



# FIRST NATIONAL CONGRESS “THE KOSOVO WE WANT”

SOCIAL SECURITY  
ECONOMIC DEVELOPMENT  
DECENT WORK AND LIFE

SUPPORTED BY: FRIEDRICH EBERT STIFTUNG

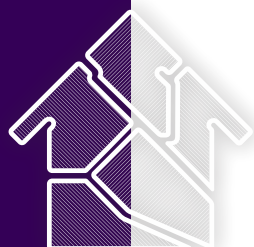
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**FRIEDRICH  
EBERT   
STIFTUNG**  
*Büro Kosovo*





KOSOVA  
*we want*

//  
THE KOSOVO WE WANT

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Social Security  
Economic Development  
Decent Work and Life



# Dear Reader

The following document contains a summary of the ideas and feedback that were discussed in the launching event of the “**Kosovo we want**” platform, including the work carried out during the breakout sessions in the thinking rooms on five key areas, organized on 23.05.2018.

Friedrich Ebert Stiftung in cooperation with its partners – **MDA** (Management Development Associates), **Riinvest College** and Institute, **IKS** (Kosovo Stability Initiative), **Heimerer College**, **GAP** and **Democracy +** has hosted the first national congress of its kind with the title “The Kosovo We Want” on May 23.

More than 200 participants, coming from across different fields and perspectives, representing more than 100 civil society organizations, parties, Trade unions, experts and media, gathered from various parts of Kosovo to share their views, ideas and wishes for a different Kosovo they all want.

The opening session at the beginning of the event set the ground and explained why this platform was initiated, calling out and inviting all Kosovo citizens who wish to have a voice and suggest ideas on how we can work together in addressing the main problems Kosovo society is facing such as: social security, economic development and employment as well as decent work and life conditions.

The context of the event and our working methods will be presented and then critically reviewed by providing a summary of each breakout session in the thinking rooms. Finally, conclusions and recommendations for the next steps are presented.



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## Preliminary Remarks

### **THE EUROPEAN ECONOMIC AND SOCIAL MODEL (EESM)**

Kosovo is the youngest country of Europe. But Europe already has an old tradition in developing social security systems and guidelines. They also are part of the “Acquis Communautaire” of the European Union. Therefore, at first, Kosovo shall reach the minimum standards in economic, social and environmental areas in order to fulfill the preconditions for a EU-membership. This, in addition to the grave socio economic conditions of the Kosovar population, are the grounds for the civic movement which started with its 1<sup>st</sup> National Congress in May 2018, called “The Kosovo We Want!”.

### **PARTICIPATION AS A KEY FOR A STABLE DEMOCRACY**

Still, most of Kosovo’s political elites lack the understanding of managing a lively democracy. Like Veton Surroi, a respective member of Kosovo Civil society mentioned, in one of FES events, Kosovo needs to switch from the “culture of war to a culture of peace”. The “culture of war” is based on hierarchic structures, on enemy ship and acting under orders. But as a future European Union member-state Kosovo needs to develop a “culture of peace” which is based on dialogue, respect for other opinions and for each citizen. Dialogue needs competence of both sides as well as co-responsibility. Since both sides – the politicians and the citizens – only can develop a functioning and democratic state in common responsibility and respect.

### **CO-RESPONSIBILITY – A SYNONYM FOR THE TWO-WAY-STREET OF CONTRIBUTION AND RIGHTS**

A relationship between citizens should be developed and it should be one which is based on respect and trust – from both sides. Citizens of any state have the right for basic support in many aspects of life like education, social security, legal frameworks etc. But they also have duties towards their state. Taxes and other contributions to solidarity systems are the only way to realise their rights in a proper way.



## ONE VOICE AND MANIFOLD COMPETENCE OF CITIZENS – THE PRECONDITION FOR CHANGES

A sustainable development of economy, welfare and social security is lacking since the founding of the new state. Despite the thousands of protests and even more competent advices from civil society – ranging from grass roots, think tanks to trade unions – it seems to be necessary to force politics to listen with more than single voices and friendly replies. All organisations and groups in Kosovo are invited to develop a common voice based on their rich experiences and competences. Citizen's voice is needed to be heard!

## START OF A COMPREHENSIVE MOVEMENT FACILITATED BY MANY KOSOVAR PARTNERS AND FRIEDRICH-EBERT-STIFTUNG

Plenty of organisations and experts are acting facilitators in common with the Friedrich-Ebert-Stiftung (FES) for the development of competent analyses, of proposals for solutions with good prospects and of strategies to step in to a democratic participation of civil society in the future policy debates and decisions. This is only possible because of so many willing partners from civil society, trade unions and parties. They all have a lot of different aims and functions in our society, but they are affiliated with each other on one common aim: The “Kosovo We Want” should be a state which provides economic development and decent work as well as social security and a functioning legal framework.

**Frank Hantke**

Friedrich-Ebert-Stiftung  
Kosovo Office Director

<https://www.fes-kosovo.org/e/national-congress-the-kosovo-we-want-1/>





## THE CONCEPTUALIZATION OF THE PLATFORM – WHY THIS AND WHY NOW?

After several months of research and discussion, some of the civil society organizations decided that there is a need for a civic platform in which main challenges of the Kosovo society would be highlighted and addressed in a participatory work of the Civil society organizations, experts and politicians.

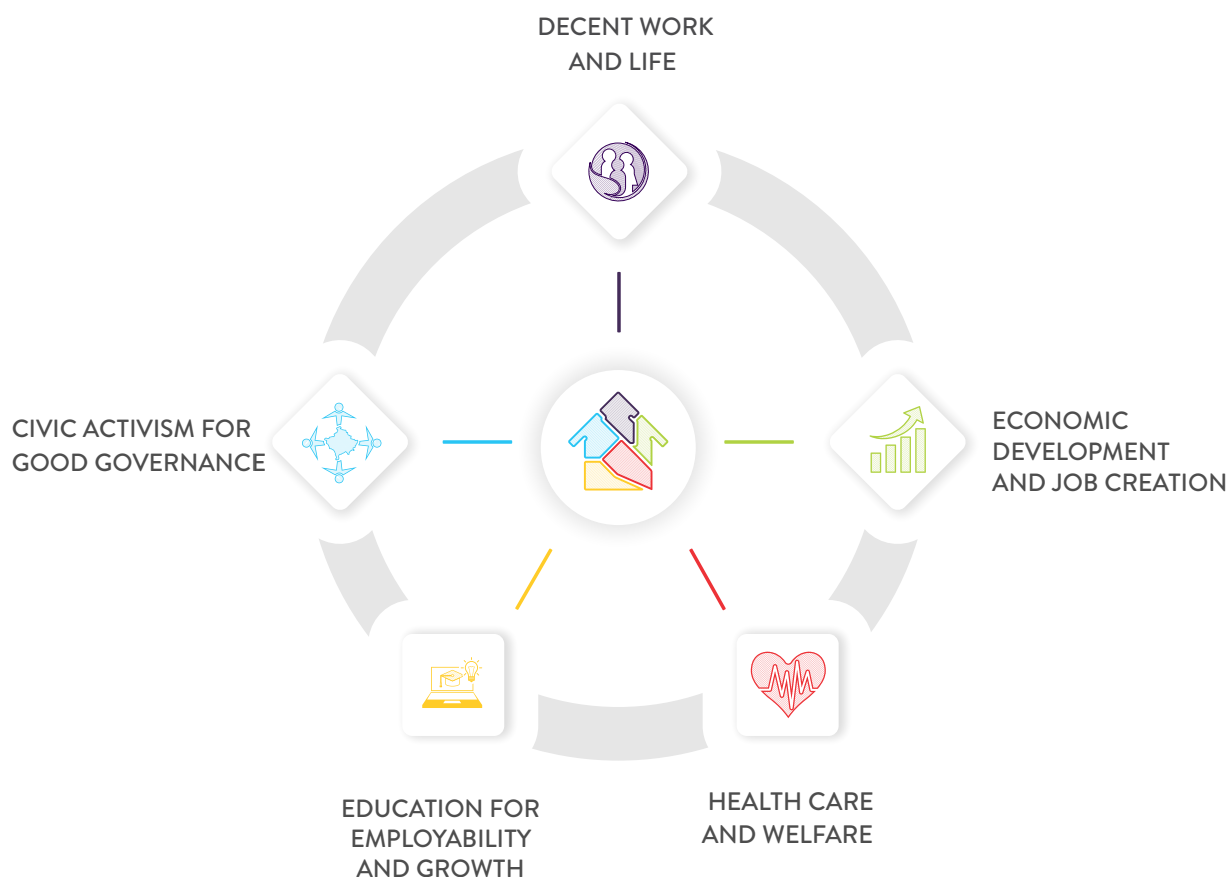
**Frank Hantke**, FES Kosovo Director, in his opening remarks speech explained that although a high competency is already available in Kosovo civil society, the real social, economic and political situation is not reflecting this competence. That is why according to Mr. Hantke, a new form of dialogue between citizens and their representatives is needed on a policy level, aiming to reach **a strong and common voice** for social, economic and democratic development **which are the main concerns of citizens in Kosovo**. Metaphorically Mr. Hantke sees all Civil society actors as **pearls** which need **to be connected to a common thread**: the proposals for a better Kosovo all citizens want.



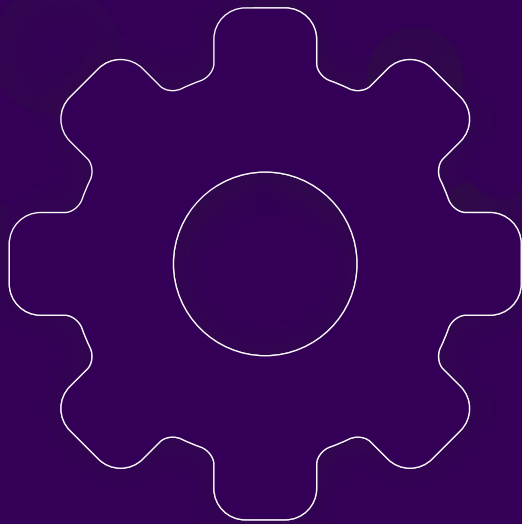
For this reason, after a considerable reflective process among the cooperating organizations, five key areas were identified to guide the ongoing work of this platform.

“**Thinking room (space)/Denkraum**”<sup>1</sup> is an innovative concept in project management, designed with the idea to create a space for open-ended, but at the same time structured thought process related to important society policy decisions. The civil society representatives, politicians, experts and citizens are invited to offer their courage and will “beyond the daily business”, to think together and balance their professional concepts and views, with political approaches, possible solutions and citizen’s needs.

The Five “Thinking Rooms” are designed to host dynamic working group discussions throughout the year, resulting with a clear roadmap and joint action plan signed by all participants as a joint commitment to work for the better **Kosovo we all want**.



<http://library.fes.de/pdf-files/wiso/12058.pdf>



## WORKING STRUCTURE

The congress work was structured as such that each area has hosted interested participants who could join the “thinking rooms” freely and according to their area of interest/work.

In some of the thinking rooms, participants were divided into sub groups after facilitators and experts on the field found it important to allow more in –depth discussion for specific themes. The task of the facilitators in the thinking rooms was to guide participants in identifying key problems in each area, and promote the approach that solutions need to be found from the bottom up approach. The report below contains a detailed but summarized description from each of the areas on the highlighted issues, set of recommendations, priorities, and timelines proposed for the forthcoming work of each group.

## THE OPENING SESSION-PROVIDING THE BACKGROUND AND AIMS

The congress opening session included a seven-minute video story<sup>2</sup> in which people were drawn from each of the aforementioned areas and shown real challenges and issues. The Health sector was shown to be lacking the proper medicine for patients and the waiting lines for treatments to be long. The hospital conditions were worse than poor and there are patients speaking up about the lack of quality and quality care. Another area showed how workers are at risk from working in conditions where they are not physically protected as they are not given the proper equipment to work in the construction sites. Also how they are not provided with any sort of contract and they are unable to speak out of fear for losing their job, as they will be replaced almost immediately. Another aspect showed the paving of the roads which was not properly done and even though citizens complained nothing could be done about it.

The video served as a reminder to what all of us in the civil society should focus on, and pressure needed on government and other institutions to address these issues effectively through active making and participatory policy development process.





After the video-story, which had a shocking effect on the participants with the aim of motivating them to be engaged and find solutions to the presented problems, the introduction speech was trusted to a young 16 years old girl, awarded with special prize for programming skills together with her father-colonel at Kosovo Police forces and her dedicated, non-employed mother, who takes care of her six children.

The three of them pledged to the audience to get together and “think” for solutions for young generations, but also for the public service officials, policemen, women, parents and all other segments of Kosovo society for a better life and better Kosovo they all deserve.

<https://www.facebook.com/FESPrishtina/videos/2120260121524949/>

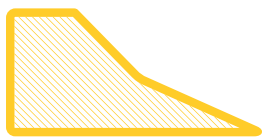




The congress continued with a thorough presentation by MDA on the possible sustainable development model for Kosovo. Visualization of metadata for trends of economic development of sectors in Europe, possibility for the development model of Kosovo and its municipalities filtered by sectors and professions aimed to promote a sectorial based development model for Kosovo and the need for a long term vision for Kosovo development opportunities. (to be checked and added by MDA)



## // PARALLEL THINKING ROOMS



### Thinking room 1:

#### **EDUCATION FOR EMPLOYABILITY AND GROWTH**

Facilitated by Mevlyde Hyseni, FES  
and Bardha Qirezi, Riinvest College



### Thinking room 2:

#### **CIVIC ACTIVISM FOR GOOD GOVERNANCE**

Facilitated by Besa Kabashi-Ramaj, FES  
Jetmir Bakija (Democracy +)



### Thinking room 3:

#### **ECONOMIC DEVELOPMENT AND JOB CREATION**

Facilitated by Besa Luzha, FES  
and Rinor Gjonbalaj, MDA



### Thinking room 4:

#### **DECENT WORK AND LIFE**

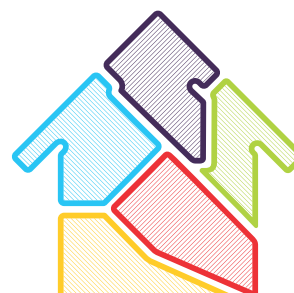
Facilitated by Alush Berisha, FES  
and Jeton Mehmeti, GAP



### Thinking room 5:

#### **HEALTH CARE AND OTHER WELFARE POLICIES**

Facilitated by Antoneta Coli, FES and  
Florina Duli, IKS (subgroup Social Policies)  
Hana Xhemajli, FES & Ilir Hoxha,  
“Heimerer” (subgroup Health Care)





## WORK IN PARALLEL THINKING ROOMS

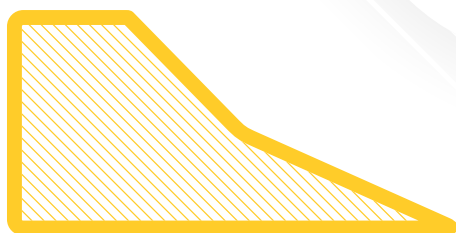
The parallel working groups were organized in two successive sessions, where the first one served more as an introduction session for all the partners and their area of interest, their experience in the area and what they hope this initiative will bring to the society.

Whereas the second session involved a more detailed discussion identifying the main problems in specific areas and allowing the possibility of a consensus on what the group deem to be a priority for the citizens. The post-congress work of each group involves a joint decision on what should be the first steps in the process of addressing the problems and attempts to find solutions.

Once the Thinking Rooms concluded their work the teams then presented the findings back to the plenary session of the congress so that all could benefit from the shared ideas, solutions and better ways of working, Post-event, FES team and partners gathered all notes from the rapporteurs, and performed a thematic analysis in order to better contextualize the narrative and identify any emergent themes as well as preparing the ground for the coming work.







Thinking room 1:

## EDUCATION FOR EMPLOYABILITY AND GROWTH

Facilitated by Mevlyde Hyseni, FES  
and Bardha Qirezi, Riinvest College

The participants **(36)** divided in three subgroups:

- a / Pre University Education
- b / VET education
- c / Higher Education.

Each area had a task to identify the emerging and problematic themes in each subgroup, prioritize the issues and propose interventions (at this early stage discussion). The facilitators gather data on the participants, organization affiliation and current running project in education to create a mapping of current projects and key actors in the sector. (See appendix 1.





IDENTIFIKONI  
PRIORITETET

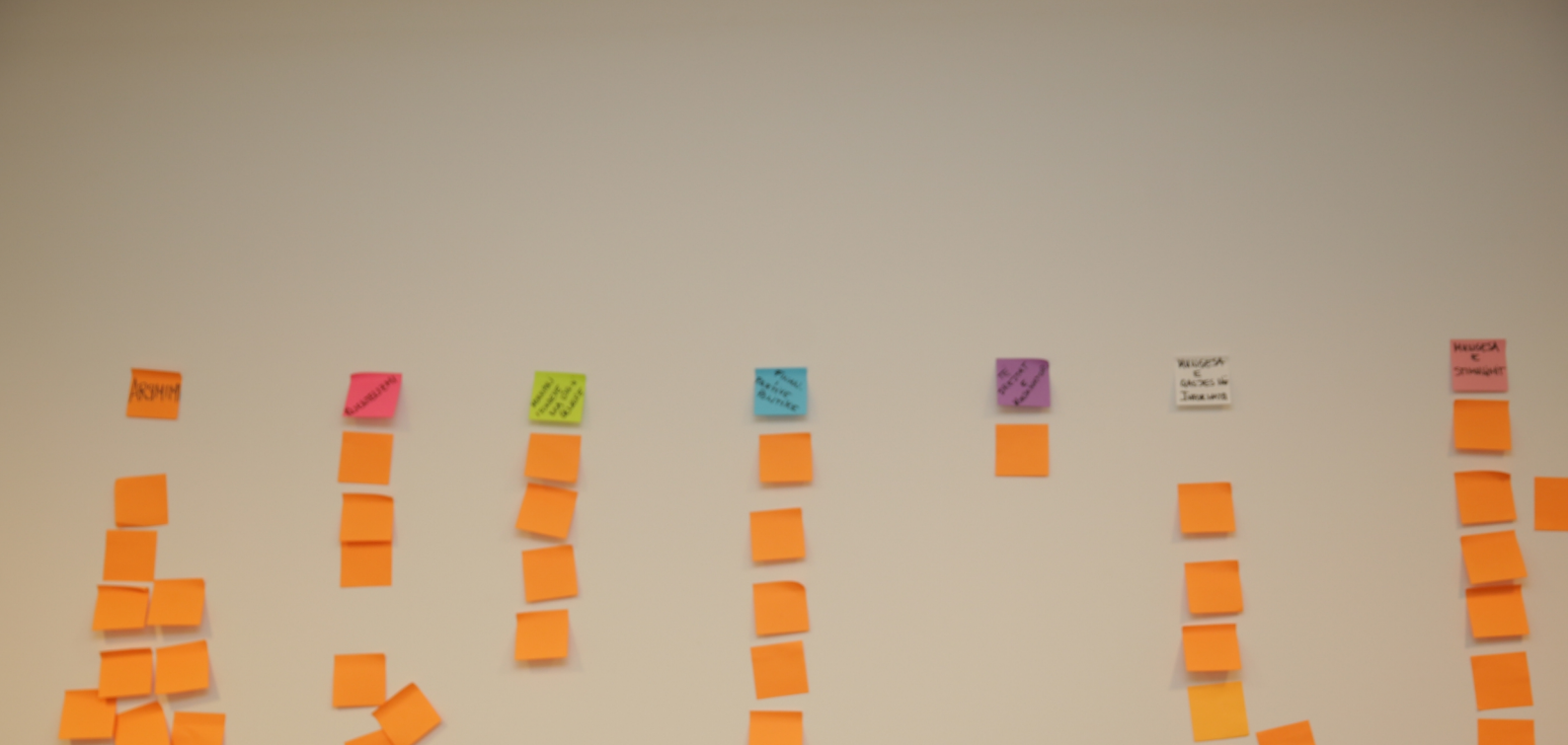
1. Cilësia
2. Organizimi / Menaxhimi
3. Kohezioni social

INTERVENIMI ?

1. VLERËSIMI I MËSIMORËS  
VE
2. FILTRIMI I MËSIMORËS  
VE
3. TRASNIMI I MËSIMORËS  
VE

#### KEY GENERAL MESSAGES

- Early education is crucial for long-term success
- Schools are student friendly and accessible to all
- Schools promote wellbeing, talent development and student success
- Education develops student potential with different teaching and assessment methodologies
- Education and research harnesses technological and economic advancement
- Quality is measured by school experience and learner success
- Our communities support disadvantaged learners and learners with special needs
- Our teachers are learning and developing continuously
- Education creates links with communities and industry
- Our education system enables flexible training and transitions to further education and work
- Schools enhance digital technologies in learning



## KEY ACTIONS ARE LISTED IN 5 MAIN CATEGORIES:

### Legislation and Policy

- Work with MEST, legislators and key actors to improve Education legislation and policies
- According to priorities, sub groups will be supported by FES

### Mainstreaming Agenda

- Work with Key actors for a mainstreaming agenda
- Who is doing what and how can we coordinate actions
- Who will take up a new initiative proposed here and how can FES help

### Research

- Working with research institutions to produce and share qualitative research needed for the sector
- Support research teams to produce the needed research
- Make current research available for the public

### Advocacy

- Working with NGO-s to advocate for Key Issues
- According to issues to select NGO participating in the thinking room
- TV Debates
- Other initiatives

### Education and training initiatives

- Working with key actors to support Continuous
- Professional Development for Teachers, administrators and managers
- Teacher training programme for Higher education institutions
- Support training programmes in pre university sector



## WORKING GROUPS:

### PRE UNIVERSITY EDUCATION

#### Main Issues:

- Low access to preschool (1)
- Small number of nurseries (Lack of Nurseries main barrier for women employment) (1)
- Inequality based on location, type of school and ethnic/social/ disability status (1)
- Teacher Development (2,5)
- Curriculum Overload (2)
- Old age of teachers – early retirement policies (1)
- Lack of/ or inadequate Performance Measurement and Promotion Criteria (All teachers good or bad receive the same salary) (1)
- Lack of Pedagogical Counsellors (1)
- Individual development/ talent is not supported (2)
- No extra /additional classes for those left behind (1)
- Need for Societal activism to highlight needs, problems and successes in education
- Need for extra-curricular activities (1)
- Need for development of Soft Skills (ex: creativity, tea work, problem solving, communication See: ASSET Project)
- Need for Legislation monitoring (1)
- Need for evaluation of the Curriculum Implementation





#### Possible Interventions

- Specific Strategy for Pre School / early education (1)
- Specific Strategy for supporting children with disabilities (1)
- Budget shifting analysis in Education (1)
- Teacher Training (teaching methods, evaluation, soft skill development, curriculum mainstreaming) (2,5)
- Curriculum mainstreaming (Balancing Content with skill development) (2,5)
- Analyzing age of teachers in pre-university education (1)
- Developing a Performance Measurement and Promotion Policies (1)
- Additional Classes and Extra Curricular Activities guidelines and incentives (1)
- Student/ teacher and parent Led projects Fund (1)
- Career orientation Activities and Mechanisms
- School Improvement Strategy Project Fund (1)
- Inequality Report
- Rural Youth Survey





## VET EDUCATION

### Main problems identified:

- The VET Programmes to be aligned with market needs (lessons from industry not MEST)
- Lacking teaching and learning materials and equipment
- Lack of reputation due to school culture, teacher quality and perceived importance and quality of gymnasiums
- Traditional Teaching Methods. Urgent need for teacher training in teaching methodologies
- Unclear vision of VET education (1)
- Inadequate financing formula (1)
- Lack of career orientation in lower secondary schools
- Lack of cooperation with businesses
- Lack of/or inadequate Performance Measurement and Promotion Criteria ( All teachers good or bad receive the same salary) (1)
- Gender stereotyping for professions



### Possible Projects:

- Debate on Higher Education Law to reach consensus of HE Providers on key issues (1)
- Standardizing Admission Policies across HE(1)
- Re design of the Quality Assurance Guidelines and Manual (1)
- Monitoring implementation of legislation and accreditation process: Watch Dog project with Civil Society Organizations (1)
- Market Research Project (3)
- Career orientation development
- Activating Youth participation in debating Skills (5)
- Series of Debates on education issues to be organized within one year (Policy papers) (3,4)





#### Possible Interventions:

- Market Analysis research (3)
- Assessment of Financing Formula and Budget for VET (3)
- Teacher Training (Same as above) (2,5)
- Advocacy Campaign to promote VET and gender stereotyping (2, 3)
- Developing a Performance Measurement and Promotion Policies (1)
- School Improvement Strategy Project Fund (1)

#### HIGHER EDUCATION WORKING GROUP

##### Main problems identified:

- Lacking Market research data and reports
- Widening access to HE and establishment of many HE has not secured adequate development in the quality and research
- There is no agreement of main actors for the HE Law (1)
- Problems in monitoring, implementing legislation and with the Independence of regulatory bodies (1)
- Lacking Academic Integrity (1)
- Lack of staff development (Gaining a PhD does not mean that you are good in teaching)
- Lacking Literature
- Politicisation of Student Unions
- Syllabuses lack teaching strategies and adequate literature
- Minorities have problems in entering labour market because of language skills
- Lacking coordination and support for students with disability







- Tackling Language divide in youth participation in the labor market (policy paper)
- Financial Formula for Higher education
- Budget Assessment Analysis for research (3)
- Teacher Development Project (5)
- ANTI Corruption policies and practices analysis (3)
- Student/Staff Ratio analysis report (3)





Figure 1 - Facilitators: Bardha Qirezi, RIINVEST and Mevlyde Hyseni, FES, Agnesa Qerimi, note-taker







#### Thinking room 2:

### CIVIC ACTIVISM FOR GOOD GOVERNANCE

Facilitated by Besa Kabashi-Ramaj, FES  
Jetmir Bakija (Democracy +)

The participants **(20)** identified the area related challenges:

**Fighting clientelism;  
Increase Access to Information;  
Strengthen the Role of Education in Raising Civic Activism;  
Address the lack of stimuli (moral, material and institutional)  
of youth and communities for civic activism and volunteering.**

However, these challenges were identified only by a small group of people, therefore it is necessary to consult the citizens at our target communities about other challenges that might be important and mobilize them to tackle these issues through proper mechanisms and processes.

The major issue with public policy making process in Kosovo is that citizens and stakeholders are left out of the process. It affects implementation and buy-in of these policies from the public, therefore their inactivity in raising their voice in a try to overcome the challenges that they face in their community. Majority of the citizens don't even have means of information when these processes are undertaken.

Building Civic Activism should start by increasing the citizen awareness on good governance issues and mobilize them to be part of addressing the challenges that directly affect their community.





CAGG is one of the five groups that operate under the umbrella of “Kosovo that we want” campaign. Whereas the other ones are sectorial and focus on policies that Kosovo population needs, this groups' aim is to build civic activism to push public policies and actively seek transparency and accountability in their implementation.

#### Interventions proposed:

- Identify grass-root organizations in seven (7) major municipalities that would cooperate in organizing CAGG activities;
- Organize Community Dialogue activities at central and local level, with the aim to build civic activism for good governance and find other potential main issues;
- Identify Community Leaders to mobilize their community around the issues by constantly seeking transparency and accountability by public policy-makers;
- Integrating the output of Community Dialogues in the Activity Planning for CAGG group for next year;
- Develop further the Platform of the CAGG;
- Design and print platforms for dissemination in the community;
- Operation Plan to initiate the implementation of the proposals of the Group







Figure 2 Facilitators: Besa Kabashi-Ramaj, FES  
and Jetmir Bakija-Democracy+







#### Thinking room 3:

### **ECONOMIC DEVELOPMENT AND JOB CREATION**

Facilitated by Besa Luzha, FES  
and Rinor Gjonbalaj, MDA

The participants **(18)**

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A group of eighteen participants in the economic development and job creation thinking room were involved in an in-depth dialogue to identify the key issues and opportunities faced by this sector. The facilitators of the group guided the session into an effective discussion, which highlighted the recommendations as to how to tackle the main economic issues in Kosovo.

The recurring issues discussed by the participants of the economic development and job creation thinking room were:

#### **Labor market deficiencies**

- Lack of information on the skills and qualifications of the current labor market
- The mismatch between the education system with the job market, which results in unqualified workers in the labor market
- The current brain drain issue, where skilled workforce is finding jobs outside of Kosovo, therefore migrating to European countries

#### **Policy interventions**

- Lack of data and available information on the private sector production of goods and services
- Lack of coordination between the public and private sectors to identify the most competitive sectors
- The lack of barriers (i.e. quotas) to protect the domestic firms



#### Resource constraints

- Energy shortages, which inhibit businesses' potential to produce
- Lack of renewable energy-related initiatives

#### OUTCOMES OF THE DISCUSSION:

The brainstorming discussion outlined some of the most pressing economic issues faced in Kosovo. As the country with the highest unemployment rate and the lowest labor productivity levels in Europe, Kosovo faces multiple challenges on educating and integrating the youthful labor force into the labor market. In addition, Kosovo has the lowest share of trade with the other CEFTA member countries, especially in terms of the share of the exports.

Therefore, inspired by the main production-related and labor-related indicators, the discussion led by the participants in the economic development and job creation group highlighted the need of a clear economic vision and strategy to tackle some of the micro and macro related problems and opportunities. As a consequence, the participants came up with recommendations to further study the market to identify which sectors and interventions could enhance Kosovo's economic perspective.

Thus, a concrete series of steps need to be taken to create a competitiveness assessment study, which would assess the competitiveness of the subsectors in Kosovo, with a focus on the industries which have potential to increase the number of employees, increase sales, increase exports, and other indicators. The competitiveness assessment study would detect five subsectors and identify the main three interventions needed in each subsector.



1 STRATEGY

Competitiveness  
Assessment Study

5 SUBSECTORS

Subsector  
1

Subsector  
2

Subsector  
3

Subsector  
4

Subsector  
5

3 INTERVENTION  
FOR EACH SUBSECTOR

Intervention  
1

Intervention  
2

Intervention  
3

## PROPOSED ACTIVITIES, PARTNERS, AND TIMELINE

The proposed activities to create the above-mentioned competitiveness assessment study would be:

The research phase

Gather information and research the market

Meet with key stakeholders

The strategy creation phase

Create an action plan

The advocacy phase

Social media dissemination of blogposts, infographics, etc.





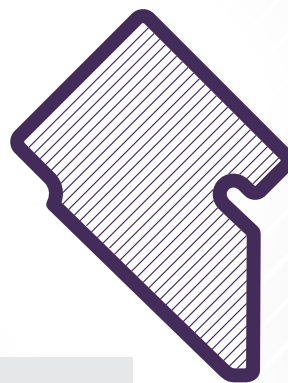




Figure 3 - Facilitators: Besa Luzha, FES and Rinor Gjonbalaj, MDA







#### Thinking room 4:

#### **DECENT WORK AND LIFE**

Facilitated by Alush Berisha, FES  
and Jeton Mehmeti, GAP

#### **Participants**

Participants of this group came from Trade Unions, Ministry of Labor, Businesses and NGO-s that work with themes that address labor relations, social policies for employees, safety and health issues at work and other related areas. Young people also took part in this group as well as international participants from few international organizations such as UNICEF and UNDP.

#### **Themes**

The main themes in the group were the attempt to define “social dialogue” whether it should encompass only the dialogue between employees and employers at national, sector and company level, or whether “social dialogue” should be seen as wider as encompassing the entire process of dialogue. After this the main theme of the discussion was the Social Dialogue model in Kosovo, its results and challenges and the way forward.







## OUTCOMES OF THE DISCUSSION

### THE MODEL OF THE SOCIAL DIALOGUE FOR DECENT WORK AND LIFE IN KOSOVO

After a lively debate among participants, the main problems are identified as follows:

- Non implementation of the collective agreement
- Non –implementation of the minimum wage from the side of Government
- Non implementation of individual working contracts at the private sector.
- The lack of social dialogue at the company level.
- The lack of dialogue at the sectorial level (except the education and health sectors)
- Non transparent developments at the Social Economic Council (KES)
- Lack of debate with interest groups and bottom up approach
- Lack of involvement of the civil society and media in enlightening and monitoring the developments in this area

- Fragmentarisation of the Trade Union sector and lack of Trade union organizations at the private sector.
- Discussions about the Social Dialogue model for Kosovo:  
Is this model appropriate for Kosovo?
- The role of Government in the Social Dialogue
- Shall the dialogue be limited only on labor relations?
- Should the lack of trade unions at private sector be replaced with “Working Councils”?

#### Other priorities emerging from discussion:

- Equal opportunities
- Equal wages
- Decent minimum wage
- Job security
- Informality
- Labor legislation amending (maternity leave provision, working hours, and other related issues)
- Safety and health at work place
- Health security
- Sexual harassment at workplace
- Tradeunion organizations

How to influence the effective of implementations of legal provisions already in place?

Especially maternity leave and gender equality provisions are very difficult to be implemented in these circumstances where the weight is left to private sector. Research gap addressing these issues should be filled with







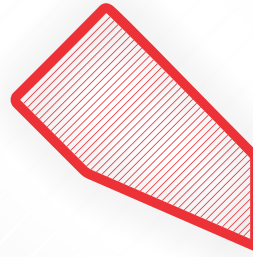
#### Possible interventions:

- Collective agreements should be completed by the end of this year
- Labor legislation amending (maternity leave provision, working hours, and other related issues, Law for the Social Economic Council)
- Debates and information sessions on these issues should be priority of this “thinking room” in the following weeks and months.
- The provision for maternity leave to be discussed from the approach of social policies and family and child protection perspective.
- Decent working conditions lead to decent life for every citizen of Kosovo should be the aspiring achievement of this group for the work following the congress.



Figure 4 - Facilitators: Jeton Mehmetaj, GAP and Alush Berisha, FES





#### Thinking room 5:

#### HEALTH AND SOCIAL WELFARE POLICIES

Facilitated by Antoneta Coli, FES  
and Florina Duli, IKS  
(subgroup Social Policies)

Hana Xhemajli, FES & Ilir Hoxha, QEP  
Heimerer (subgroup Health Care)

The participants (22) divided in two subgroups:

- a / Health Policies
- b/ Other Social Policies

The following key issues have resulted from the first working group:

#### ORGANISATION

- LEGISLATION NEEDS MAJOR IMPROVMENTS
- EXTENSIVE LOOPHOLES
- LARGELY PUBLIC

**WIDE ACCESS** to the general population

#### KEY DISCUSSIONS

- Management problems and deficiencies
- Problems with staffing and employment
- Inadequate quality services
- Need for continous proffessional development and education
- Lack of accountability
- Unequal salaries
- Lack of proper monitoring and evaluation
- Patient privacy





#### WORKING GROUP:

#### HEALTH POLICIES

#### CURRENT FOCUS:

- Health Insurance
- Trained physicians migrating abroad
- Legislation
- Quality of health services



### Discussions:

- Developing a Strategy and approach to health insurance
- Developing specific strategies on the three top priorities:
  - o Health Education,
  - o Finance/funding,
  - o Re-organization/ reform on the health sector and also improvements to be made on their management
- Raising managerial capacities on health reform (World Bank experts have identified that there is a lack of managerial capacities on health reform, on policy making and on health institutions)
- Developing Health insurance Campaign (promoting, informing, producing manuals specifically on informing citizens on health insurance and what it means; what is expected of them in this regard; what is the coverage and how will they be contributing/ financing it)
- Offering opportunities for further education and evaluation of the staff on the health sector in general through programs, seminars, various courses and post graduate degree so that there is a good balance between the practical and the theoretical component
- Developing a national Emergency Services (EMS) diagnose and treatment protocols according to patient symptoms.
- Developing the health financing system according to the solidarity model of health insurance fund (the solidarity model in which each citizens is a contributor or paying through premiums) to expect quality services, and the citizen to no longer be burdened financially.
- Functionalizing the regional hospital in Prishtina and Prizren, with emphasis on offering services to the citizens in rural areas. In this way, there is less burden on the citizen to travel far to receive basic medical services.
- Supporting Schools that specialize in different fields in the health sector such as scientific research and staff that deals specifically with statistics and research of infectious diseases and their prevention

### Possible Projects for tackling the issues:

- Monthly round table discussions with healthcare stakeholders
- Policy briefs on specific issues where there is lack of information
- Developing an informative campaign for the general population about health sector and health insurance
- Hosting a live Q&A with the public for healthcare

### Additional projects

At the end of the congress held on May, after the priorities were identified, the working group agreed to list a few activities which would relate to preventive health. This came about the fact that nearly half of Kosovo's population is under the age of 35, and there is a growing need to promote healthy living and exercise. As such, below we listed a few ideas which will only serve as a template for future reference.

- Healthy living: what does it mean for everyone
- How can we cut costs on health care by investing in programs that get people moving: campaigns focusing on outdoor activities and education on nutrition



Figure 5 - Facilitators: Ilir Hoxha, Heimerer and Hana Xhemajli, FES



## SOCIAL POLICIES

### CURRENT FOCUS:

- Pensions
- Social schemes
- Family and other policies
- A better life for the marginalized groups in society
- Social Housing
- Social Services

### Main issues for discussion:

- What kind of state we wish Kosovo to be? (Ideological orientation)
- Is the pensional system discriminatory (contributive pension schemes, working experience, qualification);
- Do we need a pension reform?
- Have all vulnerable groups been well identified and their needs assessed?
- Has the decentralisation of social services already failed?
- Do we have adequate and sufficient social services for elderly (in addition to the house for elderly in Prishtina and in some municipalities). Is this category of society neglected from political parties and from government because this category does not bring votes?
- How much we care for children in Kosovo, having in mind that they compose 50% OF society?
- Does the LGBTI community enjoys social protection?
- How should the policies be reformed for maternity leave and what should be the aim (increase of natalitiy, supporting the privat sector, or something else) ?
- Family violence, victim protection
- The lack of political will for creation of a health and social protection/security fund (neglecting, fear to create the fund?)
- Shall the budget be released from pressions if the fund is created, and which services should be covered by these funds
- Legislation: Non implementation of legislation/non adoption to Kosovo context



#### Identified and prioritised challenges from participants:

- Creation of the social protection fund ;
- Care for women and children /anti abusement policies
- Decentralization of Social Services (MPS)
- Re-identification of social protected groups
- Maternity leave
- Public social housing
- Equality in distribution of public budget
- Policies for single parents
- Pension reform

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- Public social housing
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- Policies for single parents
- Pension reform

Figure 6 - Facilitators: Florina Duli, IKS  
& Antoneta Coli, FES







**Ekonomski razvoj**  
**Dostojanstven život I ra**











## FES KOSOVO TEAM



## CONCLUSIONS AND RECOMMENDATIONS FOR FURTHER WORK

As a result of a long thought process related to the expressed dissatisfaction of the Kosovo people with the current socio-economic situation, The Kosovo We Want platform was initiated from FES partners from the Civil Society realm. The main goal of this platform is to foster the preconditions for an active citizenry that is more knowledgeable and more engaged politically in public life areas that impact our daily lives.

The platform intends to foster a proactive, well informed, action oriented and massive bottom up discussion on the following themes: Education for Employment and Growth; Civic Activism for Good Governance; Economic Development and Job Creation; Decent Work and Life; and finally, Healthcare and other Welfare Policies.

The Kosovo We Want Congress was organized as a launching pad, to inform all partners and the public of the initiative, the thought process behind it, and the methodology of work.

An initial problem identification focused discussion in all 5 parallel “thinking rooms” will develop into a consensus based solutions for the high priority issues decided together by all participants in the groups. The continuation of the work in all the five thinking rooms will get more complex in the following period, facing serious challenges:

- Integrate the results of all five areas and visualise their interdependency which is necessary for building a sustainable social welfare state model for Kosovo – in accordance with the minimum standards of the [Acquis communautaire of the EU \(regarding the European Economic and Social Model, EESM\)](#)
- Developing common knowledge regarding the Social Welfare state through analysis, identification of deficits and proposing possible solutions with and for all participating groups
- Developing pressure on political debates through joint activities on local and national level resulting with one common and strong voice
- Changing the political agenda – putting the peoples' needs first

While the congress generated tremendous interest and support, it is just the beginning of a long journey towards the end result, which is a self-sustainable civic activism-based system of generating information, prioritizing issues and pushing for change, within the system and outside of it, in order to protect and advance the best interest of the Kosovar citizens. Every citizen and civil society organization agreeing with the goals and aims of this platform is invited to join it at any stage of work now and in the future.

We need each one's contribution to work together for the Kosovo We Want.

## WE WANT

- A health care system for all citizens – affordable and efficient
- A modern education system – related to the labor market and economic development
- A decent standard of social security for all citizens – in accordance with EU-standards
- A sustainable economic development – built by skills and entrepreneurship
- A democratic frame for effective and inclusive participation of citizens on national and local levels





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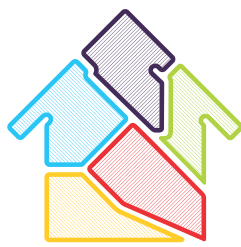
YLLKA KRASNIQI – FSSHK

ZANA RAMOVIC – KOEG



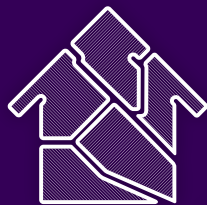






KOSOVA  
*që duam / we want / Koje hocemo*





KOSOVA  
*we want*

FIRST NATIONAL CONGRESS  
“THE KOSOVO WE WANT”

FRIEDRICH  
EBERT   
STIFTUNG

Büro Kosovo