



Kosovo Women's Network
Serving, Protecting and Promoting the Rights of Women and Girls

Who Cares?

Demand, Supply, and Options for
Expanding Childcare Availability in Kosovo



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By Nicole Farnsworth, Adelina Berisha, Erica Browne, Nerina Guri, Donike Kastrati,
and Gresa Rrahmani for the Kosovo Women's Network

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Acronyms

CI	Confidence interval
CSO	Civil society organization
GDP	Gross Domestic Product
EC	European Commission
ELDS	Early Learning Development Standards
EU	European Union
IQR	Interquartile range
KAS	Kosovo Agency Statistics
KWN	Kosovo Women's Network
MEST	Ministry of Education, Science and Technology
MLSW	Ministry of Labour and Social Welfare
NDS	National Development Strategy for 2016-2021
NGO	Non-governmental organization
OECD	Organisation for Economic Co-operation and Development
OSCE	Organization for Security and Co-operation in Europe
PPP	Public Private Partnership
PPSE	Promoting Private Sector Employment
SME	Small and Medium Enterprise
SD	Standard deviation
UNICEF	United Nations Children's Fund
USAID	United States Agency for International Development

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Executive Summary

In Kosovo, women's labour force participation rate is among the lowest in the world: 18.1%. Several studies have shown that care responsibilities at home contribute to women's low participation. Traditional gender roles and responsibilities in most cultures have assigned unpaid care work to women. Unpaid care work can impact negatively women's education levels, labour force participation, political involvement, and poverty levels later in life.

This paper examines covered and uncovered demand for childcare services in Kosovo; the availability of public and private care services; and diverse stakeholders' perspectives regarding options for establishing more, sustainable childcare services. The research focused on five geographical areas, involving a random household survey of 491 unemployed women with children; a survey of 519 employed women and men; interviews with 61 employers; interviews with 51 public and private childcare centres; and interviews with public officials.

In Kosovo, all childcare facilities, public or private, should be registered and offer preschool education programs. In 2016, 74 private and 41 public preschools were registered. Additional centres exist, bringing the total to approximately 134. Additional, unregistered care centres exist. However, only an estimated 15.5% of Kosovar children use childcare. More than half of the employed persons surveyed depended on family members providing unpaid care services. Care services are located primarily in Prishtina, and very few centres exist in rural areas. Only 20% of unemployed mothers living in rural areas said childcare services were geographically within reach. Twelve municipalities seem not to have any childcare available. Nearly all unemployed women surveyed would like to work in a paid position. Of those interested in working, 88% would use childcare services if an affordable option was available.

Kosovo's legal framework clearly sets the stage for expanding childcare availability. The Constitution considers the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) directly applicable; it calls on states to establish care centres towards combatting discrimination against women and enhancing women's public participation. The Convention on the Rights of the Child also is directly applicable, calling for care for children. The need to protect children's wellbeing can be interpreted to mean improving access to early education so that they perform better in school and have improved job prospects later in life. Kosovo's National Development Strategy for 2016-2021 (NDS) has identified among its aims increasing the number of kindergartens and private care institutions. Further, in the context of European Union (EU) Accession, Kosovo must take steps to decrease women's unemployment, improve preschool attendance, decrease informality, and combat discrimination against women, all of which are intertwined with increasing childcare availability.

Kosovo needs to *recognize* publicly the value of care work performed by women; *reduce* the time women spend on care work by expanding the availability of care services; and encourage *redistribution* of care work to men, communities, and the state. Transforming currently unpaid care work into paid labour can contribute to improving children's educational performance, creating new jobs, increasing women's labour market participation, decreasing unemployment, and potentially decreasing poverty among retired women in the future. As detailed in this paper, KWN has estimated that investing in care facilities in accordance with the European Commission's (EC) Barcelona Objectives could create at least 9,989 new teaching jobs. At minimum, this could contribute to €50.6 million in new earnings and €2 million in taxes paid annually. These figures do not consider additional new jobs that would be created related to care centres or new earnings for currently unpaid parents who would be able to enter the workforce.

Several potential models for expanding childcare availability exist: state-funded public care; public-private partnerships (PPPs); community-based centres; and, in the future, social enterprises. Since the level of demand and political situation in each of the studied geographic areas differs, KWN discusses different options for expanding care availability in each area. Considering the limited spaces available in public care centres, municipalities should prioritize who receives public care. Unemployed women who are applying for jobs, receiving assistance from Employment Offices, and attending courses at Vocational Training Centres should receive free short-term care services. The paper contains additional specific recommendations.

Introduction

In Kosovo, women's labour force participation rate is among the lowest in the world: 18.1%.¹ More than eight in ten working age women are inactive in the labour force, compared to four in ten men.² The unemployment rate among women is 36.3%. This suggests that several women are not even looking for work. Several recent studies have found that care responsibilities at home contribute to women's inactivity in the formal labour market. In the 2015 Labour Force Survey, 11.4% of women said they did not work because they were responsible for looking after children or incapacitated adults (compared to 0.2% of men).³ An additional 38.5% of women said they do not work due to other personal or family responsibilities (compared to 3.8% of men). Similarly, in KWN's 2015 Kosovo-wide household survey, care responsibilities were the *most prevalent* reason women identified for not being employed; one in four women said they were unemployed because of care and housekeeping responsibilities.⁴ In KWN's 2016 household survey, 17.8% of women (compared to 2% of men) said care responsibilities were the main reason they were not working for a salary; an additional 16.1% of women identified housekeeping work as the main reason (2.8% of men).⁵ KWN has long suggested that available, affordable childcare could enable more women to enter the labour market by both creating new jobs and making childcare more readily available.⁶

Why Care?

Unpaid care work often is largely unseen, though it is essential to the functioning of the household, the community, human wellbeing, and the economy.⁷ Often referred to as "reproductive" or "domestic" work, unpaid care traditionally has been treated differently than market-based work. A traditional view of the economy focuses on processes of material production and consumption, ignoring care-giving. By definition, "unpaid" means that persons performing care work often do not receive a wage. Therefore, their work is not measured in Gross Domestic Product (GDP) calculations.⁸ "Care" means that this activity serves peoples wellbeing, and "work" means that this activity involves expenditures of time and effort.⁹ Four different types of care work exist: childcare, rehabilitative care, care for the disabled, and care for the elderly.¹⁰ Care work also can include cooking, cleaning, shopping, collecting water and fuel, and caring for the sick.¹¹

The responsibility to care for the child lies with both the father and the mother.¹² However, traditional gender roles and responsibilities in most cultures have assigned unpaid care work to

¹ Kosovo Agency of Statistics (KAS) and World Bank, *Results of the Kosovo 2015 Labour Force Survey*, June 2016, at: <https://ask.rks-gov.net/en/Im?download=1636:results-of-the-kosovo-2015-labour-force-survey>.

² KAS, *Results of the Kosovo 2015 Labour Force Survey (June 2016)*, Table 1.4, Employment Status, KAS, 2016, p. 10.

³ Ibid.

⁴ KWN, Kosovo-wide household survey on domestic violence and sexual harassment, demographics, 2015.

⁵ KWN, Kosovo-wide household survey on healthcare, 2016.

⁶ See, for example, the KWN Strategy for 2015-2018, at:

http://www.womensnetwork.org/documents/kwn_strategy_2015_2018_eng.pdf.

⁷ UNDP, Fálth, A., Blackden, M., *Policy Brief on Unpaid Care Work*, New York, 2009, at:

<http://www.undp.org/content/dam/undp/library/gender/Gender%20and%20Poverty%20Reduction/Unpaid%20care%20work%20English.pdf>.

⁸ Ibid.

⁹ Ibid.

¹⁰ Himmelweit, Susan, Public Conference on *Gender and Public Finance from a Care Perspective*, 2014, at:

https://www.wu.ac.at/fileadmin/wu/d/i/vw3/Public_Conf_Key_Note_Sue_Himmelweit.pdf.

¹¹ Eyben and Fontana, *Caring for Wellbeing*, Brighton, 2011, at:

<https://opendocs.ids.ac.uk/opendocs/bitstream/handle/123456789/3674/Bellagio-Eyben%20and%20Fontana.pdf?sequence=1>.

¹² This responsibility is outlined in CEDAW, Art. 16 which states, "(d) The same rights and responsibilities as parents, irrespective of their marital status, in matters relating to their children." Kosovo's Law on Gender Equality also foresees for women and men to have equal participation in all realms of society (Art. 3, para. 1.10). Further, according to the Family Law of Kosovo, regulation of family relations is based on principles of "equality between husband and wife, respect and mutual

women. The United States Census Bureau has found that women in the United States “dedicate more than 110 million hours a year to unpaid child care, which is more than double men’s less than 55 million hours.”¹³ In Europe, men spend only nine hours per week on unpaid care work, whereas women spend 26 hours.¹⁴ Couples with young children spend more time, despite their employment status; even so, men spend approximately 17 hours compared to women’s nearly 40 hours per week.¹⁵ No time use study has been conducted in Kosovo, so accurate information regarding the time women and men spend on care work is unavailable. A pilot study of 194 women in three municipalities suggests that on average women spend more than three hours per day and 21 hours per week on unpaid care work related *only* to children, the elderly, and other persons (not including cooking, cleaning, and other forms of caring).¹⁶ Notably, the time spent is equivalent to a part-time job.

Since there is an uneven distribution of unpaid care work among women and men, it is important to understand its significance and dynamics. As Fälth and Blackden have observed, “Women’s unpaid care work is often unrecognized and undervalued, while men receive a larger share of income and recognition for their economic contributions.”¹⁷ Yet, one of the main reasons men are able to work is because of the unpaid care work performed by women in their traditional “reproductive” roles.

At present, the Government of Kosovo only recognizes unpaid labour at home in relation to the division of property. Based on the Family Law of Kosovo, when deciding in disputes on joint property, courts must recognise all contributions of women and men related to the accrual of their joint property. The court must evaluate “all circumstances”, “considering not only personal income and other revenues of each spouse, but [the] assistance [that] one spouse provided to the other spouse, i.e. children’s care, conduct of housework, care and maintenance of property and any other form of work and co-operation pertaining to the administration, maintenance and increase of joint property.”¹⁸ Unpaid childcare, however, is otherwise unrecognized by Kosovo law.

Care work can lead to missed opportunities to attend education. According to the Organisation for Economic Co-operation and Development (OECD), “The difference of education level between intensive carers and non-intensive carers is large: The proportion of low-educated intensive carers is almost 30% higher compared to non-intensive carers.”¹⁹ In KWN’s 2015 household survey, among persons who discontinued their education prior to completing university, 3% overall and 5.2% of women said that the *main reason* was that they had to care for others.²⁰ As the time and energy required for care work constrains women more than men, it also can hamper women’s ability to participate equally in economic and political life.²¹

Further, women’s low participation in the labour market can impact their wellbeing later in life. Since women’s unpaid care work is not considered an official contribution to the economy, women do not receive benefits such as contributory pensions or, in some situations, healthcare benefits. Unpaid work is not considered an official “pay-in” to the pension system, so women do not qualify for higher

assistance between them and family members”, and “protection of children’s rights and the responsibility of both parents for the growth and education of their children” (Art. 3, para. 1, 2).

¹³ Folbre, Nancy, *For Love and Money: Care Provision in the United States*, New York: Russell Sage Foundation, 2012.

¹⁴ European Working Conditions Survey 2010, at: http://ec.europa.eu/justice/gender-equality/economic-independence/economic-growth/index_en.htm.

¹⁵ Eurofound, *Eurofound yearbook 2013: Living and working in Europe*, 2013, at: http://www.eurofound.europa.eu/sites/default/files/ef_publication/field_ef_document/ef1416en.pdf.

¹⁶ KWN pilot study, 2016. This did not involve a random sample and cannot be considered representative, but merely illustrative.

¹⁷ UNDP, Fälth, A., Blackden, M., *Policy Brief on Unpaid Care Work*, New York, 2009.

¹⁸ Assembly of Kosovo, Family Law of Kosovo, Art. 54(1), at: http://www.kuvendikosoves.org/common/docs/ligjet/2004_32_en.pdf.

¹⁹ OECD, “*Help Wanted - The Impact of Caring on Family Carers*”, OECD 2011, at: <http://www.oecd.org/els/health-systems/47884865.pdf>.

²⁰ KWN, Kosovo-wide household survey on domestic violence and sexual harassment, demographics, 2015.

²¹ As Elson, has noted, “This was recognized in the women’s liberation movement in the 1960s and 1970s and efforts were made to show the significance of the domestic within Marxist political economy through the debate on domestic labour” (*The Economic, the Political and the Domestic*, 1998).

pensions. Indeed, on average, Kosovar women comprise 67% of basic pension recipients (€75 per month), but only 14.5% of contributory pension recipients who receive €138 per month.²² The fact that women tend to receive lower pensions later in life may place them at greater risk of poverty.

From a gender equality perspective, as foreseen in Kosovo's Law on Gender Equality, the aforementioned evidence as well as that presented within this paper should be used to inform public policy, particularly related to the NDS priority to decrease unemployment.²³ Diane Elson has observed that addressing unpaid care work would involve implementing the "3 Rs" framework:²⁴

- *Recognition* of the role of women and girls in the provision of unpaid care, as well as its social and economic value.
- *Reduction* in the drudgery and time burden of unpaid care, especially for women living in poverty.
- *Redistribution* of unpaid care work: from women to men, and from the family to communities and the state.

The notion of the "care economy", unlike the "market economy", introduces the vision of an economy that assesses unpaid work in statistics, analyses the role of care and commodities in the functioning of economies, and integrates the care economy into policy.²⁵

State policies must be adapted to recognize that care work is socially and economically crucial to the functioning of a society. Otherwise, the fact that women do far more care work than men will continue to be a major factor influencing women's disproportionate poverty. Eisler and Otis also have identified several steps for addressing women's undervalued work and its impacts: estimate the "economic value of unpaid care work"; show how qualitative "child care and education can affect economic competitiveness"; and show "how other nations are supporting care work and the empowerment of women, leading to both economic success and a higher general quality of life."²⁶

Investing in childcare also can provide more opportunities for early education. Evidence suggests that children who attend preschool perform better in school. On average, "children gain about a third of a year of additional learning across language, reading, and math skills."²⁷ Children attending early education demonstrate benefits in socio-emotional development and health. Research by neuroscientists, psychologists, and socio-economists have estimated the impact that early education has on economic development. Studies by James J. Heckman have shown quality pre-school programs have a "7% to 10% per year return on investment based on increased school and career achievement as well as reduced costs in remedial education, health and criminal justice system expenditures."²⁸

²² KWN, *Budgeting for Social Welfare, A Gender+ Analysis to Inform Gender Responsive Budgeting in the Ministry of Labour and Social Welfare in Kosovo for 2016- 2018*, Pristina, Kosovo, 2016, at:

<http://www.womensnetwork.org/documents/20151203094304537.pdf>.

²³ According to Kosovo's Law on Gender Equality, institutions have the responsibility to analyse the status of women and men in the respective organization and field (Art. 5(1.1)) and gender mainstream all policies, documents, and legislation (Art. 5(1.3)) to prevent and eliminate gender discrimination.

²⁴ Sida, *Quick Guide to What and How: Unpaid Care Work - Entry Points to Recognise, Reduce and Redistribute*, at: <https://www.oecd.org/dac/gender-development/47565971.pdf>.

²⁵ The Conversation, *Counting the cost of Australia's care economy*, 2012, at: <http://theconversation.com/counting-the-cost-of-australias-care-economy-9946>.

²⁶ Eisler, Riane Kimberly Otis, *Unpaid and Undervalued Care Work Keeps Women on the Brink*, at: <http://shriverreport.org/unpaid-and-undervalued-care-work-keeps-women-on-the-brink/>.

²⁷ Hirokazu Yoshikawa, Christina Weiland, Jeanne Brooks-Gunn, Margaret R. Burchinal, Linda M. Espinosa, William T. Gormley, Jens Ludwig, Katherine A. Magnuson, Deborah Phillips, Martha J. Zaslow; *Investing in Our Future: The Evidence Base on Preschool Education*, at: <http://fcd-us.org/sites/default/files/Evidence%20Base%20on%20Preschool%20Education%20FINAL.pdf>.

²⁸ The High/Scope Perry Preschool study, a scientific experiment, identified short- and long-term effects of quality preschool education for young children living in poverty (at: http://www.highscope.org/file/research/perryproject/specialsummary_rev2011_02_2.pdf). The Heckman Equation, "Invest in early childhood development: Reduce deficits, strengthen the economy", at: <http://heckmanequation.org/content/resource/invest-early-childhood-development-reduce-deficits-strengthen-economy>.

About This Paper

This paper takes a holistic approach to addressing women's hitherto unrecognized, unpaid care work in Kosovo and the impact it has on women's labour force participation and wellbeing. The research sought to assess covered and uncovered demand for childcare services among employed and unemployed women and men; the availability of public and private childcare services; and the perspectives of diverse stakeholders regarding opportunities for establishing more, sustainable childcare centres. KWN carried out this research with support from Swisscontact's PPSE project. The research objectives included to:

- Assess the willingness of actual or potential mothers and fathers, employed by medium or large enterprises, to use childcare facilities within the company or its immediate surroundings (e.g. within another, neighbouring company);
- Assess companies' willingness to establish or co-finance childcare for employees;
- Assess the extent to which unemployed mothers' childcare obligations contribute to their unemployment, and which childcare services would ease their access to employment;
- Assess the current supply of childcare by public and private facilities; and
- Assess the willingness of public officials to support the expansion of childcare availability.

This paper begins with a review Kosovo's relevant legal framework pertaining to childcare. It discusses the EC Barcelona Objectives as a potential target for expanding childcare availability, and the positive impact their achievement can have on Kosovo. The paper then analyses responses from unemployed women, employees, employers, and childcare centres, respectively, regarding their demand for and supply of childcare services. Following a summary of key conclusions drawn from these data sources, KWN discusses different potential models for expanding childcare availability in Kosovo. Then, KWN presents options for expanding childcare in each of the five studied geographic areas. Finally, additional recommendations for specific institutions are provided. Annexes include further information about PPSE, the methodology, childcare centres, employee interest in childcare, employer interest in childcare, and the survey instruments used.

Methodology

This section summarizes the methodology used to inform this paper.²⁹ Five geographic areas were selected for study: Prishtina, Peja, Gjakova, Kamenica, and northern Kosovo, including North Mitrovica, Leposavic, Zubin Potok, and Zvecan. The municipalities were selected using variation sampling, given their diverse geographic locations, demographics, economic activities, and diverse ethnicities. Results may have some generalizability to other municipalities, though differences must be considered.

Conducted during 2016, the research involved mixed methods. Surveys were administered using an electronic questionnaire powered by KoBo Collect. First, in order to assess demand for childcare, interviews were conducted with 519 employees of companies, including women (64%) and men (36%). Companies were selected based on size (more than 20 employees), sector, and potential for investing in childcare. Approximately ten employees from each company were interviewed. Questions related to demographics, children, the availability of childcare, and opinions about childcare.

Second, KWN surveyed a representative, random sample of 491 unemployed women with children ages six and younger. This survey sought to assess the level of demand among unemployed women for childcare, including currently available childcare services, prior use of such services, interest in using such services, and whether childcare availability could enable them to seek paid employment.

Third, KWN surveyed 51 childcare centres to understand the services available, challenges faced, and costs of care. Of the centres surveyed, 41% were from Prishtina, reflecting the fact that

²⁹ Annex 2 provides further details about the methodology.

most facilities are located in the capital. KWN also phoned and emailed registered care centres to collect information about their capacity, occupancy, and waiting lists.

Fourth, KWN interviewed 61 employers from the same companies in which employees were surveyed, discussing their interest in supporting childcare facilities.

Fifth, KWN interviewed officials from each of the targeted municipalities, including North Mitrovica for the north, given that more businesses and economic activity is concentrated there. Officials were selected based on their positions. This included persons who would need to be involved in establishing childcare centres from urban planning, property, finance, education, and social services departments.³⁰

This research also involved a review of the relevant legal framework; a literature review of relevant concepts and theories, particularly related to the care economy and gender budgeting; and a desk review of other publications and documents in Kosovo and other countries related to childcare. KWN also drew from existing demographic and education statistics.

³⁰ For further information, please see Annex 7.

Kosovo's Legal Framework Pertaining to Childcare

The Constitution of the Republic of Kosovo contains the Convention on the Rights of the Child, recognising the rights of children, including “the right to protection and care necessary for their wellbeing.”³¹ Since children who receive care from both parents and who attend preschool tend to perform better in school, such childcare contributes to their wellbeing.³² The Constitution also considers CEDAW directly applicable in Kosovo,³³ and CEDAW states that:

In order to prevent discrimination against women on the grounds of marriage or maternity and to ensure their effective right to work, States Parties shall take appropriate measures: [...] To encourage the provision of the necessary supporting social services to enable parents to combine family obligations with work responsibilities and participation in public life, in particular through promoting the establishment and development of a network of child-care facilities.³⁴

Thus, Kosovo institutions have a legal responsibility to take measures to ensure the availability of childcare facilities.

Parents also are duty-bearers when it comes to caring for their children. CEDAW states that parents have “the same rights and responsibilities as parents, irrespective of their marital status, in matters relating to their children.”³⁵ More specifically, according to the Family Law of Kosovo, family relations are based on principles of “equality between husband and wife, respect and mutual assistance between them and family members”; and “protection of children’s rights and the responsibility of both parents for the growth and education of their children.”³⁶ This renders both women and men responsible for raising their children, which arguably carries through to childcare and its financing, where necessary. More generally, Kosovo’s Law on Gender Equality also foresees that women and men participate equally in all realms of society.³⁷ Thus, both mothers and fathers have roles to play in ensuring access to quality childcare for their children. It follows that no one spouse should necessarily bear the burden of childcare costs. It should not be assumed that women must pay for childcare from their salaries because, culturally, they likely would have been caretakers if they were not working. Understandably, the income levels of spouses may be a determining factor in how the family decides to finance childcare.³⁸

Care centres, preschool education, and all forms of care in Kosovo are regulated by Law No. 2006/02-L-52 on Pre-School Education. This Law incorporates the Convention on the Rights of Child. Education provided by care centres must be based on principles of equality, inclusion, democracy, staff autonomy, professionalism, responsibility, and the right to be different. In Kosovo, “preschool education” refers to early education for pre-primary school children, including children with special needs. Children ages nine months up to six years can enrol in preschool institutions. Preschool education has two age groups: nurseries care for children from nine months up to three years, while kindergartens enrol children ages three to six years.³⁹ In this report, KWN refers to all age groups and

³¹ Constitution of the Republic of Kosovo, Art. 50, at: <http://www.assembly-kosova.org/common/docs/Constitution%20of%20the%20Republic%20of%20Kosovo.pdf>.

³² Institute for Fiscal Studies, Alissa Goodman and Barbara Sianesi, *Early Education and Children's outcomes: How long do the impact last?*, July 2005, at: http://www.ifs.org.uk/docs/ee_impact.pdf.

³³ Constitution of the Republic of Kosovo, Art. 22.

³⁴ CEDAW, Art. 11, paragraph 2 and 2(c).

³⁵ CEDAW, Art. 16(d).

³⁶ Art. 3, paragraphs 1, 2.

³⁷ Art. 3, paragraph 1.10.

³⁸ Of 129 KWN-surveyed employed parents, 22% said the mother paid for care, 19% said the father, and 59% said parents shared the cost.

³⁹ Republic of Kosovo, MEST, Administrative Instruction No. 19/ 2016 for Children Inclusion in Preschool Institutions in Kosova, Art. 2, at: <http://masht.rks-gov.net/uploads/2016/09/19-ua-nr-19-2016-per-perfshirjen-e-femijeve-ne-institucionet-parashkollore-ne-kosove-rotated.pdf>.

institutions, generally, as “childcare centres”. Public care centres are founded by municipalities, whereas private institutions are founded by private legal persons after being licensed by the Ministry of Education, Science and Technology (MEST). All public and private childcare facilities must be registered as preschools and licensed by MEST.⁴⁰ MEST can close preschools if they are not licensed.⁴¹

All teachers in public preschools must have a university degree in early childhood education.⁴² This requirement does not apply to assistant childcare providers, nor within private preschools or community-based schools. Public preschool assistants should possess a secondary education diploma from a preschool education program or secondary education diploma “supplemented with adequate professional trainings certified by MEST.”⁴³ Teaching is in the Albanian language, but if the local population has different ethnicities, the institution should provide the language of ethnic minority group(s).⁴⁴ MEST provides pedagogical and professional supervision of educators. Other institutions provide other forms of supervision. For example, the Ministry of Health, among other institutions, should monitor the quality of food provided to children.⁴⁵ Centres for Social Work follow social care and address cases in which care workers suspect a child may be a perpetrator or victim of violence.⁴⁶ The Inspection on Education should take measures and/or sanctions if preschools violate the Law on Pre-School Education, related regulations, and administrative instructions (e.g. by exceeding the number of children per teacher).⁴⁷

MEST has adopted the Curriculum for Pre-School Education (three to six years) and the Early Learning Development Standards for Children Age 0 to 6.⁴⁸ The Standards spell out the “expected achievements of children at certain ages in various areas of development, and also provides models and incentives on how to support and encourage children to achieve these standards.”⁴⁹ MEST presently is revising the curriculum towards ensuring quality preschool services, supported by the United Nations Children’s Fund (UNICEF). Set to be completed by the end of 2016, the curriculum will be aligned with the Kosovo Curriculum Framework and harmonized with Early Learning Development Standards (ELDS) for children ages zero to six.⁵⁰

Each year, the Steering Committee of each preschool institution must prepare and present the institution’s plan and program. Then, the Leading Council of the preschool institution in cooperation with the council of parents must approve it.⁵¹ The plan must include working hours, children’s healthcare, capacity-building programs, methodology, social care, cooperation of the care centres with parents, community relations, and educative programs, among other issues.

⁴⁰ Assembly of Kosovo, Law No. 2006/02-L-52 on Pre-School Education, 2006, Art. 46, at: http://www.kuvendikosoves.org/common/docs/ligjet/2006_02-L52_en.pdf.

⁴¹ Ibid, Art. 41(2).

⁴² Ibid, Art. 28(4).

⁴³ Ibid, Art. 28(8).

⁴⁴ Ibid, Art. 5 (para. 5. 1, 5. 2).

⁴⁵ Ibid, Art. 38 (para. 38.4). In the Albanian version of the Law, the responsible body for inspecting food and health protection is the Municipal Sanitary Inspection. Further, the Law on Inspection of Education in Kosova states that they are responsible for the health protection of children in preschool institutions (Law No. 2004/37 on Inspection of Education in Kosova, Art. 4 para. 3, at: http://www.kuvendikosoves.org/common/docs/ligjet/2004_37_en.pdf).

⁴⁶ GRK Regulation No. 2/2013 for Protocol for the Prevention and Reference of Violence in Institutions of Pre–University Education, Art. 6, para. 1.7, at: <https://masht.rks-gov.net/uploads/2015/06/rregullore-qrk-nr-21-2013-per-protokollin-per-parandalimin-dhe-referim.pdf>.

⁴⁷ Law on Inspection of Education in Kosova, Art. 5,6,7.

⁴⁸ Republic of Kosovo, MEST, “Early Learning Development Standards for Children Age 0 to 6,” p. 5, at: <https://masht.rks-gov.net/uploads/2015/06/elds-report-eng-for-web-1.pdf>.

⁴⁹ Ibid.

⁵⁰ KWN email correspondence with UNICEF, 11 Oct. 2016.

⁵¹ Law on Preschool Education, Art. 10, para. 10.2, 10.5. In Albanian, the Steering Community and Leading Community is translated as “Keshilli Drejtues”, so the direct translation would be Leading Council in each instance, though the term differs in the English version.

A 2008 Administrative Instruction on Inclusion of Children in Preschool Institutions regulates the number of children per class. At least two teachers must accompany each age group (see Table I).⁵² If the demand for care is higher and there is insufficient space, then the number of children can be increased if permitted by municipal departments of education. The same guideline regulates inclusion of children with special needs in preschool institutions.

Kosovo's legal framework also specifies certain conditions that private institutions should fulfil in order to be licenced to provide childcare services.⁵³ For example, the physical space in rooms must have at least two meters squared per child, a courtyard, a healthy and safe environment, natural lighting, toilets (for up to 10 toddlers or children and separate cabins for two genders) and sanitary equipment. Further, in the external environment of the centre, the courtyard must have at least five meters per child and be secure from any potential danger.⁵⁴ The same Administrative Instruction provides requirements related to the food service, preservation of food (up to 24 hours' maximum and hot food served at 60 degrees Celsius and lower), and meeting children's individual needs.⁵⁵ The requirements of childcare facilities, particularly spatial requirements in urban areas, have been cited as challenging by preschool owners.⁵⁶

Kosovo's National Development Strategy for 2016-2021 (NDS) has identified low attendance of early education (cited as 25-30%) as an important development challenge. A comparison of current demographics with data on students under age six enrolled in education programs suggests that only approximately 15.5% of all children under six were enrolled in educational programs in 2015.⁵⁷ The EC's 2015 Progress Report for Kosovo assessed, more dismally, that only 4.5% of children ages zero to five attend preschool education.⁵⁸ Therefore, the need appears to be greater than the NDS has assessed. Increasing early education attendance is among the aims of NDS: "by increasing the number of public kindergartens and increasing the inclusion through private institutions."⁵⁹

Further, in the context of Kosovo's EU Accession, several reasons exist for expanding childcare availability. First, the EC 2015 Progress Report explicitly mentioned children's low pre-school education attendance and encouraged Kosovo to improve access to quality education. Second, the Progress Report noted that Kosovo needs to address women's high unemployment rate.⁶⁰ This will necessitate increasing access to childcare services. Third, with regard to equal opportunities, the Progress Report notes that the Law on Gender Equality has been adopted but implementation must be improved, particularly related to women's high unemployment. Further, it states that "insufficient maternity leave provisions undermine efforts to tackle discrimination against women in the workplace,

Table I. Maximum Nr. of Children per Educational Group by Age

Age Group	Ideal Nr. of Children	Min. to Max. Nr.
9 mon – 1 yr	8	6-10
1-2 years	12	10-14
2-3 years	14	12-16
3-4 years	20	18-22
4-5 years	22	20-24
5-6 years	24	22-26
1-3 years	10	8-12
3-6 years	20	18-23

⁵² Republic of Kosovo, MEST, Administrative Instruction for Inclusion of Children in Pre-school Institutions, 2008, at: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=7562>, paragraph 3.

⁵³ MEST, Administrative Instruction No. 15/2016 Licensing and Registration of Private Preschools Instructive Educational Institution.

⁵⁴ Ibid, Art. 4 and 8.

⁵⁵ Ibid, Art. 15.

⁵⁶ KWN, discussion with preschool owner, 2015.

⁵⁷ KWN calculated this based on the number of children under age six who were enrolled in a public and private education program in 2015 divided by the overall number of children under six living in Kosovo in 2015. The overall number of children under six was calculated based on KAS data. From the number of live births each year from 2010 to 2015, KWN subtracted the number of deaths in that age group to arrive at the number of alive children under age six.

⁵⁸ EC, Commission Staff Working Document, *Kosovo, 2015 Report*, p. 46 at: http://ec.europa.eu/enlargement/pdf/key_documents/2015/20151110_report_kosovo.pdf.

⁵⁹ Republic of Kosovo, Office of the Prime Minister, National Development Strategy for 2016-2021 (NDS), p. 11, at: http://www.kryeministri-ks.net/repository/docs/National_Development_Strategy_2016-2021_ENG.pdf.

⁶⁰ EC, *Kosovo, 2015 Report*, p. 45.

especially in the private sector.”⁶¹ KWN has argued elsewhere that expanding childcare availability goes hand in hand with enabling new mothers to return to work.⁶² Directive 2006/54/EC also encourages provision of accessible and affordable childcare facilities as one of the means member states should take to address “the problem of the continuing gender-based wage differentials and marked gender segregation on the labour market.”⁶³ Fourth, the Progress Report has noted that Kosovo needs to decrease informality,⁶⁴ which will require better understanding who works in informal workplaces from a gender perspective so that appropriate measures can be taken, avoiding any intentional or unintentional gender-based discrimination that could occur when taking measures to address informality.

The EC Barcelona Objectives: Developing Childcare

According to the EC,⁶⁵ “the availability of high quality, affordable childcare facilities for young children from birth to compulsory school age is a priority for the European Union.”⁶⁶ Therefore, the EC has established the “Barcelona Objectives”, which states that:

Member States should remove disincentives to female labour force participation, taking into account the demand for childcare facilities and in line with national patterns of provision, to provide childcare by 2010 to at least 90% of children between 3 years old and the mandatory school age and at least 33% of children under 3 years of age.⁶⁷

According to the Barcelona Objectives, investing in quality childcare is an essential investment in the development of children, in preventing school dropouts, and in enabling women’s participation in the labour market. Further, increased participation of parents, particularly women, in the labour market reduces the risk of poverty, encourages the social inclusion of all members of the household and improves children’s future prospects.⁶⁸ While Kosovo is not yet a member of the EU, the Barcelona Objectives set clear evidence-based targets that Kosovo can and should strive to meet.

Using the targets set by the Barcelona Objectives, KWN has used demographic and pre-primary school enrolment data to estimate the extent to which present levels of demand for childcare are met. In 2015, Kosovo had 79,092 children ages three years and younger living in Kosovo (see Table 2).⁶⁹ According to the Barcelona Objectives, 26,100 children should have access to childcare. During the 2015-2016 academic year, only 1,527 children in this age group were enrolled in public education.⁷⁰

⁶¹ Ibid.

⁶² KWN, *Striking a Balance: Policy Options for Amending Kosovo’s Law on Labour*, Prishtina: KWN, 2016, at: <http://www.womensnetwork.org/documents/20160504154201373.pdf>.

⁶³ Directive 2006/54/EC on the implementation of the principle of equal opportunities and equal treatment of men and women in matters of employment and occupation (I I).

⁶⁴ EC, *Kosovo, 2015 Report*, p. 36.

⁶⁵ An initial draft of this section was written by Nerina Guri, Nicole Farnsworth, and Donjeta Morina for KWN as part of an unpublished working paper entitled *Kosovo and the Care Economy*, parts of which were presented at the UBT conference on Gender Economics in 2015.

⁶⁶ EC, *Barcelona Objectives: The development of childcare facilities for young children in Europe with a view to sustainable and inclusive growth*, p. 5, at:

http://ec.europa.eu/justice/gender-equality/files/documents/130531_barcelona_en.pdf.

⁶⁷ Ibid.

⁶⁸ Ibid.

⁶⁹ Government of Kosovo, KAS, *Birth Statistics 2013, 2014, 2015 and Death Statistics 2013, 2014, 2015*. KWN calculated this by adding the number of births in Kosovo in 2013-2015 and subtracting the number of deaths in each age group in 2013 to 2015.

⁷⁰ Government of Kosovo, KAS, *Education Statistics in Kosovo 2015-2016*, Prishtina: 2016, p. 22, at: <https://ask.rks-gov.net/sq/statistikat-e-arsimit#>.

An estimated 264 children in this age group were enrolled in private childcare.⁷¹ As per the Barcelona Objectives target of 33%, this means that 24,309 children were without care.

The number of children ages three to six years old in 2015 was 94,723.⁷² At least 85,251 children in this age group should have childcare available. Only 24,043 children ages three to six were enrolled in public preschools and pre-primary education programs during the 2015-2016 academic year.⁷³ Approximately 1,090 additional children in this age group were enrolled in private childcare.⁷⁴ Therefore, 60,118 children ages three to six still need childcare according to the Barcelona Objectives.⁷⁵

Age Group	0-1	1-2	2-3	3-4	4-5	5-6 years olds		
Children in Kosovo	24,356	25,709	29,027	27,401	33,902	33,420		
Barcelona Objectives	33%			90%				
Minimum # of Children in Need of Care as per BO	8,037	8,484	9,579	24,661	30,512	30,078		
Children Enrolled in Public Education Programs	689		838	1,087	1,301	Preschool	Preprimary	
						1,313	20,342	
Children Enrolled in Private Education Programs	94		170	272	341	408	69	
Children Still in Need of Care as per BO	15,738		8,571	23,302	28,870	7,946		
						482	7464	
# of New Teachers	3,148		1,224	2,330	2,625	662		
New Salaries for Teachers Annually							€50,644,178	
State Income (Taxes) Annually							€2,266,702	

During the 2015-2016 school year, the ratio of students per teacher for children under age six was 9.9 students per teacher.⁷⁶ For children ages five to six in pre-primary education, the ratio was 22.4 students per teacher.⁷⁷ Notably, the present student-teacher ratios are not in line with the Administrative Instruction on Inclusion of Children in Preschool Institutions, which recommends two teachers for every ten children under three and two teachers for every twenty children ages three to six. Based on the maximum number of children per teacher allowed legally, KWN estimates that at minimum 9,989 new jobs would be created by opening new centres towards meeting the Barcelona Objectives.⁷⁸ Additional positions would be created for other care centre employees, as well as for preparation of food, cleaning, maintenance, and catering. Further, increased availability of childcare would enable more unpaid caretakers to actively seek employment in diverse occupations, decreasing unemployment and increasing women's labour market participation.

Using the Income Approach to calculate Gross Domestic Product (GDP), GDP would be increased by €50,644,178 annually.⁷⁹ The estimated contribution from taxes paid by persons newly employed by care centres would amount to approximately €2,266,702 annually.⁸⁰

⁷¹ Ibid, p. 60.

⁷² KWN calculations based on the Government of Kosovo, KAS, *Birth Statistics 2010, 2011, 2012 and Death Statistics 2010, 2011, 2012*.

⁷³ Government of Kosovo, KAS, *Education Statistics in Kosovo 2015-2016*, p. 22.

⁷⁴ Ibid, p. 60.

⁷⁵ Calculated by KWN as 85,251 minus (24,043+1,090).

⁷⁶ Government of Kosovo, KAS, *Education Statistics in Kosovo 2015-2016*, p. 53.

⁷⁷ Ibid.

⁷⁸ KWN calculations regarding the number of teachers needed was made based on the age groups within the Administrative Instruction, using the median number of children per educational group by age.

⁷⁹ KWN calculation based on the assumption that half of the teachers would have university degrees and be paid the same as public preschool teachers (€462 gross, €416.99 net) and half would be less qualified teaching assistants paid at the same wage as public preschool teaching assistants (€383 gross, €347.94 net). The average of these two numbers (€422.5 gross) was multiplied by 9,989 jobs.

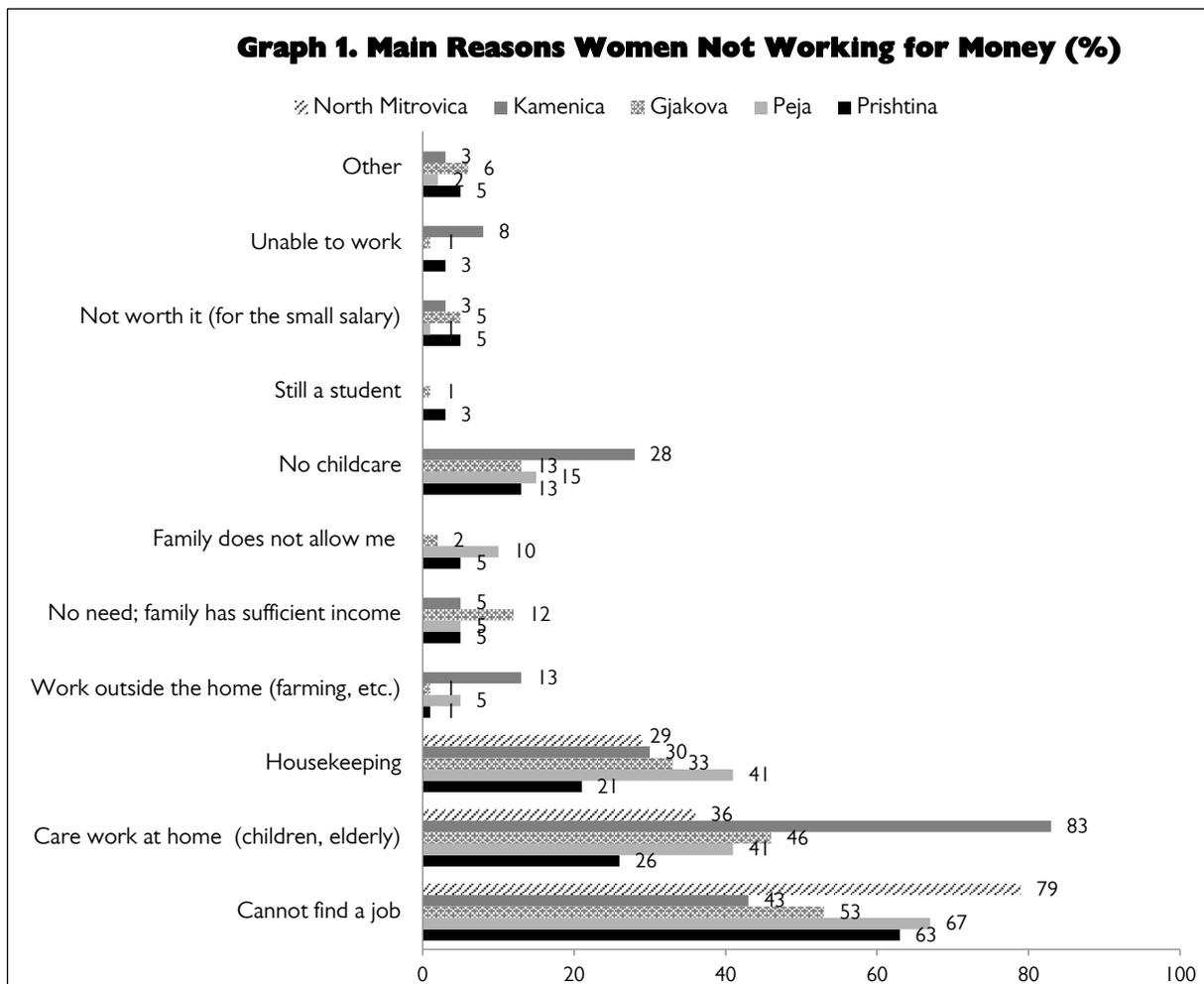
⁸⁰ KWN calculation made in accordance with official TAK instructions, at: <http://www.atk-ks.org/8285-2>.

Demand for Childcare among Unemployed Women

This section looks at demand for childcare among presently unemployed women. All of the randomly selected women respondents from five municipalities had children under age six. KWN only surveyed women who were unemployed, defined broadly as not working for their own income. Therefore, the sample included women who carried out unpaid work at home or contributed to their family businesses, but received no income themselves.

When asked to describe their current work status, most women (56%) said they currently carry out unpaid work at home, including childcare, care for the elderly, gardening, and housekeeping; 34% said that they are unemployed, but looking for a job; and 21% said that they are unemployed, but not looking for a job. Women in Prishtina (40%) and Gjakova (44%) were more likely to be looking for a job than women in Peja (22%) and Kamenica (10%).⁸¹ There was no significant difference by urban or rural location: 36% of women in urban areas were looking for a job compared to 30% in rural areas.⁸² Women with more years of schooling were more likely to seek work,⁸³ while women with two or more children were less likely.⁸⁴ Thus, having more children likely contributes to women being less likely to seek employment.

Women were asked to share why they were not working in a paid position, with the possibility of selecting more than one response (see Graph 1).



⁸¹ $P < 0.001$

⁸² $P = 0.18$

⁸³ $P < 0.01$

⁸⁴ $P < 0.001$

Their main reasons included: they have not been able to find a job (60%); care work at home (for children, elderly, persons with disabilities) (39%); and housekeeping work (cleaning, etc.) (29%). Further, 14% said that the lack of childcare contributed to their unemployment. Women in Prishtina were less likely to consider care work at home a reason for their unemployment.⁸⁵

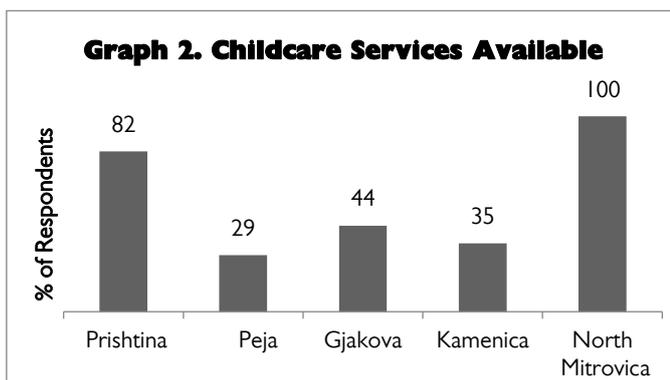
Women in Prishtina and Kamenica were less willing to use childcare than women in Peja and Gjakova: 21% in Prishtina and 23% in Kamenica said they would *not* consider using childcare services, compared to 6% in Peja and 12% in Gjakova.⁸⁶ Even so, the vast majority of women (85%) said that they would consider using childcare services.⁸⁷ Of the women who wanted to become involved in paid work, 88% said they would consider using childcare.⁸⁸ Of those who did not want to do paid work, 54% still would use childcare.⁸⁹ The most common reasons 76 women respondents would not use childcare were that they wanted to raise their children themselves (45%); they do not need it (41%); they do not trust childcare centres (17%); and childcare is too expensive (13%).

The average cost women felt childcare should be per child per month was €42 (see Table 3).⁹⁰ On average, Women with more children tended to believe that childcare should cost €5 less for each additional child per month. However, this was not statistically significant.⁹¹ The preferred average cost of childcare differed significantly by municipality.⁹² On average, women in Prishtina were willing to pay €52 per month, in Peja €38, in Kamenica €36, in Gjakova €29, and in North Mitrovica €21. On average, women in urban areas were willing to pay €8.50 per month more than women in rural areas.⁹³

In terms of availability, 58% of women said childcare services exist in their area. Women in Prishtina were more likely to have access to childcare services than women in Peja, Gjakova, and Kamenica (Graph 2).⁹⁴ This is unsurprising considering that the vast majority of childcare centres are in Prishtina.⁹⁵ Women in rural areas were less likely to have childcare available; only 19% of women in rural areas versus 83% in urban areas said that they could access childcare.⁹⁶ Overall, of the 205 women who did not have childcare available, 84% would consider leaving their child with a care centre if it was available. Similarly, of the 52 women in rural areas without childcare options, 85% would consider using childcare services if they were available.

Table 3. Opinion on Cost of Childcare per Month (€)

Municipality	Mean	SD	Median	Min	Max	N
Gjakova	29	14	25	10	100	108
Kamenica	36	20	30	25	150	38
North Mitrovica	21	8	20	0	30	14
Peja	38	13	35	20	100	110
Prishtina	52	18	50	20	150	219
Total	42	19	40	0	150	489



⁸⁵ $P < 0.001$

⁸⁶ $P = 0.001$

⁸⁷ 95% CI: 81%, 87%

⁸⁸ $N = 390/445$

⁸⁹ $N = 25/46$

⁹⁰ SD: 19; Median: 40; IQR: 30 – 50

⁹¹ 95% CI: -10, 0.3 €; $p = 0.06$

⁹² $P < 0.001$. There was no relationship between the cost of childcare and a respondent's years of schooling ($p = 0.80$) or age ($p = 0.11$).

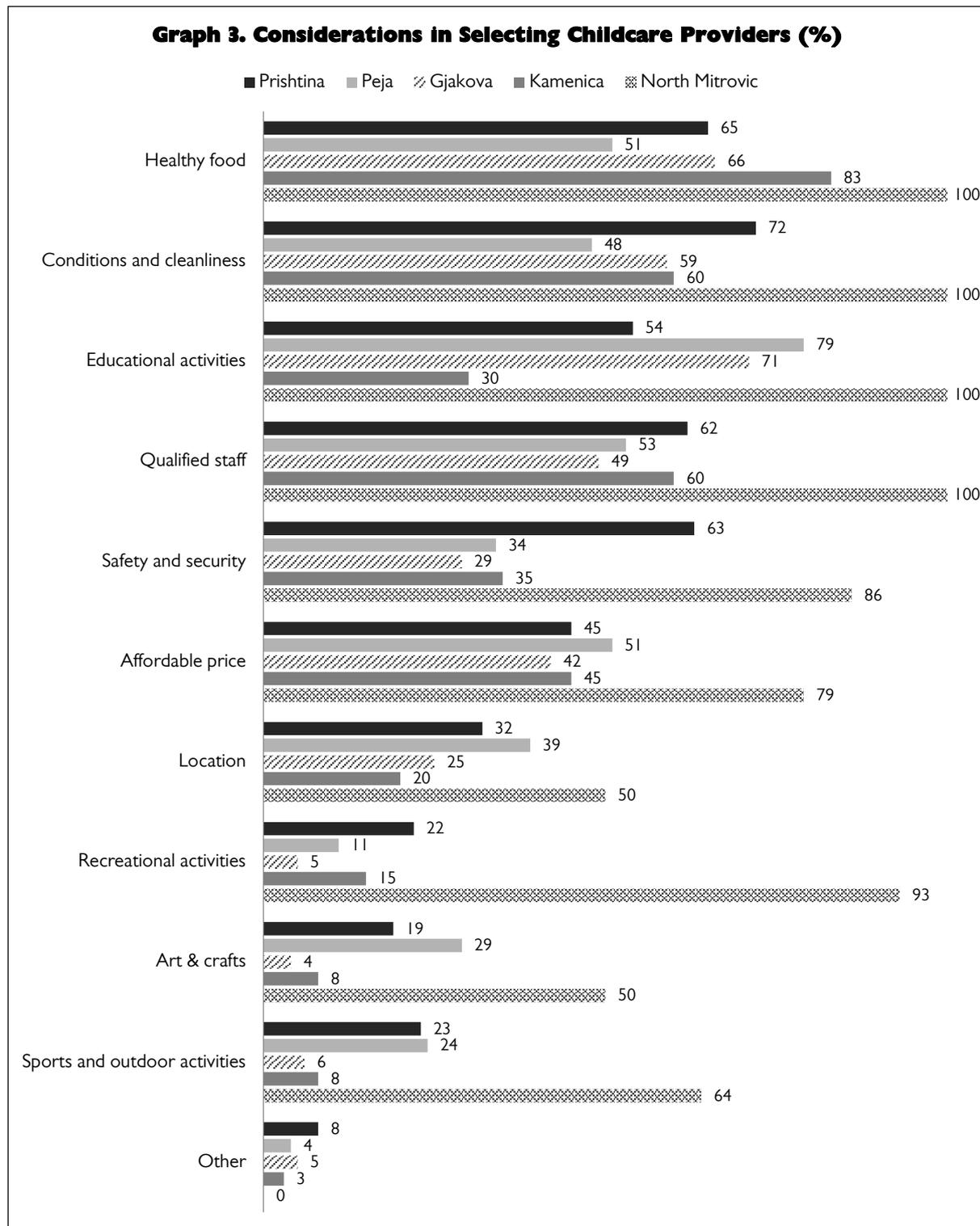
⁹³ 95% CI: 5, 12 €; $p < 0.0001$

⁹⁴ $P < 0.001$. In North Mitrovica, there were only 12 responses to this question, so no conclusions could be made, statistically speaking.

⁹⁵ MEST. For further details, please see the section on childcare centres below.

⁹⁶ $P < 0.001$

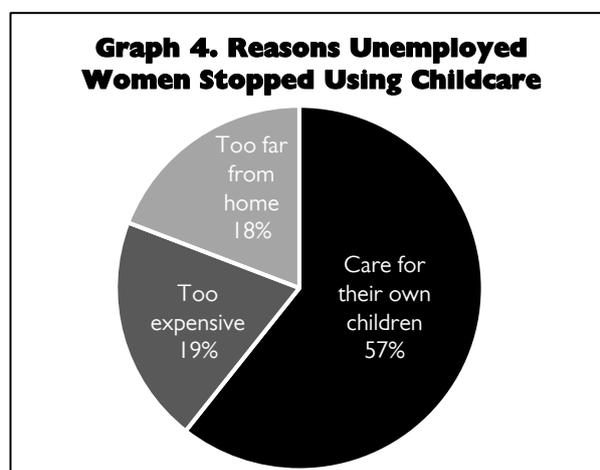
As Graph 3 illustrates, women’s most common considerations in selecting a childcare service were healthy food (65%), conditions and cleanliness (64%), educational activities (63%), qualified staff (58%), safety and security (47%), and affordable price (47%). Women with a child three to six years old were nearly twice as likely as women without children this age to mention arts and crafts as a priority.⁹⁷



⁹⁷ P = 0.03

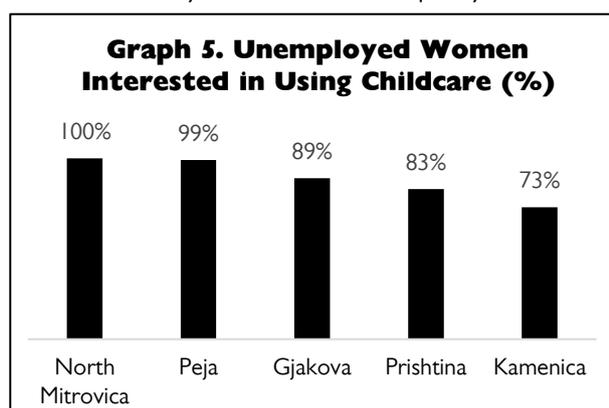
Only 20% of women respondents had used a childcare service previously. Slightly more than half were from Prishtina (56%).⁹⁸ Of the respondents who had paid for childcare, the median cost per month per child was €50.⁹⁹ The median cost in Prishtina was much higher than in other municipalities: €70.¹⁰⁰ Of the childcare service users, 88% were “satisfied” or “very satisfied” with the service. The twelve mothers who expressed dissatisfaction came from the municipalities of Peja and Prishtina. Their reasons for dissatisfaction included: unhealthy food; an unhygienic facility; poor educational program; and insufficient time for socialising with other children.

Of the 97 respondents who had ever used a childcare service, only 13 still used the service and eight of them lived in Prishtina. As Graph 4 illustrates, the most common reason for unemployed women to discontinue use of childcare services was because they wanted to care for their own children (57%). For 19% of women, childcare was too expensive, and 18% said that it was too far from home. Twelve women said that they discontinued use because their partner or family did not want them using childcare. Nine unemployed women said that they *never* used childcare *because* their partner did not want them to. Three more women said other family members did not want them to send children to care facilities. While this is a relatively small percentage of unemployed women (5%), it suggests that social pressure for women to remain home with their children exists in some families. If women are unemployed, families may not see the economic value to the household in paying for childcare services. From this perspective, the misconception that childcare should be paid from mothers’ salaries may arise, though, as mentioned, according to Kosovo law women and men have an equal responsibility to care for children.



Of the unemployed women who had never used a childcare service, 92% said it was because they cared for their own children,¹⁰¹ and 35% said it was because no childcare services were available in the area. Women could select multiple reasons. Women in Peja (58%), Gjakova (64%), and Kamenica (50%) were more likely to say that no childcare services were available than women in Prishtina (5%).¹⁰²

Overall, 88% of unemployed women said that if they had access to quality, affordable childcare, they would send their children.¹⁰³ As Graph 5 illustrates, all women in North Mitrovica, 99% of women in Peja, 89% of women in Gjakova, 83% of women in Prishtina, and 73% of women in Kamenica were interested in sending their children to childcare. There was no difference in women’s willingness according to their age, education, rural/urban location, or number of children. Women who had children in the sixth grade or older (11-12 years) were 60% less likely to use childcare services.¹⁰⁴ Probably women did not consider services



⁹⁸ That is, 55 of 97 respondents.

⁹⁹ IQR €35 – €80

¹⁰⁰ IQR: €50 – €90

¹⁰¹ In total, 363 of 394 respondents.

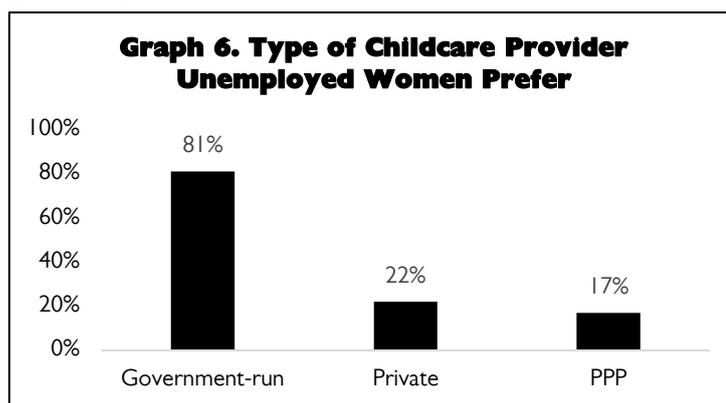
¹⁰² $P < 0.001$

¹⁰³ 95% CI: 84%, 90%

¹⁰⁴ $P < 0.001$

necessary because for this age group children could care for themselves.

In total, 81% of all unemployed women surveyed would prefer to send their children to a government-run childcare centre, 22% preferred privately run centres, and 17% would use care centres involving Public-Private Partnerships (PPPs) (see Graph 6).¹⁰⁵ Respondents could select more than one option. However, 64% of unemployed women *only* use government-run childcare facilities. Perhaps this could be understood



partially in the context of Kosovo's socialist era when the state provided free childcare to all. Based on their prior lived experience, women may expect that such services should be provided by the State, and cost less than private care as well. According to public officials, parents prefer government-run childcare centres because they have greater public oversight, lower prices, better monitoring of teachers, and quality food.¹⁰⁶

Unemployed women overwhelmingly expressed interest in working in a paid position (91%).¹⁰⁷ In addition, 91% of unemployed women also said that if they could send their children to childcare, they would seek paid work. Further, of the 106 women who described their current status as unemployed, but *not* looking for a job, 75% said they would seek work in a paid position if childcare was available. This provides strong evidence that making childcare more accessible will contribute to more women seeking employment, *even if* they were disinterested in seeking work before. The likelihood of women wanting to work decreased with the number of children they had and increased with years of schooling completed.¹⁰⁸ Of the women who want to become involved in paid work, 71% want to work for an employer outside their family, 16% wanted to start their own business, and 12% want to work for their family's business.

Demand for Childcare among Employees

In total, 519 employees (64% women, 36% men) participated in the survey.¹⁰⁹ On average, respondents with children had 1.8 children. The most children any employee had was four. Of the 355 employees with children, half had at least one child age three to six years old who was not yet in primary school. One-third had a child age six months to three years old.

Current Childcare (3 to 6 year olds)

For employees with a child age three to six years old, 52% sent their child to a private (20%) or public care centre (32%), and 46% had a family member care for their child.¹¹⁰ Most respondents said grandparents care for the child (37%). Fewer respondents (18%) had mothers care for the child, 7% had fathers care for the child, and 11% had other family members provide childcare. Only a few

¹⁰⁵ This question was answered by all respondents. Examining only women interested in childcare, percentages are comparable to the broader sample: 80% (342/430) preferred government, 23% private, and 17% PPPs.

¹⁰⁶ KWN interviews with public officials, 2016. MEST officials also noted that private centres tend to be more expensive, and few parents can afford them (KWN, *Budgeting for Better Education*, Prishtina: KWN, 2016).

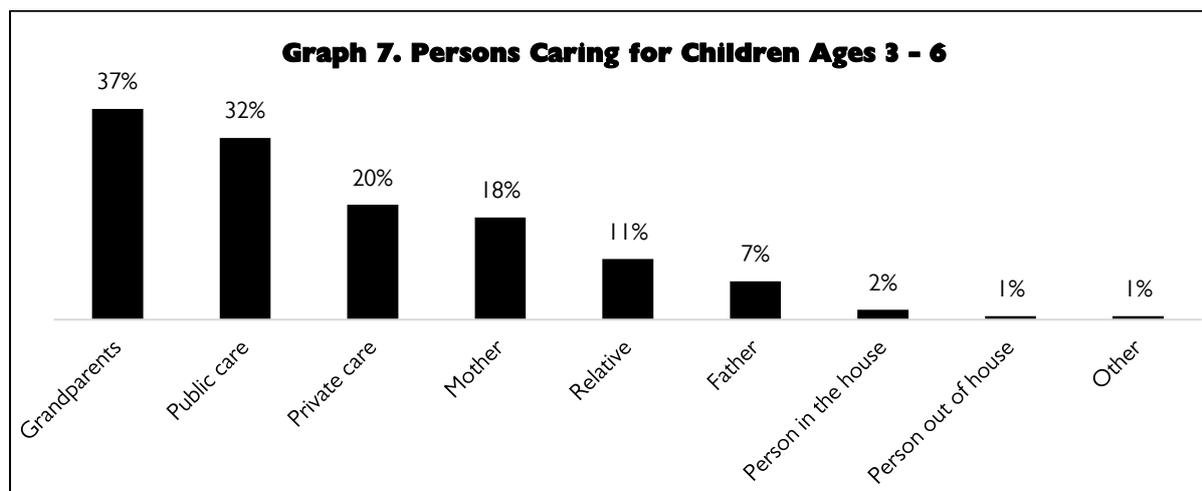
¹⁰⁷ N = 445/491; 95% CI: 88%, 93%

¹⁰⁸ P = 0.01 and p = 0.02, respectively. Of the 46 women who said that they would not start working if childcare was available, approximately half resided in a rural area (n = 22/46, 48%).

¹⁰⁹ For further information about the sample and sampling methodology please see Annex 2.

¹¹⁰ Note that the total sums to more than 100% as respondents could select more than one option.

respondents had sitters care for the child inside or outside their home. Thus, nearly half of employees rely primarily on family members' unpaid labour for childcare.



The cost of care for children ages three to six ranged from €20 to €300 maximum per child per month, depending on the municipality and whether the employee used a private or public centre. The median cost per month was €65.¹¹¹ Private care, on average, cost €43 more per month than public care.¹¹² The difference in cost was most noticeable in Prishtina. Both private and public childcare in Prishtina cost substantially more than other municipalities.¹¹³ Public childcare reportedly cost less per month on average in Leposavic (€32), Zvecan (€32), and Gjakova (€36) municipalities than in other municipalities. Interestingly, in Gjakova, employees reported that private childcare cost less (€33) than public childcare (€36).

Table 4. Cost of Private Childcare per Month (€) For Children Age 3-6

Municipality	Mean	SD	Median	Min	Max	N
Fushe Kosovo	64	16	63	50	80	4
Gjakova	33	29	50	0	50	3
Peja	58	12	60	30	70	8
Prishtina	98	52	100	50	300	21
Total	80	46	73	0	300	36

Table 5. Cost of Public Childcare per Month (€) For Children Age 3-6

Municipality	Mean	SD	Median	Min	Max	N
Fushe Kosovo	50		50	50	50	1
Gjakova	36	1	36	35	36	4
Leposavic	32	6	30	20	50	17
Mitrovica	40	0	40	40	40	9
Peja	40	5	40	35	50	7
Prishtina	50	0	50	50	50	4
Zubin Potok	40	5	40	30	50	8
Zvecan	32	4	30	30	40	6
Total	37	7	40	20	50	57

When discussing the level of satisfaction that respondents have with the form of childcare they use, it should be born in mind that people's own perception of quality can be shaped by their own experiences.¹¹⁴ Perception of quality does not necessarily mean that quality exists. Most respondents were satisfied (40%) or very satisfied (46%) with their care option. There was no difference in the level of satisfaction based on a respondent's gender.¹¹⁵ Of the 26 respondents who were dissatisfied, 42% had grandparents as the care taker, 33% used public care, and 20% used private care. The most common reasons for dissatisfaction were: the program (8, 31%); the parent caring for the child would

¹¹¹ IQR: 50 – 100 €

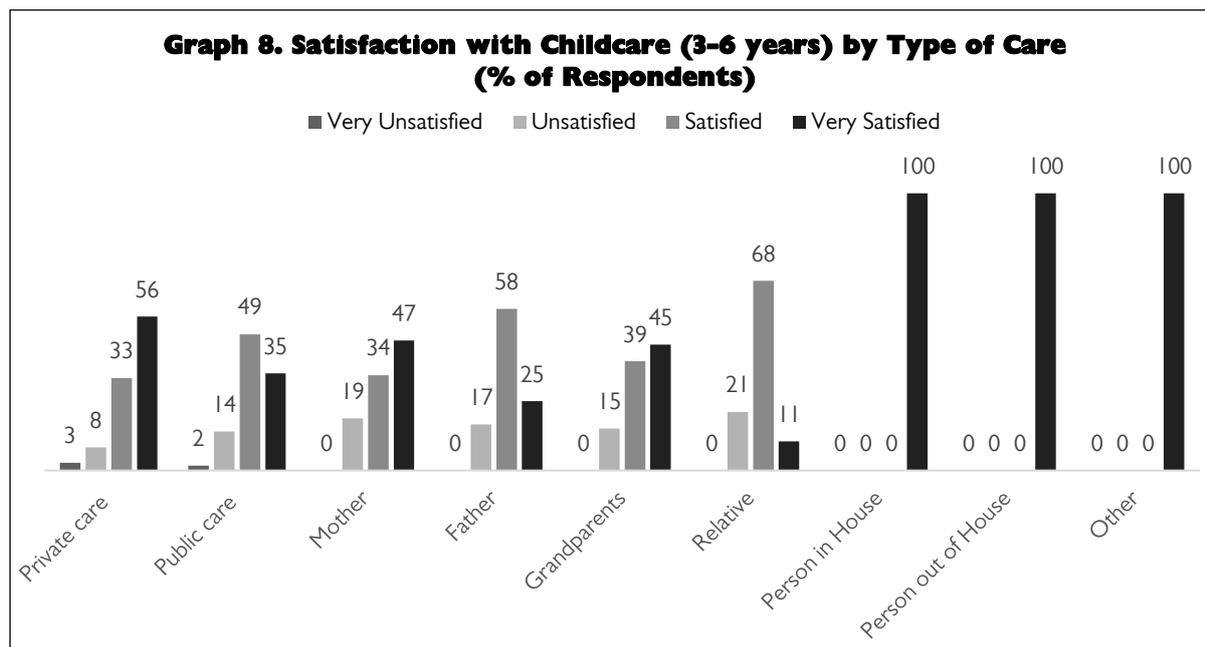
¹¹² 95% CI: 30, 55 € more; p<0.001. For preschool children, 3-6 years old, only 36 employees said they used private care: 21 in Prishtina, eight in Peja, four in Fushe Kosovo, and three in Gjakova.

¹¹³ While there were 119 respondents from Kamenica, only 17 (6%) had a child six years old or younger. Therefore, no meaningful results could be reported.

¹¹⁴ Comment made by peer reviewer on draft report.

¹¹⁵ P = 0.53

prefer to work (7, 27%); and the quality of food (6, 23%). Of the eight who were dissatisfied with public care, four said that it was because of the educational program, and six said they did not like the quality of food.¹¹⁶



Employees using childcare in Gjakova and North Mitrovica seemed less satisfied than persons using childcare in Prishtina (see Table 6).¹¹⁷

Table 6. Satisfaction with Childcare (3 to 6 years)

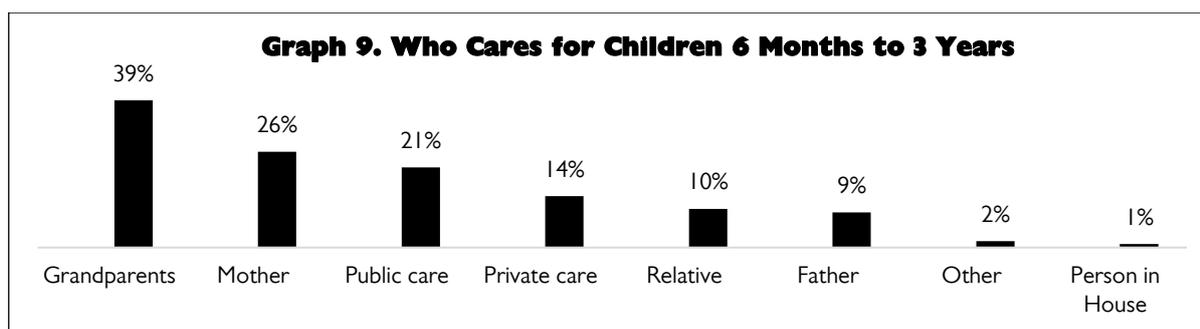
Municipality	Very Unsatisfied		Unsatisfied		Satisfied		Very Satisfied		Total N
	N	R%	N	R%	N	R%	N	R%	
Fushe Kosovo	0	0.0	0	0.0	1	11.1	8	88.9	9
Gjakova	0	0.0	6	27.3	8	36.4	8	36.4	22
Kamenica	0	0.0	0	0.0	1	12.5	7	87.5	8
Leposavic	0	0.0	4	19.0	7	33.3	10	47.6	21
Lipjan	0	0.0	0	0.0	0	0.0	1	100.0	1
North Mitrovica	1	7.1	3	21.4	9	64.3	1	7.1	14
Peja	1	2.9	5	14.3	11	31.4	18	51.4	35
Prishtina	0	0.0	4	9.8	13	31.7	24	58.5	41
Zubin Potok	0	0.0	1	5.6	17	94.4	0	0.0	18
Zvecan	0	0.0	1	10.0	4	40.0	5	50.0	10
Total	2	1.1	24	13.4	71	39.7	82	45.8	179

Current Childcare (6 months to 3 years)

For employees who had younger children, ages six months to three years, 35% had their child in private (14%) or public care (21%); 39% had grandparents care for the child; and 26% had a mother caring for the child (Graph 9). Respondents could select more than one option. Others had relatives (10%), the father (9%), or others care for the child. Thus, among children of younger ages, 63% of employees relied on family members' unpaid labour for childcare.

¹¹⁶ Respondents could provide more than one response.

¹¹⁷ $P < 0.01$



Notably, KWN only interviewed persons working for larger employers. Parents working in smaller enterprises, family businesses, and the informal economy where labour is not registered may use other forms of childcare, such as unregistered childcare centres. One may hypothesize that parents working in smaller businesses may make less money, and thus may depend more on family members to provide unpaid childcare.¹¹⁸ However, further research is needed on forms of childcare used by persons in smaller enterprises, family businesses, or working informally.

The cost of care for younger children ranged from €20 to €110 maximum per child per month, depending on the municipality and private or public care (see Tables 7 and 8).

Table 7. Cost of Private Childcare per Month (€)

Municipality	Mean	Sd	Median	Min	Max	N
Fushe Kosovo	75		75	75	75	1
Gjakova	70	28	60	50	110	4
Lipjan	90		90	90	90	1
Peja	63	10	65	50	70	4
Prishtina	96	12	100	75	110	6
Total	79	21	75	50	110	16

Table 8. Cost of Public Childcare per Month (€)¹¹⁹

Municipality	Mean	Sd	Median	Min	Max	N
Gjakova	36	1	36	35	36	4
Kamenica						1
Leposavic	27	5	30	20	30	6
Lipjan	50		50	50	50	1
Mitrovica	40	0	40	40	40	8
Zubin Potok	50		50	50	50	1
Zvecan	45	10	40	40	60	4
Total	38	9	40	20	60	25

The median cost per month for care was €40.¹²⁰ While this may seem to suggest that care for younger children tends to be less expensive than for older children, the average cost of childcare is roughly similar. As for preschool age children, private care on average costs €42 more than public care.¹²¹ Also similarly, private care per month per child in Prishtina tends to cost more on average (€96) than in other municipalities.

The cost of care for younger children ranged from €20 to €150 maximum per child per month, depending on the municipality and whether the employee used a private or public care centre. The median cost per month for care was €40.¹²² Similar as for older children, private care on average costs €42 more than public care.¹²³ Also similarly, private care per month per child in Prishtina on average (€96) tended to cost more than in other municipalities.

¹¹⁸ KWN could not locate data on the average salary for different sized businesses, which would provide evidence in this regard.

¹¹⁹ Only one person in Kamenica reported using public care, but provided no cost information. There were 21 employees with toddlers in Prishtina, but none reported using public care.

¹²⁰ IQR: 40 – 70 €

¹²¹ 95% CI: 32, 51 € more; $p < 0.001$

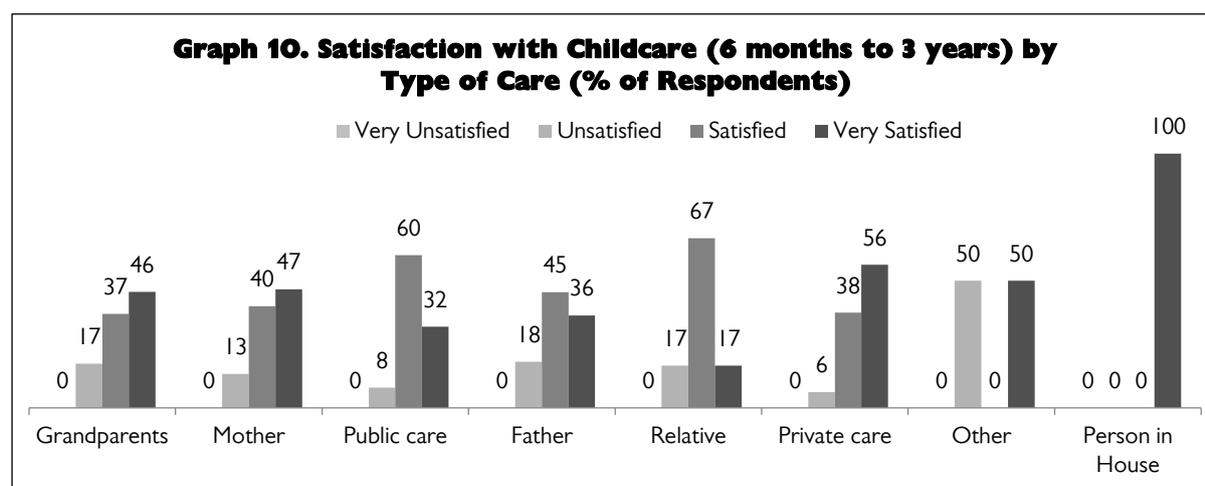
¹²² IQR: 40 – 70 €

¹²³ 95% CI: 32, 51 € more; $p < 0.001$

Municipality	Mean	Sd	Median	Min	Max	N
Fushe Kosovo	75		75	75	75	1
Gjakova	70	28	60	50	110	4
Lipjan	90		90	90	90	1
Peja	63	10	65	50	70	4
Prishtina	96	12	100	75	110	6
Total	79	21	75	50	110	16

Municipality	Mean	Sd	Median	Min	Max	N
Gjakova	36	1	36	35	36	4
Kamenica						1
Leposavic	27	5	30	20	30	6
Lipjan	50		50	50	50	1
Mitrovica	40	0	40	40	40	8
Zubin Potok	50		50	50	50	1
Zvecan	45	10	40	40	60	4
Total	38	9	40	20	60	25

Most employees were satisfied (40%) or very satisfied (46%) with their care option.¹²⁵ Of those who were dissatisfied, 50% had the grandparents as the care taker, 25% had the mother as the care taker, and 19% used public or private care.



More employees in North Mitrovica (29%), Gjakova (16%), and Prishtina (14%) were dissatisfied with childcare provided than were employees in other municipalities (see Table 11).¹²⁶ The most common reasons respondents expressed dissatisfaction with their childcare provider were that children did not socialize enough with others (9, 35%), the poor educational program offered by the provider (8, 31%), the parent caring for the child would prefer to be employed (7, 27%), and the quality of food (6, 23%). Of the eight respondents dissatisfied with grandparents watching children, six (75%)

Municipality	Dissatisfied		Satisfied		Very Satisfied		Total
	N	R%	N	R%	N	R%	
Fushe Kosovo	1	20	1	20	3	60	5
Gjakova	3	15.8	6	31.6	10	52.6	19
Kamenica	1	12.5	2	25	5	62.5	8
Leposavic	1	7.7	8	61.5	4	30.8	13
Lipjan	0	0	1	33.3	2	66.7	3
Mitrovica	4	28.6	9	64.3	1	7.1	14
Peja	2	8	10	40	13	52	25
Prishtina	3	14.3	4	19	14	66.7	21
Zubin Potok	0	0	4	100	0	0	4
Zvecan	1	20	2	40	2	40	5
Total	16	13.7	47	40.2	54	46.2	117

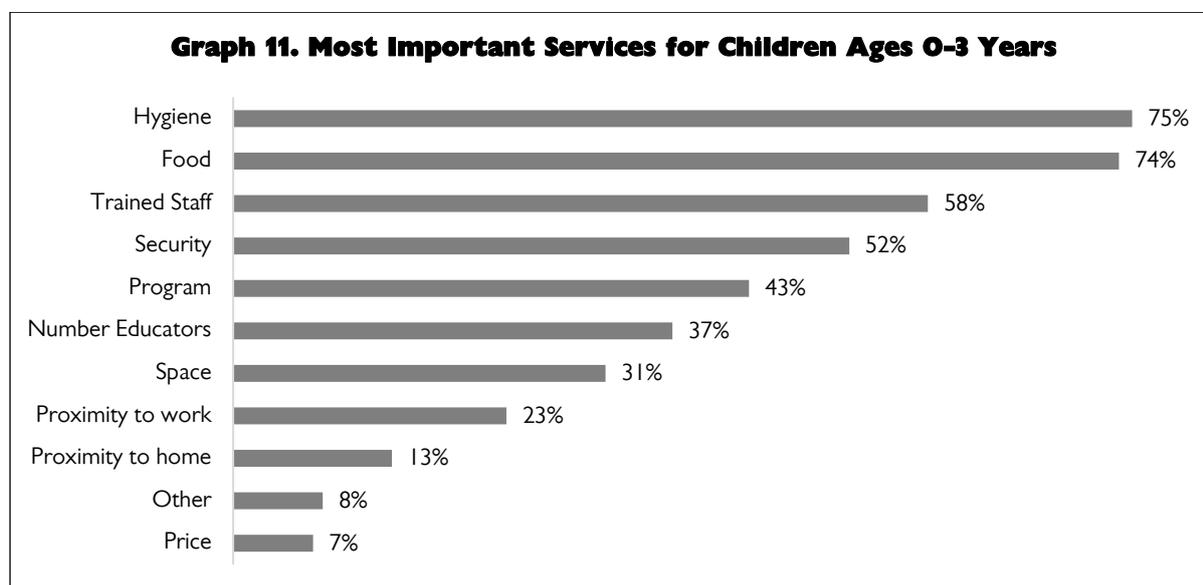
¹²⁴ One person in Kamenica reported using public care, but provided no cost information. There were 21 employees with toddlers in Prishtina, but none reported using public care.

¹²⁵ There was no difference in satisfaction based on respondents' gender or municipality ($p = 0.83$).

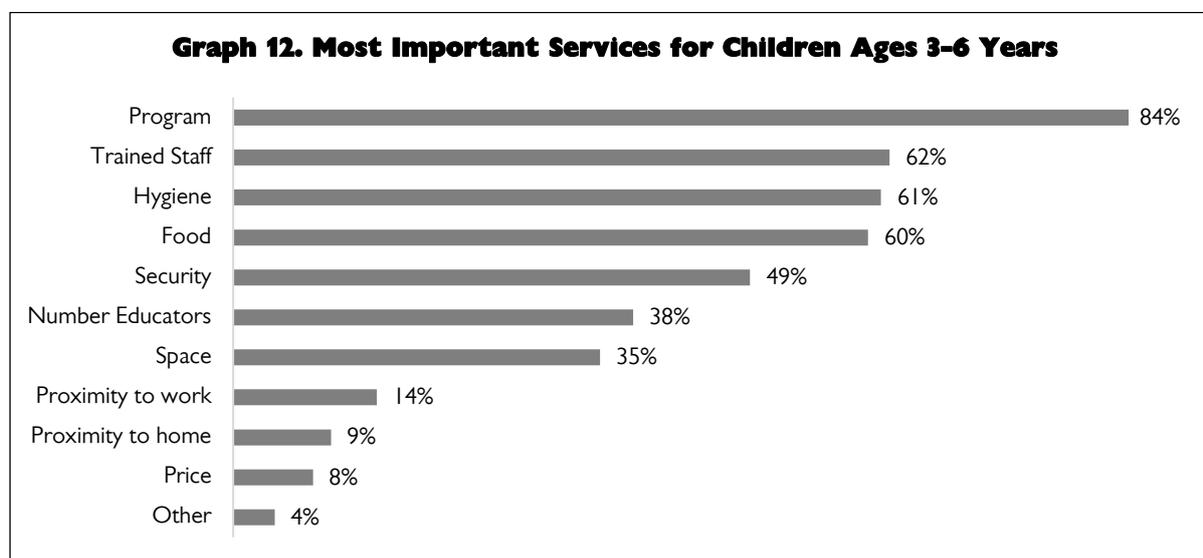
¹²⁶ No respondents said that they were "very dissatisfied."

Most Important Services for Childcare

Employees with children of all ages felt similarly about what they considered the most important childcare services. For parents of younger children, the most important aspect was hygiene (75%), followed by food (74%) and trained staff (58%), as Graph 11 illustrates.



For children three to six years old, the most important features for most parents were the educational program (84%), trained staff (62%), and hygiene (61%). Few working parents said that the price of care was an important consideration.



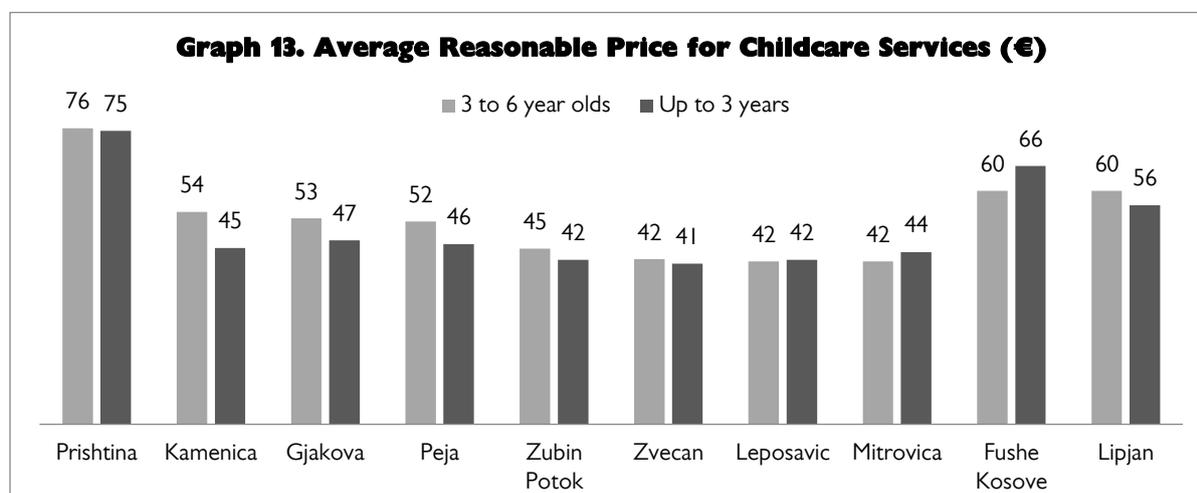
Reasonable Price for Childcare Services

On average, employees were willing to pay €50 (€48-53) for childcare services for a child under three years old and €54 (€52-57) for three to six year olds.¹²⁷ Employees without children were

¹²⁷ P < 0.001. The median monthly price employees felt was reasonable for children under four was €50 (IQR: €35 - €50). For preschool it was €50 (IQR: €40-60).

willing to pay more; on average, they felt that €59 was reasonable compared to €53 for those with children.¹²⁸

Expectations regarding prices were significantly different by municipality.¹²⁹ As Graph 13 illustrates, employees in Prishtina were willing to pay more for childcare services; on average, employees felt €76 was a reasonable price for children ages three to six;¹³⁰ and €75 was reasonable for children ages six months to three years.¹³¹



One may hypothesize that parents in Prishtina, particularly in larger companies, may have a higher salary, on average, than persons in other municipalities. This may make them more willing and able to pay more for childcare. Parents in Prishtina also may be aware that the market price for childcare tends to be more expensive, and therefore they would not be able find quality care at lower prices.

Employers' Interest in Supporting Childcare Services

Within the targeted municipalities, KWN focused on 61 larger employers that may be interested in developing childcare facilities or contributing financially to childcare for their employees.¹³² Considering women's low employment rates in Kosovo overall, KWN asked companies why they do not hire more women: 44% said "this type of work is not meant for women (e.g., too physical)." This adds validity to KWN's prior survey of 400 randomly selected employers in Kosovo, in which 47% did not employ women for the same reason.¹³³ Alternatively, 36% of employers interviewed through this research did not know why they did not employ more women. One did not want to pay for maternity leave. KWN's prior research has found that discrimination against women in hiring exists among employers as they do not want to take the chance of having to pay for maternity leave.¹³⁴ No employers said "women have to take care of children so they cannot work."

Nearly all employers (97%) said that no employees had left in the last five years *because* they needed to care for their children. However, the fact that 52% of employers did not know if their

¹²⁸ P = 0.01. There was no difference in preference among women and men (P = 0.48) or among persons with children under three years old (P = 0.92)

¹²⁹ P < 0.001

¹³⁰ 95% CI: 69, 82 €

¹³¹ 95% CI: 69, 81 €

¹³² The median number of employees was 12 (IQR: 7-26). The median number of women employees was five (IQR: 2-13) and six for men employees (IQR: 3-14). Averages of women and men workers were skewed because one employer was extremely large. For more information, see Annex 6.

¹³³ KWN, *Striking a Balance*, p. 14.

¹³⁴ Ibid.

employees were parents with children under 13 years old may mean that they may not have known if this was a reason for an employee leaving.¹³⁵ The general lack of knowledge of employees' childcare needs could undermine any potential interest in supporting childcare for employees.

Only six employers (10%) thought if there were more affordable childcare options available in the area, they would have more, better qualified workers for hire. Only four employers (7%) expressed interest in establishing a childcare facility just for their workers, and five (8%) said they would be interested in establishing a joint childcare facility shared with other nearby businesses. Five employers (8%) were interested in co-financing future childcare for workers if a donor would support the start-up costs. Five (8%) were interested in co-financing future care for workers' children as part of a PPP if the local government was interested.¹³⁶ An additional 22 employers (36%) did not know if they would be interested in co-financing a PPP for childcare or not. Nine employers (15%) were willing to co-finance construction or renovation of a care centre, perhaps together with other businesses. An additional 11 employers (18%) were unsure if they would be willing to provide such co-financing, and perhaps could be convinced.

When given the example of Raiffeisen bank's childcare facility (Box 1), only three employers (5%) said they would consider offering their employees a similar benefit, ranging from €3 to €20 per month per child. Additionally, nine employers (15%) did not know if they would consider offering a service like Raiffeisen's.

Considering the fact that several employers lack knowledge about their employees' childcare needs and are indecisive about potentially co-financing childcare, opportunities may exist to persuade them to support childcare through future discussions and the provision of evidence that investing in childcare can help their businesses.

Box 1. Case Study: Raiffeisen Bank Believes Subsidizing Childcare Has Multiple Benefits

In Prishtina, Raiffeisen Bank has provided a unique benefit for its workers since 2008. Via a competitive procurement process, Raiffeisen contracted a private care centre to care for its employees' children. All workers can send their children to this centre, and the bank pays 60% of the total monthly fee while the parent pays the remaining 40%. The centre cares for children ranging from nine months to six years. The care centre is privately managed and operated. According to Raiffeisen Bank, they have not had any cases of employees leaving work due to care responsibilities. They attribute this to the fact that all employees with children have a childcare solution. All workers can monitor the work of the care centre, using cameras, which makes them confident that their children are safe. As a result, the workers miss fewer days at work, and their performance and productivity have improved. For these reasons, Raiffeisen representatives do not consider support to childcare a cost, but rather an investment in keeping and maintaining staff, as well as enhancing their productivity.

¹³⁵ Of the 29 employers who knew their employees had children, on average, they said 26% of employees had children under 13 years old.

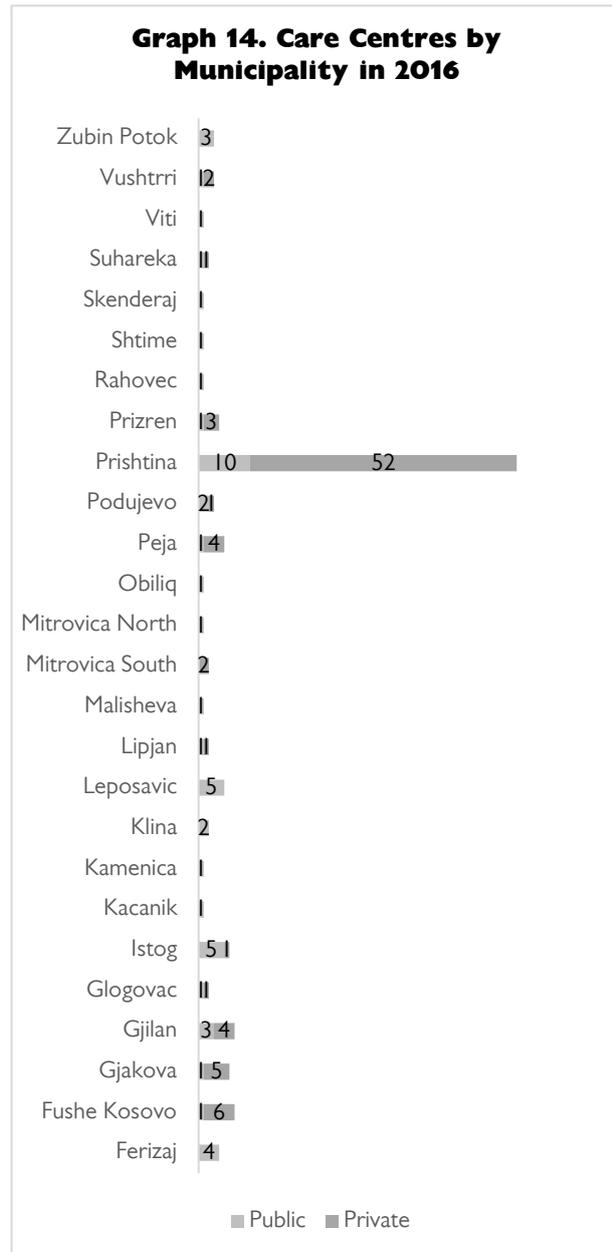
¹³⁶ There was no association between the size of company and the level of interest in becoming involved in a PPP ($p = 0.89$).

Services Available from Childcare Centres

As mentioned, in Kosovo all childcare facilities, public or private, must be registered and offer preschool education programs. As of 2016, MEST has licenced 74 private preschool institutions for children ages six and under.¹³⁷ For the 2015-2016 school year MEST had 41 registered public preschools.¹³⁸ KWN identified additional centres, bringing the total to 134. As Graph 14 illustrates, most childcare centres are located in the Municipality of Prishtina (62), of which only two are located in rural areas (Besi and Ajvali). Twelve municipalities seem not to have any registered childcare services available: Decan, Dragash, Hani i Elezit, Graçanica, Junik, Klllokot, Mamushe, Novo Brdo, Partesh, Ranillug, Zvecan, and Shterpcë. Most care centres are located in urban areas; very few exist in small cities or rural areas. An interesting, exceptional municipality is Istog, which has six public preschools, all but one of which are located in a rural area.¹³⁹ While time restraints prevented further inquiry, it could offer an interesting example of how municipal institutions have made childcare a priority and budgeted for it. The extent to which improved childcare availability has facilitated women's increased labour force participation also could be of interest.

Other forms of informal childcare may exist, including unregistered care centres.¹⁴⁰ UNICEF is supporting nine early childhood development community-based childcare centres that operate part-time within local public schools, but are managed by civil society organizations (CSOs) in rural areas of Mitrovica South (two), rural Vushtrri (three), rural Zvecan (two), rural Zubin Potok, and rural Leposavic.¹⁴¹

Save the Children also has supported part-time childcare centres within schools in Broboniq and Vernica villages in Mitrovica, Zajm in Klina, and Junik.¹⁴²



¹³⁷ MEST document provided to KWN, September 2016.

¹³⁸ Data from MEST, Department for Preschool Education.

¹³⁹ According to Mr. Agim Haxhiu, Director of the Directorate of Education and Culture in Istog, as of October 2015 the Municipality only funded five public care centres, located in the city of Istog.

¹⁴⁰ KWN did not examine these thoroughly because since they are unregistered, they were difficult to locate. Their phones did not always work, and they did not respond to emails. Indeed, the very nature of unregistered work could mean that centres may be concerned to respond to any inquiries.

¹⁴¹ The program began in 2011 with four centres (two in the North and two in the South). An additional five centres opened in 2014. The CSOs managing centres in the south are the Center for Democratization Civil Society and in the North NGO Santa Marija manages the centres (email correspondence with UNICEF, 11 Oct. 2016).

¹⁴² Email correspondence, 9 Oct. 2016.

KWN primarily interviewed private childcare. Since most facilities exist in Prishtina, they comprised the majority of centres interviewed. Further, KWN hypothesized that given the fact that many people commute to Prishtina for work, they may choose to leave their children at centres in Prishtina rather than within their home municipalities. However, according to the centres interviewed, children seemed to travel from the same town (78%), neighbourhood (57%), and/or another town in the same municipality (47%). Only 8% said children come from another town in a different municipality.

The 49 childcare centres interviewed had 71 children on average.¹⁴³ The total capacity of the centres, on average was, 87 children (see Table 12). The largest centre could care for up to 300 children.¹⁴⁴ More than a quarter of centres (29%) had 21-40 children. Approximately a fifth of centres had more than 100 children. Leposavic and Prishtina had more facilities accommodating more than 100 children than did other municipalities.

Table 12. Number of Children at Care Centres Interviewed by Municipality

Nr. of Children	Gjakova		Leposavic		Peja		Prishtina		Zubin Potok		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
5-20	3	21.4	1	20.0	0	0	1	5.0	1	33.3	6	12.2
21-40	4	28.6	0	0.0	2	28.6	7	35.0	1	33.3	14	28.6
41-60	2	14.3	0	0.0	3	42.9	4	20.0	0	0	9	18.4
61-80	1	7.1	0	0.0	1	14.3	3	15.0	0	0	5	10.2
81-100	2	14.3	1	20.0	0	0	2	10.0	0	0	5	10.2
>100	2	14.3	3	60.0	1	14.3	3	15.0	1	33.3	10	20.4
Total	14	100.0	5	100.0	7	100	20	100.0	3	100.0	49	100.0

Since mothers have informed KWN anecdotally that identifying locations for childcare for infants under age one can present a significant challenge, KWN asked care centres whether they offered this service. Approximately 69% of centres said that they take infants under one. Overall, the youngest children centres will take are less than or equal to three months (8% of centres), six months (31%), nine months (22%), or ten months (8%) old. Just under one-fourth of centres only take children three years or older (22%). The small percentage of centres taking infants under three months (8%) or even under six months (31%) can present a challenge for working mothers seeking to return to work. While this should not be the responsibility of the mother, Kosovo's presently discriminatory maternity and paternity provisions within the Law on Labour, only foresee that women can take time off to care for their children. For many reasons elaborated elsewhere,¹⁴⁵ this can hamper women's access to employment. Indeed, KWN has found that the longer women stay on maternity leave, the less likely they are to return to work.¹⁴⁶

The care centres interviewed differed substantially in the number of employees that they had, from only one to 60 (Table 13). On average, centres had 14 employees, though the average number of employees differed by municipality. Centres in northern Kosovo (e.g., Leposavic and Zubin Potok) tended to have more employees than other centres.

Table 13. Number of Employees in Childcare Centres

Municipality	Mean	SD	Median	Min	Max	N
Gjakova	8	9	6	1	34	14
Leposavic	33	19	34	5	56	5
Peja	16	20	10	5	60	7
Prishtina	11	8	9	4	30	20
Zubin Potok	21	21	10	8	45	3
Total	14	14	8	1	60	49

¹⁴³ SD: 56; Median: 50; IQR: 30 - 90

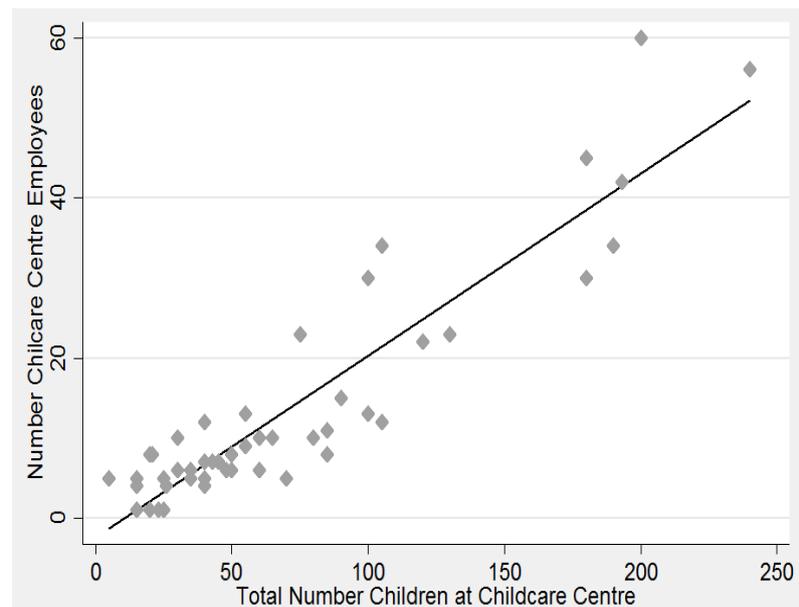
¹⁴⁴ SD: 59; Median: 70; IQR: 40-120

¹⁴⁵ Please see KWN, *Striking a Balance*.

¹⁴⁶ For further details, see KWN, *Striking a Balance*.

On average, for every 10 additional children that attend a centre, the centre has two additional employees.¹⁴⁷ For children under age three, on average there are ten children for every teacher. Centres in Gjakova (average ratio 12:1) and Leposavic (16:1) had more children per teacher than Prishtina (8:1) and Peja (7:1).¹⁴⁸ Most care centres have more than the number of children per teacher foreseen by the Administrative Instruction on the Inclusion of Children in Pre-school Institutions, which suggests that two teachers should have a maximum of twelve students (or six per teacher).¹⁴⁹

Graph 15. Teacher-Student Ratio in Childcare Centres



For children over age three, on average there are 12 children per teacher. Centres in Leposavic on average had 22 children for every teacher compared to ten in Prishtina and seven in Peja.¹⁵⁰ The Administrative Instruction foresees that two teachers will have a maximum of 23 children ages three to six, or 12.5 children per teacher.

In 75% of centres, all employees worked full-time. In the other 12 centres, 67% of centres had ≥80% of employees working full-time. One centre had only part-time employees. In 71% of the centres, 90% or more of the employees were women. This is unsurprising considering that care work tends to be performed primarily by women worldwide, due to traditional gender roles.¹⁵¹

Childcare Centre Operating Hours

Most centres (85%) are open five days a week; 14% were open six days. Centres tended to open between 6:00-6:30 a.m. (41%) and 7:00 a.m. (33%) in the morning.¹⁵² Centres close between 16:00-16:30 (27%), 17:00-17:30 (33%), and 18:00-18:30 (20%), with the earliest closing at 12:00 and latest closing at 20:00. Sixteen centres (33%) closed during August and February. The unavailability of childcare during summer months has posed an issue particularly for working women.¹⁵³

¹⁴⁷ 95% CI: 1.9, 2.3; p<0.001

¹⁴⁸ P < 0.01

¹⁴⁹ MEST, Administrative Instruction No. 6/2008 for Children Inclusion in Preschool Institutions in Kosovo.

¹⁵⁰ P = 0.001

¹⁵¹ Branch, Kathryn, "Are women worth as much as men?: Employment Inequities, Gender Roles, and Public Policy," at: <http://scholarship.law.duke.edu/cgi/viewcontent.cgi?article=1205&context=djglp>.

¹⁵² The earliest a centre opened was 5:00 a.m. and the latest a centre opened was 9:00 a.m.

¹⁵³ Women in the Municipality of Kamenica, for example, have requested that the municipality address this issue (KWN interview with municipal officials, 2016).

The Price of Childcare

The fees charged for childcare ranged from nothing to €400. On average, centres charge €69 per child per month. However, centres in Prishtina charge an average of €69 more per child per month than other municipalities.¹⁵⁴ Nearly all centres (94%) reduce fees for parents with more than one child at the centre. On average centres charge €10 less per child per month if multiple children from the same family attend.¹⁵⁵ Twenty centres (41%) take children based on a daily rate. Of these centres, 55% charge €5 per day.

Municipality	Mean	SD	Median	Min	Max	N
Gjakova	41	20	35	0	95	14
Leposavic	28	3	30	25	30	5
Peja	53	27	60	3	80	7
Prishtina	112	72	100	50	400	20
Zubin Potok	27	3	25	25	30	3
Total	69	60	60	0	400	49

Expenses for Childcare Centres

Several care centres hesitated to provide detailed information about their expenses. The centres in northern Kosovo (Leposavic and Zubin Potok) did not share information about their income and operating expenses. Their responses suggested that perhaps they receive funds from both Kosovo and Serbian governments for salaries and other expenses, but they would not confirm this.

Municipality	Mean	SD	Median	Min	Max	N
Gjakova	282	101	350	100	400	13
Leposavic*	-	-	-	-	-	5
Peja	269	6	280	150	350	7
Prishtina	281	6	250	190	407	20
Zubin Potok*	-	-	-	-	-	3
Total	279	76	275	100	407	40

* Refused to provide information

On average, centres paid €279 gross salary per full-time employee per month, which includes pensions and taxes (Table 15). The minimum amount paid was €100 per month, while the maximum amount was €407.

On average, care centres paid €2,507 per month in operating expenses. However, the average was skewed by some centres that had drastically higher operating costs. Therefore, the median of €1,000 perhaps is somewhat more accurate. At minimum, centres stated that they did not have any operational costs. At most, a centre reported paying €13,000 per month in expenses.¹⁵⁶

	€0		€100-850		€1000-3000		>€3000		No response		Total	
	N	R%	N	R%	N	R%	N	R%	N	R%	N	R%
Gjakova	0	0	10	71.4	0	0	0	0	4	28.6	14	100.0
Leposavic	5	100.0	0	0	0	0	0	0	0	0	5	100.0
Peja	0	0	0	0	3	42.9	3	42.9	1	14.3	7	100.0
Prishtina	0	0	1	5.0	7	35.0	7	35.0	5	25.0	20	100.0
Zubin Potok	2	66.7	0	0	0	0	1	33.3	0	0	3	100.0
Total	7	14.3	11	22.4	10	20.4	11	22.4	10	20.4	49	100.0

¹⁵⁴ 95% CI: 39, 99

¹⁵⁵ SD: 22; Median: 10; IQR: 5-10

¹⁵⁶ Spearman's rho: 0.26, $p = 0.12$

No statistically significant association existed between the number of children in the centre and the average monthly expenses (even when controlling for municipality). In other words, the estimated average operational expenses per month does not correlate with the size of the childcare centre.

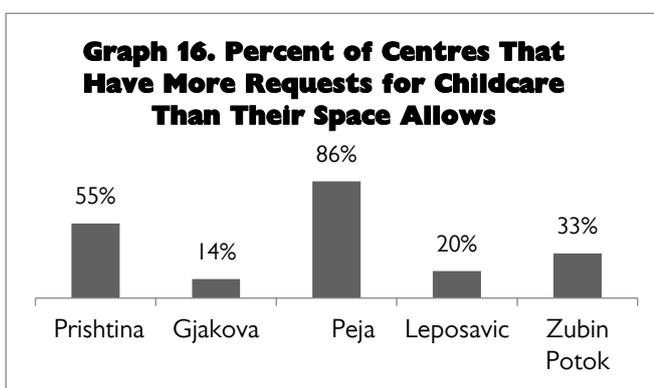
Eleven childcare centres (22%) received benefits or subsidies from the state: nine in Gjakova and two in Prishtina. Care centres in the north also likely received support, but were not forthcoming with this information.

Table 17. Average Monthly Expenses (€) by Nr. of Children

Nr. of Children	Mean	Median	Min	Max
5-20	242	175	0	800
21-40	1731	1500	0	4500
41-60	2257	1500	600	6500
61-80	6500	5000	1500	13000
81-100	1720	850	0	4000
>100	4011	800	0	12000

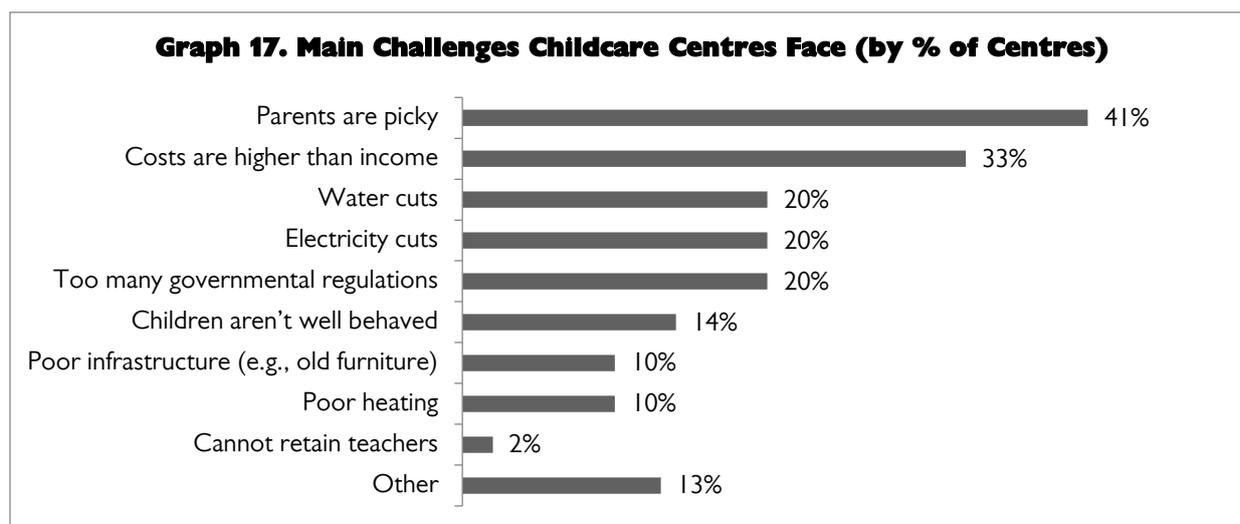
Demand for Childcare

Overall, 43% of the centres interviewed had more requests for childcare than they had space to provide. Demand for additional space was significantly lower at centres in Gjakova (14%) compared to Prishtina (55%).¹⁵⁷ Of the centres with more requests than available space, 76% have a waiting list with a median of 18 children on the waiting list.¹⁵⁸ This further illustrates the clear demand for increasing childcare availability.



Challenges Faced by Childcare Centres

The most common challenges childcare centres said that they faced are “parents are picky” (41%) and “costs are higher than income” (33%). Centres in Prishtina were more likely to list costs as a challenge; 55% of centres in Prishtina enlisted this as a challenge compared to 17% of centres from other municipalities.¹⁵⁹



¹⁵⁷ P = 0.01

¹⁵⁸ IQR 10-30

¹⁵⁹ P = 0.01

The other challenges mentioned by centres included inconsistent, expensive electricity and the related, heating problems during winter (six centres); parents being unwilling to spend extra time helping their children with homework; competition; insufficient training provided by MEST for childcare centre staff; inconsistent water; parents request more services than they will pay for; insufficient income; bureaucratic procedures and lack of assistance when completing documents for MEST and municipal education directorates; the lack of adequately qualified teachers to work with children with special needs; and insufficient digitalization of services.

Nanny and Babysitting Services

At present, Kosovo law does not regulate the work of nannies, and nannies do not need to be registered. Therefore, it is difficult to identify how many nannies exist in Kosovo, their qualifications, and how much they charge. Informal inquiries suggest that an individual nanny may cost approximately €150 to €270 per month. Thus, having a nanny would be significantly more expensive than private or public childcare, so only families with higher income could afford nannies. As mentioned, very few of the working parents surveyed reported using nannies (e.g., a “person in the house”).

At least three agencies offering nanny services exist.¹⁶⁰ Mother Care, for example, has trained babysitters who provide childcare services for €270 per month, paid to the company directly. The company takes responsibility for sitters and offers immediate replacements in instances when caretakers do not show up or are ill. In northern Kosovo, the non-governmental organization (NGO) Centre for Women Development has trained 40 women to work as nannies and has operated as an agency linking nannies with workplaces since 2015.¹⁶¹ To date, the agency has found employment for 15 women. The monthly fee is €25, while parents who use this service on a daily basis pay €3 per hour. Websites for finding babysitters and nannies also exist, such as www.bebaime.com and <http://www.smartdado.com/>.

Conclusions

Nearly all unemployed women surveyed would like to work in a paid position. Most (88%) would use childcare services if they had an affordable option available. On average, they considered €40 per month affordable. Childcare centres are located primarily in Prishtina and access to childcare for persons residing in rural areas is particularly limited. A review of demographics compared to current childcare availability suggests that approximately 145,977 children do not have access to childcare in Kosovo; the unmet need for childcare services is greatest in Prishtina (16,562 children), Prizren (14,993), and Ferizaj (8,997). Twelve municipalities do not seem to have any childcare available for children under age five (see Annex 3).

Drawing solely from KWN’s research findings, arriving at a precise proposed cost for childcare was difficult; some centres did not provide information regarding expenses, and costs can differ depending on the type of care provided and location. In review, working parents said that public childcare on average cost them approximately €40 per month and private care €80 per month. Employees were willing to pay approximately €50 per month for childcare services. The average fee per child reported by private childcare centres was €70 per month. Public officials stated that public care costs between €35 and €50 per month. The cost of care differed depending on the municipality with Prishtina costing substantially more than other municipalities.

¹⁶⁰ KWN was unable to reach the other provider, NINA Nana, as its contact information was outdated. Most information in this paragraph was provided by a peer reviewer based on informal inquiries (2016).

¹⁶¹ The initiative has been supported by the United States Agency for International Development (USAID) Empower project.

Estimating the Cost of Care

In addition to considering operational costs in different municipalities, accurate estimates for childcare must reflect the actual costs of providing quality childcare that meets the aforementioned legal standards in Kosovo. This includes in relation to spatial requirements, health, safety, qualified teachers, support staff, nutrition, educational programming, and didactic materials (e.g., books and consumables).¹⁶² Parents similarly stated that they expect childcare centres to offer healthy food options, hygienic facilities, a good educational program, and qualified staff.

Paid childcare services also must recognize appropriately the services provided by care workers.¹⁶³ Care work requires time and presence at particular times and places in which a need exists.¹⁶⁴ Proper care often requires that the carer develop a relationship with the receiver. These aspects of care and caring need attention when discussing the commodification of care. Paid care work often is undervalued and care workers may live in poverty due to low wages and poor working conditions.¹⁶⁵ Transforming unpaid care to paid care will not serve to benefit women (or men) if care work is undervalued. In any new approaches to expand childcare availability, fair wages and treatment of employees at care centres should be ensured.

KWN has made rough estimates of the potential cost of providing quality childcare five days per week, eight hours per day (see Table 18). The estimated cost for teachers is based on the amount currently paid to experienced public preschool teachers, bearing in mind their educational background and recognition of the quality of work performed.¹⁶⁷ Paying less would not recognize and value the important role that

Expense	Unit	Cost per Unit	# of Units	Total
Teacher gross salaries	Teacher/months	€462	12	€5,544
Teaching assistant gross salary	Teacher/months	€383	12	€4,596
Breakfast	Children/days	€1.5	4800	€7,200
Lunch	Children/days	€2	4800	€9,600
Snacks (two)	Children/days	€1.5	4800	€7,200
Consumable didactic materials	Children/month	€2	240	€480
Toys and investments	Per month	€50	12	€600
Cleaning services (twice weekly)	Per day	€15	100	€1,500
Painting	Per time	€1,000	1	€1,000
Disinfecting	Per time	€400	2	€800
Maintenance	Month	€20	12	€240
Substitute teachers ¹⁶⁶	Days	€50	24	€1,200
Utilities (water, heating, electricity)	Month	€60	12	€720
Staff training	Teachers	€100	2	€200
Bank fees		€12	12	€144
Total				€ 41,204

teachers play in educating preschool children. Teachers could be assisted by a teaching assistant with fewer qualifications as foreseen by law, in the amount of €383 gross. The number of teachers is based on the ideal, legal ratio of children per teacher. The estimate does not include administrative staff, which could mean additional costs.

The estimates of other expenses were based on approximate costs of services in Prishtina, which may cost more than other locations. The estimate does not include the cost of rent or property

¹⁶² Comment by peer reviewer on draft report, 2016.

¹⁶³ Himmelweit, Susan, UN Division for the Advancement of Women, *Rethinking Care, Gender Inequality and policies*, 2008, p. 2, at: <http://www.un.org/womenwatch/daw/egm/equalsharing/EGM-ESOR-2008-EP-7%20Susan%20Himmelweit.pdf>.

¹⁶⁴ Ibid.

¹⁶⁵ For example, a study in the United Kingdom found that several care workers live below the national minimum wage (for further information, see: Matthew Pennycook, Resolution Foundation, *Does it pay to care? Under-payment of the National Minimum Wage in the social care sector*, UK: Resolution Foundation, August 2013, at: <http://www.resolutionfoundation.org/wp-content/uploads/2013/08/Does-it-pay-to-care.pdf>).

¹⁶⁶ This is based on the assumption that on average each teacher would miss one day of work per month.

¹⁶⁷ Salary amounts from KWN communication with MEST, 10 Oct. 2016.

taxes (if centres are privately owned), as such costs can differ substantially. If publicly owned buildings are used, such costs would not exist. According to this estimate, operating a quality childcare centre for 20 children ages three to six would cost approximately €41,024 annually. Divided among the 20 children, the cost of care would amount to €171 per child each month. For younger children, care would cost more due to the legal requirement for twice as many teachers, amounting to €52,564 annually and €219 per child monthly.

If the number of children is increased, not considering any additional costs affiliated with the space, the cost of care decreases because overall operational costs are divided among more children, even when considering the need to hire more teachers. For example, for 100 children ages three to six the cost per child would fall to €155 per month, and €195 per month for younger children. UNICEF presently is undertaking a thorough study on the actual costs of care to be published in late 2016 that will likely provide even more accurate, evidence-based estimates.

As parents generally tend to care about the quality of educational program and food provided to their children, presenting clearly the actual costs of providing quality childcare may make parents more willing to pay higher rates for childcare, where possible considering their income level. Perhaps care centres can transparently share with parents the actual expenses affiliated with the care that they provide, so that parents can better understand the cost of quality childcare. This also may encourage parents to become more engaged in supporting alternative fundraising efforts for childcare centres.

Optional Models for Increasing Childcare Availability

Based on the aforementioned findings and conversations with stakeholders, several potential models for investing in expanding childcare availability exist. Each model outlined below has potential benefits and risks. As KWN did not secure sufficient evidence that would support recommending any single model, several options are put forth that could contribute to expanding childcare availability. Individual municipalities, private businesses, and donors are left to select which model or combination of models would work best with their specific target group, based on local needs, opportunities, and available resources.

Model 1. Expand State-funded Public Care

Ensuring access to quality childcare is the responsibility of the state, as set forth in the Constitution and Law on Preschool Education, which states that municipal authorities must fulfil community needs.¹⁶⁸ Increasing childcare availability also is a NDS priority. Further, most surveyed unemployed women said they would prefer using government-run childcare facilities.

Preschool education is financed through a specific grant for education from the central budget of the Republic of Kosovo; self-revenues generated by educational and training institutions; and municipal grants. The amount of the specific grant is calculated according to an allocation formula, based on student enrolment and standards set by MEST. The Grants Commission establishes the formula, considering the national curriculum, special needs education, non-wage operating expenses, class size norms, and location.¹⁶⁹ However, according to a 2015 MEST report, funding for preschool education has not changed much in the last four years, “which indicates that municipalities did not work in terms of increasing the number of kindergartens.”¹⁷⁰ Municipalities should set aside funds within each annual budget to incrementally expand the number of spaces available within publicly-funded childcare centres, according to the level of need in each municipality.

Local government officials in the municipalities of Prishtina, Peja, Gjakova, and Kamenica stated that they lack sufficient budget for creating new childcare centres. While some have requested funding for expanding childcare availability, including based on demands made by local citizens, their requests were denied by the Ministry of Finance.¹⁷¹ The Ministry of Finance needs to support these requests when they are in line with the legal obligations of public institutions, evidence of need has been demonstrated, and public support has been shown.

Given the limitations of Kosovo’s budget, government-funded care centres will be unable to single-handedly meet the level of demand for care services immediately. Therefore, in order to meet the needs of their citizens, municipalities should look for additional, alternative ways to increase childcare availability. Other budget organizations also can set aside resources to support the expansion of childcare availability, as related to their specific roles and responsibilities. MEST must support increasing the number of children in preschool and enhancing the quality of preschool education, as foreseen by the Law on Pre-School Education. The Ministry of Labour and Social Welfare (MLSW) can design social schemes and set aside resources for subsidizing childcare for low-income families, single parents, unemployed persons when attending job interviews, unemployed persons attending vocational training, and survivors of gender-based violence.¹⁷² Further, public preschool institutions may collect funds from parents receiving services, donations by parents, sales of products

¹⁶⁸ Constitution of the Republic of Kosovo, Art. 50 (para. 1) and Assembly of Kosovo, Law No. 2006/02-L-52 on Pre-School Education, Art. 7.

¹⁶⁹ Assembly of Kosovo, Law No. 03/ L- 049 on Local Government Finance, Art.25 (4), at: http://komunat-ks.net/wp-content/uploads/2011/11/LIGJI-P%C3%8BR-FINANCAT-E-PUSHETIT-LOKAL_en.pdf.

¹⁷⁰ MEST, *Evaluation Report Kosovo Education Strategic Plan 2011-2016*, 2015, p. 102, at: <http://masht.rks-gov.net/uploads/2016/02/raport-vleresimi-psak-2011-2016-eng-web.pdf>.

¹⁷¹ KWN interviews with officials from these municipalities, 2016.

¹⁷² The Law on Preschool Education already foresees that hospitalized groups, children with special needs, and War Invalids’ children will have preschool paid by the budget of Kosovo (Art. 25).

and services, community donations, gifts, and other goods.¹⁷³ Procedures for collecting these resources are defined through a special agreement between the institution and the Ministry of Finance.¹⁷⁴

Since space within publicly funded childcare centres will be limited for the foreseeable future, based on lessons learnt from the Municipality of Prishtina, policies should be put in place nation-wide that prioritize disadvantaged groups as recipients of state-funded care. This includes children of unemployed parents, children of single parents, children with disabilities, and children of survivors of gender-based violence. Following disadvantaged groups, if space remains within state-funded centres, children of low income parents should be prioritized. Meanwhile, through policies and in some instances subsidies, the state can support other initiatives to increase the availability of childcare as detailed below, which may involve lower costs to the state.

Model 2. Public-Private Partnerships

A public private partnership (PPP) is a partnership made between private and public entities to provide services. The World Bank defines a PPP as: “a long-term contract between a private party and a government entity, for providing a public asset or service, in which the private party bears significant risk and management responsibility, and remuneration is linked to performance.”¹⁷⁵ With regard to childcare services, a PPP could involve establishing a partnership between private and public sectors to establish and/or manage one or more childcare centres. Several positive examples of PPPs providing care services exist in other countries.¹⁷⁶

In Kosovo, all PPPs are regulated by Law No. 04/L-045 on Public-Private-Partnership.¹⁷⁷ In any Public Authority, including municipalities, the PPP Committee or PPP Department may identify, propose and initiate a PPP. First, the relevant Public Authority carries out a project feasibility study based on “principles of value for money,” which is submitted to the PPP Committee. If the PPP Committee approves the project, it authorizes tendering procedures. Then, interested bidders submit applications within timeframes foreseen by law.¹⁷⁸ Interested bidders must meet the eligibility criteria set forth in the Law on Public Procurement and the Law on Public-Private-Partnership.¹⁷⁹ Projects concerning municipal public services must fulfil additional criteria: 1) the project should be within the municipal competencies as set forth by the Law on Local Self-Government; 2) the municipality should provide adequate financing for the implementation of the project; and 3) the municipality should ensure an adequate risk allocation between the private and public sector.¹⁸⁰

The Law on Preschool Education also foresees that the municipal budget can provide funds for maintenance, as well as invest in properties and public preschool facilities within preschools that act on the basis of concession.¹⁸¹ Further, this Law foresees that in locations without pre-school institutions or with institutions that have insufficient space, “MEST and the respective municipal institution will aim to support financial nonpublic initiative that provides preschool education.”¹⁸² The Law allows for and regulates financing of preschool institutions through the Kosovo budget, funders, parents, donations,

¹⁷³ MEST, Administrative Instruction 2/2008 Tools dedicated for public financing of preschool education and ways of spending, Section 3, at: <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=7561>.

¹⁷⁴ Ibid, Section 4(2).

¹⁷⁵ World Bank, “Public-Private Partnership in Infrastructure Resource Center,” at: <http://ppp.worldbank.org/public-private-partnership/overview/what-are-public-private-partnerships>.

¹⁷⁶ For example, the Florida Child Care Executive Partnership brings together employers, state government, federal government, and local childcare providers; employers subsidize the cost of quality care and early education for low-income working families (Children and Families, Office of Child Care, *Florida Child Care Executive Partnership*, at: https://childcareta.acf.hhs.gov/sites/default/files/public/florida_profile.pdf).

¹⁷⁷ Republic of Kosovo, Law No. 04/L-045 on Public-Private-Partnership, Art. 2 (1.7) at: <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2784>.

¹⁷⁸ Ibid, Art.26

¹⁷⁹ Ibid, Art.27

¹⁸⁰ Ibid, Art.22

¹⁸¹ Law No. 02/L-52 on Preschool Education, Art. 21(3).

¹⁸² Ibid, Art. 27.

and other resources.¹⁸³ MEST and municipalities are responsible for supporting financially private preschool institutions, community centres, and non-public pre-school education institutions.¹⁸⁴ Indeed, an Evaluation Report on Kosovo Education Strategic Plan 2011-2016 has recommended using PPPs as a “potential solution for expanding capacities of pre-school education.”¹⁸⁵

While Kosovo’s legal framework clearly allows for PPPs to provide childcare services, only one such childcare centre is known to exist in Kosovo.¹⁸⁶ In 2010, the Municipality of Prishtina opened a call for private care centres to bid for a PPP. Childcare centre *Fillesa* won the bid, and this centre opened in 2010. In its first year, the centre had only 12 children. As of 2016, the centre has 120 children of different ages. The agreement with the Municipality is for a period of 30 years. Every 10 years the centre and Municipality review the agreement. Under this agreement, the Municipality currently pays €42 per month per child attending the care centre, while the child’s parents pay the other €50. With support from the Municipality, the care centre pays teachers’ salaries. The centre is responsible for other operational costs. MEST provides training to centre staff towards advancing staff performance.¹⁸⁷

Municipal officials tended to express a general willingness to establish PPPs, particularly if this would help to address citizens’ needs, though some believed that the aforementioned procedures are too complicated, hampering the establishment of PPPs.¹⁸⁸ Even so, municipalities can consider allocating funding within their transfers and subventions economic category to supporting PPPs related to childcare. This could enable municipalities to fulfil their legal responsibilities to ensure access to such services, potentially at a lower cost than financing purely state-funded childcare.

The actual functioning of PPPs can be based on the opportunities and needs of the municipality. PPPs can function as government-contracted private care centres, selected through procurement processes whereby the government would state its role and the role of the service provider clearly, including the financial and management responsibilities of the government and private contractor, respectively. This is similar to the PPP model used by the Municipality of Prishtina and *Fillesa*. In areas where big companies are located (e.g., Peja and Prishtina), municipalities can seek to collaborate with the private sector to initiate procedures for building care centres.¹⁸⁹ In order to enhance transparency and democratic governance of PPPs, including the public finances allocated to them, the institutions involved could create a local council, inclusive of parents, responsible for selecting and overseeing the care centre’s management. The management then would be responsible for selecting other staff, as needed, and managing the daily operations of the centre.

Model 3. Encourage Private, Co-financing of Childcare

Employers can be encouraged, potentially with donor or municipal support, to develop private childcare facilities within or near their workplaces. The previous case study on Raiffeisen Bank offers an example of this model. If an employer does not have enough workers with children to support a single centre, resources can be pooled to establish a childcare centre shared by multiple employers in the area.

As mentioned, a few employers have expressed interest in becoming involved in co-financing childcare for their employees. Among employees, 56% said that if the company in which they work offered childcare services within its facilities or nearby, they would “for sure” use such facilities and

¹⁸³ Ibid, Art. 18. “Preschool education programs can be financed by: a) Kosovo budget; b) Founders; c) Payment of parents; d) Donations and other recourses”.

¹⁸⁴ Ibid, Art. 27. In selecting where to establish centres, they should consider: “a) geographical position of the community where this service is provided, including especially rural zones and those remained omitted; b) Services for children with special needs; c) Staff of preschool institution should be employed on the regular basis or other basis that are in accordance with Law and other Regulations; and d) Open approach for all children.”

¹⁸⁵ MEST, *Evaluation Report Kosovo Education Strategic Plan 2011-2016*, 2015, p. 111, at: <http://masht.rks-gov.net/uploads/2016/02/raport-vleresimi-psak-2011-2016-eng-web.pdf>.

¹⁸⁶ KWN interview with Mrs. Arberie Nagavci, Head of the Department of Education, Municipality of Prishtina, 2016.

¹⁸⁷ KWN interview with Merita Dili, pedagogue at *Fillesa*, 21 Sep. 2016, Prishtina.

¹⁸⁸ KWN interviews with the heads of financial departments in Gjakova and Peja municipalities.

¹⁸⁹ The Law on Public-Private Partnership, defines these bodies as: “Contracting Authority- a Public Authority that has entered into a Public-Private- Partnership agreement in accordance with the provisions of the present law” (Art. 3 (1.1)).

16% would “probably” use them. There was a statistically significant difference in employees’ willingness to use company childcare services by age and municipality. Employees in Prishtina were 5.4 times more likely to use childcare services in their companies’ facilities than those in other municipalities.¹⁹⁰ Older employees were slightly more willing to use company services.¹⁹¹

As an incentive, donors or municipalities can consider financing or co-financing initial investments in care centres together with one or more businesses. Following further discussion on how these models would function with each business, contracts could be signed between the donor, business, and potentially local municipality, as relevant, specifying each party’s roles and responsibilities. For example, donors could support the renovation of existing business spaces or construction of new childcare centres on private land, for explicit use by childcare institutions for a contractually established period of time.

A second option would be for municipalities to lease public property for a period of time in support of private care centres opening or expanding in areas where a need has been identified. In municipalities where the local government owns property (e.g., old factory buildings, schools, etc.), they can allow a private entity to renovate the property and manage the childcare centre. In municipalities that do not have available property, such as Gjakova, where property is under the Kosovo Agency of Property,¹⁹² the municipality can allocate public land for temporary use by care centres. Law No. 04/L-144 on Allocation for Use and Exchange of Immovable Property of the Municipality regulates how “municipalities can allocate immovable property for use, including municipally owned land and buildings.”¹⁹³

A third option for supporting increased childcare availability, municipalities can offer private actors incentives, such as tax relief where applicable. Perhaps municipalities also could cover some of the operational costs of childcare centres, such as related to utilities (“municipal expenses”), as part of agreements made with private businesses offering childcare to underserved areas.

Any of these options could serve as pilot projects. Then, the impact that offering childcare services has on the quality of employees recruited, quality of work, productivity, and days missed at work, among other indicators, could be measured over time. Lessons learned from pilot projects could inform efforts to scale up similar initiatives to other businesses. If successful, they could provide a positive model for other businesses who may then be convinced by evidence to make similar investments.

Model 4. Expand Community-based Care Centres

Community-based care centres function based on cooperation between the community and the municipality. The Municipality of Prishtina has used this model, presently supporting five such centres, which may serve as an example for other municipalities. The Municipality of Prishtina considers this model more practical and the procedure for establishing such centres friendlier for the community and local government than PPPs.¹⁹⁴ According to an official, with community-based care centres, parents are more involved in their children’s lives, oversee care services more closely, and reinforce feelings of community instead of competition among private enterprises.

In order to establish a community-based centre, first, during public hearings, the community should request that the municipal assembly increase the number of childcare spaces available. After the request is approved by the municipal assembly, the Department of Education in cooperation with the Department of Property should identify all municipal properties. Once the municipality identifies a suitable object, they must ensure that it can be renovated for childcare. Alternatively, if a municipality has land that can be used to build a centre, they can seek support either from donors or municipal funds.

¹⁹⁰ 95% CI: 2.1, 14.3; p=0.001.

¹⁹¹ P = 0.002. There was no difference by gender.

¹⁹² Ibid

¹⁹³ Republic of Kosovo, Assembly, Law No. 04/L-144 on Allocation for Use and Exchange of Immovable property of the Municipality, Art.3 (1.2) at:

<http://www.kuvendikosoves.org/common/docs/ligjet/Law%20on%20allocation%20for%20use%20and%20exchange%20of%20immovable%20property%20of%20the%20municipality.pdf> .

¹⁹⁴ KWN interview with Mrs. Arberie Nagavci, Department of Education, Municipality of Prishtina.

In the second phase, the municipality should inform the community about plans to open a new childcare centre. All parents whose children are of the appropriate age to attend should be informed. The primary users of the centre then elect its governing council. The municipality remains responsible for supporting the community in organizing meetings, supervising the selection process, and supporting this process. The hiring of staff should be in accordance with the care centre's overall capacity, based on the number of children that can be accepted. Through a public call released by the Directorate of Education, applicants can apply to head the centre. The application procedure includes interviews with potential candidates, conducted in cooperation with the governing council and the municipal Directorate of Education. The elected head, together with the council, selects other staff.

The monthly fee for parents and subsidies paid by the municipality can be decided by the centre's management and the council, based on the family income of the specific child. In the Municipality of Prishtina, families pay three different amounts on a sliding scale based on family income. For example, families that earn more than €1,000 monthly income pay €100 per child. Families with income between €500 and €1,000 pay €70 per child. Those with less than €500 per month pay €50 per child. For the most part, parents cover the operational costs, while municipal subsidies cover the salaries of employees. The Municipality also covers all fees for children from low or no income families. Moreover, the Municipality of Prishtina has supported centres with other utilities.

Case Study: Botanika Centre

Community-based care centre *Botanika* is one of five community-based care centres in the Municipality of Prishtina. The care centre is managed by a "leader", selected by a committee comprised of the Parents Council and municipal Department of Education; the term "director" purposefully is not used. Afterwards, other staff members were selected. The building, a municipal property, was renovated to serve as a care centre. The centre has a garden with playground and rooms for each of four age groups: nine months to one year, one to three, three to four, and five to six year-olds.

The centre pays the operational costs using funds gathered from parents' monthly payments. The Municipality uses subsidies to pay salaries. Parents also supported the centre by finding donors to fund different activities or provide supplies.

The centre has the same cuisine as other public care centres in the Municipality.

At present, the centre is filled to capacity. It always has at least three to four children on the waiting list for admittance. Additionally, the centre accepts at least one to three children each year free of charge.

Municipal Perspectives on Different Care Models

Since the level of demand and political situation in each of the studied municipalities differed, the best option(s) or model(s) for expanding childcare availability could differ by municipality. This section reviews potential options as they pertain to each municipality and discusses the level of interest from municipal officials in expanding care availability within their municipality.

Municipality of Prishtina

The Municipality of Prishtina has more public (8), private-public (1), private (44), and community-based care centres (5) than any other municipality. None of these care centres offer care for children during weekends. The Municipality also has reached an agreement with SOS Kindergarten, subsidizing care for vulnerable children born in the Municipality of Prishtina.¹⁹⁵

Prishtina's current governing political party, *Vetvendosje* [Self-determination] has a left-leaning, socialist political program. Thus, officials from the Municipality of Prishtina preferred expanding the community-based childcare model. The Municipality plans to open three more community-based

¹⁹⁵ Social-Educational Center SOS Kindergarten is a local NGO that supports children from vulnerable groups: <http://soskosova.org/per-ne/sos-fshatrat-e-femijeve-ne-kosove/>.

centres in three neighbourhoods (Tophane, Sofali, and Kodra e Trimave). Eventually, they plan to open such centres in all neighbourhoods, locating centres as close to unpaid caretakers as possible, in order to enable them to find jobs.

Community-based centres charge €100 per month per child, which is the estimated median cost of childcare in Prishtina. However, as mentioned, the Municipality has established different fee levels for parents based on the family's income. The Municipality covers the difference in order to pay the total expense of €100 per month per child.

Since the monthly fees for public childcare centres are lower, €50 per month per child, in 2015 the Directorate of Education established criteria regarding who can attend. This Decision sets the rules as follows:

Criteria	Points
Orphan child who lost both parents	100
Orphan child with one parent that works	90
Orphan child with one unemployed parent	80
Children of parents who are war invalids, if both parents work	80
Children of parents who are war invalids, if one of the parents works	60
Children of parents who are war invalids, if none of the parents work	40
Children with special needs if both parents work	80
Children with special needs if one of the parents works	60
Children with special needs if none of the parents work	40
Children of divorced parents if the custodial parent is employed	40
Children of divorced parents if the custodial parent is unemployed	30
Children of parents who are war veterans, if both parents work	40
Children with both parents with special needs	40
Children with one parent with special needs	20
Children of parents who are war veterans, if one of the parents work	30
Children of parents who are war veterans, if none of the parents work	20
Children with both parents employed (parents' monthly income €350)	50
Children with both parents employed (parents' monthly income €351-700)	40
Children with both parents employed (parents' monthly income €701-1000)	30
Children with both parents employed (parents' monthly income >€1000)	20
Children of parents who live in the neighbourhood	20
Children of public pre-school institution employees	10
Children of parents who already have a child enrolled in the same institution	10
Children with one parent employed (monthly income of €350)	20
Children with one parent employed (monthly income of €351-700)	15
Children with one parent employed (monthly income of €701-1000)	10
Children with one parent employed (monthly income of >€1000)	5

1. Only children of parents who live in the community of Prishtina close to the centre are eligible; 2. Preschool institutions set the children accepted in accordance with the legal framework and professional and infrastructural capacities; 3. Preschool institutions decide the age of children to be accepted based on their professional and infrastructural capacities; as per the legal framework, the age of the child should be counted from the day the service starts, not when the child is accepted; 4. The acceptance of children in public preschool institutions should be based on the total points received by the candidate.¹⁹⁶

Table 19 details the points provided for children in different situations. Persons prioritized for admission include: children of low-income parents, disabled children, children with no parents, children with single parents, and children residing near the care centre.

In order to increase the number of children attending pre-primary education (children ages 5-6 years), the Municipality has opened new classes within primary school institutions in the city and in villages. In 2015, the Municipality re-activated state-supported cuisine, which supplies food to all public and community-based care centres in the Municipality. The initiative sought to improve the menu, providing healthier food for children. In previous years, public care centres contracted private suppliers

¹⁹⁶ Republic of Kosovo, Municipality of Prishtina, "Decision on acceptance criteria of children in public preschools institutions," 15 Jun. 2015, p. 2, at: <https://kk.rks-gov.net/prishtina/getattachment/37fd58f2-ac4d-40b3-a99b-1de6c734a88e/Vendimi-per-kriteret-e-pranimit-te-femijeve-ne-lns.aspx>, translated by KWN.

for food. Former employees of these private suppliers now work for the public cuisine because they reportedly prefer to have contracts with public institutions.¹⁹⁷

The Municipality of Prishtina does not have any direct responsibilities related to private care centres since these are governed by MEST. Officials expressed willingness to identify modalities for establishing such cooperation. While generally agreeable with the idea of supporting private care or PPPs, the officials interviewed did not consider that funding or co-funding the private sector should be a priority for the use of limited municipal funds. Employed persons are better positioned to find childcare options and alternatives, they said. However, some parents using private care centres have requested cooperation with the Department of Education; some have expressed an interest in investing in better childcare. Here opportunities may exist for involving parents and communities in investing in creating more community-based, public, or PPP models of childcare.

According to the Department of Property, the Municipality owns approximately 3,000 currently unused plots, some of which could be used for developing childcare facilities.¹⁹⁸ An official request would need to be submitted to the property department, defining clearly the public needs that would be satisfied by using the property. The Department would review the request, and if beyond their mandate, send the request to the Municipal Assembly. Urban planning officials also noted their legal obligation and expressed their willingness to support preparation of proper infrastructure for childcare centres.

Given that furthering childcare accessibility is a political priority for the Municipality of Prishtina;¹⁹⁹ several public properties are available for use; demand exists; and in some instances parents are willing to invest, several opportunities exist for expanding childcare. Given the political program of officials, scaling up the community-led childcare model may prove easier. This model also has the benefit of involving the community more in taking ownership and providing oversight. Aside from the initial costs affiliated with building or renovating more childcare centres on public properties, which hypothetically could be funded by international donors in cooperation with the Municipality, the challenge of expanding this model may be the budget available from the Municipality of Prishtina for co-financing care services. In the future, risks could include ensuring that community groups managing the centres remain active in providing oversight, and the possibility that any future changes in the governing political party could contribute to decreases in the co-financing necessary for these to remain operational. If expanding childcare remains an overall national governmental priority, as stated in the NDS, the latter may not pose too significant a risk.

Opportunities also exist to support employers who expressed an interest in opening care centres within their businesses as a pilot project.

Municipality of Gjakova

Several unemployed women in Gjakova said they face difficulties securing employment due to care responsibilities for children and the elderly (46%) and the unavailability of care centres (13%).²⁰⁰ The city of Gjakova has one public centre that can care for up to 500 children. At present, this care centre can accept approximately 100 more children. In the city of Gjakova, approximately 1,000 to 1,200 children attend pre-school education in public and private care centres.²⁰¹ Gjakova city has four additional private childcare centres, but no centres are located outside the city. Last year, the Department of Education reorganized pre-primary school programs in all primary schools. In some places, teachers work extended shifts, assisting two groups of children within the same school. Others move from one village to another to fulfil their quota of working hours.

The Municipality of Gjakova does not own any land located within Gjakova city that could be used for creating new childcare centres. However, there are two buildings used from 1980 to 1990,

¹⁹⁷ KWN interview with Mrs. Arberie Nagavci, 2016.

¹⁹⁸ KWN interview with Dren Kukaj, Head of Department of Property, Municipality of Prishtina, 27 Jul. 2016.

¹⁹⁹ Ibid.

²⁰⁰ KWN survey with unemployed women, 2016.

²⁰¹ KWN interview with Mrs. Diana Qarkaxhiu, Head of Department of Education, 2016.

currently managed by the Kosovo Agency of Property: “*Electromotori*” and “*Emin Duraku*”. Both of these former factories had childcare centres inside, used by workers at the time. In the future, when these properties are privatised, the existing care centres can be re-vitalized, providing childcare for new employees.²⁰²

Another possibility, according to the Department of Property, is to use municipally-owned land in rural areas for building new care centres. For example, municipal officials suggested that the village of Rogova, the largest village in the Municipality (4,115 inhabitants)²⁰³ could be an ideal location for a new childcare centre. Rogova village has a primary and a secondary school. It has two pre-school classes for children ages 5-6, but nothing available for children under age five. Further, officials stated there is demand for more childcare, but the municipality has lacked funds. A new care centre could be used by other surrounding villages, as well, such as: Xërxe (3,184 inhabitants), Bishtazhin (429), Smaq (435), Romajë (2,747), Dedaj (619), and Celinë (1,903). As Xerxe and Celine are in Rahovec Municipality and Romaje and Dedaj are in Prizren Municipality, perhaps opportunities also could exist for cost sharing across municipalities, lessening the cost to any single municipality.

The Department of Property expressed readiness to cooperate with any donor or private company interested in investing in developing more childcare centres, so long as procedures follow the Law on Allocation for Use and Exchange of Immovable Property of the Municipality.²⁰⁴ The Department of Finance also expressed willingness to support initiatives related to renovating old buildings for care purposes, so long as all procedures are respected.²⁰⁵

Municipality of Peja

The Municipality of Peja currently has one public childcare centre for 200 children and has renovated a centre for 40 to 60 children, planned to open in September 2016. The existing centre has sufficient funding, and the Municipality will relocate some employees from this centre to staff the new one. This centre needs further renovations, including new windows, toilets, doors, and a roof. The municipal Department of Finance plans to request funding for this from the United States Agency for International Development (USAID) in September.²⁰⁶ If this request is not approved, then they will try to set aside some municipal funds or seek funding elsewhere.

“There should be investment in preschool because it’s an investment in children’s development and helps them perform better in school.”

– Municipal Education Official

The Municipality plans to open more childcare centres in three areas of the city: by the city park, Main Family Medicine Centre, and *Xhemajl Kada* street. One of these will need initial investments to build the centre, as the lot currently is vacant. The Department of Property stated that two other spaces also can be renovated to be used for childcare: *Lagja Kristal* and the former Organization for Security and Co-operation in Europe (OSCE) building. The Municipality expressed its willingness to support the establishment of preschool centres in other rural and urban areas as well.²⁰⁷ Thus, the Municipality of Peja has set aside several properties to be used for building new childcare centres. However, the Municipality needs funds for renovating or constructing these centres. In the future, the Municipality also will need additional funds for operational costs and teachers.

In order to cover these costs, the Municipality should continue to request additional funds, incrementally, for expanding state-funded childcare. At the same time, the Municipality can cooperate with businesses and the local community to try PPP and community-based models. This can help to reduce the financial burden on the Municipality of expanding childcare availability. The Municipality expressed openness to cooperating with the private sector, in order to establish childcare centres

²⁰² KWN interview with Mrs. Diana Qarkaxhiu, 2016.

²⁰³ KAS, Census 2011.

²⁰⁴ KWN interview with Mr. Skender Tullumi, 2016.

²⁰⁵ KWN interview with Head of Department of Finances in Municipality of Gjakova, Mr. Teki Shala, 2016.

²⁰⁶ KWN interview with Mr. Jeton Adazaj, Director of Department of Finances, Municipality of Peja, 2016.

²⁰⁷ KWN interview with Head of Property Department Mr. Edmond Shala, 2016.

using the PPP model.²⁰⁸ Officials stated that the Municipality has positive relations with local businesses like ELKOS, Hotel Dukagjini, and Peja Beer. In fact, in the past ELKOS Company planned to build a childcare centre, but the process was delayed. Demand seems to exist for such services: 95.5% of surveyed ELKOS employees and 91.9% of surveyed Hotel Dukagjini employees demonstrated an interest in using childcare services provided by their companies.

The Municipality can provide incentives, making it easier for the private sector to invest in childcare. Since several large companies are located near each other, in the suburbs of Peja city, and several are in sectors not competing directly with each other, they can be encouraged to invest in joint childcare centres for all of their employees. If available space remains within these centres, the centres could provide paid care services for the parents of children living in the surrounding area, as well. Through subsidies, the Municipality could support families with low or no income and other disadvantaged groups (e.g., disabled children, children of single parents, unemployed women), based on lessons learned from Prishtina regarding prioritization. Such subsidies may cost less for the Municipality than opening and running its own centres.

Municipality of Kamenica

Kamenica is a small municipality with some demand for additional childcare availability. In line with the National Development Strategy, as well as following requests made by both women assembly members and citizens during annual public consultations on Kamenica's budget, the Municipality already has sought to increase childcare availability.²⁰⁹ In prior budget requests, the Municipality has asked for budgetary support to address this priority identified by its citizens. However, the Ministry of Finance has not approved requests, municipal officials said.

The Department for Urban and Spatial Planning and the Directorate of Education have prepared a cost estimate for renovating the existing public care centre *Filizat*, the only childcare centre for preschool children in the Municipality. In 2016, the Municipality estimated that the costs of renovating the centre would be €296,000, including changing old windows, doors, the roof, the façade, thermal insulation for energy-saving, floors, electricity, central heating, and an improved environment. The project details technical aspects for renovating the centre and materials to be used. The care centre has capacity for 120 children and 13 full-time employees. The monthly fee per child in this centre is €25.

Filizat does not operate during summer months, which has presented problems for local citizens employed year-round. Recently, local private sector employees signed a petition, addressed to MEST, requesting that this public centre operate during the summer months. However, the request was not approved by the Ministry. Clearly demand exists for childcare that will be available during the summer.

With regard to opening new childcare centres, the Municipality could provide land, such as in the village Ragacica. According to an official, there is a great need for childcare there: "There are cases when women have to walk 20 kilometres to bring their children to a day-care."²¹⁰ Ragacica is among the largest villages in the Municipality (approximately 2,664 inhabitants, including 1,688 women) and thus has more families that could use a care centre. Kamenica owns other public buildings that also could be used for this purpose, but most of them are in very poor condition and thus would require significant investments.

Another option is for the Municipality to open childcare centres within existing, functioning facilities, such as in the village of Liskoc. Recently a new primary school was opened there, but the space within the school is larger than the actual needs of the community. Officials said that this school could open a preschool education program, in order to increase the number of children in preschool. However, the Municipality does not have sufficient budget for hiring new employees at

²⁰⁸ KWN interview with Head of Finance Department in Municipality of Peja, Mr. Jeton Abazaj, 2016.

²⁰⁹ KWN interview with Department of Finance, Municipality of Kamenica, 2016.

²¹⁰ Ibid.

present. Perhaps there is an opportunity to open a community-based centre here, cooperating with parents and local employers. If each actor contributed some of the funds, it could decrease the overall costs for any one actor. Meanwhile, the Municipality could provide the space and operating expenses. This could be organized in accordance with the procedures established within the aforementioned legal framework, potentially drawing from the example of Prishtina.

Thus, Kamenica can apply different models to increase the number of childcare centres, which also could create new work opportunities for its citizens. The Municipality also can consider cooperating with the private sector to establish PPPs. The private sector perhaps can be encouraged to support its employees by paying some of the monthly fees for childcare.

Northern Kosovo, Particularly North Mitrovica

No known private care centres or preschools exist in North Mitrovica.²¹¹ North Mitrovica has only one childcare facility run by the Government of Serbia: *Danica Jaramaz*. Kindergartens also exist in surrounding villages, so children do not need to travel to Mitrovica and Zvečan for kindergarten.

The Municipality of North Mitrovica does not have a Department of Education or any person responsible for education. An association of educators takes decisions related to the kindergarten. The facility is fairly new, having opened in 2010. The kindergarten provides psychologists, pedagogues, and educators for the children. The curriculum follows that of childcare centres in Serbia. Considering that all institutions in northern Kosovo are in the process of integration, educational institutions will have to integrate and fall under the Government of Kosovo. However, they will continue to use Serbia's curriculum.

Danica Jaramaz has more children than it can hold. While the building has a maximum occupancy of 360 children, in 2016 they had 380 children. Officials have discussed creating shifts in order to provide better quality care. Another kindergarten is being constructed in the Bosnian neighbourhood. This and any other new childcare facility would need to recruit additional educators.

At present, educational institutions seem to be financed by both the governments of Kosovo and Serbia for equipment, food, and other needs.²¹² Employees seemingly receive salaries from both Serbia and Kosovo. In addition to public funding, parents co-pay for kindergarten services. According to Serbia's Law on Preschool Education "the parent or legal guardian of a child shall participate in the financial support to the implementation of the activities in a preschool institution [...] in the amount of 20% of the economic price per child."²¹³ The institution determines the price. The law exempts from payment children without parental care, with special needs, and from financially disadvantaged families.²¹⁴

Local sources in North Mitrovica suggested that the current regular price for one child is €25 per month. However, the fee varies from €15 to €40 depending on the salary of the parents and the number of children. If you have two children in kindergarten, a discount is applied for the second child. There is no fee for the third child. Persons who cannot afford childcare can seek assistance from social services.²¹⁵

Officials expressed openness to the idea of establishing PPPs. An official observed that parents may be willing to pay more to send their children to private care if it existed, so long as the quality of care offered "safekeeping" for their children. However, considering the current political situation, further integration of the north may be necessary for officials to make use of Kosovo's legislation related to PPPs.

With regard to property that could be used for childcare centres, North Mitrovica faces several challenges relating to the unclear ownership of public/private lands, missing cadastral records,

²¹¹ Respondents in North Mitrovica hesitated to speak on the record. Therefore, this section is based on informal conversations that KWN had with diverse officials and practitioners in North Mitrovica.

²¹² KWN struggled to collect accurate information about this as respondents hesitated to speak honestly about it.

²¹³ Serbia, Law on Preschool Education, Art. 50(1).

²¹⁴ Ibid. Art. 50 (2,3).

²¹⁵ KWN interview with psychologist providing social services, 2016.

and an outdated urban plan (from 1999). Plans exist to update the urban plan, but officials voiced scepticism that any budget would be made available for renovating old buildings for the purpose of childcare.²¹⁶ Even if the Municipality gives permission for the construction or renovation of such facilities, most properties that could be used are rather old and unusable.²¹⁷

UNICEF has supported the establishment of early childhood development community-based centres in northern Kosovo, including two in rural Zvecan, one in rural Zubin Potok, and one in rural Leposavic.²¹⁸ They operate four hours per day. Enrolment is free of charge for all rural children and presently 15 to 30 children attend each centre. At present, UNICEF pays for the educators, while local schools operated by the Serbian Ministry of Education provide the space, including utility and cleaning costs. NGO Santa Maria manages the centres. The greatest challenges faced include transportation for children from surrounding villages to attend and the sustainability of the centres, as municipalities have not yet agreed to manage them. In the future these centres could be formalized and registered with MEST. However, it seems additional political support will be needed.

In northern Kosovo, local governance may need to be further clarified before safe long-term investments can be made in cooperation with municipal authorities. With regard to private care centres, more opportunities for investments may exist. Most businesses are small and so convincing a single employer to open childcare centres for its employees may not be possible. Further, most businesses in the north do not believe that offering childcare for employees is the role of businesses, or they consider it too expensive to invest in care for workers. The fact that they have several unemployed workers from which to choose also makes offering childcare not worthwhile in their opinions. However, individual businesses perhaps could be convinced to subsidize childcare for their own employees.

²¹⁶ KWN interview with Department of Urban Planning, 2016.

²¹⁷ KWN interview with Department of Property, North Mitrovica, 2016.

²¹⁸ KWN email correspondence, 12 Oct. 2016.

Additional Recommendations

- The Government of Kosovo, particularly MLSW, MEST, and municipalities, needs to *recognize* the value of care work performed by women publicly; *reduce* the time women spend on care work by expanding the availability of care services; and encourage *redistribution* of care work to men via offering men equal rights to paternity leave,²¹⁹ scholarships for more men to become preschool teachers,²²⁰ and creating more childcare centres staffed by women and men.
- In order to implement the NDS and address the need for additional preschool education, the Grants Commission should consider amending the formula for the specific grant for education, also foreseeing additional funding for municipalities that need to increase expenditures on salaries, learning materials, and other preschool education related investments towards implementing the NDS and meeting the Barcelona Objectives.
- The draft Law on Social Enterprises has not yet been approved. However, according to the draft law, the provision of care to children, the elderly or persons with disabilities are considered among potential activities in which social enterprises can engage.²²¹ More childcare centres could be opened as social enterprises, particularly those seeking to employ women, persons with disabilities, survivors of gender-based violence, and other disadvantaged groups. The government can contract such enterprises via a “simplified procedure” of the Law on Public Procurement. Such enterprises would be eligible to apply for funding from the government as well as other donor programs. Under the draft Law, centres qualifying for this status would be exempt from taxes on profits, Value Added Tax, and receive other potential fiscal incentives. This Law should be approved, promoted, and used to encourage efforts to establish more care facilities that employ disadvantaged groups.

Recommendations for Municipalities

- Incrementally increase budget allocations for childcare based on the level of unmet demand in the municipality, towards meeting the aims set forth in the NDS and EC Barcelona Objectives. As needed, request an increase in the municipality’s specific grant for education and other education-related budget lines for teachers’ salaries and other preschool education related expenses. This could be done by expanding public preschool education, subsidizing community-based centres, and/or contracting PPPs using subsidies.
- Given limited resources, prioritize providing childcare to children from disadvantaged families, similar to the system used by Prishtina. Additionally, municipalities should offer free childcare for persons seeking employment. For example, municipalities should ensure that women and men who are receiving assistance from Employment Offices, who are unemployed and attending job interviews, and who are attending Vocational Training Centre courses receive free short-term childcare from public care centres. This can support unemployed women and men in their efforts to secure jobs.
- Establish childcare centres near the homes and/or workplaces of parents who have unmet childcare needs. This can be more environmentally and economically feasible in relation to transport times, costs, and vehicle emissions.

Recommendations for the Ministry of Finance

- Approve municipalities’ evidence-based requests for increased funding for childcare in line with the NDS and government aims to increase access to preschool education.

²¹⁹ For further information and detailed recommendations, see KWN, *Striking a Balance*.

²²⁰ For further information, see KWN, *Budgeting for Better Education*.

²²¹ Republic of Kosovo, Government, MLSW, draft Law on Social Enterprises, as of Dec. 2015.

Recommendations for MLSW

- Collaborate with MEST to design and begin offering vocational training in childcare, provided by Vocational Training Centres.²²² This will enable women to formalize the knowledge that they have gained while performing informal care duties, so that they can provide formal, paid care. Men also can be encouraged to attend these courses, towards increasing the percentage of men doing care work and teaching children the importance of gender balance in care roles. Courses could last 12 to 24 weeks. While these caretakers could not work as teachers in public institutions due to university degree requirements, they could serve as assistant educators to teachers who have pre-education degrees in public institutions, as well as work within private and community-based care centres. They also could work as nannies in home settings. Meanwhile, higher pay for qualified teachers may provide an incentive for assistants to enrol in university.
- Finalize amendments to the Law on Labour, addressing current maternity and paternity leave provisions in particular, towards decreasing discrimination against women and men.²²³ At present, the maternity leave provision unfairly suggests that all childcare should be carried out by the mother, while discriminating against fathers and their right to participate equally in caring for their children. This contributes to broader gender inequalities in society by reinforcing unfounded and gender biased assumptions that women should carry out the majority of care work.
- Design or add to existing social schemes for subsidizing childcare for low-income families, single parents, unemployed persons when attending job interviews, unemployed persons attending vocational training, and survivors of gender-based violence.

Recommendations for MEST

- Prioritize childcare facilities in policy development, including budgeting for expenditures related to planning, constructing, and maintaining preschool education, as needed, to meet the NDS targets and Barcelona Objectives.
- Ensure that the Inspection on Education closely monitors classrooms in order to ensure that the Law on Pre-School Education and relevant secondary legislation is implemented, including related to child/teacher ratios, food, and hygiene in particular.
- Provide training for private childcare centres, strengthening the capacities of teachers and enabling them to provide better quality services.
- Change the name “Sister Educators” to “Education Assistants,” so as not to promote gender bias in hiring both women and men as educators.

Recommendations for Businesses

- Where feasible, establish childcare facilities, or contract childcare services, co-funding childcare for employees. This can contribute to employee retention, enhanced productivity, and the recruitment of better qualified employees.

Recommendations for Care Centres

- Engage parents and communities in fundraising activities for additional needed supplies and equipment that will enhance learning environments for children.
- Transparently share with parents the actual expenses affiliated with the care that they provide, so that parents can better understand the cost of quality childcare.

²²² Recommendation elaborated by peer reviewer on draft report. Note that MLSW also could offer vocational courses on caring for the elderly and persons with disabilities. These trainings have not been requested or provided previously (telephone conversation with Head of the Department of Labor and Employment, Oct. 2016).

²²³ For specific recommendations, see KWN, *Striking a Balance*.

Recommendations for Non-Governmental Funders

- If employers could see evidence of tangible benefits affiliated with supporting care centres, they may be more willing to consider investing in or supporting such services for their own employees. Should future programs invest in piloting PPPs or collaborating with employers to establish improved childcare services for employees, lessons learned and any evidence of the benefits of such programs could be shared with other employers. This may contribute to more employers taking an interest in providing such services in the future.

Recommendations for the Kosovo Agency for Statistics and Future Research

- In close collaboration with the Agency for Gender Equality in the Office of the Prime Minister and gender experts, the Kosovo Agency for Statistics (KAS) should design and undertake a regular time use study, at least every five years. This would facilitate monitoring of the time spent on care work and other household duties, as well as provide vital information on other activities, such as those related to the informal market and informal, unpaid labour. Such research must involve a gender perspective.
- Further research could examine the forms of childcare used by persons employed in smaller enterprises, family businesses, or informally. KAS could include a few questions within the Labour Force Survey related to childcare in order to collect key information in this regard.
- Future research should involve a precise costing of care at the municipal level, based on the market value of services provided in that municipality in order to meet all of the conditions set forth in the Law on Preschool Education and related secondary legislation. This would provide accurate information regarding the costs of quality childcare. UNICEF presently is working on such research at the request of the Kosovo parliament, to be published in 2016.
- Future research also should examine in detail the demand, supply, and opportunities for expanding the availability of other forms of currently unpaid care work, such as for the elderly, ill, and persons with disabilities.

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Annex 1. About PPSE

The Promoting Private Sector Employment (PPSE) project in Kosovo, financed by the Swiss Agency for Development and Cooperation in Kosovo (SDC) and implemented by Swisscontact (lead partner), Riinvest Institute, and PEM Consult, aims to assist small and medium size businesses (hereafter SMEs) operating in competitive and well-organized economic sectors, where public policies better match private sector needs, to provide increased sustainable employment for women and men. The main domestic partners are the Ministry of Trade and Industry (MTI) and the Kosovo Chamber of Commerce.

PPSE utilizes the Market System Development (MSD) approach (formerly the Markets for the Poor or M4P approach) specifically focusing on market facilitation through new business models to ensure large-scale sustainable change. The program outcomes/objectives are: 1) The increase in productivity, additional income and employment generation; 2) The influence of well-established and organized SME's on sector policies; 3) The reduction of barriers for women to access sustainable employment while their decision-making power is increased.

In relation to the third outcome on women's economic empowerment, PPSE has foreseen three outputs:

- 1) Legal and advocacy service providers are supported to provide property rights related services
- 2) Service providers are enabled to provide services saving women's time on reproductive tasks, increasing women's productive role
- 3) Advocacy, networking and promotion service providers are enabled to deliver campaigns changing actors' perception of women's economic role

Support for this research linked to the second output. PPSE aims to provide affordable, safe day care for children ages 0-6. The aim is to support the establishment of formal, affordable childcare solutions in a tailor-made and geographically targeted manner, thereby matching the expected rise in employment, particularly women's employment, generated as a result of PPSE involvement in these geographic areas. Alternative and collective childcare solutions, as well as the options for establishing PPPs are to be explored.

Annex 2. Methodology

This Annex provides further details about the methodology. Conceptually and theoretically it is centred within a broader feminist literature on the care economy, which also relates to writing on gender budgeting. As discussed in the introduction, authors like Diane Elson and Susan Himmelweit have sought to make visible the unpaid care work performed by women and the contribution it has to economies. Recognizing and valuing women's unpaid care work, as well as redistributing labour so that women and men have more equal roles and responsibilities at home is essential for women's increased involvement in social, political, economic, and public life.

As detailed in the introduction, this research sought to examine current demand and supply of childcare in Kosovo, as well as to propose options for expanding childcare availability. Five geographic areas were selected for study: Prishtina, Peja, Gjakova, Kamenica, and northern Kosovo, including North Mitrovica, Leposavic, Zubin Potok, and Zvecan. KWN used variation sampling in selecting these municipalities to try to capture a broad spectrum of the different types of issues that diverse municipalities may face.²²⁴ These municipalities vary significantly with regard to population size; rural/urban-based populations; economic activities; geographic location within Kosovo; and the ethnicities of their inhabitants. Thus, several findings may have some generalizability to other municipalities, though social, political, and economic differences always must be considered. The legal framework, information about existing childcare centres, and assessment of demand in each municipality is useful throughout Kosovo.

KWN used mixed research methods for this research, as detailed below. KWN's legal experts reviewed the **relevant legal framework** pertaining to gender equality, early childhood education, and alignment of Kosovo law with relevant EU directives. Research team members also carried out **desk research** regarding childcare programs in Kosovo and other countries in order to identify different models of childcare that could be applied. KWN examined relevant demographic, labour, and education statistics.

KWN contracted enumerators to carry out the **quantitative research**, which involved **surveying** four different data sources: 1) men and women employees in private businesses; 2) unemployed women; 3) employers; and 4) childcare centres. Each of the samples and content of surveys is detailed below. All surveys were **piloted** beforehand and administered using the electronic data collection tool KoBo Collect (<http://www.kobotoolbox.org/>).

Four **researchers** were selected and trained by PPSE staff previously for carrying out initial research in Kamenica. KWN later recruited additional researchers. A Serbian researcher carried out interviews with Serbian respondents, while ten Albanian women and one man conducted research in municipalities of Kamenica, Gjakova, Peja, and Prishtina. KWN organized a two-day mandatory **training** for all researchers. Researchers were familiarized with research objectives, research questions, ethics, sampling procedures, survey instruments, using KoBo Collect, and control procedures.

Survey of women and men employees: First, in order to assess demand for childcare, face-to-face interviews were conducted with 519 women (64%) and men (36%) employees of companies. Companies were selected within the targeted geographic areas based on size (more than 20 employees), sector, and potential for investing in childcare. Sampling sought to select respondents from within larger firms, which may be willing to (co)finance childcare for their employees. Therefore, the sample is not necessarily representative of all employees. Employees of small or informal businesses in particular may have different experiences. Prior to interviewing employees, KWN sent a request to companies to inform them about the research purpose and secure consent. At each company, approximately ten employees, ideally five women and five men, were surveyed. Researchers prioritized interviewing parents with children under age 12. Parents' median age was 30.²²⁵ The survey was conducted from 1 May to 31 May, though some interviews were conducted in June with employees

²²⁴ In addition, PPSE works in these municipalities and could use immediately the findings to inform programming.

²²⁵ IQR: 26-35

who were unavailable earlier. Questions dealt with demographic information, their children, availability of public and private childcare services, and their opinions about childcare (see Annex 8). For information about the level of demand from employees in different businesses, see Annex 5.

Survey of random sample of unemployed women: KWN employed Multistage Random Sampling Method. Using KAS census data from April 2011, sampling quotas were produced. The sample was stratified by municipality and residential profile (urban/rural) of each municipality. The sample involved 65 sampling points selected in 34 settlements in five municipalities: Prishtina, Gjakova, Peja, North Mitrovica, and Kamenica. From 13 July to 27 July, researchers used the random walk method at each sampling point. Only women with children ages six and younger were surveyed. “Unemployed” was defined broadly as not working for personal income. Thus, women working for their family business, but not receiving a salary or their own income, were included in the sample. Households without women fitting this specific profile were skipped. If more than one woman within a household fit the criteria, researchers used the nearest birthday technique to select the respondent. The survey sought to assess the level of demand that may exist among unemployed women for childcare services, including availability of services in their communities, whether they had used such services previously, whether they may be interested in using such services in the future, and whether childcare availability could influence their decision to seek paid employment (see Annex 8).

In total, enumerators surveyed 491 unemployed women with children. More respondents were from urban areas because KWN carried out more surveys in Prishtina than in other municipalities; 38% resided in rural areas. Respondents’ average age was 32.²²⁶ Nearly all were married (97%) and identified as Albanian (94%). Given the research objectives, KWN did not oversample minority ethnic groups. Respondents’ average number of children was 2.5.²²⁷ With regard to children’s ages, 24% of respondents had at least one child under one year old, 27% had a child one to two years old, and 69% had a child between three and six years old.

Enumerators were asked to document each house they visited in order to understand why some randomly selected households were not surveyed. In total, enumerators logged 736 households that did not participate in the survey. As per the previously determined sampling method, the main reason that no one from the household participated was that the household did not have any unemployed woman (59% of instances). In 29% of cases no one was home after multiple attempts, and in 12% of cases the potential respondent refused to take part. The main reasons for refusal were lack of interest (49%), no time (44%), and alone at home (16%); 9% said that they had unpleasant prior experiences with interviews which made them not want to participate in this one.

Table 20. Demographics of Unemployed Women Surveyed

	N	%
Municipality		
Prishtina	219	44.6
Peja	110	22.4
Gjakova	108	22.0
Kamenica	40	8.2
North Mitrovica	14	2.9
Age		
20-25	32	6.5
26-30	186	37.9
31-35	126	25.7
36-40	116	23.6
>40	31	6.3
Ethnicity		
Albanian	461	93.9
Serbian	14	2.9
Bosnian	10	2.0
Ashkali	3	0.6
Roma	2	0.4
Other	1	0.2
Years of schooling		
<8	12	2.4
8	141	28.7
>8 but <12	34	6.9
12	161	32.8
>12	143	29.1
Marital status		
Married	476	96.9
Single (mother)	5	1.0
Divorced	5	1.0
Widowed	4	0.8
Co-habiting	1	0.2
Partner's employment status		
Employed	414	84.3
Unemployed	60	12.2
Unable to work	2	0.4
Studying	1	0.2
Unknown	14	2.9
Total	491	100

²²⁶ The median was 31; the interquartile range (IQR) was 28-36.

²²⁷ SD: 1.2; median: 2; IQR: 2-3.

Table 21. Reasons for Not Conducting Surveys by Municipality

	Prishtina		Peja		Gjakova		Kamenica		North Mitrovica		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
No unemployed women in household	341	61	27	32	42	72	19	68	7	70	436	59
No contact	152	27	44	52	6	10	8	29	0	0	210	29
Refuse	62	11	14	16	10	17	1	4	3	30	90	12
Total	555	100	85	100	58	100	28	100	10	100	736	100

Survey with childcare centres: KWN surveyed 51 care centres to better understand the services available, challenges faced, and costs of care (see Annex 8). Of the centres surveyed, 41% were from Prishtina, reflecting the fact that the vast majority of such facilities are located in the capital. Other centres were located in the selected municipalities. KWN sought to survey all care centres that existed in each location. Most were private, registered care centres. In most cases, the manager (45%) or owner (39%) was interviewed; 89% of respondents were women. KWN also phoned and emailed registered care centres to collect information about their capacity, occupancy, and waiting lists. KWN faced challenges in surveying care centres as several refused to participate in the research. Among those that participated, few were willing to share precise information about their expenses.

Survey with employers: KWN conducted face-to-face interviews with 61 employers from the same companies in which employees were surveyed, discussing their level of interest in potentially supporting childcare facilities in their area (see Annex 8). Most respondents were men (79%) in decision-making positions, owning (77%) or managing (21%) their business. More employers participated in the survey from the municipalities of Leposavic (39%) and North Mitrovica (28%). This was due in part to the fact that these municipalities had smaller businesses than other municipalities, so more businesses were contacted in order to reach the quota of employers and employees surveyed from each targeted area. Several employers also refused to be surveyed, even in instances when KWN had surveyed their employees, stating that they were not interested. Information about the employers and their level of interest in supporting childcare in different ways is in Annex 6.

Two persons not involved in surveying carried out **controls** for all surveys. This included random field visits to ensure enumerators were following the sampling procedures, where relevant, and checking the quality of surveyors' work. They also carried out check-backs on a randomly selected sample of 10% of completed surveys to ensure accuracy, for each of the surveys.

All **statistical analyses** were performed using Stata 13 (StataCorp LP, College Station, TX). Linear regression models were used for continuous variables, and logistic regression models were used for binary outcomes. Mixed effect models clustering by municipality were used when municipality was not evaluated as a fixed effect. T-tests were used to compare continuous outcomes by specific respondent groups. P-values <0.05 were considered statistically significant, and p-values were not adjusted for multiple comparisons. In some instances, the sample size was fairly small for drawing quantitative conclusions. Therefore, the relevant sub-sample size has been reported throughout. The information was included because it was considered still useful as descriptive information.

After analysing the survey data, KWN carried out **qualitative interviews** with 20 officials from the targeted municipalities. KWN focused on North Mitrovica in the north as more economic activity is concentrated there. Officials were selected based on their positions, related to persons who would need to be involved in establishing care centres. Interviews were conducted with officials dealing with urban planning, property, finances, heads of education, and social services (see Annex 7). In six cases officials were unable to meet with KWN due to professional and personal reasons, despite several requests.

Validity, quality control, and peer review: Towards validity, KWN ensured triangulation of methods, researchers, and data sources. The triangulation of researchers included involving diverse team members with differing areas of expertise in researching and writing the report. The team included childcare practitioners, a psychologist, sociologist, anthropologist, and legal experts who approached the research from different perspectives. The report was reviewed carefully for accuracy by all team members. The team circulated the draft report to additional childcare practitioners, child protection specialists, a lawyer, and a social work professor, among other experts, for review and comment. Revisions were made based on their input prior to publishing.

Annex 3. Rough Estimates of Unmet Demand for Childcare by Municipality

The following table estimates roughly the extent of unmet demand for childcare in each municipality. The overall population size is based on 2011 Census data except for northern municipalities.²²⁸ Notably, the lack of accurate demographic data for northern municipalities made it very difficult to assess the level of need. The number of children in each age group was calculated by subtracting the number of deaths per year in each age group from the number of births. As death statistics were unavailable by municipality, KWN roughly estimated the number of deaths by multiplying the percentage of the total population living in that municipality overall in 2011 (2015 for northern municipalities) by the number of recorded deaths each year.²²⁹ This method ignores the possibility that different municipalities may have more or less deaths than other municipalities. Further, this method does not consider the number of children who may have migrated to Kosovo.

KWN took the number of children attending public and private preschool education from KAS education statistics for 2015-2016, as well as added the number of children known to be attending centres unregistered by MEST.²³⁰ The number of children without care was calculated by subtracting the number of children attending preschool education from the total number of children of that age group. The three last columns provide the total number of children without access to preschool education. This provides an estimate of the number of childcare places that need to be created to make childcare universally available.

²²⁸ Population estimates for the north were based on interviews with representatives from these municipalities in 2016. These data are for 2015.

²²⁹ It is not entirely correct to use the percentage of the population by municipality in 2011 to estimate deaths per municipality each year as the population size, including by municipality, may have changed. However, KWN used this as a proxy considering KWN's lack of access to other, more accurate data.

²³⁰ The latter was drawn from the KWN survey of childcare centres, 2016.

Municipality	Total Inhabitants	# of Women	# of Men	# of Children 0-1	1-2	2-3	3-4	4-5	5-6	# In Preschool 0-5		# In Preschool 5-6		Children Needing Care 0-5	Children Needing Care 5-6	Total Children Needing Care
										Private	Public	Public	Private			
										Prishtina	198,897	99,536	99,361			
Prizren	177,781	88,605	89,176	2,409	2,596	2,845	2,606	3,332	3,223	268	10	1,739	0	13,509	1,484	14,993
Ferizaj	108,610	53,769	54,841	1,533	1,598	1,917	1,709	2,135	2,117	0	330	1,681	0	8,561	436	8,997
Podujeva	88,499	43,544	44,955	1,138	1,217	1,654	1,520	1,632	1,731	0	63	1,195	0	7,099	536	7,635
Gjakova	94,556	47,330	47,226	1,274	1,244	1,459	1,359	1,731	1,755	8	260	1,107	27	6,798	621	7,419
Peja	96,450	48,298	48,152	1,554	1,311	811	1,438	1,713	1,603	0	212	1,065	0	6,615	538	7,153
Mitrovica	71,909	35,634	36,275	1,216	1,395	1,281	1,314	1,537	1,577	0	359	894	0	6,383	683	7,066
Gjilan	90,178	44,824	45,354	1,042	1,214	1,365	1,192	1,514	1,574	0	248	1,165	0	6,079	409	6,488
Vushtrri	69,870	33,866	36,004	954	1,082	1,250	1,153	1,301	1,312	0	111	785	0	5,630	527	6,157
Suhareka	59,722	30,244	29,478	825	912	1,132	1,031	1,469	1,411	0	51	774	0	5,318	637	5,955
Malisheva	54,613	27,952	26,661	930	986	1,105	1,157	1,457	1,371	0	0	1,106	0	5,635	265	5,900
Glogovc	58,531	28,803	29,728	904	943	1,129	1,060	1,272	1,176	0	130	913	0	5,179	263	5,442
Lipjan	57,605	28,285	29,320	797	941	1,111	998	1,187	1,105	0	88	810	0	4,947	295	5,242
Rahovec	56,208	27,696	28,512	748	750	970	910	1,266	1,234	0	44	793	0	4,600	441	5,041
Skënderaj	50,858	25,212	25,646	793	865	863	864	1,072	1,147	0	69	730	0	4,388	417	4,805
Klina	38,496	19,303	19,193	661	643	652	646	955	906	0	42	429	0	3,514	477	3,991
Viti	46,987	23,287	23,700	490	555	851	604	911	979	0	44	560	0	3,367	419	3,786
Fushë Kosovë	34,827	17,206	17,621	626	626	715	661	727	668	127	118	185	0	3,110	483	3,593
Kaçanik	33,409	16,439	16,970	446	478	549	553	672	722	0	37	451	0	2,661	271	2,932
Dragash	33,997	16,962	17,035	310	372	582	502	732	715	0	0	432	0	2,498	283	2,781
Deçan	40,019	19,894	20,125	490	420	489	476	728	687	0	0	516	0	2,603	171	2,774
Istog	39,289	19,327	19,962	534	474	429	553	705	760	0	198	553	0	2,497	207	2,704
Shtime	27,324	13,474	13,850	372	405	514	451	530	540	0	38	391	0	2,234	149	2,383
Obiliq	21,549	10,664	10,885	301	368	396	384	416	395	0	80	320	0	1,785	75	1,860
Kamenica	36,085	17,526	18,559	233	274	424	312	454	458	0	68	284	0	1,630	174	1,804
Hani i Elezit	9,403	4,567	4,836	132	150	155	123	156	161	0	0	122	0	715	39	754
Mamushë	5,507	2,689	2,818	72	91	55	125	116	133	0	0	68	0	458	65	523
Shtërpcë	6,949	3,395	3,554	92	93	65	81	67	49	0	0	35	0	397	14	411
Junik	6,084	3,089	2,995	55	48	74	61	77	89	0	0	55	0	316	34	350
Novobërdë	6,729	3,248	3,481	51	42	55	34	35	44	0	0	48	0	217	0 ²³¹	213
Graçanicë	10,675	5,257	5,418	30	60	36	22	13						161	0	161

²³¹ Since KWN used proxies for estimates, calculations led to negative numbers here and in Kllokot, Zubin Potok, and Leposavic. These have been converted to zero.

Municipality	Total Inhabitants	# of Women	# of Men	# of Children 0-1	1-2	2-3	3-4	4-5	5-6	# In Preschool 0-5		# In Preschool 5-6		Children Needing Care 0-5	Children Needing Care 5-6	Total Children Needing Care
										Private	Public	Public	Private			
Kllokot	2,556	1,238	1,318	13	15	15	11	9		0	0	17	0	61	0	44
Partesh	1,787	865	922	4	6	12	2	12						35	0	35
Ranillug	3,866	1,897	1,969	1	7	16	0	0						22	0	22
North Mitrovica ²³²	40,000										360					0
Zvečan	7,000			21	12	7	4	6	5	0	:	:	0			0
Zubin Potok	15,000			22	20	8	9	15	4	0	:	7	0		0	0
Leposavic ²³³	20,000			16	9	0	5	0	0		663			0		0

²³² Data for the North inhabitants are for year 2015.

²³³ Data for number of children enrolled in a public education are from the survey conducted by KWN. This is the case also for North Mitrovica.

Annex 4. Known Preschool Institutions in Kosovo

Municipality	City	Name of Institution	Public/ Private	Maximum Capacity	Children registered
Ferizaj	Ferizaj	Ardhmëria e jonë	Public	220	160
Ferizaj	Ferizaj	Kopshti i ri	Public	250	250
Ferizaj	Ferizaj	Kopshti Magjik	Public	50	15
Ferizaj	Ferizaj	Kopshti Edukativ Dubravë	Public	50	50
Fushe Kosovo	Fushe Kosovo	Eda	Private	0 ²³⁴	0
Fushe Kosovo	Fushe Kosovo	A & Z	Private	0	0
Fushe Kosovo	Fushe Kosovo	Bota Magjike	Private	300	130
Fushe Kosovo	Fushe Kosovo	Brilantët	Private	70	40
Fushe Kosovo	Fushe Kosovo	Gëzimi ynë	Public	200	185
Fushe Kosovo	Fushe Kosovo	Dija-s	Private	50	50
Fushe Kosovo	Fushe Kosovo	Neci	Private	70	45
Gjakova	Gjakova	Driola	Private	100	80
Gjakova	Gjakova	Dielli	Private	40	40
Gjakova	Gjakova	Agu	Private	70	60
Gjakova	Gjakova	Filiziat	Private	60	40
Gjakova	Gjakova	Ganimete Terbeshi	Public	600	550
Gjakova	Gjakova	Montesori	Private	70	15
Gjilan	Gjilan	Anisa	Private	55	42
Gjilan	Gjilan	Hello	Private	160	120
Gjilan	Gjilan	Mesonjetorja Qiriazi	Private	55	49
Gjilan	Gjilan	Nushe	Private	0	0
Gjilan	Gjilan	Integj	Public	120	124
Gjilan	Gjilan	Ardhmëria 1	Public	90	90
Gjilan	Gjilan	Ardhmëria 2	Public	0	0
Glogovac	Glogovac	Bambi	Private	90	72
Glogovac	Glogovac	Ardhmeria Jonë	Public	90	90
Istog	Gurakoc	Ardhmëria jonë	Public	40	37
Istog	Istog	Gëzimi ynë	Public	135	137
Istog	Rakosh	Pëllumbat e ardhmërisë	Public	40	17
Istog	Shushicë	Fati Ynë	Public	0	0
Istog	Vrella	Lulet e jetës	Public	35	40
Kaçanik	Kaçanik	Agimi	Public	40	42
Kamenica	Kamenica	Filizat	Public	100	60
Klina	Klina	Xhevë Lladrovci	Public	88	70
Klina	Shtupel	QEAP	Public	60	18
Leposavic	Leposavic	Veselo detinjstvo	Public	193	92
Leposavic	Leposavic	Bambi	Public	105	100
Leposavic	Leposavic	Nasa Radost	Public	240	250
Leposavic	Leposavic	Nasa Radost	Public	100	150
Leposavic	Leposavic	Nasa Radost	Public	25	25
Lipjan	Lipjan	Ardhmeria Jone	Private	120	60
Lipjan	Lipjan	Shqipponja	Public	100	92
Malisheve	Banja	Shpresa jonë	Public	70	70
Mitrovica	Mitrovica South	Diakonie	Private	0	0
Mitrovica	Mitrovica South	Folea	Private	0	0
Obilc	Obilc	Rrita jonë	Public	120	82
Peja	Peja	Engjëjt	Private	85	85
Peja	Peja	Hirushja	Private	50	30

²³⁴ In this table, a "0" denotes that KWN was unable to reach the centre to confirm this information.

Municipality	City	Name of Institution	Public/ Private	Maximum Capacity	Children registered
Peja	Peja	Pëllumbat e paqes	Public	300	282
Peja	Peja	Magic Land	Private	40	35
Peja	Peja	Bota e Femijeve	Private	45	45
Podujevo	Podujevo	Engjujt	Private	40	37
Podujevo	Podujevo	Drita	Public	75	50-60
Prishtina	Prishtina	Gëzimi ynë	Public	220	290
Prishtina	Ajvali	Ngjyrat	Private	0	0
Prishtina	Besi	Shtepia Magjike	Private	30	21
Prishtina	Matian	Botanika	Private	85	79
Prishtina	Prishtina	Foleja	Private	130	96
Prishtina	Prishtina	Dea	Private	120	65
Prishtina	Prishtina	Eni-Edu-ArS 1	Private	100	50
Prishtina	Prishtina	Eni-Edu-Ars 2	Private	100	80
Prishtina	Prishtina	Foleja jone	Private	80	40
Prishtina	Prishtina	Kids Academy	Private	130	125
Prishtina	Prishtina	Rrona	Private	0	0
Prishtina	Prishtina	Pika	Private	60	0
Prishtina	Prishtina	Little Stars	Private	45	45
Prishtina	Prishtina	Shpresa	Private	80	54
Prishtina	Prishtina	Ala	Private	100	55
Prishtina	Prishtina	Babezi	Private	40	28
Prishtina	Prishtina	Bardha 2	Private	80	50
Prishtina	Prishtina	Bardha 3	Private	70	50
Prishtina	Prishtina	Bardha 4	Private	90	90
Prishtina	Prishtina	Bardha 6	Private	50	50
Prishtina	Prishtina	Engjëlli	Private	80	45
Prishtina	Prishtina	Fillesa	Private	0	0
Prishtina	Prishtina	Loja	Private	150	120
Prishtina	Prishtina	American School of Kosova	Private	50	20
Prishtina	Prishtina	SOS-Kopshti	Private	130	130
Prishtina	Prishtina	Park School	Private	40	25
Prishtina	Prishtina	Magic Land	Private	35	35
Prishtina	Prishtina	Elena 1	Private	43	40-41
Prishtina	Prishtina	Elena 2	Private	Limitless	73
Prishtina	Prishtina	Dina	Private	50	25
Prishtina	Prishtina	Ama	Private	0	0
Prishtina	Prishtina	Bota e Fëmijëve	Private	25	25
Prishtina	Prishtina	Edina	Private	50	35
Prishtina	Prishtina	Elita	Private	0	0
Prishtina	Prishtina	Bletëza	Private	30	15
Prishtina	Prishtina	Lepurushi	Private	30	26
Prishtina	Prishtina	Yllka 1	Private	35	26
Prishtina	Prishtina	Edukimi	Private	30	30
Prishtina	Prishtina	Ngjyra	Private	35	35
Prishtina	Prishtina	Oaza	Private	0	0
Prishtina	Prishtina	Happy Kids	Private	88	80
Prishtina	Prishtina	Edukimi	Private	80	60
Prishtina	Prishtina	Linda	Private	0	0
Prishtina	Prishtina	Vip Kids	Private	0	0
Prishtina	Prishtina	Yjeta	Private	0	0
Prishtina	Prishtina	Pejton	Private	150	50
Prishtina	Prishtina	Mollëkuqja	Private	40	35
Prishtina	Prishtina	Neci	Private	40	45

Municipality	City	Name of Institution	Public/ Private	Maximum Capacity	Children registered
Prishtina	Prishtina	Gëzimi ynë	Public	0	0
Prishtina	Prishtina	Fatosat	Public	260	255
Prishtina	Prishtina	Lulevera	Public	0	0
Prishtina	Prishtina	Xixëllonjat	Public	0	0
Prishtina	Prishtina	Buzëqeshja	Public	0	0
Prishtina	Prishtina	Ardhmëria	Public	0	0
Prishtina	Prishtina	Dielli	Public	210	210
Prishtina	Prishtina	Yllkat	Public	0	0
Prishtina	Prishtina	SOS Kopshti i ri	Public	130	130
Prishtina	Prishtina	Fillesa	PPP	100	88
Prishtina	Prishtina	Hello Kids	Private	100	80
Prishtina	Prishtina	Kopshti i endrrave	Private	150	50
Prishtina	Prishtina	Akademia Ora	Private	85	85
Prishtina	Prishtina	Joni-m	Private	50	50
Prishtina	Prishtina	Kopshti i endrrave	Private	150	50
Prizren	Prizren	Perspektiva	Private	60	50-55
Prizren	Prizren	Hapi i pare	Private	0	0
Prizren	Prizren	Hanna	Private	0	0
Prizren	Prizren	Yllkat	Public	0	0
Rahovec	Rahovec	Tulipanë	Public	0	0
Shtime	Shtime	Albiona Asllani	Public	40	36
Skenderaj	Skenderaj	Nëna Zahide	Public	0	0
Suhareka	Suhareka	Melodia	Private	200	98
Suharekë	Suharekë	Fluturat	Public	0	0
Viti	Viti	Gëzimi Ynë	Public	0	0
Vushtrri	Vushtrri	Dielloni	Private	0	0
Vushtrri	Vushtrri	Diari	Private	200	60
Vushtrri	Vushtrri	Foleja	Public	168	160
Zubin Potok	Brnjak	Nase dete	Public	20	50
Zubin Potok	Velji Breg	Nase dete	Public	30	50
Zubin Potok	Zubin Potok	Nase dete	Public	180	180
Malishevë	Malishevë		Public	70	65
North Mitrovica	North Mitrovica		Public	360	380

Annex 5. Employees with Children Interested in Childcare Services by Employer

Employees were asked the following question: “if the company where you are employed had childcare services for employees, within the company’s facilities or nearby, how likely would you be to use this service for your children?” The table below illustrates the extent to which employees voiced interest in using a childcare service offered by their employer.

Company	Municipality	Definitely not		Probably not		Yes, probably		Yes, for sure		Total Respondents N
		N	R %	N	R %	N	R %	N	R %	
ETC	Peja and Fushe Kosovo	1	4.2	0	0.0	3	12.5	20	83.3	24
Dukagjin	Peja	0	0.0	1	8.3	1	8.3	10	83.3	12
Baruti Gmbh	Prishtina	1	10.0	0	0.0	1	10.0	8	80.0	10
VIVA Fresh Store	Peja	1	11.1	0	0.0	1	11.1	7	77.8	9
Intertex Kosova	Peja	1	12.5	0	0.0	0	0.0	7	87.5	8
RTV 21	Prishtina	0	0.0	0	0.0	1	14.3	6	85.7	7
Raiffeisen Bank	Prishtina	0	0.0	0	0.0	0	0.0	5	100.0	5
Kolegji UBT	Prishtina	1	16.7	0	0.0	1	16.7	4	66.7	6
Riinvest	Prishtina	0	0.0	0	0.0	0	0.0	4	100.0	4
Konson	Gjakova	1	20.0	0	0.0	0	0.0	4	80.0	5
Kujtesa	Prishtina	1	20.0	0	0.0	1	20.0	3	60.0	5
Nlb	Prishtina	1	20.0	0	0.0	1	20.0	4	60.0	6
Comodita	Peja	0	0.0	0	0.0	0	0.0	3	100.0	3
Wear & go	Gjakova	0	0.0	0	0.0	0	0.0	3	100.0	3
Klan Kosova	Prishtina	0	0.0	0	0.0	2	50.0	2	50.0	4
Uje Rugove	Peja	0	0.0	2	40.0	1	20.0	2	40.0	5
DELTA Market	Peja	0	0.0	0	0.0	0	0.0	2	100.0	2
KRU Radoniqi	Gjakova	0	0.0	0	0.0	0	0.0	2	100.0	2
MAXI	Peja	0	0.0	0	0.0	0	0.0	2	100.0	2
Nasa Radost	Leposavic	0	0.0	0	0.0	0	0.0	2	100.0	2
Nertil	Gjakova	0	0.0	0	0.0	0	0.0	2	100.0	2
Butik Bravo	Leposavic	0	0.0	1	33.3	0	0.0	2	66.7	3
Haliti	Kamenica	2	50.0	0	0.0	0	0.0	2	50.0	4
Osnovna skola	Leposavic	0	0.0	4	50.0	3	37.5	1	12.5	8
Bahceci	Prishtina	1	25.0	0	0.0	2	50.0	1	25.0	4
Drilon	Kamenica	0	0.0	0	0.0	1	50.0	1	50.0	2
Greta shpk	Peja	0	0.0	0	0.0	1	50.0	1	50.0	2
Radoniqi	Gjakova	0	0.0	0	0.0	1	50.0	1	50.0	2
Conad		0	0.0	0	0.0	0	0.0	1	100.0	1
Dardanet	Peja	0	0.0	0	0.0	0	0.0	1	100.0	1
Flotacija	Leposavic	0	0.0	0	0.0	0	0.0	1	100.0	1
Fresh	Peja	0	0.0	0	0.0	0	0.0	2	100.0	2
Frizerski salon	Leposavic	0	0.0	0	0.0	0	0.0	1	100.0	1
Fungo	Kamenica	0	0.0	0	0.0	0	0.0	1	100.0	1
INTEREX	Peja	0	0.0	0	0.0	0	0.0	1	100.0	1
Il Camino	Gjakova	0	0.0	0	0.0	0	0.0	1	100.0	1
InterTex Kosova	Peja	0	0.0	0	0.0	0	0.0	1	100.0	1
KOLEGJI UBT	Prishtina	0	0.0	0	0.0	0	0.0	1	100.0	1
Mini Max	Peja	0	0.0	0	0.0	0	0.0	1	100.0	1
Hotel Pashtriku	Gjakova	0	0.0	1	50.0	0	0.0	1	50.0	2
Ylli Bec	Gjakova	1	50.0	0	0.0	0	0.0	1	50.0	2
Opstina	North Mitrovica	0	0.0	4	57.1	3	42.9	0	0.0	7

Company	Municipality	Definitely not		Probably not		Yes, probably		Yes, for sure		Total Respondents
		N	R %	N	R %	N	R %	N	R %	N
Dom Zdravlja	North Mitrovica	0	0.0	5	71.4	2	28.6	0	0.0	7
Prince Coffee Shop	Peja	0	0.0	0	0.0	2	100.0	0	0.0	2
AAB	Prishtina	0	0.0	0	0.0	1	100.0	0	0.0	1
Bolnica	North Mitrovica	0	0.0	0	0.0	1	100.0	0	0.0	1
Fotografska radnja	North Mitrovica	0	0.0	0	0.0	1	100.0	0	0.0	1
KFOR	North Mitrovica	0	0.0	0	0.0	1	100.0	0	0.0	1
Parfimerija	North Mitrovica	0	0.0	2	66.7	1	33.3	0	0.0	3
Pekara Kolasin	Zubin Potok	0	0.0	2	66.7	1	33.3	0	0.0	3
Pizza bar Fratelo	Zvecan	0	0.0	0	0.0	1	100.0	0	0.0	1
Restoran M	Zvecan	0	0.0	3	75.0	1	25.0	0	0.0	4
STR Labud	Leposavic	0	0.0	2	66.7	1	33.3	0	0.0	3
Ubt	Prishtina	0	0.0	0	0.0	1	100.0	0	0.0	1
Uciteljski fakultet	Leposavic	0	0.0	0	0.0	1	100.0	0	0.0	1
Apoteka	North Mitrovica	0	0.0	1	100.0	0	0.0	0	0.0	1
Art Nails	North Mitrovica	0	0.0	1	100.0	0	0.0	0	0.0	1
Beauty Palace	North Mitrovica	0	0.0	1	100.0	0	0.0	0	0.0	1
Beauty nails	Leposavic	0	0.0	1	100.0	0	0.0	0	0.0	1
Besi	Kamenica	0	0.0	1	100.0	0	0.0	0	0.0	1
Centar za socijalni rad	Leposavic	1	100.0	0	0.0	0	0.0	0	0.0	1
Civilna zastita	North Mitrovica	0	0.0	2	100.0	0	0.0	0	0.0	2
Civilni sektor	North Mitrovica	0	0.0	1	100.0	0	0.0	0	0.0	1
Dynamic Trade	Zvecan	0	0.0	4	100.0	0	0.0	0	0.0	4
Hiper Marker Rio	North Mitrovica	0	0.0	1	100.0	0	0.0	0	0.0	1
IBCM	North Mitrovica	0	0.0	2	100.0	0	0.0	0	0.0	2
Jugobanka	North Mitrovica	0	0.0	2	100.0	0	0.0	0	0.0	2
KPS	Zvecan	0	0.0	1	100.0	0	0.0	0	0.0	1
Kolasin Prevoz	Zubin Potok	0	0.0	2	100.0	0	0.0	0	0.0	2
Kopaonik	Leposavic	0	0.0	1	100.0	0	0.0	0	0.0	1
Medjunarodni Poslovni Koledz	North Mitrovica	0	0.0	1	100.0	0	0.0	0	0.0	1
Metal	Zvecan	0	0.0	2	100.0	0	0.0	0	0.0	2
MiM Poslaticara	Leposavic	0	0.0	1	100.0	0	0.0	0	0.0	1
NGO Dominik	Zubin Potok	0	0.0	1	100.0	0	0.0	0	0.0	1
Natural	Leposavic	0	0.0	1	100.0	0	0.0	0	0.0	1
P.P. trade	Leposavic	0	0.0	1	100.0	0	0.0	0	0.0	1
Pizerija Siena	North Mitrovica	0	0.0	2	100.0	0	0.0	0	0.0	2
Profesor	Zvecan	0	0.0	1	100.0	0	0.0	0	0.0	1
Srednja Medicinska Skola	North Mitrovica	0	0.0	1	100.0	0	0.0	0	0.0	1
Str Bane	Zubin Potok	0	0.0	5	100.0	0	0.0	0	0.0	5
Szr Suza	Zubin Potok	0	0.0	1	100.0	0	0.0	0	0.0	1
Vrtic Nasa Radost	Leposavic	0	0.0	1	100.0	0	0.0	0	0.0	1
Zitoprodukt	Leposavic	0	0.0	1	100.0	0	0.0	0	0.0	1
Total		13	5.3	67	27.5	39	16.0	125	51.2	244

Annex 6. Table of Employers and Their Interest in Supporting Childcare Services

Employers were asked: “would you be interested to establish a childcare facility just for your workers?”; “would you be interested to establish a joint childcare facility that you would share with other businesses located nearby, financing it together?”; and “if the local government would be interested in supporting a care centre in the area, would you be interested in co-financing future care for your workers’ children as part of a public-private partnership?”

Company	Municipality	# of Employees	% of Employees Who Are Women	Interested in establishing childcare facility just for your workers	Interested in joint childcare facility with other local businesses	Interested in PPP
Kru radoniqi	Gjakova	260	15	Yes	Yes	Yes
Konsoni	Gjakova	104	32	No	No	No
Wear and go	Gjakova	40	50	Yes	Yes	Yes
Haliti_s.m	Kamenica	46	54	Don't know	No	Yes
Besa Center	Kamenica	40	93	No	No	Don't know
Driloni kamenice	Kamenica	26	58	No	Yes	No
DOO Kopaonik	Leposavic	34	44	No	No	No
Eko Pak	Leposavic	27	74	No	No	Don't know
Metal M	Leposavic	27	48	No	No	No
OD Vukicevic	Leposavic	26	15	No	No	Don't know
PP Kamilja	Leposavic	22	9	No	No	No
Lesak	Leposavic	20	25	No	No	Don't know
SZR Pekara Savic	Leposavic	17	71	No	No	No
Fabrika stocne hrane	Leposavic	17	29	No	No	No
Caffe Bar Vox	Leposavic	15	40	No	No	No
MSN Petrol	Leposavic	15	7	No	No	Don't know
Restoran Boemi	Leposavic	14	71	No	No	No
Fruit Dryer	Leposavic	12	75	No	No	No
Playground	Leposavic	12	75	No	No	No
Volan	Leposavic	12	42	No	No	Don't know
Atlantida	Leposavic	12	0	No	No	Don't know
Farma Zavrata	Leposavic	10	40	No	No	Don't know
DOO Bor Tehnik	Leposavic	8	25	No	No	No
PP Vuca	Leposavic	7	0	No	No	No
AG Computers	Leposavic	7	57	No	No	No
Podrum pica	Leposavic	7	0	No	No	No
Szr Miler	Leposavic	6	0	No	No	No
Cafe Picerija Bambi	Leposavic	5	60	No	No	No
Butik Bravo	Leposavic	2	100	No	No	Don't know
Frizerski salon Marinero	Leposavic	1	100	No	No	No
DOO Kosmetput	Mitrovica	28	54	No	No	Don't know
Boom Taxi	Mitrovica	25	8	No	No	Don't know

Company	Municipality	# of Employees	% of Employees Who Are Women	Interested in establishing childcare facility just for your workers	Interested in joint childcare facility with other local businesses	Interested in PPP
Hiper market Rio	Mitrovica	15	60	No	Don't know	Don't know
Restoran Rio	Mitrovica	15	40	No	No	No
Picerija Bela Napoli	Mitrovica	10	60	No	No	No
Beauty Palace	Mitrovica	10	100	No	Don't know	No
Caffe Bar Rio	Mitrovica	8	63	Don't know	Don't know	Don't know
Caffe Bar BarCode	Mitrovica	7	0	No	No	No
Picerija Siena	Mitrovica	7	43	No	No	No
Fotokopirnica Otisak	Mitrovica	6	17	No	No	No
Otisak	Mitrovica	6	33	No	No	No
Radio Vibe	Mitrovica	5	60	No	Don't know	Don't know
Parfimerija Grazia	Mitrovica	5	40	No	No	Don't know
Juice bar	Mitrovica	5	80	No	Yes	Yes
Watea, welnes centar	Mitrovica	5	100	No	No	No
Caffe picerija Fratelo	Mitrovica	4	50	No	No	No
Parfimerija Dove	Mitrovica	4	75	No	No	No
Etc	Peja	3000	60	No	Don't know	No
Baruti	Prishtina	235	49	Yes	No	No
Riinvest	Prishtina	70	50	Yes	Yes	Yes
Farming Papers	Zubin Potok	34	74	No	No	No
PP Profit	Zubin Potok	12	17	No	Don't know	Don't know
Str Fuzija	Zubin Potok	5	80	No	No	No
Dynamic trade	Zvecan	46	33	No	No	Don't know
Robna kuca Metal	Zvecan	45	33	No	Don't know	Don't know
Restoran M	Zvecan	15	67	No	Don't know	Don't know
Restoran Hajducki Konak	Zvecan	13	69	No	No	No
Pumpa Ceki	Zvecan	12	8	No	No	No
Pizerija Raffaelo	Zvecan	7	71	No	No	Don't know
Biosaz	Zvecan	5	60	No	No	Don't know
Svecana sala M	Zvecan	5	80	No	No	Don't know

Annex 7. List of Research Participants

Name	Municipality	Department/ Organization	Position
Arbërie Nagavci	Prishtina	Education	Director
Dren Kukaj	Prishtina	Property	Director
Liburn Aliu	Prishtina	Urban Planning	Director
Shejnaze Masurica	Kamenica	Finances	Director
Muhamet Thaqi	Kamenica	Urbanism	Head
Naser Hashani	Kamenica	Finances	Senior Financial Official
Neziktere Spahiu	Kamenica	Property	Legal Adviser of the Sector
Kimete Kryeziu	Kamenica	Social Services	Head of Social Service Sector
Besim Avdimetaj	Peja	Education	Director
Edmond Shala	Peja	Property	Director
Jeton Abazaj	Peja	Finances	Director
Diana Qarkaxhija	Gjakova	Education	Director
Teki Shala	Gjakova	Finances and Budget	Director
Skender Tullumi	Gjakova	Property	Director
Basri Komoni	Gjakova	Social Welfare	Director
Jelisaveta Marjanovic	North Mitrovica	Association of Parents	Member
Anica Balovic	North Mitrovica	Association of Parents	Member
Aldijana Bektesevic	North Mitrovica	Finances, Office for North	Administrative Officer
Sergej Zaporozac	North Mitrovica	Office of Communication	Spokesperson
Jelena Kasalovic	North Mitrovica	Social Service	Associate
Danijela Vujacic	North Mitrovica	Finances Sector, Serbian Government	Counsellor
Dusica Gusnic	North Mitrovica	Social Service	Assistant
Zoran Bratic	North Mitrovica	Finances	Director
Nevena Dutina	North Mitrovica	Urban Planning	Official
Dragan Spasojevic	North Mitrovica	Urban Planning	Director
Dusan Milunovic	North Mitrovica	Northern Office	Coordinator
Ivana Milicevic	North Mitrovica	Child Care Centre	Head of Finances
Kozeta Imami	Prishtina	UNICEF	Early Childhood Development Officer
Tamara Slavkovic	Prishtina	UNICEF	Programme Assistant
Hysni Maxharraj	Istog	Finances	Director
Imrane Ramadani	Prishtina	MEST, Department of Pre-School Education	

Reasons Not Working

15. What are the MAIN reasons you are not working for money?

- 15.1.1 Have to work outside the home (farming, caring for animals like cows/chickens, etc.)
- 15.1.2 Do not need to work; family has sufficient income
- 15.1.3 Family does not allow me to work
- 15.1.4 I don't have a place to leave my children while I'm at work
- 15.1.5 Still a student
- 15.1.6 It's not worth it (for the small salary)
- 15.1.7 Unable to work
- 15.1.8 Other 15.1 Which other?
- 15.1.9 Don't know / no answer

15.2 Who are you currently caring for in your family?

- 15.2.1 Child(ren) 15.2.2 Elderly person(s) 15.2.3 Someone with a physical disability
- 15.2.4 Someone with a psychological disability 15.2.5 Someone who is sick
- 15.2.6 Other 15.2.1 Which other?

16. Do you want to do paid work?

- 16.1 Yes 16.2. No

17. In which of the following types of paid workplace would you MOST like to work?

- 17.1 Starting my own business
- 17.2 Working more in the family business
- 17.3 Working for another employer outside the family

Childcare

17. Would you consider using child care services for your child(ren)?

- 17.1 Yes 17.22 No

18. What are the main reasons you would not consider using care service?

- 18.1 I do not need it 18.2 I want to raise my children myself 18.3 I do not trust these centres
- 18.4 Centres are too expensive 18.5 My partner does not want to use them
- 18.6 My partner's or my family does not want us to use them 18.7 Other 18.1 Which other?

19. In your opinion how much should childcare cost per child per month?

20. Is there any child care service in your area where you could leave your children if you wanted to work?

- 20.1 Yes 20.2 No

Possibility of using care services

21. Would you consider leaving your children there? 21.1 Yes 21.2 No

21. If there was a childcare service available, would you consider leaving your child there?

- 22.1.1 Yes 22.2.1 No

22. Why not?

- 22.1 It's too far away 22.2 It's too expensive 22.3 The teachers aren't qualified enough
- 22.4 The conditions are not good enough 22.5 Other 22.1.1 For which other reason?

Childcare Considerations

23. What would you consider in selecting a childcare service provider for your children?

- 23.1 Educational activities 23.2 Recreational activities 23.3 Qualified staff 23.4 Healthy food
- 23.5 Art & crafts 23.6 Sports and outdoor activities 23.7 Affordable price 23.8 Location
- 23.9 Conditions and cleanliness 23.10 Safety and security 23.11 Other 23.1 What else?

24. Have you ever used a child care service (kindergarten/ day-care) for any of you children?

- 24.1 Yes 24.2 No

Satisfaction with care services

25. How satisfied were you with their service?

- 25.1 Very satisfied 25.2 Satisfied 25.3 Dissatisfied 25.4 Very dissatisfied

26. Why were you dissatisfied?

- 26.1 It's too far from work 26.2 It's too far from home 26.3 Unhealthy food 26.4 The facility is not hygienic
- 26.5 The place is dangerous 26.6 The place is too small 26.7 The child doesn't learn things (education)

- 26.8 The child cannot socialise with other children 26.9 Poorly trained caregivers/educators
 26.10 Too few educators 26.11 It's expensive
 26.12 It's bad for the child not to be with her/his mother, father or with some relative
 26.13 Other 26.1 Which other reason?

26.2 Why were you satisfied?

- 26.2.1 It's close to work 26.2.2 It's close to home 26.2.3 The child gets healthy food
 26.2.4 The facility is hygienic / clean 26.2.5 The place is secure
 26.2.6 There's enough space 26.2.7 The child learns things (educational program)
 26.2.8 The child can socialise with other children 26.2.9 Well trained caregiver/educators
 26.2.10 There are enough educators 26.2.11 It's affordable
 26.2.12 Other 26.2.12.1 Which other reason?

27. Can you please estimate the amount that you paid per month per child for the child care service provider?

28. Are you still using a child care service?

- 28.1 Yes 28.1 No

Reasons for Discontinuing Care

29. What are the main reasons that you quit using this service?

- 29.1 Too expensive 29.2 Too far from home 29.3 I'm taking care of my children
 29.4 Someone else is taking care of my children now 29.5 Not satisfied with the service
 29.6 Not enough educational activities 29.7 Not enough recreational activities
 29.8 Lack of qualified staff 29.9 Unhealthy food 29.10 Insufficient arts & crafts
 29.11 Insufficient sports and outdoor activities 29.12 Poor conditions and cleanliness
 29.13 Lack of security 29.14 Other 29.14.1. Which other reason?

29. What are the MAIN reasons that you did not use childcare service?

- 29.1 I take/took care of my children 29.2 No child care service is available in the area
 29.3 My partner didn't want us to send children to a child care facility
 29.4 My partner's / my family didn't want us to send children to child care
 29.5 It is too expensive 29.6 I didn't like the day-care

30. If you had access to quality, affordable day care at the rate you mentioned previously and it met your aforementioned expectations, would you send your children to that day-care?

- 30.1 Yes 30.2 No

Consider working

31. If you could send your children to day-care, do you think you would start working in a paid position?

- 31.1 Yes 31.2 No

34. Would you be willing to be part of Parent Councils that manage the day-care in your area?

- 34.1 Yes 34.2 No 32. Why not?

Operating Care Centres

33. Which of the following actors, if any, would you prefer to run a child care centre for your children:

- 33.1 Government 33.2 Private business 33.3 Public-Private Partnership 33.4 Other 33.1 Which other?

34. Would you like to add something or share anything else with us?

35. In which language was this survey conducted?

- 35.1 Albanian 35.2 Serbian 35.3 English 35.4 Other 35.1 Which other?

Survey of Care Centres

Municipality

1. Municipality 2. Name of centre 3. Gender of respondent

Position

4. Position of respondent 5. How many years have you been in this position?
 6. In which year did your care centre open?

Establishment

7. Which of the following best describes how the centre was initially established?

- 7.1 By the government 7.2 As a public-private partnership (government and business together)
 7.3 As a private enterprise 7.4 As an NGO 7.5 By an international donor
 7.6 Other 7.6.1 Please write which other way.

Type of Centre

8. Which best describes how the centre operates now?
 8.1 Government-run 8.2 As a public-private partnership (government and business together)
 8.3 As a private enterprise 8.4 As an NGO
 8.5 By an international donor 8.6 Other 8.6. Please write how.

Employees

9. How many employees does your centre have in total?
 10. How many are full-time?
 11. How many are part-time?
 12. How many are women?
 13. How many are men?

Men Care Workers

14. What would you say are the main factors why you do not have more men employees?
 14.1 Men do not apply 14.2 Men are not qualified or educated enough
 14.3 This type of work is not meant for men 14.4 The pay is too low
 14.5 Other 14.5.1 Please write which other

15. Would you consider hiring more men?
 15.1 Yes 15.2 No

16. Why not?
 16.1 Men are not qualified or educated enough 16.2 This type of work is not meant for men
 16.3 Other 16.3.1 Which other reason?

Employee Level of Education

17. Do you require employees to have a minimum level of education?
 17.1 Yes 17.2 No
 18. Which level?
 18.1 Yes, completed primary school. 18.2 Yes, completed lower secondary school.
 18.3 Yes, completed upper secondary school. 18.4 Yes, completed university (BA) or more schooling.

Employee Qualifications

19. Do you require employees to have qualifications in a particular field of study?
 19.1 Yes 19.2 No
 20. Which field or fields?
 20.1 Education 20.2 Early childhood education 20.3 Social sciences (sociology, psychology)
 20.4 Other 20.4.1. Which other?

21. How many of your employees are parents with children under age 13?

22. Do you allow employees to bring their children to this care centre?
 22.1 Yes 22.2 No

23. How much do employees pay for their children to come to the centre, compared to other parents?
 23.1 Nothing, its free 23.2 Less than other parents 23.3 More than other parents
 23.4 The same as other parents 23.5 Other

24. On average, how much do you usually pay per full-time employee per month, including pensions and taxes (gross)?

25. On average, for how many years has one employee worked for you?

26. Do you have any problems with employee turnover (that is, with employees leaving)?

- 26.1 Yes 26.2 No

Reasons Employees Leave

27. What are the main reasons why employees leave?
 27.1 Low pay 27.2 Dissatisfaction with working conditions 27.3 They have children to care for
 27.4 They don't want to work 27.5 Other (please explain) 27.5.1 What other reason(s)?

Days Open

28. How many days per week is your care centre open?

29. Which days of the week?

29.1 Monday

29.2 Tuesday

29.3 Wednesday

29.4 Thursday

29.5 Friday

29.6 Saturday

29.7 Sunday

Holidays

30. Are you open on national holidays?

30.1 Yes

30.2 No

30.1. Do clients need to pay extra for their child care on national holidays?

30.1.1 Yes

30.1.2 No

30.1.1. How much IN TOTAL per child per national holiday day do clients pay (EUR)?

Pay on Holidays

30.2. Do you pay your employees extra for working on holidays?

30.2.1 Yes

30.2.2 No

30.2.1. What PERCENTAGE of their salaries do you pay IN ADDITION to their normal salary for working on a holiday?

Months Closed

31. Are there any months during the year in which the centre is closed?

30.1. Yes

30.2 No

31.1. Which months?

Working Hours

32. At what time does the centre open each day?

33. At what time does the centre close?

Ages of Children

34. Do you take children who are under one year old?

34.1 What is the youngest age child you will take (in months)?

34.2 What is the youngest age child you will take (in years)?

35. What is the oldest age child that you will take?

36. How many total children do you have the capacity to take (maximum)?

Demand for Care Services

37. At present, do you have more requests for childcare than you the centre has space for?

37.1. Approximately how many children did you turn away LAST month (April) because you did not have enough space for them?

37.2. Do you have a waiting list?

37.2.1. How many children currently are on your waiting list?

Special Physical Needs

38. Are you able to provide services to children with special PHYSICAL needs (e.g., blind, deaf, physically challenged)?

38.1. Please explain.

Special Psychological Needs

39. Are you able to provide services to children with special PSYCHOLOGICAL needs (e.g., autism, attention deficit disorder, etc.)

39.1. Please explain.

Languages

40. In which languages do you provide care?

40.1 Albanian

40.2 English

40.3 Serbian

40.4 Other

40.4.1. Which other languages?

Children in Care

41. How many total children does your centre care for as of today?

How many children do you have in each of the following age groups currently?

42.1. How many children are under 6 months old?

42.2. How many children are from 6 months to under one year old?

42.3. How many children one to 3 years old?

- 42.4. How many children are 4 years old?
 42.5. How many children are 5 years old?
 42.6. How many children are 6 years old or older?
 The numbers do not add up. Please check again.

Ethnicities of Children

- 42.7. How many children are Albanian?
 42.8. How many children are Serbian?
 42.9. How many children are Roma, Ashkali, or Egyptian?
 42.10. How many children are Turkish?
 42.11. How many children are Bosnian?
 42.13. How many children are of another ethnicity?
 42.13.1 Which ethnicity?

43. Do the children you care for tend to travel from...

- | | |
|---|--|
| 43.1. Nearby: the same neighbourhood | 43.2. The same town |
| 43.3. Another town in the same municipality | 43.4. Another town in another municipality |

Child Teacher Ratio

- 43.1 How many children per teacher are there for children UNDER age 3?
 43.2 How many children per teacher are there for children ages 3 and older?
 44. How much do you charge per child per month?
 44.1. Do you reduce the fees for parents with more than one child at your centre?
 44.1.1. What is the rate PER CHILD for multiple children from the same family (in Euros)?
 45. Do you ever take children based on a daily rate? (paid per day)
 45.1. How much do you charge per child per day?

Centre Activities Ages 0-3

On a normal day at your centre, on average how many minutes does a child AGE 0 TO 3 spend with each of the following activities?

46. Sleeping/napping
 47. Eating
 48. Watching TV
 49. Playing video games, computer games, with phones/tablets
 50. Playing outside
 52. Playing with toys
 53. Reading or listening to books being read
 54. Other
 54.1. Please write which other?

Centre Activities 4 and older

On a normal day at your centre, on average how many minutes does a child AGES 4 AND OLDER spend with each of the following activities?

46. Sleeping/napping
 47. Eating
 48. Watching TV
 49. Playing video games, computer games, with phones/tablets
 50. Playing outside
 52. Playing with toys
 53. Reading or listening to books being read
 54. Other
 54.1. Please write which other?

Food

55. On a regular, normal day at your centre, which of the following foods do you USUALLY serve children?
 55.1. Please write which other

Fees for Food

57. Do parents pay extra for their child to receive any of the following (in addition to the basic cost for care)?
 57.1. How much extra do they pay per day for breakfast?
 57.2. How much extra do they pay per day for lunch?
 57.3. How much extra do they pay per day for dinner?
 57.4. How much extra do they pay per day for snacks?

Beverages

58. Which of the following beverages do you serve children EVERY DAY?

- 57.1 Soda pop (coca cola, fanta) 57.2 Water 57.3 Milk products 57.4 Juices
57.5 Other (please write) 57.5.1 Please write which other

Centre Conditions

59. In your view what should a quality care centre have?
58.1 Outdoor play space 58.2 Nutritious meals 58.3 Security (fences, etc.)
58.4 Educated teaches 58.5 Trained teachers 58.6 Cleanly/hygienic facilities
58.7 Lots of indoor space to play 58.8 Toys 58.9 An educational program
58.10 Television 59.1 What else?

60. Which of these things does your centre have?
60.1 What else?

Community Involvement

61. Do you involve parents and the community in your activities within the day care, if at all?
61.1. How do you involve them?
6.1.1. In which other ways?

Now we have some questions about the challenges that your centre faces.

62. What are the biggest challenges that you face in your business?
61.1 Costs are higher than income 61.2 Too many governmental regulations
61.3 Parents are picky 61.4 Children aren't well behaved
61.5 Cannot retain teachers 61.6 Other 61.7. What other challenges?

62.2. Please tell us more.

63. What are your average operating expenses per month (e.g., for rent, water, electricity, garbage, supplies, food for children, etc. added altogether)?

State Subsidies

64. Do you receive any benefits or subsidies from the state?
65. From which institution?
66. How much per month?
67. How much per child?

Cooperate with Government

68. Hypothetically, would you be willing to cooperate with the government in expanding your day care?
68.1 Please explain.

Cooperate Businesses

69. Hypothetically, would you be willing to cooperate with businesses in expanding your day care?
69.1. Please explain.

Community Cooperation

70. If there would be a request from the community to merge day care centres (staff and children) into one big centre in an area where more businesses are located, would you be willing to do that?

70.1. Please explain

71. In your opinion, what would be the best way to make more care facilities available in Kosovo?

72. Is there anything else you want to share about your centre or the challenges it faces?

Thank you for your contribution to this research!

Survey of Employees

1. Name of the municipality 2. Please specify 3. Name of the company
4. Please indicate your gender
5. In which year were you born?
6. Relationship status
6.1 Cohabitation with partner (not married) 6.2 Married 6.3 Divorced 6.4 Widow/widower
6.5 In a relationship, but not living together 6.6 Single

7. In the company where you are employed, do you usually work the whole year (except holidays), or only during a specific season?

- 7.1 The whole year 7.2 Only seasonally

8. Which months are you normally employed in this company?
9. How many days do you normally work per week?
10. During these months when you are employed, how many days do you normally work per week?
11. How many hours do you normally work per working day?
12. Is your partner/wife/husband also employed (or gainfully self-employed)?
13. Do you have children?

Number of children

14. How many children do you have?
15. How many of them are in pre-primary or primary school (1st to 5th grade)?
16. How many of them are from 3 to 6 years old, but not yet in pre-primary or primary school?
17. How many of them are from 6 months up to 3 years old?
18. How many of them are younger than 6 months?
19. Is it correct that you have X# children that are in 6th grade or higher/older?

Children in pre-primary or primary school

20. You have said that you have X# children that are in pre-primary or primary school (1st to 5th grade). Who is taking care of these children before or after school, while you are at your professional work?
- | | | |
|---|------------------------------------|------------------------------|
| 20.1 Kindergarten (day-stay) | 20.2 The mother of the child | 20.3 The father of the child |
| 20.4 The grandparents of the child | 20.5 Another relative of the child | |
| 20.6 A person that is not part of the family takes care of the child AT MY home | | |
| 20.7 A person that is not part of the family takes care of the child AT THE PERSON'S home | | |
| 20.8 The children are independent and look after themselves | | |
| 20.9 Other | 20.9.1. Please specify | |

21. How much does this usually cost your family per month?
22. How satisfied are you with this solution?

22.1 Very unsatisfied	22.2 Unsatisfied	22.3 Satisfied	22.4 Very Satisfied
-----------------------	------------------	----------------	---------------------

Children from 3 to 6 years old (not in pre-primary or primary school yet)

23. You have said that you have X# children that are from 3 to 6 years old (but not in primary school yet). Who is taking care of these children while you are at your professional work?
- | | | |
|---|------------------------------------|------------------------------------|
| 23.1 Private childcare service (facility) | 23.2 Public childcare service | 23.3 The mother of the child |
| 23.4 The father of the child | 23.4 The grandparents of the child | 23.5 Another relative of the child |
| 23.6 A person that is not part of the family takes care of the child AT MY home | | |
| 23.7 A person that is not part of the family takes care of the child AT THE PERSON'S home | | |
| 23.8 Other | 23.8.1 Please specify. | |

25. How much does this childcare cost your family per month?
26. How satisfied are you with this solution?

23.1 Very unsatisfied	23.2 Unsatisfied	23.3 Satisfied	23.4 Very Satisfied
-----------------------	------------------	----------------	---------------------

Children from 3 to 6 years old (not in pre-primary or primary school yet)

27. Why are you not satisfied with this solution?
- | | | | |
|--|--|---|-----------------------------------|
| 27.1 The mother/father of the child would prefer to be employed (or self-employed) | | | |
| 27.2 It's too far from work | 27.3 It's too far from home | 27.4 Unhealthy food | 27.5 The facility is not hygienic |
| 27.6 The place is dangerous | 27.7 The place is too small | 27.8 The child doesn't learn things (education) | |
| 27.9 The child cannot socialise with other children | 27.10 Poorly trained caregiver/educators | | |
| 27.11 There's not enough educators | 27.12 It's expensive | | |
| 27.13 It's bad for the child not to be with her/his mother, father or with some relative | | | |
| 27.14 I would want to work less and spend more time with my child | | | |
| 27.15 Other | 27.15.1 Please specify | | |

Children from 3 to 6 years old (not in pre-primary or primary school yet)

29. Why are you satisfied with this solution?
- | | |
|---|--|
| 29.1 The mother/father prefers to look after the child | 29.2 It's close to work |
| 29.3 It's close from home | 29.4 The child gets healthy food |
| 29.5 The facility is hygienic | 29.6 The place is secure |
| 29.7 There's enough space | 29.8 The child learns things (educational program) |
| 29.9 The child can socialise with other children | 29.10 Well trained caregiver/educators |
| 29.11 There's enough educators | 29.12 It's not expensive |
| 29.13 It's good for the child to be with her/his mother, father or with some relative | |
| 29.14 I can continue being employed | 29.15 Other |
| 30. Please specify | |

Children from 6 months up to 3 years old

31. You have said that you have X# children that are from 6 months up to 3 years old. Who is taking care of these children while you are at your professional work?

- | | | |
|---|------------------------------------|------------------------------------|
| 31.1 Private childcare service (facility) | 31.2 Public childcare service | 31.3 The mother of the child |
| 31.4 The father of the child | 31.5 The grandparents of the child | 31.6 Another relative of the child |
| 31.7 A person that is not part of the family takes care of the child AT MY home | | |
| 31.8 A person that is not part of the family takes care of the child AT THE PERSON'S home | | |
| 31.9 Other | | |

32. Please specify

33. How much does this cost your family per month?

34. How satisfied are you with this solution?

- | | | | |
|-----------------------|------------------|----------------|---------------------|
| 34.1 Very unsatisfied | 34.2 Unsatisfied | 34.3 Satisfied | 34.4 Very Satisfied |
|-----------------------|------------------|----------------|---------------------|

Children from 6 months up to 3 years old

35. Why are you not satisfied with this solution?

- | | | | |
|--|-----------------------------|---|-----------------------------------|
| 35.1 The mother/father of the child would prefer to be employed (or self-employed) | | | |
| 35.2 It's too far from work | 35.3 It's too far from home | 35.4 Unhealthy food | 35.5 The facility is not hygienic |
| 35.6 The place is dangerous | 35.7 The place is too small | 35.8 The child doesn't learn things (education) | |
| 35.9 The child cannot socialise with other children | | 35.10 Poorly trained caregiver/educators | |
| 35.11 There's not enough educators | | 35.12 It's expensive | |
| 35.13 It's bad for the child not to be with her/his mother, father or with some relative | | | |
| 35.14 I would want to work less and spend more time with my child | | | |
| 35.15 Other | | 36. Please specify | |

Children from 6 months up to 3 years old

37. Why are you satisfied with this solution?

- | | | | |
|---|----------------------------------|--|--------------------|
| 37.1 The mother/father prefers to look after the child | | 37.2 It's close to work | |
| 37.3 It's close from home | 37.4 The child gets healthy food | 37.5 The facility is hygienic | |
| 37.6 The place is secure | 37.7 There's enough space | 37.8 The child learns things (educational program) | |
| 37.9 The child can socialise with other children | | 37.10 Well trained caregiver/educators | |
| 37.11 There's enough educators | | 37.12 It's not expensive | |
| 37.13 It's good for the child to be with her/his mother, father or with some relative | | | |
| 37.14 I can continue being employed | | 37.15 Other | 38. Please specify |

Children younger than 6 months

39. You have said that you have X# child that is younger than 6 months. Who is taking care of this child while you are at your professional work?

- | | | |
|---|------------------------------------|------------------------------------|
| 39.1 Private childcare service (facility) | 39.2 Public childcare service | 39.3 The mother of the child |
| 39.4 The father of the child | 39.5 The grandparents of the child | 39.6 Another relative of the child |
| 39.7 A person that is not part of the family takes care of the child AT MY home | | |
| 39.8 A person that is not part of the family takes care of the child AT THE PERSON'S home | | |
| 39.9 Other | | 40. Please specify |

41. How much does your family pay for this care per month?

Children younger than 6 months

42. Who will take care of this child when it gets older than 6 months, while you are at your professional work?

- | | | |
|---|------------------------------------|------------------------------------|
| 42.1 Private childcare service (facility) | 42.2 Public childcare service | 42.3 The mother of the child |
| 42.4 The father of the child | 42.5 The grandparents of the child | 42.6 Another relative of the child |
| 42.7 A person that is not part of the family takes care of the child AT MY home | | |
| 42.8 A person that is not part of the family takes care of the child AT THE PERSON'S home | | |
| 42.9 Other | | 43. Please specify |

44. How satisfied will you be with this solution?

- | | | | |
|-----------------------|------------------|----------------|---------------------|
| 44.1 Very unsatisfied | 44.2 Unsatisfied | 44.3 Satisfied | 44.4 Very Satisfied |
|-----------------------|------------------|----------------|---------------------|

Children younger than 6 months

45. Why are you not satisfied with this solution?

- | | | | |
|--|-----------------------------|---|-----------------------------------|
| 45.1 The mother/father of the child would prefer to be employed (or self-employed) | | | |
| 45.2 It's too far from work | 45.3 It's too far from home | 45.4 Unhealthy food | 45.5 The facility is not hygienic |
| 45.6 The place is dangerous | 45.7 The place is too small | 45.8 The child doesn't learn things (education) | |
| 45.9 The child cannot socialise with other children | | 45.10 Poorly trained caregiver/educators | |
| 45.11 There's not enough educators | | 45.12 It's expensive | |

- 45.13 It's bad for the child not to be with her/his mother, father or with some relative
 45.14 I would want to work less and spend more time with my child
 45.15 Other 46. Please specify

Children younger than 6 months

47. Why are you satisfied with this solution?
 47.1 The mother/father prefers to look after the child 47.2 It's close to work
 47.3 It's close from home 47.4 The child gets healthy food 47.5 The facility is hygienic
 47.6 The place is secure 47.7 There's enough space 47.8 The child learns things (educational program)
 47.9 The child can socialise with other children 47.10 Well trained caregiver/educators
 47.11 There's enough educators 47.12 It's not expensive
 47.13 It's good for the child to be with her/his mother, father or with some relative
 47.14 I can continue being employed 47.15 Other 48. Please specify

49. When this child gets older than 6 months, will the mother/father then seek employment (or gainful self-employment) or go back to her/his previous job?

- 49.1 Yes, for sure 49.2 Yes, probably 49.3 Probably not 49.4 For sure not

50. Who usually pays for childcare in your family?

- 50.1 Wife / partner (woman) 50.2 Husband / partner (man) 50.3 Wife and husband / partners share 50.4 Someone else

51. Please can you share the name of the care centre that you use?

52. Please can you share the phone number of the care centre that you use?

53. Where is it located?

54. What are the main reasons why (some of) your children that are not yet in primary school are not (or will not be) in a childcare service?

- 54.1 The mother/father of the child is not working professionally and thus has enough time to take care of the child
 54.2 Someone in the family / a relative is not working professionally and thus has enough time to take care of the child
 54.3 Childcare services are too expensive 54.4 Childcare services are too far away
 54.5 The quality of childcare services is not good 54.6 There's no free places at childcare services
 54.7 It's better for the child to be with her/his mother, father or with some relative.
 54.8 It's normal that a mother looks after her children 54.9 Other 55. Please specify

56. If childcare was less expensive, would you then use it?

57. If childcare was not so far away, would you then use it?

58. If childcare was of better quality, would you then use it?

59. If childcare places were available, would you then use it?

60. If childcare was less expensive and not so far away, would you then use it?

61. If childcare was less expensive and of better quality, would you then use it?

62. If childcare was less expensive and places were available, would you then use it?

63. If childcare was not so far away and of better quality, would you then use it?

64. If childcare was not so far away and places were available, would you then use it?

65. If childcare was of better quality and places were available, would you then use it?

66. If childcare was less expensive, not so far away and of better quality, would you then use it?

67. If childcare was less expensive, not so far away and places were available, would you then use it?

68. If childcare was less expensive, of better quality and places were available, would you then use it?

69. If childcare was not so far away, of better quality and places were available, would you then use it?

70. If childcare was less expensive, not so far away, of better quality and places were available, would you then use it?

71. In that case, would then the mother/father (who now takes care of the children) seek employment (or gainful self-employment)?

Childcare Services for children of up to 3 years

Please think of childcare services for small children of up to 3 years.

72. In your opinion, which aspects are the most important ones for childcare services and facilities for small children of up to 3 years?

- 72.1 Proximity to the parents' work place 72.2 Proximity to the parents' home 72.3 Quality of food
 72.4 Hygiene 72.5 Security 72.6 Enough space
 72.7 Educational program applied 72.8 Well trained staff 72.9 Enough educators
 72.10 Price 72.11 Other 73. Please specify

74. For you personally, how much is a reasonable price per month for a formal childcare services for a child of up to 3 years?

Childcare Services for children of 3 to 6 years

Now please think of childcare services for older children, from 3 to 6 years.

75. In your opinion, which aspects are the most important ones for childcare services and facilities for children of 3 to 6 years?
- | | | |
|---|-------------------------------------|-------------------------|
| 75.1 Proximity to the parents' work place | 75.2 Proximity to the parents' home | 75.3 Quality of food |
| 75.4 Hygiene | 75.5 Security | 75.6 Enough space |
| 75.7 Educational program applied | 75.8 Well trained staff | 75.9 Enough educators |
| 75.10 Price | 75.11 Other | 75.11.1. Please specify |

76. For you personally, how much is a reasonable price per month for a formal childcare services for a child of 3 to 6 years?
 77. If there was a childcare service for weekend days, how likely is it that you would use it for your children?
 78. If the company where you are employed had childcare service for the employees, within the company's facilities or just next to it, how likely would you use this service for your children?

We are at the end of the survey.

79. In case we had more questions, could we contact you again via phone?
 80. Do you have another number?

Thank you very much!

81. The interview was carried out in which language?

Interview Guide for Employers

- | | | |
|---|---------------------------|---|
| 1. Name of the Municipality (multiple choice) | 2. Name of the company | |
| 3. Gender of respondent | 4. Position of respondent | 5. How long have you been in this position? |

About Employees

- | | |
|--|----------------------------|
| 6. How many employees does your company have in total? | |
| 7. How many are part-time? | 8. How many are full-time? |
| 9. Of them, how many women? | 10. How many are men? |

11. [IF fewer women than men,] what would you say are the main factors why you do not have more women employees? (Do not read; select all that apply)

- | | |
|---|--|
| 11.1. Women do not apply | 11.2. Women are not qualified or educated enough |
| 11.3. This type of work is not meant for women (e.g., too physical) | |
| 11.4. Women have to take care of children so they cannot work | 11.5. I do not want to pay for maternity leave |
| 11.6. Other (please write) | |

12. How many of your employees are parents with children?

- | | |
|-------------------------------------|--------------------------|
| 12.1. Of them, how many are female? | 12.2. How many are male? |
|-------------------------------------|--------------------------|

13. Would you say that women take more days off to care for their children, men take more days, or it's the same? (multiple choice)

- | | | |
|-------------|-----------|------------|
| 13.1. Women | 13.2. Men | 13.3. Same |
|-------------|-----------|------------|

14. On average, how many working days per month would you estimate one employee takes off in order to care for her/his children (e.g., sick, care, performance)?

15. How many of your employees have left their job BECAUSE they had to look after their children?

- | | |
|---|--------------------------|
| 15.1. If yes, how many of these employees were women? | 15.2. How many were men? |
|---|--------------------------|

16. What were managerial/financial implications the company faced when these persons left their jobs, if any? (Multiple choice, check all that apply.)

- | | |
|---------------------------------------|--|
| 16.1. There were no repercussions | 16.2. We had decreased productivity until we hired a replacement |
| 16.3. We had to retrain a replacement | 16.4. Other (please write) |

Interest in Supporting Care Centres

17. Do you think if there were more, affordable childcare options available in the area, you would have more workers available for hire at your company?

- | | | |
|-----------|----------|------------------|
| 17.1. Yes | 17.2. No | 17.3. Don't know |
|-----------|----------|------------------|

18. Raiffeisen bank has a childcare facility available to its workers, for which the bank pays 60% of the cost of childcare, while its workers pay 40%. Is this a type of benefit that you might consider offering your employees, perhaps in cooperation with another business in the area?

- | | |
|-----------|----------|
| 18.1. Yes | 18.2. No |
|-----------|----------|

19. If no, why not? (Do not read. Check all that apply)

- 19.1. Its too expensive 19.2. There are enough workers to choose from so I don't need to worry about this
19.3. This is not the role of businesses 19.4. Other

If yes:

20. How much would you consider paying for per month per child for such a benefit for your workers?

21. Would you pay the same amount for each child if the employee had multiple children?

- 21.1. Yes 21.2. No 21.3. Don't know

22. Would you consider paying 100% of the fees for any children who fit within special legal categories (ex. victims of war etc.)?

- 22.1. Yes 22.2. No 22.3. Don't know

23. Would you offer all employees equal access to this service or would some be prioritized? (Do not read. Check all that apply)

- 23.1. Single parents who are working 23.2. Persons with more senior positions or special skills
23.3. Families with both parents working 23.4. Employees that have worked at the company longer
23.5. Women employees 23.6. Men employees
23.7. Other (please write)

24. What would you need in order to start such a program? (Do not read. Check all that apply)

- 24.1. Mentoring/training on how to establish the program 24.4. Government approval for changes in usage of space
24.2. Support from other businesses 24.5. Other (please write)
24.3. Funding to set up space 24.6. Don't know

25. Would you be interested to establish a childcare facility just for your workers?

- 25.1. Yes 25.2. No

26. Would you be interested to establish a joint childcare facility that you would share with other businesses, financing it together?

- 26.1. Yes 26.2. No

27. Would you be willing to co-finance the building or renovation of a care centre for use by your workers, perhaps together with other businesses?

- 27.1. Yes 27.2. No

28. If yes, do you already have a facility available that could be used or renovated to be used as a care centre?

- 28.1. Yes 28.2. No

29. If a donor would be interested in supporting the start-up costs of establishing a care centre in the area, would you be interested in co-financing future child care for your workers, as a special benefit to workers, as a socially responsible business?

- 29.1. Yes 29.2. No 29.3. Don't know

30. If the local government would be interested in supporting a care centre in the area, would you be interested in co-financing future care for your workers' children as part of a public-private partnership?

- 30.1. Yes 30.2. No 30.3. Don't know

31. Please share with us any further thoughts or ideas on this issue.

32. If we have further questions, can we contact you?

- 32.1. Yes 32.2. No 33. If yes, at which telephone number?

End of survey

34. In which language was the survey conducted?

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