



FINAL REPORT

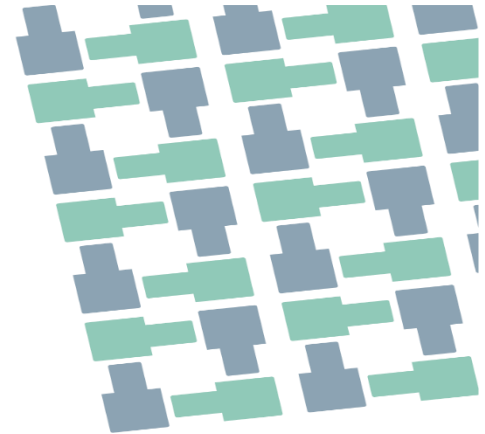
Occupational Safety and Health: A study of sexual harassment in the workplace in Kosovo for public and private sector

March 2023



LABOUR RIGHTS CAMPAIGN

A Decent Job for a Dignified Life



This study was conducted under the framework of the labour rights campaign “A decent job for a dignified life”, under the leadership of Ministry of Finance, Labour and Transfers with support of Embassy of Sweden in Prishtina. Implementing partners of the campaign are Labour Inspectorate, Tax Administration of Kosovo, International Labour Organization, UN Women, Community Development Fund, Kosovar Stability Initiative, Center for Policies and Avocation and LENS.

Supported by



Implementing partners



Prepared for: UN WOMEN

Prepared by: IDRA Research and Consulting- Kosova

Authors:

Dina Vllasaliu, Project Manager and Researcher- IDRA Kosova

Nora Jusufi, Director- IDRA Kosova

Disclaimer: *The views expressed in this document are those of the authors, based on the views of focus group participants and interviewees and do not necessarily represent the views of other parties*

Contents

List of Acronyms	6
Introduction	7
Situation around the world.....	7
The case for Kosovo	8
Safety and Health at Work.....	8
Protection against Sexual Harassment	9
Scope of Study, Motivation, and Paper Structure	10
Methodology	10
Survey Findings	11
Demographic profile of the respondents.....	11
General safety in the workplace	16
Sexual Harassment in the Workplace	22
Impact on Physical and Mental Wellbeing.....	36
Conclusions and Recommendations	46
General recommendation and remarks by referencing relevant international organizations on labour standards, labour relations and the world of work.....	48
Specific recommendations.....	48
What can Kosovo stakeholders of public and private sectors do?	48
Assembly of Kosovo is highly recommended to:	48
Office of the Prime Minister and the respective line ministries are highly recommended to:	49
All employers in Kosovo, public and private sector are highly recommended to:	49

Figure 1. Regional spread of respondents	11
Figure 2. Age distribution.....	12
Figure 3. Marital status	12
Figure 4. Educational level	13
Figure 5. Personal monthly income	14
Figure 6. Family monthly income.....	14
Figure 7. Industrial distribution in the private sector	14
Figure 8.Industrial distribution in the public sector	15
Figure 9. Job profession	15
Figure 10. How often do you have to manually lift or push items heavier than 16 kg?.....	17
Figure 11. How often do you have to work at a height that is 2 metres or more above the ground?.	17
Figure 12. How often do you have to work in a bent, twisted, or awkward work posture by sector ..	18
Figure 13. How often do you have to do repetitive movements with hands or wrists for at least 3 hours a day by sector	18
Figure 14. How confident do you feel to evacuate the building in case of a fire and/or other catastrophic event by sector.....	19
Figure 15. How confident do you feel to evacuate the building in case of a fire and/or other catastrophic event by age.....	19
Figure 16. How confident do you feel to evacuate the building in case of a fire and/or other catastrophic event by region	20
Figure 17. Do you know who to report a health hazard issue if one becomes aware of it?	20
Figure 18. Do you agree with the statement that workplace health and safety is as important as production and quality?.....	21
Figure 19. Have you received formal training from their jobs regarding safety procedures at their workplace?	21
Figure 20. Do you feel safe at your work desk?.....	22
Figure 21. How does your supervisor encourage your work?	23
Figure 22. Are you familiar with the term "sexual harassment at the workplace"?	24
Figure 23. Are you familiar with the term "sexual harassment at the workplace", by sector	24
Figure 24. Are you familiar with the term "sexual harassment at the workplace", by age groups.....	25
Figure 25. Are you familiar with the term "sexual harassment at the workplace", by region	25
Figure 26. Do you think sexual harassment at the job is an occurring phenomenon women face in Kosovo?	26
Figure 27. Do you think sexual harassment at the job is an occurring phenomenon women face in Kosovo, by region.....	27
Figure 28. Do you think sexual harassment at the job is an occurring phenomenon women face in Kosovo, by age group.....	27
Figure 29. In the workplace, how often do you think women in general face (very often, often, occasionally):.....	28
Figure 30. In the workplace, how often do you think women in general face (rarely, never, don't know)	29
Figure 31. Based on the previously-defined definition, have you yourself or has a colleague of yours been sexually harassed at the workplace?	29
Figure 32. Have you yourself or has a colleague of yours been sexually harassed at the workplace, by age groups (people who answered yes)	30
Figure 33. Have you yourself or has a colleague of yours been sexually harassed at the workplace, by sector	30

Figure 34. Have you yourself or has a colleague of yours been sexually harassed at the workplace, by region	31
Figure 35. What type of sexual harassment has your colleague experienced, to the best of your knowledge?	32
Figure 36. What type of sexual harassment have you experienced?	32
Figure 37. Who has sexually harassed you or your colleague at your workplace?	33
Figure 38. Percentage of women reporting sexual harassment incidents for oneself and/or colleague. N=45	33
Figure 39. Where do women report sexual harassment incidents?	33
Figure 40. Why did you not report the sexual harassment incident?	34
Figure 41. Did you receive any formal training from your workplace to help identify and report sexual harassment incidents?	34
Figure 42. Did you receive any formal training from your workplace to help identify and report sexual harassment incidents, by sector	35
Figure 43. Do you agree that the formal sexual harassment training has had a positive impact at the workplace?	35
Figure 44. Do you agree with the statement "I feel happy with my working environment"?	36
Figure 45. Do you agree with the statement "I feel happy with my working environment", by sector	37
Figure 46. Do you agree with the statement "I feel happy with my working environment", by age group	37
Figure 47. Do you agree with the statement "I feel happy with my working environment", by region	38
Figure 48. If the work environment was dangerous/hazardous, I would feel free to voice my concerns to my manager	38
Figure 49. If me or my colleague have been exposed to sexual harassment, I would feel free to report this to my manager	39
Figure 50. In case of a sexual harassment incident, do you know where to report the issue?	39
Figure 51. Who would you report this issue to?	40
Figure 52. I do not feel safe at work because of the unpleasant work environment	40
Figure 53. I do not feel safe at work because of the unpleasant work environment, by sector	41
Figure 54. I do not feel safe at work because of the unpleasant work environment, by region	41
Figure 55. I do not feel safe at work because of inappropriate sexual behavior of some individuals	42
Figure 56. I do not feel safe at work because of inappropriate sexual behavior of some individuals, by sector	42
Figure 57. I do not feel safe at work because of inappropriate sexual behavior of some individuals, by region	43
Figure 58. How has the incident of personal sexual harassment affected your daily routine (select all that apply)?	44
Figure 59. How has hearing about a co-worker being sexually harassed at the workplace affected your daily routine (select all that apply)?	44
Figure 60. I feel free to discuss promotion possibilities with my supervisor without fearing non-work-related quid pro quo	45
Figure 61. My co-workers feel free to discuss promotion possibilities with their supervisor without fearing non-work-related pro quo	45
Figure 62. What type of non-work-related favors would you expect?	45

List of Acronyms

CAWI: Computer-Assisted-Web-Interviewing

CATI: Computer-Assisted-Telephone-Interviewing

ILO: International Labour Organisation

KWN: Kosovo Women Network

KSA: Kosovo Agency of Statistics

OSH: Occupational Safety and Health

OIK: Ombudsperson in Kosovo

Introduction

Situation around the world

Safety and health at the workplace¹ -- from physical safety and access to appropriate work facilities to psychological safety and free from sexual harassment exposure are important factors which if present can lead to improved work productivity, decreased rates of attrition, decreased absenteeism, higher retention, reduced legal costs, and increased safety and self-confidence of the employees².

While this issue is contemporary among both men and women, studies find that women are generally more vulnerable to work safety and health concerns than their men counterparts. For example, women have a higher probability of being in a low-paid work environment, are more likely to work in places where trade union representation is weaker, and are more likely to stay in the same job as men, exposing themselves for a longer period of time to whatever job hazards may be present. In addition, on average, women tend to report more work-related musculoskeletal disorders (MSD) than men do. Furthermore, it is also reported that women are at higher risk of exposure to psychological hazards including bullying, discrimination, and sexual harassment³. The latter is especially evident with the #MeToo movement testimonials in the past few years where numerous women around the globe have openly discussed instances of sexual harassment that they have been personally exposed to. Studies estimate that there has been a 7% increase of reporting sexual harassment ever since the movement gained momentum⁴

The key findings of the first global survey conducted in December 2022, highlight that **psychological violence and harassment** was the most common form of violence and harassment reported by both men and women, with nearly **one in five** (17.9 per cent or 583 million) people in employment experiencing it in their working life. **One in fifteen** (6.3 per cent or 205 million) people in employment has experienced sexual violence and harassment at work in their working life. Women were particularly exposed to sexual violence and harassment at work. The data around sexual violence and harassment demonstrate the largest gender difference by far (8.2 per cent of women compared to 5.0 per cent of men) among the three forms of violence and harassment. Violence and harassment at work is also a recurrent and persistent phenomenon. **More than three in five victims** of violence and harassment at work said it has happened to them multiple times, and for the majority of them, the last incident took place within the last five years. **Only slightly more than half (54.4 per cent) of victims have shared their experience with someone, and often only after they have experienced more than one form of violence and harassment.** People were also more likely to tell friends or family, rather than using other informal or formal channels. Among survey respondents, “waste of time” and “fear for their reputation” were the most common barriers discouraging people from talking about their own experiences of violence and harassment at work⁵. The survey report calls for action to ensure a world of work free from violence and harassment for all in line with the International Labour Organisation (ILO) Violence and Harassment Convention (No. 190) and Recommendation (No. 206), 2019. Furthermore, it strongly recommends for existing national and workplace mechanisms to be extended or adapted to effectively prevent and manage violence and harassment in the world of work, including through occupational safety and health (OSH) management systems, OSH policies and

¹ The term ‘workplace’ covers all places where workers need to be or to go by reason of their work and which are under the direct or indirect control of the employer (See: Occupational Safety and Health Convention, 1981 (No. 155), Article 3(c)).

² Women’s Safety in the Workplace: Helping Businesses Prevent Sexual Harassment (2016).
https://www.bsr.org/reports/BSR_Womens_Safety_in_the_Workplace.pdf

³ Women’s Health and Safety. UNISON.
https://www.unison.org.uk/content/uploads/2018/03/24899_Womens_HS_guide.pdf

⁴ #MeToo movement makes a difference in sex-crime reporting, study shows. YaleNews. 2022.
<https://news.yale.edu/2020/01/27/metoo-makes-difference-sex-crime-reporting-study-shows>

⁵ Experiences of violence and harassment at work: A global first survey International Labour Organization and Lloyd’s Register Foundation, Published in December, 2022

programmes, OSH national tripartite mechanisms and labour inspection systems to enable protection against all forms of violence and harassment by responding to the different needs of women and men in all their diversity.

The case for Kosovo

Kosovo too is clearly not immune to the aforementioned issues and women are vulnerably exposed to issues pertaining to occupational safety and health, and sexual harassment. In fact, in Kosovo it is important to understand the degree of exposure to unsafe work for women, both physically and psychologically, especially because women are chronically underemployed compared to their men counterparts. For example, for the second quarter of 2022, while on average reported labor force participation rate of men is 54.9%, this percentage plummets to 20.6% for women⁶. For 2021 as a whole these percentages were 56.6% for men and 39.3% for women⁷. From a study conducted in 2019, key reasons behind women not working include lack of availability of jobs, lack of time to commit to a job due to personal obligations, and lack of flexible jobs⁸. One could also hypothesize that part of this gap could be attributed to unfavorable working conditions of women in Kosovo. Thus, improving working conditions and safety could lead to economic and political empowerment of women and boost overall economic growth for the country.

However, findings in this field for Kosovo are scarce which in turn limits policymaking. With regard to sexual harassment, studies estimate that around 48.5% of Kosovars have experienced some sort of sexual harassment in their lifetimes, with women being significantly more likely to have experienced harassment (64.1%) as compared to their men counterparts (32.5%).⁹ Though there are not any official statistics reporting sexual harassment at the workplace, the aforementioned data indicates that this issue prevails at the workplace as well. Nonetheless, there are inexistent studies concerning women's safety practices and physical wellbeing at their workplace.

Notwithstanding the lack of data, the legal framework of Kosovo provides comprehensive protection of employees' rights in regards to physical safety and health and sexual harassment through a myriad of laws, directives, and the penal code.

Safety and Health at Work

Firstly, the law on Safety and Health at Work under article 6 foresees that employers are obliged to take health and safety measures at work, and should continuously update the working environment and make it up to par with safety standards. Moreover, article 11 stipulates that every employer is obliged to organize and provide first aid, carry out procedures regarding evacuation, rescue, fire extinguishing, and should be constantly updated with health authorities and their contact information¹⁰.

Moreover, the International Labour Organization (ILO) has drafted a document – “Occupational Safety and Work Profile” to promote decent work in Kosovo through strengthening occupational safety, health management, and social dialogue in Kosovo¹¹. The document overall foresees safety and health

⁶ Kosovo Agency of Statistics. Labour Force Survey. Q2 2022. <https://ask.rks-gov.net/media/6953/labour-force-survey-q2-2021.pdf>

⁷ Kosovo Agency of Statistics. Labour Force Survey, 2021. <https://ask.rks-gov.net/media/7218/tregu-i-punes-2021.pdf>

⁸ Factors that affect women's economic decisions in Kosovo. 2018. https://www.riinvestinstitute.org/uploads/files/2019/February/20/Womens_economic_empowerment_ALB15_50674286.pdf

⁹ Sexual Harassment in Kosovo. Kosovo Women's Network (2016). <https://womensnetwork.org/wp-content/uploads/2018/10/20160223185243349.pdf>

¹⁰ LAW NO. 04/L-161 on Safety and Health at Work. <https://gzk.rks-gov.net/ActDetail.aspx?ActID=2462>

¹¹ Occupational Safety and Health Profile. Promoting Decent Work Through Strengthening Occupational Safety and Health Management and Social Dialogue in Kosovo. 2021. https://www.ilo.org/wcmsp5/groups/public/---europe/---ro-geneva/---sro-budapest/documents/publication/wcms_797477.pdf

standards in Kosovo but highlights the lack of available statistics to further infer and improve on existing laws. The document however, does not provide any framework to address sexual harassment concerns at the workplace. What is also of concern is that the document is not harmonized with ILOs Nr. 109 Convention and No. 190 Convention, Recommendation No. 206 which are the first international labour standards to provide a common framework to prevent, remedy and eliminate violence and harassment in the world of work, including gender-based violence and harassment.

Additionally, in order to harmonize policies with European standards, Kosovo has also drafted a Intersectoral Strategy on Safety and Health at Work 2021-2026 and the Action Plan for 2021-2023 which among others highlight the importance of close cooperation between key actors responsible for ensuring occupational health and safety of workers in a workplace¹². The strategy also recognizes that in order to ensure safety standards are met, there first needs to be an improvement in the collection of data relevant to occupational safety and health before concrete recommendations are made.

Protection against Sexual Harassment

There are a number of laws in Kosovo which forbid sexual harassment in general as well as specifically related to the workplace.

Firstly, the Law on Protection from Discrimination under article 4.4 points out that harassment of a sexual nature violates the dignity of a person and can create a hostile and degrading environment, directly threatening the right of individuals to be treated equally¹³. Furthermore, the Law on Gender Equality under article 17.1.14 points out that employers are obliged to not put employees in situations which could expose them to sexual harassment and if exposed, employers should make sure that they do not take disciplinary actions against employees that object to being sexually harassed¹⁴.

Similarly, the Law on Labor, though not directly, under article 3.1.17 specifies that any type of discrimination based on age, sex, family status, religion, and political opinion is prohibited¹⁵. Since sexual harassment is a type of discrimination based on at least one of the aforementioned factors, it can be concluded that the Law on Labor furthermore prohibits sexual harassment.

To add to that, the Law on Public Peace and Order in article 5.1 clearly states that any insulting language used in a public place that disturbs peace and order shall be considered a minor offense and could result either on fines ranging from 30 EUR to 500 EUR or imprisonment of up to 40 days¹⁶. What is interesting to point out however is that Kosovo also has a Law on Safety and Health at Work which addresses the lawful right of every individual to a safe work environment as well as the employer's obligation to provide such an environment¹⁷. However, nothing in this document mentions sexual harassment as a basic violation of a worker's right, and the right of every individual to work in a stress-free environment without exposure to sexual harassment.

Kosovo's Penal Code as of 2019 recognized sexual harassment to be a criminal offense punishable by law, implemented either through fines or imprisonment for up to 3 years, especially if the offender has a position of authority in relation to the victim¹⁸. In 2020 too, Kosovo's government has also approved

¹² Intersectoral Strategy on Safety and Health at Work 2021-2026 and Action Plan 2021-2023.

<https://konsultimet.rks-gov.net/viewConsult.php?ConsultationID=41008>

¹³ LAW No. 05/L -021 on The Protection From Discrimination. <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=10924>

¹⁴ LAW No. 05/L -019 on Gender Equality. <https://gzk.rks-gov.net/ActDetail.aspx?ActID=10923>

¹⁵ LAW No.03/L –212 on Labor. <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2735>

¹⁶ Law No. 03/L-142 on Public Peace and Order. <https://gzk.rks-gov.net/ActDetail.aspx?ActID=2651>

¹⁷ Law NO. 04/L-161 on Safety and Health at Work. <https://gzk.rks-gov.net/ActDetail.aspx?ActID=8689>

¹⁸ CODE NO. 06/L-074 Criminal Code of the Republic of Kosovo. <https://md.rks-gov.net/desk/inc/media/A5713395-507E-4538-BED6-2FA2510F3FCD.pdf>

the Policy Against Sexual Harassment in the Public Administration sector in the Republic of Kosovo¹⁹, which prohibits actions including verbal remarks of a sexual nature, expectations of quid pro quo, physical harassment, visual harassment, and psychological pressure. The same document also foresees the strengthening and enhancement of monitoring capacities to identify and treat cases of sexual harassment at the workplace in Kosovo.

UN Women also foresees the importance and creation of decent work, defined by ILO as “productive work for women and men in conditions of freedom, equity, security and human dignity”²⁰. The characteristics of decent work include fair pay, secure form of employment, safe working conditions, equal opportunities and treatment for all, social protection, and freedom of speech among others. This is also in line with the fulfillment of Sustainable Development Goal #8 which foresees to ‘protect labour rights and promote safe and secure working environments for all workers.

Scope of Study, Motivation, and Paper Structure

Given the lack of data pertaining to this topic and the existing legal protection, OIK in partnership with UN Women in Kosovo contracted IDRA Research and Consulting—Kosova to conduct a computer-assisted-web-interviewing (CAWI) and computer-assisted-telephone-interviewing (CATI) survey with employed women of 18 years and above from both the private and the public sector. Requested from the Institution of Ombdusperson in Kosovo, the findings will help the institution in producing and conducting internal report and delivering recommendations to relevant institutions within IOK mandate.

Furthermore, the findings will contribute toward framing appropriate recommendations which can be used by relevant authorities to also align these standards with those of the EU. Most importantly however, the results will hopefully lead to a safer workplace for employed women of Kosovo and indirectly motivate job-seeking on women’s part by making the job market a safe and enjoyable place to be.

The paper follows the following structure:

- Methodology
- Survey Findings
 - Demographic profile of the respondents
 - General safety in the workplace
 - Sexual harassment in the workplace
 - Impact on physical and mental wellbeing
- Conclusions and Recommendations
- Appendix of Survey

Methodology

The data was collected using a computer-assisted-web-interviewing (CAWI) and computer-assisted-telephone-interviewing (CATI) survey of employed women of 18 years and above. The total collected sample included 500 women. In order to ensure a representative sample of the population, the sample was collected through quotas, both hard and soft.

There were two hard quotas: region and sectoral distributions. For the municipality quota, each of the seven biggest regions of Kosovo (Prishtinë, Gjakovë, Prizren, Pejë, Mitrovicë, Ferizaj, Gjilan) was equally

¹⁹ Policy Against Sexual Harassment In Kosovo’s Public Administration. 2020.

²⁰ Gender Mainstreaming: A normative Framework for Decent Work and Occupational Safety and Health. https://eca.unwomen.org/sites/default/files/2022-01/Law%20Review_ENG_Final-min.pdf (2021).

represented with around 14% of the data (71-72 surveys) coming from each region. As per the sectoral distribution, due to higher employment of the population in the private sector, 30% of the data collected came from the public sector and 70% from the private sector.

Additionally, the study also attempted to adhere to two soft quotas pertaining to industry distribution in the private and the public sector, trying to survey a larger number of women from industries that take a bigger share of each sector in the job market. The soft quotas were also met when the final data collection was completed.

Later on, on the data analysis portion, weights were used to account for the population sizes of regions, to ensure that bigger regions have bigger weights on data analysis. Similarly, weights were also used in age groups, to make sure that age group distribution on the data analysis portion coincides with statistical data from the Kosovo Agency of Statistics (KSA). For example, though women belonging to the 25-34 age group were more represented in our sample, through weights, the data analysis portion ensures that each age group corresponds to actual KSA data of age distribution in the population. SPSS was used to clean, weigh, and analyze the data.

Lastly, the survey collected information through three modules: a) General Safety in the Workplace, b) Sexual Harassment in the Workplace, and c) Impact on Physical and Mental Wellbeing. A final module was also included to gather demographic information on age, marital status, education, employment status (private or public sector), and personal as well as family monthly income.

With this in mind, the section below presents and analyzes the data findings in the following order:

- a) Demographic profile of the respondents
- b) General safety in the workplace
- c) Sexual harassment in the workplace
- d) Impact on physical and mental wellbeing

Survey Findings

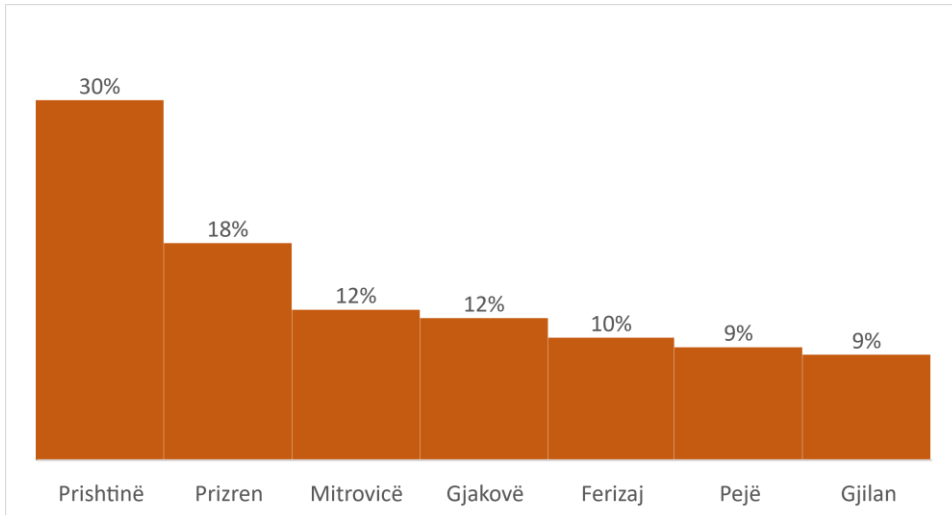
In order to better understand the working conditions of employed women in Kosovo, the report has tried to ask questions pertaining to the women's general safety in the workplace followed by possible incidents of sexual harassment in the workplace, and finally the impact the two aforementioned have on one's individual wellbeing.

The report first starts by presenting a demographic profile of the respondents in order to get a better understanding of the background of surveyed individuals so as to make sense of the data results with the demographic context in mind. It is worth pointing out that data on age and regional distribution were weighted in accordance with official statistics from the Kosovo Agency of Statistics (KSA).

Demographic profile of the respondents

After data weighing in accordance with Kosovo Agency of Statistics' (KSA) data, the figure below lays out the regional spread of the respondents. 30% of the respondents were from the capital, Prishtinë followed by Prizren (18%), Mitrovicë (12%) and so on. This is also in agreement with statistics on largest regions in Kosovo where understandably Prishtinë takes a larger share of the pie.

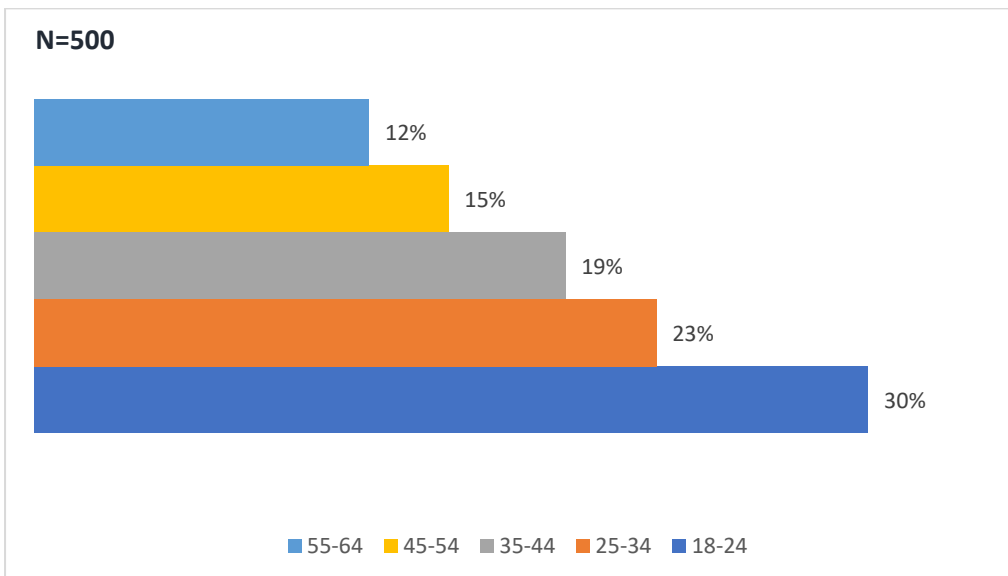
Figure 1. Regional spread of respondents



Moreover, from the data gathered, one can say that the concentration of individuals surveyed was heavily skewed toward the urban zones, with 84% of the respondents residing in urban areas whereas 16% in rural ones. As per sectoral distribution, the study adheres to the pre-set hard quota with 70% of the employees working for the private sector and 30% for the public one.

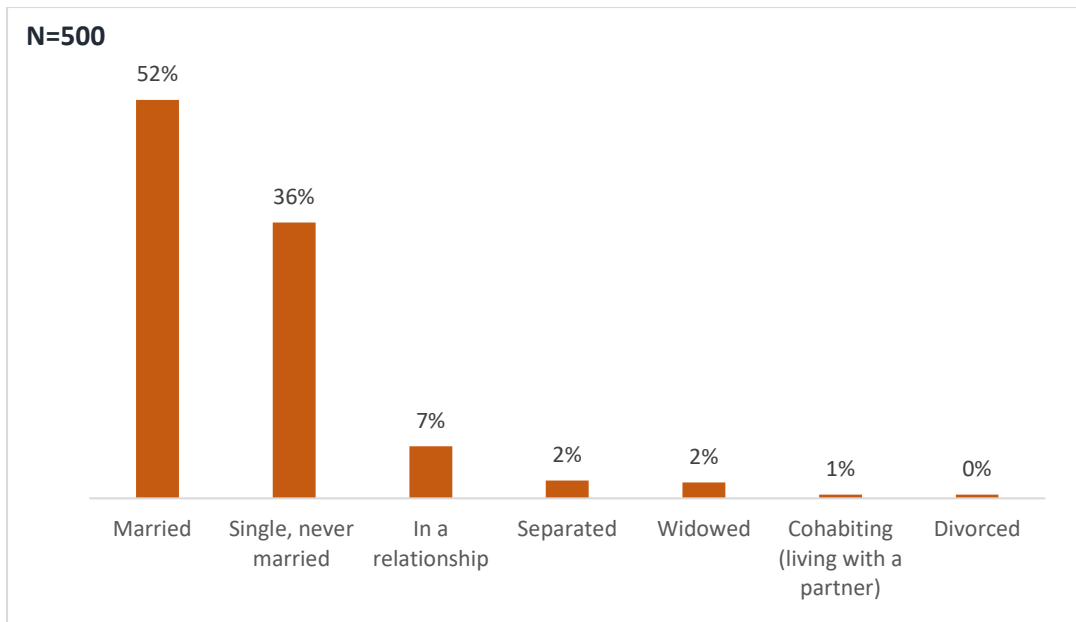
The figure below furthermore breaks down the age distribution of surveyed individuals. 30% of the respondents are between 18-24 years of age, followed by 25-34 years of age (23%) and so on. Again, the data has been weighed to account for KSA statistics, but overall, one can state that women between the ages of 18-34 take the largest share of the distribution.

Figure 2. Age distribution



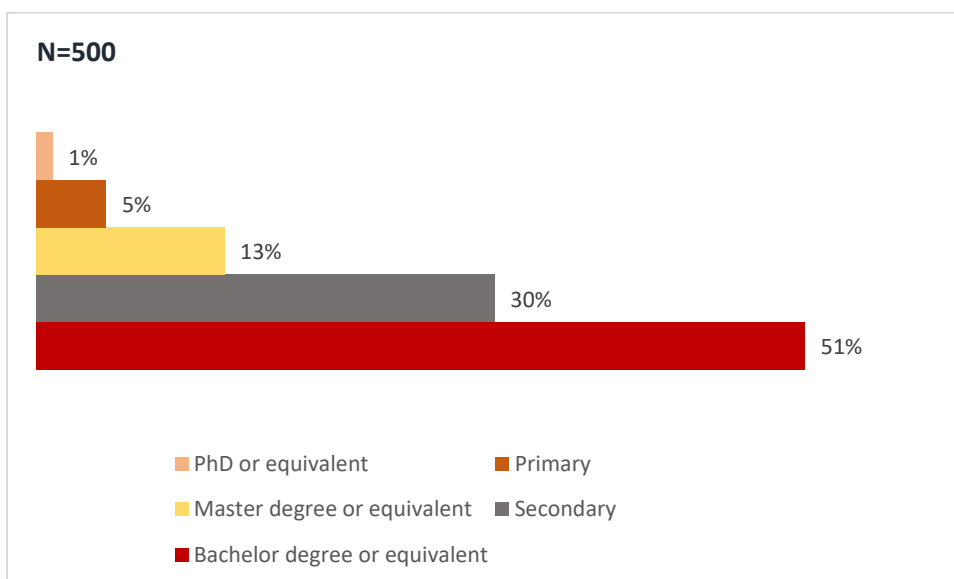
The majority of the respondents (52%) were married, 36% were single, never married, 7% were in a relationship, and so on. There were no divorced individuals that were part of the sample but there were around 2% that were widowed.

Figure 3. Marital status



In regards to educational level, one can state that the sample was fairly educated, with the majority (51%) having finished a bachelor degree, followed by secondary degree (30%), and master degree (13%). There were no surveyed women with no educational background.

Figure 4. Educational level



Respondents were also prompted to answer questions regarding their personal monthly income and household monthly income, respectively. The figures below show a general distribution of categories and answer frequency. One can see that the majority of individuals (73%) were making <800 euro/month, with only 1% making >1,200 euro/month. In regards to combined family income, the situation is similar: 57% of respondents had combined monthly incomes of <1,199 euro/month. From these data, it is evident that the sample collected is generally on the lower-income end of the spectrum.

It is worth pointing out that there are some individuals that refused to respond: 12% and 19% for the two categories respectively.

Figure 5. Personal monthly income

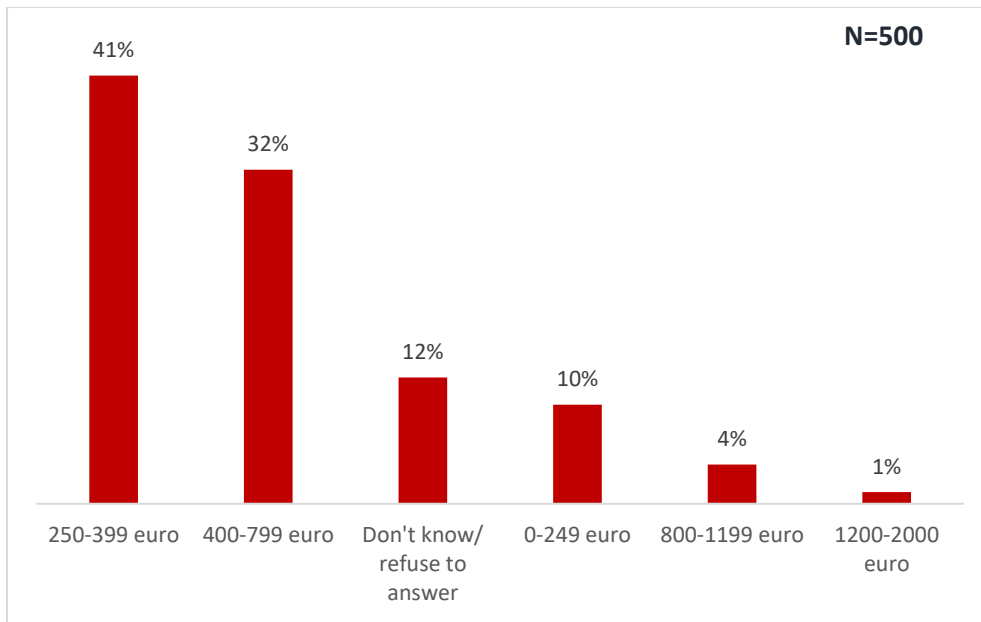
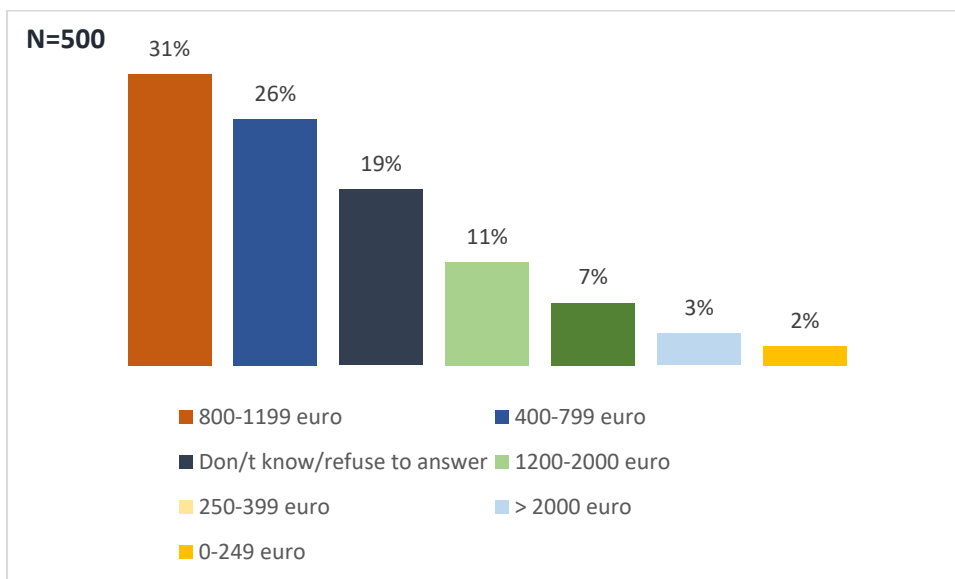


Figure 6. Family monthly income



The two graphs below lay out the distribution of employment in particular industries pertaining to the private and public sector, respectively. In the private sector, “Wholesale and Retail trade” was the largest employer (26%) followed by “Other Services” (25%), “Information and Communication” (14%) and so on. For the public sector, the majority of the individuals surveyed worked for the “Education” sector (51%) followed by “Public Administration and Defense” (26%), and “Human Health and Social Work Activities” (23%).

Figure 7. Industrial distribution in the private sector

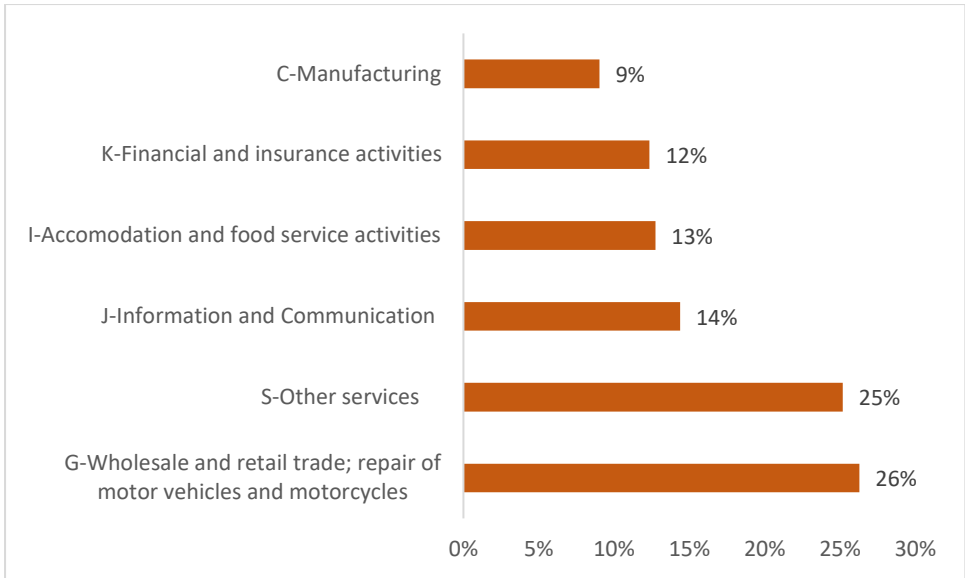
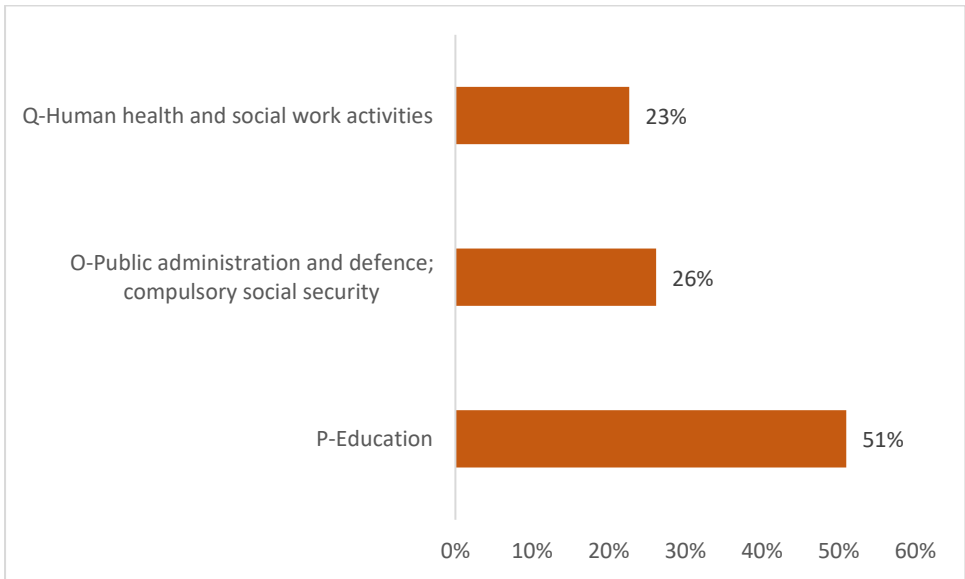
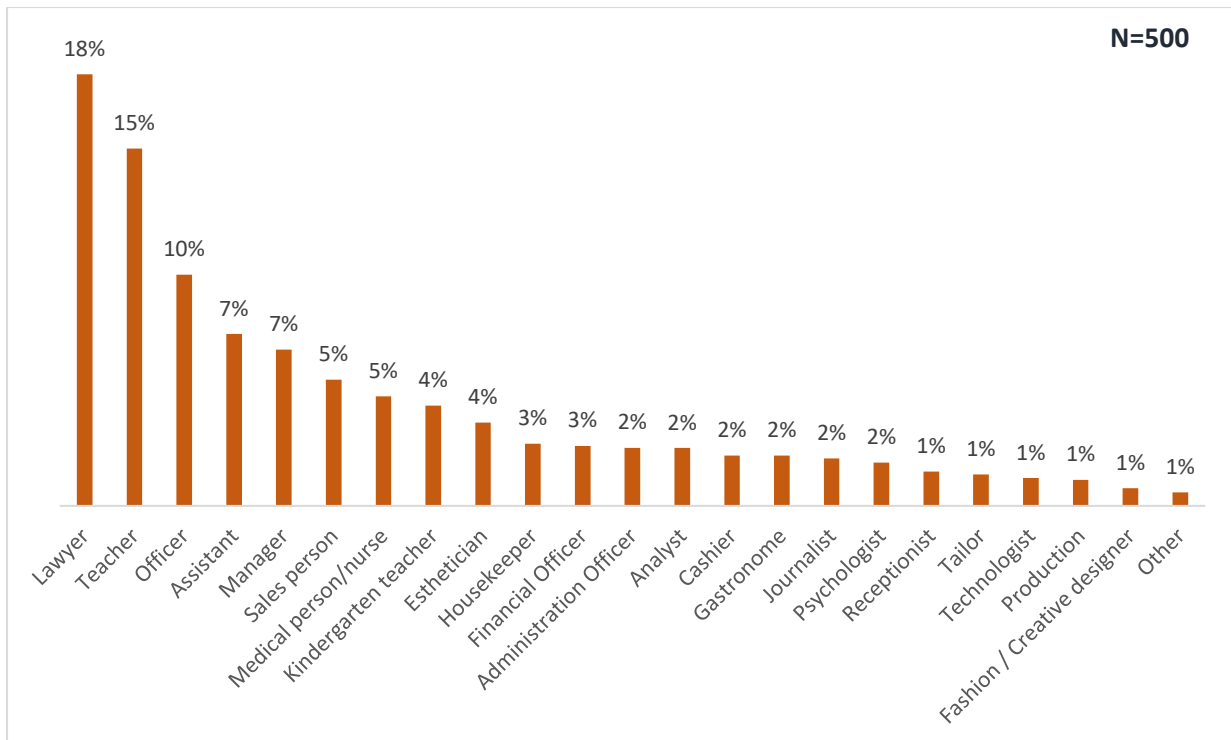


Figure 8. Industrial distribution in the public sector



Lastly, respondents were prompted to answer a question regarding their current occupation at the workplace. The top five professions of the respondents included lawyers, teachers, officers/officials, assistants, and managers.

Figure 9. Job profession



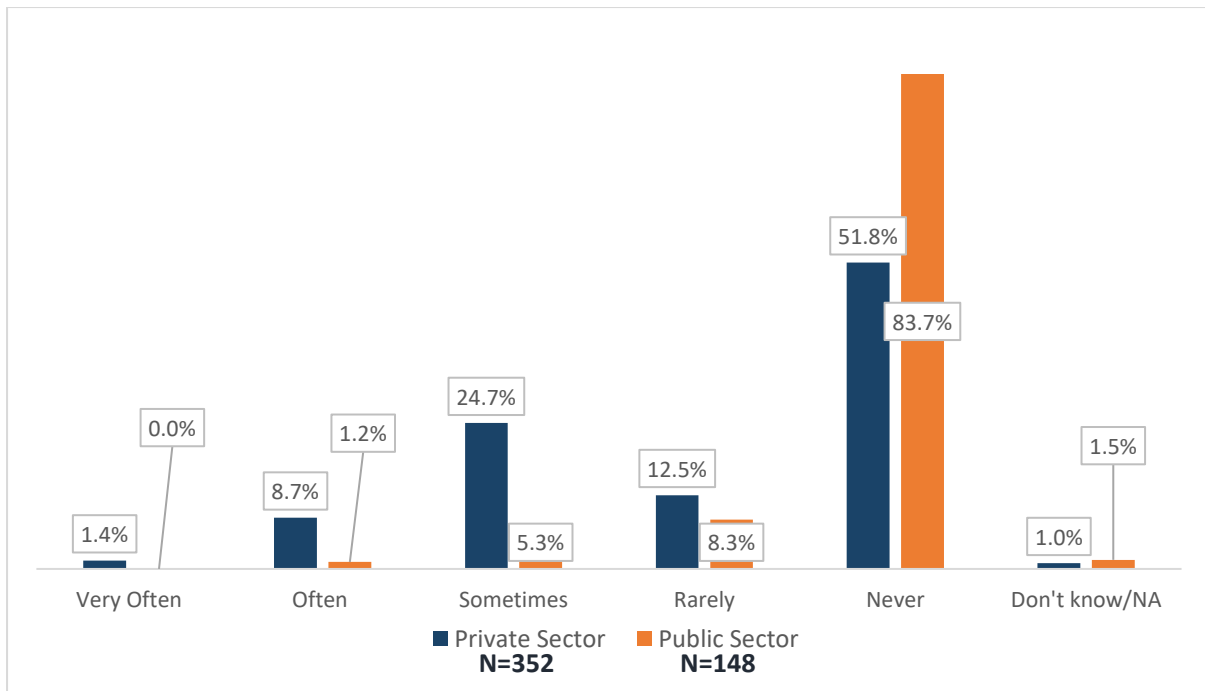
General safety in the workplace

The survey started out by asking women about general safety practices at their workplace. The premise was to try and find out whether women work in unfavorable working conditions, are faced with physically-intensive work that impact their physical wellbeing, as well as to try and capture how knowledgeable they are in terms of safety procedures they need to follow at their workplace in case of a fire or other natural catastrophic event.

At first, respondents were prompted to answer on a series of questions regarding their perception on different matters pertaining to their daily job responsibility and intensity of work. Generally, across all findings pertaining to this question, there were significant differences on the responses among the private and the public sector. Overall, there were not any striking differences between individuals of different age groups or regions.

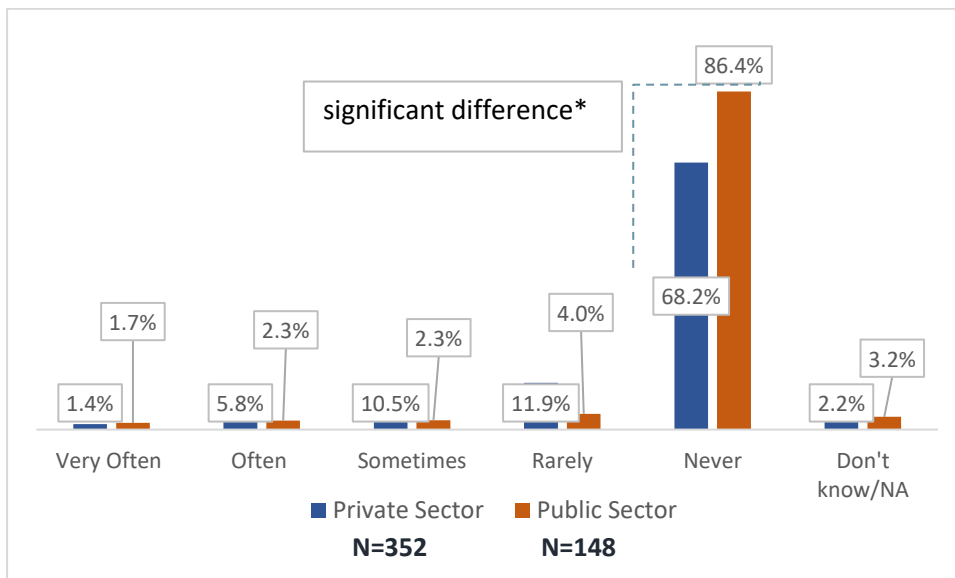
For example, respondents were first asked how often they manually lift or push items heavier than 16 kg on a daily basis. The graph below shows the responses for the private and the public sector. It is evident that according to the data, women working in the public sector are less likely to do manually-intensive jobs on a daily basis. For example, 88.3% of women working for the public sector responded that they never had to do such jobs, whereas only 51.8% of women from the private sector said the same.

Figure 10. How often do you have to manually lift or push items heavier than 16 kg?



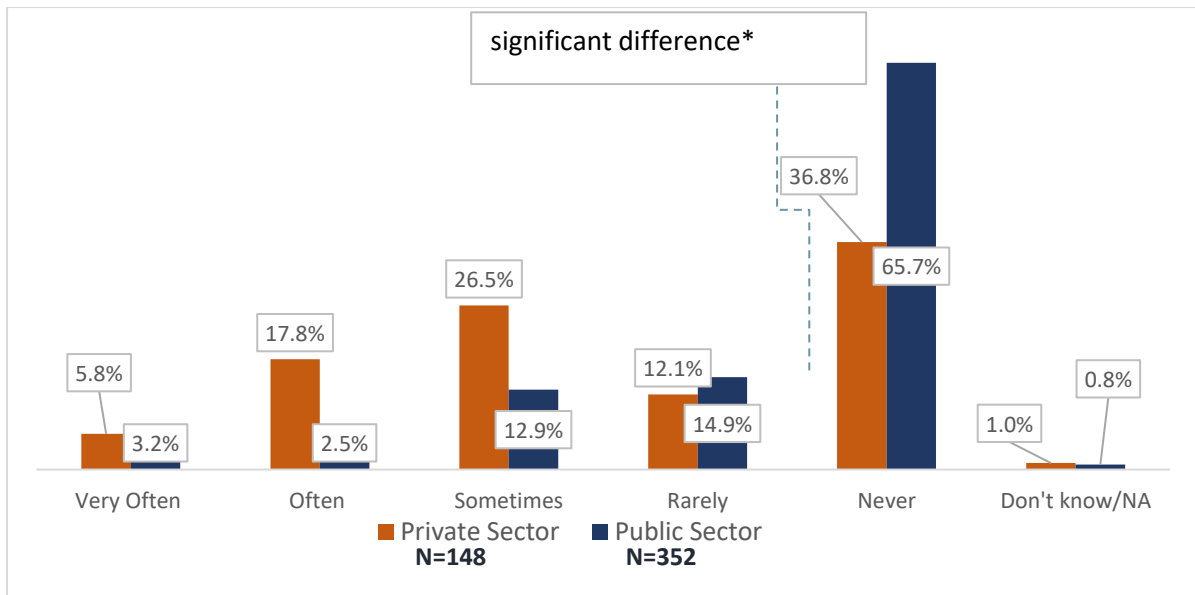
Similarly, when prompted to respond on how often they work at a height that is 2 metres or more above the ground or floor, women from the public sector were much more likely to respond that they never have to do so (86.4%) as compared to the private sector counterparts (68.2%).

Figure 11. How often do you have to work at a height that is 2 metres or more above the ground?



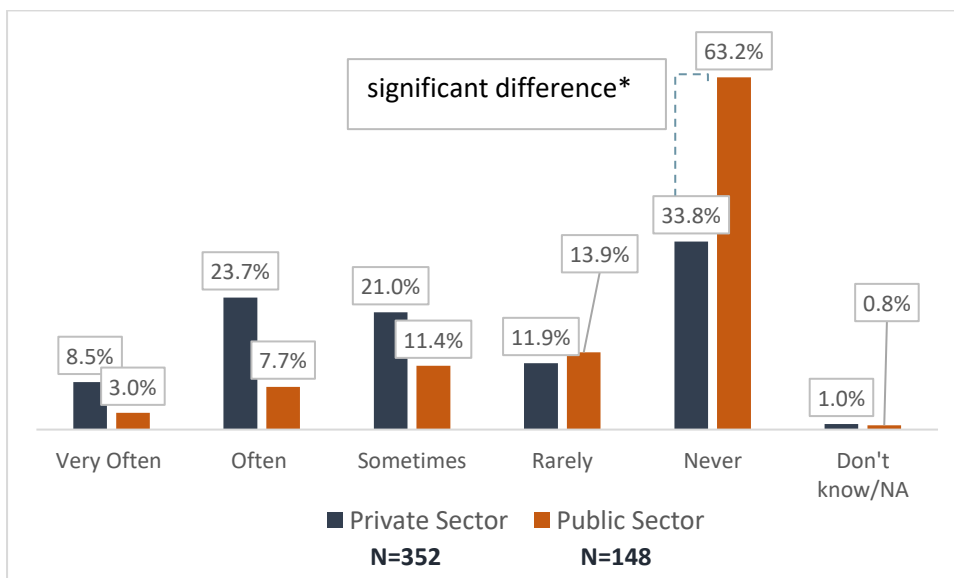
Next, respondents were asked on the frequency of working on a bent, twisted or awkward work posture. Again, women working in the public sector, were significantly more likely to respond that they never have to work in an awkward posture (65.7%), as compared to those working for the private sector (36.8%).

Figure 12. How often do you have to work in a bent, twisted, or awkward work posture by sector



Similarly, women working for the public sector again are more likely to report (63.2%) that they never have to do repetitive movements with their hands or wrists (packing, sorting, assembling, cleaning, pulling, pushing, typing) for at least 3 hours during the day. This percentage was significantly lower for the women working in the private sector however (33.8%).

Figure 13. How often do you have to do repetitive movements with hands or wrists for at least 3 hours a day by sector



Next, this report also tried to capture the degree of safety at the workplace in an event of a catastrophe/fire event and so on. Women were asked to evaluate how confident they would feel to evacuate the office/building they work at in case of a fire and/or other catastrophic events. The graphs below outlay the findings broken down by sector, age, and region respectively.

Generally, across all findings, women feel “very confident” or “confident” to evacuate if need be. Sector-wise, there does not appear to be any significant difference of responses. Age-wise, women on the 18-24 and 45-54 groups age were more likely to respond that they feel very confident in case they need to evacuate (30.8% and 31.4% respectively). When analyzed by region, women in Gjakovë and

Gjilan were more likely to respond as feeling “very confident” or “confident” in evacuating as compared to other regions (98.3% and 93.9% respectively).

Figure 14. How confident do you feel to evacuate the building in case of a fire and/or other catastrophic event by sector

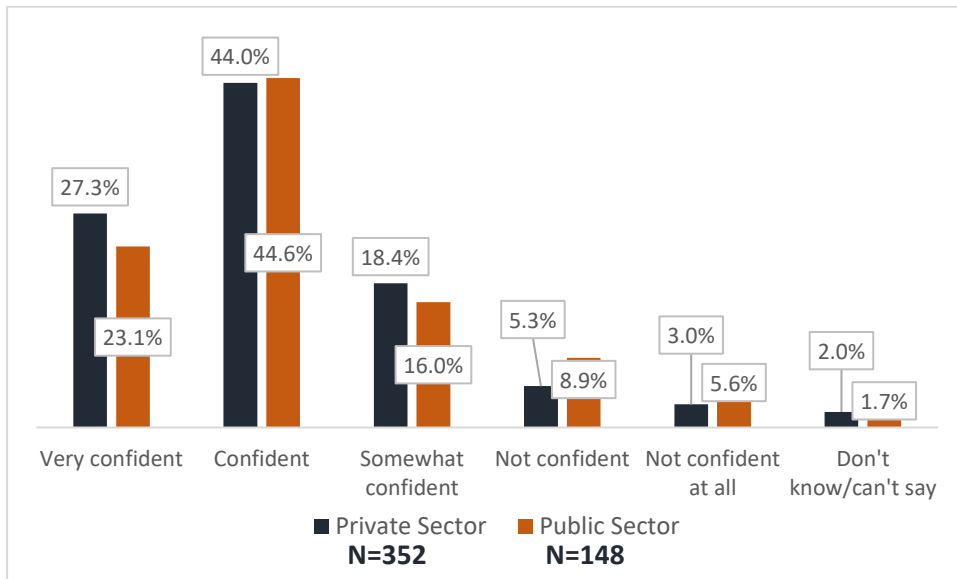


Figure 15. How confident do you feel to evacuate the building in case of a fire and/or other catastrophic event by age

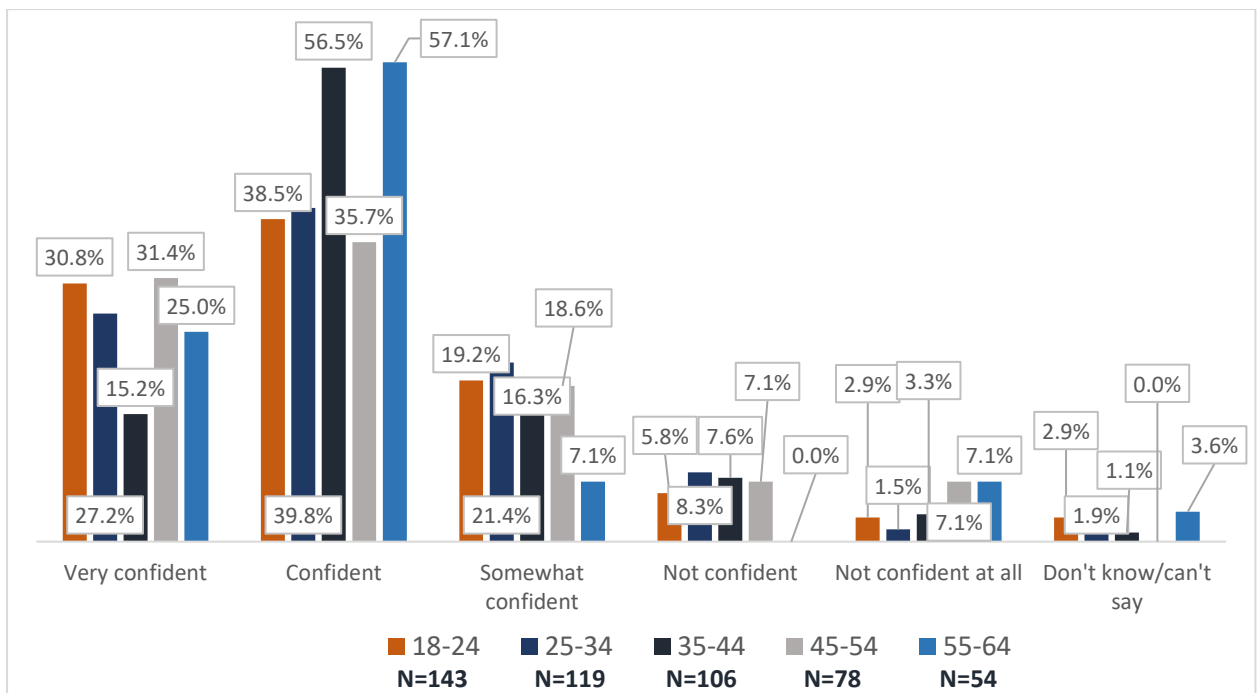
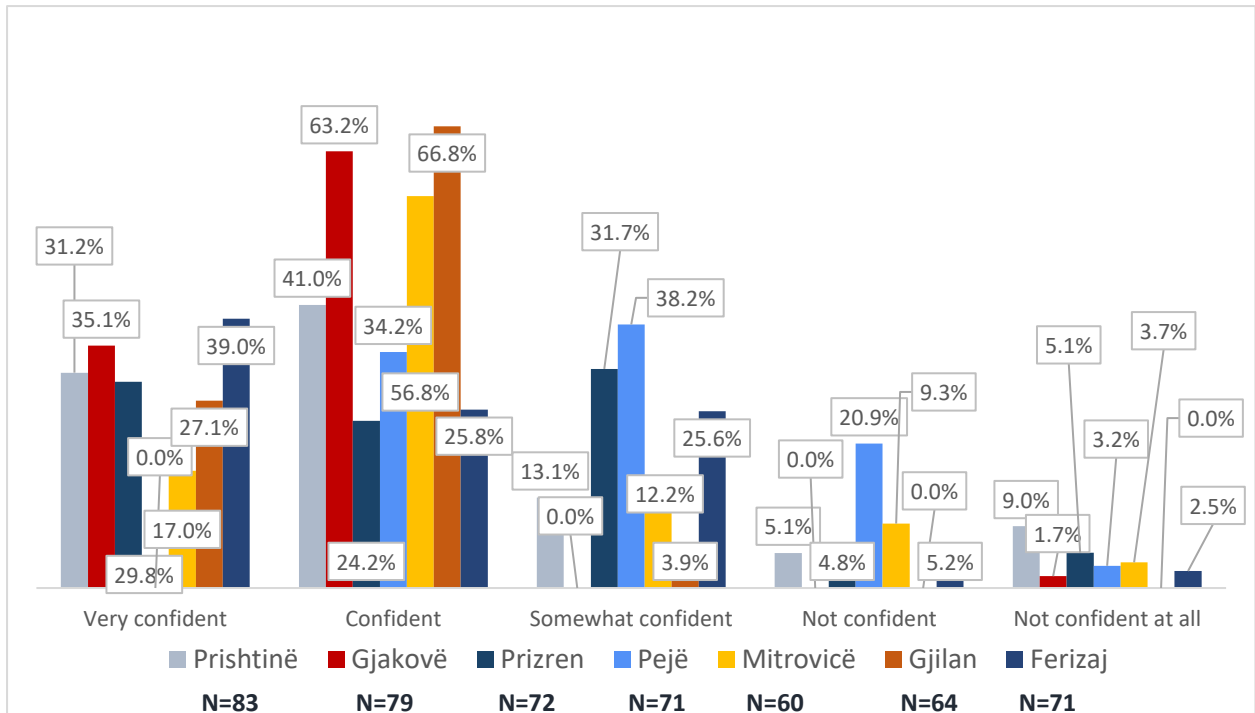
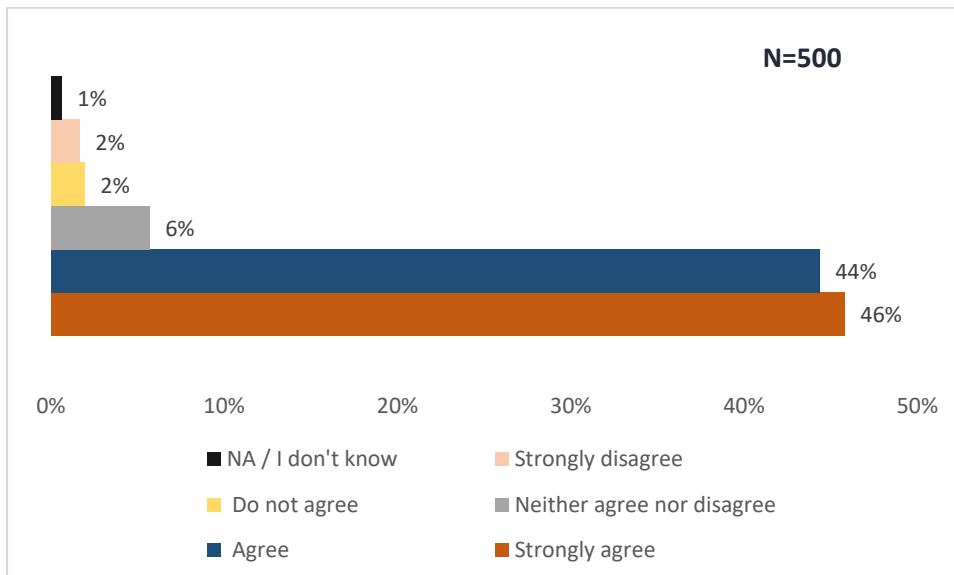


Figure 16. How confident do you feel to evacuate the building in case of a fire and/or other catastrophic event by region



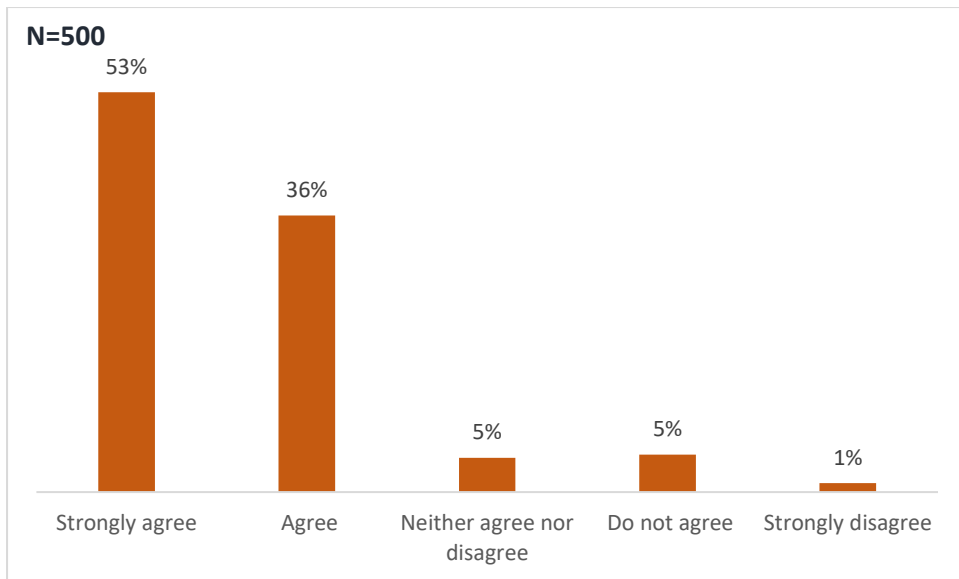
Next, the report tried to analyze the degree of confidence surveyed women had in regards to reporting issues in case that they become aware of a health hazard in the workplace. The findings reveal that 90% of women either “strongly agree” or “agree” with knowing where to report these issues.

Figure 17. Do you know who to report a health hazard issue if one becomes aware of it?



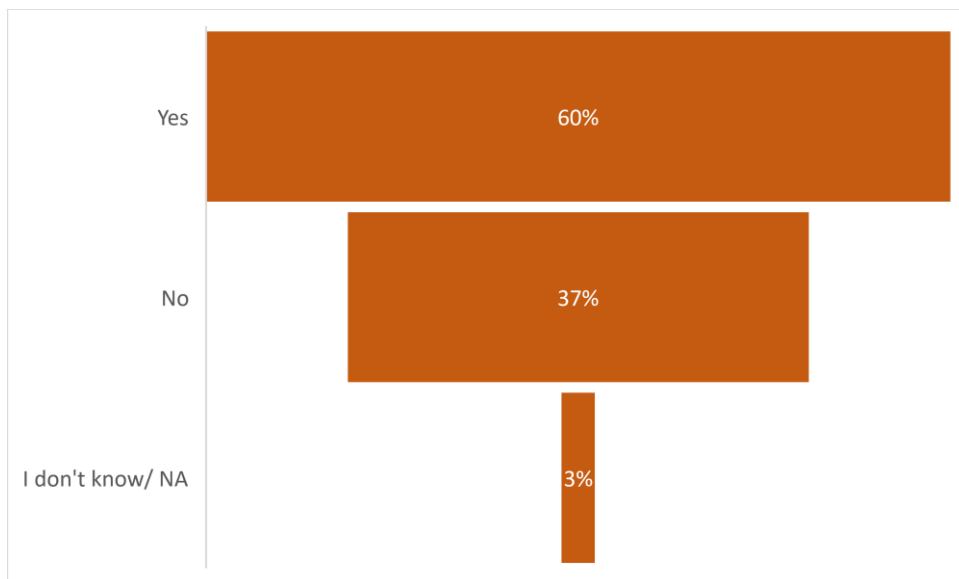
Next, the graph below captures surveyed women’s degree of agreeance with the statement that workplace health and safety is considered to be at least as important as production and quality. Again, the vast majority of respondents (89%) agree with this statement, indicating that workplaces in Kosovo seem to pay attention to workplace health and safety as much as they do to production and the quality of work.

Figure 18. Do you agree with the statement that workplace health and safety is as important as production and quality?



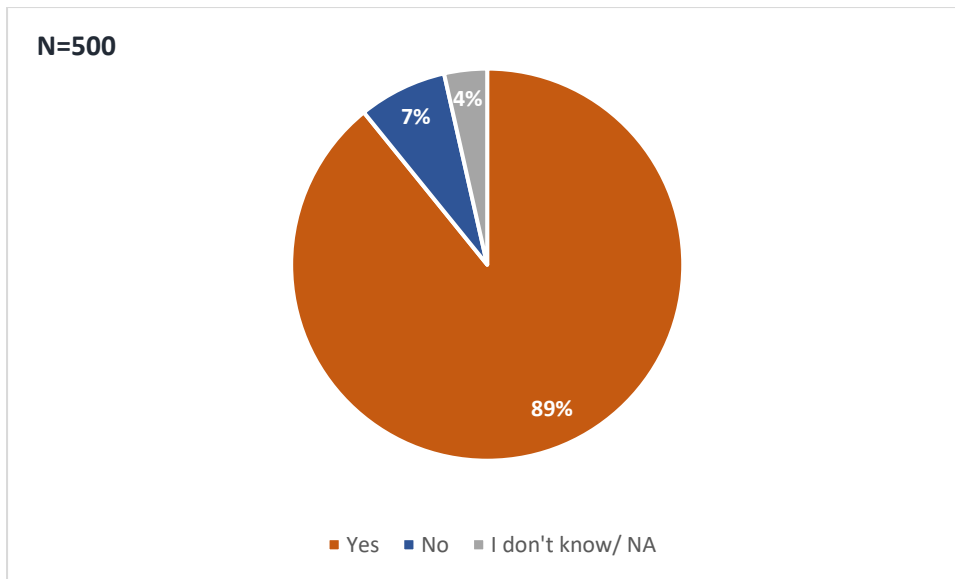
Similarly, it appears that the majority of women (60%) have been professionally/formally trained from their job, indicating again that the majority of employers have trained their staff regarding safety procedures.

Figure 19. Have you received formal training from their jobs regarding safety procedures at their workplace?



Lastly, the survey prompted employed women to respond on the statement of whether they feel physically safe at their work desk. The vast majority (89%) stated that they do, with only 7% responding that they do not. This is again a good indication of the degree of safety offered to employed women at their jobs.

Figure 20. Do you feel safe at your work desk?



From these findings, one can say that in general, safety procedures are followed by employees on the majority of cases, with women feeling generally safe to work, having knowledge on evacuation plans, and undertaking job responsibilities that are not labor-intensive in general. Findings also showed that women working for the public sector are more likely to respond that they never have to do jobs that are manually-intensive or that require uncomfortable working positions. Lastly, women from Gjakovë and Gjilan showed more degree of knowledge when it came to evacuation plans than those of other regions.

Sexual Harassment in the Workplace

Next, the study has also tried to capture the degree of sexual harassment women are exposed to in the workplaces of Kosovo. This section is crucial in understanding this topic as it is one of the few studies that has tried to quantify and analyze this data.

Before going more in-depth however, it is firstly worth pointing out that due to the sensitive nature of the topic, the number of cases that reported sexual harassment in this survey could be underreported. This belief also stems from the fact that sexual harassment is often an underreported issue as women shy away from reporting for a numerous of reasons^{21,22}. Moreover, as also observed later on in the report, this underreporting can also be due to the fact that the majority of women participating in our survey do not generally think that sexual harassment is a pertaining issue in Kosovo. Despite the fact that the survey maintained complete anonymity of the respondents and the latter were encouraged to be as honest as possible and were ensured that their data is protected, it is still plausible and probably likely that many underreported the issue or simply did not feel comfortable talking about it.

Secondly, after a data screening and testing of cross-tabulations, the results below highlight findings with significant differences across regions, sectors, and age groups. Insignificant cross tabulations were omitted from the report and were rather presented as aggregate data for the whole sample.

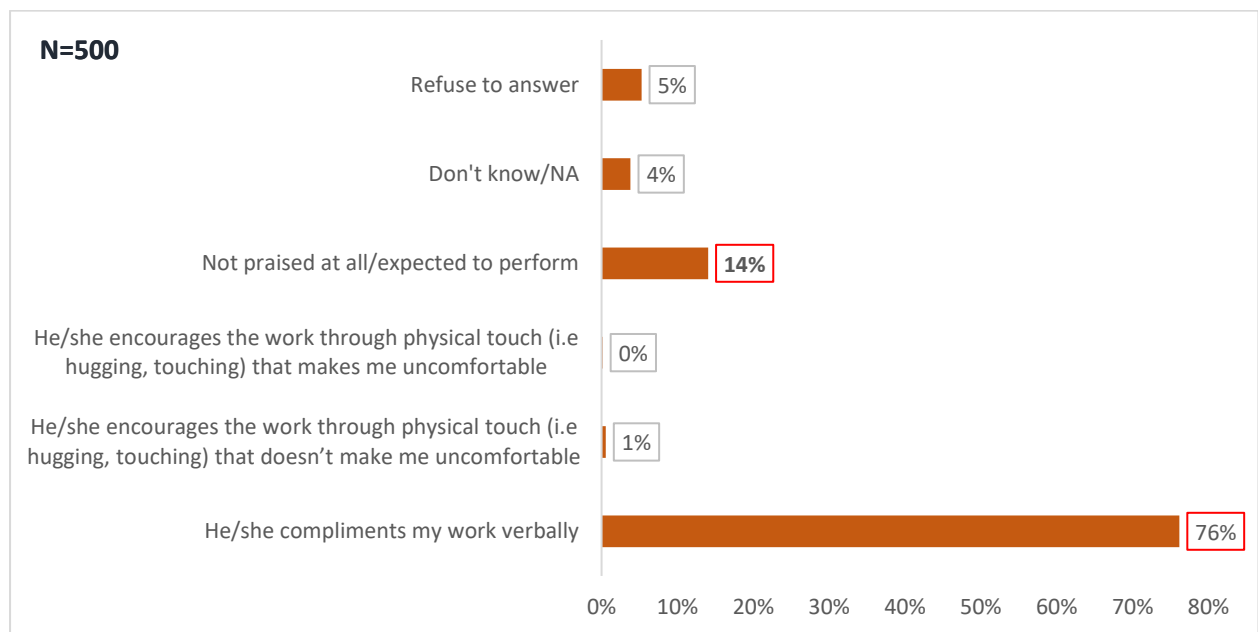
²¹ Sexism at Work: Under-reporting of sexual harassment. <https://eige.europa.eu/publications/sexism-at-work-handbook/part-1-understand/under-reporting-sexual-harassment>

²² Sexual Harassment in Kosovo. Kosovo Women's Network (KWN) and Austrian Development Cooperation. <https://womensnetwork.org/wp-content/uploads/2018/10/20160223185243349.pdf>

Thirdly, the findings presented below cannot be equated with regional/age/sector distribution of actual harassment but rather women’s perception, understanding, and cognitive awareness that sexual harassment exists in Kosovo.

The report first started out by asking individuals how they are praised by their supervisor at their workplace. As the graph below shows, the majority of the participants (76%) claimed that they are complemented verbally, followed by the category of not praised at all or not expected to perform (14% or 70 individuals). The latter is concerning as if women are not expected to perform at their workplace or they are never given positive feedback, the drive to go to work and as a result workers’ productivity decreases significantly²³.

Figure 21. How does your supervisor encourage your work?

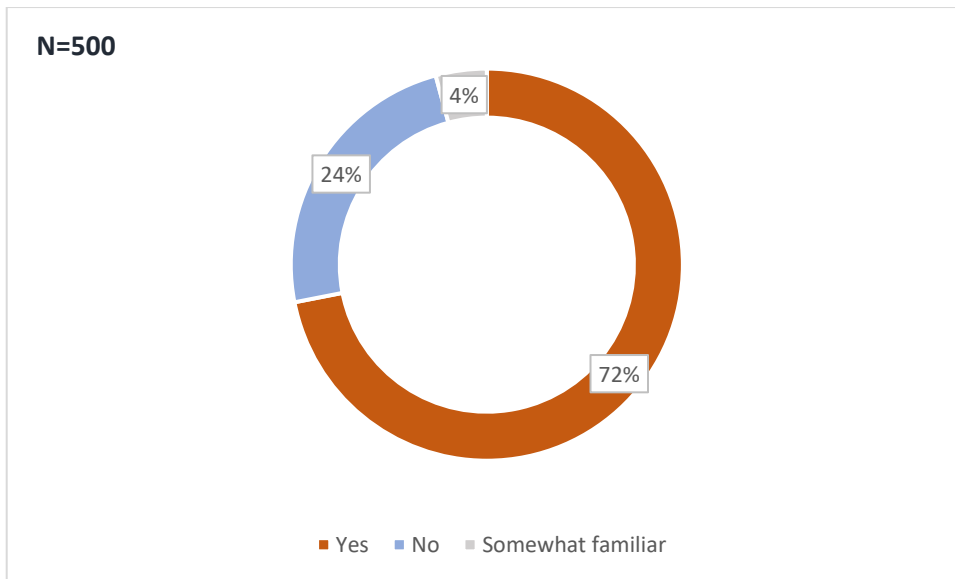


Next, in order to continue with the module of sexual harassment, women were prompted to respond on the question of whether they understand the term “sexual harassment at the workplace”, followed by a definition of what sexual harassment is and a question on whether women believe that sexual harassment is an occurring phenomenon in Kosovo’s job market.

On an aggregate level, 72% of the sample responded that they are familiar with the term and 24% said that they are not aware of it.

²³ Andriotis Nikos. The Dos and Don'ts of Managing People: How to Mend Broken Morale. <https://www.efrontlearning.com/blog/2017/03/causes-of-demotivation-employee-dissatisfaction.html#:~:text=The%20effects%20of%20poor%20motivation,workplace%20become%20a%20toxic%20environment.>

Figure 22. Are you familiar with the term "sexual harassment at the workplace"?



When disaggregated by sector, age group, and region respectively, the figures below show a clearer picture of groups of individuals that are more likely to understand the term of sexual harassment. For example, women in the private sector are more likely to not be familiar with the term "sexual harassment" (36.1%) as compared to their public sector counterparts (20.4%). Similarly, age groups between 35-44 and 55-64 are more likely to be familiar with the term (71.7% and 82.1% respectively). By region, individuals from Gjakovë (95.4%) followed by Prishtinë (93%) were the most informed with the term "sexual harassment". On a more concerning note, Ferizaj, Gjilan, and Pejë however had the highest percentage of stating that they are not familiar with the term (80.6%, 62.8%, and 51.3% respectively).

Figure 23. Are you familiar with the term "sexual harassment at the workplace", by sector

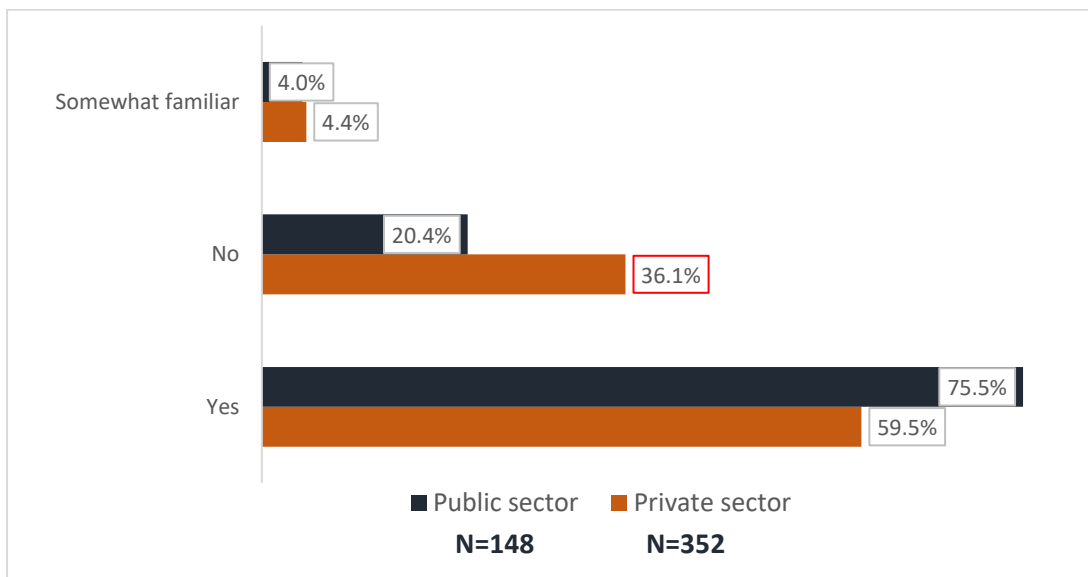


Figure 24. Are you familiar with the term "sexual harassment at the workplace", by age groups

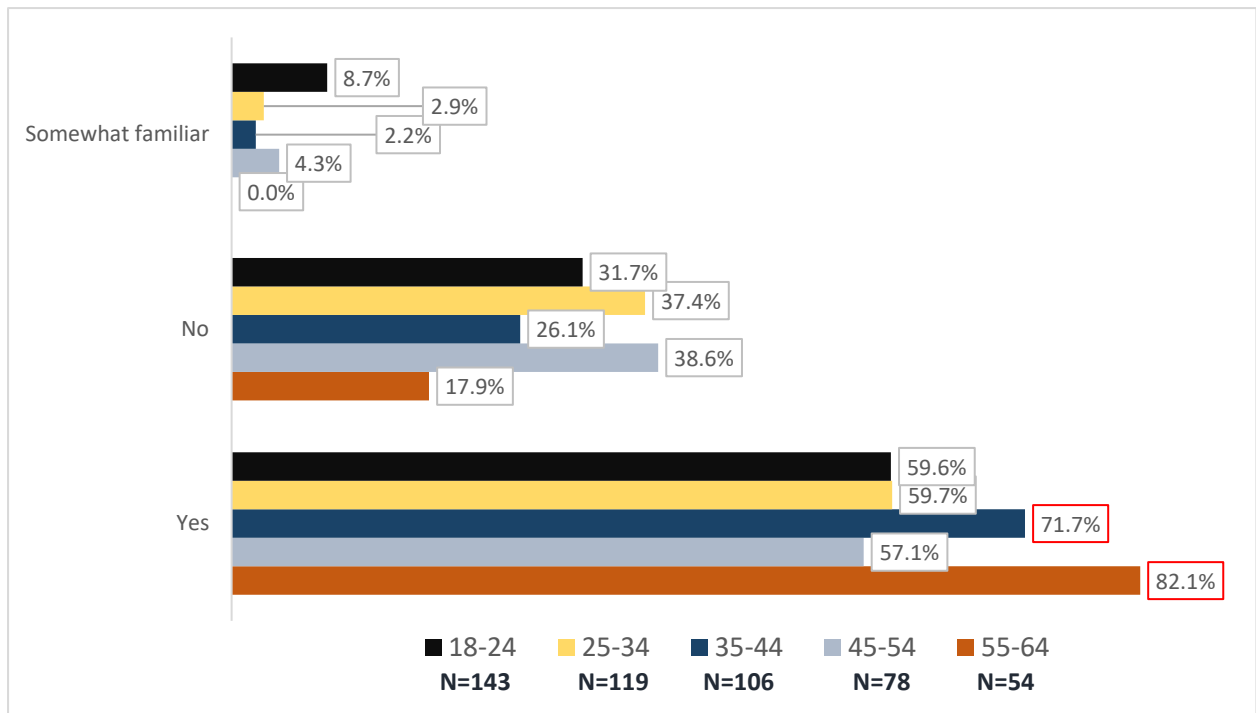
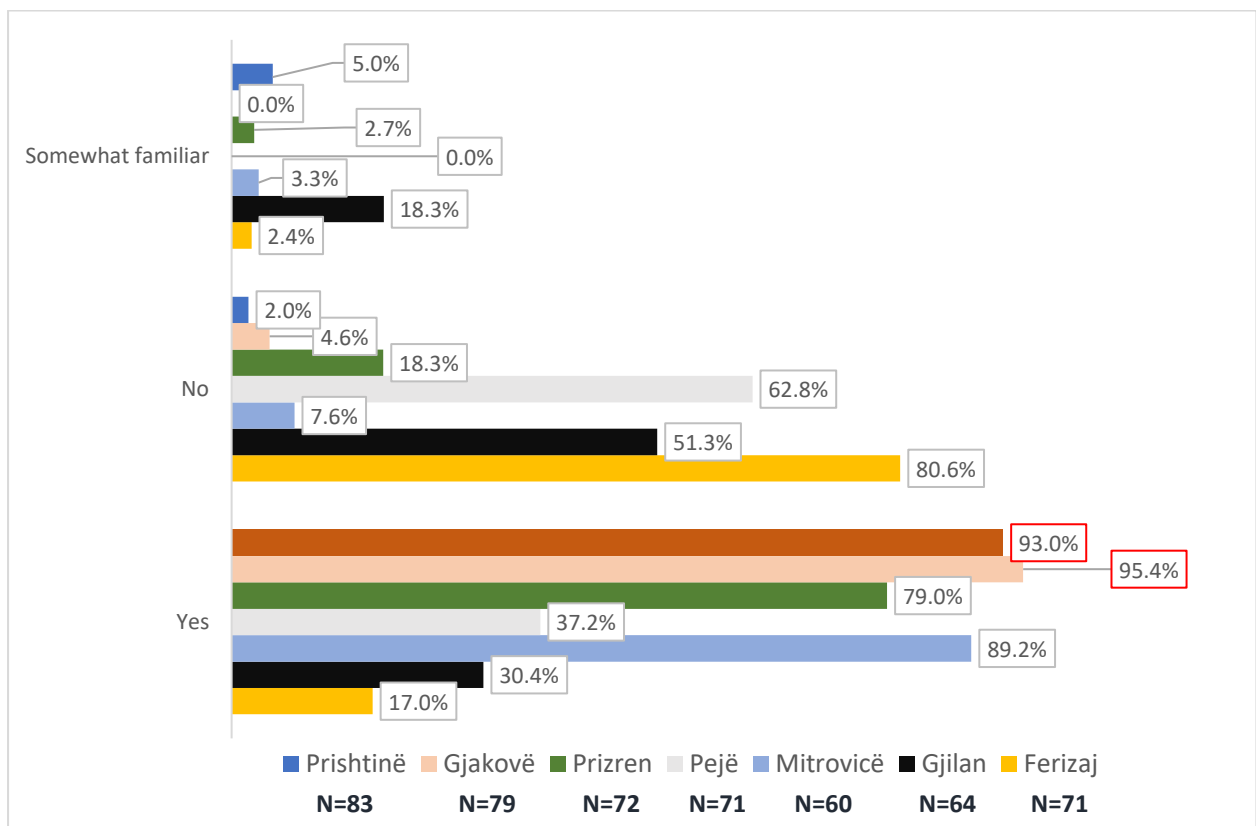


Figure 25. Are you familiar with the term "sexual harassment at the workplace", by region

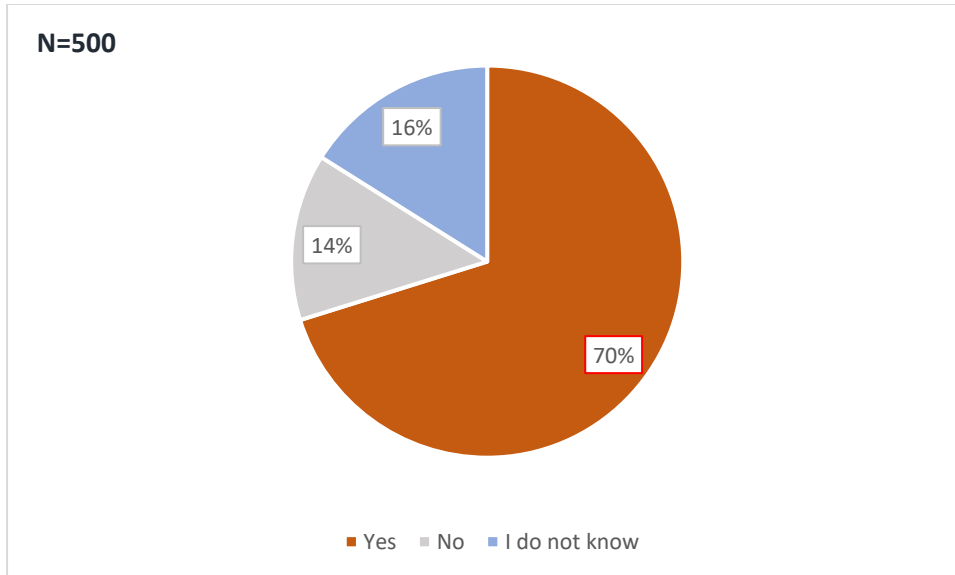


Overall, on an aggregate level, even though initially 24% responded that they are not familiar with the term "sexual harassment". However, after explaining the definition, this percentage fell to 4%.

Therefore, one can assume that the questions following the rest of the module concerned a well-informed audience on the topic, with less than 5% room for error.

Next, women were prompted to respond to the question on whether they believe that sexual harassment is an occurring phenomenon in Kosovo, almost 3/4th of the sample (70%) said that they do think that it is an issue, with 14% responding that they do not and 16% simply not giving an opinion.

Figure 26. Do you think sexual harassment at the job is an occurring phenomenon women face in Kosovo?



When disaggregated by sector, there appears to be no significant difference between opinions. 68.4% of women working for the private sector thought that sexual harassment is an occurring phenomenon in Kosovo, and 68.3% of those working for the public sector agreed.

Region-wise, 82% of women from Mitrovicë believed that sexual harassment at the workplace happens in Kosovo, followed by 79% in Gjakovë and 75.5% in Prishtinë. 41.7% of women from Ferizaj on the other hand thought that sexual harassment is not present at the workplace.

Age-wise, women in the age groups of 25-34 (73.3%), 55-64 (71.4%), and 18-24 (70.2%) thought that sexual harassment is a persisting issue at the workplace in Kosovo. Group ages between 35-54 were relatively less likely to think so.

Figure 27. Do you think sexual harassment at the job is an occurring phenomenon women face in Kosovo, by region

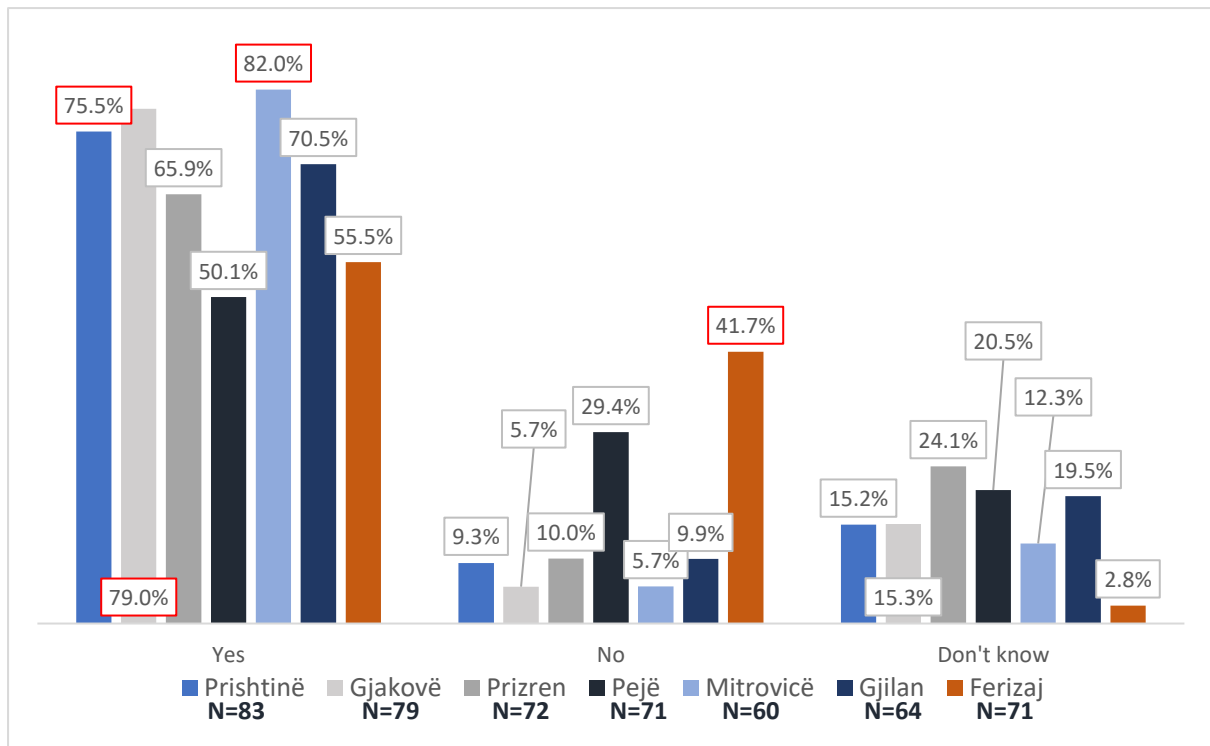
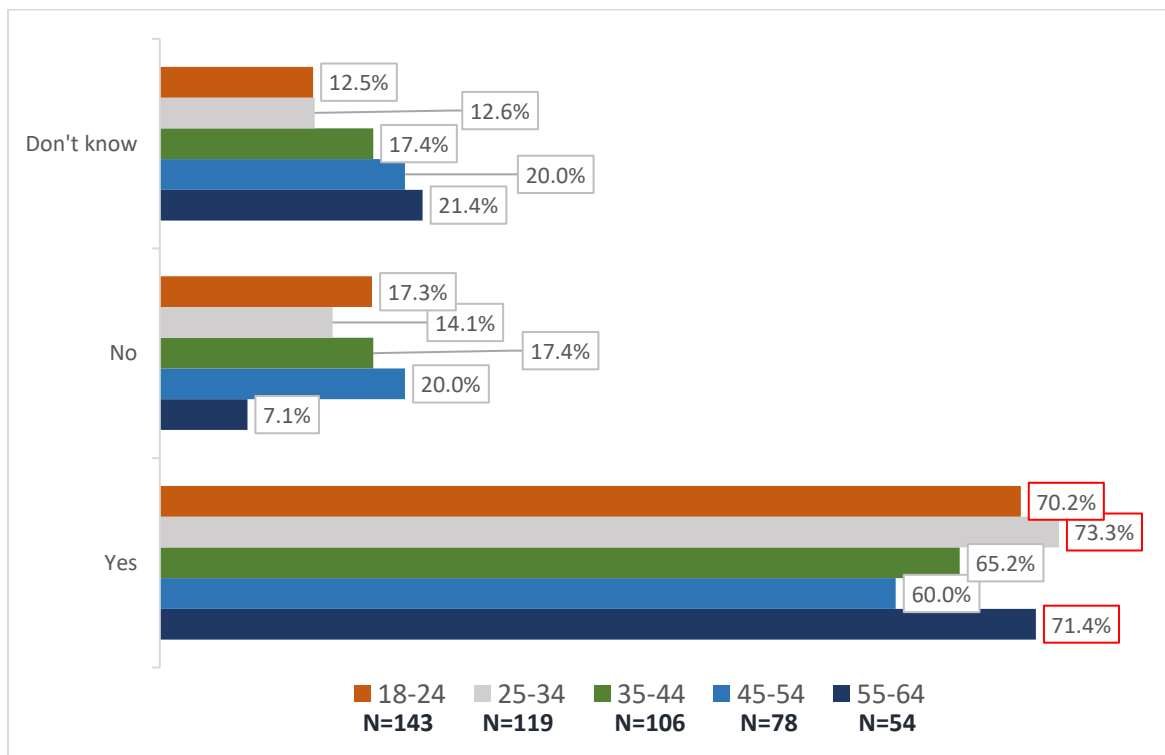


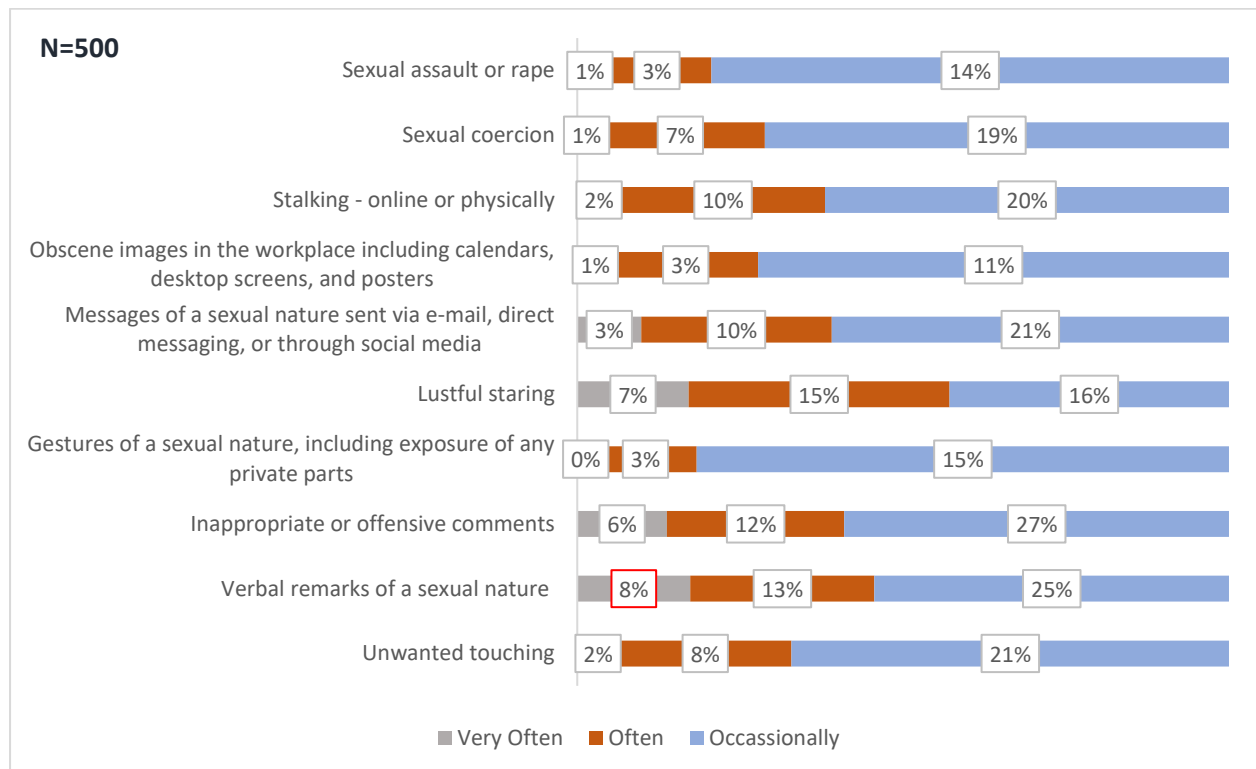
Figure 28. Do you think sexual harassment at the job is an occurring phenomenon women face in Kosovo, by age group



Moreover, the two figures below generalize the data to capture the opinion of surveyed women on general sexual harassment at the workplace, not only in Kosovo, but rather in general. Categories of sexual harassment include incidents of verbal remarks as well as physical ones. On average, verbal

remarks of a sexual nature came up as the most frequent category, where 8% of surveyed individuals said that they believe that women face this issue very often.

Figure 29. In the workplace, how often do you think women in general face (very often, often, occasionally):

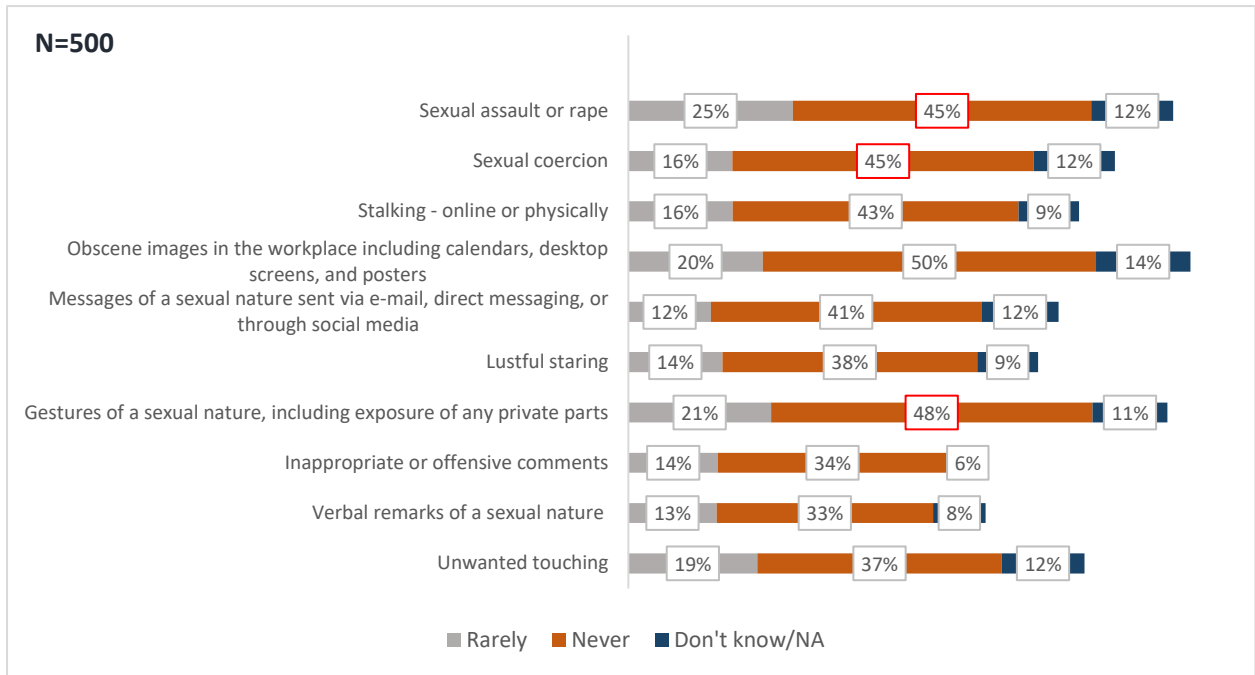


On the other hand, 48% believe that women are almost never exposed to gestures of sexual nature and exposure of any private parts. Similarly, 45% think that sexual coercion and sexual assault almost never happen in a workplace. This can be due to a myriad of reasons: some simply have never witnessed harassment firsthand themselves; others are not very informed on what harassment is and how to recognize it; yet others might just be adhering to social norms and expectations, where sexual harassment is still a taboo topic.²⁴

It appears that general perceptions of women when it comes to sexual harassment pertain to beliefs that sexual harassment appears mostly in the form of verbal remarks, and it rarely escalates to something physical.

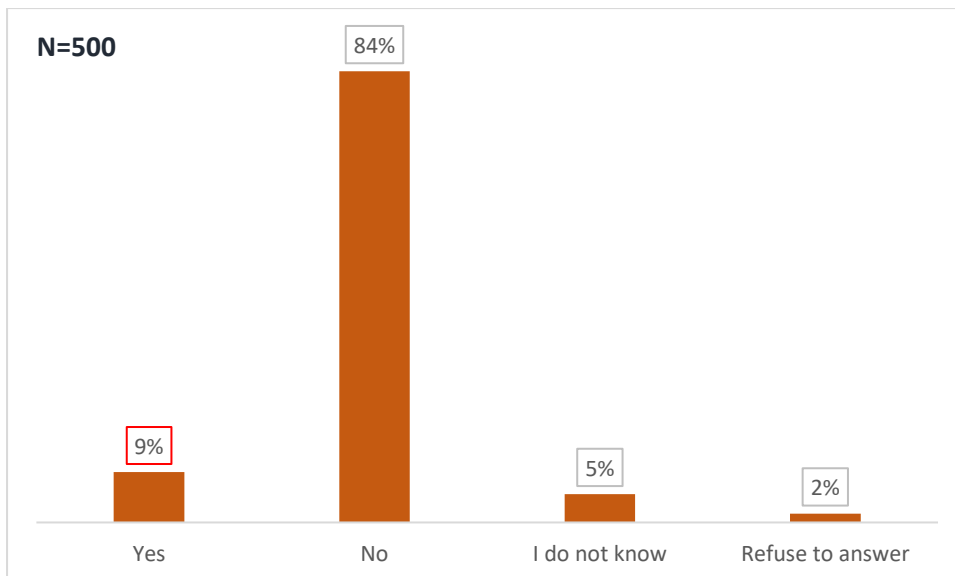
²⁴ United Nations Peacekeeping. Taboo of gender-based violence raised during Kosovo-wide documentary screening. <https://peacekeeping.un.org/en/taboo-of-gender-based-violence-raised-during-kosovo-wide-documentary-screening>

Figure 30. In the workplace, how often do you think women in general face (rarely, never, don't know)



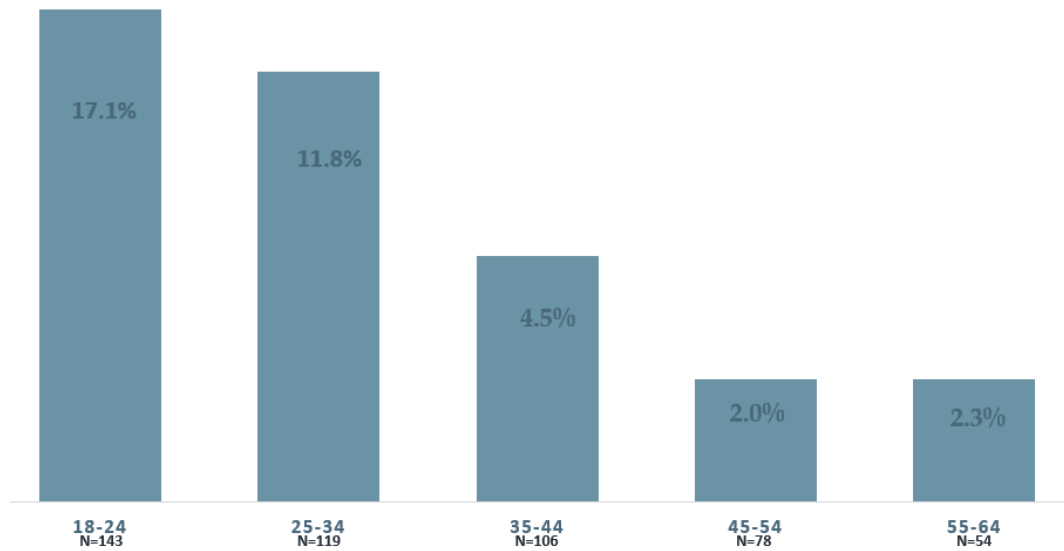
However, when asked whether they themselves have been exposed to sexual harassment incidents at the workplace or they know any colleagues that have, 84% of women said that they have not or they do not know anyone, with only 9% (45 individuals) responding that they actually have.

Figure 31. Based on the previously-defined definition, have you yourself or has a colleague of yours been sexually harassed at the workplace?



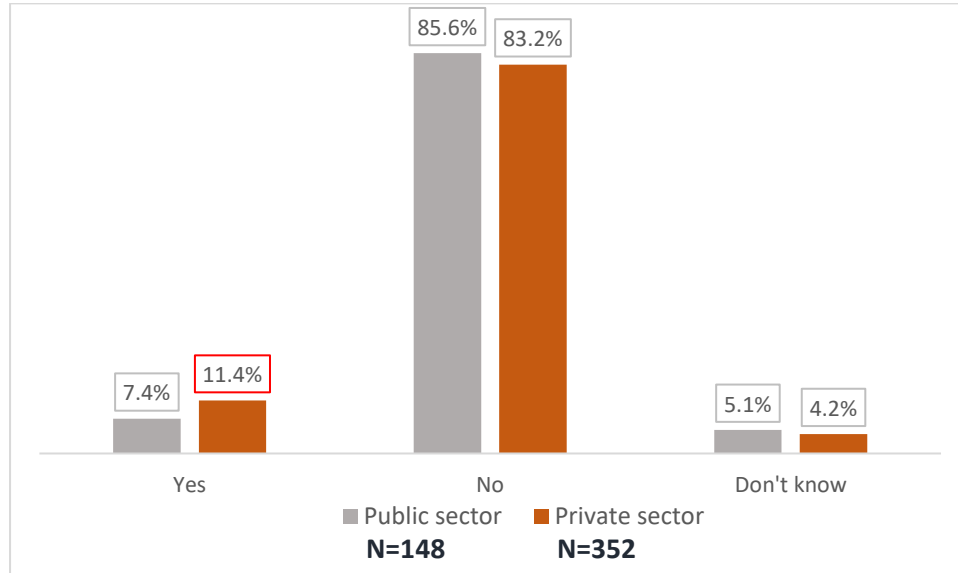
When separated by age groups, there was a positive correlation existing between age groups and having witnessed sexual harassment at the workplace for one self and/or a colleague. For example, 17.1% of women between the ages of 18-24 said that they have witnessed sexual harassment but this percentage falls to 2.0% and 2.3% for older age groups.

Figure 32. Have you yourself or has a colleague of yours been sexually harassed at the workplace, by age groups (people who answered yes)



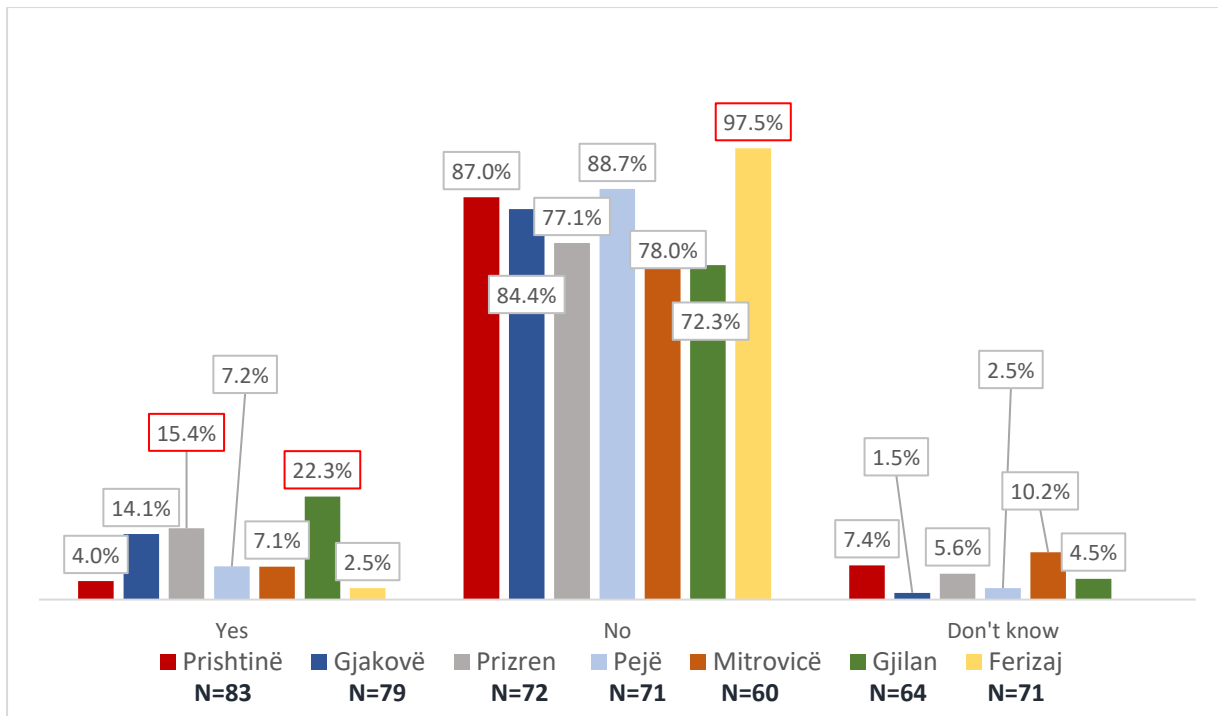
Sector-wise, there did not appear to be a significant difference but nonetheless, women from the private sector were more likely to respond that they have witnessed sexual harassment (11.4% as compared to 7.4% of the public sector), and less likely to say that they have not (83.2% as compared to 85.6% of the public sector).

Figure 33. Have you yourself or has a colleague of yours been sexually harassed at the workplace, by sector



Region-wise, 97.5% of women from Ferizaj said that they have not witnessed sexual harassment, for themselves or their colleagues. 23.3% and 15.4% of respondents from Gjilan and Prizren said that they have

Figure 34. Have you yourself or has a colleague of yours been sexually harassed at the workplace, by region



For the individuals that responded to have witnessed sexual harassment either for themselves or a colleague (**45 in total from the aggregate sample**), they were asked to respond on the type of harassment faced. The two figures below lay out the responses for the colleague and oneself, respectively. When asked for a colleague, the top three identified categories of sexual harassment included “verbal remarks of a sexual nature” (59.7%), “inappropriate and/or offensive comments” (30.8%) and lustful staring (28.6%). Harassments of a physical nature were less likely to be witnessed, but nonetheless present.

When asked about oneself, the majority of the respondents stated to have never experienced any form of sexual harassment (51.9%) followed by verbal remarks of a sexual nature (29.1%) and inappropriate and/or offensive comments (21.8%). Similar to the case of colleagues, sexual harassment for the case of oneself appears to be more related to verbal comments made less than physical acts of sexual harassment. Nonetheless, both findings point out that sexual harassment is an occurring issue at the workplace, and verbal remarks lead to one feeling unsafe and/or uncomfortable at the job, leading to a significantly decreased working productivity.

Figure 35. What type of sexual harassment has your colleague experienced, to the best of your knowledge?

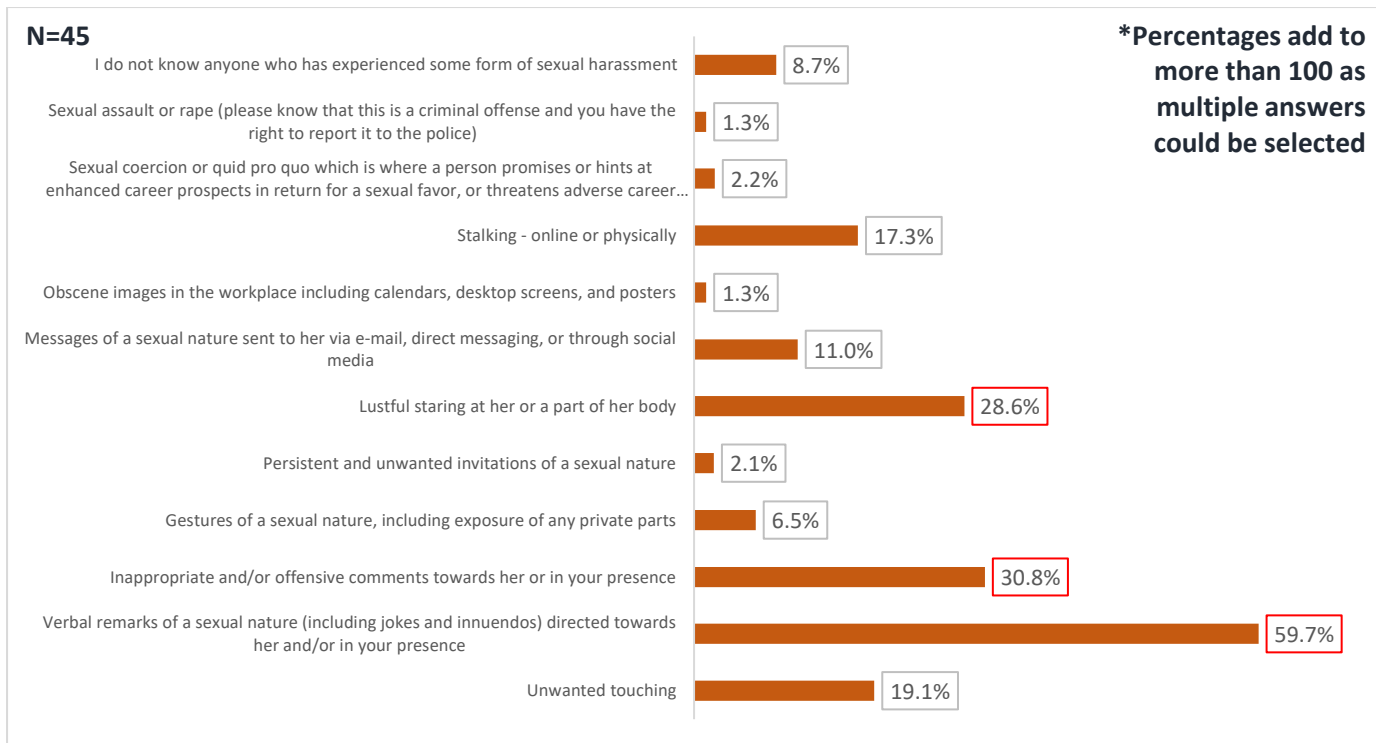
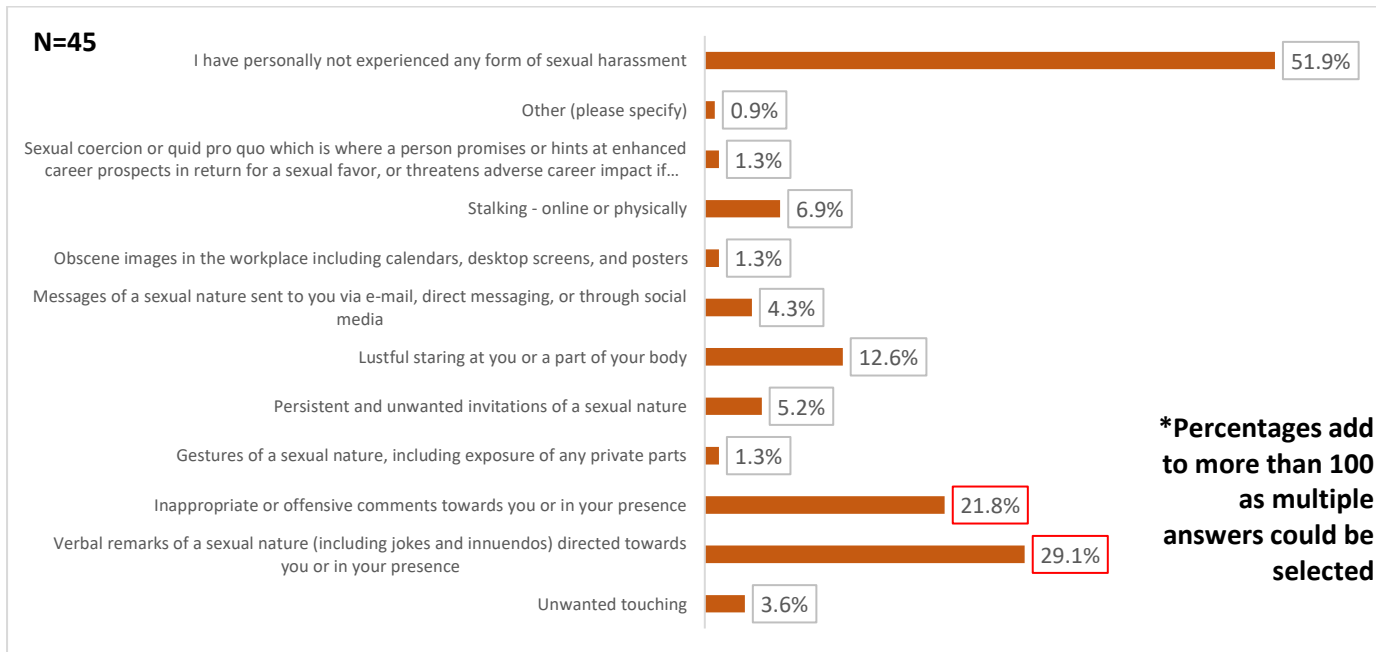
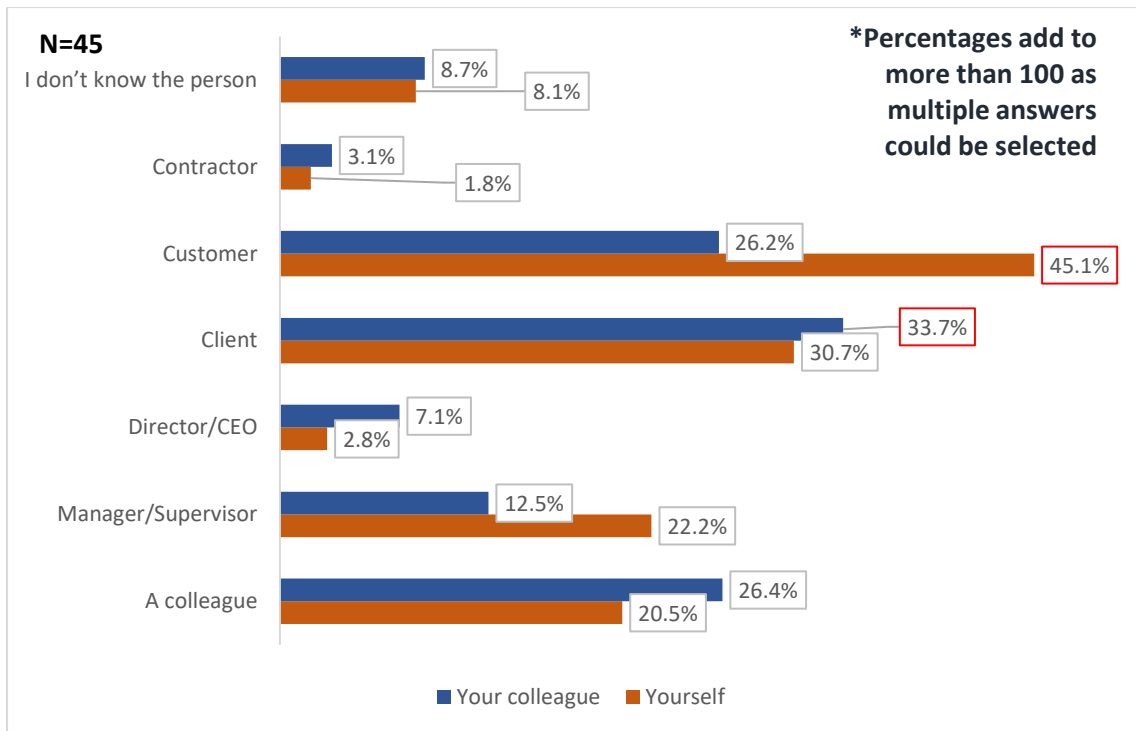


Figure 36. What type of sexual harassment have you experienced?



Moving on, in cases where women reported to have witnessed sexual harassment, the survey furthermore encouraged them to respond on the question of who has sexually harassed them or the colleague. As the graph below points out, when talking about oneself, the top three categories of individual harassers included customers (45.1%), clients (30.7%) and manager/supervisor (22.2%). When reporting for a colleague, the top three categories included clients (33.7%), another colleague (26.4%) and customers (26.2%). The least reported categories of individual harassers were contractors and directors/CEOs.

Figure 37. Who has sexually harassed you or your colleague at your workplace?



Furthermore, the module encouraged responding on whether women have reported the incident of sexual harassment for oneself and/or colleague (out of the 45 or 9% that responded to have witnessed sexual harassment toward oneself and/or toward a colleague), and whether to the best of their knowledge, their sexually harassed colleague reported it. Only 66% of women (who witnessed sexual harassment directed toward her and/or a colleague) reported sexual harassment incidents for themselves and/or colleague and 68% reported to have been aware of their colleague reporting the sexual harassment incident.

Figure 38. Percentage of women reporting sexual harassment incidents for oneself and/or colleague. N=45

66% of women reported sexual harassment incidents for oneself and/or a colleague

For those that did report it, the most frequent individuals/authorities reported to included direct manager (52.5%), another manager/supervisor (41.5%), human resources (26.8%), trusted personal network outside of work (24.2%), and another colleague or friend at work (11.4%). Only 3% reported to have taken the matter to the police! Percentages do not add up to 100% as respondents could select multiple answers.

Figure 39. Where do women report sexual harassment incidents?

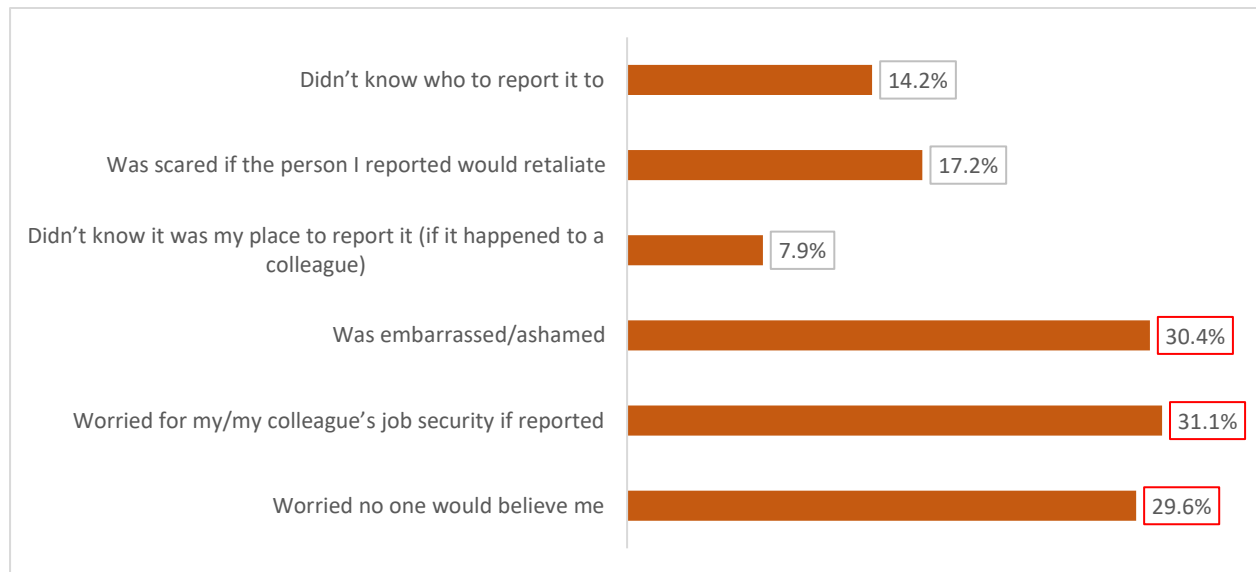
52.5% report sexual harassment incidents to a direct supervisor

3% report sexual harassment incidents to the police

For those women who did not report sexual harassment incidents for themselves and/or colleagues (34% out of the total that was harassed), they were also asked why they did not report such incidents. The figure below presents the data for the individuals that did not do the reporting. As seen from the graph, 31.1% stated that they were scared of their (or their colleagues') job security if they reported it, followed by 30.4% who claimed to have felt embarrassed/ashamed, and 29.6% stating that they were simply worried no one would believe them.

From this data, it is evident that women fear job losses and associate sexual harassment with their own shame/guilt, even though they were not the perpetrator of the act.

Figure 40. Why did you not report the sexual harassment incident?

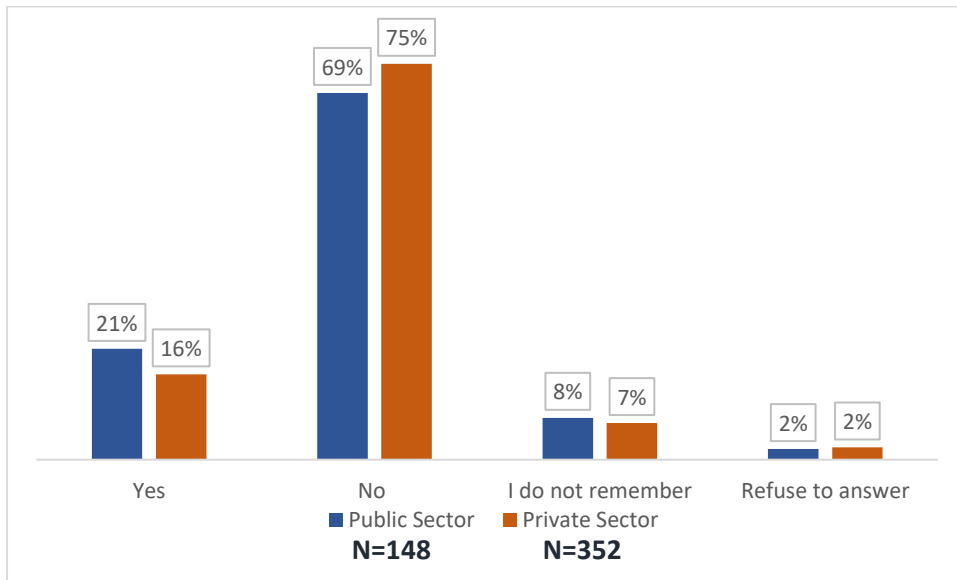


Lastly, the survey encouraged women to respond on whether they received any formal training from their workplace regarding identifying and reporting sexual harassment issues, and if yes, whether that has had any positive impact at the workplace. Only 16.1% responded that they have, 76% that they have not, and the rest either did not remember or refused to answer. When separated by sector, 21% and 16% of respondents in the public and private sectors respectively said to have received formal training.

Figure 41. Did you receive any formal training from your workplace to help identify and report sexual harassment incidents?

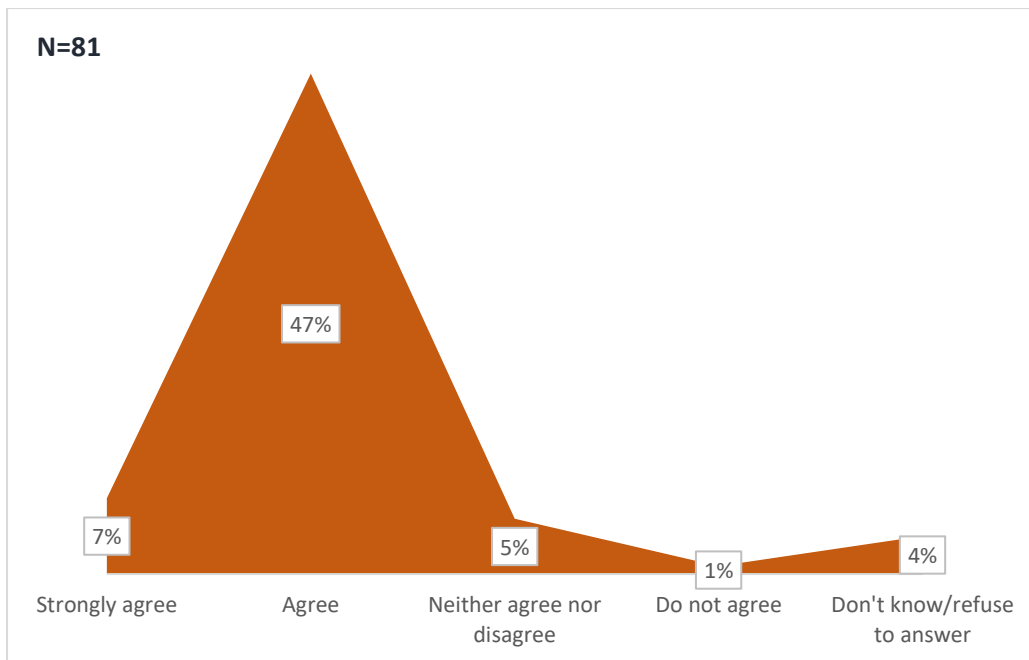
16.1% of women received formal training from their workplace to help identify and report sexual harassment incidents

Figure 42. Did you receive any formal training from your workplace to help identify and report sexual harassment incidents, by sector



Out of those that answered yes (16.1%), when asked on whether they agreed that the training has had a positive impact at the workplace, the majority- 54% agreed that it has, with only 1% saying that they do not agree.

Figure 43. Do you agree that the formal sexual harassment training has had a positive impact at the workplace?



Impact on Physical and Mental Wellbeing

The last part of this report tries to capture the effect that sexual harassment and physical safety at the workplace have on an individual's physical and mental wellbeing. The underlying premise is that higher work productivity is intertwined with feeling at peace mentally and physically at a job. Regardless, physical and mental wellbeing is a right everyone is entitled too and as such must be protected at a workplace or out of it. The data on the following module have been presented as disaggregated by region, sector, and group ages whenever significant differences appeared. Otherwise, such disaggregation has been omitted from further analysis.

The survey first started off by asking women how happy they feel at their workplace, rated on a likert-scale from 1-5 with 1="strongly agree" and 5="strongly disagree". As observed from the graph below, out of all respondents, 86% either "agree" or "strongly agree" that they feel happy at their jobs.

Disaggregating by sector on the next graph shows that 85.1% and 90.8% of the private sector and the public sector, respectively either "agrees" or "strongly agrees" that they feel happy at their workplace. While 2.4% of women working in the private sector reported that they "strongly disagree" with feeling happy at their workplace, this percentage dropped to 0% for the public sector. Thus, it appears that on average, women working for the public sector are happier than those working for the private sector, all while keeping in mind that the finding refers to a sample of 500 respondents.

Figure 44. Do you agree with the statement "I feel happy with my working environment"?

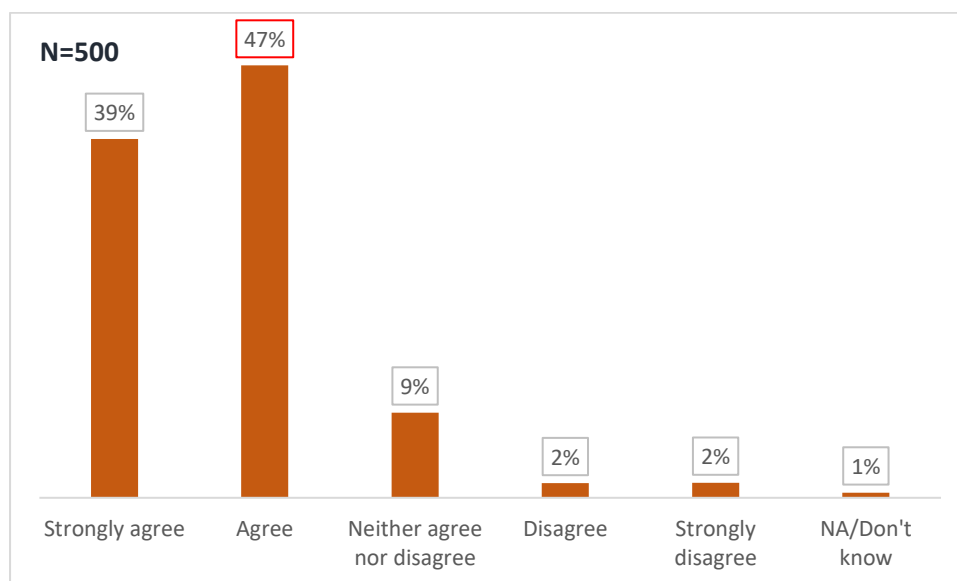
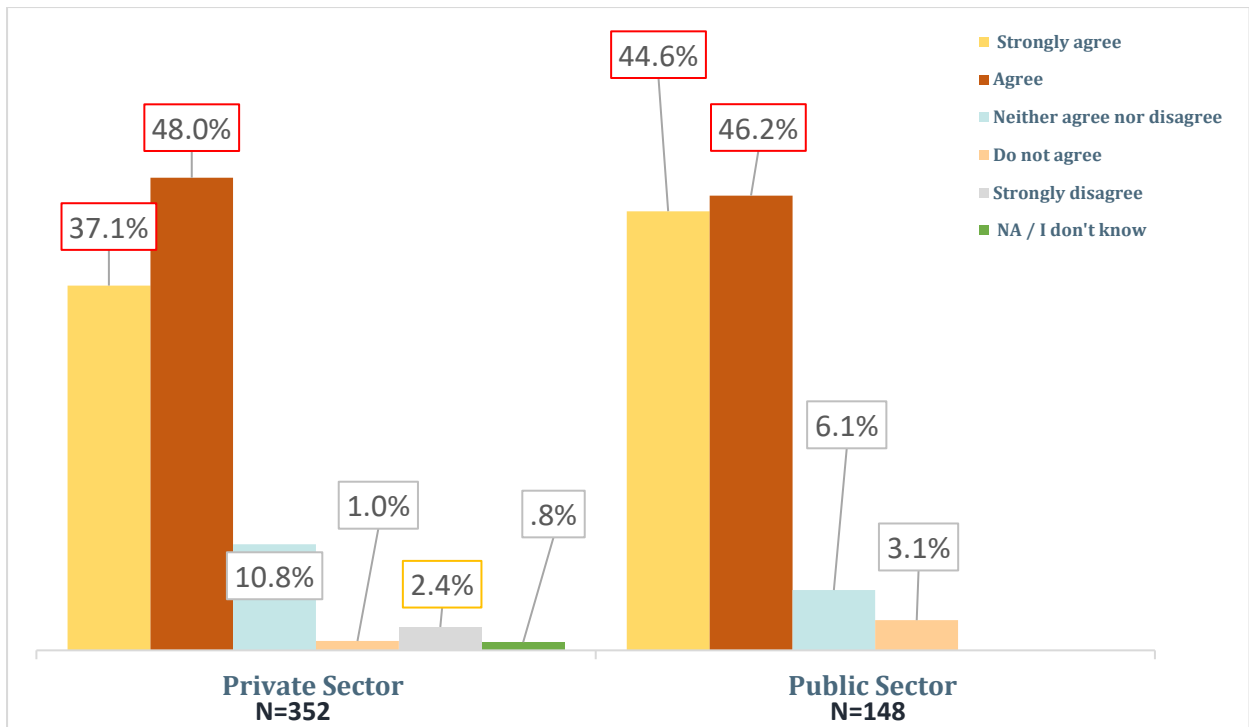
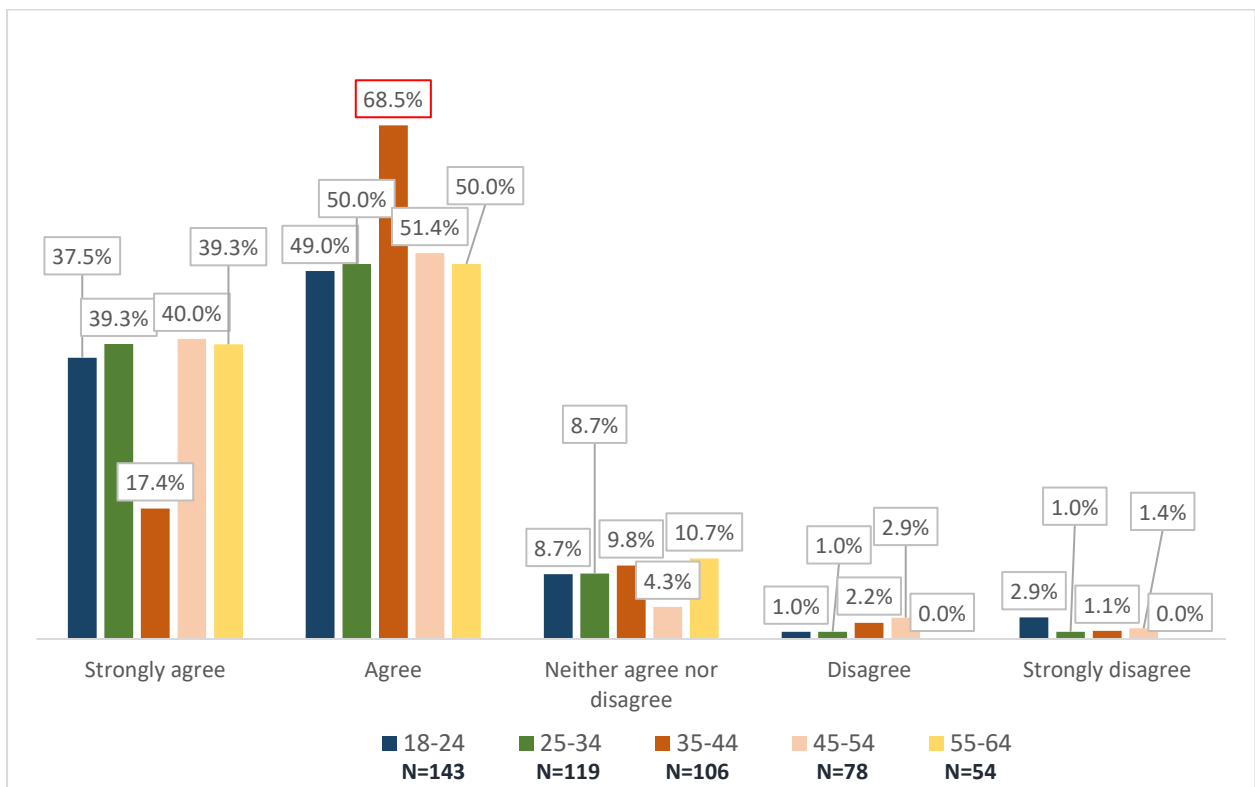


Figure 45. Do you agree with the statement "I feel happy with my working environment", by sector



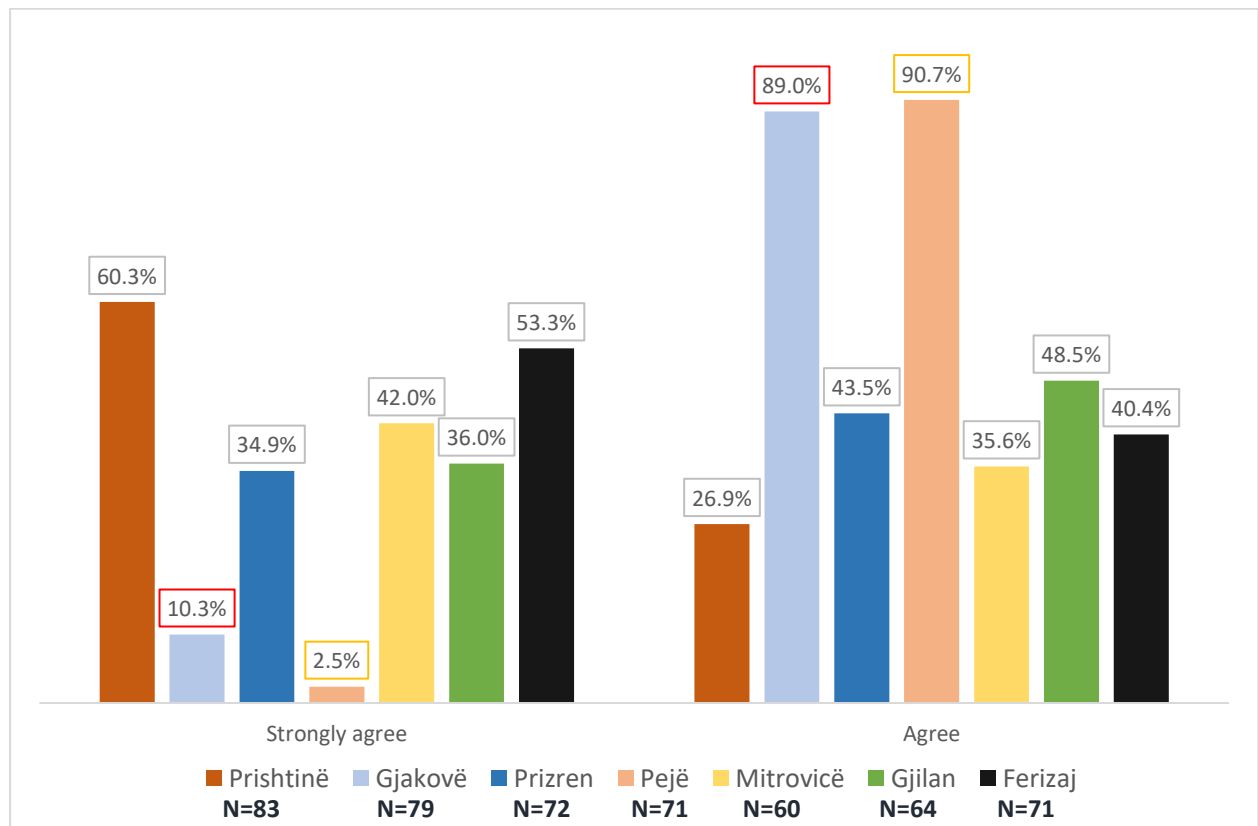
Analyzing by age group reveals that 86.5% of women between ages of 18-24 report to “agree” or “strongly agree” with their working environment, 89.3% of women between 25-34 report the same, and so on. There does not appear to be any significant different between age groups and work happiness.

Figure 46. Do you agree with the statement "I feel happy with my working environment", by age group



Analyzing by region reveals that according to this sample, women in Gjakovë tend to agree most with the statement of feeling happy at their jobs (99.3%) followed by Pejë (93.2%).

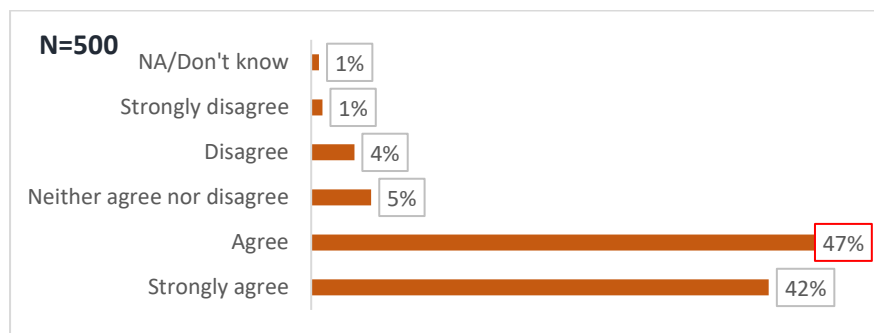
Figure 47. Do you agree with the statement "I feel happy with my working environment", by region



Next, the respondents were asked whether they agree with the statement that they would feel free to voice their concerns to the manager/supervisor, if their work environment was unsafe/hazardous. The analysis presented was completed on an aggregate level as there were not any significant differences when disaggregating by sector, region, or age groups.

Overall, there was agreeance that women generally feel free to voice such concerns, with only 5% of the respondents stating that they would not feel free to do so. This is an indication that work environments foster a caring environment when it comes to physical safety.

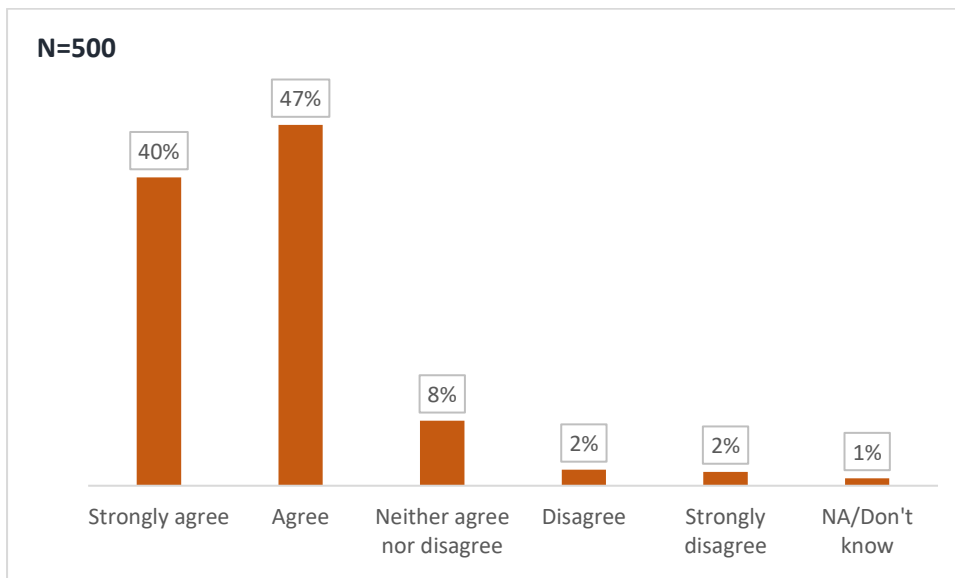
Figure 48. If the work environment was dangerous/hazardous, I would feel free to voice my concerns to my manager



A similar question prompted them to respond whether they would feel safe to report issues of sexual harassment (they or their colleague fall prey to) to their supervisor/manager. Similarly, most of women agree with this statement (87%), with only 4% stating they would "disagree" or "strongly disagree".

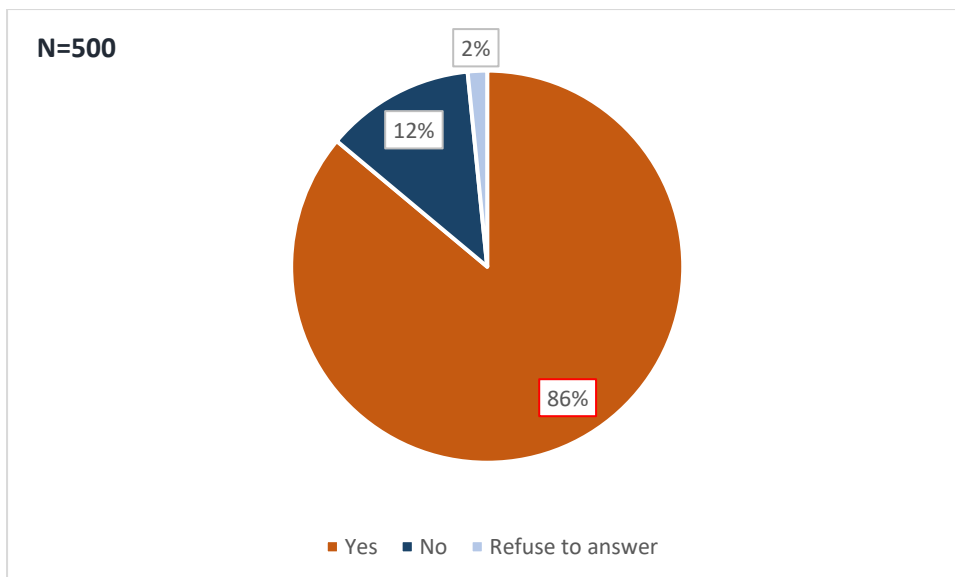
Again, from these findings, there is evidence that the work environment generally creates an open-door policy, always concluding based on the 500 individual responses.

Figure 49. *If me or my colleague have been exposed to sexual harassment, I would feel free to report this to my manager*



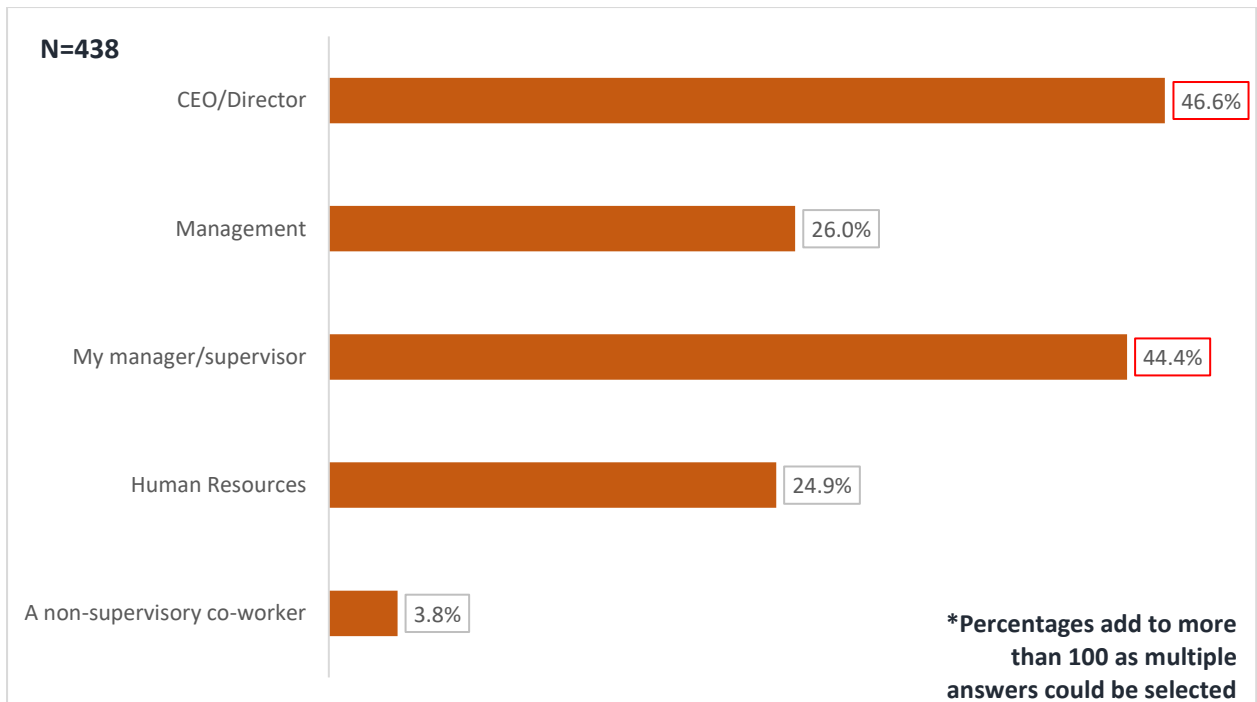
Next, though in Module B, women who were sexually harassed or have witnessed harassment were asked to respond on whether they report this issue and to who, this module has asked this question to all women, regardless of whether they have themselves witnessed sexual harassment first-hand. Out of the 500 individuals asked, 86% (430) said that they know who to report this issue to.

Figure 50. *In case of a sexual harassment incident, do you know where to report the issue?*



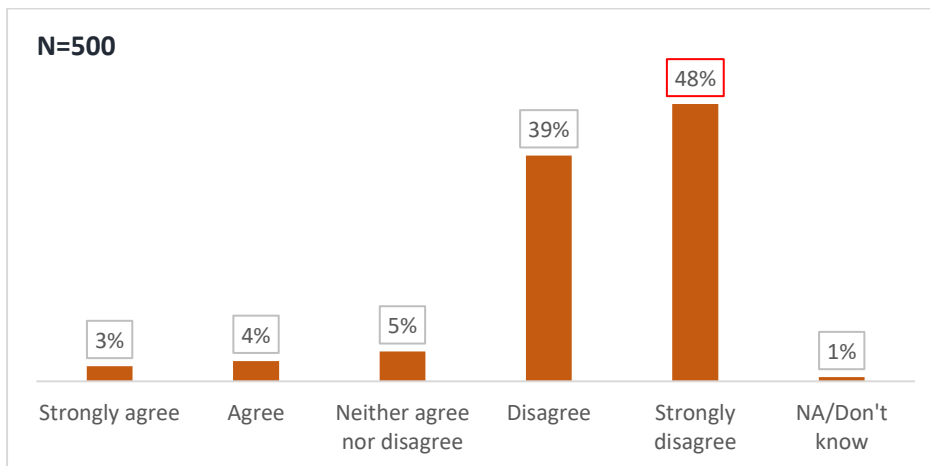
Out of those that know where to report the issue, 91% reported they would report it to a direct manager or the CEO, 24.9% said they would go to a human resource representative, while only 3.8% answered they would report to a non-supervisory co-worker. This data finding is also in tune with regular bureaucratic procedures in a workplace, though it is strange to find out that only a mere 24.9% would report to a human resource manager.

Figure 51. Who would you report this issue to?



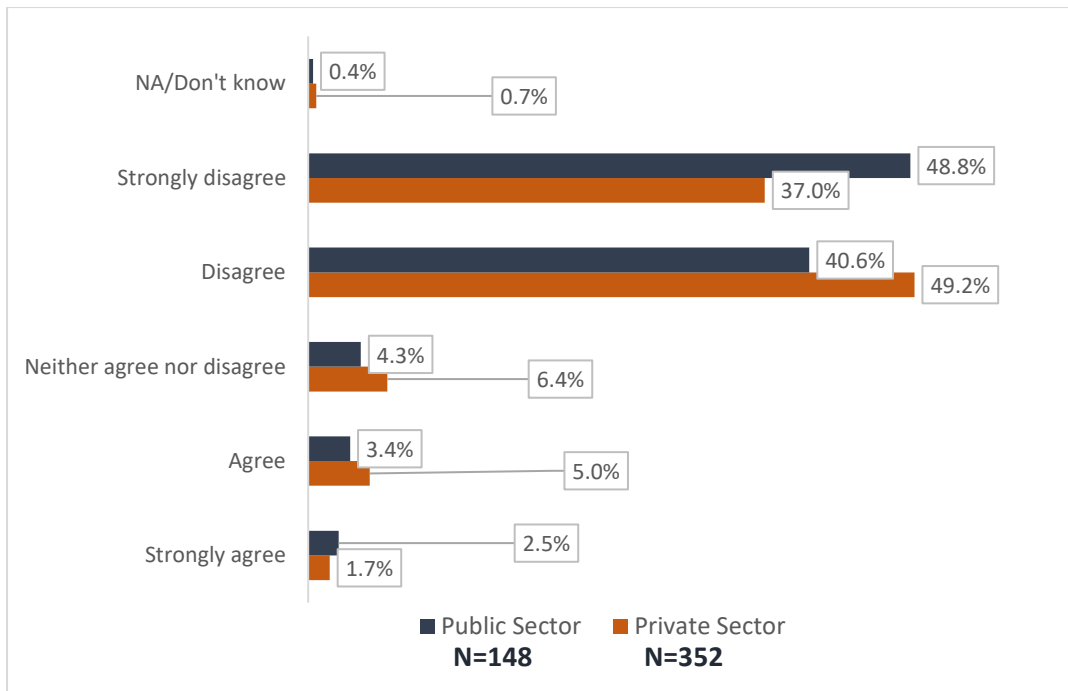
Moving on, women generally appear to feel safe at work and enjoy their work environment when it comes to the general work environment. For example, when asked to respond on how much they agree with the statement that they do not feel safe at work due to the unpleasant work environment, 48% strongly disagreed with the statement. Only 7% agreed. This finding was similar across sectors.

Figure 52. I do not feel safe at work because of the unpleasant work environment



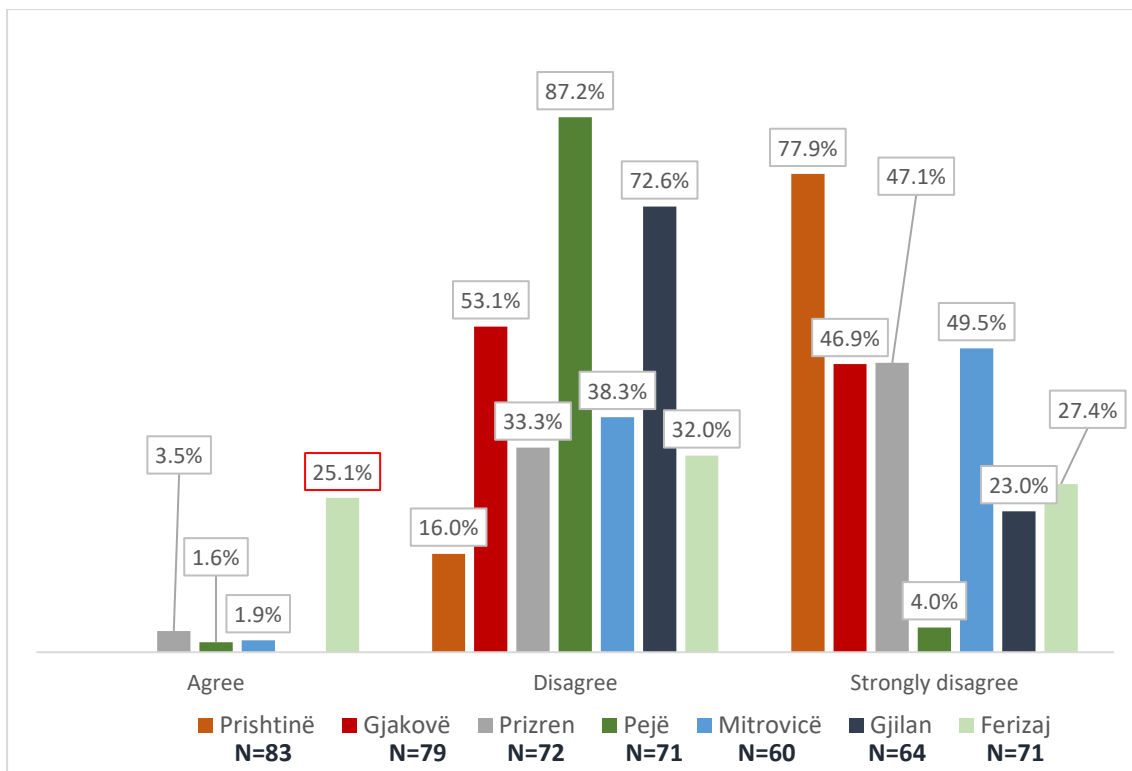
Findings were similar when disaggregating by sector, 89.4% of the public sector either “strongly disagreed” or “disagreed”, while 86.2% of the private sector reported the same. Generally, public sector employees have higher tendencies to feel safe at their workplace than their private sector counterparts, though this finding should be taken with a grain of salt due to the small differences between the two.

Figure 53. I do not feel safe at work because of the unpleasant work environment, by sector



Regional disaggregation reveals similar information. However, it is worth pointing out that 25.1% of respondents in Ferizaj agreed with the statement that they do not feel safe at work, whereas this percentage for other regions varied between 1% to 3.5%, indicating that out of all municipalities, this sample reveals that Ferizaj women employees work in more unpleasant working environment as compared to other regions.

Figure 54. I do not feel safe at work because of the unpleasant work environment, by region



Another similar question tried to capture whether women do not feel safe at work due to inappropriate sexual behavior of some individuals at the workplace. On an aggregate level, 91% of respondents said that they either “strongly disagree” or “disagree” with the statement. Only 4% responded to “agree” or “strongly agree”.

Disaggregating by sector reveals similar findings. 91.3% of the public sector “strongly disagreed” or “disagreed” whereas this percentage for the private sector was 90%. Similar to other findings, there were slight differences between the two sectors, with the public sector generally feeling safer at work due to lack of sexual harassment behaviors of individuals. However, because of the small differences, one cannot conclude that one sector is better than the other in this regard.

Findings disaggregated by region and age groups also did not have significant differences and were therefore omitted from further analysis.

Figure 55. I do not feel safe at work because of inappropriate sexual behavior of some individuals

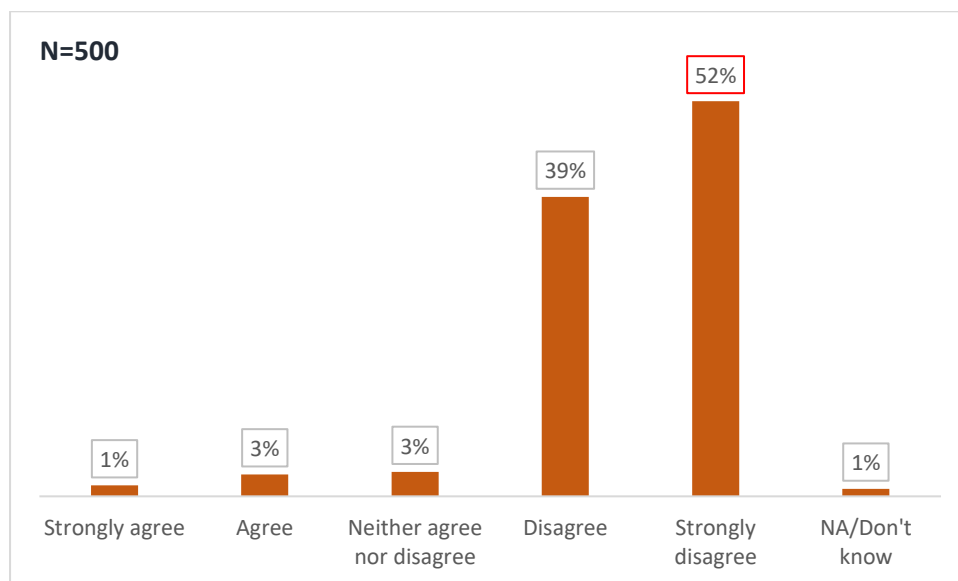
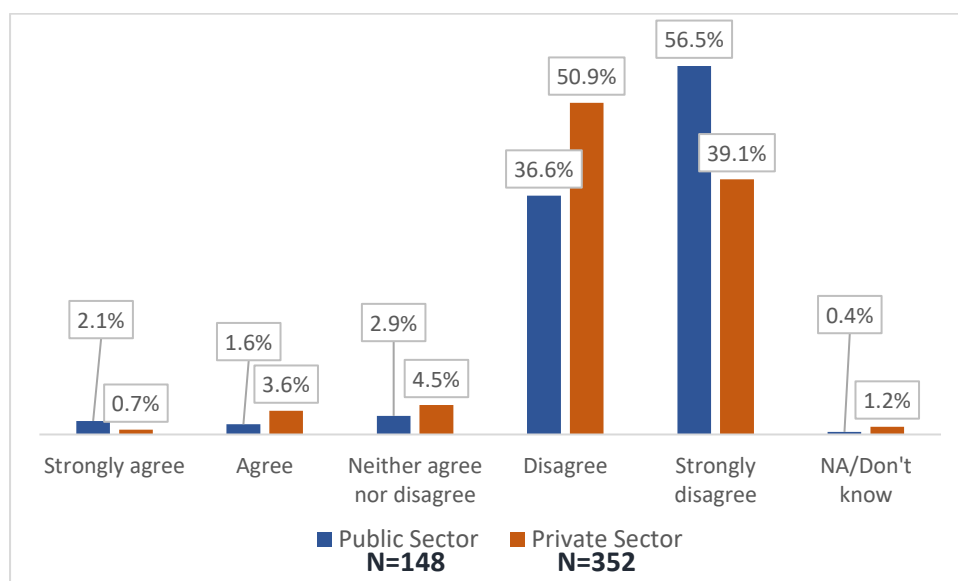


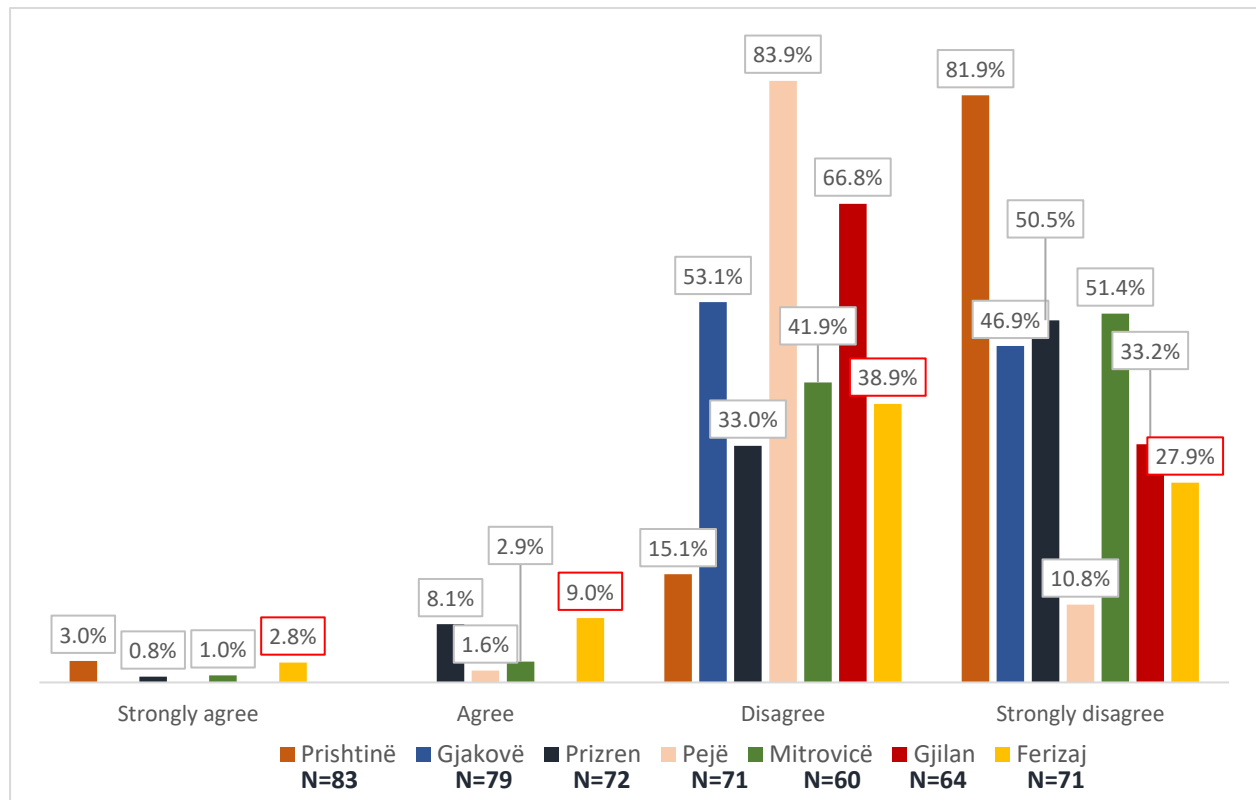
Figure 56. I do not feel safe at work because of inappropriate sexual behavior of some individuals, by sector



Similar to the findings in regards to the work environment and feeling safe at work, here too, Ferizaj respondents show the highest agreeance with the statement that they might feel unsafe at work due to inappropriate sexual behavior of some individuals. 11.8% of respondents said that they “strongly agree” or “disagree” with the statement, a striking difference as compared to other municipalities for which this percentage ranges from 1%-9%.

Overall, however, when comparing the previous question with this one, there are more individuals that report to feel unsafe at work because of unpleasant work environments (7%) than those of sexual harassment (4%).

Figure 57. I do not feel safe at work because of inappropriate sexual behavior of some individuals, by region



Next, for women who reported to have been sexually harassed at the workplace, or witnessed a co-worker being sexually harassed in Module B (9% of the sample), two questions were asked (one for oneself and the other for the colleague) to evaluate the impact this incident has had on their mental well-being and daily routine.

When talking about oneself, women tended to report that the incident has decreased their self-confidence (34.6%), has had psychological effects on their mental well-being (32.1%), and have made them fear their job security (31.4%).

When having witnessed sexual harassment for a co-worker, women reported that the incident made them have empathy toward the person exposed to sexual harassment (39.4%), feel that now work in an unpleasant work environment (30.1%), and fear their job security (28.1%). In both instances, fear of losing their jobs appeared as an important side-effect.

Figure 58. How has the incident of personal sexual harassment affected your daily routine (select all that apply)?

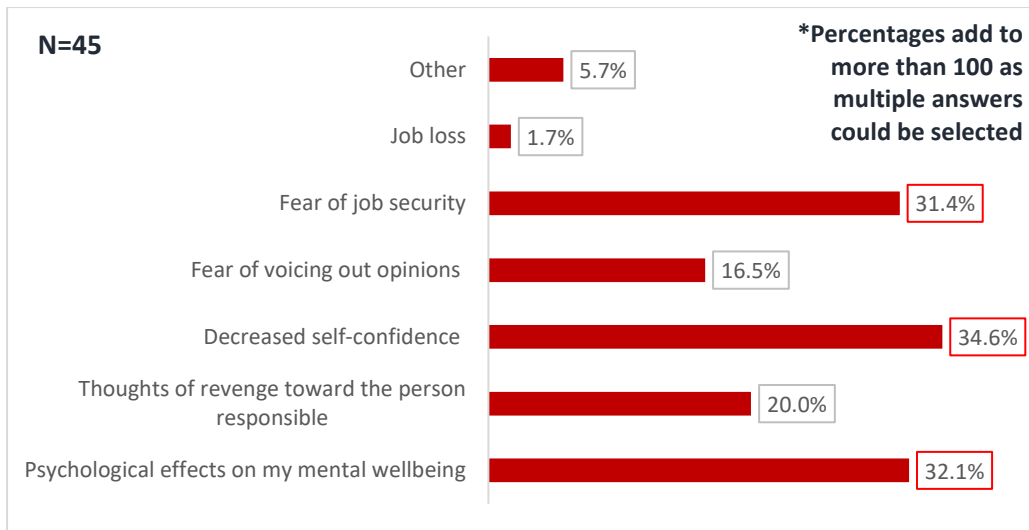
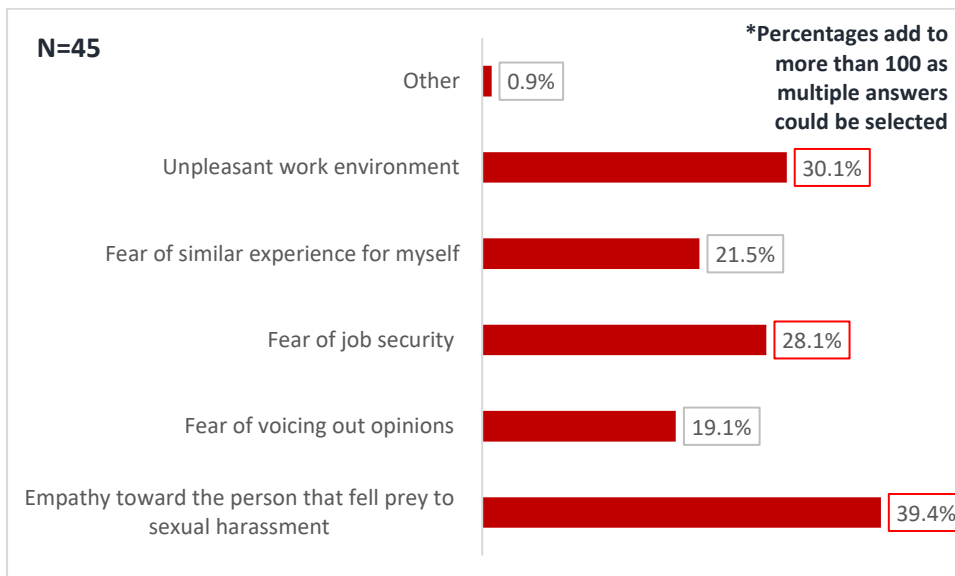


Figure 59. How has hearing about a co-worker being sexually harassed at the workplace affected your daily routine (select all that apply)?



The last set of questions tried to capture the perception of women when it comes to whether they feel free to discuss promotional possibilities with their manager without fearing non-work-related quid pro quo. This question was asked to all respondents, regardless of whether they witnessed sexual harassment incident for oneself and/or a colleague.

When they responded for oneself, 11% said that they did fear non-work-related quid pro quo, but the vast majority (82%) claimed that they did not. Similarly, when asked for a colleague, 10% said that their colleagues might fear quid pro quo but 78% responded that they were confident that non-work-related favors will not be asked.

Figure 60. I feel free to discuss promotion possibilities with my supervisor without fearing non-work-related quid pro quo

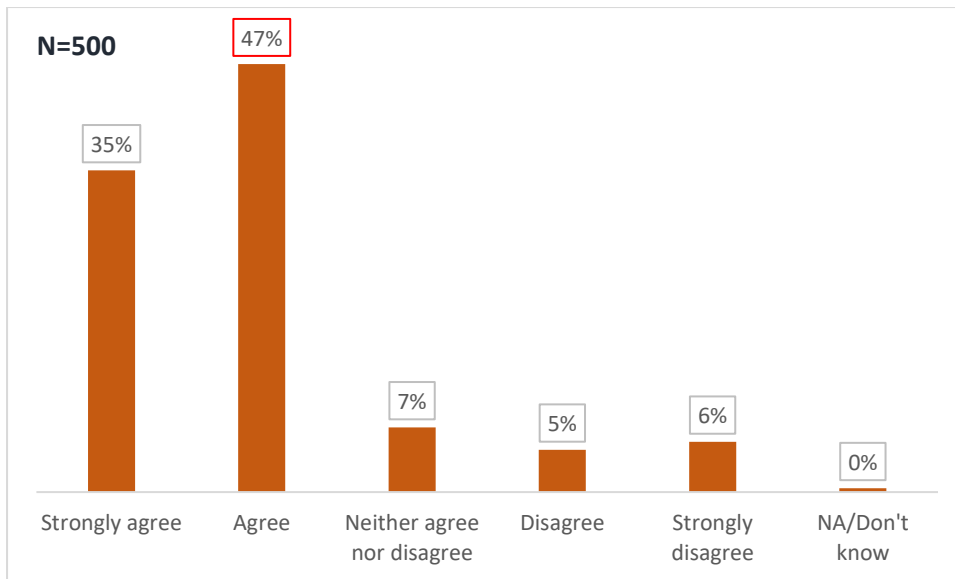
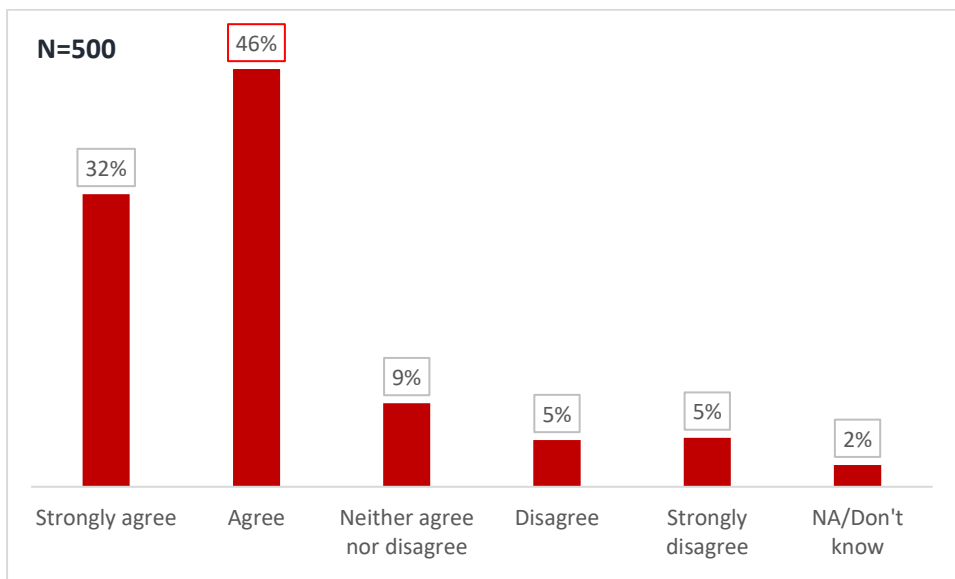


Figure 61. My co-workers feel free to discuss promotion possibilities with their supervisor without fearing non-work-related quid pro quo



Finally, for those that responded that they “strongly agree”, “agree”, or “neither agreed nor disagree” to the two aforementioned questions, another question was asked to evaluate whether such non-work-related favors were of a sexual or a non-sexual nature. 95.2% said that they would be asked to do non-sexual favors while only 2.2% reported to be asked sexual favors in return.

Figure 62. What type of non-work-related favors would you expect?

95.2% of respondents said that they would be asked non-sexual favors- getting coffee, lunch, running errands, and the like in return

2.2% of respondents said that they would be asked sexual favors in return

Conclusions and Recommendations

This report is one of the few studies aimed at quantifying and understanding safety practices in the workplace in Kosovo, sexual harassment exposure at the workplace, and the degree to which the aforementioned impact workers' physical and mental well-being. The interested subjects were employed women of both the private and the public sector, from all regions of Kosovo. The total sample size was 500, collected by both the CAWI and CATI method.

The report used data weighing of regions and age groups in the analysis portion so the sample data can correspond with official KSA data, ensuring representativeness and allowing generalizations on a whole population level.

Below are the key findings resulting from this report:

- In general, women work in jobs they consider physically safe, where consistent manual labor, heavy weight lifting at high heights, and working in bent, uncomfortable positions were highlighted as things they rarely or never have to do.
 - Women working for the public sector were more likely to report that they never have to engage in anything physically demanding at the workplace as compared to their private sector counterparts.
- 71% of women working for the private sector and 67.7% of those working for the public sector responded that they feel confident or very confident to evacuate their work building in case of a fire and/or other catastrophic event. Also, if they were between ages of 18-24, 45-54, or came from the region of Gjakovë or Gjilan, they were more likely to respond with feeling confident or very confident to evacuate.
- 60% of women have been formally/professionally trained from their jobs regarding safety procedures at the workplace.
- 89% of women report to feel safe at their work desk.
- 76% of women said that their supervisors encourage their work verbally. 14% claimed that they are not praised at all or expected to perform.
- 72% of women were initially aware with the term "sexual harassment at the workplace". Women in the private sector have a higher chance (36.1%) of not understanding the terms "sexual harassment" as compared to those in the public sector (20.4%).
- Women in the age groups of 35-44, 55-64 and that come from the region of Gjakovë and Prishtinë are more likely to be informed about the term "sexual harassment".
- 70% of women claimed that they believed sexual harassment to be an issue in Kosovo. Women from Mitrovicë, Gjakovë, and Prishtinë believed it to be an issue whereas those from Ferizaj were less likely to think so.
- General perceptions of women when it comes to sexual harassment pertain to beliefs that sexual harassment appears mostly in the form of verbal remarks, and it rarely escalates to something physical.
- 9% of women stated that they have either been sexually harassed at the workplace themselves or they know a colleague that has. There is a positive correlation existing between age groups and sexual harassment exposures with younger women being more likely to report sexual harassment than older ones.
- The top two categories of sexual harassment exposure for oneself included: verbal remarks of a sexual nature (29.1%) and inappropriate and/or offensive comments (21.8%).
- Clients and customers were identified as the two top individuals that are more likely to harass women at the workplace.

- 66% of women report sexual harassment incidents for oneself and/or colleague. 52.5% reported it to a direct supervisor. Only 3% reported it to the police.
- Those that did not report it, did not do so because they were scared of their job security (31.1%), were embarrassed/ashamed (30.4%), or were scared that no one would believe them (29.6%).
- 16.1% of women received formal training from their workplace to help identify and report sexual harassment incidents
- 86% of women reported to feel happy with their work environments
- On average, women working for the public sector are happier than those working for the private sector.
- Women in Gjakovë tend to agree most with the statement of feeling happy at their jobs (99.3%) followed by Pejë (93.2%).
- 89% agreed or strongly agreed they would feel free to voice their concerns to a manager if the work environment was dangerous/hazardous.
- 87% said that they would strongly agree or agree that they would feel free to report sexual harassment incidents to a manager/supervisor.
- 48% of women strongly disagreed with the statement of not feeling safe at work because of an unpleasant work environment.
- 25.1% of respondents in Ferizaj agreed with the statement that they do not feel safe at work, whereas this percentage for other regions varied between 1% to 3.5%, indicating that out of all municipalities, this sample reveals that Ferizaj women employees work in more unpleasant working environment as compared to other regions.
- 91% of women strongly disagree/disagree with the statement of not feeling safe at work because of inappropriate sexual behaviors of some individuals.
- Ferizaj respondents show the highest agreeance with the statement that they might feel unsafe at work due to inappropriate sexual behavior of some individuals. 11.8% of respondents said that they “strongly agree” or “agree” with the statement, a striking difference as compared to other municipalities for which this percentage ranges from 1%-9%.
- When talking about oneself, women tended to report that the incident has decreased their self-confidence (34.6%), has had psychological effects on their mental well-being (32.1%), and have made them fear their job security (31.4%).
- When having witnessed sexual harassment for a co-worker, women reported that the incident made them have empathy toward the person exposed to sexual harassment (39.4%), feel that now work in an unpleasant work environment (30.1%), and fear their job security (28.1%).
- 11% women said that they did fear non-work-related quid pro quo, but the vast majority (82%) claimed that they did not. Similarly, when asked for a colleague, 10% said that their colleagues might fear quid pro quo but 78% responded that they were confident that non-work-related favors will not be asked.
- 95.2% of respondents said that they would be asked non-sexual favors- getting coffee, lunch, running errands, and the like in return. 2.2% of respondents said that they would be asked sexual favors in return.

Following the key results, below are a set of recommendations – aimed at relevant authorities but not one particular entity -- which if addressed, might lead to a safer workplace for women and higher work productivity as a result.

General recommendation and remarks by referencing relevant international organizations on labour standards, labour relations and the world of work

- Despite global recognition of the scale and impact of the problem and a widespread commitment to tackle it, sexual harassment at work is a persistent and pervasive problem that disproportionately affects women in all jobs, occupations and sectors of the economy in all countries across the world.²⁵
- Sexual harassment should not be seen as standalone or separate from the overall culture of the workplace, public or private sector. It may ultimately affect a person's health, well-being and dignity.²⁶
- Individuals may suffer from a range of serious mental and physical health injuries and problems and may experience employment disruption and other social consequences. From a psychological perspective, those who experience violence and harassment at work may suffer such severe trauma to their mental health, well-being and self-esteem that they may never recover.²⁷
- Creating the right culture must begin with and involve the highest level of management of the public and private sector entities, including the board of directors;

Specific recommendations

What can Kosovo stakeholders of public and private sectors do?

Assembly of Kosovo is highly recommended to:

- Adopt and extend specific recommendations to the Government of Kosovo in relation to the ILO Convention 109 Violence and Harassment Convention, 2019 (No. 190) and its accompanying Recommendation (No. 206) for specific provisions to be adopted and translated into amendments to the relevant labor related legal infrastructure such as Law on Labor, Law on Occupational Safety and Health (OSH);²⁸
- Align the Labor Law and Health and Safety Law with the Law on Gender Equality and Protection from Discrimination including specific provisions on protection from violence and sexual harassment in the workplace as per the recommendations of the **Law Review: Gender Mainstreaming - A normative framework for decent work and occupational safety and health**²⁹;

²⁵ [ILO and UN Women \(2019\) Addressing violence and harassment of women in the world of work: Handbook](#)

²⁶ [Tackling sexual harassment in the world of work- Guidance note: Women Empowerment Principles \(WEPs\) Toolkit Principle 3 Ensure the health, safety and well-being of all women and men workers;](#)

²⁷ [Safe and healthy working environments free from violence and harassment](#) (Keashly, 2001; Einarsen and Mikkelsen, 2010) International Labour Organization 2020

²⁸ The Legislative Programme for the year 2023, was approved on the 121 meeting of the Government of the Republic of Kosovo with the Decision No. 02/121, dated 25.01.2023 with Draft Law on amending and supplementing the Law on Labour and Draft Law for amending and supplementing the Law No. 04 / L-161 on Safety and Health at Work included;

²⁹ [Law Review: Gender Mainstreaming - A normative framework for decent work and occupational safety and health](#)

Office of the Prime Minister and the respective line ministries are highly recommended to:

- Undertake preventive measures through educational campaigns across all municipalities of Kosovo to raise awareness about recognizing and understanding sexual harassment and promote zero tolerance against sexual harassment in the workplace;
- Align the Labor Law and the law on safety and Health with the Law on Gender Equality and Protection from Discrimination including specific provisions on protection from violence and sexual harassment in the workplace;
- Ensure that all employers in Kosovo have in place and apply:
 - workplace policies and guidelines in place to address sexual harassment that clearly states everyone's rights, responsibilities, duties and role to prevent and address sexual harassment including disciplinary actions towards perpetrators;
 - effective and accountable systems which ensure perpetrators are held responsible in meaningful, appropriate and proportionate ways.
 - Gender-responsive reporting procedures on the incidents of sexual harassment aligned with international labour standards and that comply with or go beyond local employment laws and policies;
 - Safe, confidential and anonymous reporting systems for victims and bystanders and witnesses to report;
 - Compulsory training module on "prevention of sexual harassment in the workplace" to be included in the Kosovo Institute for Public Administration (KIPA) curricula for public/civil service, Labour Inspectorate and Occupational Safety and Health (OSH) practitioners and officials with public and private employers and employees;
 - Regular data collection on all reports of sexual harassment disaggregated by sex, age, disability, nationality and other relevant categories for both survivors and perpetrators and transparently made public without disclosing any personal data or details.

All employers in Kosovo, public and private sector are highly recommended to:

- Internal policies on occupational health and safety management systems with an effective and accountable mechanism for prevention, confidential reporting and protection measures on violence and sexual harassment in the workplace;
- Conduct regular and gender responsive risk assessment in the workplace with specific objective on the risks and measures related to violence and sexual harassment in the workplace;
- Ensure that all employees are provided with compulsory general and sector specific training on safety and health in the workplace that includes a module on prevention of sexual harassment in the workplace indicating clear roles and responsibilities at all levels of the organization;
- Establish union-employer partnerships to create regular meetings with employees to discuss problems and open room for discussions regarding concerns at the job.
 - This is also known as the #RatifyC190 campaign, an attempt to ratify and implement the ILO Convention 190 to put an end to violence and harassment in the world of work. The campaign attempts to bring together workers' unions with employers and employees in a social dialogue aimed at ratifying and implementing the convention as soon as possible.³⁰

³⁰ C190: Unions in Action to Stamp Out Violence and Harassment at Work. <https://www.ituc-csi.org/c190-unions-in-action>

- Update the inspection system and OSH mechanisms to ensure protection against any form of sexual harassment or violence in the workplace and respond to the needs of all.
- Partner with local psychological clinics to ensure employees book regular sessions to preserve their mental well-being, and provide open space to talk about incidents.
 - This can be established in two ways: firstly, as an open discussion with workplaces to raise awareness about sexual harassment at the workplace as an existing issue, give women a safe space to discuss these topics, and break taboos associated with this topic. Secondly on an individual case-by-case basis to treat victims of sexual harassment and address recovery mechanisms.