

**Employment of People with Disabilities in Kosovo's Public and Private sector:
Identifying Barriers to Employment**

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List of Abbreviations

CRPD - International Convention on the Rights of Persons with Disabilities

ICCPR-International Convention on the Civil and Political Rights

UN-The United Nations

UNDP- United Nations Development Programme

ADA- The American Disability Act

ILO- International Labor Organization

CBM- International Christian development organization

Executive Summary

One billion people in the world have some kind of disability, which is almost 15% of world's population but still these people are the one with the highest unemployment rates. Over the past years in Kosovo have been conducted many researches on people with disabilities but none of them have identified and scrutinized the various barriers that people with disabilities face to employment. The literature of this research has mentioned some of the common barriers which people with disabilities face to employment in public and private sector in Kosovo, but there can be different other barriers caused by different institutions or organizations. This research was concentrated on the public and private sector, specifically municipalities in Kosovo as Prishtina, Mitrovica and Vushtrri, and attempted to assess the perception of people with disabilities towards the impact of the barriers to employment. The purpose of this study, therefore, is to examine the barriers through the assessment of people with disabilities themselves. The study also attempts to highlight barriers to public employment parallel with the private sector through primary research which has used quantitative approach/ survey. A 16 question survey instrument has been designed with the intention to reach 150 respondents but it was managed to have 110 persons with disabilities as respondents, resulting a response rate of 74%. The research was distributed in-person in Prishtina, Mitrovica and Vushtrri. The study revealed that the majority of the already-identified barriers affect the employment of people with disabilities to a large extent. According to the answers of people with disabilities one of the major barriers is the lack of access in all public and private institutions/ buildings. The research also intended to measure the motivation of people with disabilities from within themselves and the motivation cause by external barriers and the outcomes were that people with disabilities are actually really motivated but the external barriers decrease the motivation to work. The research through the survey has tried to provide some possible steps to overcome the barriers which have been supported by people with disabilities as well and they have been

included to the recommendations together with other recommendations with the aim to reduce the barriers for people with disabilities face to employment in Kosovo. Future studies will be conducted with the aim to achieve what this research couldn't.

Chapter I

1.0 Introduction

Disability is the limitation of the opportunities in order to participate in the daily life of the community on an equal basis with other people due to different temporary or permanent physical, mental, or social barriers. This limitation is usually motivated by the perception that the community has on disabled people. Over 600 million people all around the world have a form of disability or impairment what is translated to approximately 10% of world's overall population. Many people were born with a disability, while others have acquired a kind of disability later in life due to different factors as such as accidents, inherited conditions, diseases, malnutrition, lack of health care, earthquakes, tsunami etc. (Kasniz and Shuttleworth, 2001).

In Kosovo except the mentioned factors of disability, the last conflict in 1999 has had a huge impact in the number of people with disabilities, leaving a considered number of people handicapped or with a disability what has caused our country having a significant number of people with disabilities including those who were born disabled and those who gained a disability during their lives.

Different mechanisms have been taken to change the overall perception of disabled people in the society and to change the standards society has set on how an ideal body should look like, including the enactment of various legislations, conventions, and strategies with the aim to improve society perception of disabled people. Despite the small amount of improvements, the negative perception among people is still a problem in many countries, including Kosovo. People with disabilities are deprived from most of their basic rights and

devalued because of their education level and because of the myths and misconceptions about impairment (Goldstein, Winkler & Chun, 1995). Usually people make assumptions that people with disabilities do not need to work and they should only stay at home because their capacity won't have impact in the world. The need to change these attitudes cannot be underestimated in order to ensure that the right to employment of people with disabilities is not being violated. In the recent years, many countries from all over the world have adopted different laws and policies with the aim of promotion of disabled people rights to a full and equal participation in the society and mostly to penetrate people with disabilities into the economic mainstream.

Employment is a basic need because it provides social relationship and establishes one's social status. When people with disabilities do not give their contribution in the labor market, they become marginalized and their participation in the society is diminished (Jongbloed & Crichton, 1990).

Today, after 19 years from the war in Kosovo people with disabilities are the last to find a job and the first to lose it. Researchers that were conducted from many different organizations that work with persons with disabilities in Kosovo, show that there are just about 150,000 persons with disabilities out of 1.7 million population, and their problems remain as a major challenge for the Republic of Kosovo's, which aims to create an open and inclusive society with equal rights for everyone. (UNDP, 2012)

The Constitution of the Republic of Kosovo (2008) prohibits the discrimination, as declared in the Article 24, paragraph 2: "No one shall be discriminated against on grounds of race, color, gender, language, religion, political or other opinion, national or social origin, relation to any community, property, economic and social condition, sexual orientation, birth, disability or other personal status."

The Constitution of the Republic of Kosovo has guaranteed that the international agreements and instruments are directly applicable in the Republic of Kosovo.

One of the international agreements is the UN Declaration on Human Rights. The first article of this document states that "All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood."

Based on the European Convention on Human Rights (1950), which is another document applicable in the Republic of Kosovo" The enjoyment of the rights and freedoms set forth in this Convention shall be secured without discrimination on any ground such as sex, race, color, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status."

The Assembly of the Republic of Kosovo has adopted a law on people with disabilities which scrutinizes this group of people.

According to the law No.03/L-019 on Vocational Ability, Rehabilitation and Employment of people with disabilities (2009) of the Republic of Kosovo, "Disability" is the limited access and limit of usual activities of everyday life of a person as a result of physical, sensory or mental impairment, which inhibit him/her to participate in everyday activities.

"Persons with disabilities" are those persons who have acute physical, mental, intellectual or sensory impairments which in interaction with other different barriers may inhibit their full and effective participation in society on equal bases with others. (Law No.03/L-019, 2009)

Handikos Mitrovica has done a research on monitoring the implementation of the law just mentioned above where they concluded that the same law No.03/019 is in the disadvantage of people with disabilities because it does not motivate people with disabilities to seek for a job. (Handikos, 2017)

The same research, came out to the conclusion that this law is not even finding implementation and any kind of mechanisms to ensure the implementation haven't been taken. (Handikos, 2017)

Despite the fact that the Constitution of the Republic of Kosovo prohibits the discrimination and the laws promising equal opportunities for individuals with disabilities, the main challenges that this group faces to get employed in our society remains to be the non-implementation of existing laws and the lack of mechanisms to sentence the violence of laws, as a result of which, are barriers set which have made the accessibility to employment challenging for people with disabilities and decreasing their motivation to seek for a job.

Essentially, the aim of this Bachelor paper is first, to measure the perception of unemployed people with disabilities in relation to the already identified barriers, second, to assess the impact they have on people with disabilities living in urban and those in rural areas, third, to assess the motivation people with disabilities have within themselves and the motivation impacted by external factors, and lastly but not least the overcome of these barriers.

Chapter II

2.0 Problem Statement

Employment is a fundamental right for every human being. Just like all employees, people with disabilities can also contribute with a range of skills and abilities in their workplace. Overall, except that work provides a financial stability, it gives one person's value and identity as well, and it helps to get integrated, socialized and accepted from the non-disabled people.

While all over the world there are people with disabilities which work different occupations as such as bus drivers, IT, doctors, teachers, farmers, in Kosovo the number of people with disabilities which actually work is very low.

HandiKos (2017) has done a research with data of the employed people with disabilities in 10 public institutions, 38 private institutions and 15 civil society sector and according to this research out of 3105 employees in Public Sector, only 7 were people with disabilities which in percentage means 0.23, out of 674 employees in private sector only 5 were people with disabilities or 0.74%. In civil sector, out of 95 employees only 12.63% were disabled. But, there are no exact data on how many people with disabilities in Kosovo are employed as Shatri (2017), concluded on an interview for Koha.net.

According to the Law No. 03/L-019 on vocational ability, rehabilitation, and employment of people with disabilities every institution is obliged to hire one person with disabilities in every 50 employees. According to the up-mentioned declarations, unfortunately this law is not being implemented what has been causing the violation of the rights to employment which are guaranteed with the Constitution of the Republic of Kosovo.

There are different other national legislations on the employment of people with disabilities and international conventions and frameworks, but without evaluating the impact of the barriers that people with disabilities face and removing these barriers, people with disabilities won't be motivated to seek for a job and the high unemployment rate will remain the same.

At least, public institutions should aid as a positive illustration for private sector employers by creating access to people with disabilities, reducing the barriers for them, projecting an image of these persons as productive members of the society, because private institutions only purpose is to maximize their profits, and in the moment they doubt that an employee with disabilities won't have impact on their profit maximization, then they won't bother about reducing the barriers to people with disabilities employment and even less, hire them. Similar steps as the integration of the minorities and women into labor force have led into much success, must be taken to improve outcomes for people with disabilities, as well.

The research aim is to examine the general factors which impact the motivation of people with disabilities to employment in public and private sectors. The questions the research wants to answer is: "Which are the main barriers that people with disabilities face to employment in public sector and private sector?", "Are people with disabilities motivated to work?" and "What could be done to overcome the barriers?".

The barriers of employment for people with disabilities have contributed in many reasons why the most percentage of this group of people lives below the poverty level.

Understanding the barriers to employment of people with disabilities in the public and private labor force, will not only improve our knowledge but it will make us able to understand the reason that these barriers are set, how could they get improved and do these barriers have impact on the motivation of people with disabilities to work in public and private sectors.

Chapter III

3.0 Literature Review

Conceptions of human rights have their origins in the philosophies of justice, which go back as far as Aristotle, 350 BC, trans. 1908, spread over through John Rawls (1971) and transformed into theories of participatory justice e.g. Fraser, 1997, 1998, 2003. Furthermore, according to the theory of Stein & Lord (2008) of participatory justice, people with disabilities should be integrated in every law and policy, regarding the costs.

Many people with disabilities may be good employees but the current system of policies and programs do not allow them to prove their capacity to participate in the labor market. There is a high tension between organizations which fight for disabled people rights, equality and national policies which usually are in the favor of a free market.

The discrimination of people with disabilities occurs in all countries, in both sectors; public and private. The Rehabilitation Act of 1973 prohibited discrimination against "otherwise qualified handicapped individuals" by public agencies and organizations funded by state, in the United States (Hays, Kearney, and Cogburn, 2003). The Rehabilitation Act of 1973 went that further by creating the "affirmative action" program plan to all federal institutions for the hiring, placement and advancement of persons with disabilities in the relevant institution. These programs shall have been submitted annually to the specific Commission and Committee which were created specifically for this issue. After a while, the Americans with Disabilities Act- ADA (1990) prohibited the discrimination against people with disabilities employment by private employers, and public institutions with the statement "no covered entity shall discriminate against a qualified individual with a disability because of

the disability of such individual in regard to job application procedures, the hiring, advancement, or discharge of employees, employee compensation, job training, and other terms, conditions, and privileges of employment"(U.S. Equal Employment Opportunity Commission, 2005).

The 2008 Amendment to the ADA adopted an amendment in 2008 which provided an even broader definition of "disability" in order to "make it easier for an individual seeking protection under the ADA to establish that he or she has a disability within the meaning of the ADA" (U.S. Equal Employment Opportunity Commission, 2009).

The Convention on the Rights of Persons with Disabilities (CRPD) states that persons with disabilities have the right to work on an equal basis as others, including the right to the opportunity to gain a living by working in an environment which is accessible to people with disabilities. (CRPD, 2006)

There are three types of barriers which limit people with disabilities the participation into the society on an equal basis as other non-disabled persons. Attitudinal barriers include the prejudice, discrimination and stigma. Environmental barriers include the access of people with disabilities in building or information as such as transport, hospitals, schools, shops, media and public information systems. And, Institutional barriers which exclude people with disabilities from the legal system, education policies, health services provisions, employment laws, electoral system, social services etc. (CBM, 2012)

Even though, all three types of barriers are extremely important, this study mainly includes the environmental and institutional barriers that people with disabilities face and they will be assessed by the perception of the unemployed people with disabilities in terms of how they impact the employment of people with disabilities into public and private sectors. The reason that the attitudinal barriers were not included is because then the subject would take a broader and wider perspective and it would be more difficult to include everything.

The existing data on the barriers that people with disabilities face to employment is what will be reviewed and what has provided us the knowledge about what is already known and what specifically needs to get investigated. This review has highlighted the main barriers people with disabilities face to employment and it intends to fill out the gap of knowledge, especially in Kosovo context.

In the following, some of the main barriers will be unfolded in order to gain some knowledge about each of them.

Lack of education

ILO, (2007) distinguished that limited educational opportunities for people with disabilities are the major obstacle. Employment prospects for people with disabilities are limited by the basic barriers that they might have faced when they were younger as such as basic education, trainings and higher education. This is confirmed in the municipality of Mitrovica, where 600 people with disabilities are enrolled and only 32% of them have finished their primary school .(HandiKos, 2017)

The Public University of Prishtina and the Public University Mitrovica do not provide access to people with disabilities currently, but the new building of Mitrovica's University which is being under construction will provide access to students with disabilities. (Musaj A, 2014)

Lack of physical access to most of the buildings

Braimah (2009) noted that access to buildings is another challenge which people with disabilities face in employment. In Kosovo, most, if not all buildings do not provide access to people with disabilities. (Kosovapress, 2016)

According to Law 2003/23 on Disability Pensions in Kosovo, Article 13.5, all new constructions of public buildings build up after this Law enters into force, shall provide access and offer possibilities by use of all people with disabilities (Kosovo's Assembly,

2003). Actually, this law has been repealed because it was adopted in 2003, at the time when the Government of Kosovo was under UNMIK administration (Official Gazette, 2008).

The effective contribution of people with disabilities in their community life is mainly depended in the environmental accessibility.

The use of different technical methods to functionalize the public buildings, roads, businesses for people with disabilities would facilitate people with disabilities with access to finish their needs and desires.

The loss of social benefit

In Kosovo, people with disabilities receive a modest social benefit which differs from the benefit that people who became invalid during the war of 1999 because the benefit of war invalids depends on their disability level. (LAW NO. 04/L-054, 2011)

Trial Work Period is the program which makes it able to people with disabilities to try themselves into work for nine months without losing the rights to social benefit. After nine months of work, if you decide to continue working and you have been doing SGA (substantial gainful activity) which is generally \$1,170 or more per month, your social security benefit will end, but if you gain less than the amount above, you might continue receiving the social security benefit. (U.S Social Security Administration)

Ticket to work is another program created in 1999 eligible for individuals with disabilities aged 18-64 who receive social security disability insurance (SSDI), which provides people with disabilities services and support to people with disabilities to enter, re-enter or even maintain employment with the aim to create an independency for people with disabilities. This program provides people with disabilities monthly cash payments to finish trainings, career counseling, vocational rehabilitation, job placement and other services after they get hired. (U.S Social Security Administration)

Work Incentives Seminars on Employment have also been created in order to provide people with disabilities with information to decide whether to enter in the labor force or to re-enter. These seminars are held online through internet based webinars. They also provide people with disabilities to learn about employment resources. These webinars target a group of people with different disabilities or a specific group of disabled people. (U.S Social Security Administration)

Despite all these attempts and programs by the government to motivate people with disabilities to seek employment, the rate of the actual employment among people with disabilities remains very low. Yet, every day this group of people faces many barriers to employment.

In Kosovo, the barriers for disabled persons are even more enhanced and yet the recent reforms have done little to ameliorate the problem.

Procedures to apply for a social benefit are pretty complicated and they take a while. Once a person with disabilities finds a job, they lose the right to receive the social benefit and most of the job agreements are very short-termed, what causes demotivation to people with disabilities to seek for a job, knowing that after their job agreement is over, it takes too long to get back to the social benefit which causes a poverty to people with disabilities. (Kadriu, 2017)

High expenses/ low salaries

The expenses of people with disabilities are higher than those of people without disabilities because people with disabilities most of the time need transport and those in the wheelchair need a personal assistant to help them get ready and go to work. In Croatia, they have tried to remove some barriers by ensuring at least the transport from home to the workplace and from workplace to the home again. (Leutar, 2005)

With the same income, people with disabilities have a lower standard of living than people without disabilities (Zaidi and Burchardt, 2003)

So, having high expenses and low salaries might be another reason why people with disabilities are not motivated to work and they prefer to stay at home and receive the social benefit that state offers them without expenses.

The lack of laws implementation

Article 3 of the LAW No. 03/L-019 ON VOCATIONAL ABILITY, REHABILITATION AND EMPLOYMENT OF PEOPLE WITH DISABILITIES of the Republic of Kosovo states that every method of discrimination towards people with disabilities is prohibited and legal protection is guaranteed in such a case, even though according to the Kosovo's National Strategy on Human Rights (2016), the implementation of the actual anti-discrimination legislation is very weak.

Article 12 of the same law obliges every institution to have an employee with disabilities every fifty (50) employees. The following article 13 declares that every business which breaks the law will be punished, yet this law does not find appliance. (Ibrahimi.B, 2017)

Based on the Administrative Instruction No. 33/2007 (2007), every institution is obliged to fulfill the criteria set in this document to ensure people with disabilities a proper access in the buildings.

Creating mechanisms to monitor and ensure the implementation of the laws would be a huge step towards the implementation of the legislation, what in our case would remove most of the barriers that people with disabilities have. Actually a National Strategy on the rights of people with disabilities (2013-2023) has been designed but it has been the third year and no changes have been made yet.

Chapter III

3.0 Research Objective

The main aim of this study thesis is to examine factors leading to a low employment rate of people with disabilities.

The method which has been used to set the main objective of this bachelor study is SMART method, which stands out for Specific, Measurable, Attainable, Relevant and Timely.

3.1 Research Questions

Which are the main barriers that people with disabilities confront to find a job and work in public and private institutions?

Are people with disabilities motivated to work?

What could be done to overcome the barriers people with disabilities face to employment?

Chapter IV

4.0 Methodology

The BA thesis objective is to examine factors leading to a low employment rate of people with disabilities. In order to achieve that, secondary research has been done by means of which have been identified the barriers that people with disabilities face to employment through declarations, books, articles etc. Except the secondary research, the primary research has been done which has used quantitative approach/survey as a research technique since this study is a test of the theory which has been concluded by the secondary data. This research has been carried out in Prishtina, Mitrovica South and Vushtrri Municipalities in the Republic of Kosovo. The population of Prishtina which is also the capital city of Kosovo, according to the 2011 registration is 198.214 inhabitants, Mitrovica South has a population of 71.601 inhabitants which is affected by the division of the city in two parts (South and North) and Vushtrri has a population of 69.881.

Targeted research population has been unemployed people with physical disabilities in the three above mentioned municipalities. The research has used a Non-Probability purposeful Sampling; the purposeful sample consisted of unemployed people with disabilities who are registered in HandiKos Prishtina, HandiKos Mitrovica and HandiKos Vushtrri. The intended sample was 150 respondents but it has been managed to interview only 110 because of the low potential to reach people with disabilities outside of HandiKos organization, so the respond rate is 74%.

The Survey. This instrument involved administering questions to research participants in order to obtain data, which were needed. Moore (1987) addresses that surveys are a cheap and flexible method which can be used to reach a relatively large number of people. In this

study were used only structured questions, since they allow the respondent to choose between numbers of options given, with the intention to minimize the possibilities to obtain ambiguous answers. So, they became quicker and easier to complete since the minimum writing was required. The first section includes general information as such as gender, age, education, region and settlement of the participant.

The second section contains on barriers people with disabilities face to employment and the respondents were required to evaluate the impact of the lack access into institutions, short-term job agreements, loss of social benefit after employing and high expenses, among others. The measurement is done with the Likert Scale. The same format of responding follows the third and fourth section of the statements which are related to the motivation of people with disabilities to work and the overcoming of the barriers.

The survey consists of 16 closed-ended questions, out of which 5 of them are general information and 11 of them are questions which aim to scrutinize and reach the objective and answer the research questions set for this research.

The distribution of the survey was done through November of 2017. The survey distributed was in Albanian. The collection was in person and the field work lasted for about 14 working days.

4.0.1 General Information on the respondents

The survey collected demographic data from the people with disabilities in three cities of Kosovo: Prishtina, Mitrovica and Vushtrri including the gender of the respondents, age, education level, the city they live in and the living area (urban or rural). The table below shows that out 110 of the respondents (50.91 percent) were male and the other percentage which is insignificantly lower (49.01 percent) were female.

Most of the surveyed respondents were young 18-25 (44.55 percent) while 26-35 (32.73 percent). As the table shows of 110 respondents, middle aged were a relatively smaller percentage 36-45 (11.82 percent) and 46-55 (10.91 percent), but none of our respondents belonged to the old group of people.

55.8% of non-disabled people which participated in the research had attained only primary education, 30.1% had attained primary and secondary education and 11.5% among of them attained tertiary education/college.

The survey respondents came from three municipalities, Prishtina, Mitrovica and Vushtrri meaning the rural and urban area of these cities. It was intended to have more respondents from Prishtina and less from Mitrovica and Vushtrri taking into consideration the number of citizens each city has, so out of 110 respondents, 49.09% were from Prishtina, 30.91% were from Mitrovica and 20% were from Vushtrri. From all of these respondents, 52.73% stated that they live in the rural area while the remaining 47.27% live in the urban cities.

Table 1. Demographic data on participants

Gender	Female	49.09%
	Male	50.91%
Age	18-25	44.50%
	26-35	32.73%
	36-45	11.82%
	46-55	10.91%
	56-65	0%
Education Level	Primary	57.27%
	Secondary	30.91%
	College/ University	11.82%
	Other	0%
City	Prishtina	49.09%
	Mitrovica	30.91%
	Vushtrri	20.00%
Settlement	Rural	52.73%
	Urban	47.27%

Chapter V

5.0 Results

Through the main questions of the survey it has been intended to come out with the findings based on the hypothesis set in order to answer the research questions and achieve the research objectives.

In order to answer the research question “Which are the barriers that people with disabilities face to employment?” it has been designed the survey which includes four statements with the intention to answer the main barriers of people with disabilities toward employment. The statements have been identified from the secondary research, so the intention of this research is to measure the perception of people with disabilities toward the impact of these barriers into their employment. The table below shows the data driven from four statements.

Table 2 “Perception on the four barriers”

Statement:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Lack of education due to the lack of physical access in educational institutions, has a huge impact on employment.	50.91%	40.00%	5.45%	3.64	0.00%
Overall lack of physical access to buildings (restrooms, stairs etc.) remains as an obstacle to employment.	59.09%	37.27%	3.64%	0.00%	0.00%
If I start working, I won't receive social benefit. (Job contracts in private sector are usually short-termed and the process to re-apply for the social benefit takes too long)	38.18%	46.36%	15.45%	0.00%	0.00%
The expenses to work are high while the salaries are low, I can't even cover transport costs and the assistant	40.00%	37.27%	22.73%	0.00%	0.00%

As the table shows all of the statements have been evaluated with “Strongly Agree” or “Agree” with an average of 44% from four variables and 12% perspectives were neutral. The results from the data collected support the earlier findings and support the tested-hypotheses:

1. “Losing the rights to social benefit after the employment is a barrier that people with disabilities face to work, taking into consideration the short term contracts in private sector and the complicated process of re-owning the rights to social benefit.”
2. “Another barrier that people with disabilities face to employment is work expenses which are higher than salaries in Kosovo, considering the transport costs and assistance.”
3. “The lack of education demotivates people with disabilities to seek employment.”
4. “The lack of physical access possibilities in many institutions is a barrier which demotivates people with disabilities to work.”

In order to get a deeper analysis, bivariate method/ correlation has been used between the statements “I am highly motivated to work” and “Overall lack of physical access to buildings”, where ($r=.591$, $p=.052$), what indicates that there is no significant correlation between the two variables.

Table no.3 “Motivation in correlation with physical access”

Correlations			
		I am highly motivated to work	Overall lack of physical access to buildings (restrooms, stairs etc.) remains as an obstacle to employment.
I am highly motivated to work	Pearson Correlation	1	.052
	Sig. (2-tailed)		.591

	N	110	110
Overall lack of physical access to buildings (restrooms, stairs etc.)	Pearson Correlation	.052	1
	Sig. (2-tailed)	.591	
	N	110	110

Table 4 presents the measurement between education of the respondents in relation with the motivation they have to work even though there was no research question or hypothesis set for this, but it might be interesting to bring the difference between the motivation to work and each level of education.

In the table are shown the frequencies as well as the percentages of the frequencies. As it can be seen, the most motivated to work are people with disabilities who finished only their primary, out of 52.27%, 50% are motivated to work and 30% were neutral while the remaining percentage is not motivated at all. People with disabilities with secondary education are the lowest motivated, from 30.91% of the respondents, 43% are not motivated to work and 41% are motivated to work, while 16% are neutral. What is surprising here is that people with college or university which should have been the most motivated taking into consider that they have some sort of knowledge and background, from this research it turns out that they are not the highest motivated to work. Out of 11.82% of respondents with high education 50% are motivated to work and 42% are neutral and the remaining of 8% is not motivated at all.

Table no.4 “Motivation in relation with educational level”

Education level	Primary		Secondary		College/University	
	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage
	63	57.27%	34	30.91%	13	11.82%
Statement: I am highly motivated to work						
Strongly Agree	17	27%	7	26%	5	42%

Agree	15	23%	10	15%	1	8%
Neutral	19	30%	14	16%	5	42%
Disagree	9	14%	2	2%	1	8%
Strongly Disagree	3	6%	1	41%	1	0%

An interesting approach can be also the combination of the statement “The expenses to work are high while the salaries are low, I can’t cover transport costs and assistant” with the settlement of the respondents to measure the impact of this barrier in both areas: rural and urban.

According to the data collected and the cross-tabulation analysis people with disabilities in rural area are slightly more impacted from this barrier rather than those in urban area, which has been expected.

Table 5 “Expenses in relation with the settlement”

Settlement area of the participant * The expenses to work are high while the salaries are low, I can't cover transport costs and assistant *Cross tabulation					
Count		The expenses to work are high while the salaries are low, I can't cover transport costs and assistant			
		Strongly Agree	Agree	Neutral	Total
Settlement area of the participant	Rural	33	16	9	58
	Urban	14	24	14	52
Total		47	40	23	110

The next research question “Are people with disabilities motivated to work?” has been researched with two statements, where one of them intended to measure the motivation that the person has within, and the other intended to measure the motivation influenced by the external barriers mentioned in the research.

As it can be seen, out of 110 respondents 50% are motivated to work, 34.55% are neutral and 15.46% are not motivated to work.

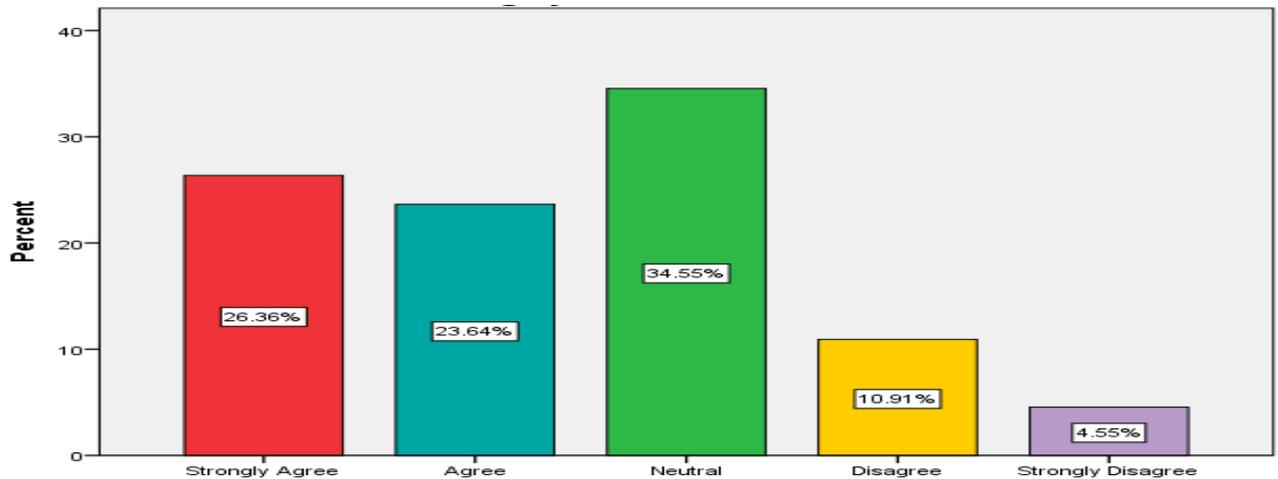


Figure no.1 “The motivation”

“The barriers mentioned above demotivate me to work”. Out of 110 respondents 66.26% answered with “Strongly agree” or “Agree”, 20% were Neutral and the remaining percentage answered with “disagree” or “strongly disagree”.

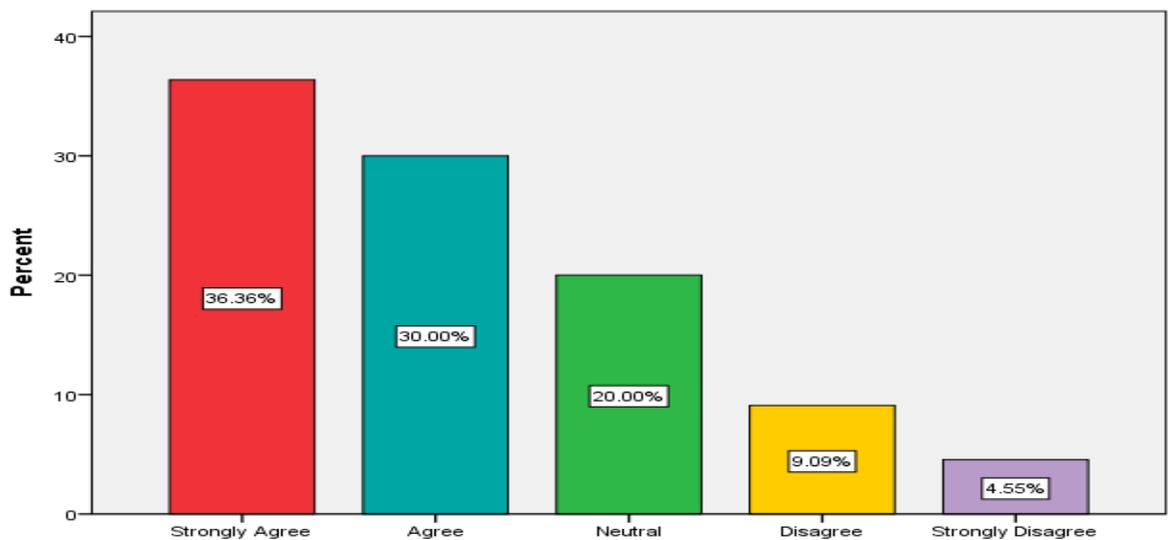


Figure no.2 “The barriers mentioned above demotivate me to work”

So, regarding the correlation between these two types of motivation, it can be concluded that the motivation to work exists among people with disabilities, but the barriers

demotivate them to a large extent, about 66.36%, what supports the hypothesis “All these barriers of employment for people with disabilities decrease the motivation of them to work”.

The correlation analysis between “I am highly motivated to work” and “The barriers mentioned above demotivate me to work”, indicates that there is a significant correlation between these variables ($r=.188^*$, $p=.05$).

Table 6. “Motivation within and motivation caused by external factors”

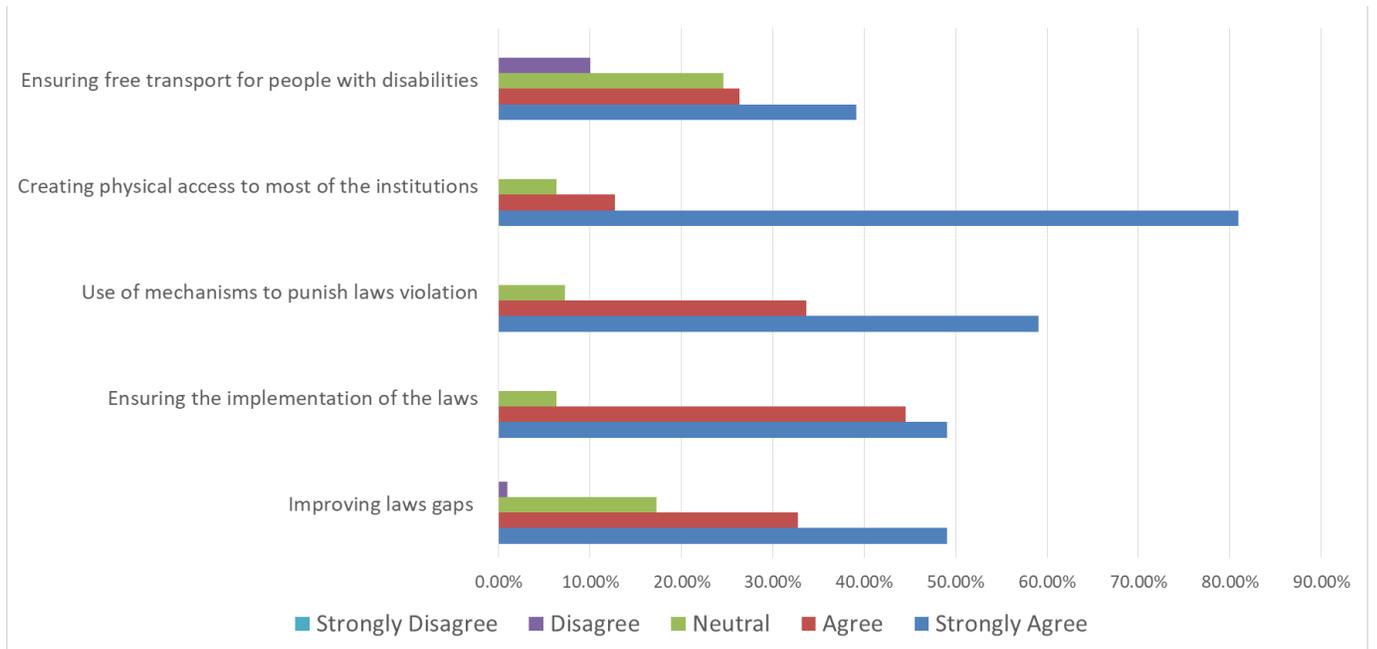
Correlations			
		I am highly motivated to work	The barriers mentioned above demotivate me to work
I am highly motivated to work	Pearson Correlation	1	.188*
	Sig. (2-tailed)		.050
	N	110	110
The barriers mentioned above demotivate me to work	Pearson Correlation	.188*	1
	Sig. (2-tailed)	.050	
	N	110	110

***. Correlation is significant at the 0.05 level (2-tailed).**

Overcoming the barriers

The research question “What could be done to overcome the barriers?” has been assessed through five statements as ideas on how to improve the situation of people with disabilities in regard of employment. The respondents have mainly agreed that these steps could be a way to remove the barriers for employment of people with disabilities.

Figure 3. "Overcoming the barriers".



Chapter VI

6.0 Conclusion

The social-economic status of one person is determined through employment. The exclusion from employment ground is not only an economic concern but it is also a cause to social exclusion. People with disabilities are one of the largest groups that are deprived from the access to the labor market.

Currently, the situation of the employment is difficult taking into consideration the economy of the state, but the situation of people with disabilities becomes worse when the society misses the concept about this group of people. Attempts have been done by the government to improve people with disabilities lives but it needs to be done even more, and businesses or institutions should be more motivated from the government to hire people with disabilities. Through the secondary research, negative factors which might impact the employment of people with disabilities have been identified and explained. Through the primary research which has used survey as a data collecting technique all the negative factors which have been identified in the secondary data, have been assessed from people with disabilities perceptions to measure the impact of each factor/barrier in the employment of people with disabilities, to measure the within motivation of people with disabilities to work and the motivation impacted by other factors/ barriers and also to evaluate some steps for overcoming the barriers people with disabilities face to employment. The target group that the research surveyed was unemployed people with disabilities from Prishtina, Mitrovica and Vushtrri, with a total of 110 respondents. So, among the already identified barriers people with disabilities face to employment, the research revealed the impact of these barriers towards employment of people with disabilities in Kosovo.

The findings showed that people with disabilities in Kosovo face various barriers which decrease the motivation they have within themselves to even seek employment, starting from the lack of education, the physical access to buildings, high expenses, transport and the implications of social benefits which are not regulated yet and treatments should be taken to overcome these barriers as suggested the improvement of law gaps, the ensure of law implementation and mechanisms to punish law violation, free transport and access to most of the buildings. These suggestions have all been supported by people with disabilities in the survey.

After researching other countries working techniques and creating different incentives and mechanisms to make it easier for people with disabilities to live in an equal basis as others, it can be said that our state has failed in many instances when it comes to the laws and the exercise of the right and we still have many gaps in our laws, lack of implementation and lack of mechanisms to punish the agencies for not hiring people with disabilities as regulated with the relevant. These should also be highlighted and taken into consideration in order to change the current situation and give effect to people with disabilities entitlements. In order for this, the states should, in agreement of the relevant above mentioned laws, create a sociable working environment and actively participate in campaigns to improve their status and image in the sight of the society, because at the end people with disabilities are just like any other human beings who should enjoy the resources and opportunities which would enable them to become valuable workers as their able-bodied colleagues.

6.1 Recommendation

Experts such as Potts (2005) debate some of the actual methods to decrease the unemployment of people with disabilities including addressing access, education of the

employers against damaging stereotypes, and providing job training and other skills to people with disabilities.

It is recommended to:

- work on the inclusion of people with disabilities in the decision-making for the decisions which affect them. It is an essential part of being able to discover, express and act upon values to the outside world. No different are people with disabilities as well, when it comes to the decision- making about their own lives but most of the people take it for granted that they can make their own life decisions. However, the own decision making can start by daily things as such as how to dress, what to eat, when to sleep etc. to the bigger decisions as such as relationships, sexuality, education, employment, financial, legal etc.
- address is the ignorance and indifference of the society toward people with disabilities, which situation negatively affects them to the instance that they start seeing themselves and accept their destiny as inferior and a burden to society.
- Regulate physical access mostly in educational institutions, in order to encourage people with disabilities to continue their studies.
- Existing policies ensuring that disabled persons have access to all new building and facilities, public housing and public transport systems should be re-formulated and implemented. The physical access should be regulated It is also recommended to take other states incentives as best practices to include people with disabilities into the economic mainstream.

In order to decrease the barrier of social benefit lost, a program as such as trial work period would be very relevant. Trial Work program enables PEOPLE WITH DISABILITIES to try working for nine months without losing the rights to social benefit.

Also, work Incentives are online based seminars which provide people with disabilities the information needed to make it easier for them to decide if they want to enter the labor force or to remain unemployed.

To decrease the issue of high expenses for people with disabilities, ticket to Work would be very relevant. It is a United States program pays to people with disabilities the expenses for different trainings, career counseling, vocational rehabilitation, job placement and other services after they get hired.

Also, TUSS, Taxi transport Subsidy Scheme a program in Australia, which provides free individual transport to local people with disabilities. Croatia also designed a program to provide free transport to people with disabilities. So, the difference between other states and Kosovo might be huge, but these programs can be analyzed, evaluated and adopted in accordance with Kosovo's circumstances.

There is no doubt that the benefits of increasing employment among people with disabilities are numerous and they will impact the persons themselves, their families, their communities, and the governments for sure. This statement is supported also by Schur (2002) who listed several benefits of the employment of people with disabilities such as income increasing, poverty reduction, social isolation reduction and increasing the participation. These benefits would eventually reduce alienation and thus lead to a higher respect of people with disabilities. As a starting point to reduce the disparity of employment rates, is the improvement of the understanding of the barriers people with disabilities face to employment and the consideration of the recommendations.

The Government should move from discussing about adapting the environment for people with disabilities to actually work on it, meaning commitment of human resources to create regulations which scrutiny each problem that people with disabilities have.

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Appendices

Appendix A

Cover Letter and Survey Instrument

November, 2017

Dear respondent,

Your participation is requested in order to improve our understanding of employment barriers that people with disabilities face when they seek work in public and private institutions in Prishtina, Mitrovica and Vushtrri. This project is being conducted by a student at the International Business College of Mitrovica (IBCM) for her Bachelor thesis. We request your participation in completing the attached survey in-person. You have been selected as a volunteer participant since you are part of the target group I have selected for this research. You will not be contacted after you complete this survey and your views will not have individual identity markers. Furthermore, this survey is anonymous and all the other information you share will be kept confidential. The research project titled, "Employment of People with Disabilities in Kosovo's Public and Private Sector: Identifying Barriers to Employment" is only an academic research but hopefully it will get on the right hands and it's outcomes will be taken seriously having impact on the improvement of the overall challenges that people with disabilities face and will help on advancing future employment opportunities for people with disabilities. The survey contains approximately 16 questions and should take between 10-15 minutes to complete. The questions focus on general information on the respondent, current barriers, motivation level and overcoming the barriers.

Thank you for participating in the survey.

The purpose of this research has been explained and my participation is voluntary. I have the right to stop participating any time without penalty. I understand that the research has no known risks, and I will not be identified. By completing this survey, I am agreeing to participate in this research project.

THIS PAGE MAY BE REMOVED AND KEPT BY EACH RESPONDENT

Sincerely,

Erza Selmani

Your signature:

Appendix B

Letër sigurie dhe pyetësor

Nëntor, 2017

I nderuar respondent,

Pjesëmarrja juaj kërkohet në mënyrë që të përmirsojmë dijeninë tonë për barrierat me të cilat përballen personat me aftësi të kufizuar kur ata synojnë të bëhen pjesë e tregut të punës në institucionet publike dhe private në Prishtinë, Mitrovicë dhe Vushtrri. Ky projekt realizohet nga një studente e Kolegjit Internacional te Biznesit në Mitrovicë (IBCM) për temë të diplomës. Ne kërkojmë pjesëmarrjen tuaj për të përmbushur pyetsorin e bashkëngjitur. Ju jeni përzgjedhur si një pjesëmarrës vullnetar pasi që ju bëni pjesë në grupin I cili është targetuar nga ky studim. Ju nuk do të kontaktoheni pasi që të kompletoni pyetësorin e bashkëngjitur dhe të gjitha pikëpamjet e juaja nuk do të kenë identifikim individual. Për më tepër, ky pyetësor do të mbetet anonym dhe të gjitha informatat që ju keni ndarë do të mbeten konfidente. Projekti hulumtues me titull "Punesimi I personave me aftësi të kufizuar në Sektorin Publik dhe Privat në Kosovë: Identifikimi I barrierave të punësimit" është vetëm një hulumtim akademik por me shpresën se do të bie në duartë e sigurta dhe të gjeturat nga ky hulumtim do të merren parasysh dhe do të kenë ndikim në përmirsimin e sfidave të përgjithshme me të cilat personat me aftësi të kufizuar përballen cdo ditë dhe do të ndihmojë ngritjen e mundësive të punësimit për personat me aftësi te kufizuar në të ardhmen. Pyetesori përmban përafërsisht 22 pyetje dhe duhet të zgjasë rreth 10-15 minuta për t'u kompletuar. Fokus kryesor I këtij pyetësori janë: informacionet të përgjithshme per respondentin, barrierat aktuale, niveli I motivimit dhe kapërcimi I këtyre barrierave.

Faleminderit për pjesëmarrjen tuaj në këtë pyetësor

Qellimi I ketij hulumtimi është spjeguar dhe pjesëmarrja ime është vullnetare. Unë kam të drejtë të ndaloj pjesëmarrjen në cfardo kohe pa u ndëshkuar. Unë e kuptoj që ky hulumtim nuk ka ndonjë rrezik të mundshëm dhe unë nuk do të identifikohem, Pajtohem te marre pjese ne kete projekt hulumtues.

KJO LETËR MUND TË MBAHET NGA CDO RESPONDENT

Sinqerisht,

Erza Selmani

Nënshkrimi juaj:

Informacione të përgjithshme mbi respondentin

1. Gjinia: F M
2. Moshë: 18-25 26-35 36-45 46-55 56-65
3. Niveli I Edukimit : Shkolla fillore; Shkolla e Mesme; Shkolla e Lartë/
Universiteti ; Tjetër
4. Regjioni: Prishtinë Mitrovicë Vushtrri
5. Zona e banimit: Rurale Urbane

	Pajtohem plotësisht	Pajtohem	Neutral	Nuk pajtohem	Nuk pajtohem aspak
Si e vlerësoni ndikimin e këtyre barrierave në punësimin tuaj?					
Pamjaftueshmëria e edukimit si shkak I pamjaftueshmërisë së qasjes fizike në institucione edukuese					
Pamjaftueshmëria e përgjithshme e qasjes fizike nëpër ndërtesa (banjo, shkallë etj)					
Nëse filloj të punoj, nuk do të pranoj ndihmë sociale. (Kontratat janë afat shkurte në sektorin privat dhe procesi për tu kthyer në ndihmat sociale është shumë I komplikuar)					
Shpenzimet për të punuar janë të larta dhe rrogat janë te ulëta, nuk mundem që të mbuloj as transportin dhe asistentin personal.					
Niveli I motivimit					
Unë kam motivim për të punuar.					
Barrierat e lartë përmendura më de-motivojnë për të punuar.					
Kapërcimi I barrierave					
Përmirsimi I hapësirave ligjore					
Sigurimi I implementimit të ligjeve.					
Përdorimi I mekanizmave të ndryshëm që e denojnë shkeljen e ligjeve.					
Krijimi I qasjes fizike në shumë institucione.					
Transport falas për njerzit me aftësi të kufizuar.					

Appendix C

Survey Results

General Information on the respondent

Q1: Gender of the respondent.

N= 110

- a) *Female* 50.91%
- b) *Male* 49.09%

Q2: Age of the respondent.

N=110

- a) *18-25* 44.55%
- b) *26-35* 32.73%
- c) *36-45* 11.82%
- d) *46-55* 10.91%
- e) *56-65* 0%

Q3: Education level of the respondent.

N=110

- a) *Primary* 57.27%
- b) *Secondary* 30.91%
- c) *College/ University* 11.82%

Q4: Region of the respondent.

N=110

- a) *Prishtina* 49.09%
- b) *Mitrovice* 30.91%
- c) *Vushtrri* 20.00%

Q5: Settlement of the respondent.

N=110

- a) *Rural* 52.73%
- b) *Urban* 47.27%

Barriers Assessment

Q6: The lack of education due to the lack of physical access in education institutions.

N=110

- a) *Strongly Agree* 50.91%
- b) *Agree* 40.00%
- c) *Neutral* 5.45%
- d) *Disagree* 00.00%
- e) *Strongly Disagree* 00.00%

Q7: Overall physical access to buildings.

N=110

- a) *Strongly Agree* 59.09%
- b) *Agree* 37.27%
- c) *Neutral* 3.64%
- d) *Disagree* 00.00%
- e) *Strongly Disagree* 00.00%

Q8: If I start working I won't receive social benefit (Job contracts are usually short-termed and the process to re-apply for the social benefit takes too long).

N=110

- a) *Strongly Agree* 38.18%
- b) *Agree* 46.36%
- c) *Neutral* 15.45%
- d) *Disagree* 00.00%
- e) *Strongly Disagree* 00.00%

Q9: The expenses to work are high while the salaries are low, I can't even cover the transport costs and the assistant.

N=110

- a) *Strongly Agree* 40.00%
- b) *Agree* 37.27%
- c) *Neutral* 22.73%
- d) *Disagree* 00.00%
- e) *Strongly Disagree* 00.00%

The motivation

Q10: I am highly motivated to work.

N=110

- a) *Strongly Agree* 26.36%

- b) Agree 23.64%
- c) Neutral 34.55%
- d) Disagree 10.91%
- e) Strongly Disagree 4.55%

Q11: The barriers mentioned above demotivate me to work.

N=110

- a) Strongly Agree 36.36%
- b) Agree 30.00%
- c) Neutral 20.00%
- d) Disagree 9.09%
- e) Strongly Disagree 4.55%

Overcoming the barriers

Q12: Improving law gaps.

N=110

- a) Strongly Agree 49.09%
- b) Agree 32.73%
- c) Neutral 17.27%
- d) Disagree 0.91%
- e) Strongly Disagree 00.00%

Q13: Ensuring the implementation of the laws.

N=110

- a) Strongly Agree 49.09%
- b) Agree 44.55%
- c) Neutral 6.36%
- d) Disagree 00.00%
- e) Strongly Disagree 00.00%

Q14: Use of the mechanisms to punish law violation.

N=110

- a) Strongly Agree 59.09%
- b) Agree 33.64%
- c) Neutral 7.27%
- d) Disagree 00.00%
- e) Strongly Disagree 00.00%

Q15: Creating physical access to the most of the buildings.

N=110

- a) *Strongly Agree* 80.91%
- b) *Agree* 12.73%
- c) *Neutral* 6.36%
- d) *Disagree* 00.00%
- e) *Strongly Disagree* 00.00%

Q16: Ensuring free transport for PWD.

N=110

- a) *Strongly Agree* 39.09%
- b) *Agree* 26.36%
- c) *Neutral* 24.55%
- d) *Disagree* 10.00%
- e) *Strongly Disagree* 00.00%