

IDPs FROM AND WITHIN KOSOVO: Vulnerabilities and Resources June 2009



Danish Refugee Council



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**Slobodan Cvejic and Marija Babovic, SeConS – Development Initiative
Group and Danish Refugee Council, prepared under the UNHCR and
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Internally displaced persons (IDPs) are recognised to be facing the most prevalent protection gap in the world, with an estimated IDP population of over 25 million people across 50 countries. The number of IDPs is on the increase, while many people face prolonged spells as IDPs. It can be a challenge to provide accurate information which would enable humanitarian actors to understand the circumstances of such displacement. However, such information is vital in order to identify protection risks and consider durable solutions to address displacement; information gathering has therefore become a critical activity for organisations working with IDPs.

The Danish Refugee Council (DRC) has for a number of years been actively engaged in profiling the IDPs and other displacement-affected communities with which it works around the world, and has gained considerable experience and expertise in this field.

This report, prepared by Marija Babovic and Slobodan Cvejic (SeConS) and DRC, presents the findings of an IDP profiling conducted in Serbia and Kosovo in April-June 2008 in cooperation with local partners Vizija, JUG, Zavicaj za Povratak, Romsko Srce and the Roma Ashkali Documentation Centre (RADC), and supported by the DRC IDP Profiling expert, Gorm Pedersen. At the end of 2007, DRC was funded by the Danish Ministry of Foreign Affairs to contribute to UNHCR/UNDP Joint Programming by conducting an IDP profiling that would build on the findings and recommendations of the Joint UNHCR/UNDP Missions report¹ and the Living Standard Measurement Survey.² The IDP profiling was extended to cover selected locations in Kosovo in order to bring light on the situation of internally displaced Serbs, Roma, Ashkali and Egyptians (RAE) and Kosovo Albanians within Kosovo.

The study aims at providing knowledge and in-depth understanding of the IDP situation in selected locations in Serbia and Kosovo, with a specific focus on livelihood opportunities and preferred durable solutions. With a solution-oriented and operational approach, the IDP profiling seeks to map the resources and needs of the IDP population in the selected areas, enabling proper programme planning.

Expected outputs from the IDP profiling exercise were the following:

- Analysis of patterns of needs/resources/opportunities with regard to livelihoods and preferred durable solutions
- Solution-oriented recommendations in terms of livelihood-supporting interventions and the realisation of durable solutions
- A database containing in-depth information on individual IDP families in selected areas in Serbia and Kosovo

¹ "Joint Programming for Improved Living Conditions and Livelihood Opportunities for IDPs in Serbia." (UNHCR – UNDP inter agency Mission for joint programming - Sept. 2007)

² "Social and Economic Position of IDPs in Serbia" (Cvejic, Babovic, 2007).

Please note that the data is available upon request to DRC Western Balkans (administration@drc.org.rs). For further information on the study please contact: (solveig.als@drc.dk).

For links to the DRC Internal Displacement Profiling Toolbox (January 2008) and other studies conducted by DRC, please visit the Internal Displacement Monitoring Centres (IDMC) website at www.internal-displacement.org

EXECUTIVE SUMMARY

Ten years after the end of the conflict in Kosovo, the number of internally displaced (IDPs) from Kosovo continues to remain very high. According to UNHCR statistics, 205,835 IDPs from Kosovo currently reside in Serbia³ and an estimated 20,037 internally displaced persons live in Kosovo.⁴ IDPs currently living in Serbia still face uncertain prospects for return and lack local integration opportunities. K-IDPs within Kosovo have so far received little or no attention, and with no formal network or organisation, their voices are not heard to the same extent as other IDPs.

This report explores the current issues faced by displaced persons in selected locations in Kosovo and Serbia Proper.⁵ These findings do not necessarily represent the views of the entire IDP population, but offer an insight into their preferred assistance and durable solutions. The study focused on the following key aspects: current living conditions; livelihood opportunities; resources; capacities; and the needs of IDP households and individuals. The study is the result of close inter-agency collaboration within the UNHCR/UNDP Joint Programming Initiative, which focuses on the promotion of durable solutions for IDPs currently living in Serbia. These findings should serve as an inspiration for relevant stakeholders for the design and implementation of programming that supports a durable solution in the region.

Methodology

The Danish Refugee Council (DRC) conducted the IDP profiling project in Serbia and Kosovo between April and June 2008. The IDP profiling exercise covered 858 displaced households, both from Kosovo currently living in Serbia (530 households) and within Kosovo (328 households).⁶ All field work in Serbia was performed in cooperation with local non-governmental organisation (LNGO) partners, and targeted the areas of Kraljevo, Kragujevac and four selected Roma settlements in Belgrade.⁷ In Kosovo, a hired team of surveyors with experience of working with IDPs conducted the profiling exercise under the supervision and monitoring of the DRC project coordinator in Prishtinë/Priština and the Gnjilane/Gjilan regions, as well as a separate sample of Kosovo Albanians in South Mitrovica/e. Additionally, a total number of 55 focus group discussions were facilitated in selected areas in Serbia and Kosovo to further substantiate the results of the survey.

Survey findings

The report first presents a profile of IDPs in Serbia, with a comparative analysis of Serbs and Roma, Ashkali and Egyptians (RAE). This section also discusses the similarities and differences between IDPs accommodated in collective centres and in private accommodation. Second, the report highlights the situation of IDPs in Kosovo, focusing on three groups: Serbs, Albanians and RAE. Lastly, the report outlines the

³ IDPs in Serbia - as of 1st February 2009, UNHCR Representation Serbia

⁴ UNCHR OCM Pristina, Statistical Overview, March 2009

⁵ The majority of the Serbian IDP households were interviewed in the cities of Kraljevo (63.1%) and Kragujevac (36.4%), while most of the RAE households were interviewed in the Belgrade municipalities Cukarica (40.4%), Novi Beograd (27.3%) and Palilula (7.1%). Another 18.2% of the surveyed RAE households live in unregistered Belgrade locations, and 7.1% in Kragujevac. Almost all of the interviewed Albanian IDPs in the Kosovo sub-sample live in Mitrovica/e (99.2%). Most of the interviewed Serbian IDPs in Kosovo live in Priština/Priština (30.2%), Štrpce/ Shtërpçë (21.7%), Gnjilane/Gjilan (17.1%) and Lipjan/Lipjan (12.4%). A majority of interviewed RAE IDPs in Kosovo live in Kosovo Polje/Fushë Kosovë (35.8%), Lipjan/Lipjan (18.5%), Urosevac/ Ferizaj (17.3%) and Priština/Priština (14.8%).

⁶ Of these, 179 households are internally displaced RAE and 120 are displaced Kosovo Albanians.

⁷ All residents in six collective centres in Kraljevo were targeted during the course of the study. A sample of the IDPs surveyed was in private accommodation or Roma settlements. The settlements included: Cukaricka Padina, Maxi's, Gazella / Hyatt, Deponijija Roma Settlements. Please refer to page 9-10 in this report, and the Technical report for further information.

overarching conclusions that resulted from the profiling. The results of the IDP profiling in Kosovo and Serbia Proper can be summarised as follows:

Access to basic documentation: Lack of documentation in Serbia and within Kosovo continues to represent an important protection concern, especially for RAE households. In Serbia, 28.4% of Serbian IDP households and 48.5% of RAE IDP households lack documents. In Kosovo, 51.9% of the surveyed RAE IDPs lack personal documents.

Coping capacities: In Serbia, IDPs are in general quite isolated and are oriented towards primary networks when in need of assistance for finding a job, accessing services, addressing economic problems and getting emotional support, and this stands especially for RAE households. They rarely take part in activities in the local community and around 25% of both Serb IDPs and RAE IDPs feel that the domiciled population is intolerant towards IDPs. However, Serb IDPs in Kosovo are by far the most isolated IDP group. They feel that they do not have anyone to rely on when facing problems related to finding a job, accessing services, their housing situation or getting emotional support. However, 26.4% of the surveyed Serb IDPs do not feel that the local population is intolerant to IDPs. These figures among Albanians and RAE are 55.8% and 62.5% respectively.

Employment, livelihood strategies and coping mechanisms: There is a significant difference the labour market positions of IDPs and the resident population. In Serbia, 41% of the surveyed households are jobless and 71% have at least one unemployed member (Serbs 69%; RAE 83%). In Kosovo, the data on basic labour market indicators show that Albanian IDPs are in a better position than Serbian and RAE IDPs. The unemployment rates for Serbs and RAE are significantly higher (69.5% and 78.8% respectively) than for Albanian IDPs (41.8%). Similar findings in Serbia and in Kosovo show a strong deterioration of the labour market position of IDPs one year after displacement, with modest improvement in 2008. This has especially affected Serbs, who had a much better position before displacement.

Access to social services: In Serbia, RAE households rely more upon the municipality administration and local NGOs when obtaining relevant information about social services, while Serbian households rely more upon media and IDP associations. In Kosovo, RAE IDPs approach social services very frequently, Albanian IDPs sometimes and Serbian IDPs rarely. Accordingly, low numbers of Serbs said that they have sufficient information about accessing social services. This underlines the intense isolation of Serb IDPs in Kosovo.

Preferred durable solutions and assistance needs: The survey's results on preferred durable solutions confirm that the option to return remains important to IDPs. In Serbia, the number of respondents who openly expressed their wish to return is higher among Serb IDPs (24%) than among RAE (6.1%). In Kosovo, Albanians showed the most inclination to return (92.5%), while Serbs were least likely to favour return (34.1%). Related to this, 79.9% of Serbs think that they have enough information about their place of origin, compared to only 13.3% of Albanians.

There is still an interest in Go-and-See Visits (GSVs) among Serbian IDPs (41.4%), while only 3% of RAE IDP households would like to take part in a GSV. In Kosovo, a very high proportion of Albanian IDPs expressed an interest in participating in a GSV to their place of origin (81.25%), while interest among Serbs and RAE was significantly lower (15.4% and 20.9% respectively).

For both IDPs in Serbia and within Kosovo, support for economic reintegration was one of the most crucial factors in the return process, followed by housing. In Serbia, Serb IDPs cited re-possession of property (20.2%) as an important element. In Kosovo, Serbs also pointed to repossession of land (26.5%), while legal assistance related to property was the second most important (21.7%) assistance need for RAE to return.

Comparison of IDPs in collective centres vs. private accommodation: While support for finding a permanent housing solution is the same for both groups of IDPs in Serbia, they differ in their preferred solution. In collective centres, IDPs would prefer to receive an apartment (38.2%) or social housing (25%), while those in private accommodation would prefer to receive building materials (56.6%). As the data suggests, IDPs from private accommodation are better informed about procedures for accessing social services but face the same number of problems in accessing these services as IDPs from collective centres.

If the past ten years have demonstrated anything, it is that there is no simple solution to the displacement problem in Serbia and Kosovo. Despite this, DRC hopes these findings can shed light on the resources and needs of the IDP caseload and thereby contribute to the development of programming aimed at the achievement of durable solutions, whether that means return or local integration.

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LIST OF ABBRIVIATIONS

CC	Collective centre - temporary accommodation for IDPs or refugees
CSW	Centre for Social Welfare
DRC	Danish Refugee Council
GSV	Go and see visit
IASC	Inter-Agency Standing Committee
IDMC	Internal Displacement Monitoring Centre
IDP	Internally Displaced Person
KFOR	United Nation Peace Keeping Forces in Kosovo
K-IDP	IDPs within Kosovo
LNGO	Local Non-Governmental Organisation
LSMS	Living Standard Measurement Survey, a survey of households organized in accordance with World Bank methodology in order to measure poverty
MCR	Ministry of Communities and Returns
NGO	Non-Governmental Organisation
OCRM	UNMIK's Office of Communities, Returns and Minorities Affairs
PA	Private Accommodation
PISG	Provisional Institutions of Self-Governance
RAE	Roma, Ashkali and Egyptian communities
RADC	Roma and Askhali Documentation Centre
UNHCR	United Nations High Commission for Refugees
UNDP	United Nations Development Programme
UNMIK	United Nations Interim Administration Mission in Kosovo

DISPLACEMENT CONTEXT & SITUATION ANALYSIS

Ten years after the end of the conflict in Kosovo, the number of internally displaced persons (IDPs) from Kosovo remains very high. The displaced includes: Serbs who fled to Serbia from Kosovo; Serbs and Albanians who fled to another location within Kosovo; RAE who were displaced within Kosovo or fled to Serbia; and a number of people who left the region for a third country, including Western Europe. According to UNHCR statistics, 205,835 IDPs from Kosovo currently reside in Serbia⁸ and an estimated 20,037 IDPs live in Kosovo.⁹

Current Situation of IDPs in Serbia

While there is still no international consensus on the status of Kosovo, IDPs currently living in Serbia have uncertain return prospects and lack local integration opportunities. Because of their prolonged displacement, they face problems of a structural and institutional nature which require long-term solutions.

As of January 2009 it was estimated that some 4,580 IDPs were accommodated in 56 collective centres.¹⁰ These are mainly located in Southern and Central Serbia, which have the highest concentration of IDPs. Perceived as the most vulnerable group of IDPs, many face serious economical, psychological and social obstacles when trying to integrate into society. A Working Group has been set up under the joint initiative of UNHCR and the Serbian Commissioner's Office; its main task is to develop proposals and recommendations that support the Government in offering alternative and dignified solutions to the displaced in collective centres. The dependence and vulnerability of IDPs in private accommodation varies and is largely influenced by the assets they had upon arrival, as well as their subsequent access to livelihood and employment opportunities.

One of the most vulnerable groups among IDPs are the Roma, Ashkali and Egyptian (RAE) IDPs, which constitute approximately 25% of the whole IDP population. In conjunction with their displacement problems, they also repeatedly face discrimination in accessing many of the most basic rights and are victims of social exclusion. The majority of RAE live in informal settlements without basic services such as a safe water supply or electricity, in undignified living conditions.

Current Situation of IDPs in Kosovo

Internal displacement within and from Kosovo took place in 1999, and was followed by a smaller movement in 2004. During the first wave, over 200,000 Serbs and non-Albanians left Kosovo, mainly for south Serbia. Upon the outbreak of ethnic violence in March 2004, an additional 4,200 persons were displaced. The majority of these remained in Kosovo, where they moved to Serb-dominated areas. According to a UNHCR report from March 2006, the number of IDPs within Kosovo is estimated at 20,037.¹¹

In Kosovo, the overwhelming majority of urban Serbs left the towns and the few who had remained after 1999 were displaced by the March 2004 violence; one exception is the Serbian enclave of North Mitrovica/ë. Roma displaced within Kosovo moved closer to town suburbs, joining existing local Roma communities. The overall situation is considered slightly better for Ashkali, Egyptians and Bosniaks. Displacement of Kosovo Albanians mainly took place from North Mitrovica/ë. The majority of Albanian IDPs took refuge in South Mitrovica/ë, which is predominantly of Albanian ethnicity.

⁸ IDPs in Serbia - as of 1st February 2009, UNHCR Representation Serbia

⁹ UNCHR OCM Pristina, Statistical Overview, March 2009

¹⁰ Commissariat for Refugees, Republic of Serbia: <http://www.kirs.sr.gov.yu/articles/centri.php?lang=ENG>

¹¹ UNCHR OCM Pristina, Statistical Overview, March 2009

IDPs within Kosovo have so far received little attention. Often disseminated in remote locations where their ethnicity constitutes a majority of the local population, these IDPs are not organised in associations and their voice and concerns are not heard to the same extent as those of IDPs in neighbouring countries.

Regardless of their ethnic origin, IDPs' concern in Kosovo mainly relate to the lack of four key attributes: 1) livelihood opportunities; 2) proper shelter in the place of displacement; 3) personal security; and 4) freedom of movement. Other needs include the provision of electricity, water, and heating and public transportation. The IDPs' sense of insecurity is a consequence of recent history, but it is also influenced by incidents that have affected minorities and the lack of trust in security providers.

SCOPE, LIMITATIONS & METHODOLOGY

Target group

The definition of IDPs used for the IDP profiling was informed by the Guiding Principles of Internal Displacement.

In addition to the main sample of displaced Serbs in Serbia and Kosovo, the IDP profiling has targeted sub-samples of RAE IDPs in Belgrade and selected locations in Kosovo, as well as Kosovo Albanians displaced in South Mitrovica/ë.

With the purpose of obtaining insight into the specific problems and vulnerabilities facing RAE IDPs, a separate sub-sample of RAE IDPs in Serbia and Kosovo was targeted. This part of the IDP profiling targeted approximately 100 households in four randomly chosen informal settlements in Belgrade (Cukaricka Padina, Maxi's, Gazella/Hyatt, Deponija) and approximately 75 additional households in Prishtinë/Priština and the Gjilan/Gnjilane region in Kosovo.

Kosovo Albanian IDPs, who account for approximately on third of the total IDP population in Kosovo, have been targeted in South Mitrovica/ë, where the largest part of the total Kosovo Albanian IDP population lives. According to estimates from the UNCHR Field Office in Mitrovica/ë, an estimated 7000 Kosovo Albanian IDPs are displaced in South Mitrovica/ë. Their situation and living conditions are not well documented and have received less attention.

The survey does not claim to represent the total population of persons displaced by the conflict in Kosovo. The sampling process, which is described in more detail in the technical report, was based on: 1) a DRC database of IDPs living in Serbia who had approached the organisation for assistance or information; 2) DRC in-house information on IDPs; and 3) lists from various stakeholders, municipal resources and community representatives. It should be noted that these sources of information are inherently biased towards IDPs households that have actively brought attention to their situation, and great effort was made to include the so-called 'hidden' IDPs in the sample through snowballing and tracking.

Selected locations

The targeted locations were selected weighing various factors. In Serbia, the selection was based on a joint decision process within the framework of the UNCHR/UNDP Joint Programming Initiative and on recommendations from the recently conducted Living Standard Measurement Survey and Joint Mission Report. Kragujevac and Kraljevo host a very high number of IDPs. Furthermore, DRC is present there through two field offices and has good access to the IDP community.

In addition to IDPs in private accommodation, it was jointly decided to pay specific attention to the collective centres in Kraljevo through full coverage of the IDP caseload. The centres are in the process of closing, and an assessment of the resources and needs of the individual households will provide valuable information to

the necessary housing-solution programmes. Additional information may assist the IDPs in reaching an adequate durable solution effectively.

In addition to Serb IDPs, a separate RAE sample was targeted in four selected Roma settlements in Belgrade. The selected settlements were: Cukaricka Padina; Maxi's; Gazella/Hyatt; and Deponija.

In Kosovo, priority locations were selected based on consultations with stakeholders and on assessment of the security situation in various locations. Locations hosting a large number of IDPs were also taken into account. Prishtinë/Priština and the Gjilan/Gnjilane region were selected for a sample of Kosovo Serbs because they host the second and third largest number of IDPs and a large share of Kosovo Serb IDPs. A separate sample of RAE IDPs was also targeted in these regions. In addition, a sample of Kosovo Albanians was targeted in South Mitrovica/ë.

Based on recommendations and lessons learned in similar DRC profiling exercises¹² which have highlighted the need for more qualitative data, the methodology developed for this IDP profiling combines quantitative and qualitative approaches. To gain an in-depth understanding of issues such as protection and durable solutions and to capture the unique stories behind the IDP statistics, a multi-method approach to IDP profiling was applied which allows for more in-depth qualitative data to supplement the quantitative data.

The tools developed for this IDP profiling thus consist of focus group discussions and structured household interviews based on a comprehensive questionnaire. The survey applies a solution-oriented and operational approach through an assessment of individual resources, needs and priorities. The Age, Gender, Diversity Mainstreaming (AGDM) approach was applied for the focus groups discussions, enabling a more detailed discussion of the main questions along age, gender and ethnic lines, thereby qualifying the findings of the household survey. The methodological approaches, tools and the focus of the survey were developed in close inter-agency collaboration with UNDP and UNHCR Serbia to ensure the complementary and comparative advantages of the survey data. In Kosovo, stakeholders (UNHCR and UNDP) were continually informed and briefed and their input was integrated into the final design of the tools. A multi-stage sampling technique, consisting of a combination of random and snowball sampling, has been applied to the survey. Focus group findings have been used throughout the data analysis to cross-check data results along gender and age lines.

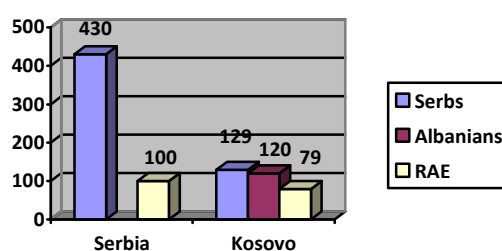
¹² E.g. Danish Refugee Council, 2007: IDP Profiling Project Somalia – Process Documentation Report

SURVEY FINDINGS – AN INTRODUCTION

The following analysis is based on a comprehensive and thorough survey and on several focus group discussions (FGD) conducted by DRC from April to June 2008. The survey targeted 858 households and 3,771 individuals in five municipalities in Serbia and ten municipalities in Kosovo.

The sample consists of 530 IDP households currently residing in Serbia and 328 households residing in Kosovo. The Serbia sub-sample consists of 430 (81.2%) Serbian households and 100 (18.8%) RAE IDP households. The Kosovo sub-sample consists of 129 (39.3%) Serbian IDP households, 120 (36.6%) Albanian and 79 (24.1%) RAE IDP households.

Ethnic composition of the sample



The questionnaire asks a variety of questions relating to living conditions and the capacities and needs of IDP households and individuals. For example, questions are asked about: income and social transfers; ownership of land and housing; education and skills; position in the labour market; social networking and tolerance; legal status; possession of relevant personal documentation; need for income support; and housing support.

The questionnaire and the composition of the sample allow for comparative analysis of the economic position and social integration of different categories of IDPs. IDP categories are differentiated on the basis of ethnic origin (Serbs, Albanians and RAE)¹³, current place of residence (Serbia and Kosovo) and current type of accommodation (collective centres vs. private accommodation). Where relevant, findings from the Serbia sub-sample are compared to general findings from the Living Standard Measurement Survey (LSMS), a survey to measure poverty according to World Bank methodology that has been carried out three times in Serbia since 2002.¹⁴

In the first part of the analysis, the profile of IDPs in Serbia is presented comparatively for Serbs and RAE. A separate section focuses on comparative analysis of IDPs accommodated in collective centres and in private accommodation. In the second part, the profile of IDPs in Kosovo is presented comparatively for three ethnic groups: Serbs, Albanians and RAE. In the third part of the analysis, the major dimensions of IDP social inclusion are compared between Serbia and Kosovo.

¹³ The report acknowledged that the conditions and protection needs of the three groups Roma, Ashkali and Egyptians vary, but has for the purpose of this report chosen to treat the three as one category. The data does however allow for a more differentiated approach.

¹⁴ In 2007, in cooperation with UNHCR, the LSMS was extended both in sampling and questionnaire in order to encompass a sufficient number of IDPs and relevant aspects of their living conditions and (re)integration (Cvejic, Babovic, 2007).

DATA ANALYSIS: IDP PROFILING SERBIA

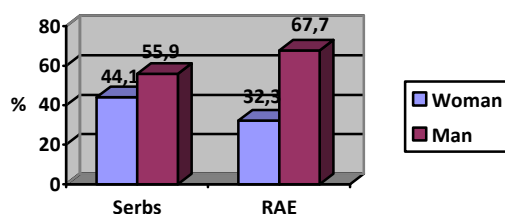
Demographic characteristics of surveyed households in Serbia

The survey focused on locations in Central Serbia (Kraljevo and Kragujevac), and also a number of selected settlements in the Belgrade area. The majority of Serbian IDP households interviewed were in the cities of Kraljevo (63.1%) and Kragujevac (36.4%), while most of the RAE households interviewed were in the Belgrade municipalities Cukarica (40.4%), Novi Beograd (27.3%) and Palilula (7.1%). A further 18.2% of RAE households surveyed lived in unregistered Belgrade locations, and 7.1% in Kragujevac.

The majority of Serbian households in the sample were displaced from the Kosovo cities of Klina/Klinë (18.7%), Urosevac/Ferizaj (10.9%), Priština/Prishtinë (9%) and Prizren (9%). The majority of RAE households moved from Priština/Prishtinë (27.3%), Peć/Pejë (18.2%), Kosovo Polje/Fushë Kosovë (8.1%) and Lipljan/Lipjan (8.1%).

Women make up 44.1% of interviewed Serbian IDPs and 32.3% of RAE IDPs in Serbia.

Gender composition of the sample,
Serbs and RAE, in %



Access to basic documentation

Lack of documentation was reported for 28.4% of Serbian IDP households and for 48.5% of RAE households. The major documents lacking in Serbian households were employment registration booklets (9%), education diplomas (7.5%), birth certificates (5.3%) and personal ID cards (4.4%). As expected, this list was much longer for RAE households, where it included basic documentation: 20.2% lacked personal ID cards, 19.2% health insurance cards, 17.2% birth certificates, 16.2% citizenship certificates, 16.2% property documents, and 14.1% employment registration booklets. These findings confirm earlier results from IDPs in the LSMS that Roma households (who overwhelmingly dominate the RAE sub-sample) are in a much worse position than Serbian IDPs with regard to accessing basic civil rights and citizenship status.

The free assessment of interviewers was that 9.1% of RAE households and 2.9% of Serbian households need subsequent re-registration. Moreover, 39.4% of RAE households reported that they were facing problems because of a lack of documentation; for Serbian IDP households this figure was 10.4%.

The lack of basic personal documentation provokes additional problems relating to social integration. Again, this is much more evident among RAE IDPs, who face problems in accessing services relating to health care, employment, education and social care. The figures are presented in table 1.

Table I Major problems caused by lack of documentation, Serbian and RAE IDPs, in %

Problems	Serbs	RAE
Health care	2.9	35.4
Employment	5.4	34.3
Education	1.5	26.3
Social benefits	4.6	18.3

IDP households face various problems when attempting to acquire missing documentation. These problems are much more frequent among the RAE sample than among the Serbian sample: 48.5% of the former, compared to 24% of the latter, reported difficulties in obtaining documentation.

Serbian and RAE households identified different problems when obtaining documentation. Serbs were more concerned about relevant offices being too distant and procedures being too complicated (12.4% and 7.5% respectively, as compared to 5.1% and 3% respectively among RAE). By contrast, for RAE households the major hindrances are lack of financial means (30.3%, compared to 9.2% among Serbian households), lack of other documents (17.2%, compared to 1.2% among Serbs), lack of knowledge about procedures for obtaining documents (15.2%, compared to 1% among Serbs) and lack of a permanent or temporary address (11.1%, compared to 0.2% among Serbs).

These findings tally with what was found in the LSMS and stress the need for more direct support to RAE households to obtain missing documentation.

Coping capacities

To cope with displacement and related problems, IDPs need to have resources and capacities at their disposal. This section presents the situation of IDP households surveyed in terms of their material position, education and skills, health condition, and also the social networks that IDPs rely on for support and advice.

Regarding their material position, the 2007 LSMS highlighted that IDPs in general face a worse economic situation than the domiciled population of Serbia. The material position of IDPs was not investigated in detail in the current survey; rather, it focused on providing an overview of the major sources of income, of consumption, and of the level of dependency on social assistance.

When asked to rank the three sources of income that constituted the largest share of the total income of their household, Serbian IDP households most frequently placed the following sources first: wage/salary (36.4%), minimum IDP allowance (30.1%) and pension (23.5%). RAE households, on the other hand, ranked the following three sources first: casual labour (27.3%), wage salary (23.2%) and the collection of scrap and paper (18.2%). At least three important conclusions stem from these statistics:

- RAE households rely much less on direct social welfare transfers than expected and are oriented towards the labour market
- RAE households are very active on the informal labour market, assuming that most of their casual labour is without a formal contract.
- Serbian IDP households rely much more on the minimum IDP allowance than RAE households. We learned from the IDP sample in the LSMS that Roma households are not well informed about these possibilities and the procedures to qualify for this kind of transfer.

These conclusions are additionally confirmed by data on the major sources of income when the top three sources listed are all considered. The most frequently selected answers are presented in table 2.

Table 2 Major sources of income, summarising the top three ranking positions, Serbia and RAE households, in %

Sources of income	Serbs	RAE
Wage/salary	42.4	34.3
Casual labour	33	60.6
Collecting scrap and paper	0.2	40.4
Petty trade	1.4	25.3
Services (cleaning etc.)	1.4	18.2
Work for goods	0	11.2
Pension	39.6	6.1
Minimum IDP allowance	51	4
Social assistance	20.2	24.3
Humanitarian assistance	0	5
Begging	0	5

The table shows that income from a formal position on the labour market (pension added) and special social assistance (IDP allowance) are more present among Serbian IDP households than RAE households. Standard social assistance is almost equally present among the two groups.

Although our sample does not aim to represent the overall population of IDPs in Serbia and Kosovo but is targeted at specific areas, the findings above are only slightly different from those of previous studies of IDPs in the LSMS. In the present study, RAE households reported that they relied on family financial support more frequently than Serbian households (14.15% and 1.5% respectively) and on child allowance equally frequently (12.1% and 14.6% respectively). In the LSMS, RAE relied on both categories of support more frequently. Informal work is far more present among RAE households, as is charity assistance (humanitarian aid and begging). This makes RAE households much more vulnerable with respect to income, but at the same time more flexible in adjusting to critical situations such as displacement. However, this flexibility depends heavily on their capacities.

Usually, rent represents a large proportion of expenditure in the family budget. However, only 19.3% of the surveyed Serbian households and just 3% of RAE households were living in rented houses or apartments and thus paying rent.

The three most frequent household costs to be ranked first by Serbs were food (60.7%), rent (11.4%) and school-related costs (9.2%). For RAE households, these were food (70.7%), medicine (6.1%) and school-related costs (6.1%). The most frequent components of expenditure when the three highest ranked costs are all considered are presented in Table 3.

Table 3 Major components of expenditure/cost in households, Serbs and RAE, in %

Components of expenditure	Serbs	RAE
Food	20.1	32.4
Bills (electricity and heating)	24.2	15.5
Rent	4	1
Clothing	1.4	18.3
School related costs	6.1	7.2
Medicine	4.6	13.1
Transportation costs	2.6	2

Similar to the general population of Serbia, food and bills dominate household expenditure. Medicine and education costs are also important. However, it is hard to explain such a large impact of clothing on RAE households' expenditure.

At pre-school age, 18.5% of Serbian children and just 6.8% of RAE children were in education. This inequality continues in primary education: 91.1% of Serbian children attend primary schools, compared to only 56.7% of RAE children. The difference is even higher at the high school level: 84.5% of Serbian children aged between 15 and 18 attend high school, while among RAE children this rate is 64%. RAE children are

almost completely excluded from university education: 16.9% of Serbs aged between 19 and 30 who were questioned reported that they study at university, whereas for RAE this figure amounts to only 1%.

The educational pattern presented has been reproduced for generations, which is obvious from the educational achievements of the two ethnic groups of IDPs in Serbia. These results are presented in Table 4.

Table 4 Educational achievement of Serbian and RAE IDPs in Serbia, 15 and older, in %

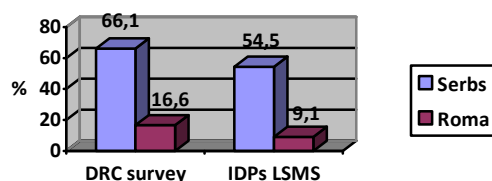
Achieved level of education	Serbs*	RAE
None	3.6	34.1
Uncompleted primary	4.9	28.3
Primary	25.7	34.1
Secondary	58.9	3.5
University	6.7	0

*0.4% Serbian respondents are at apprenticeship or have finished school for physically, mentally disabled

The table shows that Serbian IDPs have a considerable advantage over RAE IDPs regarding basic human capital, which provides them with much better opportunities on the labour market.

Possibilities for additional education are less frequently used by RAE IDPs than by their Serbian counterparts. Only 9.1% of RAE respondents were attending additional training or courses, compared to 16.8% of Serbian respondents. Reinforcing this, 83.4% of the RAE respondents reported that they do not have additional skills such as IT and computers, the ability to drive a car, foreign languages, handicraft or music and arts. By contrast, 66.1% of Serbian respondents reported having some such skills, with computer skills, languages and driving skills being the most frequent. These results are similar to those from the study of IDPs in the LSMS and show that Serbian IDPs are in a much better starting position for building coping strategies than RAE IDPs in Serbia.

Command over additional skills, Serbs and Roma in DRC and LSMS surveys, in %



Health problems and other vulnerabilities widen the gap between the two groups. A much larger share of RAE respondents than Serbian respondents (69.3% compared to 14.6%) reported experiencing some of the suggested sources of vulnerability. Among Serbs, the most frequent sources of vulnerability were serious medical conditions (9.1%), physical disabilities (3.1%) and extreme poverty (2%). Among RAE, these were their minority position (45.3%), extreme poverty (32.9%) and illiteracy (17.7%).

Social capital is known to be one of the major pillars of social integration, and it is crucial for displaced persons to have the opportunity to address other people or go to relevant institutions when they face major problems.

Table 5 Social capital, Serbian and RAE IDPs in Serbia, in %

The problem for which assistance is needed	Who IDPs address when in need							
	IDP community		Local community		Institutions		No one	
	Serbs	RAE	Serbs	RAE	Serbs	RAE	Serbs	RAE
Finding job	11.2	6.1	9.1	7.1	8.6	5.1	77.4	88.9
Accessing services	5.8	9.1	10.5	4.0	19.8	6.1	68.6	81.8
Housing/economic problems	12.6	15.2	5.8	10.1	4.4	9.1	77.9	80.8
Emotional support	29.1	10.1	2.8	0	1.4	0	65.1	87.9

From the last column of Table 5 it can be seen that very frequently IDPs do not feel that they have anyone to turn to when in need. When looking for jobs, IDP households are in general more oriented towards their family/friends or local acquaintances than to institutions. When needing some service, Serbs better know how to approach the relevant institution and use this channel more frequently, while RAE rely mostly upon family and IDP friends.

RAE are more likely to instigate interaction with institutions to address housing problems, but even here they rely more upon the IDP community than upon institutions. This picture illustrates that IDPs are quite isolated and that they are oriented towards primary networks: This stands especially for RAE households. In both groups, however, around 80% of households have family members/relatives living nearby.

This conclusion about the severe isolation of IDPs is confirmed by the fact that 37.7% of Serbian IDP households and just 7.1% of RAE IDP households take part in activities within the local community. Moreover, around 25% of respondents in each group feel that the domiciled population is intolerant towards IDPs. Not many RAE explained the perceived reasons for this hostility, but Serbian IDPs thought that the major reasons related to the competition for jobs and economic resources.

Employment, livelihood strategies and coping mechanisms

Livelihood strategies include various economic and social activities that are combined in an attempt to achieve a minimum of satisfactory existence or to improve the social position of individuals and households. Livelihood strategies represent one of the most important preconditions for the appropriate social inclusion of the IDP population, and the labour market position is a central component of these strategies. Access to jobs, and the quality and stability of these jobs, are central to livelihood strategies and have significant implications for social position.

The findings on employment and livelihood strategies obtained in this survey offer a solid foundation to inform the design of support focusing on the long-term improvement of the socio-economic position of the IDP population.

The LSMS survey of IDPs indicated significant differences between IDPs and the domiciled population with regard to their labour market position. In addition to higher unemployment rates among IDPs, the survey revealed a strong variation within the IDP population, namely between Serbian and Roma sub-samples.

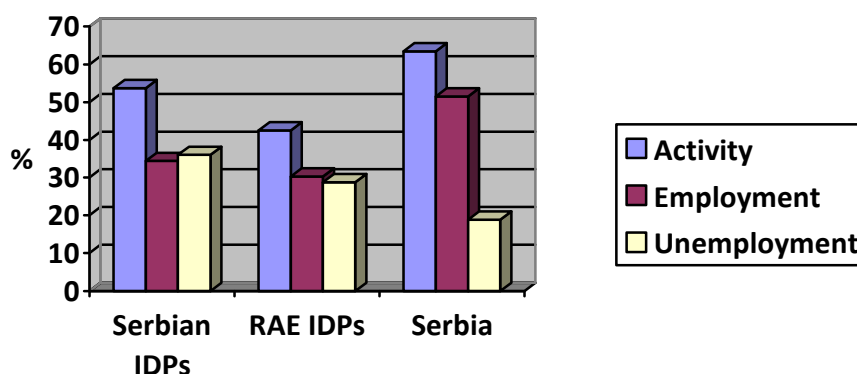
Table 6 Basic indicators on labour market position – general population and IDPs

	Serbia general population	Gender		Non- RAE IDPs	Gender		RAE IDPs	Gender	
		M	W		M	W		M	W
		Activity rate ¹⁵	63.4		71.9	54.9		53.7	66.7
Employment rate ¹⁶	51.5	60.0	43.0	34.4	47.4	20.8	30.3	50.1	10.0
Unemployment rate ¹⁷	18.8	16.5	21.7	36.0	28.9	48.3	28.7	22.3	50.0

Source: UNCHR, LSMS IDPs report, 2008.

The same survey indicated strong gender inequalities in labour market position among the IDP population. Previous studies on labour market gender inequalities have also identified significant differences in labour market position between men and women in Serbia.¹⁸ However, LSMS data as well as data from this survey revealed even stronger prominent gender inequalities in the IDP population related to labour market position and employment opportunities. Women from both ethnic groups have lower activity and employment rates, and significantly higher unemployment and inactivity rates.

Basic indicators on labor market position, Serbian and RAE IDPs and general population of Serbia, in %



According to the survey data, the labour market position of IDPs in collective centres is worse than positions for IDPs from private accommodation (See Table 7).

Table 7: Working age IDPs in Serbia according to activity and type of accommodation, 2008, in %

Indicator	IDPs in collective centres	IDPs in private accommodation
Employed	43.3	51.8
Unemployed	12.3	14.9
Inactive	44.4	33.3

¹⁵ The activity rate is counted as the percentage of the active population (sum of employed and unemployed persons) in the working age population (15-64).

¹⁶ The employment rate is counted as the percentage of the employed population in the working age population. According to ILO criteria, implemented in the LSMS, persons in employment are those who during the reference week did any work for pay or profit, including unpaid family workers, for at least one hour, or were not working but had jobs or a business from which they were temporarily absent.

¹⁷ The unemployment rate is counted as the percentage of unemployed people in the active population. In accordance with ILO criteria on unemployment, people were counted as unemployed who were without work, who were available to start work within two weeks, or who had actively sought employment at some time during last 4 weeks.

¹⁸ For detailed analysis see Babovic, 2007.

Among IDPs accommodated in collective centres, inactivity was reported slightly more frequently than among IDPs from private accommodation. However, the proportion of respondents reporting unemployment does not differ significantly between the two groups.

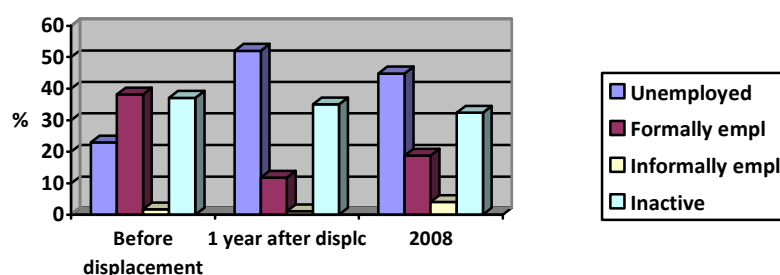
Impact of displacement on employment status

The labour market position of IDPs has been strongly affected by the displacement situation. Comparative data on the activity status before displacement, one year after displacement and in 2008 indicate a deterioration of labour market position after displacement and only slight improvements up to the present. One year after displacement, the proportion of unemployed increased from 23% to 52%, while the proportion of formally employed decreased from 38% to 11%. Comparing the present situation with two previous time frames, it can be concluded that the proportion of unemployed dropped slightly while the proportion of formally employed increased slightly after the first impact of displacement, but activity structure is still significantly worse than in the pre-displacement period (table 8).

Table 8: IDPs in Serbia according to activity status before, one year after displacement and in 2008, in %

Activity status	Before displacement	One year after displacement	2008
Unemployed	23.0	52.1	44.8
Formally employed	38.2	11.8	18.8
Informally employed	1.7	1.1	4.0
Inactive	37.1	35.0	32.4
Total	100	100	100

Activity status before, after displacement and today



Deterioration of the employment status was more significant for Serbian IDPs than for RAE. Among the sampled Serbian IDPs, the share of unemployed increased after displacement from 13% to 47%, while the proportion of employed (both formal and informal) dropped from 46% to 16%. Because of the very unfavourable employment status of the RAE before displacement, from a statistical perspective the deterioration was not so marked: the proportion of unemployed in this sub-sample rose from 66% to 73%, while the proportion of employed decreased from 12% to 3.5%.

The proportion of inactive people has decreased continuously for Serbian IDPs (from 40% before displacement, to 38% one year after displacement, and to 34% at present), while the proportion of inactive people among RAE remained around 23% in all observed periods.

From a gender perspective, displacement has had a strong impact on the employment status of both male and female IDPs. Gender economic inequalities were significant before displacement, and it seems that the displacement situation has had the effect of freezing already existing inequality patterns.

However, data for 2008 indicate that more men have managed to restore their

employment status than women. While the proportion of employed men increased to almost a half of that in the pre-displacement period, the proportion of employed women remained at about one third of the proportion of those employed before displacement. Bearing in mind that the position of women on the labour market among the general population has continued to get worse,¹⁹ it is not surprising that employment opportunities for displaced women are poorer than for men.

Table 9: IDPs in Serbia according to gender and activity status before, one year after displacement and in 2008, in %

Activity status	Before displacement		One year after displacement		2008	
	Female	Male	Female	Male	Female	Male
Unemployed	23,8	22,2	48,5	55,3	44,2	45,4
Formally employed	20,8	47,5	5,2	17,7	10,5	26,2
Informally employed	1,4	2	0,4	1,7	1,6	6,1
Inactive	47	28,2	45,9	25,2	43,7	22,3
Total	100	100	100	100	100	100

Gender inequalities are even more prominent among RAE displaced persons. Only 3% of female RAE were employed before displacement, and the same proportion is employed at the present. This points to the fact that problems with the employment of RAE women are rooted in the traditional exclusion of women from the labour market (particularly the formal labour market), which presents a much deeper and more complex problem than the impact of displacement alone.

While differing patterns of the impact of displacement are observed between Serbian IDPs in collective centres and in private accommodation, the latter has had a more favourable activity structure than the former group. Among privately accommodated IDPs, 23% were employed, 43% were unemployed and 33.5% inactive. Among IDPs in collective centres, 39% were employed, 22% unemployed and 40% inactive.

Characteristics of employment

Apart from the main trends of decreased employment and increased unemployment after displacement, the survey data reveal significant changes in employment characteristics among employed IDPs.

Generally, the vast majority of IDPs from the sample that were employed before displacement were formally employed (90%). One year after displacement, the proportion of formally employed remained almost the same (88%). However data for 2008 indicate that formal employment is decreasing (down to 78% of total employment) while informal employment is increasing (from 2% to 15%). Self-employment and entrepreneurship among IDPs are continuously at a low level but there has been a slight increase, from 2.8% before displacement to 5% in 2008.

Again, the differences between Serbian and RAE IDPs are significant. Among employed IDPs from Serbian households, the proportion of people who are formally employed has remained very high, even though it has decreased slightly (from 92% before displacement to 84% in 2008). Among RAE IDPs, 55% of those who were employed had formal employment before displacement. This figure decreased to 0% one year after displacement and has only increased to 3.6% in 2008. Informal employment in either form (wage labour and self-employment) was low among Serbian IDPs before displacement (4.3%) but the figure has increased to 11.5% in 2008. In the group of employed RAE IDPs, the proportion of informal employment (in both forms) increased from 40% before displacement to 100% one year after displacement and then decreased slightly to 96.4% in 2008.

Gender differences among Serbian IDPs are not significant in this respect. From data

¹⁹ For more details see Babovic (2007), Position of Woman on the Labour Market in Serbia, UNDP, Belgrade.

on RAE employment characteristics in the three observed periods, it can be concluded that RAE women were traditionally excluded from the formal labour market both before and after displacement.

When the employment characteristics of IDPs are observed according to the sector of employment, it is notable that employment in agriculture, industry and social services (including education and health care services) has decreased, while employment in construction, artisan and metal works has increased. Employment in trade and restaurants have increased to the pre-displacement level following a significant decrease one year after displacement, while employment in public administration increased one year after displacement and was restored to the level of pre-displacement in 2008.

Table 10: Employment of IDPs in Serbia according to industrial sector, comparative data: before displacement, one year after displacement and in 2008, in %

Sector	Before displacement	One year after displacement	In 2008
Agriculture	7.3	4.2	2.8
Industry	26.1	15.6	13.9
Construction	3.1	3.3	9.4
Artisan & metal works	3.9	6.1	7.8
Trade & restaurants	10.1	2.9	11.2
Transport & communication	4.6	7.1	4.6
Social services	23.2	22.6	18.9
Public administration	10.5	15.1	10.6
Other/unknown	11.2	23.1	20.8
Total	100	100	100

The changes to the occupational structure of IDPs after displacement indicate a significant decrease in the number of people employed as technicians and clerks and an increase of non-qualified work in manufacturing and services as a percentage of total employment.

Table 11: IDPs in Serbia according to occupation, comparative data: before displacement, one year after displacement and in 2008, in %

Occupation	Before displacement	One year after displacement	In 2008
Politicians, managers, entrepreneurs	1.6	1.9	1.2
Professionals	2.9	3.4	3.5
Technicians and clerks	42.4	30.3	33.3
Highly qualified, qualified workers in industry and services	8.0	8.1	8.1
Non-qualified workers in industry and services	27.3	36.5	33.2
Workers in agriculture	2.0	0.4	0.4
Other/unknown	15.9	19.2	20.4
Total	100	100	100

The differences between Serbian and RAE IDPs in terms of occupational structure are immense. While Serbian IDPs are more concentrated in occupations such as technicians and clerks, RAE IDPs are highly concentrated in non-qualified worker jobs in manufacturing and services. Displacement had a different impact on the occupational structure of the two groups. In the Serbian sub-sample, the proportion of clerks and technicians decreased, while the proportion of professionals, qualified and non-qualified workers increased slightly. Among employed RAE, displacement has led to an increase of non-qualified workers.

Table 12: IDPs in Serbia according to occupation and ethnicity, comparative data: before displacement, one year after displacement and in 2008, Serbian and RAE IDPs, in %

Occupation	Before displacement		One year after displacement		In 2008	
	Serbs	RAE	Serbs	RAE	Serbs	RAE
Politicians, managers, entrepreneurs	1.7	1.4	3.3	-	1.8	-
Professionals	4.0	-	5.8	-	5.2	-
Technicians and clerks	58.3	1.8	50.6	1.1	49.4	1.1
Highly qualified, qualified workers in industry and services	10.8	0.7	13.5	0.4	12.1	-
Non-qualified workers in industry and services	10.6	70.0	10.5	74.3	11.8	76.1
Workers in agriculture	2.6	0.4	0.8	-	0.5	-
Other/unknown	11.9	25.8	15.8	24.3	19.0	22.8
Total	100	100	100	100	100	100

In terms of gender, the impact of displacement has led to a slight equalisation of the occupational structures of men and women in the sub-sample of Serbian IDPs. Before displacement, both groups were most likely to be employed as clerks and technicians, though the concentration of women in this occupation was much higher than of men. After displacement, the decrease in the number of clerks and technicians in total employment was much sharper for women than for men. At the same time, the proportion of qualified and non-qualified workers increased among employed women. Among employed men, the proportion of qualified workers decreased while the proportion of non-qualified workers increased. On the higher rungs of the occupational ladder, women also experienced a slight increase within the category of professionals, while managerial and entrepreneurial occupations remained absent among women. Table 13 indicates a degradation of the occupational structure for both gender groups. However, it seems that this degradation was more significant for women than for men.

Table 13: IDPs in Serbia according to occupation and gender, comparative data: before displacement, one year after displacement and in 2008, in %

Occupation	Before displacement		One year after displacement		In 2008	
	Female	Male	Female	Male	Female	Male
Politicians, managers, entrepreneurs	-	4.0	-	6.9	-	3.7
Professionals	2.7	4.0	4.7	4.9	3.8	4.6
Technicians and clerks	70.0	51.4	51.2	46.1	45.3	48.6
Highly qualified, qualified workers in industry and services	5.5	15.3	11.6	16.7	13.2	11.0
Non-qualified workers in industry and services	12.7	9.6	16.3	11.8	15.1	16.5
Workers in agriculture	2.7	3.4	2.3	-	1.9	-
Other/unknown	6.4	12.4	14.0	13.7	20.8	15.6
Total	100	10	100	100	100	100

In the RAE sub-sample, gender differences are insignificant in all the observed periods because the vast majority of those employed are concentrated in non-qualified occupations in both gender groups.

Before displacement, IDPs now residing in collective centres were in a significantly less favourable labour market position than those accommodated in private housing. These differences have been replicated post-displacement, which has most likely limited the coping opportunities of IDPs in collective centres.

The differences between IDPs in collective centres and private accommodation are also significant in terms of occupational structure. Generally speaking, employed IDPs in private accommodation are in better labour market segments than IDPs in collective centres. They are better represented in occupations that require higher qualifications. Thus, a majority of the IDPs accommodated in private apartments/houses (whether

their own, rented or at relatives) are employed as technicians and clerks, while IDPs accommodated in collective centres are mostly concentrated in manual work. The less favourable occupational structure of IDPs from collective centres is an important reason why they have weaker coping resources and opportunities, and also helps to explain their overall socio-economic position.

From the data presented on employment characteristics of IDPs in Serbia, it can be concluded that displacement has had a strong impact on the labour market position of this population. The most significant consequences of this displacement have been loss of employment, an increasing proportion of people in occupations requiring lower qualifications, and an increase in informal work in place of formal employment. The impact has been more severe on women and RAE. More generally, however, the employment situation and the labour market position represent crucial components of livelihood strategies and coping mechanisms.

Livelihood strategies and coping mechanisms

Livelihood strategies are defined at the household level. They represent the outcome of an attempt to adjust available resources and activities to the existing needs of the household.²⁰ In this sense, they are related to the size and composition of households, and the available economic, cultural and social resources directed towards protecting and improving the social position, or diminishing the effects of the degraded social position of the household to the extent possible. Employment and labour activities are crucial components of coping strategies, alongside social and cultural (human) capital.

Survey data indicate that the IDP households from the sample are on average larger than those of the general population in Serbia. With an average of 4.4 members per household (4.3 for Serbian and 4.7 for RAE), IDP households are significantly larger than households among the general population in Serbia (with an average size of 3.1²¹).

One of the most important problems faced by households from the sample is unemployment. The previous section showed that the unemployment rate was much higher for the IDP population than the general population. At the household level, unemployment can be observed as the proportion of households that face any problem with unemployment (at least one working-age member unemployed) and the proportion of jobless households (households with all working-age members unemployed).

In Table 14, households are classified according to employment characteristics. This classification is based on the activity status of all household members and does not include additional work activities. From the data presented it is apparent that the majority of Serbian households base their livelihood on the formal employment of at least one household member, while the majority of RAE households are jobless.

Table 14: Households according to employment situation and ethnicity, Serbian and RAE IDP households, in %

Employment characteristics	Serbs	RAE
Households with formally employed member(s)	54.0	1.1
Households with informally employed member(s)	5.0	25.1
Household with both formally and informally employed member(s)	4.3	-
Jobless households	33.4	71.7
Inactive households	3.3	2.2
Total	100	100

²⁰ For more details about coping strategies see Babovic, M and Cvejic, S. 2002. "Survival Strategies of Households in Serbia", Sociology, No.2

²¹ Statistical yearbook.

Apart from main working status, the survey also recorded additional work in households. According to this data, 60% of households perform additional working activities. RAE households engage much more often in additional jobs than Serbian households. For example, 76% of RAE respondents reported additional jobs in their household, compared to 56% of Serbian households from private accommodation and 53% of Serbian households from collective centres.

The most frequent additional work activities are small-scale trade (performed by 28% of the households that reported additional work), occasional services (23%), gathering and selling scrap and paper (21%), cultivating vegetables (17%), and breeding animals (9%). 5% of households reported collecting food in garbage containers, and one household reported begging activities. Serbian households are engaged mostly in services, small-scale trade and agricultural production, while RAE households are engaged mostly in small-scale trade and gathering and selling scrap and paper.

In general, a large number of households from the sample face problems relating to unemployment. Among all IDP households in Serbia, 71% have at least one unemployed member. The differences between Serbian and RAE households are again significant: while 69% of Serbian households have some unemployment problems, in 83% of RAE households at least one member is unemployed.

The data on jobless households is worrying, with 41% of sample households belonging to this category. There is a higher proportion of jobless households among Serbian households in private accommodation than Serbian households in collective centres; however, the latter have more inactive households.

Table 15: IDP households in Serbia according to employment situation and type of accommodation, in %

Employment characteristics	Households in CC	Households in PA
Households with formally employed member(s)	64.7	49.6
Households with informally employed member(s)	2.4	5.4
Household with both formally and informally employed member(s)	-	4.3
Jobless households	12.9	35.2
Inactive households	20	5.4
Total	100	100

There are notable differences in the channels that unemployed persons use to search for a job. Though in general social networks – relatives, friends, and acquaintances – represent the most important job search channel, differences in who relies on which channels can be identified according to ethnicity, gender and type of accommodation.

Table 16: IDPs in Serbia according to channels of seeking employment, comparative data according to ethnicity and type of accommodation, (% of 'yes' answers – multiple responses)

Channel	IDPs according to ethnicity		IDPs according to type of accommodation	
	Serbs	RAE	CC	PA
Employment agencies	70.3	18.2	27.1	63.7
Approaching employers	21.6	9.1	12.9	27.4
Through social networks	54.1	47.3	16.5	52
Placing adds in newspapers	2.7	-	-	4.3
Job fairs, clubs	8.1	-	-	12.9
Responding to adds from newspapers	18.9	1.8	8.2	18.9
Street gatherings	-	20.0	-	0.6
Attempt to start own business	2.7	-	-	5.4
Through NGOs	8.1	5.5	-	7.7

As Table 16 shows, RAE use employment agencies, newspapers and direct approaches to potential employers to a much smaller degree than Serbian respondents, and do not participate in job fairs at all. They rely mostly on social networks and street gatherings that can also be considered as a kind of social networking. Respondents from the Serbian ethnic group rely strongly on employment agencies, social networks, and use newspapers as channel for employment to a higher degree. It is interesting to note that the Serbian respondents from collective centres use more direct approaches to potential employers than other channels.

As for gender differences in job search channels, Serbian women rely on employment agencies comparatively less frequently than men (54% vs. 93%), but approach potential employers directly (32% vs. 7%) and respond to advertisements from newspapers (27% vs. 7%) much more frequently than men. Women and men use social networks equally (54% vs. 53%). Women's job search methods can be described as being more proactive. In the RAE sub-sample, gender differences are not so significant, because both men and women rely mostly on social networks, whether in the form of relatives, friends and acquaintances, or street gatherings.

People's subjective perceptions of the main reasons for unemployment in their household do not only reflect their objective conditions, but also act as an important base for profiling actions and attitudes toward employment, labour market opportunities, individual actions in this respect, and household livelihood strategies.

Respondents were asked to rank the three most important reasons for unemployment in their household. The majority of respondents identified general unemployment in their area of residence as the most important reason (73% of cases); lack of sufficient qualifications (9%) and old age (5%) were the other reasons that some respondents said were most important. Most frequently, respondents said that the second important reason for unemployment in their household was old age (28%), a lack of social networks and connections (26%) or a lack of sufficient qualifications (17%). The third important reason quoted by respondents was discrimination on the labour market (34%), a lack of social networks and connections (18%), or general unemployment in the area of residence (17%).

Perception of the reasons for the unemployment in the household differs significantly between Serbian and RAE IDPs. Serbian IDPs were most likely to quote general unemployment in the area of residence (86% of rank 1 answers), old age and a lack of social networks and connections (34% and 32% of rank 2), and discrimination in the labour market (49% of rank 3) as the most important reason for unemployment. By contrast, RAE respondents most frequently identified a lack of sufficient qualifications as the most important reason for unemployment in the household (45% of rank 1), as well as ethnic affiliation (27% of rank 2), and general unemployment in the area of residence (20% of rank 3).

The only differences between men and women in the Serbian sub-sample in this respect is that women are more likely to name discrimination on the labour market as the third most important reason (54% of women compared to 45% of men). It is important to note that RAE women perceive ethnic affiliation as a reason for unemployment, but not gender affiliation.

These findings lead towards several conclusions:

- Respondents are aware of unfavourable labour market conditions (particularly in segments of the labour force with lower qualifications) that pose limitations to their opportunities for employment.
- RAE respondents perceive that a better labour market position requires higher qualifications.
- A lack of social capital in the form of social networks and connections is recognised by Serbian respondents as an important reason for unemployment.
- Both ethnic groups perceive discrimination on the labour market as a

significant reason for unemployment, but whereas Serbian respondents define it explicitly as discrimination, RAE respondents define it in terms of ethnic affiliation.

- Gender discrimination on the labour market is recognised by Serbian women, but not by RAE women.

It is important to identify which types of employment support are considered by respondents to be appropriate for the changing situation with regard to unemployment. At the level of the entire sample, three types of assistance were most frequently recognised as appropriate: income-generating grants, training and/or financial support for starting own business; and subsidised employment with a private employer.

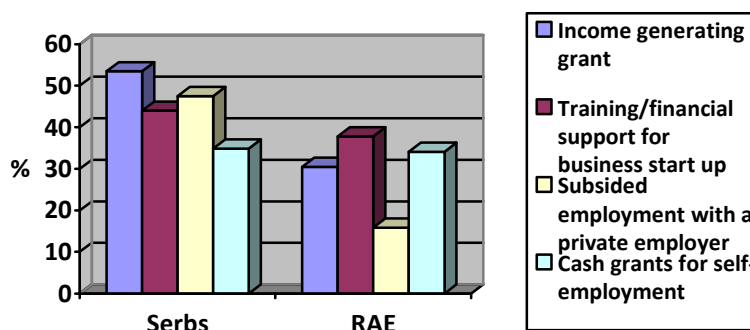
Among RAE respondents, training and/or financial support for starting one's own business was the most desirable form of assistance, followed by cash grants for self-employment and income-generating grants. These forms of assistance are aimed at self-employment and entrepreneurship, and these results are not surprising since the vast majority of RAE IDPs are already engaged in informal self-employment.

These findings, along with the low frequency with which RAE respondents selected education/(re)training, counselling in job centres and subsidised employment with a private employer, may indicate that respondents are oriented towards improving their employment situation without aiming at stronger integration and inclusion into the labour market through mediation mechanisms, active employment training programmes, or employment with private employers. Despite the fact that RAE IDPs recognised insufficient qualifications as an important reason for their unemployment, relatively few of them identified education and (re)training as an appropriate form of support.

Table 17: Perception of support/assistance that can improve employment situation in the household, Serbian and RAE IDPs in Serbia, (% of cases that quoted type of assistance – multiple responses)

Type of support/assistance	Serbs	RAE
Income generating grant	53.5	30.5
Additional education/retraining/scholarship	22.0	14.6
Counselling in job centre	16.0	11.0
Subsidised employment with a private employer	47.5	15.9
Cash grants for self-employment	34.9	34.1
Self-employment benefits	26.7	14.6
Training/financial support for starting own business	44.0	37.8

The most preferred support for employment, Serbs and RAE, in %



There are significant differences in the forms of employment support preferred by Serbian IDPs in collective centres and those in private accommodation, with the former much more enthusiastic about education/(re)training than the latter (80% vs.

15%). It should be noted, however, that for all other forms of support, the amount of IDPs from collective centres that chose such measures were marginal in comparison to the responses from those in private accommodation.

The survey investigated the experiences of households with unemployment support programmes. Only 8.1% of households (46 households) reported that they had recently received some kind of unemployment support. This is an interesting finding given that 71% of households have at least one unemployed person and 41% of households are jobless households.

The major forms of support received were income generating grants, received by 70% of households (32 households), followed by: additional education/retraining for 28% of households (13 households); cash grants for self-employment for 15% of households (7 households); training/financial support for starting one's own business, also received by 15% of households (7 households); self-employment benefits for 6% (3 households); and lastly a scholarship for secondary school and counselling in a job centre, each received by 1 household. Among households that received some form of unemployment support, 79% are Serbian and 21% are RAE households (34 vs. 9 households). Among Serbian households, 29% are in collective centres while 71% are in private accommodation (10 vs. 24 households).

Among all households that received some kind of unemployment support, 49% estimated that this support increased their employment opportunities, 40% claimed that the support helped to some extent, and 11% claimed that the support they had received did not raise their chances of finding employment.

Access to social services

The very situation of displacement causes turbulence in the everyday life and social position of IDP households. They find themselves in a situation where they have a high need for social assistance, but very often they do not know what services they are entitled to and how to exercise their rights. It was noted above that a lack of basic documents generates problems in accessing basic services, especially for RAE households. The survey data show that 35.1% of Serbian households and 60.6% of RAE households have approached social services for assistance. Around two-thirds of Serbian IDP households who approached social services reported not to have experienced any problems, but 75% of RAE households did.

69.8% of Serbian and 62.6% of RAE households know how to obtain information and aid related to accessing social services and assistance. Both groups use all available channels of information about social services, but with different patterns. Data about usage of these channels is presented in Table 18.

Table 18. Channels of information about social services, Serbian and RAE IDPs, in %*

Channel of information	Serbs	RAE
Municipality	37.2	55.6
Local Centre for Social Welfare	32.8	30.3
Local Trustee for refugees	27	26.3
Local IDP association	26.7	8.1
Media	77	40.4
International NGOs	3.5	6.1
Local NGOs	9.5	23.2
Relatives/friends	7.4	10.1

*Total exceeds 100% due to multiple choice questions

It appears that RAE households rely more upon the municipality administration and local NGOs to obtain relevant information about social services, while Serbian households rely more upon the media and IDP associations. Why does this disparity exist? It probably relates to the way in which relevant information is presented rather than to the availability of communication devices (radio, TV, etc). The language in which the information has been presented and the abundance of unfamiliar names

and abstract concepts and procedures mean that much media content is unsuitable for uneducated RAE. That could also explain why RAE prefer direct contact with administrative officials.

Regarding health care, practically all Serbian IDP households have a public health facility in their neighbourhood (99%), while this percentage among RAE households is 90%. However, as much as 46.5% of RAE respondents reported having problems accessing public health services, while this figure is only 11.4% for Serbian households. Major reasons for these problems among RAE households are a lack of necessary documents, a lack of health insurance and a lack of financial means. For Serbian households, the major reasons for not exercising right to public medical care are long distances to the institution and a lack of financial means.

Respondents were also asked about unmet special medical needs in the household. The answers are presented in Table 19.

Table 19. Unmet special needs in terms of health care in the household, Serbian and RAE IDPs, in %*

Service/device needed	Serbs	RAE
Medical needs**	56.5	89.9
Medical devices (hearing aid, glasses, orthopaedic devices)	10.5	4
Diagnostic procedures	.5	6.1
Rehabilitation	22.3	3
Institution for disabled (mentally/physically) household member	1.2	3
Accommodation/care for elderly	.5	1

* Total exceeds 100% due to multiple choice questions

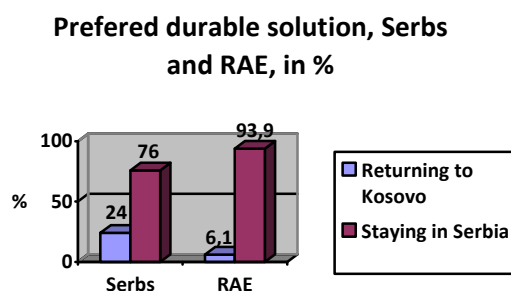
**It is assumed here that respondents did not give an answer about special medical needs, but rather about general ones

Several questions were asked during the survey related to the education of children aged between 6 and 15. This confirmed well-known trends in Serbia: around 40% of the RAE households have children of school age who are not attending school. A positive finding is that only a couple of households reported that one of the reasons their children had dropped out of school was discrimination by other pupils, and no one reported discrimination by teachers. The most frequent reasons for not attending school are a lack of funds, a lack of clothing, and domestic labour. Language barriers and the need to engage a child in additional income activities were mentioned much less frequently.

There was a single child in the sample who attended a special school. The reason reported was that the child had difficulties keeping up in regular school.

Preferred durable solutions and assistance needs

The survey's results on preferred durable solutions confirm that the option to return remains important to IDPs. The number of respondents who openly expressed their wish to return is higher among Serbian IDPs than RAE: 24% of the former and 6.1% of the latter.



In general, respondents were not well informed about their place of origin: 54.5% of RAE and only 34.7% Serbs felt that they had sufficient information about the relevant conditions for returning. The main information that they felt they were lacking is presented in Table 20.

Table 20 Main issues for which information is lacking, Serbian and RAE IDPs, in %*

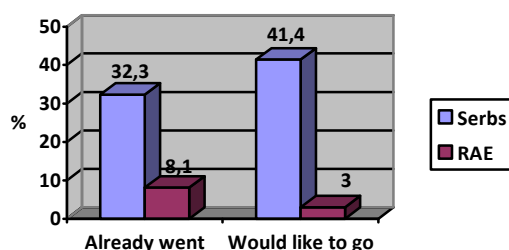
Information lacking about...	Serbs	RAE
Security situation	42.8	19.2
Status related consequences for return process	36.3	15.2
Social assistance/services	3.5	26.3
Access to health care	4	16.2
Privatisation process	7.9	2
State of property	18.4	26.3
Employment opportunities	7	14.1
Educational opportunities	2.6	6.1
Access to legal institutions	6.5	8.1

* Total exceeds 100% due to multiple choice questions

From the table it can be seen that respondents are largely concerned with basic issues relevant for their return such as security, legal status and the state of their property, which suggests that the establishment of better information flows should be the first step in building appropriate assistance to IDPs.

One of the best ways to provide adequate information about the place of origin is through personal visits. However, these visits were not frequent among respondents: only 32.3% of the Serbian and 8.1% of the RAE IDPs had participated in 'go-and-see visits' (GSV). Interest in this type of information is high among Serbian IDPs (41.4%), whereas only 3% of RAE IDP households would like to take part in a GSV.

Go-and-see visits



For those who wish to return, the major reasons to return are of an economic and emotional nature. The three most frequent answers were by far re-possession of property (20.2%), emotional reasons (16.7%) and economic reasons (12.1%). In terms of their expected main needs if they were to return, housing is by far the most important, being named most frequently as the first, second and third most important needs. In Table 21, the main needs of Serbian IDPs were they to return are summarised (the table summarises the responses for first, second and third most important needs).

Table 21 Needs in case of return, Serbian IDPs, in %

Assistance need	%
Housing solution support – full reconstruction	18.6
Income generating assistance	12.6
Non-food items (furniture, firewood, stove, etc.)	12.3
Food assistance	11.2
Legal aid - property	7.9
Housing solution support – partial rehabilitation	1.9
Safety and freedom of movement	1.6
Employment provision	.9

Those who do not wish to return also have an increased need for assistance. It appears that for both Serb and RAE IDPs, 'push' factors are stronger than 'pull' factors. Most respondents from both groups want to stay because they fear for their safety in case of return, their property in Kosovo has been destroyed, and they believe their freedom of movement would be restricted in the place of origin. In addition, there are reasons that are much more present among Serbian than among RAE IDPs, such as better employment opportunities in Serbia, better education and health services, the fact that they have purchased an apartment/house in their new location, etc.

Housing is also the most pressing need for those IDPs who want to stay in Serbia. Housing was the most frequent need, both as the most important reason and across the three most important reasons. These needs are presented in Table 22, which summarises all three ranking positions.

Table 22 Needs in case of staying in Serbia, Serbian and RAE IDPs, in %*

Main need	Serbs	RAE
Housing solution support	51.2	78.1
Income generating assistance	45.1	44.4
Non food items (furniture, firewood, roof reconstruction, etc.)	26.6	31.3
Food assistance	22.5	17.1
Land,	2.8	34.4
Legal aid – property	10	25.2
Legal aid – personal documentation	3.5	20.2
Clothing	.5	15.2
Children education, scholarship	2.1	.6
Employment, any kind of work	.4	0
Moving abroad	.2	0

* Total exceeds 100% due to multiple choice questions

Comparison of IDPs in collective centres and in private accommodation

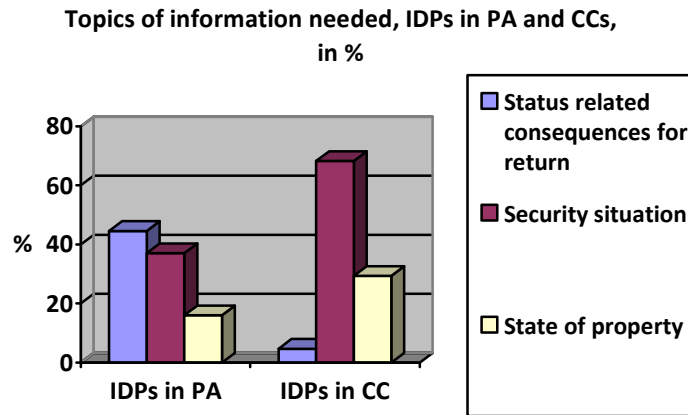
Ten years have passed since a large number of people were displaced both from Kosovo to Serbia and inside Kosovo. For these displaced people, it has been ten years of struggle to survive and to improve their living conditions. One of the major indicators of success in this struggle is finding proper accommodation.

Of the surveyed IDP households in Serbia, 42.2% live in their own apartments/houses, 22.3% live in collective centres, 16.3% rent an apartment or house, 11.5% live in informal camps/barracks, and 7.8% live in relatives' or friends' houses. Almost all IDP households surveyed in private accommodation are Serbs. Only 3% of the surveyed RAE households have their own house or apartment and 4% live with relatives/friends. However, as noted earlier, because of the sample design almost all households in the sample living in informal camps/barracks are RAE, all of them being registered as living in collective centres in Kosovo. This means that practically all information about private accommodation users and about official collective centres is about Serbs, while all information about informal camps concerns RAE. The following paragraphs compare IDPs from official collective centres with IDPs in private accommodation.

Looking at the basic differences in services accessibility and assistance needs between IDPs from Kosovo in Serbia who live in collective centres and those who live in private accommodation, IDPs in private accommodation reported that they were well informed about the situation in their place of origin more frequently than IDPs from collective centres (36.9% and 25.9% respectively). On the other hand, more IDPs in collective centres in Kraljevo took part in GSV to their place of origin than those in private accommodation (40% and 31.2% respectively).

The information needs of the two groups differ slightly. IDPs from private accommodation express the highest degree of interest in information about status-related consequences of the return process (44.6% as compared to 4.7% from collective centres), while households from collective centres more frequently lack information about the security situation (68.2% compared to 37.1% of those in private

accommodation). The third most required type of information concerns the state of the property. This information is needed by 29.4% IDP households in collective centres and 16% in private accommodation.



Overall, the main reasons and motivations expressed for returning are the same, regardless of accommodation: getting back one's property and emotional reasons. Households living in private accommodation also stress economic reasons. The main need in case of return is the same for both groups – support to find a housing solution. However, the second most important need for households in private accommodation is income-generating assistance but food assistance for households in collective centres (the third most important need for privately accommodated households).

Similar to the overall sample, the reasons given for wishing to stay in Serbia relate more to the situation in Kosovo than to prospects in Serbia. Respondents from both types of accommodation make much more frequent mention the bad security situation in Kosovo, fear of ethnic discrimination, restricted movement, repression from the local community, and low trust in Kosovo institutions and local inhabitants than they do of good employment, education and health opportunities in Serbia. To add to this picture, the most frequent 'pull' factor is again the feeling of security and safety in Serbia. Those accommodated in collective centres also mention the proximity of their relatives and friends more often, while they talk of distrust in Kosovo institutions and inhabitants less often than those who live in private accommodation.

Housing solution support is not only the main need expressed by IDP households who wish to stay in Serbia and live in collective centres, but also for those who live in private accommodation. Among the latter group, approximately one-third of IDPs rent an apartment or stay in another person's apartment or house, but even those who have their own solution seek assistance regarding housing. The LSMS survey of IDPs showed that many live in small houses in poor conditions and need better housing solutions. Almost equally important for IDPs who live in private accommodation is assistance in income-generating activities. This also constitutes the second most important need for IDPs in collective centres, but far behind housing needs. In third rank, IDPs in private accommodation name non-food items whereas IDPs in collective centres name food.

Because housing is the most striking need, it is worth looking at which type of housing solution support is preferred by respondents (Table 23).

Table 23 Preferred housing solution support, IDPs in CC and in PA in Serbia, in %

Preferred housing solution support	CC	PA
Current housing adequate	0	21.2
Building materials	14.5	56.6
Possibility for apartment	38.2	8.5
Plot of land	1.3	6
Social housing	25	3
Village house	19.7	3.1
Other	1.3	1.6

Regarding access to social services, 32.9% of IDPs from collective centres and 36.6% of IDPs from private accommodation has approached social services for assistance. A smaller number of respondents from both groups faced problems while accessing social services: 16.5% of the former and 11.7% of the later. For the two groups, the most frequent problem was time consuming and complicated procedures. It seems that IDPs from private accommodation are better informed about procedures for accessing social services (73.5%) whereas 43.5% of those from collective centres feel well informed about this topic.

The major channels for obtaining relevant information about social services differ between the two groups of IDPs. IDPs from private accommodation use more channels of information and use them more frequently. Also, they rely primarily upon the media, while the major source of information for IDPs from collective centres is the municipality. For IDPs in private accommodation, the other important channels are centres for social work, refugee trusts, IDP associations and the local administration (municipality). For those from collective centres, the media is the second most frequent channel of information and centres for social work are in third place.

Regarding health care, both the analysed groups have public health facilities available near their residence (around 99%). Around 13% of IDPs in private accommodation and just 3.5% of IDPs from collective centres in Kraljevo encounter problems accessing health services. The main causes of these problems for IDPs in private accommodation are the large distances from their home to the facilities and a lack of financial means.

There are some special unmet needs regarding medical care: both groups frequently have medical needs (72.9% of IDPs from collective centres and 53.4% of IDPs in private accommodation), and both need rehabilitation (17.6% of IDPs from collective centres and 23.7% of IDPs in private accommodation) and medical devices (14% and 10% respectively). Only rarely did some institution or organisation assist respondents in paying health care costs in the past year: this happened to 9.4% of the IDPs from collective centres and just 1.5% of the IDPs in private accommodation.

DATA ANALYSIS: IDP PROFILING KOSOVO

Demographic characteristics of the surveyed households

Almost all the Albanian IDPs interviewed in the Kosovo sub-sample live in Mitrovica/ë (99.2%). Most of the Serbian IDPs interviewed in Kosovo live in Priština/Prishtinë (30.2%), Štrpce/Shtërpçë (21.7%), Gnjilane/Gjilan (17.1%) and Lipjan/Lipjan (12.4%). Most of RAE IDPs interviewed in Kosovo live in Kosovo Polje/Fushë Kosovë (35.8%), Lipjan/Lipjan (18.5%), Urosevac/Ferizaj (17.3%) and Priština/Prishtinë (14.8%).

All of the Albanians interviewed moved from the northern part of Mitrovica/ë. Most of the Serbian IDPs in Kosovo moved from Priština/Prishtinë (57.4%), Gnjilane/Gjilan (31%) and Prizren (10.9%). Most of the RAE IDPs in Kosovo moved from Priština/Prishtinë (67.9%), Gnjilane/Gjilan (16.7%) and Mitrovica/ë (14.1%).

Women represent not more than one third of all the interviewed persons in Kosovo: 16.3% of Serbs, 30% of RAE, and 36.1% of Albanians.

Access to basic documentation

As in Serbia, in practice the lack of personal documentation in Kosovo represents a problem only for RAE IDPs, 51.9% of which lack some documentation. The most frequent missing documents among the RAE IDP households in Kosovo are passports (55%), driving licences (48%), birth certificates (41%), marriage certificates (31%), personal ID (21%) and health insurance cards (17%).

Around 25% of RAE IDP households face problems because of missing documentation. These problems mostly relate to obtaining social benefits (pensions, unemployment, etc.), exercising property rights and receiving health care.

Where the acquisition of missing documentation is concerned, almost the same conclusions about RAE IDPs in Kosovo can be reached as the sample in Serbia and as in the LSMS study of IDPs. The three major problems are a lack of financial means, a lack of other relevant documents, and (unlike the others) complicated and time-consuming procedures.

Coping capacities

When analysing the economic position of IDPs in Kosovo, it must be taken into account that the general economic situation in Kosovo is worse than in Serbia and that even the position of a large number of domiciled households is fragile. A stagnating economy and a weak labour market mean that only a few options are available to IDP households.

Information on income structure shows that the three ethnic groups have different options at their disposal. For Serbian IDP families in Kosovo, the most frequent primary source of income is the IDP allowance paid by the Serbian state (36.1% families), the second most frequently reported primary source of income is a wage (32.8%), and the third is a pension (23%). For Albanian IDP families, the most important source of income is a wage (44.8%), followed by casual labour income (22.9%) and a pension (8.6%). For RAE IDP families in Kosovo, the most important source of income is social assistance (47.5%), then casual labour (30.5%) and a pension (10.2%).

From this data it can be concluded that Albanian IDPs in Kosovo rely on the labour market more often than other two groups and the formal market more than the

informal.²² Serbs and RAE rely more on state support. However, as in Serbia, Serbian IDP families use the IDP allowance while RAE use the more usual form of social assistance (family allowance). Turning to the labour market, Serbs are more likely to be part of the formal labour market while RAE are more likely to be part of the informal (casual) labour market. These results are confirmed by the appearance of different sources of income in all three ranking positions (Table 23).

Table 23 Major sources of income summarising three ranking positions, Serbian, Albanian and RAE IDP families in Kosovo, in %

Source of income	Serbs	Albanians	RAE
Wage	26.2	21.7	8.1
Casual labour income	3.8	17.4	32.4
Pension	25.1	12.2	12.2
IDP allowance	31.7	0	0
Social assistance (incl. child allowance)	14.2	7.8	40.5
Petty trade	0	12.2	0
Humanitarian aid	0	.5	0
Begging	0	1.3	4

From the above table it can be seen that the income of the Serbian IDP community in Kosovo depends heavily on social transfers from the Serbian state. RAE families are in the most fragile position, with income mostly stemming from poor social assistance and unstable casual labour. Albanian IDP families have the most diversified income structure of the three groups and rely much more on work than on assistance or transfers.

In the surveyed sample in Kosovo, 45% of the Serbian, 57.3% of the Albanian and 3.8% of the RAE IDP households pay for rent. For the vast majority of Serbs (96%), rent represents up to 50% of total household income. Among Albanian IDPs, however, 56% report that rent constitutes more than 50% of total household income. Again, Albanian IDPs are much more exposed to the market than Serbs and RAE because a larger proportion of them have to pay rent and because they often pay more than Serbian IDPs.

Table 24 Major components of expenditure/cost in households, Serbs, Albanians and RAE, in %

Components of expenditure	Serbs	Albanians	RAE
Rent	16.2	17.2	1.2
Bills (heating and electricity)*	10.2	25	19
Health care	4.3	6.9	24.1
Medicine	10.5	2.5	13.2
School fees/education costs	15.1	13.8	1.7
Food	35.8	25	36.8
Clothing	5.1	5.6	2.9

*None of the Serbian IDP households reported paying electricity

As expected, food, rent and housing bills make up the largest part of expenditure for Serbian and Albanian households (with the exception that Serbian IDPs in Kosovo have privileges regarding electricity bills). RAE report low costs for education, but high costs for health care and medicine. This is because RAE children often leave school early and most RAE lack basic documents and thus do not have free access to public health care.

With regard to education at pre-school age, the level of pre-school care attendance is highest among Albanian children (22.2%) and less for Serbian and RAE children (7.6% and 5.8%). School attendance for children aged 7-14 is similar among Serbian and Albanian children (95.6% and 90.9%) but much lower among RAE children (56.5%). At high school level, RAE children are represented to an even lesser extent, with only 25% attending education; this proportion is 76% among Serbian children and 69% among Albanian children. At age 19-30, no RAE IDP in the sample reported

²² Here we suppose that most of casual labour is being realized in informal, 'grey' economy.

attending university, compared to 22% of Serbian IDPs and 22.2% of Albanian IDPs who are students.

The actual educational structure of the three groups gives a slightly different picture. The formal education completed by the respondents is presented in Table 25.

Table 25 Formal education completed, Serbian, Albanian and RAE IDPs, in %

Achieved level of education	Serbs	Albanians	RAE*
None	3.4	3	37.2
Uncompleted primary	.6	1.5	27.3
Primary	20.1	15.2	25.2
Secondary	64.7	57.3	5
University	11.1	21.8	.4

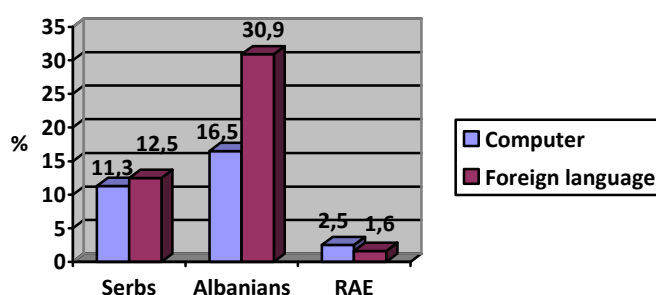
* There are 3.5% RAE and .9% Albanians who are at apprenticeship/training

While the vast majority of Albanians and Serbs surveyed have at least secondary school qualifications, most RAE have very little education, with only 25% having completed primary school and just 5% having finished secondary school. However, it is also interesting that there are twice as many Albanian IDPs with university education as there are Serbian IDPs. An explanation could probably be found in the fact that most Albanian IDPs in the sample have moved from urban areas surrounding Mitrovica/ë, whereas the Serbian IDP sample consists largely of people from rural areas.

Albanian IDPs use opportunities for additional schooling more frequently than Serbs and especially RAE. Slightly more than one third of Albanian IDPs attend some course, seminar, training or additional education, while this figure is around 10% for Serbs and 4% for RAE.

Compared to Serbian IDPs, a slightly higher percentage of Albanian IDPs have additional skills, primarily computer and language skills. Among the Albanian IDPs surveyed, 16.5% have computer skills, compared to 11.3% among Serbs, and 30.9% know a foreign language, compared to 12.5% among Serbs.²³ RAE largely lack these skills – only 2.5% know how to use a computer and just 1.6% have a foreign language. On the other hand, 10.1% of RAE reported physical labour as an additional skill.

Additional skills, Serbs, Albanians and RAE, in %



Concerning health problems and other vulnerabilities, there is no significant differences between the three groups, except for the fact that 6.5% of RAE claimed that they were extremely poor, compared to 1.3% of Albanians, while no Serbs at all reported living in extreme poverty.

²³ It is possible that many Albanians who lived in a city where Serbs were the majority consider knowledge of the Serbian language as a language skill.

The following table presents respondents' views on the strength of the social ties and social capital which help them to address the different problems they face in everyday life.

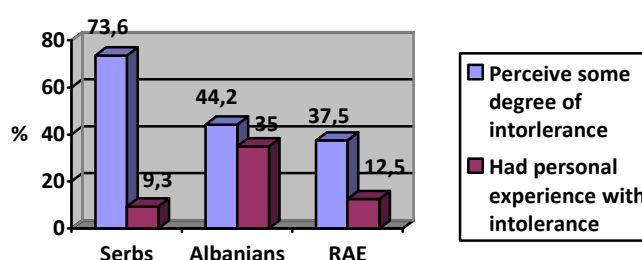
Table 26. Social capital, Serbian, Albanian and RAE IDPs in Serbia, in %

The problem for which assistance is needed	Who the IDPs address when in need?											
	IDP community			Local community			Institutions			No one		
	Ser	Alb	RAE	Ser	Alb	RAE	Ser	Alb	RAE	Ser	Alb	RAE
Finding job	0.8	48.3	35.8	0	48.3	56.3	0.8	0	2.5	99.2	45	11.3
Accessing services	0.8	48.3	32.5	0	48.3	56.3	0	0.8	3.8	99.2	44.2	11.3
Housing/econ problems	0	48.3	33.8	0	48.3	56.3	0.8	0	3.8	99.2	45	11.3
Emotional support	0	48.3	33.8	0	48.3	55.0	0	0	3.8	100	45	12.5

The table above shows that Serbian IDPs perceive themselves as very isolated, without anyone to rely on for assistance and support. They virtually always rely upon themselves when facing problems, and do not turn to the IDP community, the local community or institutions when in need. Albanians and RAE display similar forms of social capital. There is a slight difference in the sense that Albanians rely equally upon the IDP community and the local community, whereas RAE rely more upon the local community. IDPs in Kosovo rely upon institutions even less than those in Serbia.

58.9% of Serbian, 50% of Albanian and 58.8% of RAE respondents reported they live near family and relatives. 94.6% of Serbian, 79.2% of Albanian and 20% of RAE IDPs do not take part in any social activities in the local community. Those that do much more often engage with the local domiciled population than within the IDP community. In this regard, it should also be noted that only 26.4% of Serbian IDPs do not feel that the local domiciled population is intolerant to IDPs, compared to 55.8% of Albanians and 62.5% of RAE. However, only 9.3% of all Serbian respondents said that they had personal experience of discrimination, while 35% of Albanians and 12.5% of RAE reported such experiences.

Perception of and experience with intolerance, Serbs, Albanians and RAE, in %



Employment, livelihood strategies and coping mechanisms

According to basic labour market indicators, the labour market position of IDPs in Kosovo is significantly less favourable than that of IDPs in Serbia. Unfortunately, no recent data exists on the labour market position of the general population in Kosovo that would have enabled comparative analysis. The most recent data available from a labour force survey dates from 2006 and indicates less favourable conditions in the Kosovo labour market than in Serbia, with an activity rate of 52%, an employment rate of 29% and an unemployment rate of 45% (Statistical Office of Kosovo, Labour Market Statistics, 2006:13).

The basic labour market indicators show large differences between the labour market positions of the three ethnic IDP groups.

Table 27: Indicators of labour market position – working age Serbian, Albanian and RAE IDPs in Kosovo, in %

Indicators	IDPs according to ethnicity		
	Serbs	Albanians	RAE
Activity rate	77.5	60.6	66.9
Employment rate	23.4	35.3	14.1
Unemployment rate	69.5	41.8	78.8
Inactivity rate	22.4	39.3	33.0

Comparative analysis of the three groups' labour market positions indicates that all IDPs in Kosovo are in an unfavourable labour market position. However, employment and unemployment rates show that the Serbian and RAE IDPs are in a significantly worse position than Albanian IDPs.

A comparison of activity status according to type of accommodation shows that for both Serbian and Albanian IDPs, the position of IDPs in collective centres is significantly worse than those accommodated in private settings. Differences in this respect are much more pronounced among Albanian IDPs.

Table 28 Working age Serbian and Albanian IDPs according to activity status and type of accommodation, 2008, in %

Indicator	Serbian IDPs		Albanian IDPs	
	CC	PA	CC	PA
Employed	18.7	26.9	17.3	39.4
Unemployed	56.3	52.3	46.7	20.5
Inactive	25.0	20.8	36.0	40.1

Because of the significant differences between the three ethnic IDP groups in Kosovo, they will be analysed separately in a comparative perspective. RAE IDPs will be excluded from comparison on some levels of analysis because of the smaller size of the sample.

Impact of displacement on employment status

The survey findings indicate that displacement had a strong impact on the activity status of IDPs in Kosovo. Comparative data on activity status before displacement, one year after displacement and in 2008 indicate a significant deterioration of the labour market position one year after displacement for all three groups. Only modest improvements can be noticed between the two last periods observed, and the activity status of IDPs in 2008 is still much worse than it was before displacement. The proportion of IDPs that are unemployed remains twice the pre-displacement level; the proportion of people who are employed has increased to just half the pre-displacement level; and while the proportion of informally employed IDPs remains stable, the proportion of inactive IDPs is decreasing, indicating that more people are attempting to provide for their household's livelihood in very difficult situations.

Table 29: IDPs according to activity status before, one year after displacement and in 2008, in %

Activity status	Before displacement	One year after displacement	2008
Unemployed	17.7	40.9	35.9
Formally employed	31.1	9.7	16.4
Informally employed	7.0	8.4	8.3
Inactive	44.2	41.0	39.4
Total	100	100	100

The impact of displacement on activity status is more pronounced for Serbian IDPs than for RAE and Albanian IDPs. In the pre-displacement period there was higher activity in the Serbian sub-sample than in the Albanian and RAE samples. The Serbian group featured the highest proportion of formally employed people, an absence of informal employment and a low proportion of unemployed people.

However, displacement had the strongest impact on the Serbian IDP population, with a six-fold increase in the proportion of unemployed people and a decrease in the proportion of employed people from 58% to less than 10%. It should be noted that a modest recovery has been observed between the two last periods.

The impact of displacement on the Albanian IDPs in the sample was not so noticeable, but their labour market position was already very poor before displacement. The proportion of informally employed people has increased among Albanian IDPs, while the data suggests that RAE IDPs experience difficulties entering both the formal and informal labour markets.

Table 30: IDPs according to ethnicity and activity status before, one year after displacement and in 2008, 15 and older, in %

Activity status	Serbian IDPs			Albanian IDPs			RAE IDPs		
	Before	One year after	2008	Before	One year after	2008	Before	One year after	2008
Unemployed	9.2	61.3	48.6	19.0	23.7	23.2	27.6	53.1	51.0
Formally employed	58.7	9.7	20.2	17.4	11.9	16.7	21.1	3.4	8.6
Informally employed	-	-	0.4	11.0	14.6	14.5	8.1	6.1	4.0
Inactive	32.2	29.0	30.9	52.5	49.8	45.6	43.2	37.4	36.4
Total	100	100	100	100	100	100	100	100	100

From a gender perspective, the effect of the displacement on the activity status of men and women differ among the three groups. But collectively for all three ethnic groups, gender differences were significant before displacement.

Among Serbian IDPs, there were significant gender differences in employment status before displacement: 46% of women were formally employed, compared to 70% of men. After displacement, the huge drop in employment effectively eliminated these differences: one year after displacement, the proportion of employed women fell to 8% while the proportion of employed men fell to 10%.

Data for 2008 indicates a similar trend, with 19% of the women from the sample being formally employed and 21% of the men. However, displacement had different effects on the activity status of women and men. While men to a large extent became unemployed, women became either unemployed or inactive. In 2008, 38% of women were unemployed while 42% were inactive; among men, 57% were unemployed and only 20% inactive.

Before the displacement of Albanian IDPs, the main gender differences were that there was a significantly lower proportion of inactive persons among men (44% of men compared to 61% of women), a slightly larger proportion of formally employed men (19% vs. 16%), twice the proportion of informally employed men as women (14.2% vs. 7.8%) and a significantly larger proportion of unemployed men (23% vs. 15%).

Despite changes in activity status, the relative differences between men and women remained almost the same after displacement. The proportion of unemployed women was 20% compared to 26% of men. The proportion of formally employed people in both gender groups was 17%. The proportion of informally employed men was twice that of women (20% vs. 9%), and the proportion of inactive women remained much higher than that of men (54% vs. 37%). However, it is important to note a modest decrease in the proportion of inactive women between the observed periods.

Among RAE IDPs, displacement induced changes in the activity structure of both gender groups, but relative differences remained similar. Before displacement, RAE women were largely inactive (75.5%), while men were largely employed (38% formally employed and 14% informally). After displacement, the proportion of inactive women decreased moderately (to 68%) while the proportion of unemployed women increased from 15% before displacement to 27% in 2008. For male RAE IDPs, displacement mostly caused an increase in the proportion of unemployed people (41% before displacement, 80% one year after displacement, and 74% in 2008).

Characteristics of employment

Displacement led to a sharp decrease in formal employment and an increase in informal employment. Before displacement, 81.7% of the IDPs from the Kosovo sample that were employed before displacement were employed formally. Among those who were employed informally, 76% were Albanians and 24% were RAE respondents; 32% were women and 68% were men.

One year after displacement, formal employment among employed IDPs decreased to 53.5%, while informal employment increased to 46.5%. Judging from data for 2008, this trend has reversed, as informal employment dropped to 33.5% of total employment. Among those who were informally employed in 2008, a vast majority (90.5%) were Albanians.

The employment structure according to sector changed significantly since displacement. Employment in industry has decreased significantly, while employment in social services, including education, healthcare, social protection and other social services, has almost doubled. In addition, employment in trade and restaurants and in public administration has increased moderately.

Table 31: Employment according to industrial sector, comparative data: before displacement, one year after displacement and in 2008, in %

Sector	Before displacement	One year after displacement	In 2008
Agriculture	2.6	1.9	1.9
Industry	30.1	2.6	4.2
Construction	6.1	6.5	5.2
Artisan & metalwork	7.3	7.7	4.7
Trade & restaurants	13.1	20.0	17.0
Transport & communication	2.3	3.2	3.8
Social services	23.4	42.5	44.8
Public administration	6.7	4.5	10.4
Other/unknown	8.2	11.1	8.0
Total	100	100	100

When analysing the three ethnic groups of IDPs separately, significant differences can be observed. Among Serbian IDPs employed before displacement, the highest proportion was employed in industry (44.5%), while employment in social services accounted for 24% and public administration 12.2%. One year after displacement, most of those that were employed were working in social services (73.1%), while employment in all other sectors decreased below the pre-displacement level. This may indicate that people employed in the social services sector managed to maintain their jobs to a higher extent than people in other sectors, particularly those who were employed in industry, where the proportion decreased to 3.8%. The data for 2008 shows significant changes, in that employment in public administration increased to 26%, while employment in social services remained high (51%) and employment in other sectors remained very low.

Before displacement, Albanian IDPs were mostly employed in three sectors: social services accounted for 26.6% of employed people, trade and restaurants for 24.1% and industry for 15.3%. One year after displacement, the employment structure had changed in a manner similar to that observed for Serbian IDPs, i.e. a decrease of

employment in industry to 2.6%, increase of the proportion of employed people working in social services to 37.4%, but also a slight increase of employment in trade and restaurants to 26.1%. Data for 2008 indicates that employment in trade and restaurants remained at the same level while employment in social services increased, accounting for 40.4% of total employment among Albanian IDPs.

Changes in the occupational structure of IDPs after displacement indicate a decrease in all occupational groups except professionals. Given that the main trend after displacement was a decrease in overall employment, this indicates that highly educated employees managed to preserve their jobs to a larger extent than other occupational groups.

Table 32: IDPs in Kosovo according to occupation comparative data: before displacement, one year after displacement and in 2008, in %

Occupation	Before displacement	One year after displacement	In 2008
Politicians, managers, entrepreneurs	0.3	0.7	2.0
Professionals	4.8	10.7	12.3
Technicians and clerks	27.2	19.4	23.5
Highly qualified, qualified workers in industry and services	14.8	4.0	2.9
Non-qualified workers in industry and services	18.4	22.1	19.1
Workers in agriculture	1.8	3.4	3.4
Other/unknown	32.6	39.6	36.8
Total	100	100	100

When the occupational structure for each ethnic group is observed separately, it can be noticed that the groups experienced different changes. For the Serbian sub-sample, all occupational groups except professionals had seen a decrease in their share of total employment one year after displacement. In 2008, the proportion of the professionals decreased moderately (from 16% to 11%) but had still almost tripled compared to the pre-displacement period. Meanwhile, technicians and clerks rose from 28% to 41.6% in the two observed periods after displacement.

Among Albanian IDPs after displacement, the share of all occupational groups decreased except for professionals and non-qualified workers, whose share increased moderately. For RAE IDPs, employment only included non-qualified work in 2008. The occupational structures of employed Serbian and Albanian IDPs are presented in Table 33.

Table 33: IDPs in Kosovo according to occupation and ethnicity in 2008, in %

Occupation	Ethnicity	
	Serbs	Albanians
Politicians, managers, entrepreneurs	-	2.2
Professionals	11.3	14.2
Technicians and clerks	41.6	17.9
Highly qualified, qualified workers in industry and services	7.5	1.5
Non-qualified workers in industry and services	7.5	23.1
Workers in agriculture	-	5.2
Other/unknown	32.1	35.8
Total	100	100

Substantial occupational differences between men and women exist among employed respondents of Serbian and Albanian ethnicity. For the Serbian sub-sample, more than half the women are technicians or clerks. Among Serbian men, technicians or clerks account for a sizeable proportion, but somewhat lower than for women. Despite a generally worse employment and activity position, Albanian women have a better occupational structure than Albanian men, with a larger proportion of professionals, clerks and technicians and a lower proportion of non-qualified workers.

Table 34: IDPs in Kosovo according to ethnicity, occupation and gender, in %

Occupation	Serbian IDPs		Albanian IDPs	
	Female	Male	Female	Male
Politicians, managers, entrepreneurs	-	-	1.9	2.5
Professionals	12.5	10.3	18.5	11.3
Technicians and clerks	54.1	34.0	22.3	15.0
Highly qualified, qualified workers in industry and services	8.3	6.9	1.9	1.3
Non-qualified workers in industry and services	4.2	10.3	16.7	27.5
Workers in agriculture	-	-	3.7	6.3
Other/unknown	20.8	41.4	35.2	36.3
Total	100	100	100	100

Self-employment and entrepreneurship account for a very small proportion of employed IDPs, with 90.5% of employed respondents having waged labour. Among Kosovo IDPs, 30.8% are employed with a formal long-term labour contract, 36.7% are employed with a formal short-term contract and 28% work without a formal contract, while the rest work with different types of seasonal, occasional part-time contracts.

Livelihood strategies and coping mechanisms

IDP households in Kosovo are on average larger than IDP households in Serbia, which means that they have higher expenses but also more human resources to use in the development of coping strategies. The average household size for Serbs was 4.1 members; it is 5.1 for Albanians, and 6.4 members for RAE.

Unemployment is one of the most important problems faced by households from the sample. In Table 35, households are classified according to their employment characteristics. Classification is based on the main activity status of all household members and does not include additional work activities.

From the data presented it is apparent that the majority of Serbian households base their livelihood on formal employment, while Albanian households are engaged equally in formal and informal employment. RAE households are dominated by jobless households.

Table 35: IDP households according to employment situation and ethnicity, in %

Employment characteristics	Serbs	Albanians	RAE
Households with formally employed member(s)	40.4	27.8	13.0
Households with informally employed member(s)	0.9	27.8	8-5
Household with both formally and informally employed member(s)	-	14.2	-
Jobless households	51.4	25.8	74.4
Inactive households	7.3	4.4	4.0
Total	100	100	100

The high proportion of jobless households in all observed groups indicates the severe problems of providing a decent livelihood for a large number of households. Again, significant differences can be noticed between Albanian households accommodated in collective centres and those in private accommodation; 55% of the households from first group are jobless, compared to 17% in the second group.

Apart from the basic working activities of households presented in Table 35, the survey data also indicates that 32.5% of the households perform additional working activities. More than half of these households are Albanian (54%), while 27% are RAE

households and 19% are Serbian households. Households accommodated in private housing more frequently perform additional work than households in collective centres: among Serbian IDPs, 16% of the households in private accommodation reported additional work, while only 3% of the households in collective centres reported doing so; among Albanian IDPs, 39% of households in private accommodation reported additional work and 14% of households from collective centres.

Small-scale trade is the most frequent additional labour activity, with 46% of the households that perform additional work reporting this form of activity. Additionally, 16% of the households gather and sell scrap and paper, 8% reported collecting food from garbage containers, and other activities represent less than 5% of the additional labour activity.

IDPs households in Kosovo also face serious problems with unemployment. Within the entire sample, 65.5% of the households reported at least one unemployed member. The RAE sub-sample displays the highest proportion of households having unemployment problems (78%), followed by Serbian households in private accommodation (75% of households) and Albanian households in collective centres (71%). 61% of Serbian IDP households in collective centres have unemployed members and, 48% of Albanian IDPs households in private accommodation have at least one unemployed person.

Despite serious problems with unemployment, only 25% of unemployed individuals said that they were looking for a job. Among unemployed Serbian IDPs, 48% were looking for a job, compared to 10% among unemployed Albanian IDPs and 14% among unemployed RAE. For both Serbian and Albanian IDPs, a higher proportion of unemployed people from collective centres are looking for job than their ethnic counterparts in private accommodation.

For the Kosovo IDP sample, the most frequently reported reason for not seeking a job is old age (56%), illness or disability preventing work (22%), taking care of children/family (17%), and seasonal work (16%). Other reasons include undertaking training or education and relying on social benefits (5.2% each), while 1.7% had given up looking. There are several differences between ethnic groups: for Serbian IDPs, the major reason is old age (quoted by 78% of respondents); family reasons are the most frequent reason among Albanian IDPs (39%); while the most frequent reasons reported by RAE IDPs were seasonal work (34%), illiteracy (25%) and relying on social benefits (12%).

There are differences between Albanian IDPs in collective centres and those in private accommodation. IDPs accommodated in collective centres report old age and taking care of family as major reasons for not seeking a job more frequently than their ethnic counterparts living in private accommodation (50% vs. 31% for old age and 43% vs. 18% for family care). Gender differences do not appear as significant as accommodation in this respect, even in the category that quoted taking care of family as a reason for not looking for employment.

Differences can also be noticed according to the channels that unemployed persons use to search for a job. Though social networks – relatives, friends, and acquaintances – generally represent the major channel for job searches, beyond these differences can be noted according to ethnicity, gender and type of accommodation.

Table 36: Serbian, Albanian and RAE IDPs in Kosovo according to channels for seeking employment, (% of 'yes' answers – multiple responses)

Channel	IDPs according to ethnicity		
	Serbs	Albanians	RAE
Employment agencies	41.6	27.7	46.8
Approaching employers	33.6	3.6	3.8
Through social networks	22.1	49.1	73.4
Placing ads in newspapers	0.9	50.9	6.3
Job fairs, clubs	-	-	1.3
Responding to ads from newspapers	1.8	45.5	2.5
Street gatherings	1.8	2.7	31.6
Attempt to start own business	0.9	0.9	-
Through NGOs	5.3	17.0	12.7

From the data presented, it is apparent that:

- 1) Serbian and RAE IDPs rely more on employment agencies than Albanian respondents (it is interesting that RAE in Kosovo use the services of employment agencies more than their counterparts in Serbia);
- 2) Serbian respondents use social networks less than unemployed Albanians and RAE;
- 3) Albanian respondents use newspapers much more (both to place and respond to advertisements) than respondents from the other two ethnicities;
- 4) RAE IDPs use social networks such as street gatherings more than Albanian and Serbian IDPs.

Perceptions of the main reasons for unemployment in IDP households show that Kosovo IDPs experience similar obstacles as IDPs in Serbia: general unemployment in the area of residence, a lack of social networks, and discrimination on the labour market. The main differences between IDPs in Serbia and in Kosovo are that Kosovo IDPs are less likely to mention low qualifications and more frequently identify restricted freedom of movement as reasons for unemployment. Respondents were asked to rank the three main reasons for unemployment; the results are presented in the figure below.

Differences between Serbian and Albanian IDPs are insignificant, as both groups perceive the same obstacles to be most important. RAE respondents differ from the two previous groups in that they do not identify restricted freedom of movement as a substantial obstacle, but name lack of qualifications as a problem much more frequently. Gender differences appear to be insignificant, and it is important to note that women do not identify gender-based discrimination in the labour market as a reason for unemployment in the household.

It is important to identify which types of employment support the respondents recognise as appropriate to change their unemployment situation. Unlike the IDP sample in Serbia, Kosovo respondents preferred support for self-employment and entrepreneurship. Other forms of support were preferred only in marginal numbers. Income-generating grants were identified as an appropriate form of support by 62% of respondents, followed by cash grants for self-employment (56%), self-employment benefits (34%), and training/financial support to entrepreneurship (28%).

The following differences between the three ethnic groups can be noted:

- Although income-generating grants are the most desirable form of support for all three groups, Serbian and RAE respondents quoted this form of support more often than Albanians (65% of Serbian, 71% of RAE and 54% of Albanian respondents).
- Although counselling at job centres, subsidised employment with a private employer and additional education/(re)training are rarely preferred as support mechanisms, they are named more frequently by Albanian respondents than by Serbians and RAE.
- While support for self-employment is equally preferred by all three groups,

support for entrepreneurship was chosen much more frequently by Albanian and RAE respondents than by Serbian respondents (39% of Albanians, 41% of RAE and only 2% of Serbians).

There are no statistically significant gender-based differences in preferred support in the Kosovo sub-sample, nor differences between IDPs in collective centres and in private accommodation.

From the data presented it can be concluded that displacement has had a significant negative impact on the labour market position and livelihood opportunities of IDP households and individuals. The most crucial characteristics of the labour market position of IDPs in Kosovo are a decrease in employment, an increase in unemployment and an increase in informal employment. However, Serbian IDPs have a comparatively better basic labour market position than Albanian and RAE IDPs in Kosovo. In all three ethnic groups, the position of women on the labour market is worse than that of men. The position of Albanian IDPs from collective centres is significantly worse than those in private accommodation; in the Serbian sub-sample, such differences are not significant.

Displacement has also had an impact on the professional structure and sectors of employment of the employed population. A large number of households facing problems relating to unemployment but only a small number of households have so far been supported by the various employment programmes. Many households attempt to compensate for their poor employment situation by occasional and additional work, but additional activities reported are mostly informal and in low-qualified jobs.

Access to social services

The isolation of Serbian IDPs in Kosovo from the surrounding society, indicated by responses on social capital, is also apparent when their approach to social services is investigated: 19.4% of Serbian IDPs, 50% of Albanian IDPs and 81.3% of RAE IDPs in Kosovo report having asked for some assistance. Interestingly, it is RAE respondents who most frequently state that they have not approached social services because they do not have any problems (36.3%, compared to 13.2% of Serbs and 5.8% of Albanians). All three groups often complain of complicated and time-consuming procedures (Serbs 15.5%, Albanians 25%, RAE 18.8%). Other important problems for Serbian IDPs when approaching social services for assistance are: a lack of necessary documents (9.3%); corruption among administrative staff (9.3%); and the rudeness of administrative staff (7.8%). For Albanian IDPs, the most frequent problems are the rudeness of administrative staff and the lack of a permanent address (18.3% each). For RAE IDPs, the major problem is a lack of necessary documents (22.5%).

Although only a very small number of respondents said that lack of information was a problem for getting social assistance, when asked specifically if they felt well-informed about how to exercise their rights to social services and assistance, only 12.4% of the Serbs said that they did. This figure is 67.5% for Albanians and 92.5% for RAE. The proportions are similar when asked if they know how to obtain such information. Serbs and RAE IDPs use the Centres for Social Welfare and the municipal administration as the primary source of information about their rights to social services and assistance. The third most frequent source for Serbs is the media, while for RAE it is local NGOs. For Albanians these sources are in a different order – municipal administration is most important, followed by the media and the Centres for Social Welfare.

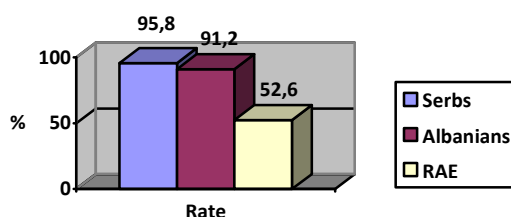
In terms of health care, all RAE respondents and 98.4% of Serbian respondents have public health facilities near their residence. For Albanians, this figure is somewhat lower, amounting to 80.8%. Very few Serbs IDPs reported encountering problems accessing public health services. However, among Albanian and RAE IDPs, 22.5% and 25% reported having faced such problems. Both groups name the lack of financial means (13.3% and 3.3% respectively) and the lack of health insurance (11.7% and

5%, respectively) as the major causes for these problems.

The most frequent unmet special need in households for all three groups was medical devices (hearing aids, glasses, orthopaedic devices, etc.). 14% of Serbian households, 22.5% of Albanian households and 6.3% of RAE households expressed such a need. No other need was expressed by Serbs and RAE in significant numbers; Albanians also mentioned rehabilitation (11.7%) and diagnostic procedures (10.8%). IDPs have virtually no assistance for payment of health care services. The RAE IDP group displayed the largest proportion of households who had had such assistance – 3.8%.

Concerning education services for households with children aged 6-15, 47.4% of such RAE households reported that their children did not attend school regularly. Among Serbian households of this kind the rate was 4.2%, and 8.8% among Albanian households. The major reasons given for RAE children not attending school are a lack of funds (59.3%), a lack of appropriate clothing (33.3%) and the need for the child to provide additional income to household (22.2%). No complaints about discrimination by teachers or other pupils were reported. There was one child among the Serbian IDPs and one among the Albanian IDPs in Kosovo who attended special schools.

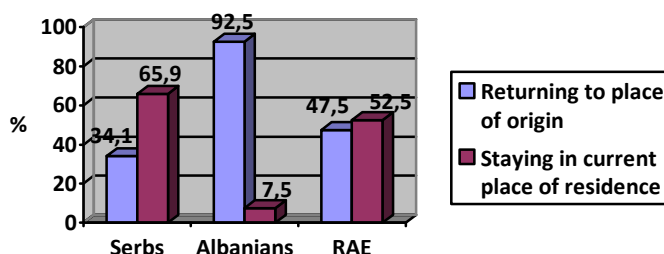
Households with school age children attending school, Serbs, Albanians and RAE, in %



Preferred durable solutions and assistance needs

The three ethnic groups investigated in Kosovo showed very different attitudes towards returning to their place of origin. 34.1% of Serbian IDPs, 92.5% of Albanian IDPs and 47.5% of RAE IDPs named return as a durable solution.

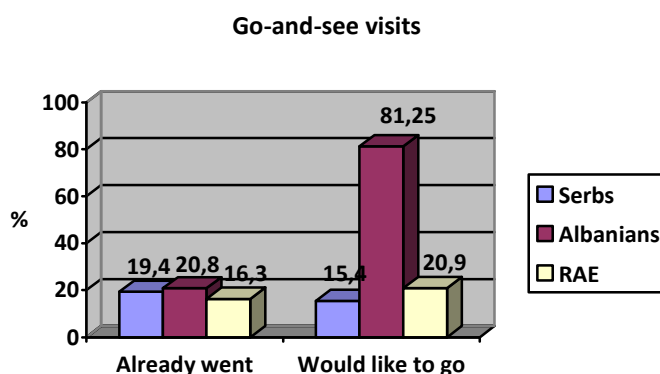
Preferred durable solution, Serbs, Albanians and RAE, in %



Most Serbian IDPs (79.9%) feel that they are well-informed about their place of origin. This figure is only 13.3% among Albanians and 53.8% among RAE. Albanians report lacking much information about their former homes and neighbourhood, naming the security situation (82.5%), the state of property (50.8%), status-related consequences (45%), access to legal institutions (25.8%), and employment opportunities (15.8%) as

concerns. RAE IDPs mostly lack information about status-related consequences (23.8%), the security situation (21.3%) and employment opportunities (17.5%). The only concern held by a significant number of Serbian IDPs who reported lacking of information about their place of origin was related to the security situation (11.6%).

A similar proportion of all three groups had participated in GSV: 19.4% of Serbian IDPs, 20.8% of Albanian IDPs and 16.3% of RAE IDPs. Albanian IDPs have participated in GSV since 2000, while most RAE and Serbian IDPs only participated in GSV since 2005. Among those who have not yet done so, interest in undertaking a GSV was high only among Albanians (81.25%), compared to 15.4% of Serbian IDPs and 20.9% of RAE IDPs.



The three major reasons for Serbian IDPs in Kosovo to return to place of origin are the lack of prospects in the place of their displacement (86%), to get back their property (72.1%), and better opportunities (27.9%). For Albanian IDPs, the three main reasons are getting back their property (98.5%), emotional reasons (83.6%) and economic reasons (61.8%). RAE IDPs most frequently report the following reasons to return: better employment opportunities (63.2%), economic reasons (43.8%) and the lack of prospects in their place of displacement (27.1%). Since the respondents' lack of prospects can largely be equated with economic reasons, there is no doubt that economic reasons dominate IDPs' orientation towards returning. It is only Albanians that put emotional reasons high on their list of reasons for returning.

For all three groups, the most striking need if they were to return is support for the full reconstruction of their housing. Among Albanians, this need is accompanied by a desire for income-generating assistance. Bringing together the three most important needs given by respondents shows the priority of needs as presented in the following table.

Table 37 Most pressing needs in case of returning, Serbian, Albanian and RAE IDPs in Kosovo, in %

Assistance need	Serbs	Albanians	RAE
Housing solution support – full reconstruction	33.7	21.5	49.3
Housing solution support – partial rehabilitation	12.1	12.1	4
Income generating assistance	28.9	20.8	12
Legal aid – property	12.1	15.3	6.7
Food assistance	4.8	10.4	5.3
Non-food items	0	14.6	18.7
Safety and freedom of movement	6	0	0

It appears that housing and income-generating programmes would be most appropriate to support IDPs in Kosovo who wish to return to their place of origin. Attention should also be paid to the need for non-food items.

Regarding those IDPs in Kosovo who do not want to return to their place of origin, only data about Serbs and RAE will be presented, since the number of Albanians in this

group is insufficient for statistically reliable conclusions.

Among Serbian IDPs, by far the most prominent reasons for not wanting to return relate to security, freedom and (dis)trust. The four most common answers given for not wanting to return were: 1) safety and security; 2) bad security and an unstable situation; 3) restricted freedom of movement in the place of origin; and 4) limited trust in the local population and fear. These 'push' factors were named much more frequently than 'pull' factors such as better opportunities for employment, for children to attend school or for better health care. For RAE IDPs, the situation is different in that while they also emphasise 'push' factors (security, freedom of movement, fear from hostility and repercussions), they name 'pull' factors more frequently than Serbian IDPs. Better employment opportunities and a general feeling of being accustomed to the new environment are the main reasons keeping them in their new place of residence.

For both Serbian and RAE IDPs, the most striking need for those who do not want to return is housing support. Bringing together the three most important needs listed by respondents gives the list of priorities presented in Table 38.

Table 38 Most pressing needs in case of not returning, Serbian and RAE IDPs in Kosovo, in %

Assistance need	Serbs	RAE
Housing solution support	50.6	40
Land	26.5	13
Income generating assistance	5.6	3.5
Legal aid – property	8	21.7
Food assistance	6.2	3.5
Non-food items	1.2	14.8

There is again a slight difference between Serbian and RAE IDPs regarding the most pressing needs: in addition to housing solution support, Serbs want to get their land back while RAE need legal assistance regarding their property. The most preferred housing solution for Serbian IDPs is social housing, while RAE prefer a plot of land and building materials.

CONCLUSIONS

This report provides a valuable insight into the social and economic position of IDPs from Kosovo ten years after displacement. A significant amount of empirical evidence has been collected, which helps to understand the position of IDPs and to design appropriate measures for their support. The main conclusions are similar to the findings of the LSMS survey of IDPs conducted in Serbia in 2007. Some variations from the conclusions of the LSMS are attributable primarily to the different composition of the sample. The present study, however, is the first one to illuminate the position of IDPs displaced within Kosovo and living in very isolated communities.

The most important general conclusions regarding the social position of the IDP households surveyed in this research are.

1. The two major factors that influence the livelihood opportunities of IDPs are their displacement and the economic situation in their larger communities (Serbia and Kosovo). Displacement restricts and decreases their resources: incomes are lower, houses are ruined and education and skills are only partially utilised. In addition, social networks were disrupted by displacement. At the same time, the transitional crisis in the region limits the options for developing coping strategies; wages are low and very often a double income is needed for the household to survive; labour market options are fewer and informal work is very often an unavoidable solution. These facts make IDPs very vulnerable.
2. The situation described above and the vulnerability of IDPs differs among the various categories of IDPs. This difference depends largely on IDPs' access to four resources: 1) housing units (privately owned or affordable social housing); 2) individual capacities (education, skills, activity and social capital); 3) labour market options (vacancies, employment programmes); and 4) support from the state and/or international organisations (financial aid, housing programmes, social transfers). How these resources are combined depends of course on the individual, but based on their prevalence it is possible to distinguish between several groups of IDPs from Kosovo:
 - Serbian IDPs residing in Serbia. This group has an educational structure similar to that of the domiciled population. Both their activity rate and their employment rate are lower than in Serbia but are improving. They are mostly oriented towards paid work, but a significant number of IDPs also receive transfers from the Serbian state. Support in regard to the achievement of durable solutions for this group should take into account their resources and skills.
 - Serbian IDPs residing in Kosovo have a relatively good educational structure but are less active. The labour market position of individuals from this group is much worse than that of Serbian IDPs in Serbia and Albanian IDPs in Kosovo. It is important that many of them receive financial support from the Serbian state. Serbian IDPs in Kosovo should be the subject of wider programmes of support that may update and activate their skills, as well as open up options on the labour market so that they may build sustainable coping strategies for their families. The majority of them do not wish to return to their place of origin, meaning that they should be supported in solving the predominant housing problems in the region where they now reside.
 - Albanian IDPs in Kosovo are relatively well educated. Their activity rate is not high, but those who are employed do a lot of work. They do not receive much support from central and local institutions. Their housing position is bad. Regarding Albanian IDPs in Kosovo, policy measures should be directed towards raising the activity rate and providing solutions to housing problems.
 - RAE IDPs, both in Serbia and Kosovo, are generally in a very difficult

position. They face extreme housing problems related both to the ownership and the quality of housing. Their education and skills are low. Their activity and employment rates are very low and are not improving, which makes them very dependent on the state and society. Many of them receive social assistance through the Centres for Social Welfare. This group should be the subject of a set of policy measures that would treat several sub-categories as a whole: children, women, and the unemployed. Also, this group should receive more direct help, financial or in-kind (food and non-food items), as well as help for solving housing problems.

- Internally displaced women suffer from displacement effects more than men. This is especially obvious in terms of labour market positions. Differentiated measures for the improvement of skills and employment opportunities should be applied for this group. This is especially valid for the RAE and Albanian women.
- Internally displaced RAE children. This is a particularly vulnerable group that should be widely supported, especially in the fields of education and health care.

An additional key area of vulnerability, which almost exclusively affects RAE IDPs, is the lack of documentation. The possession of personal documentation is a key protection concern as it is a precondition for establishing one's right to claim services or land and property.

Security remains the main concern when considering durable solutions. Thus, the perceived lack of personal safety and restricted freedom of movement in Kosovo constitute predominant obstacles for return. The data confirms however that the option to return remains important and that interest in information activities such as fo-and-see visits continues to be very high.

Housing problems constitute the second most important obstacle for the achievement of durable solutions. Preferred housing solutions and support for the enhancement of livelihood opportunities vary for the different categories of IDPs investigated in this survey. Reconstruction of property and building materials are the main needs, whereas social housing and apartments are priorities for IDPs currently accommodated in collective centres.

In regard to the enhancement of livelihood opportunities, different aspects of support to self-employment and start-up of own businesses are priorities, from training to financial support. Serbian IDPs are more interested in subsidised employment with a private employer than RAE and Albanian IDPs. Lastly, it is interesting that food assistance is still needed by more than 10% of IDPs. This shows clearly just how hard it is for some IDP households to make ends meet.

The past ten years have illustrated that there are no quick-fix solutions to the displacement problem in Serbia and Kosovo. However, it is our hope that these findings can shed light on the resources and needs of the IDP caseload and hereby contribute to appropriate programming aimed at the achievement of durable solutions, whether these involve return or local integration.

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