SURVEY ON TRACING SYSTEM OF NON-FORMAL TRAINING PROVIDERS IN KOSOVO

Prishtina, Kosovo

TABLE OF CONTENTS

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Agency for Development and Cooperation SDC

EYE Enhancing Youth Employment

TABLE OF FIGURES

INTRODUCTION

The Enhancing Youth Employment (EYE) project of the Swiss Agency for Development and Cooperation (SDC), implemented by the consortium of Helvetas Swiss Intercooperation (HSI) and Management Development Associates (MDA) aims for an improved market for private training providers, that contributes to the development of youth and equipping them with necessary skills demanded by the labour market.

The overall goal of EYE is to contribute to a dynamic and socially inclusive labor market that provides more and decent jobs including self-employment for young people in Kosovo that will be achieved in a sustainable way through systemic interventions.

EYE focuses on the labor market system, working to build the skills of the Kosovar workforce while improving the flow of relevant information in the labor market system and fostering job growth in ICT, manufacturing and other sectors. Thus, the project works with actors across supply and demand for qualified labor, including government ministries and offices, business associations and private companies.

During the past phase EYE has been focused to work directly with training providers in innovating and bringing new training packages to the market, that will fulfill a specific need of the labor market. The interventions varied between different and specific industries and the support was given in different means to the partners, having in mind to achieve the desired sustainability and maximizing impact in the training provision market.

EYE is currently in the first year of phase 3 and one of the areas that EYE is interested to explore is how training providers develop training packages and how they trace their graduates. Through this research EYE aims to understand the relevance of curricula and quality of the trainings provided, including satisfaction of both trainees and employers. The findings from this research will be used to design future activities of the EYE project.

Considering the aforementioned reasons, during April – May 2021, EYE has contracted UBO Consulting agency to conduct the Survey on Tracing System of EYE's Partners. Main responsibilities of UBO Consulting included:

- *Revise and finalize the survey questionnaire*
- *Translate the questionnaire into Albanian language*
- *Code the questionnaire in KoBoToolbox*
- *Collect the data*
- *Interpret the results and draft the report*

METHODOLOGICAL APPRAOCH

The Survey on Tracing System of EYE's Partners employed a quantitative research method. For the purpose of this survey, UBO Consulting conducted 40 web-based questionnaires with training provider companies. Data collection took place between 10 – 17 May, 2021.

An initial sampling list, consisted of 45 training provider companies, was submitted by EYE. In order to be able to reach a number of 40 completed questionnaires, the list was further enriched using **snowball technique** (*in which existing subjects provide referrals to recruit samples required for a research study*). The following table depicts the list of training providers who completed the web-based questionnaire:

No.	Name of the Training Provider Company	No.	Name of the Training Provider Company
1	TC Shehu	21	VentureUP
2	NGO Local Initiative Link	22	Klasteri i Industrisë së Metalit dhe Energjisë së Ripërtëritshme të Kosovës - KIMERK
3	Fondacioni BONEVET - Prishtinë	23	Cacttus Education
4	Weld Tech Shpk	24	Kolegji Europian i Kosovës
5	Agjensioni i Përkrahjës se Punësimit Kosovë- APPK	25	Gračanica Innovation Centar
6	Qendra e Aftesimit Profesional - Prizren	26	IT&CAD Training Center
7	Beetroot Academy	27	PBC Academy SH.P.K.
8	RIT Kosovo (A.U.K) College	28	jCoders SH.P.K.
9	Shkolla Digjitale	29	SHPDK
10	Universum Digital Marketing Institute (franchise)	30	Korabi Corporation SH.P.K.
11	ProEd sh.p.k	31	Soinn academy
12	IPKO Foundation	32	SPEEEX EDUCATION SHPK
13	UNITED PIXELS	33	Creative Hub L.L.C
14	BIT Academy	34	Instituti profesional ATC sh.p.k. - Prishtinë
15	Jungle	35	NUKLEUS
16	Dekoriti SH.P.K.	36	PECB
17	Melita&Partners SH.P.K.	37	Business Consultant Council
18	EX-CITE	38	Iniciativa për Zhvillimin e Bujqësisë së Kosovës (IADK)
19	Fondacioni BONEVET - Kaçanik	39	Manaferra
20	Meister Training Center	40	BAFF Works SH.P.K.

The link of the web-based survey questionnaire was sent via email, to all training providers in the initial list, as well to those who were further added, through snowball technique. In addition, the companies were contacted via telephone, to be reminded for the completion of the survey questionnaire.

The Survey on Tracing System of EYE's Partners collected general information with regards to the training provider companies. To begin with, the questionnaire consisted of questions related to the number of employees of the companies.

Based on the results, training provider companies (40 companies) employed a total of 856 employees, whereas the average number reached up to 22. The majority of the latter (536 employees) were full-time employees, while a number of 320 employees were contracted/worked part-time.

In addition, the training provider companies were asked on their location of operation. As the survey results indicated, the majority of these companies are based in the capital city – Prishtina, while only some of them are located in other cities in Kosovo, such as Lipjan, Mitrovica, Kaçanik, Graçanica, Vushtrria, etc. It should be mentioned that a considerable number of the interviewed companies operated in more than one city.

In terms of the year of establishment, the oldest company was established in 1989, whereas the most recent one established this year (2021).

When it comes to the field of the trainings offered, just more than half of the companies (21) were specialized on Information and Technology (IT) trainings. Others provided trainings on Culinary (4), Electrical/Sanitary Installation (4), BPO (3), etc. Marketing and Design, Business Management, Education, Engineering, Accounting and Finance, Wood processing and production, interior design and visualization, etc., were other fields of trainings offered, mentioned by the rest of the interviewed companies.

Figure 1. Field of trainings offered (n=40)

OFFER OF TRAINING PACKAGES

The training provider companies in this study were asked about the number of training packages they offer per year. Within a year, the total number of training packages offered by non-formal training providers is 466, out of which 252 are counted profiles and 214 as modules. During the data verification it was found out that non formal training providers have different ways of offering their training packages. Some of them reported the number of profiles while the others reported number of modules as part of profiles offered. Details about number of profiles and modules is presented below.

Company	Number of profiles	Number of modules	Company	Number of profiles	Number of modules
RIT Kosovo (A.U.K) College	3	56	Këshilli i Konsulentëve të Biznesit	4	-
Agjensioni i Përkrahjës së Punësimit Kosovë- APPK	3	-	Creative Hub L.L.C	7	-
Qendra e Aftësimit Profesional – Prizren	12	-	SPEEEX EDUCATION	4	-
VentureUP	10	-	Instituti profesional ATC	11	-
Klasteri i Industrisë së Metalit dhe Energjisë së Ripërtëritshme të Kosovës – KIMERK	10	-	Gračanica Innovation Centar	4	-
IPKO Foundation	4	18	BAFF Works	2	-
NGO Local Initiative Link	3	18	EX-CITE	4	-
Shkolla Digjitale	2	14	Manaferra	4	-
jCoders	20	-	TC Shehu	5	-
Melita&Partners	1	5	Beetroot Academy	6	-
IT&CAD Training Center	8	-	PBC Academy	3	19
Universum Digital Marketing Institute (franchise)	30	-	Jungle	5	24
BIT Academy	11	-	Nukleus	1	5
Korabi Corporation	4		ProEd	6	-
Fondacioni BONEVET Kaçanik	15	-	Soinn academy	6	-
Fondacioni BONEVET Prishtinë	3	-	Meister Training Center	3	30
Cacttus Education	2	20	Weld Tech	5	-
UNITED PIXELS	6	-	Dekoriti	4	-
SHPDK	1	5	Kolegji Europian i Kosovës	10	-
Iniciativa për Zhvillimin e Bujqësisë së Kosovës (IADK)	10	-	PECB	-	300

---

[1] **Note:** The number of modules reported by PECB is not included in the total due to difficulties to find the information for the trainings offered in Kosovo.

INVESTMENTS IN THE SECTOR

In addition to general questions, the training provider companies were asked several specific questions related to the number of the trained students, their gender, investments in the training centers, development of training packages, support towards developing training packages, quality of trainings, and tracing systems.

Since their establishment, the training provider companies have achieved to provide trainings to approximately 90,000 students, out of which 53,289 were male students and 35,840 were female students. Based on this estimation, the average number of the trained male students is 1,341, whereas that of the trained female students is 896.

26 out of 40 training provider companies declared the invested amount in the last two years in their training centers. A considerable number of these companies (26) seemed to have made large investments during this period. These investments included investments on technical aspect, professional capacities or facility. In a monetary value, the range of investment is between 10,000 EUR and 1 mil.

CAPACITIES TO DEVELOP NEW TRAINING PACKAGES

Furthermore, half of the training providers (20) declared to use their internal capacities, to develop new training packages, whereas only seven (7) companies used outsource capacities, in this regard. On the other hand, a total of 10 companies applied both methods (internal and outsource capacities) to develop new training packages.
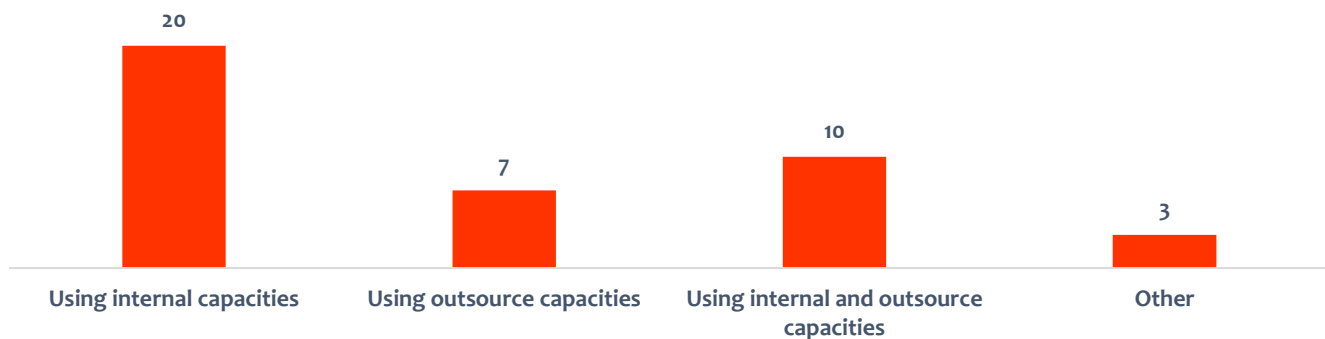
Figure 2. Capacities to develop new training packages (n=40)

The survey results also indicated that the majority of the training provider companies (35) do communicate with industry (training provider in the respective field you operate, e.g., Business Associations, clusters, chambers, etc.) for the purpose of developing new training packages.
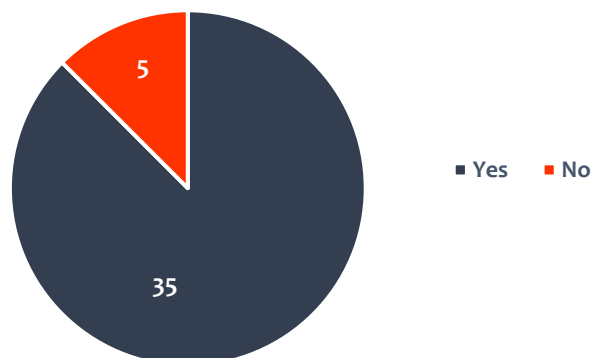
Figure 3. Communication with industry to develop new training packages (n=40)

However, they also claimed to be needing further support towards developing new training packages. Financial support (38) was considered as the most effective type of support for developing new training packages. Nevertheless, professional support/expertise (24) and technical support (18) were also mentioned, by a considerable number of the training provider companies.
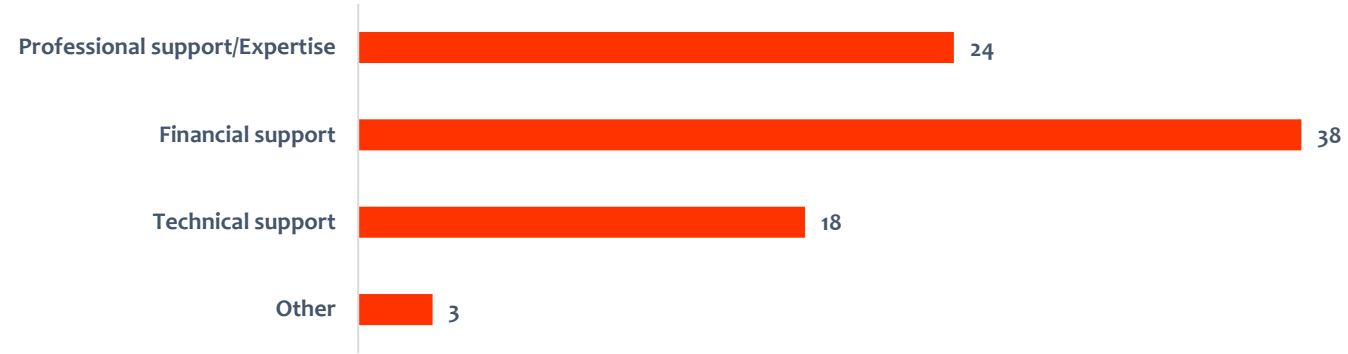

Figure 4. Type of support the companies need to develop new training packages (n=40)

Survey questionnaire focused on the quality of the trainings and the tracing system, as well. With regards to the quality of training, the companies were asked on the methods they use to check on the quality of the trainings they provide. As implied by the results, surveys (30) and questionnaires/evaluation forms (24) were the most used methods in order to check on the quality of the trainings. Focus groups (13) and informal feedback from trainees (7) were less used, in this regard. It should be mentioned that some of the training provider companies preferred to assess the quality of their trainings based on the visits to their trainees, performance during specific projects, communication with other partners to whom they refer their trainees, etc.
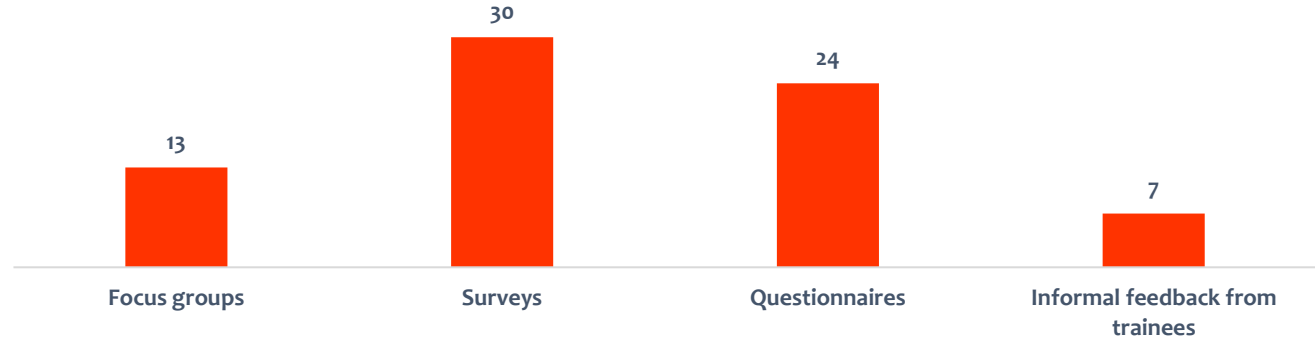

Figure 5. Methods for checking on the quality of trainings (n=40)

USE OF TRACING SYSTEMS

However, when it comes to tracing systems in place, the results showed that less than half of the training provider companies (18), have a similar system in place, as compared to the rest of the companies (22) who did not achieve to establish such a system, yet.
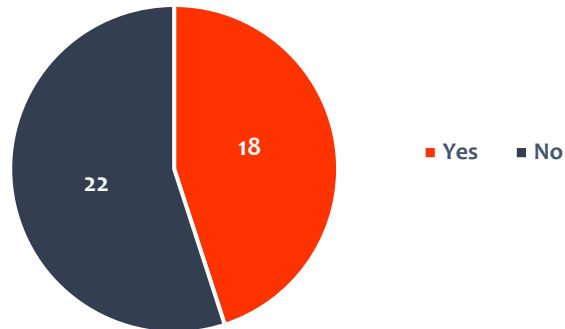

Figure 6. Availability of a tracing system (n=40)

Those who already had a tracing system in place were asked on the reasons they have decided to establish that system. Some of the main reasons in this regard included: trainees' satisfaction/feedback (15), new packages developed (14), and relevance of curricula (13). Moreover, brand awareness (11), further investment (10) and employers' satisfaction (10) were also regarded as important factors leading towards the establishment of a tracing system.
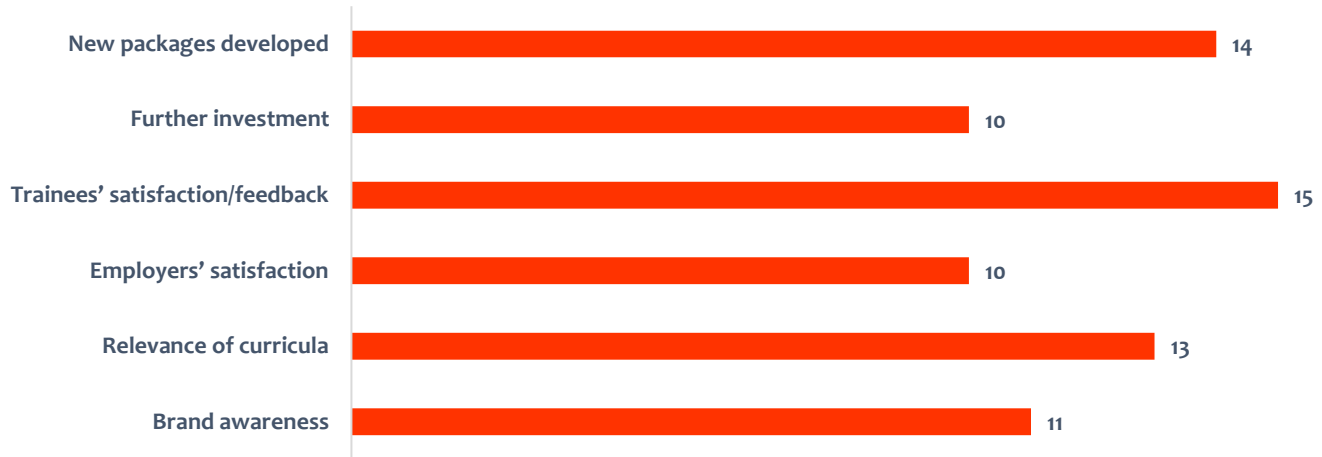

Figure 7. Reasons for establishing a tracing system (n=18) (how many people responded to this question)

Most training provider companies declared to have been tracing their trainees based on a census, followed by only a few of them who apply samples in this regard.
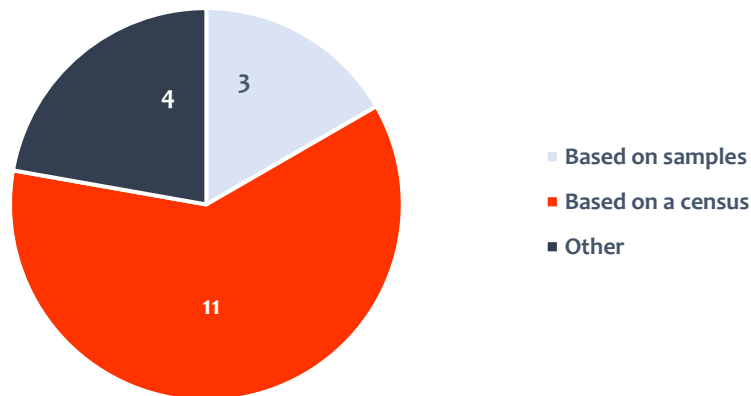

Figure 8. Method for tracing the trainees (n=18)

TECHNOLOGY USED FOR TRACING

When it comes to the technology these companies use to trace their students, email (15) and survey monkey (12) were mentioned as the two main tools. Facebook pages, on-site visits, and other online apps were mentioned by a few (5) other companies, when asked on the technology they use for tracing their students.
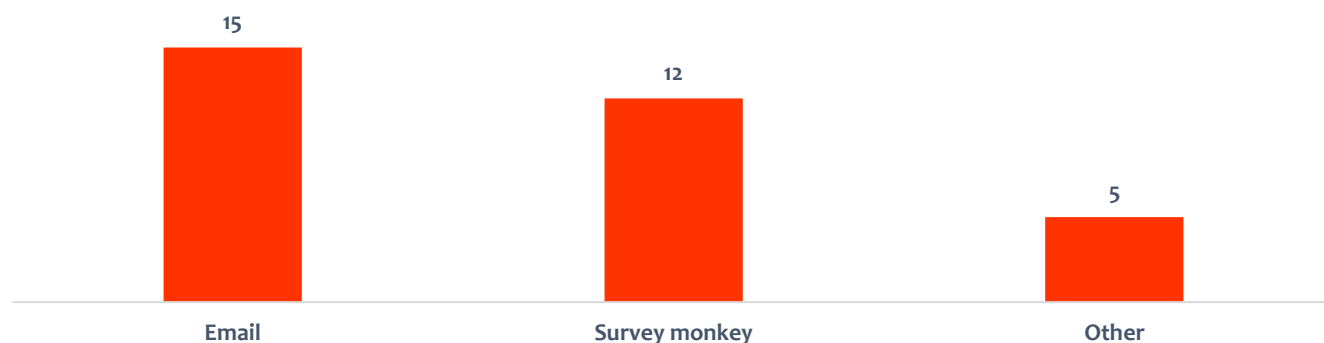

Figure 9. Technology use for tracing the students (n=32)

The training provider companies were also asked about the decisions/changes they take based on the tracing system results. In this context, the majority of them declared that the tracing system results are mainly used for the improvement of the services provided by these trainings. Some of the specific decisions/changes were related to improving their curricula, designing trainings packages, directing their future investments, applying new techniques, etc.

Lastly, they were asked how costly is for them to have and maintain a tracing system. As the survey results indicated, the majority of the training provider companies (14) consider this system to be expensive/somewhat expensive, as compared to others (4) who believed that having and maintaining a tracing system is not expensive/not expensive at all.
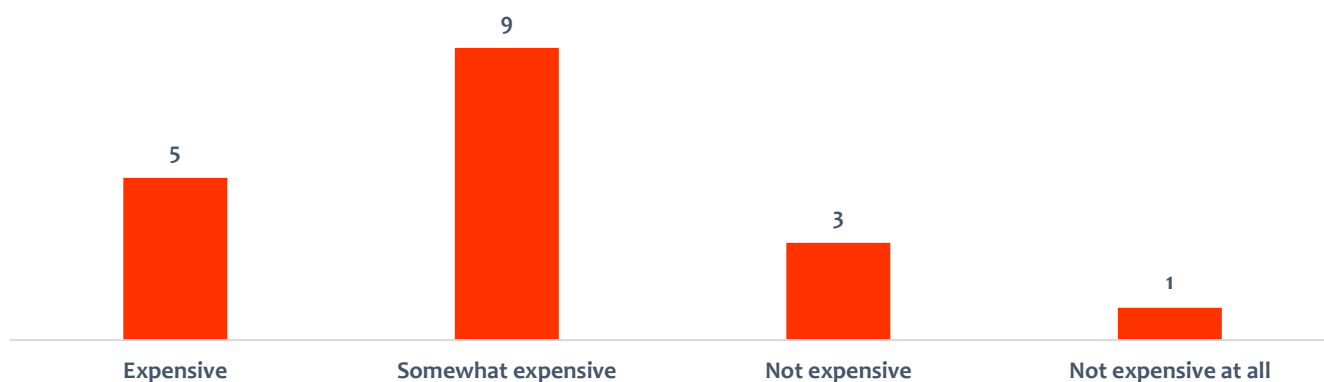

Figure 10. Costs of having and maintaining a tracing system (n=18)

REASONS FOR NOT HAVING A TRACING SYSTEM

The training providers who did not have a tracing system in place were asked upon the reasons for that decision. Based on the survey results, the high cost of this system (11) and lack of professional capacities were two main reasons the training provider companies did not have a tracing system in place. However, some companies found this system as unnecessary (7) or very time-consuming (6).
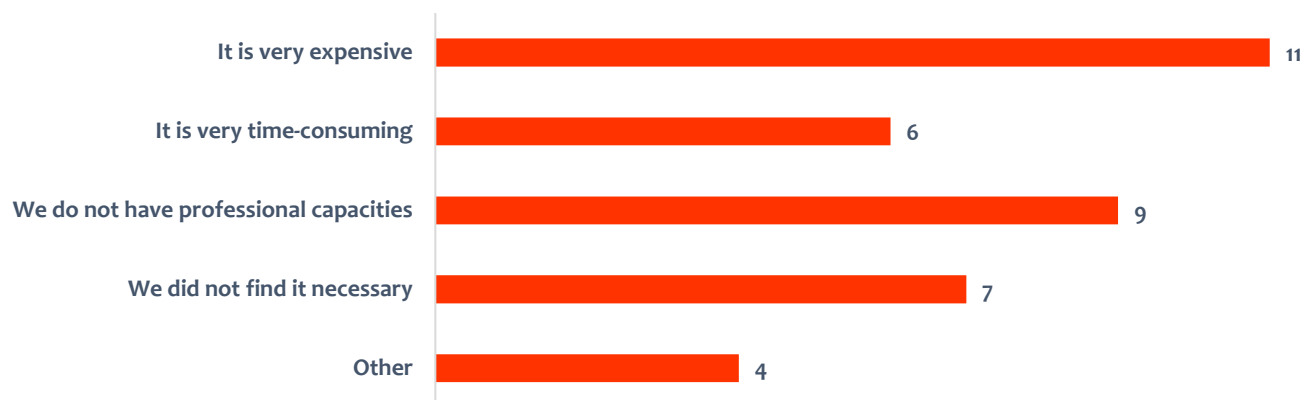

Figure 11. Reasons for not having a tracing system in place (n=37)

The last two questions of this survey assessed the willingness of the training providers to invest in implementing of a tracing system, as well as their interest to develop career orientation activities in the future. While the majority of these companies did not provide an exact amount of money for investing in a tracing system, the majority of them claimed to be willing to consider this idea and work towards it. On the other hand, the majority of the surveyed training provider companies were showed their interest in developing career orientation activities in the future.
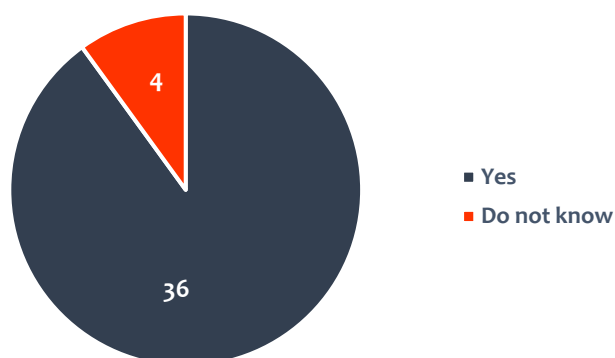

Figure 12. Interest in developing career orientation activities in the future (n=40)
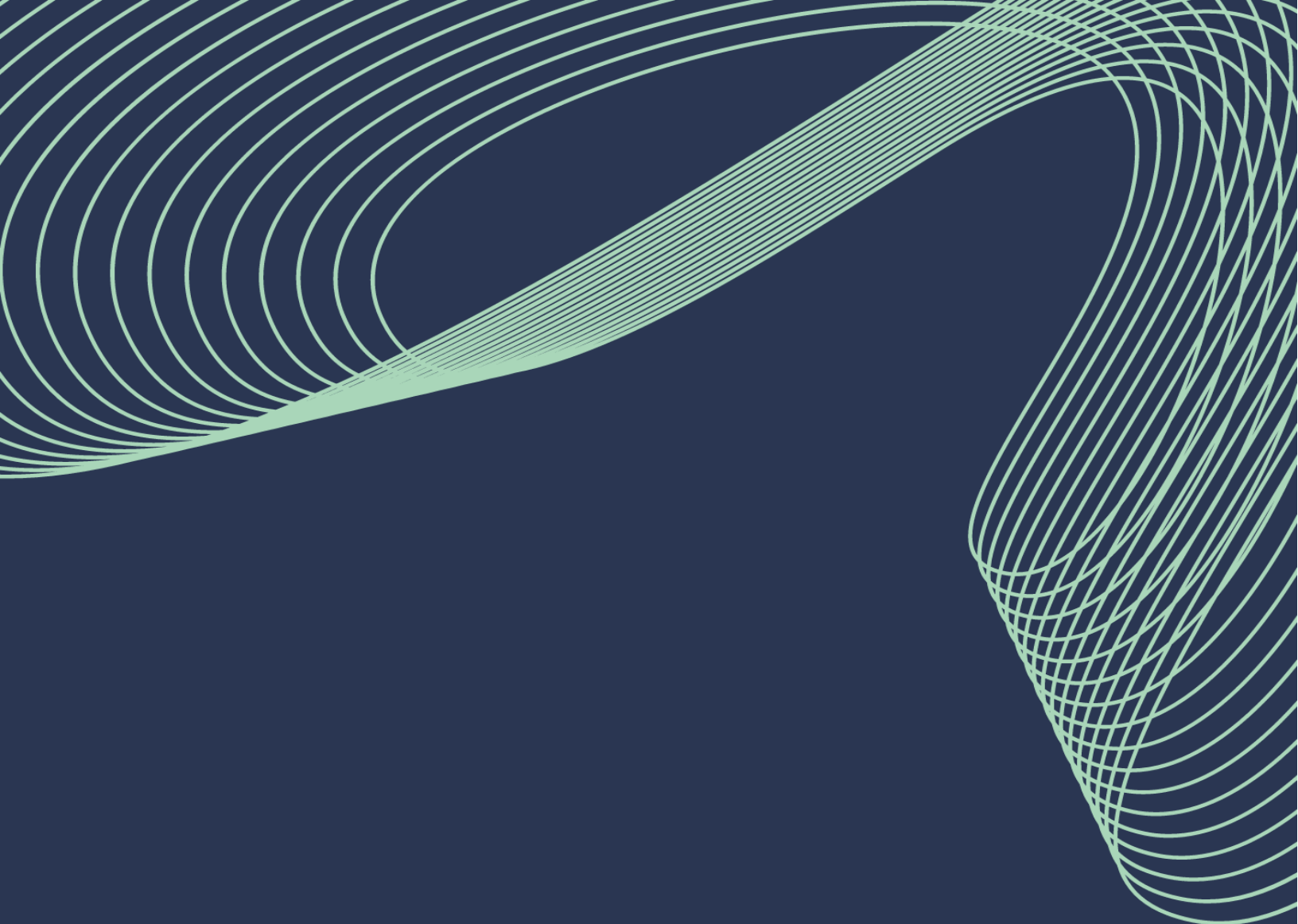
CONCLUSIONS

The Survey on Tracing System of EYE's Partners was conducted in order to understand the relevance of curricula and quality of the trainings provided, including satisfaction of both trainees and employers. For the purpose of this survey, a total of 40 web-based questionnaires were administered, with a total of 40 training provider companies.

Taking into consideration the collected data by the survey, these companies employ a considerable number of employees, and the majority of the employees are provided with a full-time contract. While the majority of the companies are based in Prishtina, a significant number of the training providers operate in other cities as well. The latter are mainly specialized in IT, culinary, electrical/sanitary installation, BPO, marketing, education, business management, etc.

Furthermore, training companies have reached to provide trainings to a very large number of students, since their establishment. Whereas, their investments in terms of the technical aspects, professional capacities or facilityy of their training centres, during the last two years, were also significantly high. As per the development of the new training packages, the training providers used mainly the internal capacities. Despite of their consistent communication with the industry for developing new training packages, these companies seemed to be in need of the financial support as well, in order to be able to develop the new training packages.

Survey results indicate that training providers do not consider as one of the priorities, having a tracing system in place; less than half of the surveyed companies employed such a system. The companies have established their tracing system in order to be able to receive the feedback from their trainees, develop new packages, design new curricula, or direct their investments. While most of them trace their trainees based on a census, they mainly use emails to do so. In addition, they also find this system to be somewhat expensive. The high cost was also identified as the main reason for not implementing any tracing system, among other companies.

Due to the high costs of the tracing system, most training providers are less willing to invest in this system. However, almost all of them are interested in developing career orientation activities, in the future.