



# REPORT

## SEXUAL HARASSMENT IN THE WORKPLACE IN THE PRIVATE SECTOR



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Kosovar Gender Studies Center (KGSC) ([www.kgscenter.net](http://www.kgscenter.net))

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# INTRODUCTION

## Defining Sexual Harassment and Employers' Responsibilities

Sexual harassment in the workplace is a long-debated controversial topic in today's workplace. Sexual harassment can happen between people of different sexes or those of the same sex. The harassment can come in many forms and is not isolated to physical incidents of a sexual nature. For example, verbal remarks, demeaning comments, offensive gestures, repeated requests for dates, intimidating behaviors, and physical touch all fall within the realm of sexual harassment [1]. Empirically, sexual harassment is more pronounced on women, whereby the harasser is of the opposite sex [2], but sexual harassment can happen to everyone, regardless of gender identity.

The presence of sexual harassment at the workplace decreases work productivity, increases psychological pressure, and can lead to coercion and quid pro quo favors where an employee is asked to provide sexual favors to a supervisor/manager in exchange for higher pay and/or promotion [3]. Thus, apart from causing psychological and/or physical harm to the victim which lowers work productivity, sexual harassment can come at the cost of high absenteeism, reduced turnover, and high staff turnover.

Employers around the world are legally required to provide a safe and hazard-free environment. As of 2020, more than 122 countries around the world prohibit sexual harassment in the workplace, and 116 of these extend this protection to men and women alike [4]. This is especially true in the aftermath of the #MeToo movement where the global community has mobilized to fight sexual discrimination. To avoid legal costs and increase the population's awareness, different businesses/workplaces have strengthened workplace reporting policies and have undertaken training opportunities to identify sexual harassment [5].

Despite this progress, sexual harassment often goes unreported and as such is underreported on a global scale. This can be due to multiple factors. Firstly, the legal and bureaucratic obstacles involved in reporting sexual harassment may discourage individuals from coming forward, particularly if they perceive the process as lengthy and unfair to the victim. The other factor ties back with culture and cultural perceptions; these include the lack of courage to speak up or the "blaming the victim" mentality [6].

[1] Sexual Harassment at Work. Legal Voice (2022). Accessible at: <https://www.legalvoice.org/sexual-harassment-at-work>

[2] Workplace Sexual Harassment. NYCOSH. Accessible at: <https://nycosh.org/training-assistance/workplace-sexual-harassment-2/>  
[3] Ibid.

[4] Sexual Harassment in the Workplace: Global Challenge. The Legal 500 (2020). Accessible at: <https://www.legal500.com/gc-magazine/feature/sexual-harassment-in-the-workplace-a-global-challenge/>

[5] Ibid.

[6] Opinion: Believe Her: The Reasons Behind Our Underreported Sexual Assault Cases. DesertNews (2022). Accessible at: <https://www.deseret.com/opinion/2022/7/14/23206012/opinion-the-reasons-behind-underreported-sexual-assault-cases-false-allegation-victim-blaming>

Other reasons can include fear of a negative impact on career or fear that relationships at work may be negatively affected [7].

## Situation in Kosovo

### Reported incidents of sexual harassment

Kosovo is not exempt from the issues of sexual harassment that plague many societies around the world. Women in particular are at a higher risk of experiencing these problems, which can have both physical and psychological consequences. This is especially concerning in Kosovo, where women are often underemployed compared to men.

For instance, in the second quarter of 2022, the labor force participation rate for men was 54.9%, while for women it was only 20.6% [8]. In 2021 as a whole, the numbers were 56.6% for men and 39.3% for women [9]. From a study conducted in 2019, key reasons behind women not working include lack of availability of jobs, lack of time to commit to a job due to personal obligations, and lack of flexible jobs [10]. It is possible to theorize also that the unfavorable working conditions of women in Kosovo may be contributing to the employment gap between men and women. Therefore, enhancing the working conditions and ensuring safety for women could result in their economic and political empowerment, leading to a boost in the country's overall economic growth.

Furthermore, a study conducted by the Kosovo Gender Studies Center (KGSC) to measure sexual harassment in the Public Administration in Kosovo finds that despite the laws and regulations in Kosovo that address sexual harassment in the public administration, public employees are not well-informed about them. Sexual harassment in general and in the workplace is still an underreported form of violence. Although public officials acknowledge that sexual harassment is a prevalent issue in society, they do not think it is a problem in the public administration. Public officials tend to blame the victim for sexual harassment and believe that someone's clothing can be a form of sexual harassment. Although an institutional framework exists to address sexual harassment within the public administration, it is not effective as employees are not sufficiently familiar with it. Reporting procedures are unclear, making reporting difficult and leading to a very low reporting rate. The reports of institutions responsible for monitoring the work of the public administration and receiving complaints from civil servants do not mention sexual harassment frequently or at all [11].

However, a lack of research in this area for Kosovo hinders the development of effective policies. Nevertheless, studies suggest that almost half of Kosovars have encountered

[7] Under-reporting of Sexual Harassment. European Institute for Gender Equality. Accessible at: <https://eige.europa.eu/publications/sexism-at-work-handbook/part-1-understand/under-reporting-sexual-harassment>

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

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

[10] Factors that affect women's economic decisions in Kosovo, 2018. <https://riinvestinstitute.org/uploads/files/2019/February/20/Womens-economic-empowerment-ALB1550674286.pdf>

[11] Sexual Harassment in the Public Administration in Kosovo: Visible to Victims, Invisible to the System. KGSC. (2021). Accessible at: <https://kgscenter.net/site/assets/files/1778/sexual-harassment-in-public-administration.pdf>



some form of sexual harassment during their lifetime, with women having a significantly higher likelihood of experiencing such harassment (64.1%) compared to men (32.5%) [12]. While there are no official statistics on sexual harassment in the workplace, the available data suggests that this problem is pervasive there as well. Nonetheless, there is a dearth of studies exploring women's safety practices and physical well-being in the workplace.

Despite the lack of data on these issues, Kosovo has a comprehensive legal framework in place to protect employees' rights regarding physical safety and health as well as sexual harassment. This framework consists of various laws, directives, and the criminal code.

## Legal Framework of sexual harassment

There are several laws in Kosovo that forbid sexual harassment in general as well as specifically related to the workplace.

To start, article 4.4 of the Law on Protection from Discrimination states that sexual harassment violates human dignity and can create a hostile environment that threatens the right to equal treatment [13]. Article 17.1.14 of the Law on Gender Equality mandates that employers must not expose their employees to sexual harassment and should not punish those who report such incidents [14].

Additionally, the Law on Labor prohibits any form of discrimination based on factors such as age, sex, family status, religion, and political opinion, which includes sexual harassment [15]. Since sexual harassment is a type of discrimination based on at least one of the aforementioned factors, it can be concluded that the Law on Labor furthermore prohibits sexual harassment.

To add to that, the Law on Public Peace and Order in article 5.1 clearly states that any insulting language used in a public place that disturbs peace and order shall be considered a minor offense and could result either on fines ranging from 30 EUR to 500 EUR or imprisonment of up to 40 days [16]. Kosovo also has the Law on Safety and Health at Work which requires employers to provide a safe working environment for their employees. However, this law does not specifically mention sexual harassment as a violation of workers' rights [17].

Kosovo's Criminal Code recognizes sexual harassment as a criminal offense punishable by law, and the government has approved the Policy Against Sexual Harassment in the Public Administration sector which prohibits various forms of sexual harassment and

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

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

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

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

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

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

strengthens monitoring capacities to identify and treat cases of sexual harassment at the workplace [18], [19]. The document, supported by KGSC [20], in addition prohibits actions including verbal remarks of a sexual nature, expectations of quid pro quo, physical harassment, visual harassment, and psychological pressure. It also foresees the strengthening and enhancement of monitoring capacities to identify and treat cases of sexual harassment at the workplace in Kosovo.

## Scope of Study, Motivation, and Paper Structure

Given the global environment, Kosovo's legal framework reported incidents, and the lack of sufficient data, this study aims to shed light on women's perceptions regarding sexual harassment. This is done by a primary data collection methodology both in the form of surveys with employed women in the private sector and with semi-structured interviews with employers (mainly human resource (HR) managers) of the private sector.

Through survey collection, the study tried to capture the perception of women who are asked about their general perceptions regarding sexual harassment existing as a phenomenon in Kosovo and their knowledge regarding their workplace's reporting mechanisms of such incidents.

At the same time, through semi-structured interviews, the study considers the employers' perspective on the issue of sexual harassment and captures their opinion on whether they believe sexual harassment to be an existing topic in Kosovo as well as their internal policies to tackle and report sexual harassment.

The paper is divided into the following sections:

- Methodology
- Key findings
  - Survey findings with women employed in private sector
  - Semi-structured interview findings with employers
- Conclusions and recommendations

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

[19] Policy Against Sexual Harassment In Kosovo's Public Administration. 2020.

[20] Prime Minister of Kosovo issues the Policy Against Sexual Harassment in Public Administration in Kosovo. KGSC. (2020). Accessible at: <https://kgscenter.net/sq/lajme-dhe-ngjarje/aprovohet-politika-kunder-ngacmimit-seksual-ne-organet-e-administrates-publike-ne-republiken-e-kosoves/>

# METHODOLOGY

To conduct this study, both qualitative and quantitative methods were employed in order to understand the perspective of employed women as well as employers. The quantitative component involved collecting data from a sample of 600 women employed in the private sector. The sample was drawn from various age groups, economic sectors, and regions throughout Kosovo. The distribution of the collected data is presented in the tables below.

Table 1: Distribution of Data

Age Group	% - employed women Kosovo wide
18-24	12%
25-34	29%
35-44	24%
45-54	21%
55-64	13%

Region	Percentage
Prishtinë	14%
Gjakovë	14%
Pejë	14%
Mitrovicë	14%
Ferizaj	14%
Gjilan	14%

Cont. Table 1: Distribution of Data

Economic Activity	Percentage
Manufacturing	17%
Whole and retail trade; repair of motor vehicles and motorcycles	17%
Accommodation and food service activities	17%
Information and communication	17%
Financial and insurance activities	17%

The qualitative part of the study, through conduction of interviews, aimed to understand how employers handle incidents of sexual harassment, including reporting methods and internal strategies for addressing these issues. To achieve this, the study conducted interviews with twenty private sector companies. The table below displays the location and number of employees for each of these businesses.

Table 2: Characteristics of interviewed businesses of the private sector

	Location of Businesses	Nr. of employees	Gender of interviewee
1	Prishtinë	Not provided	M
2	Prishtinë	47	W
3	Prishtinë and Prizren	39	W
4	Prizren	535	M
5	Prishtinë	Not provided	M
6	Prishtinë	1000	W
7	Prishtinë	11	W
8	Prishtinë	23	M
9	Prishtinë	30	M
10	Prishtinë	100+	W
11	Prishtinë	76	W
12	Prishtinë	14	W
13	Prishtinë	50	W
14	Prishtinë	23	M
15	Prishtinë	105-110	M
16	Prishtinë	109	W
17	Kosovë	750	W
18	Prizren	150	M
19	Prishtinë	250	W
20	Fushë Kosovë	200	W

# FINDINGS

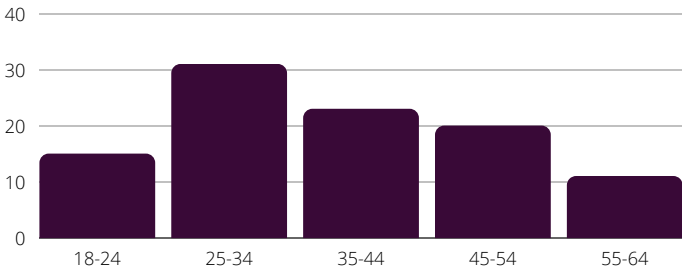
## Survey Findings

The following sections provide an overview of the results obtained from the survey, covering topics such as working conditions, workplace safety, women's perceptions of sexual harassment in Kosovo, and their personal experiences of sexual harassment. The survey also explores the existing mechanisms for reporting incidents of sexual harassment. The first section presents a demographic profile of the respondents.

### Demographic Information

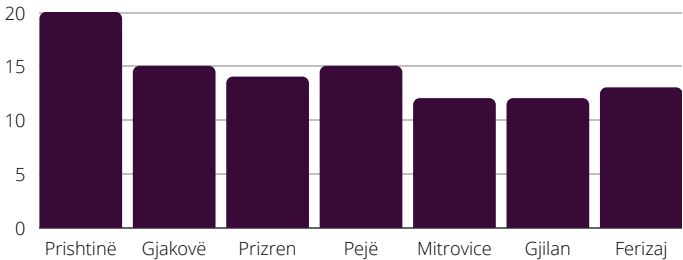
The following sections provide an overview of the results obtained from the survey, covering topics such as working conditions, workplace safety, women's perceptions of sexual harassment in Kosovo, and their personal experiences of sexual harassment. The survey also explores the existing mechanisms for reporting incidents of sexual harassment. The first section presents a demographic profile of the respondents.

Figure 1. Age of respondents



Additionally, most of the respondents (20%) were from the Prishtinë region, while Gjakovë and Pejë regions had 15% of the respondents each, followed by Prizren (14%), Ferizaj (13%), and Mitrovicë and Gjilan (12% each). This indicates that the sample is representative of all regions of Kosovo, allowing for a comprehensive understanding of sexual harassment incidents and attitudes across the country.

Figure 2. Region of respondents



Of the respondents, 21% were employed in the wholesale and retail industry, followed by information and communication (16%) and other sectors. A total of 23% of the respondents worked in sectors that were not included in the manufacturing, wholesale and retail, accommodation and food services, information and communication, or financial and insurance activities categories. Among those who worked in other sectors, the largest proportion worked as hairdressers/makeup artists (20%), followed by those in education (19%) and other sectors.

Figure 3. Industry of respondents

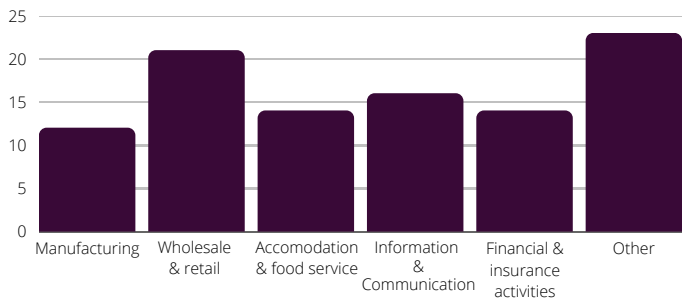
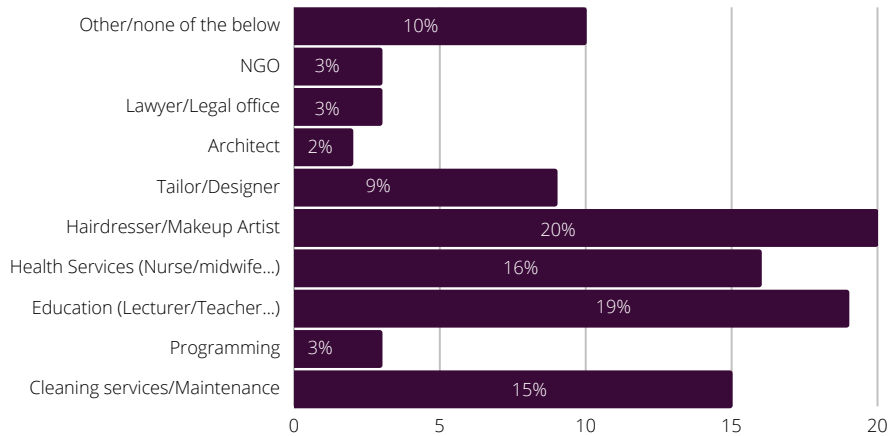
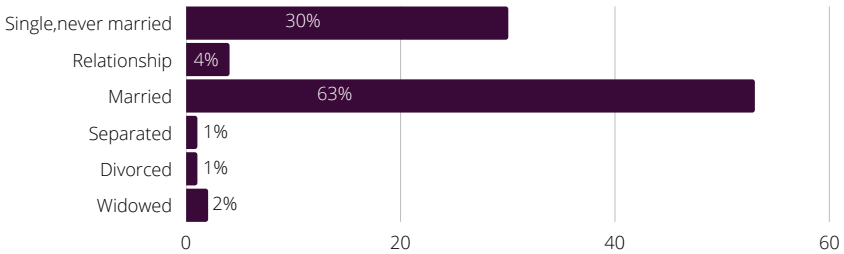


Figure 4. Other industries respondents are employed in



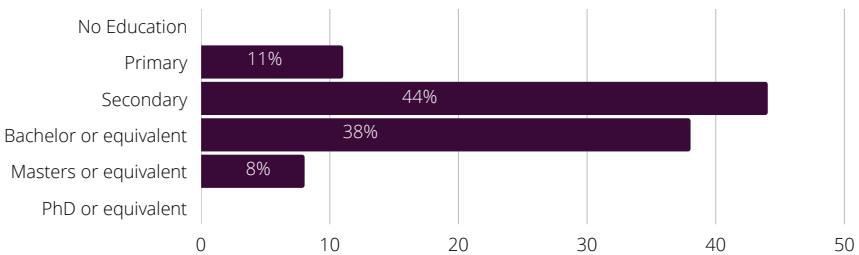
63% of the sample were married women followed by 30% that were single, never married, 4% in a relationship, and the rest either separated (1%), divorced (1%), or widowed (2%).

Figure 5. Marital status of respondents



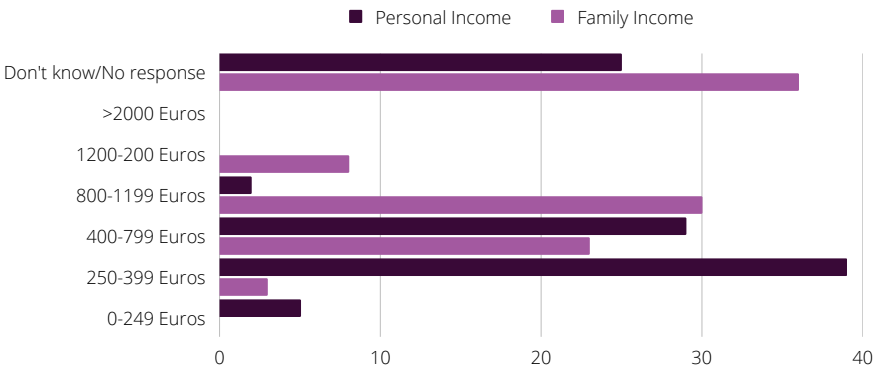
A significant proportion of the respondents, approximately 82%, possessed either a high school diploma or a bachelor's degree. Only 8% of the respondents had a master's degree, while 11% reported that they had only completed primary education. Therefore, it can be concluded that the sample primarily consists of educated women.

Figure 6. Education level of respondents



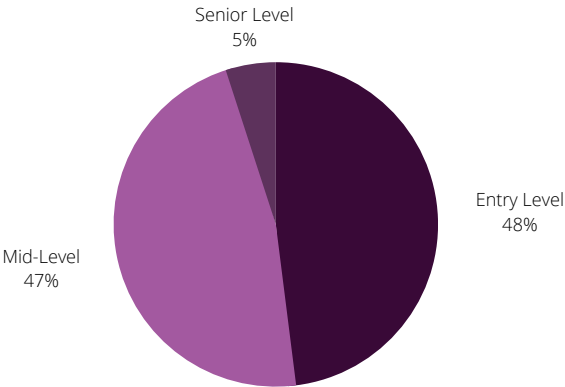
Finally, the respondents were queried about their personal monthly income and family income. Regarding personal income, 75% of the respondents reported earning less than 799 EUR per month. On a household level, 74% of the respondents stated that their family income was 1,199 EUR or more.

Figure 7. Level of income of respondents



Lastly, 48% of women were in entry-level positions, 47% in mid-level, and 6% in senior positions.

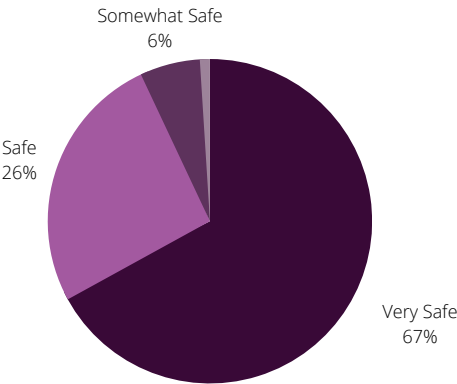
Figure 8. Position held at the company



**Working Conditions and Safety at the Workplace**

The initial part of the survey requested respondents to express their overall feelings of safety at their place of work. Respondents rated their feelings on a scale from "very safe" to "not safe at all". The outcomes are presented in three diagrams, illustrating the overall results as well as the breakdown by age group and region. The results indicate that 93% of respondents feel "very safe" or "safe" at work, while only 1% feel "not safe at all."

Figure 9. How safe do you feel at your workplace?



When examining the findings by age group, the 35-44 and 45-54 age groups reported feeling safer (93% for both) compared to younger groups, although the difference is marginal. In terms of regions, the survey discovered that 99% of respondents in Pejë



and Gjakovë feel "very safe" or "safe," whereas only 83% of Gjiilan's respondents reported the same.

Figure 10. How safe do you feel, by age groups

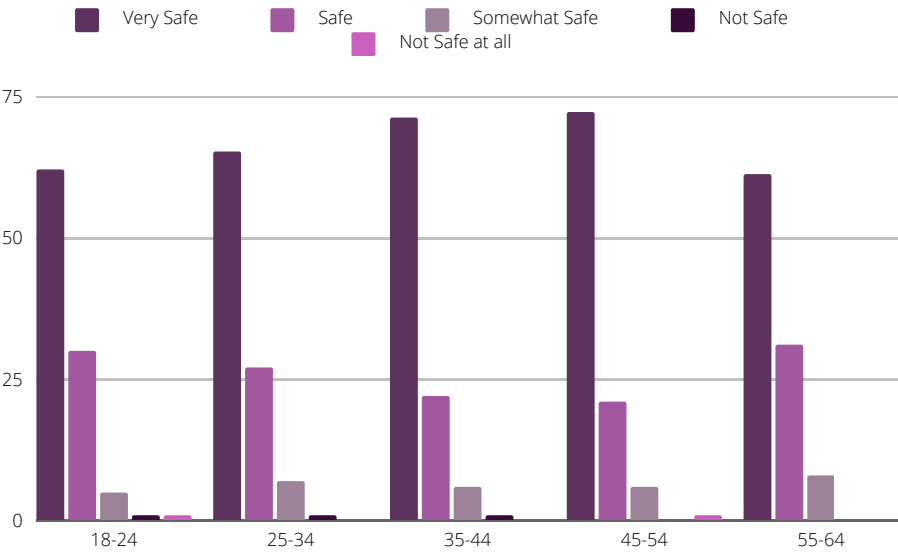
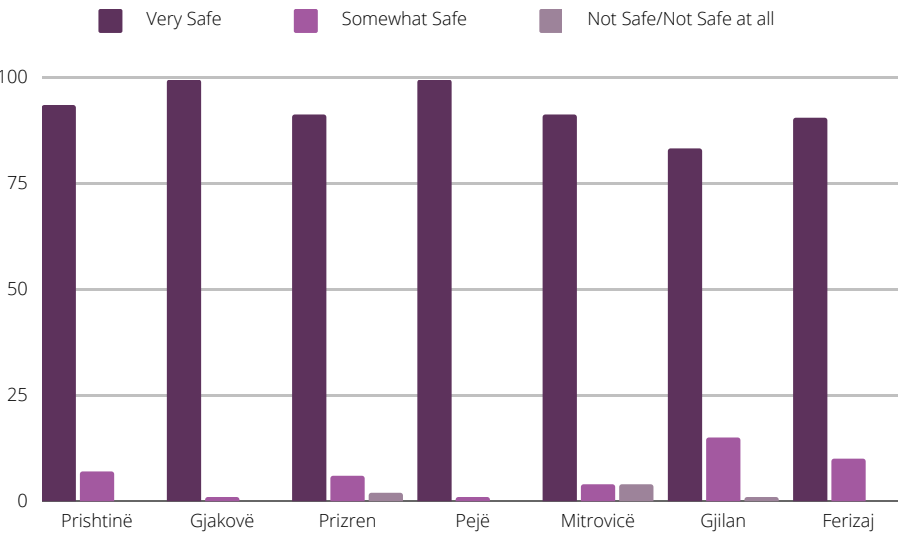
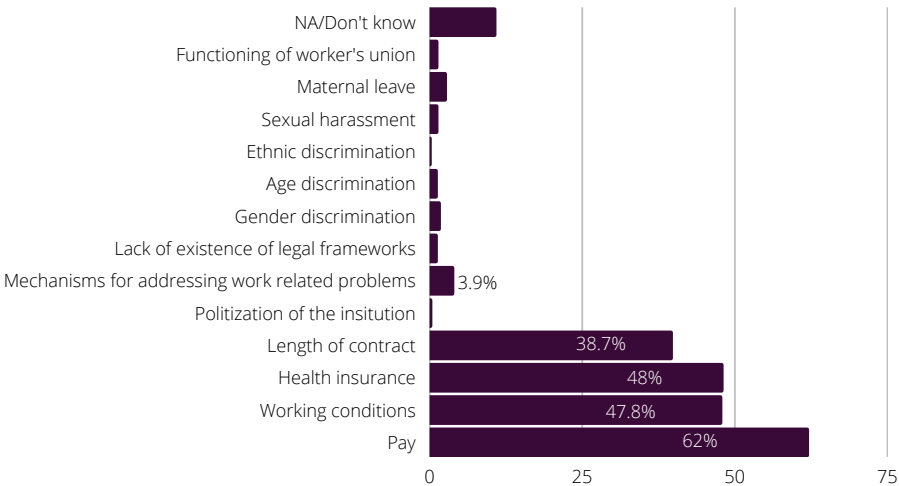


Figure 11. How safe do you feel, by region



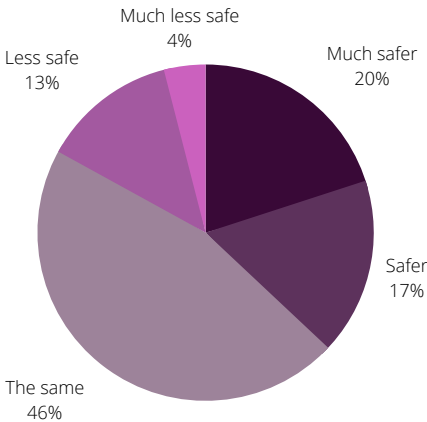
The survey continued by asking women respondents to identify their three primary concerns in their current job. Respondents rated the lack of good pay, poor working conditions, and the absence of health insurance benefits as their top concerns, with percentages of 62%, 47.8%, and 48% respectively. On the other hand, concerns related to sexual harassment, effective workers' unions, and discrimination based on age, gender, or ethnic background were less significant.

Figure 12. Safety concerns of respondents



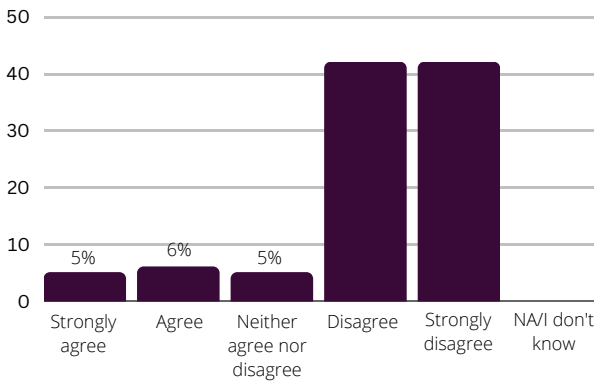
Next, respondents were asked to evaluate whether they believe their work in the private sector is safer, the same, or less safe than the workplaces of the public sector. 46% claimed that they believe both sectors are equally safe, whereas 17% claimed that in their opinion the private sector's workplaces are less safe than the public sector ones.

Figure 13. Comparison with the public sector- is work in the private sector safer?



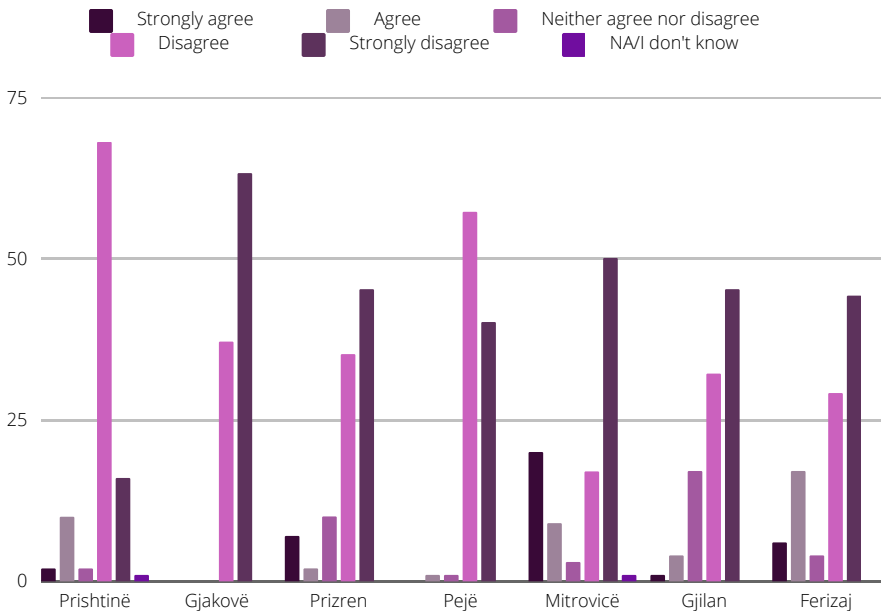
Women respondents were also asked to evaluate the degree to which they agree with the statement “I feel uncomfortable at work because of the unpleasant working environment and the unfriendly office culture”. 84% disagreed or strongly disagreed with the statement whereas 11% agreed that their workplace is uncomfortable.

Figure 14. Degree of agreeing with statement on feeling uncomfortable at work



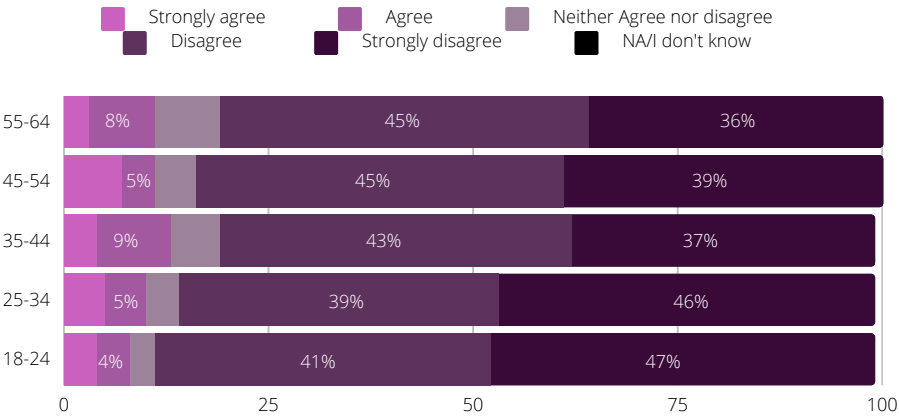
Disaggregating the data by region reveals that individuals from Mitrovicë (20%), Ferizaj (6%), and Prishtinë (2%) had a higher likelihood of finding their workplace uncomfortable as compared to the other regions.

Figure 15. Degree of agreeing with statement on feeling uncomfortable at work, by region



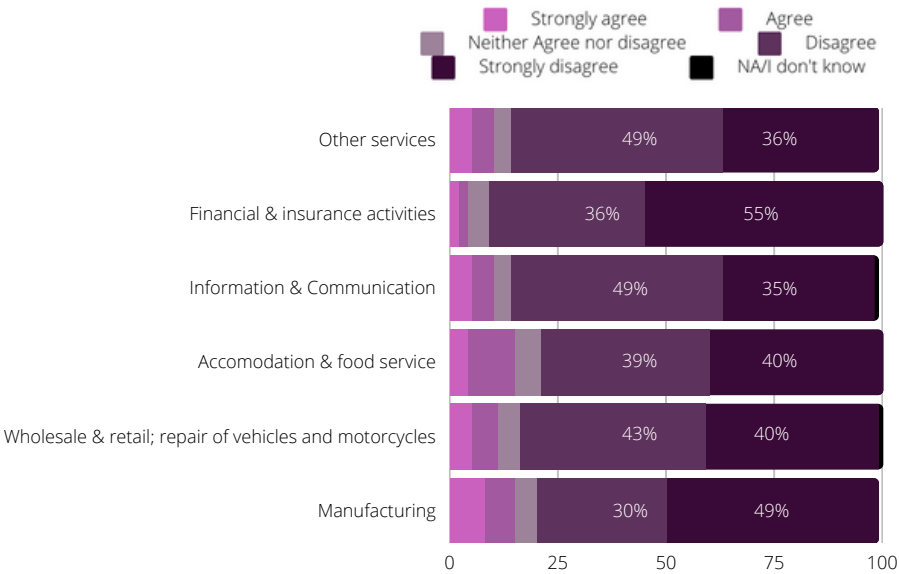
Age-wise, individuals belonging to the 45-54 and the 35-44 age groups were more likely to state that their workplace is uncomfortable (12% and 13%) as compared to other age groups. However, the differences here were marginal.

Figure 16. Degree of agreeing with statement on feeling uncomfortable at work, by age group



Industry-wise, women working in the “accommodation and food service activities” and those working in “manufacturing” were more likely than those working in other industries to find their work uncomfortable (16% and 15% respectively).

Figure 17. Degree of agreeing with statement on feeling uncomfortable at work

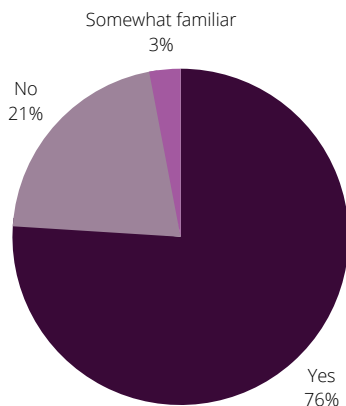


## Perception of Women Regarding Sexual Harassment in Kosovo

The second part of the survey focused on women's views on sexual harassment and its prevalence in Kosovo. Participants were asked about their general perceptions of the issue, followed by questions about their personal experiences with sexual harassment and whether they knew of anyone in their workplace who had experienced it. It is reasonable to assume that the reported data may not fully reflect the true extent of the problem due to the sensitive nature of the topic and the underreporting of the respondents.

The respondents were initially asked whether they are familiar with the term “sexual harassment”. 76% responded that they are, followed by 21% that are not, and 3% that are somewhat familiar.

Figure 18. Are you familiar with the term sexual harassment in the workplace?



However, because the rest of the module asked specific questions about sexual harassment, the researchers wanted to make sure that the sample respondents were well-informed about the term. Therefore, the respondents, regardless of whether they had previously responded to be familiar with the term sexual harassment or not, were informed about the definition of sexual harassment:

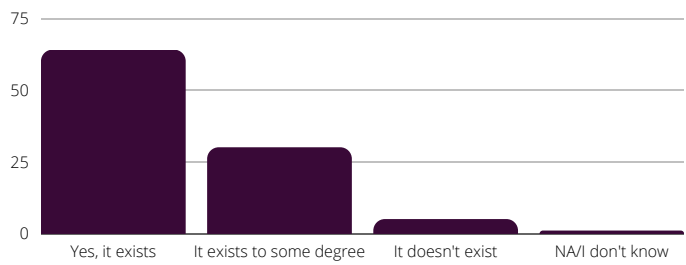
*“Sexual harassment is defined as unwanted behavior of a sexual nature which violates your dignity makes you feel intimidated, degraded, or humiliated, and creates a hostile or offensive work environment. It is about how you feel rather than the intention of the harasser. ‘Workplace’ includes business trips, company-organized events, meetings outside the office which are work-related including dinners, drinks, etc.” [21]*

[21] Citizens’ advice. <https://www.citizensadvice.org.uk/law-and-courts/discrimination/taking-action-about-discrimination/taking-action-about-harassment/>

With this definition read out, respondents were asked once again whether the term sexual harassment is now clear. 99% responded that it was whereas 1% said that it was somewhat familiar.

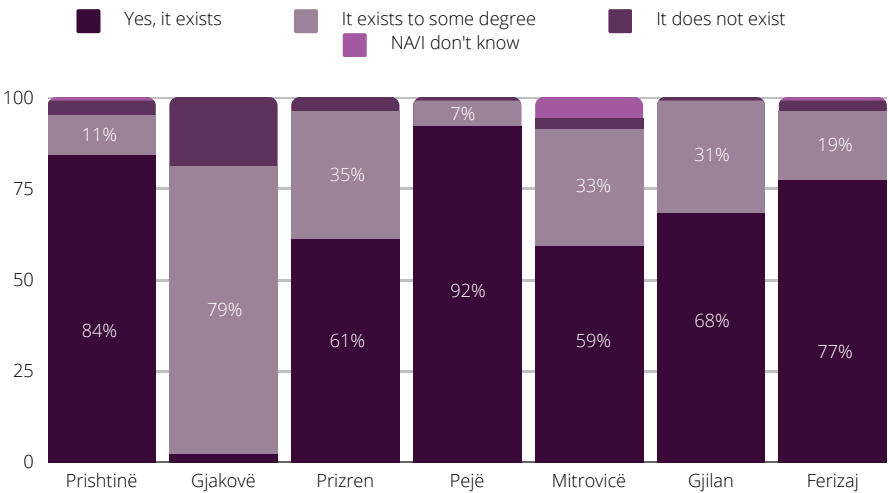
The subsequent survey questions addressed women respondents' opinions on the existence of sexual harassment in Kosovo. The results are presented in graphs that display the aggregated data, as well as data broken down by sector, region, and age group. Out of the respondents, 64% expressed their belief that sexual harassment is an actual phenomenon in Kosovo, while 30% agreed that it exists to some extent. Surprisingly, only 5% of respondents stated that they did not believe that the population in Kosovo is exposed to sexual harassment.

Figure 19. Is sexual harassment a phenomenon in Kosovo?



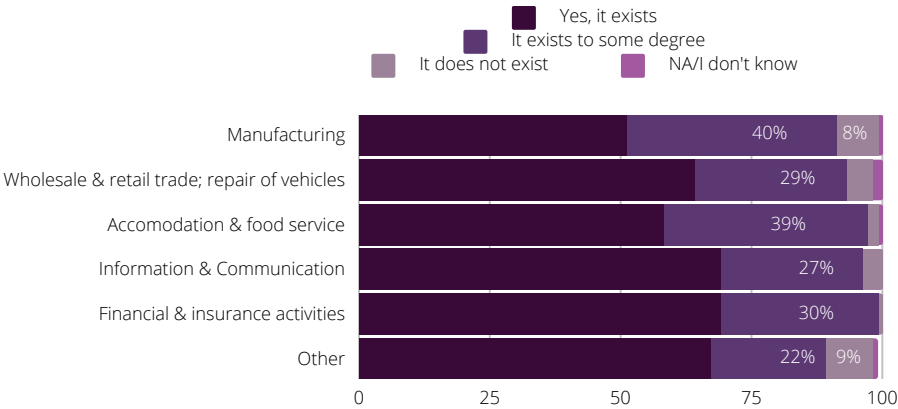
Region-wise, women from Gjakovë were the least likely to believe sexual harassment exists in Kosovo (2%) as compared to other regions. Those from Pejë and Prishtinë however were more prone to believe that the phenomenon does exist (92% and 84% respectively).

Figure 20. Is sexual harassment a phenomenon in Kosovo, by region



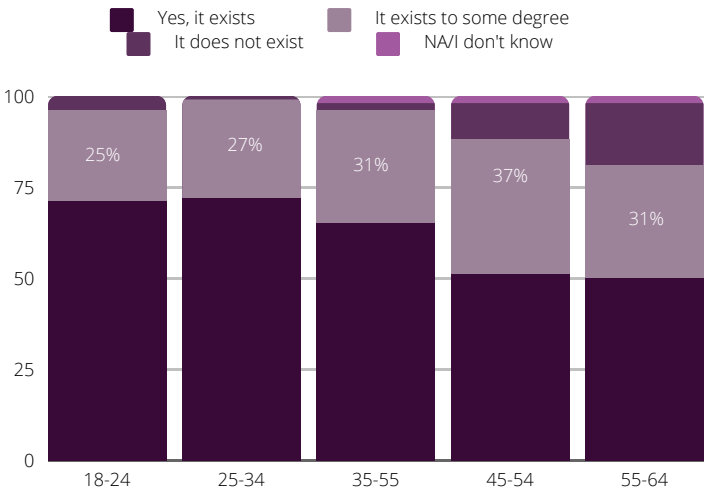
Sector-wise, women working for the industries of “information and communication” (69%), “financial and insurance activities” (69%), and “other services” (67%) had a higher likelihood of affirming sexual harassment as a prevalent issue in Kosovo.

Figure 21. Is sexual harassment a phenomenon in Kosovo, by sector



Regarding age groups, younger generations (18-24 and 25-34) were more likely to answer "yes" to the question of whether sexual harassment exists as a phenomenon in Kosovo (71% and 73%, respectively). As the age group increased, the percentage of those who believed that sexual harassment was an issue decreased.

Figure 22. Is sexual harassment a phenomenon in Kosovo, by age groups

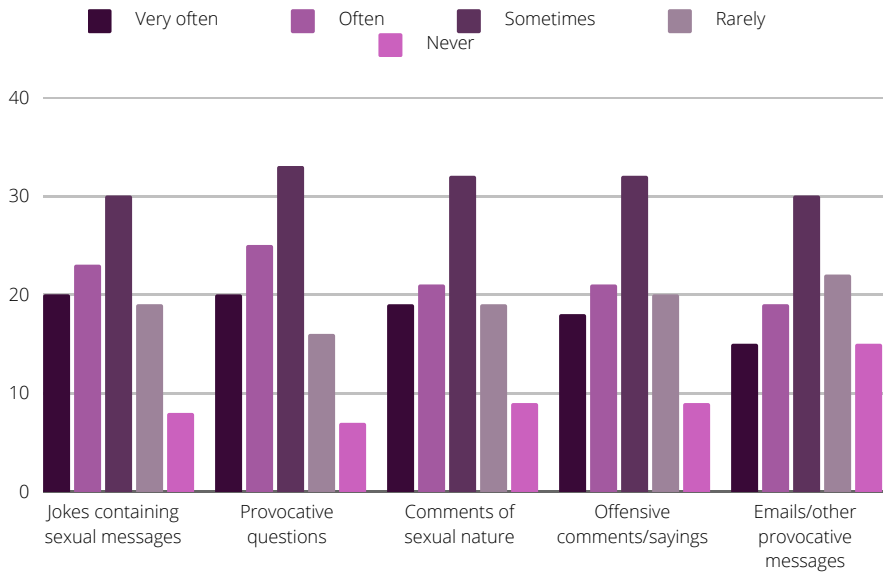


Next, respondents were asked to rate on a scale of 1-5 (1=very often and 5=never), how often they believe sexual harassment incidents occur in Kosovo. The incidents were separated into verbal harassment, non-verbal harassment, visual harassment,

psychological harassment, and physical harassment. The graphs below present the aforementioned categories in order.

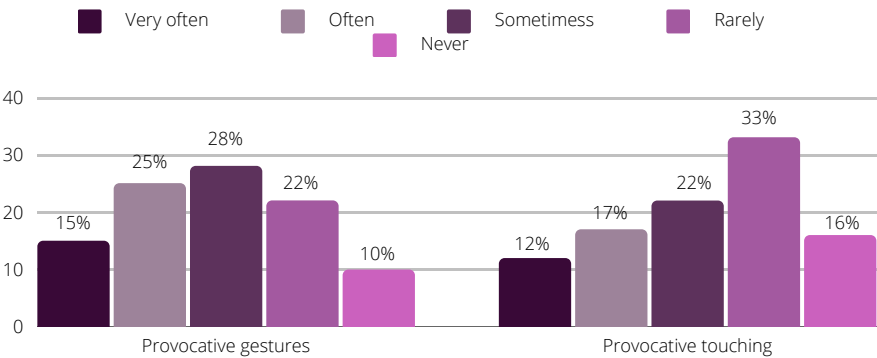
Firstly, in regard to verbal harassment, women were most likely to believe that jokes containing sexual messages and provocative questions “very often” or “often” occur in Kosovo (53% and 55% respectively). Offensive comments and emails/other provocative messages were less rated as occurring often.

Figure 23. Beliefs of verbal harassment



Secondly, in regards to non-verbal harassment, 40% of women claimed that they believe provocative gestures are an often occurrence, whereas 29% believed the same for provocative touching.

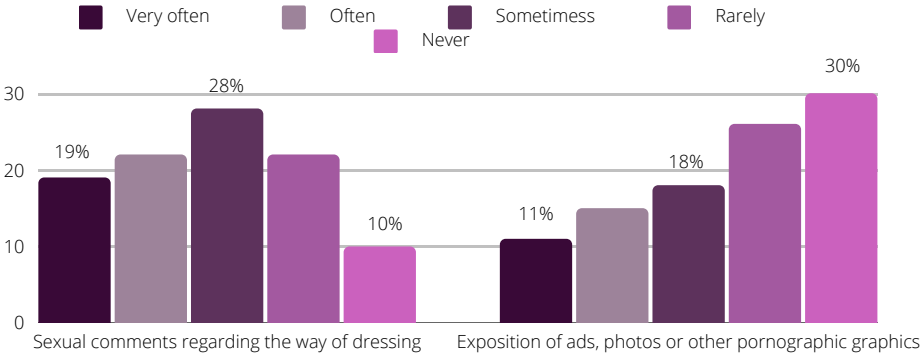
Figure 24. Beliefs of non-verbal harassment





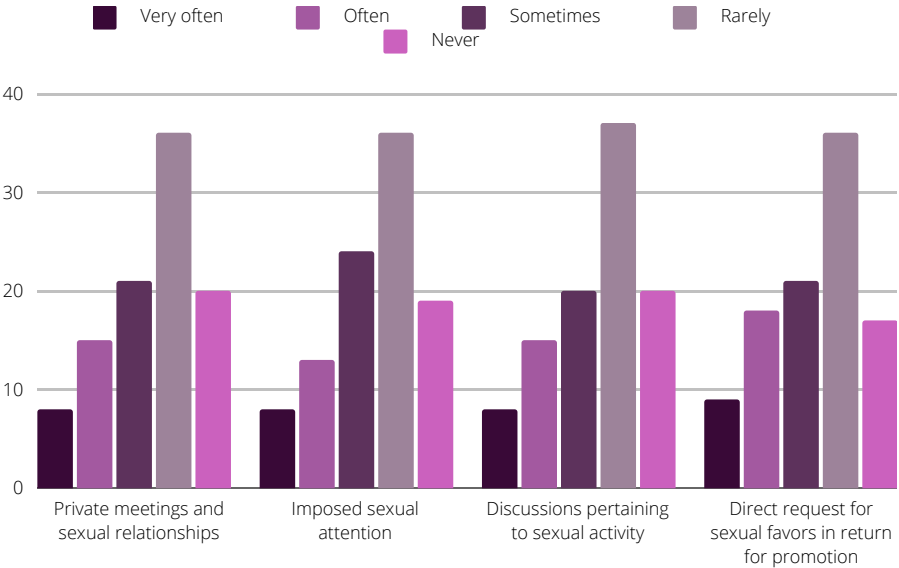
Thirdly, 41% of women claimed that sexual comments regarding the way of one dressing often or very often occur in Kosovo, whereas 26% claimed the same for the exposition of ads, photos, or other pornographic graphics.

Figure 25. Beliefs of visual harassment



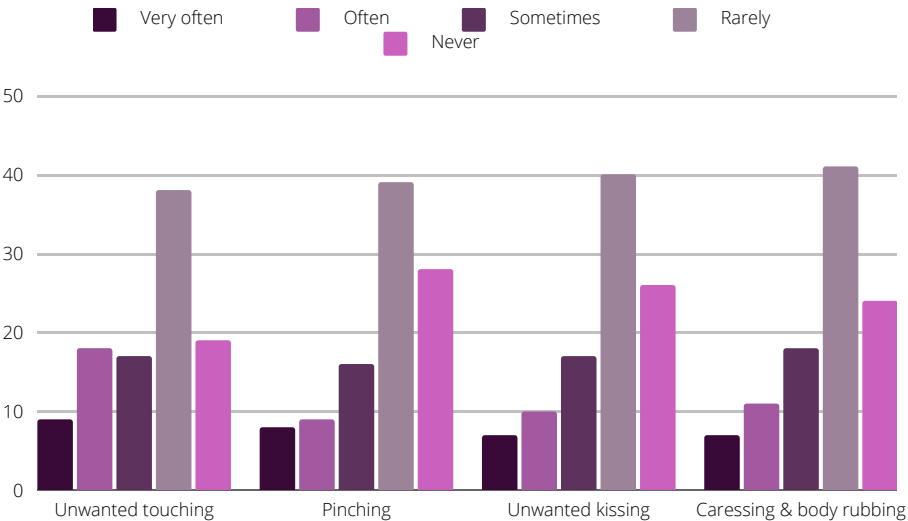
Next, in incidents about psychological harassments, 23% of women claimed that incidents of private meetings and sexual relationships often or very often happen in Kosovo, followed by 21% of women who believed the same about imposed sexual attention, 23% about discussions about sexual activity, and 27% about direct requests for sexual favors in return for promotion.

Figure 26. Beliefs of psychological harassment



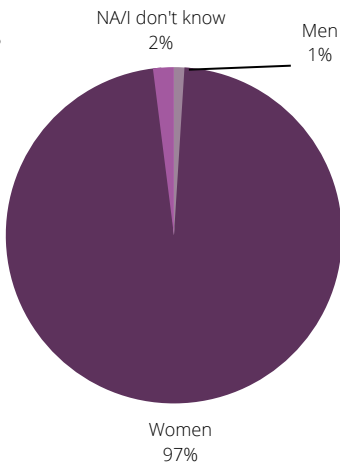
In terms of physical harassment, 27% claim that unwanted touching happens often or very often, 17% state the same for pinching, 17% for unwanted kissing, and 18% for caressing and body rubbing. Overall, non-physical harassment was rated as occurring more often than physical ones.

Figure 27. Beliefs of physical harassment



Moving on, respondents were also asked to state their beliefs about whether they think men or women in Kosovo are more likely to experience sexual harassment. 97% believe that women are more exposed to sexual harassment, whereas only 1% responded the same for men.

Figure 28. Who is more likely to get sexually harassed?

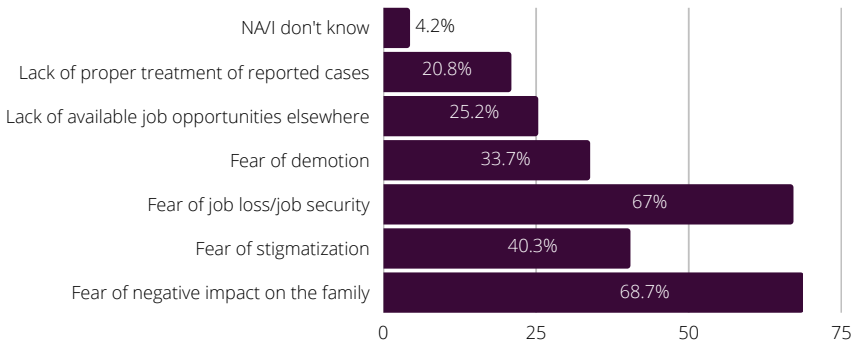


# Sexual Harassment Experiences and Reporting Mechanisms

The final section of the quantitative report was dedicated to comprehending the sexual harassment reporting mechanisms in workplaces, the justifications for why some incidents might not be reported, and the extent to which surveyed women had been exposed to sexual harassment personally or through their colleagues.

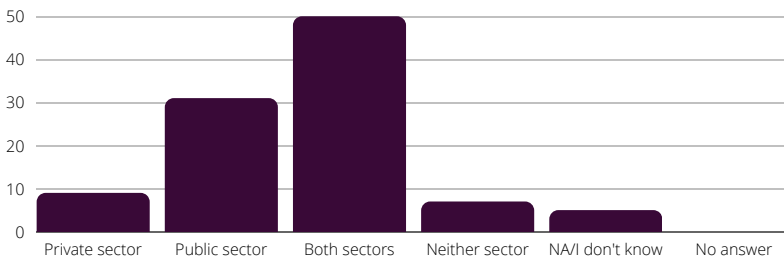
The first part of this section aimed to identify reasons why certain sexual harassment incidents may not be reported in general, and women were asked to provide their opinions on this matter. The results showed that 68.7% of respondents believed that the fear of negative consequences for their family was the main reason, followed by 67% who could feel that job security was at risk, and 40.3% who believed that stigmatization was a concern.

Figure 29. Why might sexual harassment go unreported?



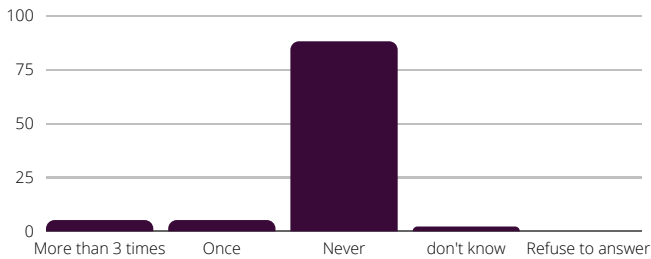
Regarding reporting sexual harassment incidents at the workplace, half of the surveyed women (50%) believed that both sectors equally encourage reporting. Meanwhile, 31% of respondents believed that the public sector is more supportive in terms of reporting harassment issues, while only 8% thought that the private sector is more encouraging in this regard.

Figure 30. Women working for which sector are more encouraged to report incidents of sexual harassment?



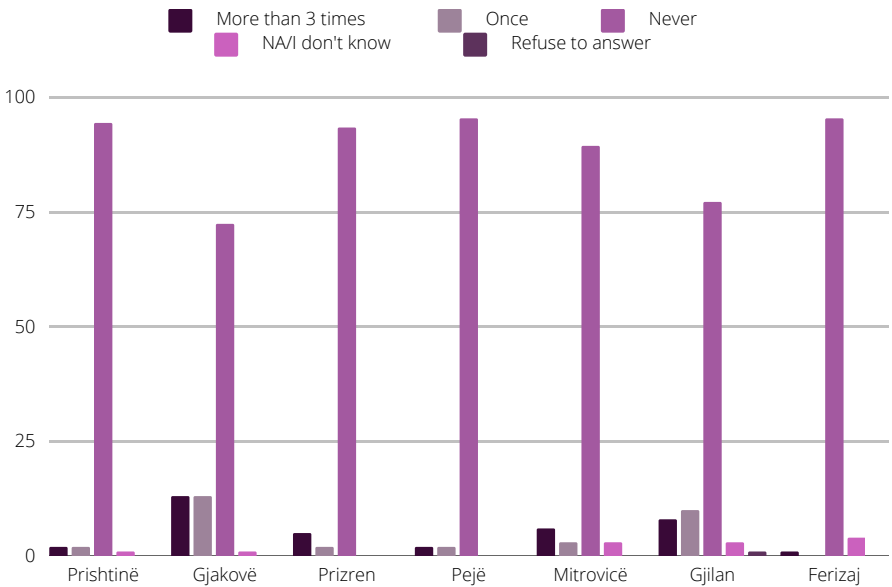
The survey then proceeded to inquire about the employed women's personal experiences about being exposed to sexual harassment incidents. 10% of women responded that they or a colleague of theirs have been exposed to incidents of sexual harassment at least one time. 5% stated that this has happened more than three times. The vast majority (88%) claimed that this has never happened to them.

Figure 31. How often were you or a colleague exposed to sexual harassment?



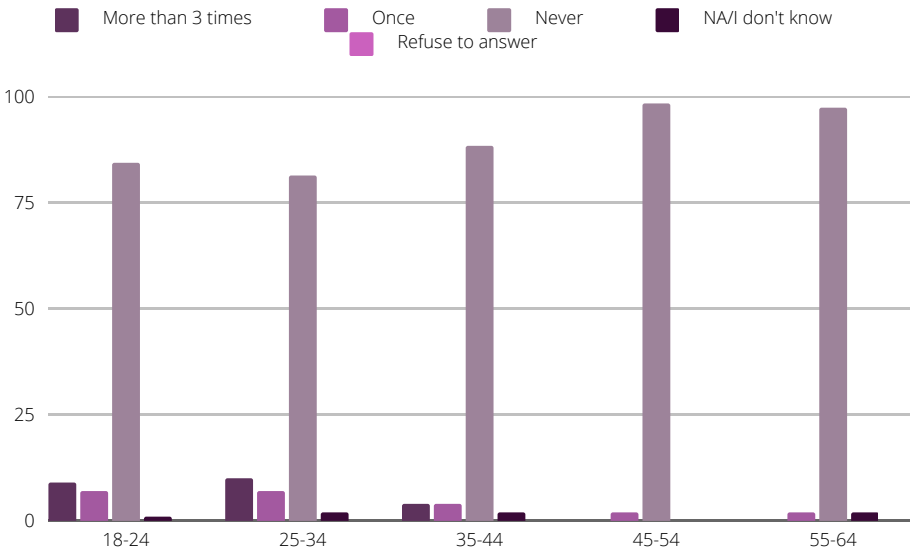
Disaggregating by region, reveals that women from Gjakovë (26%), Gjilan (18%), and Prizren (7%) were more likely to respond that they (or a colleague) have been exposed to sexual harassment incidents at least once. It is worth pointing out however that these findings is about women's perception and not the actual rate of sexual harassment occurrence. Thus, higher percentages for this region may also be due to the fact that women residing in these regions are either more aware of sexual harassment incidents or simply have a stronger belief that these incidents occur.

Figure 32. How often were you or a colleague exposed to sexual harassment, by region



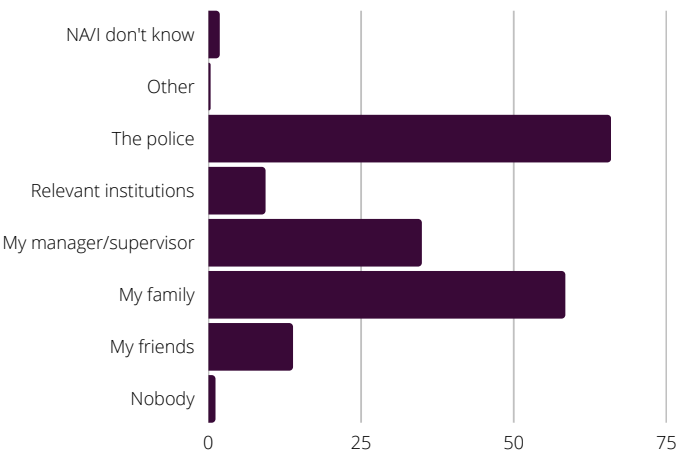
Age-wise, younger generations have a higher probability of reporting that they and/or a colleague have been sexually harassed at least once (16% for women between 18-24 and 17% for women between 25-34).

Figure 33. How often were you or a colleague exposed to sexual harassment, by age group



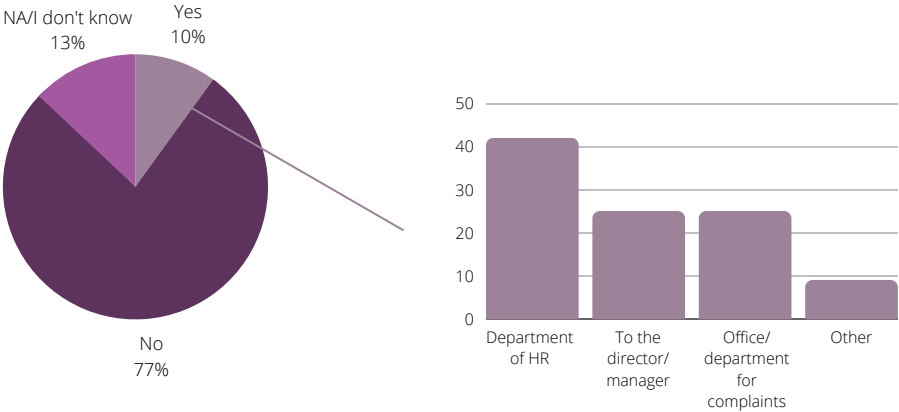
The survey also asked the sample respondents who they would be most likely to tell if they experienced sexual harassment. The top three responses were from the police (65.8%), their family (58.3%), and their manager/supervisor (34.8%). Those who answered that they would report it to someone else claimed that they would report it to all of the aforementioned.

Figure 34. In case of exposure to sexual harassment, who would you report it to?



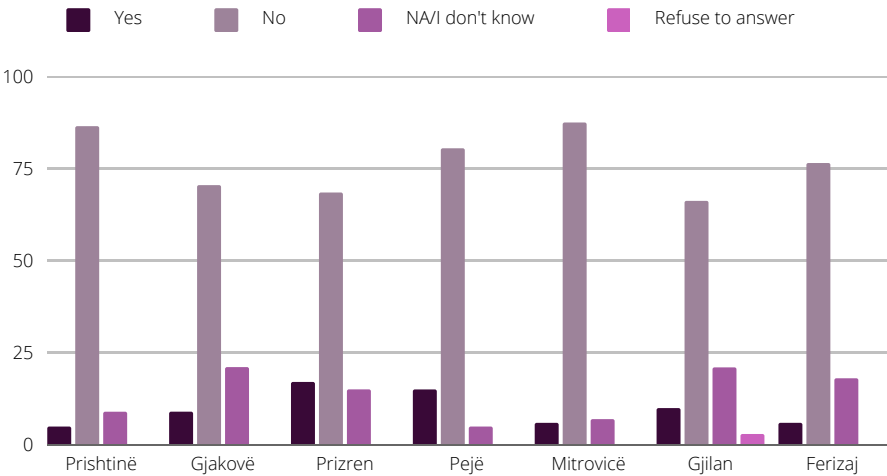
In regards to workplace reporting mechanisms, 77% of women claimed that their workplace does not have a mechanism in place to report sexual harassment incidents. 10% responded that they do, and out of these, 42% claimed that these incidents are reported to the Department of human resources, 25% to the director/manager, 25% to a specific office/department of complaints, and 9% to other relevant departments within their workplace.

Figure 35: Does the institution you work for have established mechanisms to report sexual harassment?



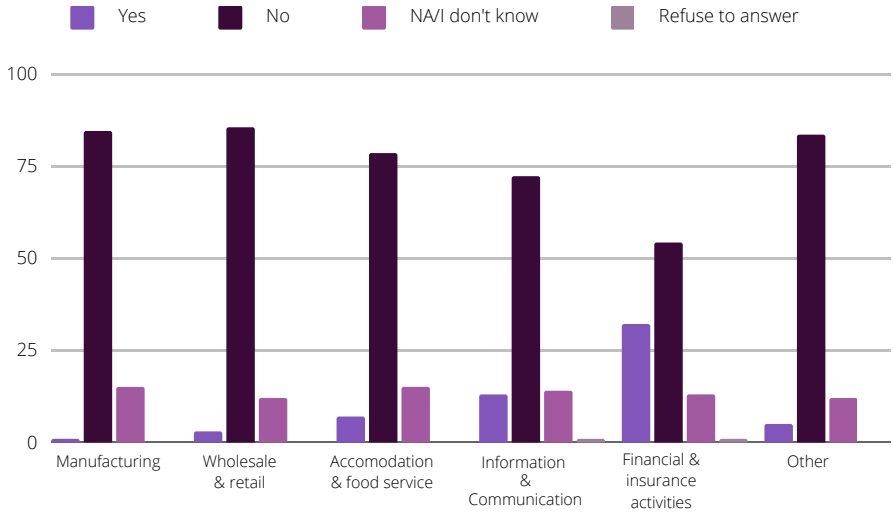
Disaggregating the data by region reveals that workplaces in Prizren (17%), Pejë (15%), and Gjilan (10%) have established reporting mechanisms in place, whereas those in Prishtinë (9%), Mitrovicë (6%), and Ferizaj (6%) were less likely to have such mechanisms.

Figure 36. Does the institution you work for have established mechanisms to report sexual harassment, by region



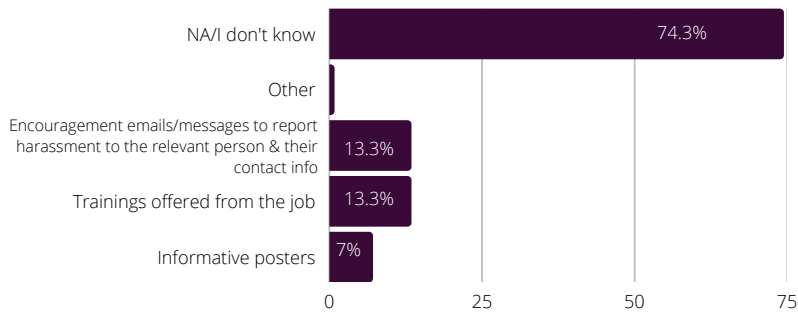
Industry-wise, women working for the “financial and insurance activities” and “information and communication” were more likely to respond that their workplace has official sexual harassment reporting mechanisms (32% and 13% respectively responded with a “yes”).

Figure 37. Does the institution you work for have established mechanisms to report sexual harassment, by industry



Finally, women were surveyed regarding their workplace's efforts to raise awareness of sexual harassment issues. The results were concerning, as 74.3% of respondents reported that they were unaware of any efforts made by their workplace. Meanwhile, 13.3% mentioned that they were given training related to sexual harassment, and another 13.3% received messages or emails encouraging them to report any incidents and contact the relevant department. A smaller percentage of 7% stated that awareness was being raised through posters. A few respondents (0.7%) mentioned that the management department communicated with them directly regarding this issue.

Figure 38. In your institution, how is awareness about sexual harassment raised?



# Structured interviews

Aside from conducting surveys, this report includes qualitative data analysis from various companies regarding their workplace procedures for handling sexual harassment. The report is organized into different sections, which cover the opinions of HR managers on their workplace practices, their views on sexual harassment incidents as a phenomenon in Kosovo, the region, and the world, and the incidents of sexual harassment that occurred in their workplaces, as well as the internal policies that they have in place to address such incidents.

## General Questions Regarding Practices at the Job

Firstly, there was a general agreement among interviewees that their workplace offers employees security. All respondents unanimously agreed that according to them, employees feel safe at their workplace. To quote one interviewee:

*“Generally, we adhere to the law when it comes to safety practices. We offer our workers the necessary trainings and working conditions so that they feel safe at their job” (Interviewee #5).*

Similarly, another one stated:

*“Our employees are offered two-year work contracts and after their contracts are due for a renewal, no one quits- or has quit so far. So I believe our employees are generally very happy with their job and feel safe” (Interviewee #1).*

When asked about the top three safety concerns in their workplace, responses varied. Most respondents stated that they do not have any specific safety concerns as they follow their work contracts and take measures to ensure a hazard-free work environment. Additionally, a majority of respondents mentioned that they offer their employees regular pay and grant them paid days off and annual leave. However, the two most common concerns mentioned were the lack of health insurance options and outdated labor laws. Below are two quotes that exemplify these concerns:

*“I am not sure whether this is a safety concern just for our company or many other companies too but if I am to highlight something, then I would say that lack of health insurance options paid from an employer is a safety concern in our company and the vast majority of companies in Kosovo too” (Interviewee #7).*

*“Kosovo’s Law on Labor is confusing and lacking in consistency. There are certain disadvantages of the law and several inconsistencies in different articles. These are concerns that employees have pointed out too and we as a company do not know what to do- that is what article to follow” (Interviewee #16).*

Additionally, for companies that involve the operation of heavy machinery- i.e. factories- a major concern that was pointed out was the fear of mishandling heavy equipment



which could be fatal.

In general, employers agreed that their workplace is relatively safe compared to other workplaces. Additionally, most of them stated that they lack the knowledge or ability to assess the safety of their workplace in comparison to similar workplaces. Some stated that due to the unhazardous nature of the job (i.e. not involving handling dangerous equipment), the safety of the job is at its peak standards. To cite:

*"Maybe because the nature of our job does not require handling of dangerous equipment, I can say the job is very much safe for all our employees" (Interviewee #7).*

Another one highlighted the positive work culture and non-discriminating work environment that offers individuals a pleasant and safe space:

*"We pay particular attention to the job environment and want to make sure that all of our employees, regardless of who they are feel safe. This has especially helped women in our company to feel safe and be respected by everyone" (Interviewee #2).*

According to the findings, companies with foreign headquarters believed that their branch located in Kosovo provided better safety measures and a more agreeable work atmosphere compared to locally-owned companies. This observation was consistent among all the non-locally based companies interviewed. To quote one such company:

*"Well, I will give you my point of view on this. I think that compared to other companies, the current company I work at has a hierarchal organization and follows practices that have been designed in our headquarters in country X. Because the headquarters are not locally located, I believe that our company stands apart from the competition" (Interviewee #3).*

The interviewees had mixed opinions on whether the public or private sector was a better place to work at. Many for example stated that they believe to be indifferent between public and private sector jobs, claiming that there are a diversity of jobs and working conditions in both sectors and hence, generalizations about which sector is safer/better to work in cannot be made. To cite just one of the participants:

*"I truly believe that we cannot make a clear-cut distinction to state which sector is better. Plus, this issue is very subjective and in the eye of the beholder. I might value one sector for some of its benefits while a friend of mine might value the other sector for other benefits. So I do not think there is a definite answer to this" (Interviewee #1).*

The majority however believed that the private sector is better due to higher promotional possibilities, better financial compensation, less hierarchical procedures, more updated internal policies to tackle gender discrimination, ease of contact with a manager/director in times of need, and higher training and development opportunities. Below are just some of the quotes from participants that believed strongly that the private sector is a better industry to work at:

*"Our company is a private company and I am proud to say that it offers promotional opportunities to all its employees. It also favors professional development trainings. So I would not switch it for the public sector" (Interviewee #14).*

Another one added:

*"I have worked for both sectors and I believe the private sector to be better. There are policies in place to address gender discrimination, there is an established pay for overtime work, we are looking at ways to offer women menstrual leave, and just make sure to update internal policies so they reflect worldwide ones" (Interviewee #20).*

Similarly, another one said:

*"In a private sector company, you can reach out to the manager or director directly without having to send an official request for a meeting and wait days to meet with the right person. I like this flexibility that the private sector offers" (Interviewee #4).*

A minority of participants pointed out that the public sector has its perks too, mainly about job security and easier possibilities of taking out a loan for individuals who are employed by the public sector. To quote an interviewee:

*"If an individual needs taking out a loan, I believe that those working for the public sector find it easier to do so. However, other than that, I think both sectors are equally safe now" (Interviewee #10).*

Similarly, another one stated:

*The public sector in general offers a greater degree of security; everyone has a job contract, the employee's workplace is rarely endangered, and there is a set of warnings and procedures that must be followed before an individual is fired. This is not the case generally with the private sector, which unfortunately has more fluidity of workers and less job security" (Interviewee #3).*

## **Opinions on Sexual Harassment Incidents as a phenomenon-Kosovo, region-wise, and worldwide**

Interviewees were also prompted with a series of questions regarding their opinions on whether sexual harassment is an occurring incident in Kosovo, the region, and the world. Most of the interviewees concurred that sexual harassment is common in societies globally, and Kosovo is no exception. They also agreed that sexual harassment is a subjective matter, and sometimes a person's intentions may not align with how they are perceived by the other person. To quote:

*"Sexual harassment is a subjective issue because the harasser might have not wanted to come across as such but the other person might feel violated and harassed as a result. A simple flirtation in an attempt to*

*create a relationship with another person can sometimes be viewed as sexual harassment" (Interviewee #1).*

Another one pointed out that they had personally witnessed sexual harassment in Kosovo while working for the HoReCa industry (hotel/restaurants/catering), to the point where the employers were imposed to hire men caterers because of the sexual harassment exposure women received. To cite:

*"While working for the current company I am employed in, we have had several instances where women waiters have been sexually harassed while catering. I specifically remember one time in one of our branches in Podujevë when a group of clients-men- sat at our café and verbally provoked the waiter- a woman. We as managers were forced to kick out the clients. Ever since we try to stray away from hiring women waiters and rely mostly on men" (Interviewee #19).*

Similarly, another one added:

*"Sexual harassment has always existed in Kosovo and worldwide. We as a society have become more aware of these incidents now however and these topics are not as taboo as they used to be. But yes, I do think that it is a phenomenon- in Kosovo and worldwide" (Interviewee #20).*

A minority of individuals did not believe that sexual harassment is a phenomenon in Kosovo or elsewhere any more. Some simply did not want to elaborate further other than stating that it is not a persisting issue while another claimed that this topic is outdated as more women are empowered worldwide. To cite:

*"I think sexual harassment was a very prevalent topic some years ago when women were not really empowered or simply did not know how to notice sexual harassment or were too scared to speak about it. Now, I think because there is more awareness and women discuss more openly, it has become less pronounced" (Interviewee #3).*

In general, the interviewees agreed that the prevalence of sexual harassment in the workplace is influenced by the nature of the job or industry. Some interviewees highlighted that industries that involve direct interaction with clients, like retail, tend to have a higher incidence of sexual harassment compared to industries where work is primarily conducted in an office environment and where reporting mechanisms for incidents are in place.

The majority of interviewees shared the opinion that in Kosovo, sexual harassment is primarily manifested through verbal and psychological means, rather than physical ones. This is because, as per the interviewees, harassment often begins with verbal behavior, and if the other person does not respond positively, it typically ends there. Below are some of the chosen quotes from the interviewees:

*"I think in Kosovo verbal harassment is the most pronounced. I do not believe that it escalates to something physical because if the other person does not reciprocate, harassment stops there" (Interviewee #1)*

*"I think in Kosovo, sexual harassment is verbal and arises due to our cultural mentality and ignorance of how to speak to someone. I think that most of the harassments are innocent and come about because many individuals do not have skills in proper communicating and make inappropriate jokes that can be seen as harassing" (Interviewee #6).*

*"Physical harassment is rarely observed in Kosovo. We would have heard about these occurrences frequently on the news if that was the case. But I do think there is pronounced verbal harassment as well as psychological" (Interviewee #9).*

In one of the interviews however, the interviewee claimed that harassment of all forms is relevant in Kosovo and they were personally aware of individuals that were sexually harassed. To cite:

*"Verbal harassment is for sure the most pronounced but there are other types of harassment too- physical too. I personally know individuals that have been digitally, verbally, and physically harassed" (Interviewee #20).*

Regarding the factors contributing to underreporting of sexual harassment incidents, nearly all the interviewees identified Kosovo's collectivist culture, blaming the victim mentality, and fear of job loss as the primary reasons that prevent individuals from openly discussing harassment. However, some interviewees noted that in recent years, due to increased awareness about sexual harassment and the availability of more job opportunities in Kosovo, women are not as hesitant to report incidents as they were a decade ago. Below are some quotes from interviewees on what they had to say when prompted with this question:

*"I think in Kosovo's culture, we fear societal judgment. Plus, women might also be scared that if they report a sexual harassment incident, they will be the ones to get the blame. So maybe this will refrain them from reporting altogether" (Interviewee #7).*

*"A decade ago, women did not report sexual harassment incidents because they feared job loss. Today, though the fear is still there, there are many job openings so I think because of this, women are more open toward reporting sexual harassment, especially that which happens at the workplace" (Interviewee #5).*

*"Women are ashamed to report sexual harassment incidents in Kosovo. They do not admit it to anyone that they have been harassed because they fear society's judgments" (Interviewee #13).*

An interesting point made by another interviewee was that the insufficient response of the judicial system could be another reason for underreporting of harassment incidents. When legal action is not taken against the harasser, it discourages victims from reporting future incidents. To cite:

*"Women are scared to report sexual harassment incidents because they fear that*

*adequacy treated by the judicial system, the harasser will go free and the woman will be left to deal with society's judgment" (Interviewee #16).*

The interviewees were asked about their opinion on whether women would feel comfortable reporting incidents of sexual harassment in their workplace. Without exception, every interviewee expressed confidence that their employees would feel free to report such incidents, citing a relaxed and understanding work environment as the underlying reason. One interviewee even mentioned that an incident of sexual harassment had been reported in their company a few years ago, but they dealt with the issue internally, without any apparent repercussions. Below are some quotes from the interviewees when asked about this issue:

*"I believe our employees would feel confident enough to report sexual harassment issues. Our work environment I am sure offers them that freedom to report any issue that they are unhappy with- not just those about sexual harassment" (Interviewee #11).*

*"Our employees feel free to report sexual harassment incidents. We have also informed them where any incidents should be reported so they are also aware of people responsible for oversight regarding this issue" (Interviewee #15).*

*"As a company, we have had one instance where a woman colleague had reported a sexual harassment incident. The harasser was a male co-worker so we as the management department had to intervene and talk to him. We let him know that the other party was not interested in pursuing anything romantic and that was that. The case was closed. But talking about this topic is hard because sometimes we cannot distinguish between flirtation and sexual harassment. In our workplace, many individuals have found their significant others- I am one of them too. So there is a thin line between a flirt and harassment" (Interviewee #19).*

The figure below summarizes the findings of this section regarding the frequency of responses of interviewees.

	Rarely/Unlikely	Fairly	Most likely/Certain
Presence of verbal harrassment in Kosovo			
Presence of psychological harrassment in Kosovo			
Presence of physical harassment in Kosovo			

Fear of job loss as a reason why sexual harassment may go unreported			
Fear of the case not being treated adequately by the judicial authorities is a reason why sexual harassment may go unreported			
Fear of blaming the victim mentality as a reason why sexual harassment may go unreported			
Fear of shame/ societal judgments as a reason why sexual harassment may go unreported			
Degree of safety employees feel to report sexual harassment occurring on the job			

## Sexual Harassment Incidents and Internal Policies

In the final part of the interview, the companies were queried about their internal protocols related to reporting sexual harassment cases, and also whether any instances of sexual harassment had occurred in their workplace, and if so, how they had addressed the matter.

The majority of interviewees reported that their companies do not have explicit policies that specifically address sexual harassment. However, they have internal regulations that provide for disciplinary measures for minor and serious incidents. As sexual harassment is viewed as a serious violation of these regulations, cases are reported to departmental or HR managers. If the harassment is proven, the perpetrator is fired and the case is handed over to the police. In cases where harassment cannot be proven, a disciplinary meeting is held to hear all sides and take appropriate action.

However, when asked about disciplinary measures for harassers, many were unsure or said that such incidents had not occurred in their workplace. Clear policies to address harassment would provide a straightforward path for action, regardless of whether incidents had taken place, so there is room for speculation here that these policies even if in place, might not tackle sexual harassment explicitly per se.

Below are some of the interviewee's sayings about whether their workplace has specific sexual harassment policies in place, and if yes, how are they handled:

*"We have an internal directory that puts forth serious and non-serious violations. Sexual harassment would be included in the serious violation realm. If a sexual incident occurs, the issue is reported to the HR department, and depending on the seriousness of the matter and if it can be proven, the perpetrator will be turned in to the police and immediately fired. We have no specific safety mechanisms in place toward the perpetrator and didn't think about it honestly as we never had any issues of sexual harassment reporting" (Interviewee #18).*

*"We have written internal policies and in cases of sexual harassment, the incident can be reported either to the HR manager or to the board of directors. I do not know exactly what disciplinary actions will be taken against the perpetrator but I would assume immediate firing in case that sexual harassment is indeed proven" (Interviewee #8).*

*"The internal policy we have regulates matters of sexual harassment. In cases where sexual harassment incidents cannot be proven, we call a disciplinary meeting to decide on what disciplinary action to undertake. However, we have not had any instances of sexual harassment in our company so I do not know how exactly the issue would be dealt with. I just know what our internal protocol says" (Interviewee #2).*

*"We have nothing concrete on sexual harassment. What we do have is a general protocol which lays out serious and non-serious violations" (Interviewee #7).*

*"We never had any sexual harassment incidents but in case there are such instances, they will be reported to the board of directors" (Interviewee #12).*

Some companies admitted that they do not have a specific set of guidelines or policies to deal with sexual harassment, although they were in the minority. These companies gave different reasons for their lack of policies, with the most common being that they hadn't considered the need for them, or that they believed that because all their employees were women, there was no risk of sexual harassment occurring. However, this second reason demonstrates the importance of awareness raising about what constitutes sexual harassment, as well as recognizing that sexual harassment can occur between individuals of the same sex. It also shows that having only one sex employed does not guarantee that sexual harassment won't occur. Here are some quotes:

*"We do not need sexual harassment policies because we're all women in our company. However if the need arose, they can go and talk to their direct manager, no problem" (Interviewee #1).*

*"We didn't foresee sexual harassment in our company honestly, thus no explicit protocol exists to address such incidents. But of course, if they do occur, our employees could report the incident to the HR and if the incident is proven by surveillance cameras, the perpetrator would be fired and the case would be turned in to the police" (Interviewee #4).*

In almost all instances, companies reported that their employees have never had any complaints regarding sexual harassment on the job. This finding was consistent across the vast majority of in-depth interviews. Below are some quotations of responses when interviewees were asked this question:

*"Our company to my knowledge has never had any reported incidents of sexual harassment. Because there were no incidents, we have not had to deal with disciplinary measures" (Interviewee #9) (Interviewee #2) (Interviewee #7) (Interviewee #17) (Interviewee #18) (Interviewee #8).*

There were also companies who, despite not having had sexual harassment incident reports, responded on potential strategies to provide well-being for the victim and disciplinary action for the harasser. Below is a quote from one such company:

*"We have never had any instances of individuals/employees reporting sexual harassment in our company. But if we did have, the first thing we would do is to publically shame the harasser, fine them, and fire them depending on the severity of the situation. We would then make sure to ensure that the victim has access to mental healthcare, i.e. paid therapy sessions" (Interviewee #20).*

In some instances, however, especially in companies that work directly with clients, interviewees reported having witnessed minor sexual harassment incidents, only in the form of verbal harassment. In none of the cases, was the client reported to the police or any authorities, on the premise that the violation has not been severe. What is more important is that some interviewees reported that these types of harassment are the norm in our society and such cases should not be reported as they are not severe. This shows that many individuals have internalized the issue of verbal harassment. Below are some quotes from interviewees highlighting this finding:

*"We have had instances where clients were more verbal with our employees, saying things like 'you are so beautiful'. But that was it, nothing major. So we did not report this to the police as it was not a severe incident. We made sure to escort our women employees when they were scared back home. I have given car rides to some of our women employees that might have felt threatened on a particular day" (Interviewee #19).*

*"We have had instances with clients only where the former has 'verbally harassed' some of our caterers with phrases like 'Do you want to have coffee after work?'"*



*But that was that, there have been no other witnessed or reported violations  
(Interviewee #14).*

*"We have had clients harassing – not sure if you can call it harassment really – some of our employees with sayings like 'mashallah, you're so pretty' and alike. But I experience these daily myself too. I would not call these severe violations so we did not report them any further than just telling the client to stop if we witnessed them becoming too persistent with their verbal words"  
(Interviewee #6).*

Finally, the companies were asked if they provide their employees with training to recognize sexual harassment at work and how often they meet with their employees to address their concerns and allow them to report any workplace issues they may have. The key finding here is that none of the companies interviewed have implemented training programs specifically aimed at recognizing and dealing with incidents of sexual harassment. They reported to have regular safety training at the place or trainings to identify bribery attempts, but no particular training aimed at identifying/reporting sexual harassment. While most of the interviewees stated that employee contracts or internal policies prohibit any form of harassment and require reporting, there is no specialized training provided to help employees properly identify instances of sexual harassment in the workplace. What is worth highlighting is that in some instances, companies believed that sexual harassment and the dress code are not only correlated but also that the latter causes the former. They believed that employees should follow the dress code more strictly because lower dress code violations would lower sexual harassment incidents as well.

Below are some of the quotations on this matter from individuals:

*"We do have trainings in the workplace to identify safety issues but nothing with sexual harassment. I mean no specific training that targets sexual harassment.*

*Our employees have regular meetings- usually once a month- with the HR department to discuss issues that our employees might have. But no, no trainings on sexual harassment alone. In fact, I do not believe any company has trainings in place to tackle sexual harassment alone" (Interviewee #10).*

*"We do not have any trainings in place, no. Though I do agree that there should be some awareness raising on our part too but also on the employees' part. After all, I strongly believe that if all employees adhere to the dress code, issues of sexual harassment would be nonexistent" (Interviewee #4).*

*"We do not have sexual harassment trainings in place though we probably should have. We hold meetings with our employees on an ad-hoc basis. Also, for regions where there are more employees, we hold regular meetings. For smaller regions, managers are in constant communication with all employees so there is no need to have formal meetings" (Interviewee #3).*

The figure below summarizes the key findings from the qualitative portion of the data including information on safety concerns, differences in public vs. private sector, and incidents of sexual harassment in Kosovo as well as internal policies within companies that tackle sexual harassment.

Figure 40. Summary of Qualitative Findings



## CONCLUSIONS AND RECOMMENDATIONS

The report aimed to understand the problem of sexual harassment in Kosovo, both as a general phenomenon as well as specifically in the workplace of the private sector. It also attempted to clarify existing mechanisms in workplaces to identify and report sexual harassment incidents. To gain a holistic perspective on the matter, the perspectives of both employed women from the private sector as well as that of companies were considered. Findings from both the qualitative portion and the quantitative portion pinpoint the following similarities and differences:

- Women employees feel generally safe at their job. Companies believed that their employees feel safe because of a healthy work culture fostered at the workplace. Women employees alike (93%) generally felt very safe or safe at their workplace.
- Women employees highlighted low pay, lack of health insurance, working conditions, and length of contract as the top safety concerns they have. Employers on the other hand did not point to similar problems but rather believed that employees feel generally satisfied with their jobs.
- Both survey and interview findings agreed that working in the private and public sectors is generally safe. According to the representatives of the companies, the private sector might offer better opportunities for career advancement with less hierarchical procedures, while the public sector is safer in terms of the length of contracts offered and is preferred by the banking sector when it comes to loan approvals.

- Both parties agreed that sexual harassment is prevalent in Kosovo, with 94% of surveyed women and the majority of interviewed companies acknowledging its existence. However, it is mostly in the form of verbal harassment rather than physical or visual harassment, which is less prevalent according to them.
- There was agreement among parties that reasons behind why sexual harassment incidents might go unreported include fear of stigmatization and fear of job loss, among others. Companies also highlighted the improper functioning of the judicial system as a reason why women might feel discouraged to report sexual harassment incidents.
- Both perspectives of the findings agree that sexual harassment is not frequently observed or reported in the workplace. The majority of companies that were interviewed reported that they have never encountered incidents of sexual harassment, meaning that there have been no reports of such incidents. Similarly, 88% of women stated that either they or their colleagues have not experienced incidents of sexual harassment in the workplace. This finding however in no way means that sexual harassment is a rarely encountered issue in workplaces but it may go unreported so companies do not know about it.
- In the survey, 77% of employed women reported that their workplace lacks a specific reporting system for sexual harassment incidents. Only 10% stated that they are encouraged to report incidents to the human resources department or their manager. The qualitative findings support this by indicating that while there is no official mechanism for reporting sexual harassment, employees are generally advised to bring any concerns to the attention of the HR department. However, it is important to note that by not explicitly addressing sexual harassment as a distinct issue, but rather grouping it under a broader category, women are often discouraged from reporting incidents. This is especially true because sexual harassment is a sensitive topic.

Below are the key recommendations resulting from the qualitative and quantitative portion of the report:

### **For the Ministry of Labour and Social Welfare, Labour Inspectorate**

- Guarantee that the Labor Inspectorate of Kosovo supervises and monitors employers to ensure that they establish appropriate internal reporting mechanisms for sexual harassment incidents.
- Ensure that labor inspectors receive training on sexual harassment, which would enable them to identify and report potential cases of sexual harassment in the workplace. This training should cover the definition of sexual harassment and provide guidance on how to report such incidents.

### **For Employers**

- Creation of internal policies that explicitly identify sexual harassment as a threat to the well-being and establish anonymous reporting and monitoring mechanisms for such incidents.

- Ensure a well-defined and responsible system in place to ensure that sexual harassment offenders are held accountable and face appropriate consequences based on the severity of their actions.
- Establish compulsory training modules on identifying and reporting sexual harassment incidents at the workplace, identifying clear roles of individuals within the organization to whom this matter should be reported.
- Ensure collaboration with nearby psychological clinics and schedule periodic sessions for employees, providing them with a safe environment to discuss and report any incidents that might impact their well-being and, as a consequence, their job performance.

## For the Kosovo Institutions

- Implement preventative measures by conducting educational campaigns throughout all municipalities in Kosovo to increase awareness of how to recognize and understand sexual harassment. The campaigns should promote a zero-tolerance policy against sexual harassment in the workplace, raise awareness of men and women alike about what sexual harassment is in all its forms, and encourage individuals to report harassment whenever incurred.
- Make appropriate changes in the law (Law on Labor, Law on Safety and Health, and Law on Gender Equality and Protection from Discrimination) to explicitly recognize sexual harassment as a hazard to a healthy work environment, as well as establish explicit disciplinary mechanisms against the harassers.
- Introduce periodic data collection conducted by independent agencies to assess the extent of sexual harassment experienced by women, men, people with disabilities, and individuals from diverse nationalities in the workplace. This will allow for the identification of trends in demographic groups that are more susceptible to sexual harassment over time.

## For Civil Society

- Regularly monitor the implementation of workplace laws that prevent discrimination and sexual harassment.
- Establish mandatory training for civil servants to educate them about sexual harassment in the workplace.
- Lobby institutions that are responsible for creating policies to recognize workplace sexual harassment as a type of discrimination and a violation of employees' human rights.

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