	✓	/	/
Puna lme	/	/	/	/	/	/	/	/	/	/
Bridgeway Agency	/	/	/	/	/	/	/	/	/	/

RESULTS OF THE SURVEY WITH VET GRADUATES

The following section analyzes the results derived from the survey with graduates of professional public high schools, also known as Vocational Education and Training (VET) schools. The survey assessed whether the graduates of the 2018/2019 and 2019/2020 school years are satisfied with the education they received from their respective schools, if they found it useful for getting a job, whether they had access to career advice, whether they are employed, and the time it took to get a job, among other things. The interpretation of the results is based on demographic characteristics and whether the school in which the respondents graduated is an EYE partner or not.

1. RESPONDENT PROFILE

The gender distribution of the VET graduates that were surveyed was 53% men and 47% women. It shall be noted that there were some schools and profiles that had more men graduates than women graduate, but we targeted young women where possible in order to see whether there are gender differences in training and employment opportunities. More than half of the respondents were 19 years old (57%), while 26% were 20 years old, 15% were 18 years old and only 3% were 21 years old. The majority of VET graduates surveyed were Albanian (95.4%), 1.4% were Bosnians, 1.4% were Egyptian, 0.6% were Roma, 0.6% were Turkish, and 0.2% were Gorani, while 0.4% did not disclose their ethnicity.

Figure 13 VET graduates by gender

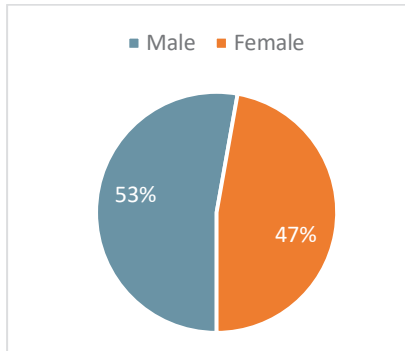


Figure 14 VET graduates by age

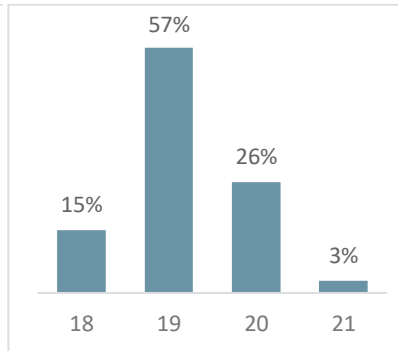


Figure 15 VET graduates by ethnicity



More than half of the respondents of this survey resides in rural areas and 47% reside in urban areas. About 21% of the respondents live in the region of Prizren, 20% live in the region of Prishtina, 14% each in the region of Peja and Gjakova, 13% in the region of Gjilan, 10% in the region of Ferizaj, and 7% in the region of Mitrovica.

Figure 16 VET graduates by type of living settlement

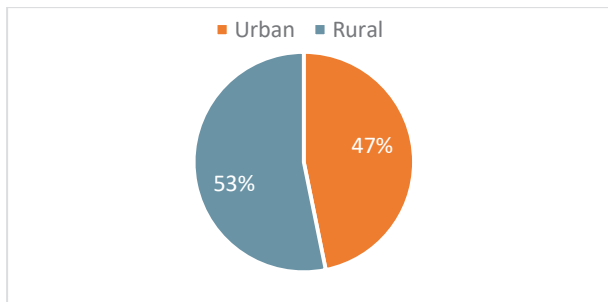
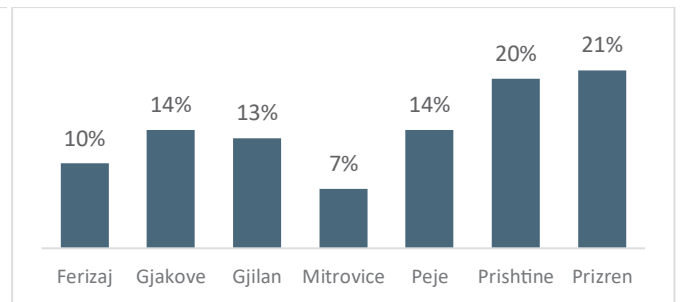
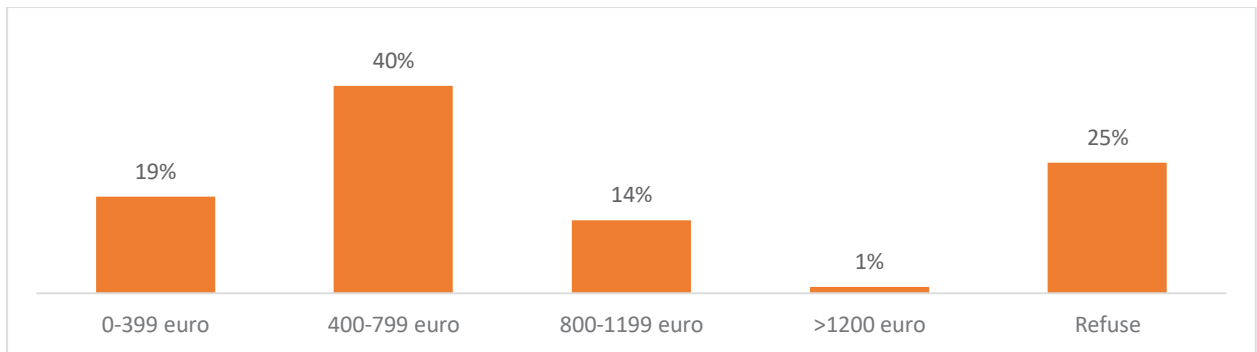


Figure 17 VET graduates by region



The highest portion of VET graduates have a family monthly income from 400-799 euros per month (40%), while almost a fifth of them have a family monthly income up to 399 euros (19%). About 14% of the VET graduates have family monthly incomes ranging from 800-1199 euros and only 1% more than 1200 euros.

Figure 18 VET graduates by monthly family income



2. TYPE OF TRAINING AND SATISFACTION WITH TRAINING

This section of the survey inquired about the opinions of the VET graduates regarding the pace and usefulness of the programs they attended at their respective schools.

About three fourths of the respondents have graduated from their respective schools in the academic year 2019/2020 (72%), whereas 28% of them in the academic year 2018/2019. When asked about the pace of the training (program), 57% of all graduates regarded it as neither fast, nor slow and about 42% regarded it as very fast.

Figure 19 Year of graduation

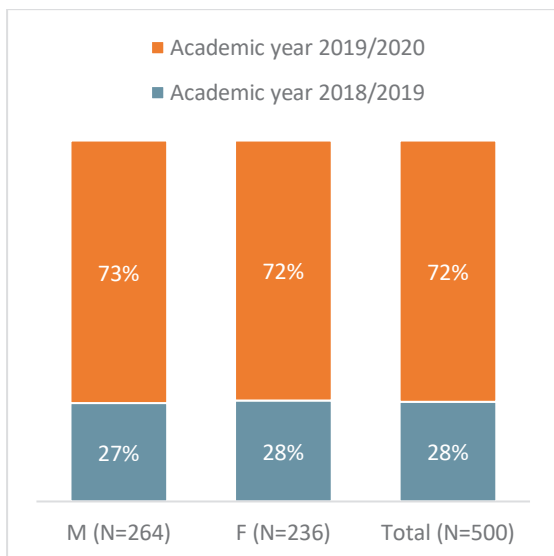
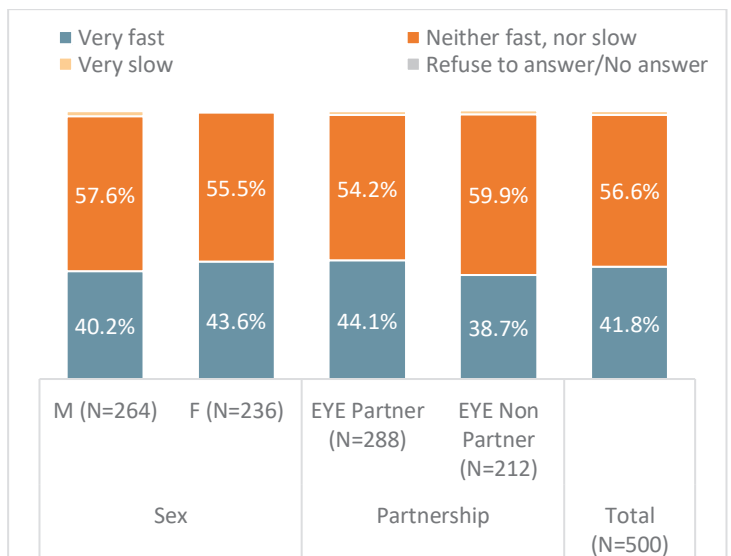


Figure 20 Pace of training



Concerning the usefulness of the knowledge gained during the program they attended, four in five people considered the knowledge to be very useful/useful, whereas 17% were neutral, and 4% considered it very useless/useless. More graduates from EYE Partner schools (82%) than those from EYE Non-Partner schools (76%) were of the opinion that the knowledge they gained is very useful/useful. More young women (84%) than young men (76%) as well considered the knowledge gained during school as very useful/useful.

When asked about practical skills gained during school, 77% of the VET graduate respondents believed they were very useful/useful, 19% were neutral, and 4% believed they were very useless/useless. In this respect as well, more EYE Partner schools' graduates (80%) and more young women (80%) found the skills gained as very useful/useful than those of the EYE Non-Partner schools (74%) and young men (75%).

Figure 21 Usefulness of knowledge gained during school

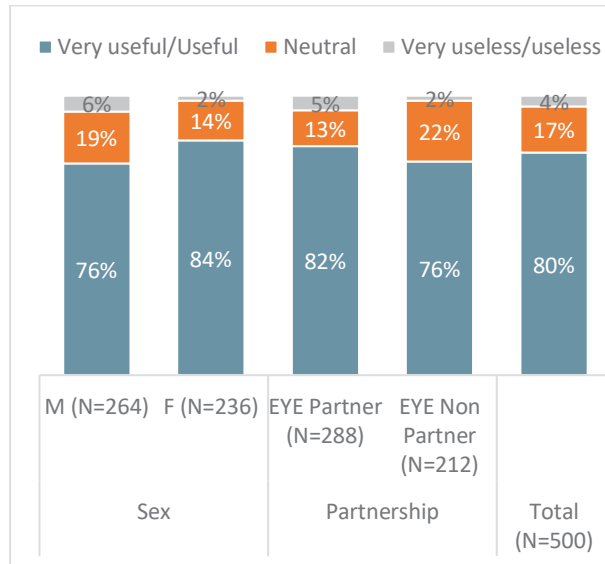
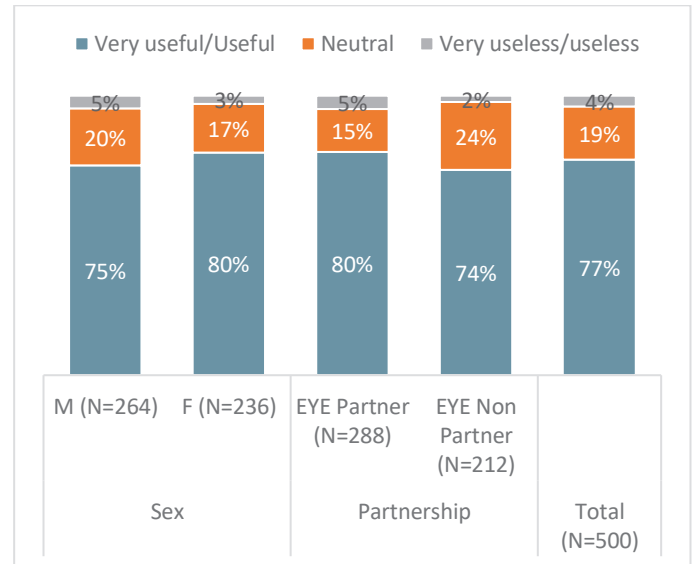


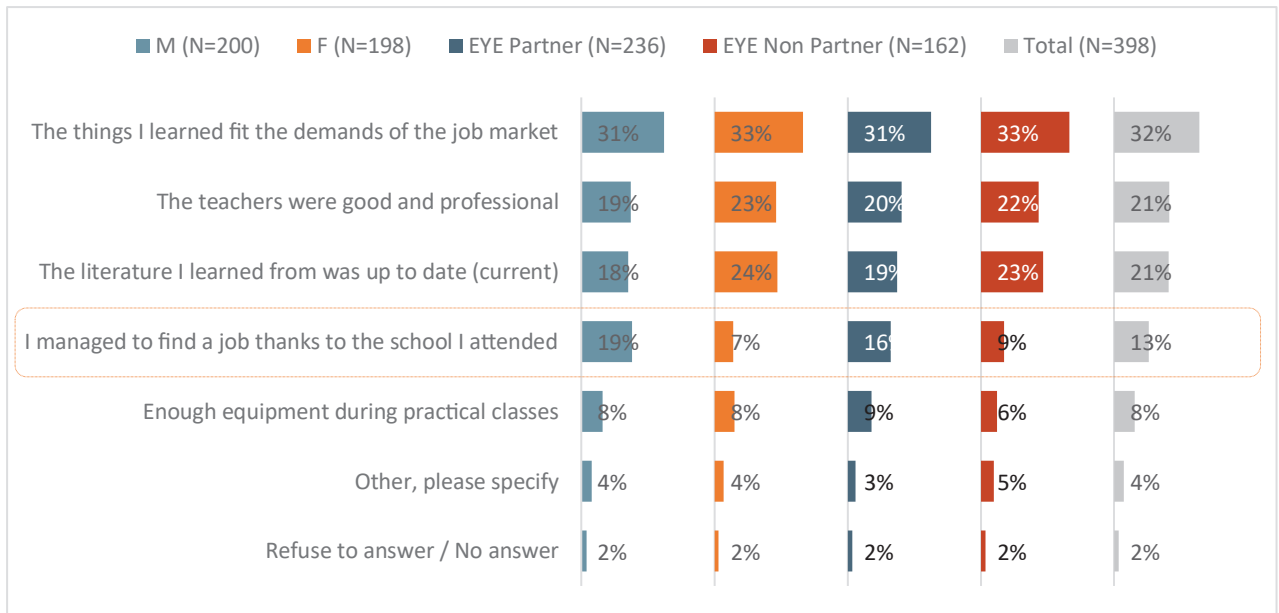
Figure 22 Usefulness of skills gained during school



Those who considered the knowledge useful were further asked to elaborate the reasons behind such a claim. A third of these respondents considered that the things they learned fit the demands of the job market (32%), about 21% each thought the teachers were good and professional as well as that the literature used was current. Fewer respondents thought the program was useful due to being able to find a job thanks to the school they attended (13%) and due to the fact that the class had enough equipment during practical classes (4%).

The situation is similar for graduates of EYE Partner schools and EYE Non-Partner schools where more respondents from the latter group believe that the knowledge, they acquired fits the job market, that they had professional teachers, and textbooks were modern (33% vs. 31%; 22% vs. 20%, 23% vs. 19%, respectively). Nonetheless, when it comes to employment, more graduates from EYE Partner schools than those from EYE Non-Partner schools managed to find a job thanks the program in which they were enrolled (16% vs. 9% respectively).

Figure 23 Reasons behind finding the knowledge very useful/useful

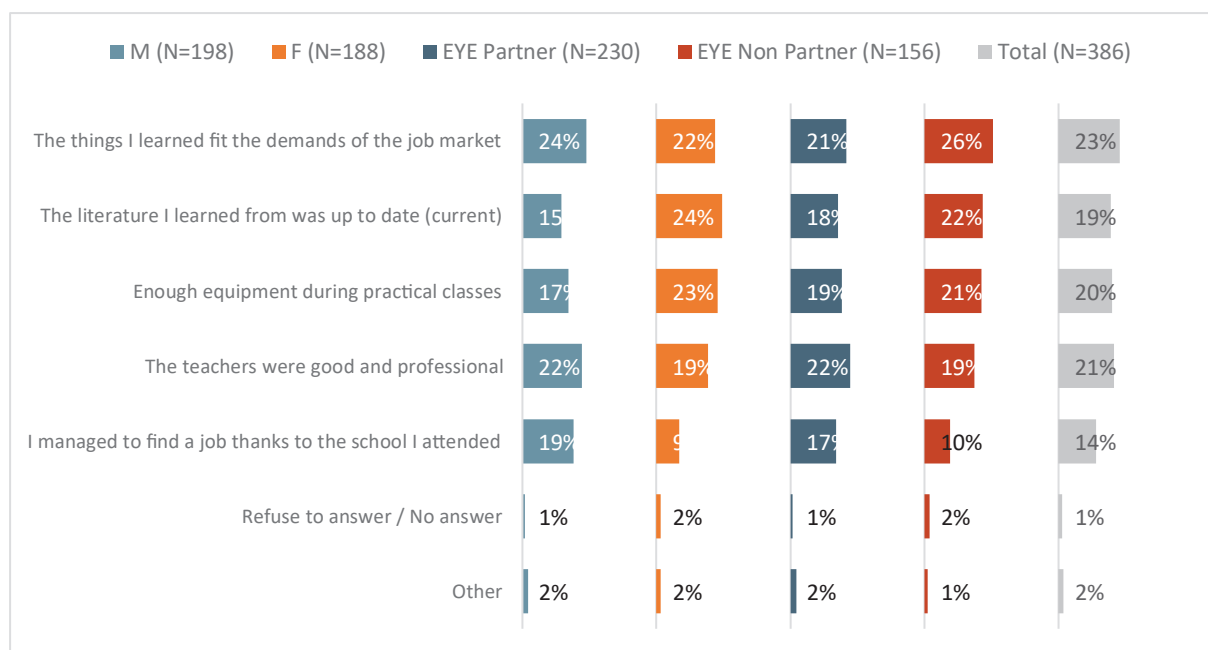


Likewise, VET graduates who believed the practical skills were very useful or useful were asked to explain the reasons behind it. Almost one in four claimed that the things they learned fit the demands of the labor market (23%), about 21% claimed that the teachers were good and professional, 20% that the class had enough equipment during practical classes and 19% claimed that the literature used was current. Fewer respondents managed to find a job due the program they attended (14%)

When it comes to usefulness of skills, more women than men found the skills very useful/useful due to the up-to-date literature (24% vs. 15%), and due to having access to enough equipment during practical classes (23% vs. 17%). Nevertheless, more men considered the skills as very useful/useful due to them fitting labor market demands (24% vs. 22%), having good and professional teachers (22% vs. 19%), and managing to find a job (19% vs. 9%).

When it comes to differences based on schools attended, more graduates from EYE Non-Partner schools than those of EYE Partner schools claimed the skills were useful since the skills they learned fit the labor market (26% vs. 21%), the literature used was up to date (22% vs. 18%) and that there was enough equipment during practical classes (21% vs. 19%). Whereas more graduates from EYE Partner schools compared to the EYE Non-Partner schools considered the teachers as professional for the skills they learned (22% vs. 19%) and that they managed to find a job due to the skills learned in the school they attended (17% vs. 10%).

Figure 24 Reasons behind finding the skills very useful/useful



Very few graduates (19 of them) believed the knowledge and skills they gained were very useless or useless in the programs they attended during high school. The majority of them found both the knowledge and practical skills useless due to not being able to find a job with the degree they received (12 and 11 respondents respectively). Less than a handful considered the knowledge and skills were useless due to the things learned not fitting the labor market demands (3 and 2 respondents respectively), the literature was outdated (1 respondent respectively), and the teachers were not good and professional enough (2 and 1 respondents respectively). Only two respondents considered the skills were useless due to lack of enough equipment during practical classes.

Table 5 Reasons behind finding the knowledge very useless/useless

I could not find a job with the school I attended	12
The things I learned do not fit the demands of the job market	3
The literature I learned from was outdated	1
The teachers were not good and professional enough	2
Lack of equipment during practical classes	0
Other, please specify	1
Refuse to answer / No answer	0
Total	19

Table 6 Reasons behind finding the skills very useless/useless

I could not find a job with the school I attended	11
The things I learned do not fit the demands of the job market	2
The literature I learned from was outdated	1
The teachers were not good and professional enough	1
Lack of equipment during practical classes	2
Other, please specify	2
Refuse to answer / No answer	0
Total	19

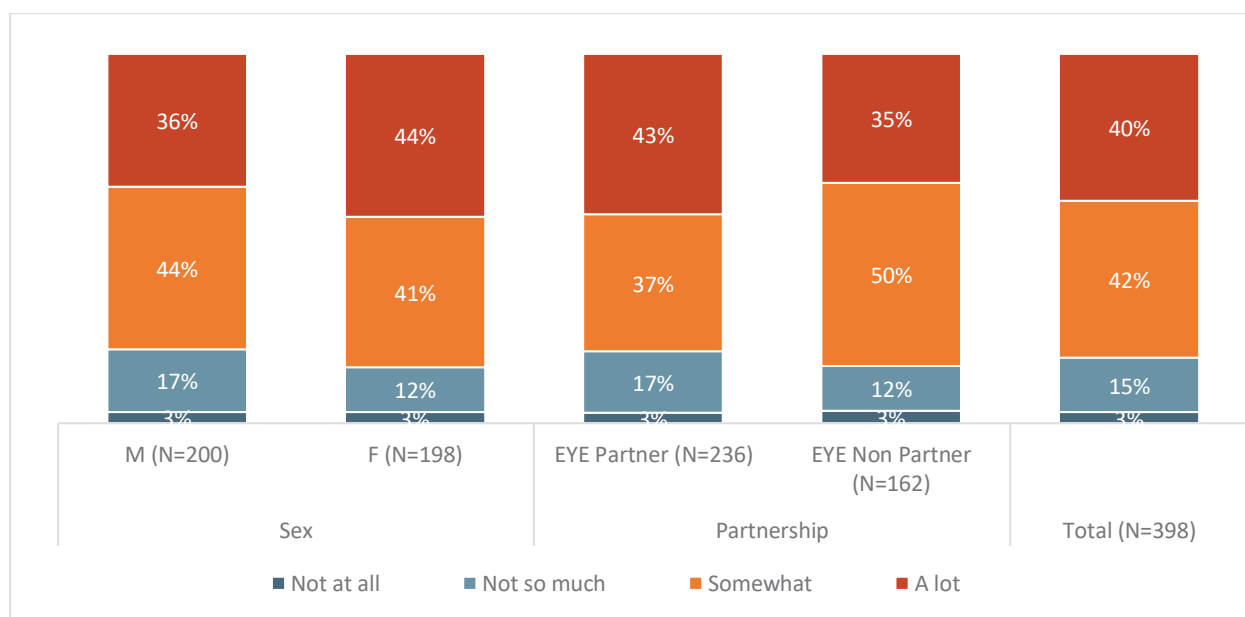
When the same VET graduates were asked what can be done to improve the quality of the lessons in schools, nine respondents suggested the provision of more internships and practice hours at different companies, five respondents suggested usage of modern textbooks, four suggested the improvement of the quality of teaching, three suggested the improvement of lab conditions. Three others stated that the issues are not in the quality of teaching but in the 'profile' they chose that they cannot find a job in Kosovo's labor market without also getting a college degree.

Table 7 Suggestions to improve the quality of lessons

Provide more practice hours/internships at companies/enterprises	9
Use more modern textbooks	5
Improve the quality of teaching	4
Improve cabinet (lab) conditions	3
Other, please specify	3
Refuse to answer / No answer	3
Total	19

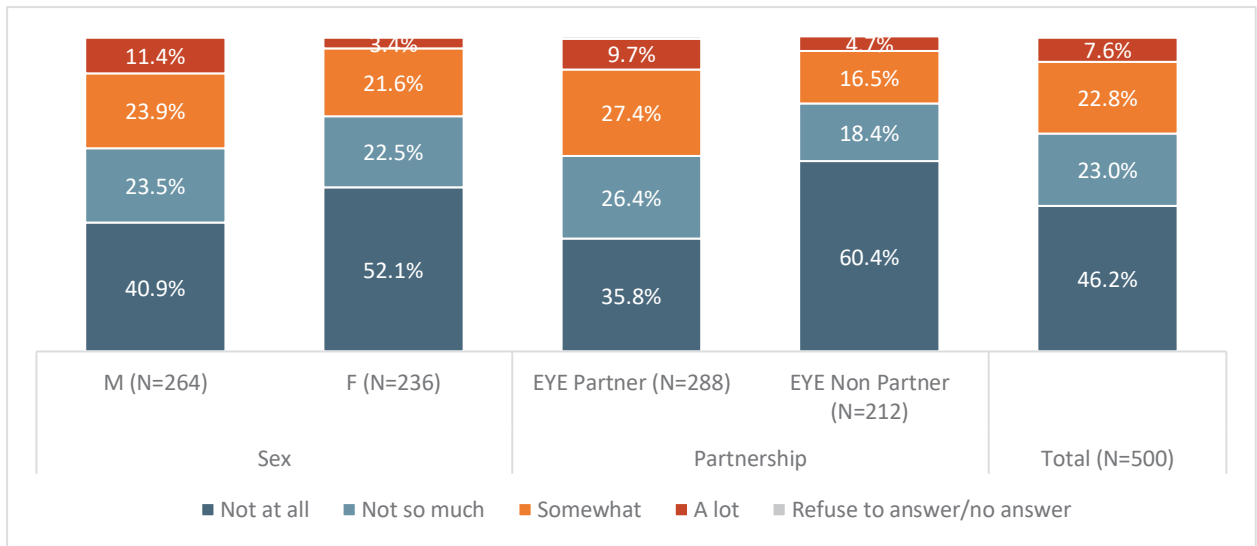
All VET graduates were further asked how much they benefited professionally from the program they attended in which case 40% of them claimed they benefited a lot, 42% claimed they benefited somewhat, 15% claimed they did not benefit much, and 3% think they did not benefit at all. When comparing VET graduates from EYE Partner schools and EYE Non-Partner schools, 43% of the former and 35% of the latter claimed they benefited a lot from the program they attended, while 37% and 50% respectively claimed they benefited somewhat in the professional aspect. Whereas, when comparing women and men, 44% of women and 36% of men claimed they benefited a lot from the program they attended professionally, and 41% and 44% claim they benefited somewhat.

Figure 25 Professional benefits of the program attended



Regarding the benefits in the financial aspect, only about 8% of VET graduates claimed they benefited a lot from the program and about 23% claimed they benefited somewhat. However, about 23% claimed they did not benefit much and about 46% claimed they did not benefit at all financially from the program they attended. More VET graduates of EYE Partner schools than those from EYE Non-Partner schools benefited a lot or somewhat financially from the program they attended (10% vs. 5% and 28% and 17% respectively). More men than women also claimed a lot or some financial benefits from the programs they attended (11% vs. 3% and 24% vs. 22% respectively).

Figure 26 Financial benefits of the program attended

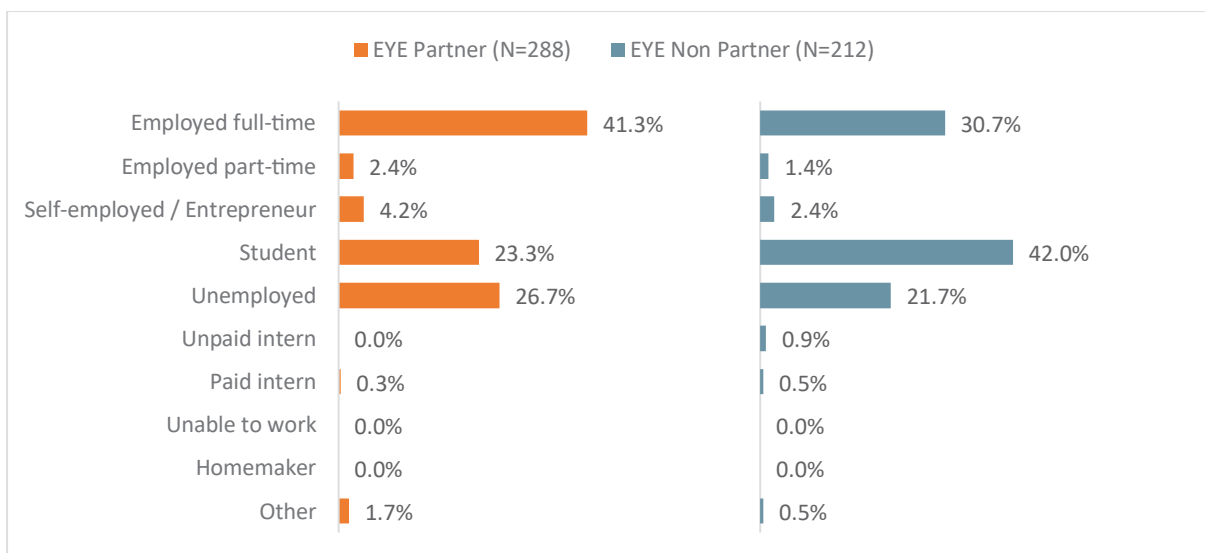


3. CURRENT EMPLOYMENT AND EMPLOYMENT OPPORTUNITIES

This section of the survey explored VET graduates' current employment status and their perceptions regarding employment opportunities in Kosovo and future expectations for their professional careers.

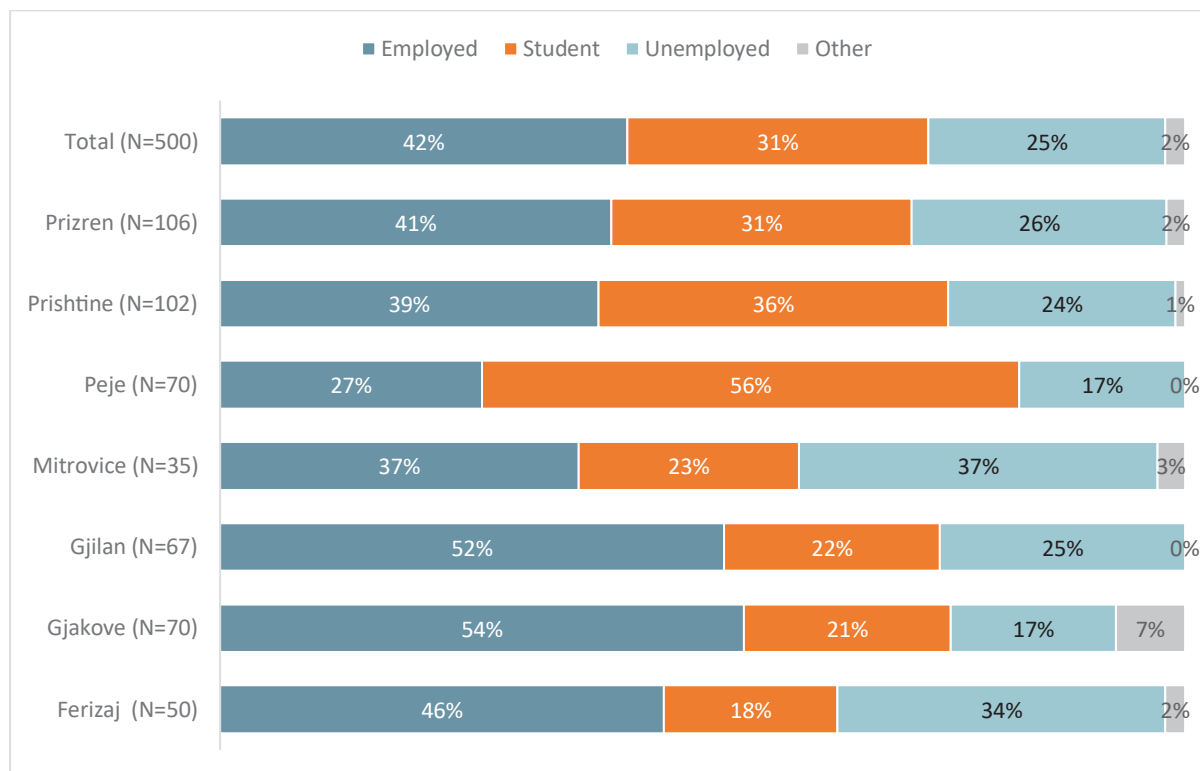
About 41% of the VET graduates from EYE Partner schools and 31% of VET graduates from EYE Non-Partner schools were employed full time. About 27% and 22% of each were unemployed. Some VET graduates had pursued further education and thus 23% of VET graduates from EYE Partner schools and 42% of the EYE Non-Partner Schools were students. Fewer VET graduates of both groups were self-employed (4% and 2% respectively) and even fewer were employed part-time (1% each), or unpaid interns (0% and 1% respectively).

Figure 27 Employment status of VET Graduates



Moreover, data about employment disaggregated by region show that more than half of VET graduates are employed in the region of Gjilan (52%) and Gjakovë (54%), and less in Peja (27%) and in Mitrovica (37%).⁵

Figure 28 Employment status of VET graduates by region



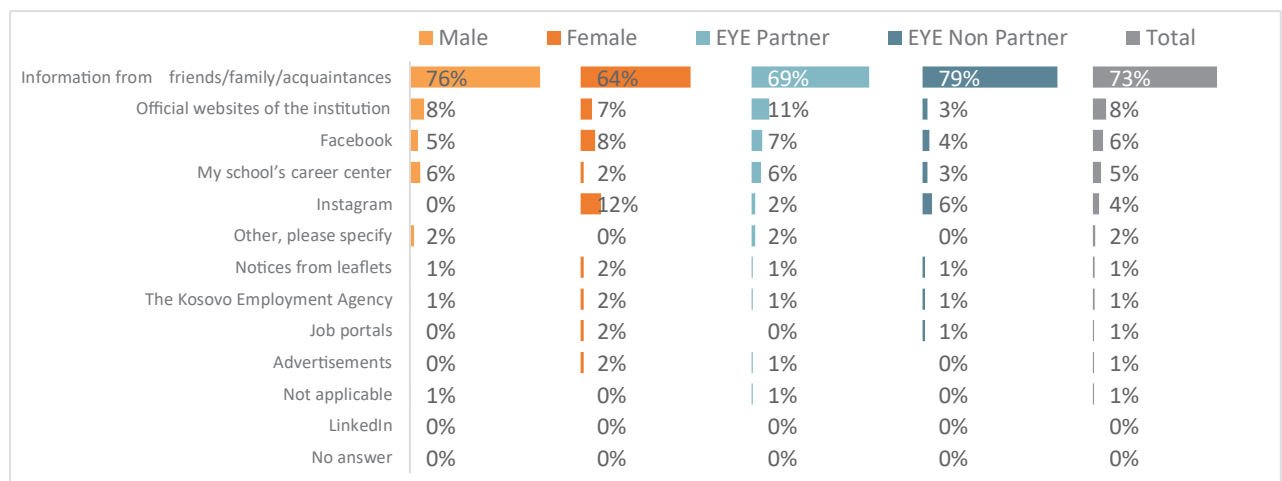
Overall, 73% of the VET graduates were informed through family, friend, or acquaintances for the jobs they currently hold, 8% from the announcements of the official websites of the companies, 6% were informed through Facebook, 5% through their school’s career center, 4% through Instagram, and 1% through posted physical leaflets of job ads.

About 69% of VET graduates from EYE Partner schools and 79% of the EYE Non-Partner schools were informed about their current jobs from their families, friends, and acquaintances, while fewer graduates of each group were informed through official websites of their employer (11% vs. 3%), Facebook (7% vs. 4%), their school’s career center (6% vs. 3%), Instagram (2% vs. 6%), leaflet notices (1% each), and Employment Agency of the Republic of Kosovo (1% each). While only a fraction of the graduates of EYE Non-Partner schools used private job portals (1%).

Additionally, 76% of men and 64% of women also found jobs through information from families, friends, and acquaintance. A few women used job portals (2%) while none of the men did. Women also used social media more than men (12% Instagram and 8% Facebook vs. 0% and 5%). More men than women used official websites of the institution (8% vs. 7%) and their school’s career centers (6% vs. 2%).

⁵ Employed category for this graph included VET graduates that are employed full or part time and those that are self-employed.

Figure 29 Channels of information for current job, *only one answer

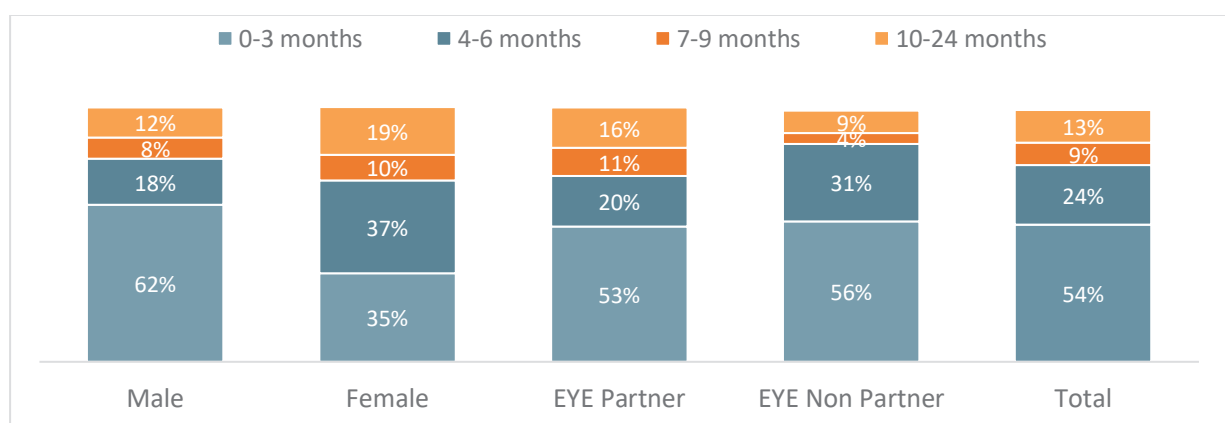


Results show that almost all of the employed respondents have found a job within 24 months, without any difference of those studying in EYE partner and Eye Non-partner schools. There is a slight difference by gender, where all men have found a job within 24 months compared to 98% of women.

More than half of all VET graduates (54%) that are employed full time were able to find a job within 0-3 months, 24% were able to find a job within 4-6 months, 9% within 7-9 months, and 13% within 10-24 months. When comparing VET graduates of EYE Partner schools and EYE Non-Partner schools, 53% of the former and 56% of the latter found jobs within 0-3 months, 20% and 31% respectively found jobs within 4-6 months, 11% and 4% respectively within 7-9 months, and 16% and 9% respectively in 10-24 months.

Further, about two thirds of employed young men and about a third of employed young women were employed within 0-3 months. Meanwhile, 18% of young men and 37% of young women were employed within 4-6 months, 8% and 10% respectively within 7-9 months, and 12% and 19% respectively within 10-24 months.

Figure 30 Time it took to get a job since graduation, *only employed VET graduates



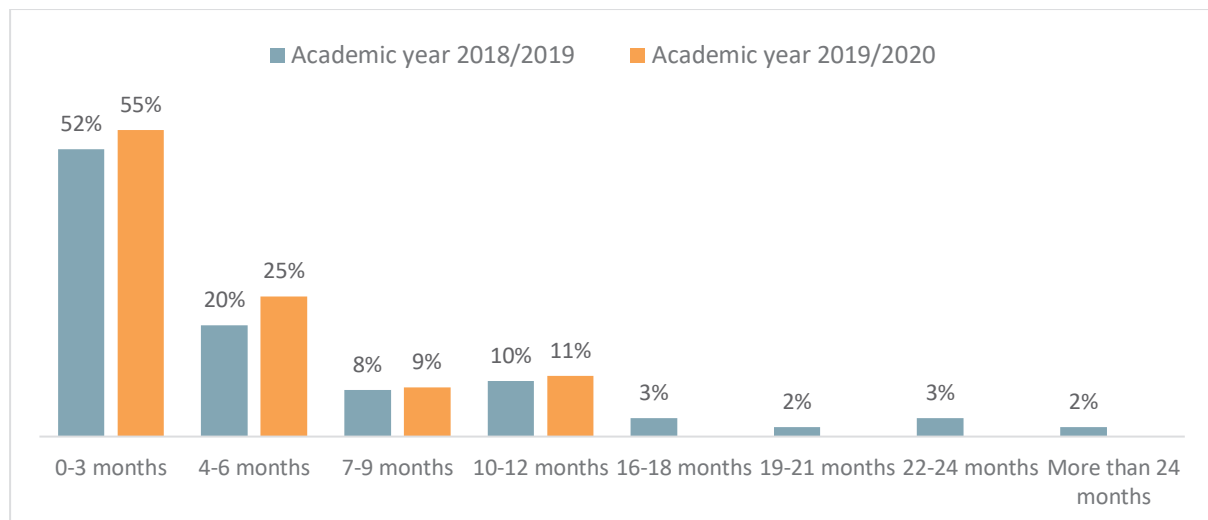
Overall, 39% of 2018/2019 VET graduates and 38% of 2019/2020 VET graduates are employed.⁶ Therefore, it is important to understand how long it took VET graduates of 2018/2019 only and VET

⁶ Note: Since the survey targeted VET graduates of 2018/2019 and 2019/2020 school years, 24.4% of VET graduates have not found jobs either in 26 months (for 2019 graduates) or in 12 months (for 2020 graduates) if we calculate the difference between May 2019-June 2021, and May 2020-June 2021 (time of survey).

graduates of 2019/2020 only to get employed. About 52% of 2018/2019 VET graduates found jobs within 0-3 months, 20% within 4-6 months, 8% within 7-9 months, 10% within 10-12 months, 3% within 16-18 months, 2% within 19-21 months, 3% within 22-24 months, and 2% more than 24 months.

Whereas, 55% of 2019/2020 VET graduates found jobs within 0-3 months, 25% within 4-6 months, 9% within 7-9 months, and 11% within 10-12 months.

Figure 31 Time it took to get a job since graduation, *only employed VET graduates, by year of graduation



There were different lengths of time it took graduates to get a job based on their profession earned from high school. Due to small numbers of respondents per profile, the time it took VET graduates based on training profile was grouped in 0-3 months, 4-6 months, and more than 6 months. These results are indicative only since the sample is not representative of training profiles.

Of those employed VET graduates, 38% of those in *Administration* fields found a job within 0-3 months, 13% within 4-6 months, and 50% in more than 6 months. All those graduates that were employed and graduated in *Architecture* fields found jobs in 0-3 months. Further, 79% of those in *Auto mechanic* fields found a job within 0-3 months, 7% within 4-6 months, and 14% in more than 6 months. A total of 62% of graduates in *Computer Science/IT* fields found a job within 0-3 months, 15% within 4-6 months, and 23% in more than 6 months. While, 43% of graduates in *Construction* fields found a job within 0-3 months and 57% within 4-6 months. Moreover, 40% of respondents graduated in *Economy/Trade/Sales/Marketing* fields found a job within 0-3 months, 40% within 4-6 months, and 20% in more than 6 months.

Additionally, 40% of graduates in *Bank/Finance/Accounting/Insurance* fields found a job within 0-3 months, 40% within 4-6 months, and 20% in more than 6 months. While, 52% in *Fashion Design/Interior Design/Graphic Design* fields found a job within 0-3 months, 19% within 4-6 months, and 34% in more than 6 months. A share of 50% of the graduates in *Food Technology* fields found a job within 0-3 months, 19% within 4-6 months, and 34% in more than 6 months. A total of 22% of the graduates in *Agriculture/Agribusiness/Horticulture* fields found a job within 0-3 months and 78% within 4-6 months.

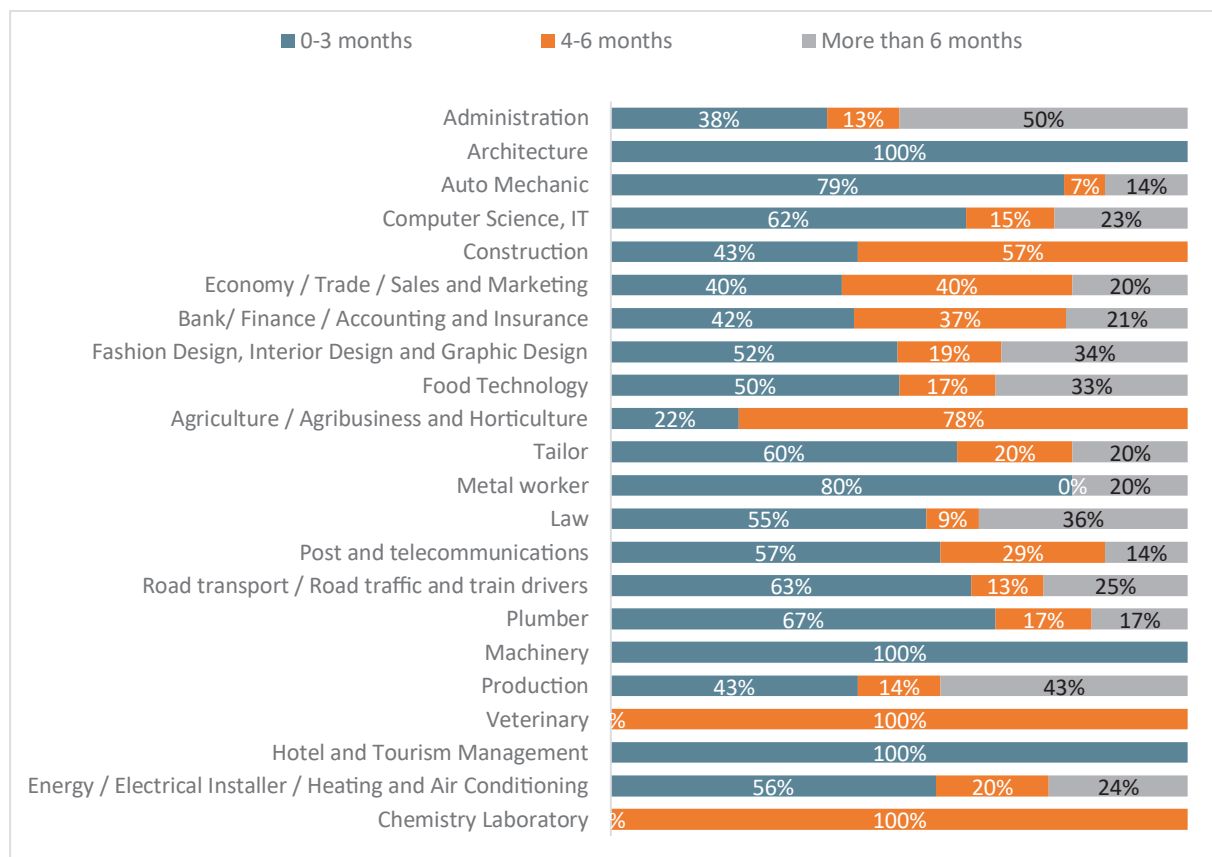
Further, 60% of graduates in *Tailoring* fields found a job within 0-3 months, 20% within 4-6 months, and 20% in more than 6 months. While, 80% in the *Metal work* fields found a job within 0-3 months, and 20% in more than 6 months. More than half (55%) of the graduates in *Law* fields found a job within 0-3 months, 9% within 4-6 months, and 34% in more than 6 months. A total of 57% of the graduates in

the *Post and Telecommunication* fields found a job within 0-3 months, 29% within 4-6 months, and 14% in more than 6 months.

Furthermore, 63% of graduates in *Road transport/Road traffic/Train driving* fields found a job within 0-3 months, 13% within 4-6 months, and 25% in more than 6 months. While, 67% in *Plumbing* fields found a job within 0-3 months, 17% within 4-6 months, and 17% in more than 6 months. All graduates in *Machinery* fields found jobs in 0-3 months. A share of 43% of the graduates in *Production* fields found a job within 0-3 months, 14% within 4-6 months, and 43% in more than 6 months. All graduates in *Veterinary* fields found jobs in 4-6 months. And, all graduates in *Hotel and Tourism Management* fields found jobs in 0-3 months.

Lastly, 56% of graduates in *Energy/Electrical Installment/Heating and Air Conditioning* fields found a job within 0-3 months, 20% within 4-6 months, and 24% in more than 6 months. Whereas, all graduates in *Chemistry* fields found jobs in 4-6 months.

Figure 32 Time it took to get a job since graduation, based on training profile



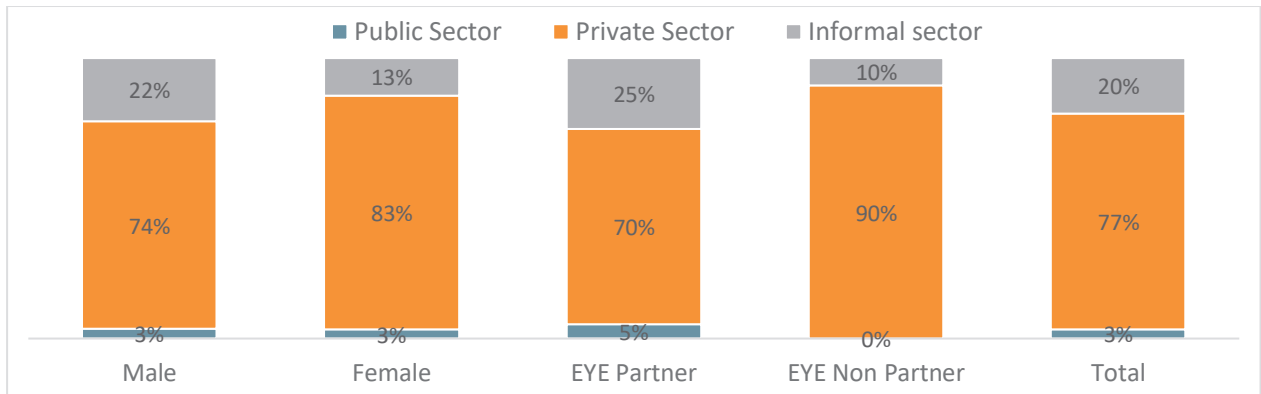
When asked about sector of employment, the graduates were to indicate whether they are employed in the (formal) private sector, the informal (private) sector, or public sector. Overall, 77% of VET graduates are employed in the formal private sector and 20% of them in the informal private sector, while 3% in the public sector.

Interestingly, 70% of VET graduates of EYE Partner schools and 90% of VET graduates of EYE Non-Partner schools work in the formal private sector, while 25% and 10% of each respectively work in the informal private sector. About 5% of VET graduates of EYE Partner schools work in the public sector and none of the graduated of EYE Non-Partner schools work there. More young women than young men

are employed in the formal private sector (83% vs. 74%) than in the informal private sector (13% vs. 22%). About 3% each work in the public sector.

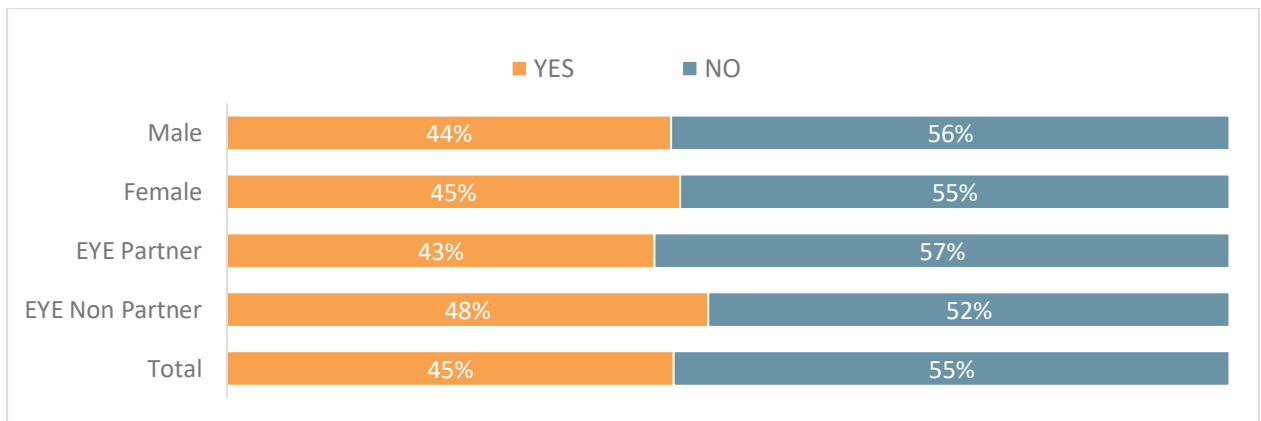
Regarding internship sector, only four people out of 500 respondents were interning, two in the formal private sector, one in the informal private sector, and one in the public sector (not portrayed in the graph).

Figure 33 Employment sector of VET graduates



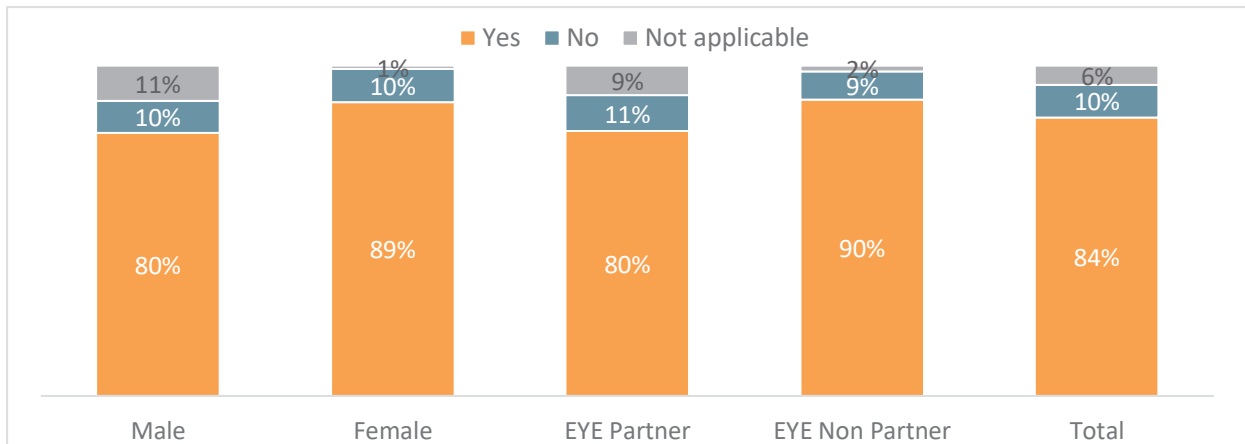
Less than half of all VET graduates (45%) who are employed or interning claimed the job which they hold relates to the skills acquired during their professional high schools, while 55% claimed the opposite. Fewer graduates from EYE Partner schools than EYE Non-Partner schools believe their job is related to the skills of the program attended during high schools (43% vs. 48% respectively) and fewer men than women claim the same (44% vs. 45% respectively).

Figure 34 Job/Internship relation to skills acquired during professional schooling



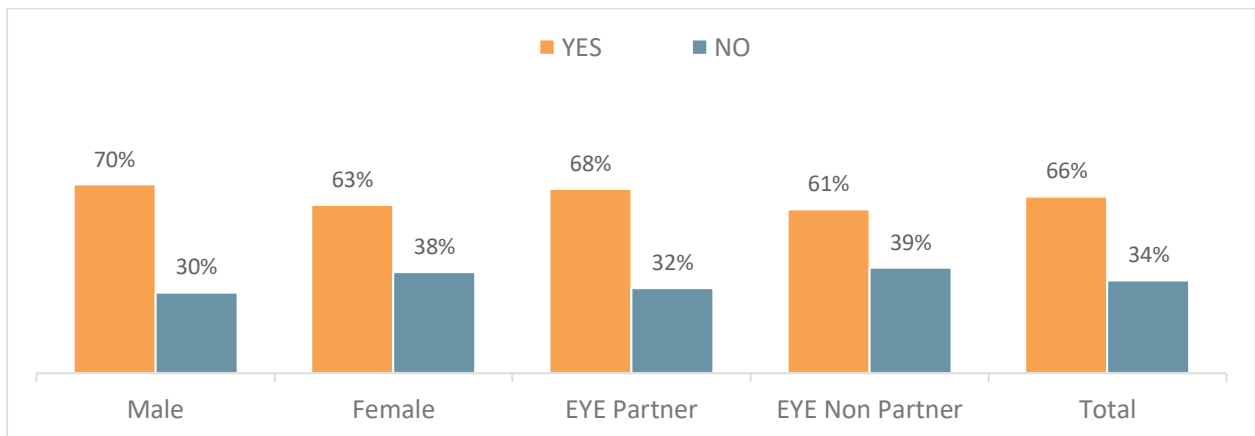
The majority of unemployed VET graduates (84%) plan to look for a job in the future and 10% of them do not. About 80% of graduate of EYE Partner schools and 90% of EYE Non-Partner schools plan to look for a job and 80% of men and 89% of women plan to look for a job in the future.

Figure 35 Plans for looking for a job *unemployed, student, or interning VET graduates



When asked if they looked for a job since the end of high school, 66% of all VET graduates claimed they did and 34% did not. About 68% of EYE Partner schools and 61% of EYE Non-Partner schools claimed they looked for a job since the end of high school. Whereas when compared by gender, 70% of men and 63% of women looked for a job since they graduated.

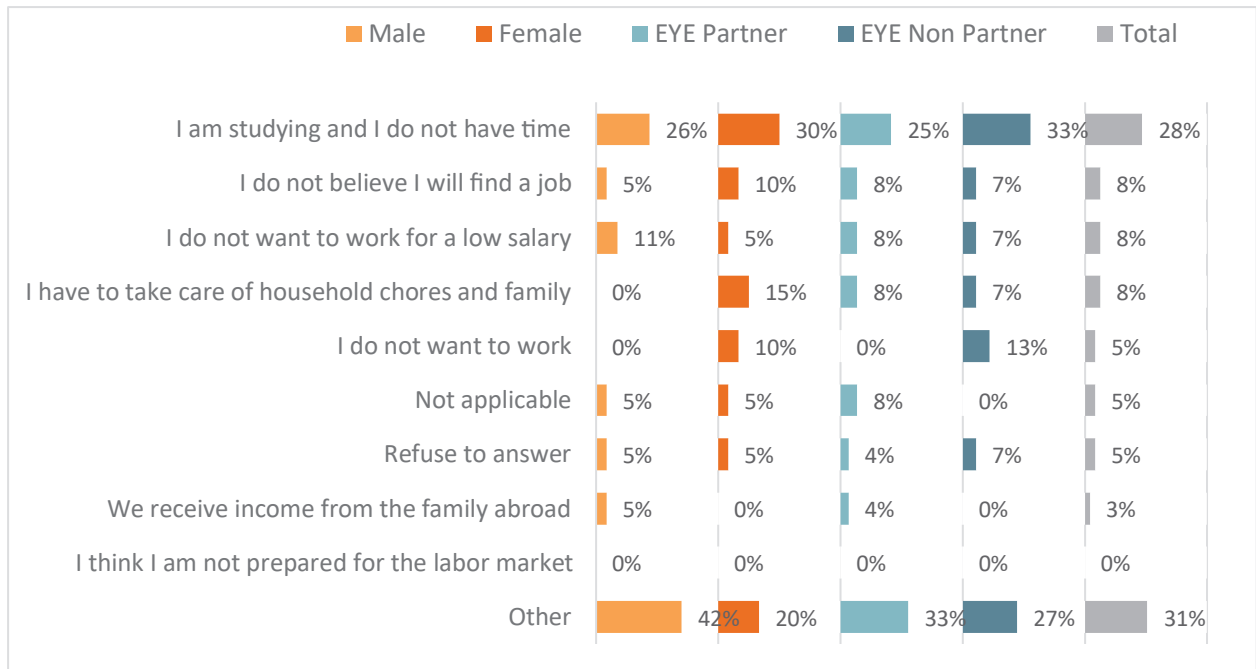
Figure 36 Looking for a job since the end of high school, *only unemployed VET graduates



Those who did not look for a job since graduating high school (n=42) were asked to elaborate on the reasons for that. Overall, 28% of them claimed they are studying and do not have time to work, about 8% each do not believe they will find a job, do not want to work for low salaries, have to take care of household chores and family, while 5% do not want to work and 3% receive income from family abroad.

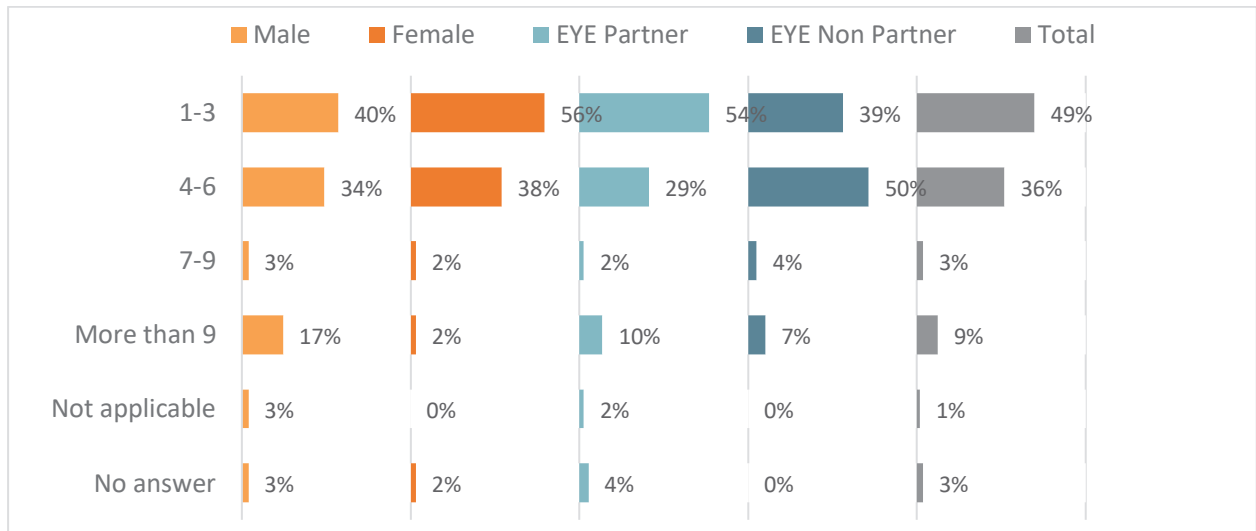
It shall be noted that when comparing young men and women, more men (11%) claim they do not want to work for a low salary than women (5%), while more women (10%) than men (5%) do not believe they will find a job. Strikingly, 15% of women who are not looking for a job have to take care of household chores and family and none of the men have this listed as a reason for not looking for a job.

Figure 37 Reasons for not looking for a job, *only those who did not look for a job since graduating high school



Almost half of those who applied to jobs since graduating high school (49%) applied to 1-3 of them thus far (until June 2021). About 36% applied to 4-6 jobs, 3% to 7-9 jobs, and about 9% to more than 9 jobs. About 54% of VET graduates from EYE Partner schools applied to 1-3 jobs and 50% of VET graduates of EYE Non-Partner schools applied to 4-6 jobs. While there are fewer differences where it comes to gender where 56% of young women and 40% of young men applied to 1-3 jobs. It is striking that 17% of men applied to more than 9 jobs while only 2% of women applied to that many jobs.

Figure 38 Average number of jobs applied to, *only those who have applied to jobs since graduating high school

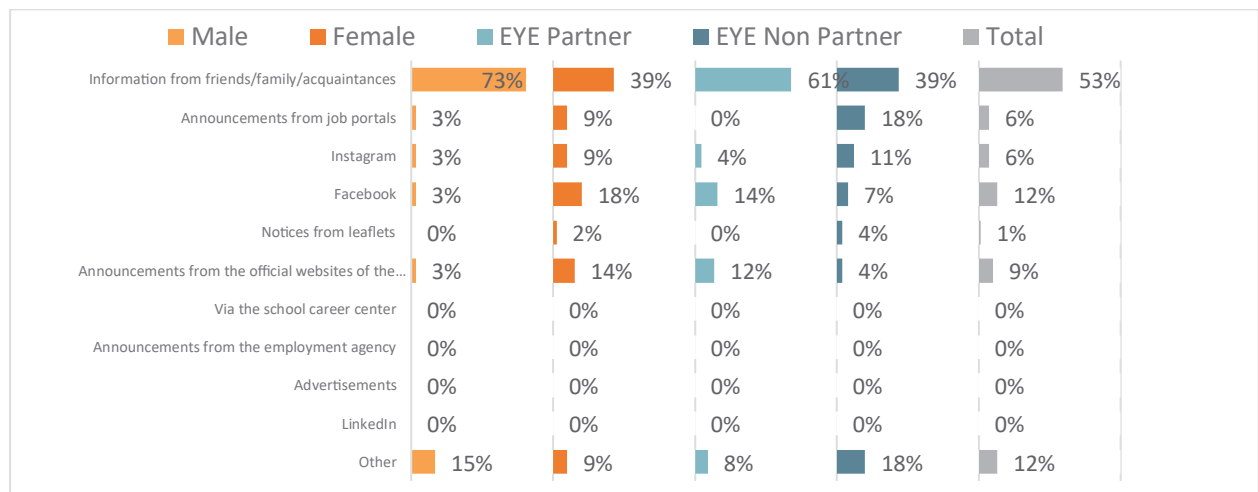


Overall, 53% of the VET graduates were informed through family, friends, or acquaintances for the jobs in which they applied, 12% were informed through Facebook, 9% from the announcements of the official websites of the companies, and 6% through job portals and Instagram.

VET graduates from EYE Partner schools (61%) rely more on families, friends, and acquaintances regarding job opportunities compared to the EYE Non-Partner schools (39%). Virtually none of the former rely on job portals for employment opportunities compared to 18% of the latter.

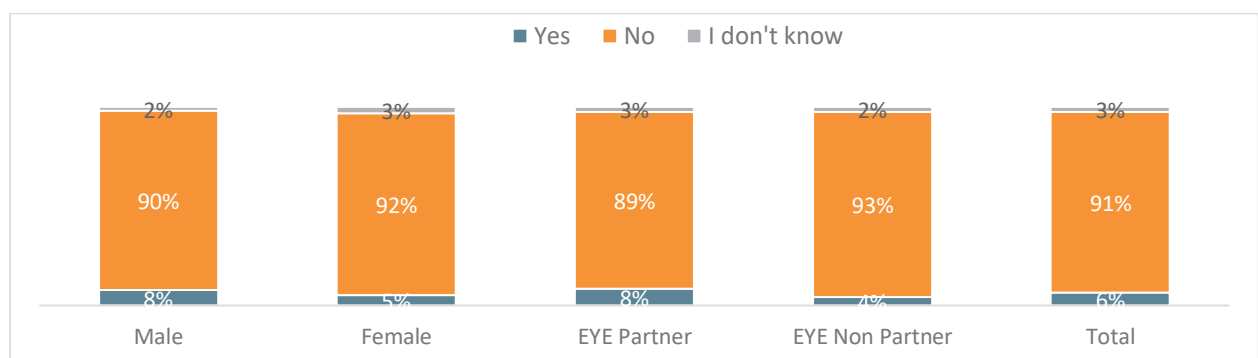
Comparing results between men and women, about three in four men and a bit more than one in three women rely on families, friends, and acquaintances for job information. Quite more women than men use job portals (9% vs.3%), Instagram (9% vs.3%), Facebook (18% vs.3%), and company websites (14% vs. 3%).

Figure 39 Channels of information for the jobs applied to since graduating, *up to three choices



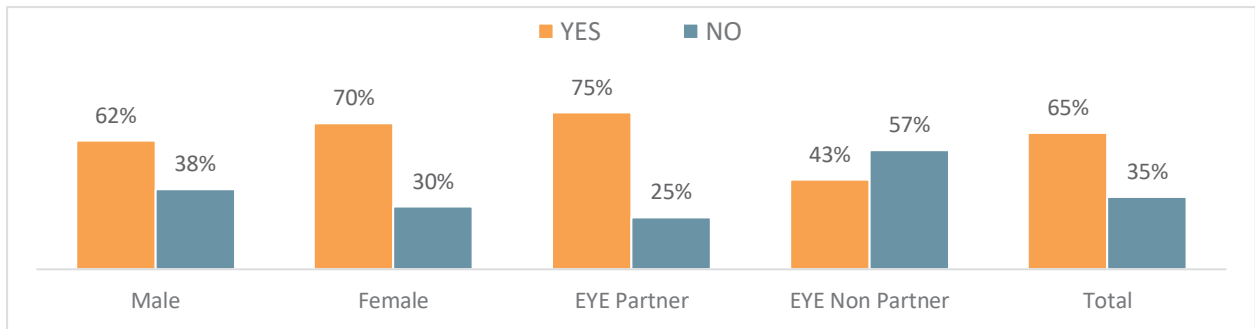
The Employment Agency of the Republic of Kosovo, otherwise known as Kosovo Job Portal, is a national job portal which aims to facilitate the labor market and implement employment and vocational training policies. Kosovo citizens may register in the portal and be informed regarding new job opportunities. Therefore, the survey further asked the VET graduates if they are registered as job seekers in the EARK portal, resulting in 91% of them claiming not to be registered and 6% of them being registered there, while 3% of them did not know that agency existed. More VET graduates of EYE Partner schools than EYE Non-Partner schools are registered in it (8% and 4% respectively). More men than women are also registered in the Kosovo Job Portal (8% and 5% respectively).

Figure 40 Registration of VET graduates at the Employment Agency of the Republic of Kosovo



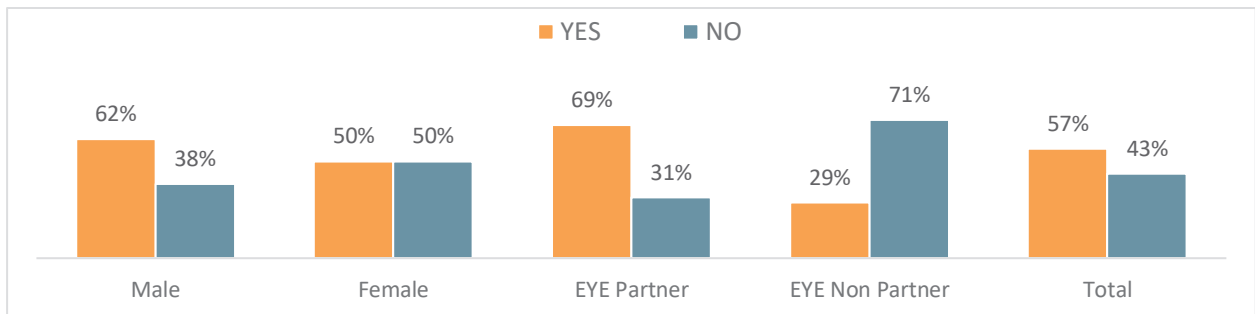
Although a miniscule number of respondents had registered at EARK, they were asked whether they were advised about employment opportunities by the agency, and 65% of them claimed they were. More VET graduates of EYE Partner schools than EYE Non-Partner schools were advised by the agency (75% vs. 43%). More women than men were advised by the agency as well (70% vs. 62%).

Figure 41 Employment Agency of the Republic of Kosovo advise on employment opportunities



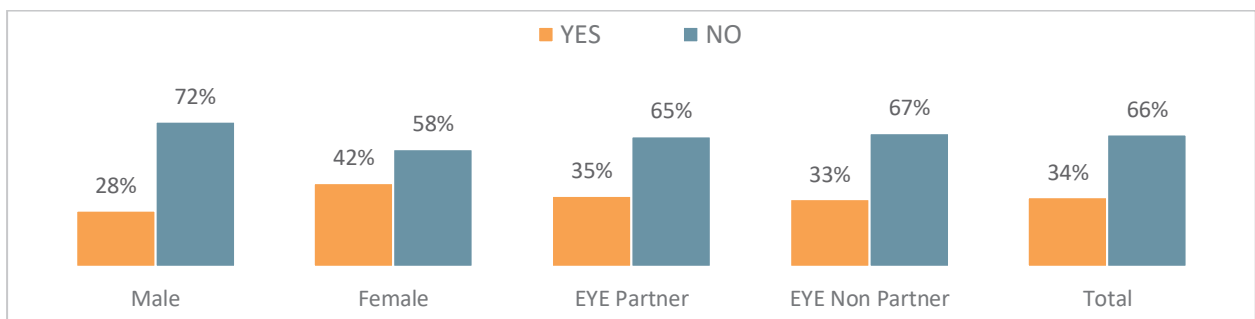
The same group of graduates were then asked whether they were ever notified of a job vacancy by EARK. About 57% of all of them claimed they were, while 43% were never notified of a job vacancy. About 69% of the graduate of EYE Partner schools were notified while only 29% of those from EYE Non-Partner schools. On the other hand, 62% of men and 50% of women were notified of a job vacancy by EARK.

Figure 42 Employment Agency of the Republic of Kosovo job vacancy notifications



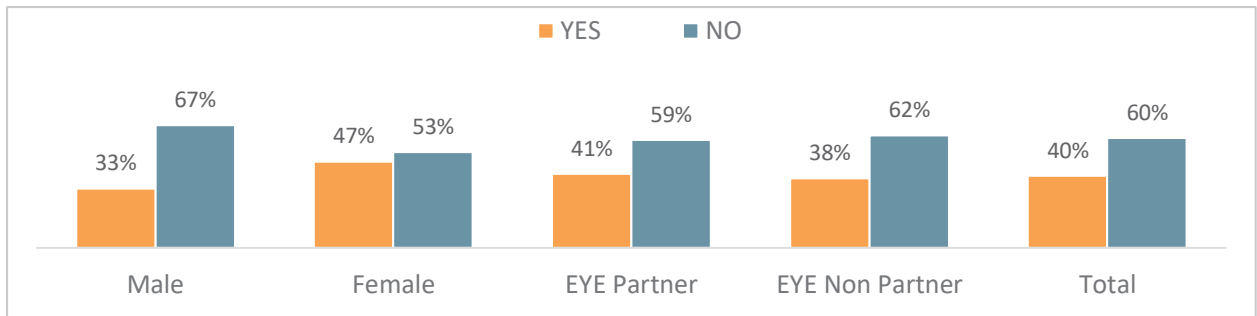
VET graduates were then all asked whether they applied in the past 6 months to any jobs to understand whether those employed are looking for new opportunities or those unemployed are actively looking for jobs. Only 34% of them have applied for jobs in the past 6 months. About the same portions of both graduates of EYE Partner schools and EYE Non-Partner schools applied to jobs in such a period (35% and 33% respectively). Quite more women than men applied for jobs in the past six months (42% and 28% respectively).

Figure 43 Job applications of all VET graduates in the past 6 months



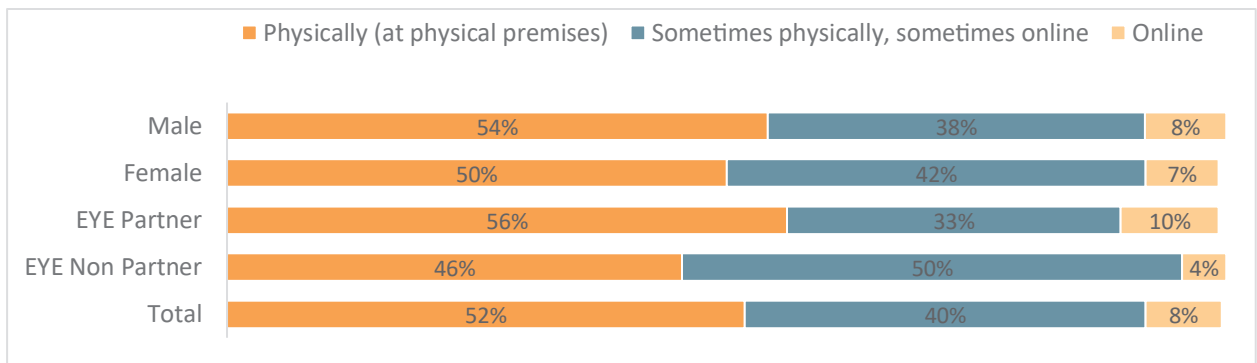
VET graduates were then asked whether they applied in the past 12 months. More of them (40%) have applied for jobs in the past 12 months. Only a few more of graduates of EYE Partner schools than EYE Non-Partner schools applied to jobs in a 12-month period (41% and 38% respectively). Even in a year's time, more women than men applied for jobs (47% and 33% respectively).

Figure 44 Job applications of all VET graduates in the past 12 months



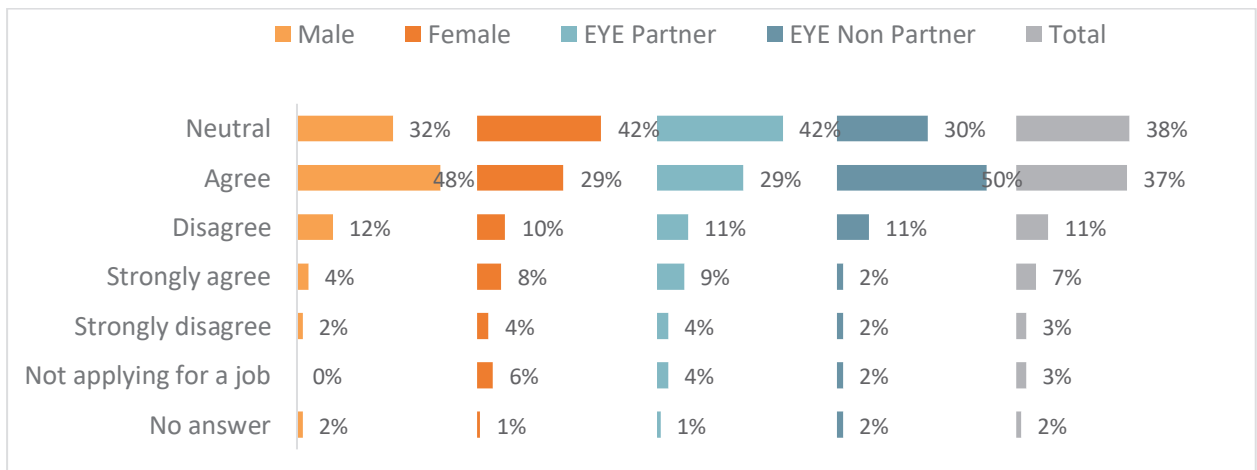
With digitization of many processes including work and with many working from home during the COVID-19 pandemic, it was important to further ask VET graduates how they applied for these jobs within 6 and 12 months. More than half of them had submitted application at physical premises of the employers, 40% had sometimes submitted them physically and sometimes online, and only 8% of them submitted job applications online only.

Figure 45 Manner of job application of all VET Graduates



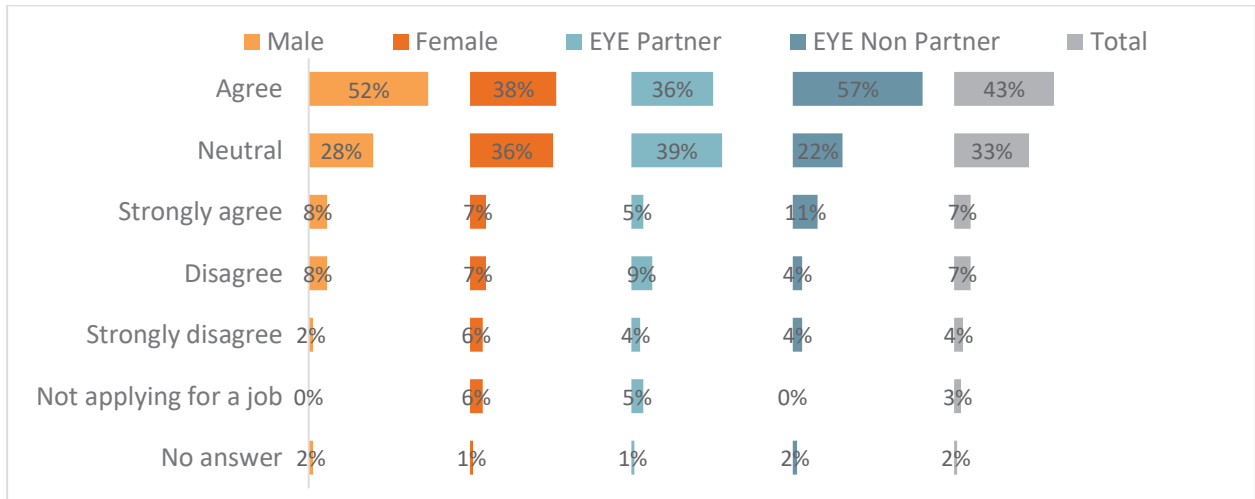
VET graduates were then asked to agree or disagree with a statement on being able to find a job within 12 months. Indeed, 38% were neutral about the prospects of finding a job in the next 12 months, 44% agreed/strongly agreed they would, and 14% strongly disagreed. About 3% claimed they are not going to apply for a job. More EYE Non-Partner school graduates are sure about job prospects in the next 12 months than EYE Partner school graduates (52% vs. 38%). Likewise, more men than women believe they will find a job within 12 months (52% vs. 37%).

Figure 46 Agreement with the statement "I will find a job in the next 12 months"



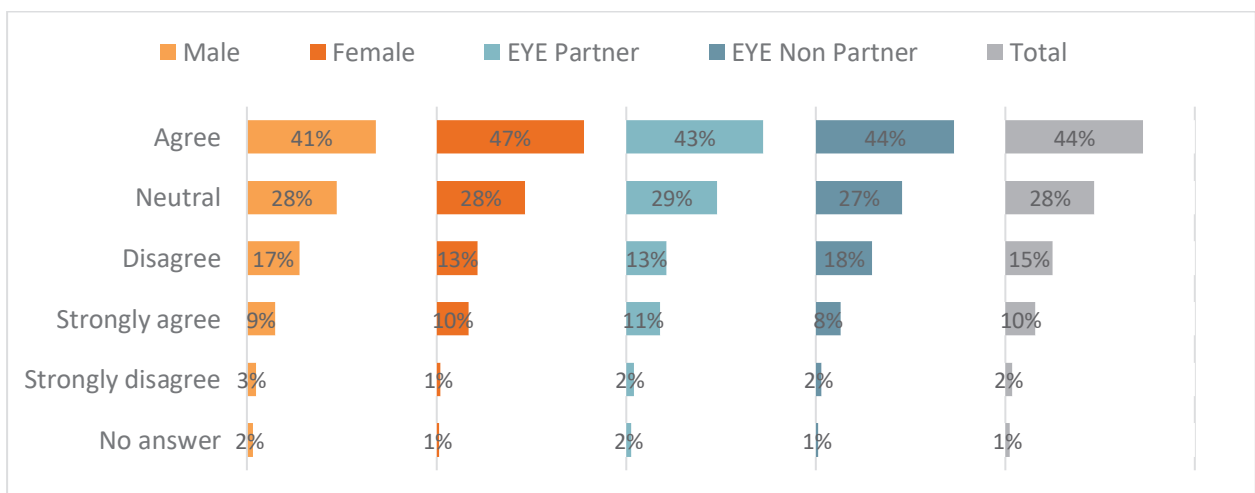
VET graduates were then asked to agree or disagree with a statement on being able to find a job within 24 months. Around 50% agreed/strongly agreed they would find a job in the next 24 months, 33% were neutral in this regard, and 11% disagreed/strongly disagreed. About 3% claimed they are not going to apply for a job in the next 24 months. More EYE Non-Partner school graduates are sure about job prospects in the next 24 months than EYE Partner school graduates (68% vs. 41%). Disaggregated by gender, more men than women believe they will find a job within 24 months (60% vs. 45%).

Figure 47 Agreement with the statement “I will find a job in the next 24 months”



It was also important to explore the perceptions of VET graduates about their professional and financial future. A total of 54% of VET graduates agreed/strongly agreed that thanks to the school in which they graduated, a very successful professional future awaits them; 28% were neutral in this regard, and 25% disagreed/strongly disagreed. A few more graduates of EYE Partner schools than EYE Non-Partner schools agreed/strongly agreed their professional life in the future will be successful (54% and 52% respectively). Women were more optimistic than men about a successful professional future (57% and 50% respectively).

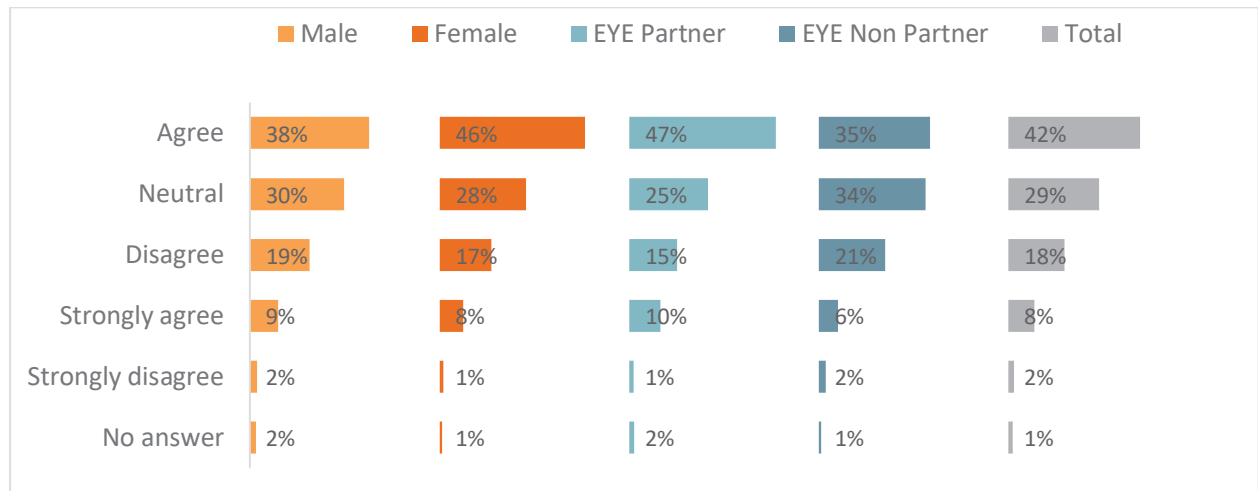
Figure 48 Agreement with the statement “Thanks to the school in which I graduated; a very successful professional future awaits me”



Regarding successful future in the financial aspect, the perception of VET graduate is slightly worse than when compared to the professional aspect. A total of 50% of all VET graduates agreed/strongly agreed that thanks to the school in which they graduated, a very successful financial future awaits them 29%

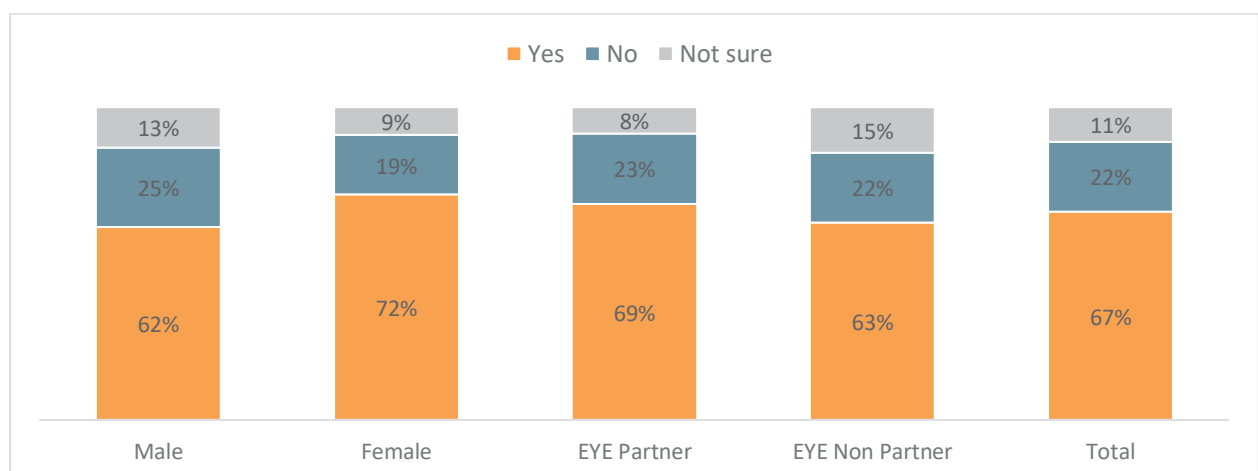
were neutral in this regard, and 26% disagreed/strongly disagreed. Quite more graduates of EYE Partner schools than EYE Non-Partner schools agreed/strongly agreed their financial life in the future will be successful (57% and 41% respectively). More women expect a successful financial future than men (54% and 47% respectively).

Figure 49 Agreement with the statement “Thanks to the school in which I graduated; a very successful financial future awaits me”



Given that there is a high unemployment level of the youth and after exploring the VET graduates’ perceptions of employment opportunities, they were further inquired to accept or deny a statement on whether they want to practice their professional activity in Kosovo. About two thirds of all graduates (67%) want to practice their professional activity in Kosovo, 22% do not want that, and 11% are not sure whether they do. More graduates of EYE Partner schools than EYE Non-Partner schools want to practice their professional activity in Kosovo (69% and 63% respectively). More women want to practice their professional activity in Kosovo than men (72% and 62% respectively).

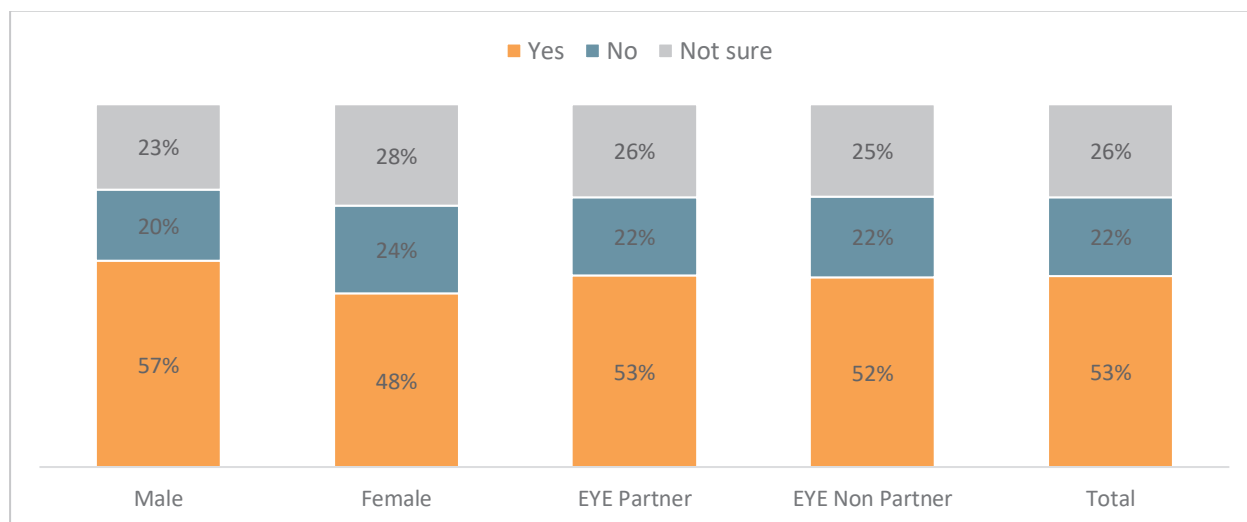
Figure 50 Agreement with the statement “In the future, I want to practice my professional activity in Kosovo”



Although those who said no in the previous question could have meant that they wanted to practice their professional activities outside of Kosovo, they could have also meant they simply do not want to practice it at all. Thus, the survey further inquired to accept or deny a statement on whether VET graduates want to practice their professional activity outside Kosovo. A total of 53% of all graduates

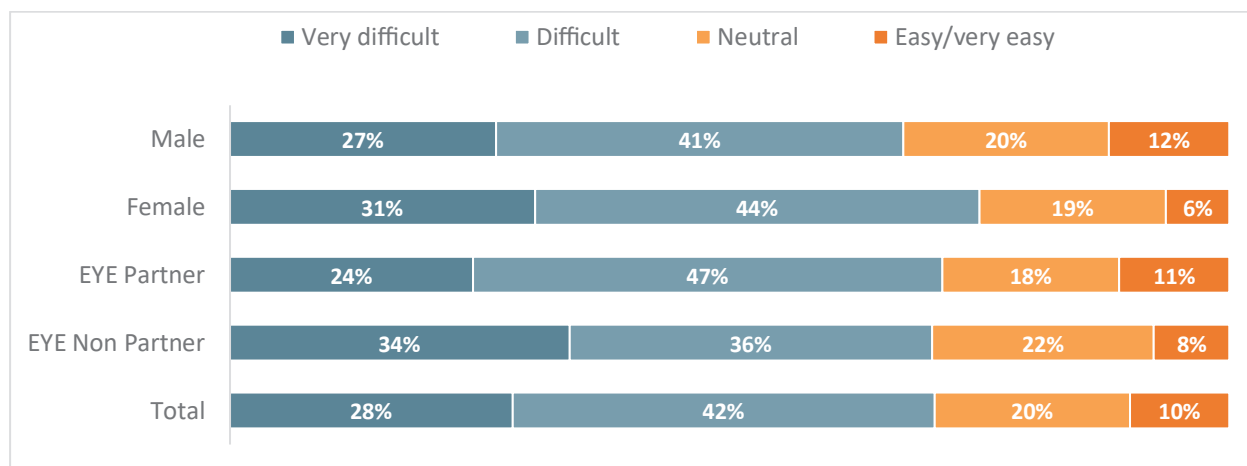
want to practice their professional activity outside of Kosovo, 26% are not sure about that, and 22% do not.

Figure 51 Agreement with the statement “In the future, I want to practice my professional activity outside of Kosovo”



Additionally, VET graduates were asked about the difficulty to find a job in Kosovo. Overall, 70% of graduates believe it is either difficult or very difficult to find a job in Kosovo. About 20% of them are neutral, and 10% believe it is easy or very easy. A total of 71% of graduates of EYE Partner schools and 70% of EYE Non-Partner schools think that finding a job in Kosovo is difficult/very difficult. More women than men perceive getting a job in Kosovo as difficult/very difficult (75% and 68% respectively).

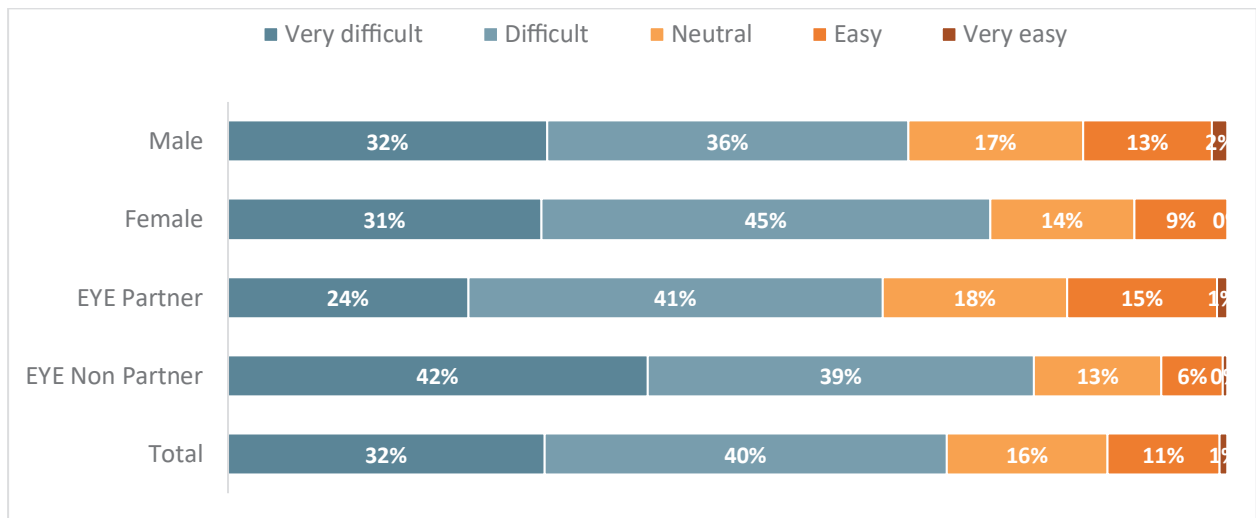
Figure 52 How difficult do you think it is to get a job in Kosovo?



VET graduate perceptions regarding difficulty of finding a job in Kosovo in their profession is similar to the general perception of finding a job in Kosovo. Overall, 72% of graduates believe it is either difficult or very difficult to find a job in Kosovo in their profession. About 16% of them are neutral, and 12% believe it is easy or very easy. About four in five (81%) graduates of EYE Non-Partner schools and 65% of EYE Partner schools think that finding a job in Kosovo in their profession is difficult/very difficult.

More women than men perceive getting a job in Kosovo in their profession as difficult/very difficult (76% and 68% respectively).

Figure 53 How difficult do you think it is to get a job in Kosovo with/in your profession?

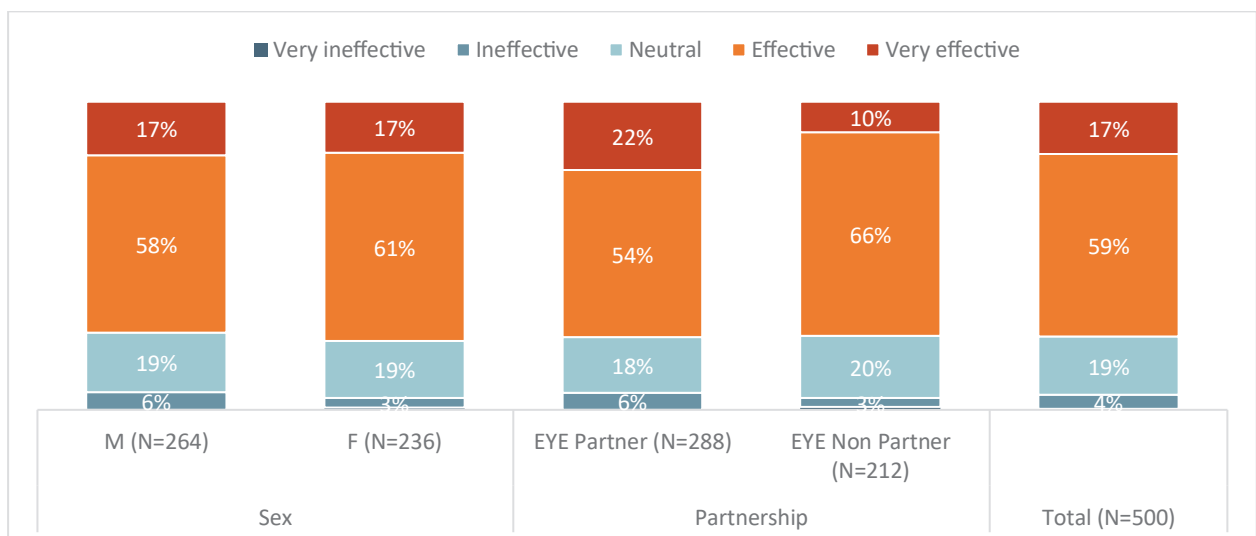


4. TRAINING EFFECTIVENESS AND IMPACT ON GRADUATES

This section of the survey explored the overall VET graduates’ perceptions regarding training efficiency and its impact on graduates as well as the assistance received, if any, from school-based career centers.

A large portion of VET graduates (76%) considered the theoretical lessons learned during professional high school as effective or very effective. About 19% of them were neutral about their effectiveness and 4% considered them ineffective. More VET graduates from EYE Partner schools (22%) considered the theoretical lessons as very effective compared to graduates of EYE Non-Partner schools (10%), albeit the same amount considered them cumulatively effective/very effective (76% each). A bit more women (78%) considered them effective or very effective than men (75%).

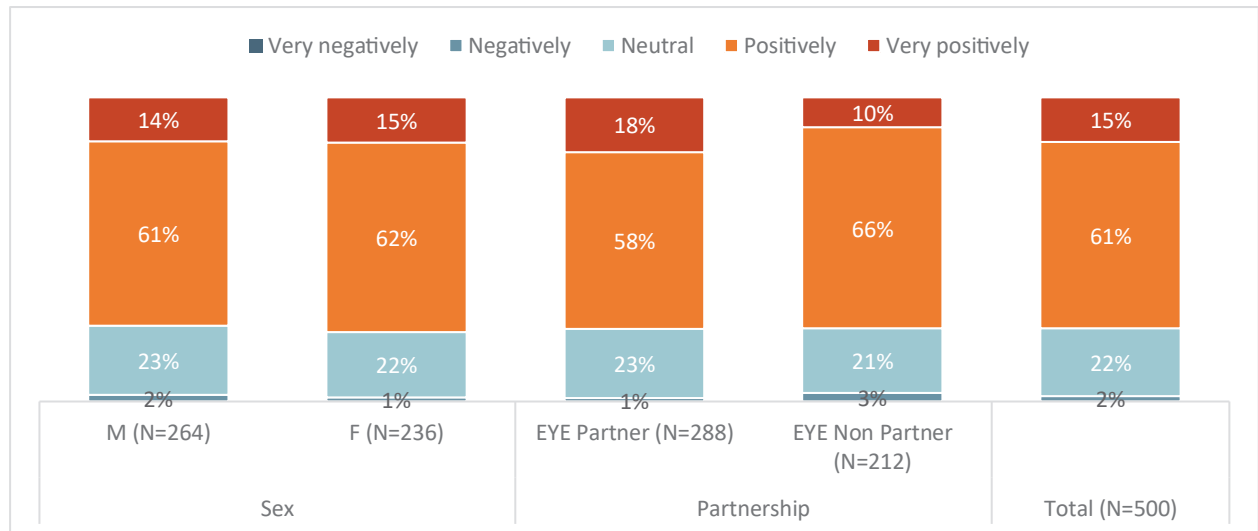
Figure 54 Effectiveness of theoretical lessons at school



The same portion of VET graduates (76%) considered the theoretical lessons to have positively or very positively impacted their professional life. About 22% of them were neutral about the impact of the

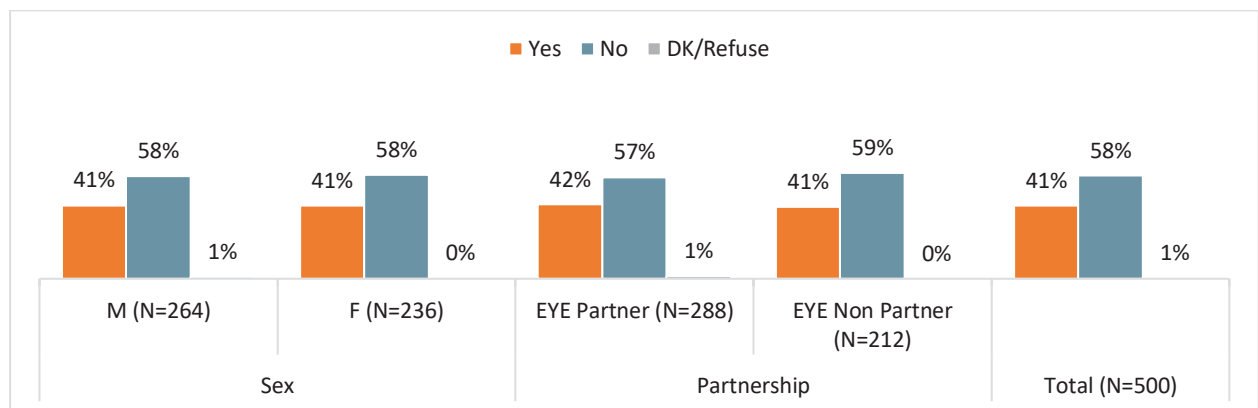
theoretical lessons in their professional lives, while 2% thought they impacted it negatively. More VET graduates from EYE Partner schools (18%) considered the impact very positive compared to graduates of EYE Non-Partner schools (10%), although the cumulative positive effect was the same (76% each). A few more women (77%) considered the overall impact positive than men (75%).

Figure 55 Impact of the knowledge gained from theoretical classes/lessons in VET graduates' professional life



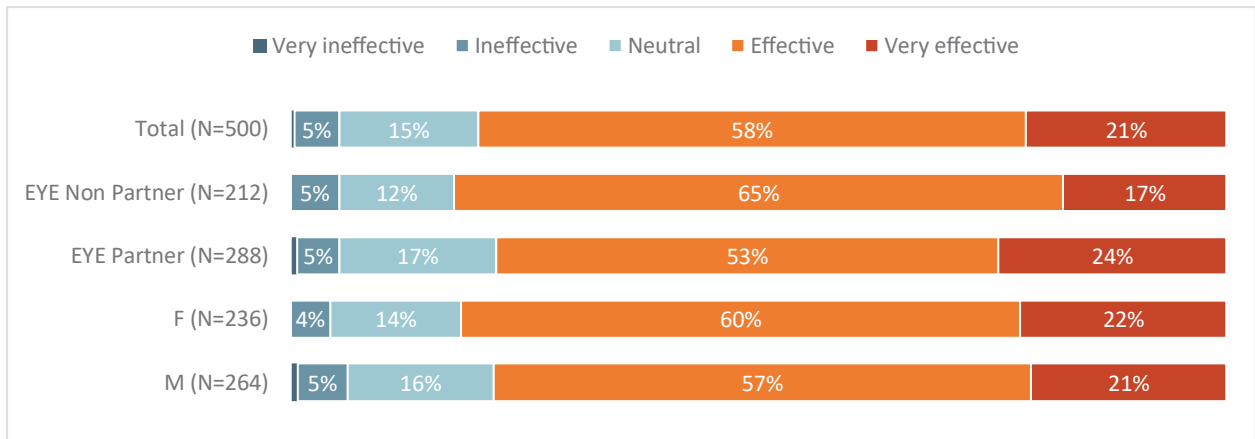
When asked if they put to use the knowledge gained through theoretical classes, only 41% said they did while 58% did not. There are no major differences between graduates of EYE Partner schools and EYE Non-Partner schools (42% vs. 41%) when it comes to putting such knowledge to use; whereas, there were no gender differences in this respect.

Figure 56 Putting to use the knowledge gained through theoretical classes



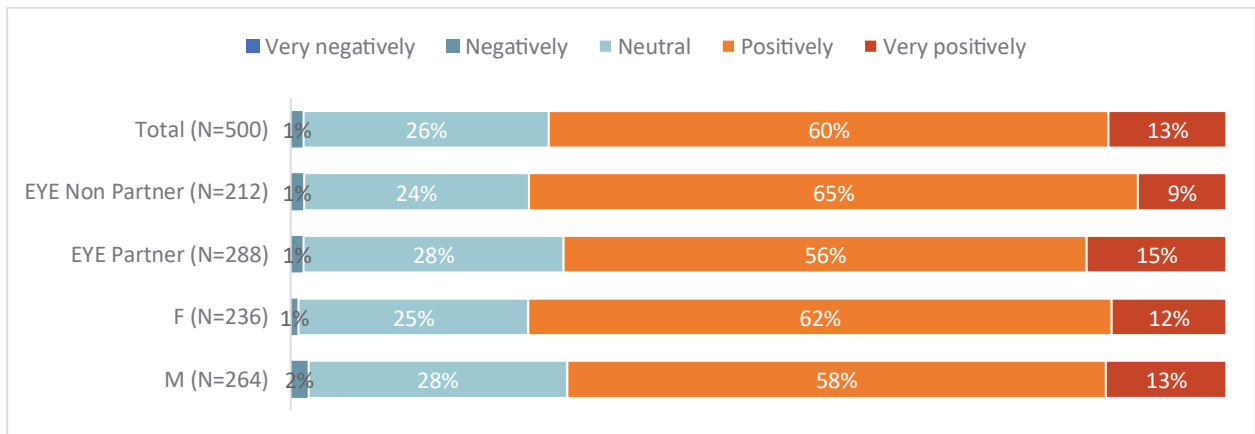
Almost four in five VET graduates (79%) regarded the practical lessons learned during their program in high school as effective or very effective, while 20% of them regarded them as ineffective or very ineffective. More VET graduates from EYE Partner schools (24%) regarded the practical lessons as very effective compared to graduates of EYE Non-Partner schools (17%), albeit more of the latter regarded them cumulatively effective/very effective than the former (82% vs. 77%). A bit more women (78%) regarded them effective or very effective than men (75%).

Figure 57 Effectiveness of practical lessons at school



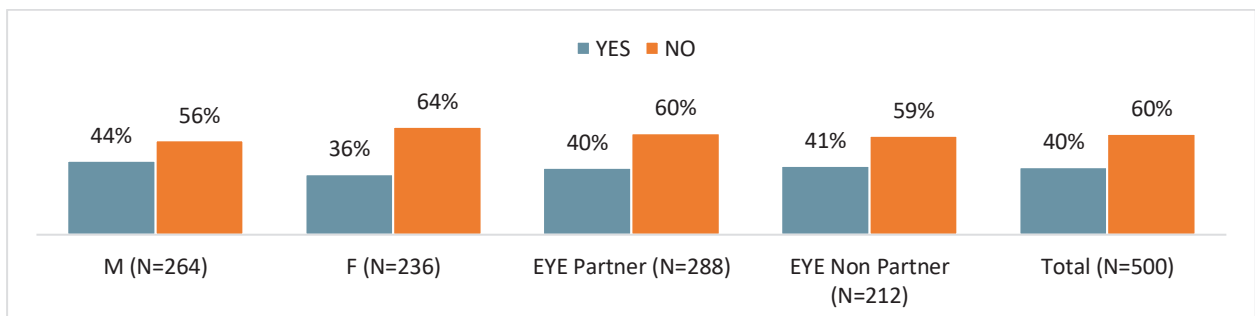
The impact of the knowledge gained from practical lessons in VET graduates' professional lives seems to be positive or very positive for a significant portion of them (73%). Around 26% of the graduates considered the impact neutral and 1% considered it negative. More VET graduates from EYE Non-Partner schools (74%) considered the impact of practical classes positive/very positive compared to graduates of EYE Partner schools (71%). A few more women (74%) considered the overall impact of practical lessons positive than men (71%).

Figure 58 Impact of the knowledge gained from practical classes/lessons in VET graduates' professional life



When asked if they put to use the knowledge gained through practical classes, about 40% claimed they did while 60% did not. There are no major differences between graduates of EYE Partner schools and EYE Non-Partner schools (40% vs. 41%) when it comes to putting such knowledge to use; whereas, there were deeper gender differences in which case 44% of men and 36% of women claimed they put knowledge from practical classes to use.

Figure 59 Putting to use the knowledge gained through practical classes



Career decisions have a pivotal impact on young people's life, affecting their professional, financial, and social lives. Thus, secondary schools and especially those focused on vocational education and training have a key role in preparing students to effectively transition to the labor market through career guidance.

Therefore, the next group of questions towards VET graduates explored whether the school-based-career-centers (SBCC) helped them to prepare for potential jobs in the future. More than four in five VET graduates (83%) have received help by their SBCC on preparing a job application. Similar portions of VET graduates also confirmed their SBCCs helped them prepare a motivation letter. There are no significant differences between EYE Partner SBCCs and EYE Non-Partner SBCCs or between young men and young women regarding these two elements.

Figure 60 School-based career center help on preparing job application

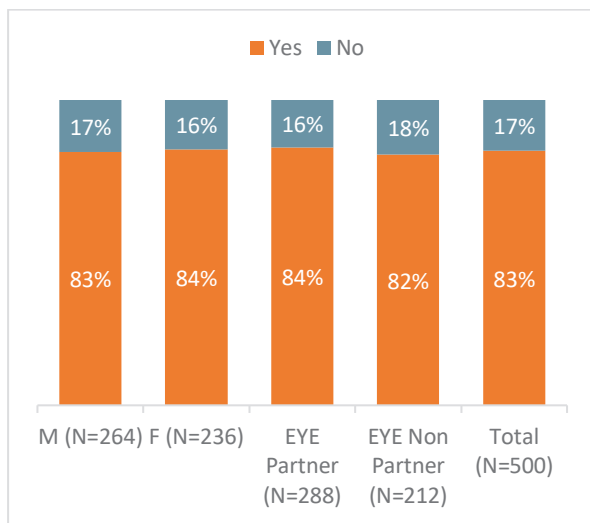
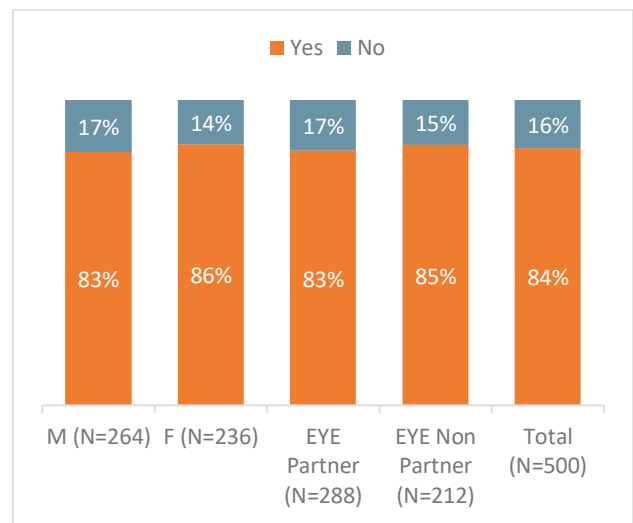


Figure 61 School-based career center help on preparing a motivation letter



About 87% of VET graduates have also been assisted by their SBCCs on preparing a CV. More VET graduates of EYE Non-Partner schools (91%) claim to have been assisted in preparing a CV than those of EYE Partner schools (84%). Slightly more women than men claim the same (87% vs. 86%). A high portion of VET graduates (82%) also claim that their SBCC helped them prepare for job interviews. In this respect, slightly more graduates from EYE Partner schools (82%) than EYE Non-Partner schools (81%) claim the same as well as slightly more women (82%) than men (81%).

Figure 62 School-based career center help on preparing a CV

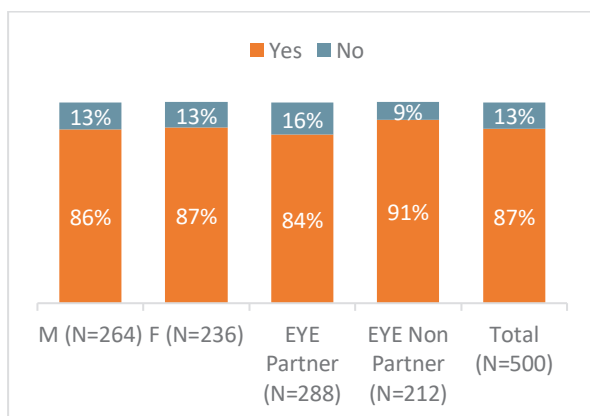
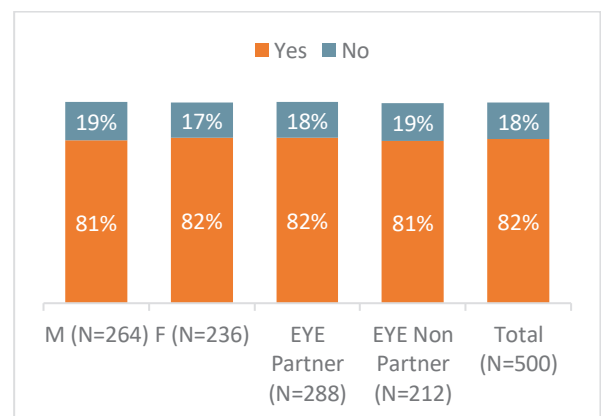
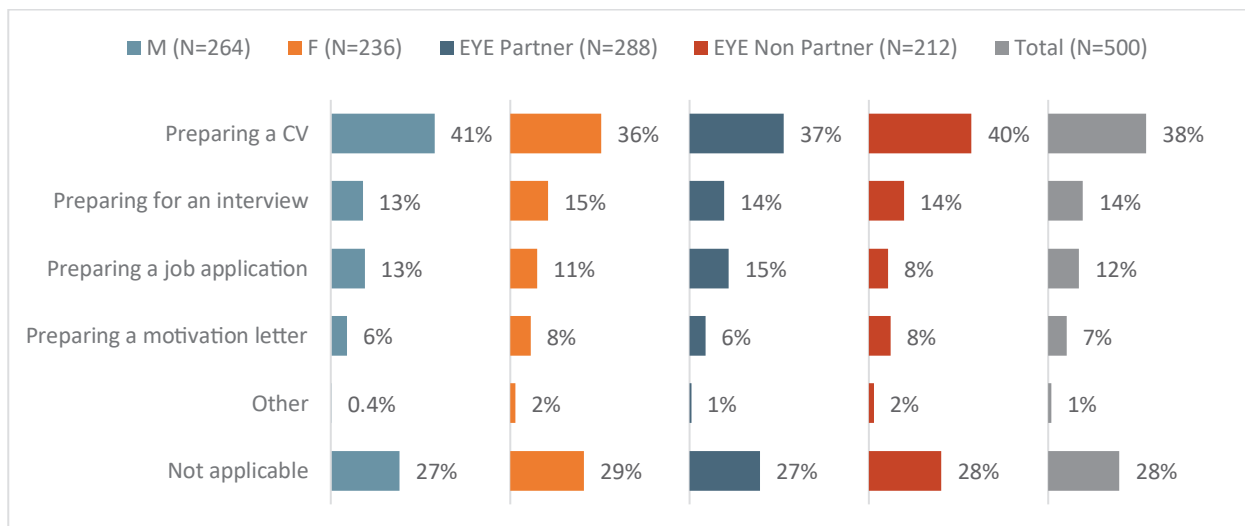


Figure 63 School-based career center help on preparing for job interviews



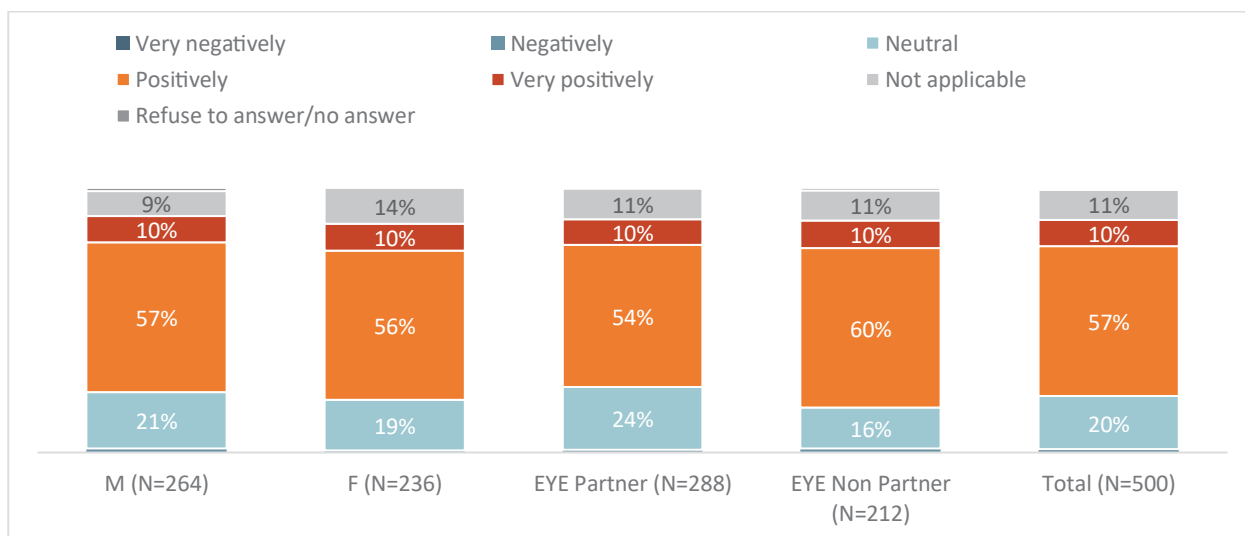
When asked which was the most helpful course/training received by their SBCCs, 38% mentioned preparing a CV, 14% mentioned preparing for an interview, 12% mentioned preparing a job application, and 7% mentioned preparing a motivation letter. The 'not applicable' choice was chosen by graduates who had not received such help/training.

Figure 64 Courses/Trainings given by SBCCs that were most helpful to find a job



The impact of the knowledge gained by SBCCs in VET graduates' professional lives seems to be positive or very positive for a significant portion of them (67%). Around 20% of the graduates considered the impact neutral. More VET graduates from EYE Non-Partner schools (70%) considered the impact of SBCC courses positive/very positive compared to graduates of EYE Partner schools (64%). A few more men (67%) than women (66%) considered the impact of SBCC courses as positive/very positive.

Figure 65 Impact of the knowledge gained by SBCCs in VET graduates' professional life





CONCLUSIONS AND RECOMMENDATIONS

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This report provides the interpretation and analysis of two surveys with job portals and VET graduates of professional public high schools in Kosovo which serve as baseline surveys to measure an indicator of the Enhancing Youth Employment (EYE) project. The goal of the exit phase (phase III) of the EYE project is to increase the employability of young women and men in Kosovo. Through these three surveys we explored the extent to which that goal was reached.

The aim under Outcome 2 is that young women and men make informed career choices and gain more employment opportunities through an improved labor market information system which intended to be measured by the survey with VET Graduates which asks them if they found a job, when they found it, and through what platform as well as through the survey with Job Portals which asked about number of people finding jobs through their platforms and the highest age group which uses their platforms.

Job portals mediate the labor market only by serving as a 'meeting point' for employers and job-seekers. They offer different services for employers such as job postings, company enhancements, cross postings, and so on. On the other hand, they offer job-seekers the opportunity to create or upload CVs on the portals. Some portals offer more services than others and they also have quite a large and different range of site visits, registered members, and so on. None of the surveyed portals declare to keep track of job-seekers and employers in understanding whether anyone has been employed by using the job portals or other channels of information. Since there is no such system, to understand the success of job portals labor market mediation, the job portals should create tracking systems of job-seekers and employers to understand whether they have led to new jobs. This could be done by creating pop-up surveys in their portals or by sending surveys via emails to the registered companies and registered members.

A large portion of VET graduates consider the programs from which they graduated as useful to them by fitting labor market demands, having professional teachers, modern literature and tools, and being able to find a job with what they learnt. Less than half of all graduates of 2018/2019 and 2019/2020 academic years are employed, but those that are have mainly relied on their families and friends for job information and a small fraction relied on social media. All VET graduates, in fact, rely mainly in this channel of information for job prospects even when applying to different jobs. Only a very small number of respondents mentioned job portals as a channel of information for job prospects. Similarly, a very small number of graduates were registered with the Employment Agency of the Republic of Kosovo and some did not even know it existed. However, about half of all respondents also believe they have a successful professional and financial future. Although good portions of VET graduates are overall satisfied and find their programs useful and almost half of them are already employed. Informational campaigns on using sources such as job portals and social media platforms may lead to more and perhaps better employment opportunities within and outside of Kosovo.

Finally, EARK should also increase public awareness of its existence and its purpose while at the same time establish collaborations with training providers, job portals, and school-based-career-centers to mediate the labor market through the three venues.

Annex I: List of contacted schools for the vet graduates survey

EYE Partner	
1	SHMM "Shtjefën Gjeçovi" - Prishtinë
2	SHMLT "11 Marsi" - Prizren
3	SHMLT "Nexhmedin Nixha" - Gjakovë
4	SHMLT "Shaban Spahija" - Pejë
5	SHMP "Jonuz Zejnullahu" - Viti
6	SHMP "Bahri Haxha" - Vushtrri
7	SHML "Zenel Hajdini" - Ferizaj
8	Qendra e Kompetencës "Kujtim Krasniqi" - Malishevë
9	SHMT "Feriz Guri dhe Vëllezërit Caka" - Kaçanik
EYE Non-Partner	
10	SHME "Kadri Kusari" - Gjakovë
11	SHME "Ali Hadri" - Pejë
12	SHMP "Fehmi Lladrovci" - Skënderaj
13	SHMT "Skënder Luarasi" - Therandë
14	SHMLP "Ismail Dumoshi" - Obiliq
15	SHME "Marin Barleti" - Gjlan
16	SHMAT "Abdyl Frashëri" - Prishtinë

Annex II: VET Graduates by Municipality

	VET graduates	%
Ferizaj	8	2%
Hani i Elezit	3	1%
Kaçanik	39	8%
Shtërpce	0	0%
Shtime	0	0%
Deçan	1	0%
Gjakovë	67	13%
Rahovec	2	0%
Gjilan	32	6%
Kamenicë	0	0%
Klllokot	0	0%
Partesh	0	0%
Ranillug	0	0%
Viti	35	7%
Leposaviq	0	0%
Mitrovicë	0	0%
Mitrovicë Veriore	0	0%
Skenderaj	32	6%
Vushtrri	3	1%
Zubin Potok	0	0%
Zveçan	0	0%
Istog	7	1%
Klinë	0	0%
Pejë	63	13%
Fushë Kosovë	1	0%
Drenas	0	0%
Graçanicë	0	0%
Lipjan	1	0%
Novobërdë	0	0%
Obiliq	29	6%
Podujevë	3	1%
Prishtinë	68	14%
Dragash	0	0%
Malishevë	39	8%
Mamushë	0	0%
Prizren	41	8%
Suharekë	26	5%
Total	500	100%