

Researching Capacities and Needs of Refugees and Displaced Persons in Unofficial Collective Centres in Serbia

INTRODUCTION – ABOUT THE METHODOLOGY AND SAMPLE

The data were collected by survey interviews, face to face at respondents' households. The survey was conducted in November and December 2009. The population was defined based on lists of collective centres provided by Group 484, UNHCR, and the Commissariat for Refugees. Prior and during interviews, by checking the data, it was found that 16 collective centres no longer existed, so the survey was conducted in 40 mostly unofficial collective centres in the territory of Serbia outside Kosovo and Metohija (36 official and 4 unofficial collective centres on the territory of 24 municipalities).

In the process of the data collection, a part of the survey was conducted on the entire population, while a part was conducted on a representative sample. For the purpose of data collection, 4 different questionnaires were used.

The first one is the census questionnaire or a questionnaire for households, a short questionnaire that encompassed the entire population, i.e. 2,278 respondents. For each household, a list of household members was determined, including information on gender and age of each household member. In addition, family relationship of each family member with the head of the household was recorded, and the type of the household was identified.

The second questionnaire was used to examine all persons (family members) over 14 (15 +). Therefore, the entire population of respondents over 14 was encompassed, and thus this questionnaire surveyed a total of 1,533 persons. The respondents were asked about their educational status, occupation acquired by education, current employment status and position in the labour market, and to briefly describe the problems they would like to solve.

The third questionnaire was the questionnaire for heads of households. The questionnaire encompassed 571 persons (households). Some heads of households did not want to participate in the survey and thus the list of households in the population is not complete. According to census, it was estimated that the questionnaire should have encompassed 613 persons or households, which means that 93% of all households was in the sample.

Questions in the questionnaire were grouped into seven thematic groups. The first part of the questionnaire contained questions about immovable property in places of origin and in Serbia (excluding Kosovo). This part also contained questions about the possibility of solving housing issues of the respondents viewed as most appropriate for their family (i.e. their household).

The second part of the questionnaire was related to socio-economic status of the household, including questions about income, expenditure, and social transfers. The third thematic segment was focused on the education of children, problems and needs related to education. The fourth part examined the needs for legal aid, and the fifth the scope and type of support and assistance received from various organisations and institutions. The sixth part of the questionnaire was related to a possible return to the place or country / region of origin, while the last part of the questionnaire contained questions about the most important (most difficult) problems of the household and about the most needed forms of assistance and support.

The fourth questionnaire was applied on a representative, random sample of people over 14. In each household that participated in the survey, through Kirsch table, a respondent was selected for the implementation of this fourth questionnaire. The sample included 570 respondents.

Post-stratification (pondering) of the data was done on the basis of gender, age and region (location of the collective centre).

The first part of the questionnaire referred to the place of origin and, to a greater extent, to their residence and change of residence during refuge / displacement. The second and third part were related to a number of facts linked with employment status and employment, i.e.,

job search, additional jobs and the use of certain knowledge (foreign languages, computers and various crafts) in order to provide additional income. The fourth part of the questionnaire examined the interests and capacities for initiation of own businesses.

The fifth thematic group of questions dealt with the facts concerning the health status of respondents, including health insurance and access to health services. The next part of the questionnaire was focused on the psychological status, that is, certain aspects of mental health of the respondents.

The seventh thematic segment of the questionnaire related to the possession of personal and other documents important for the regulation of various legal issues.

Finally, the last, eighth segment related to the acceptance by the community and different aspects of integration into the local community, including questions about possible discrimination.

Questions from all four questionnaires were prepared based on suggestions created in Group 484 and were finally formulated in close coordination with Group 484. The field survey was conducted by the team of pollsters of the Ipsos Strategic Marketing agency, and this agency developed a database and produced technical reports.

RESEARCH RESULTS

Size of collective centres

Among collective centres encompassed by the research, 8 largest collective centres have over 100 residents: Salvatore in Bujanovac (336), collective centre in Resnik (259), Hidrogradnja in Obrenovac (167), Pionirski grad in Belgrade (163), Kolubara B in Kalenić (151), Pomoravlje in Mirijevo (136), Parking servis Ada (108), and Napred in Mladenovac (108).

Table 1 Number of collective centres by the number of residents

Number of residents	Number of CC
2-10	9
11-20	4
21-30	10
31-40	3
41-50	1
51-100	5
101 and more	8

Gender and age structure

Number of male and female in the population is equal (1,136 male and 1,117 female). Almost one-fourth of the population (24.2%) are children under 14. In general, the age structure is relatively favourable. Among persons over 14, one-third is between 15 and 29 years of age, while the representation of people over 59 is only about 15%.

Table 2 Age structure of refugees and IDPs in 40 collective centres

Under 6	9.4
7-14	148
15-19	89
20-24	89
25-29	7.6
30-39	12.8
40-49	13.6
50-59	11.2
60-69	5.0
70+	5.8
Unanswered	2.2

The gender structure of persons over 14 is similar to the one in the overall population.

Table 3 GENDER STRUCTURE of the household workforce

	%	N
Male	51.1	784
Female	48.9	749

In terms of age structure, there is an obvious difference between refugees and displaced persons. In fact, the refugee communities are much older than the displaced communities. If we look in more detail, among the respondents of refugee origin, there are significantly less people aged 15-24, and among those who have fled from Croatia there are significantly more those aged 45-54.

Table 4 AGE STRUCTURE of the household workforce

		Croatia	BiH	Kosovo & Metohija
15-24	24.2	8	6	27
25-34	19.1	15	25	19
35-44	19.5	17	26	19
45-54	16.2	33	21	14
55+	21.0	27	22	20

Place of origin

Prior to refuge or displacement, 40% of the respondents lived in villages, and only 2.3% in big towns. 85% have come from Kosovo and Metohija, while the remaining 15 percent are refugees (from Croatia and Bosnia and Herzegovina).

Table 5 Region of origin of collective centre residents encompassed by the research

Croatia	9.6
BiH	5.1
Kosovo & Metohija	85.3

Table 6 Structure of respondents according to the type of settlement in which they lived prior to displacement/refuge

Village	39.9
Town up to 10,000 citizens	12.2
Town from 10,000 to 50,000 citizens	23.6
Town from 50,000 to 200,000 citizens	17.3
Town over 200,000 citizens	2.3
Refuse to answer / don't know	4.8

Migration in the period of refuge and displacement

Since the beginning of displacement and refuge, about one-third have never changed their residence, while almost every fifth respondent has changed residence at least four times. It is, however, important to emphasise that people with educational status lower than high school education were less likely to migrate.

Table 7 Number of places in which the respondents lived prior to refuge or displacement

One	35.9
Two	23.9
Three	14.2
Four and more	19.2
Refuse to answer / don't know	6.9

Furthermore, the regional distribution of the displaced population is significantly different from the regional distribution of the refugee population, especially in terms of (minor) participation of the displaced in unofficial collective centres in the territory of Vojvodina.

Duration and reasons for staying in the collective centre

More than half of respondents (59.3%) have spent nine or ten years in the collective centre, but it is even more worrying that a significant number of respondents has spent even more time in the collective centre, and so the overall share of those living in the collective centre more than eight years is as much as 72.9%.

Throughout this period, more than half have never lived outside the collective centre, and among those 44.6% who have lived in private accommodation, financial problems are by far the most common reason for returning to the collective centre (i.e. inability to pay rent and other cost of living in private accommodation).

Table 8 Types of answers to the question *Why have you returned to live in the collective centre?* (target group: 44.6% of those who used to live in private accommodation)

Lack of money / high rent	85.2
Lack of conditions / temporary solution	5.9
Family problems / divorce / loneliness	3.1
Opportunity emerged to live in the collective centre	2.1
Other	1.6
Refuse to answer / don't know	2.0

Note: The share of those who have lived in private accommodation is significantly lower among those who have lived in collective centres for 10 years or longer. For example: 271 respondents have lived in collective centres for 10 years, and of that number, 83% have never lived outside of the collective centre since displacement (or refuge).

IMMOVABLE PROPERTY IN THE PLACE OF ORIGIN

79% of the surveyed families owned (or still own) a house. (Of these, 18.4% had two, 2.6% three or more houses.) 49.8% have the house (but do not use it). 21% of the houses is illegally occupied. 3.4% people have sold or exchanged their houses. However, a quarter refused to answer or do not really know what is the current legal status of their family home. It is important to note that people with low income and the unemployed are less often in the possession of a house and their houses are more often illegally occupied. Only 5.2% say that the house has not been damaged, and only 2.5% own a restored house. 63.1% of the houses are destroyed, 13.8% damaged. 15.4% did not provide any answer.

16% of the respondents owned a flat in the place of origin. (Of these, 8% had two flats.) 58.2% of flats is illegally occupied. Only 14.3% of the respondents say that the flat is in their possession, and 3.1% have sold the flat. As many as 25% have refused to answer this question or said they do not know the status of their former flat. Furthermore, 44.9% say they do not know in what physical condition is their flat, or provide no answer. 36.7% say that the flat is preserved, intact

56 respondents (9.8%) have the **tenancy right**.

45% of the respondents had **agricultural land**, and 30% a **forest**. 42.6% of agricultural property and 22% of the forest have been illegally occupied and 40.5% of agricultural property is in the possession of owners. 60.1% of the owners do not know the physical conditions of their agricultural land (or have refused to answer).

When it comes to forests, 44% of the owners say that the forest is in their possession, while one-third are not familiar of the legal status of the property. According to the information that they have, 38.7% of these forests have been destroyed, 13.8% damaged, and only 7.2% fully preserved. However, as much as 40.3% have not answered or are not familiar with the physical status of their property.

Five percent of the respondents used to have an **office space**. 57% of them up to 50m². 17.1% of the business space have been illegally occupied and 68.6% have been destroyed or damaged.

8% of the respondents have **building land**. 37.3% of the property have been illegally occupied.

IMMOVABLE PROPERTY IN THE PLACE OF DISPLACEMENT AND REFUGE

10.2% of the respondents have (in Serbia, out of Kosovo and Metohija) unfinished house (under construction), 1.8% of the respondents have a completed and fully habitable house, and another 1.1% have a flat. 3.2% have building land, with the building permit. These data show that **every sixth household** in the collective centres encompassed by the research have acquired certain resources for solving their housing problems.

OPTIONS FOR ADDRESSING HOUSING ISSUES OF DISPLACED PERSONS AND REFUGEES IN COLLECTIVE CENTRES

Persons designated as heads of household were asked to indicate one of the briefly described models of housing support, the one that would suit them most. A complete overview of their responses is shown in Table 9. It is quite clear that almost half of the respondents have selected a (offered) response that says that they do not have any resources to independently solve their housing problem, i.e. the response that points to the model of social housing in supportive environment. Another 1.4% of the respondents is considering accommodation in a social institution. However, it is also important to note that over 40% of the respondents point to the types of support that include investment of own resources. However, when it comes to building a family house, it is important to note that a significant number of respondents point to significantly different forms of support than the well-known programmes of assistance in building material.

Table 9 Structure of responses to the question *What type of support is the BEST SOLUTION for you in order to solve your housing problem and leave collective centre?*

Type of support	%
Appropriate flat that you would get for use and for which you would not pay the rent	49.4
Infrastructurally regulated construction land on which you would build from your own material	11.0
Favourable long-term mortgage loan that enables you to buy a flat	9.3
Assistance in building material to complete your family home	9.1
Assistance in building material to start and build the family house on the land that is in your ownership	7.4
Financial assistance to purchase rural property	7.2
Appropriate flat for which you would pay the rent (lease) lower than the market price	3.3
Accommodation in a retirement home or other social institution	1.4
Assistance to return to the place you have been displaced from / fled from	1.2
Assistance in the labour force to build or complete family house	0.7

Only about 1% of the respondents see the assistance in the process of return for themselves (and their families) as an optimal solution.

Only about 9% see subsidised housing loans as a solution, and only 3% subsidised rent of flats. However, they all estimate the desirable (available) rent, or loan instalments as unrealistically low, that is, below the standards established by the SIRP programme (rent) and below the criteria that will probably be set within the so-called CEB project (loan repayment).

Table 10 AMOUNT OF THE MONTHLY LOAN INSTALMENT
the respondents are ready to pay (in EURO)

AMOUNT	%
10	1.9
20	1.9
50	13.2
60	7.5
70	1.9
75	1.9
90	1.9
100	39.6
120	3.8
150	15.1
200	9.4
250	1.9
AVERAGE	106.5

Table 11 AMOUNT OF RENT
the respondents are ready to pay on monthly basis (in EURO)

AMOUNT	%
10	5.3
20	10.5
30	21.1
35	5.3
50	31.6
90	5.3
100	15.8
Refuse to answer / don't know	5.3
AVERAGE	49.7

EMPLOYMENT

Educational structure of persons over 14

Relatively large number of the respondents (27.9%) has completed four-year vocational high school, followed by those who have completed only elementary school (21.7%).

Almost half of the respondents (47.3%) have no high school education. (including those who have completed less than four years of elementary school, four years of elementary school, and those who have completed only elementary school.)

45.9% of the respondents have high school education (three or four years), while 6.5% has college education.

Table 12 Educational structure of respondents over 14 years of age (educational levels are ranked by their frequency in the population)

	TOTAL	Male	Female
Level of education	%	%	%
Fourth level – vocational high school	27.9	29	26
Second level – eight-year elementary school	21.7	19	24
Less than four years of elementary school	15.8	11	21
Third level – vocational high school – crafts	15.7	22	9
First level – four years of elementary school	9.8	9	11
Fifth level – two-year college	3.8	4	4
Sixth level – university	2.5	3	2
Fourth level – general high school	2.3	2	3
Seventh level – Master degree	0.1		
Eight level – Doctoral degree	0.1		
Refuse to answer / don't know	0.2		

Educational structure of female population is considerably lower: women are more often represented in all three lowest (0, I, II) educational levels, and the difference is especially prominent in the category of persons who have completed less than four years of elementary school.

Correlation of educational status with age is not so straightforward: the educational structure of people over 55 is the worst, but at the same time, the relative number of people with higher educational status just in that age group is significantly higher than in other age groups. Furthermore, the educational structure of people aged 35-44 is significantly better than in other age groups.

In addition, respondents who live in the Belgrade area have the educational structure that is better than those in the remaining sample. Consequently, the majority of respondents with secondary and higher educational status live in the Belgrade area.

Significant differences between men and women are also related to participation in certain professional profiles (occupations).

Table 13 Ten most common occupations the respondents have been educated for (third level and up)

	TOTAL	Male	Female
Occupation	%	%	%
Economy technician	11.0	5	20
Salesperson / sales technician	7.8	3	15
Mechanical technician	6.6	9	4
Locksmith	6.1	10	0
Agricultural technician	3.6	4	3
Electro technician	3.3	5	1
Medical nurse / technician	2.4	1	5
Clark	2.4	1	4
Car mechanic	1.9	3	0
Cook	1.9	1	3

Labour status of persons over 14

More than 40% of the respondents are unemployed, only 20% is formally employed, but the rate of informal employment is low (5.0). The rate of self-employment (both formal and informal) is exceptionally low (0.7 and 0.3).

There are considerable differences between men and women: men participate more in the formal and informal sector of employment, and their more frequent unemployment is obviously the consequence of the fact that relatively large number of women fall into category of housewives.

Table 14 Status on the labour market of the respondents over 14 years of age

	TOTAL	Male	Female
STATUS	%	%	%
Unemployed	41.4	48	34
Formally employed (registered)	24.4	29	19
Housewife	10.5	0	21
Pensioner	9.8	8	12
Student / university student	9.3	7	12
Informally employed (unregistered)	3.2	5	1
Agriculturist	0.6	1	0
Self-employed with registered firm / shop	0.5	1	0
Self-employed without registered firm / shop	0.2		
Supporting member in family business (without labour contract)	0.2		

Labour status – changes upon displacement or refuge

The structure of labour status upon displacement or refuge has changed considerably, particularly in three aspects:

- (1) relative number of the unemployed has increased by almost three times
- (2) relative number of students and university students has decreased by about three times
- (3) relative number of pensioners has increased by two times

38.8% of those who were students or university students prior to displacement (or refuge) have become unemployed.

It is important to note that the **number of formally employed** persons has decreased only by about 5%, while the number of informally employed has increased slightly. The number of housewives, but also agriculturists has slightly decreased.

Table 15 Status at the labour market of the respondents over 14 years of age – PRIOR TO REFUGE OR DISPLACEMENT

STATUS	%
Formally employed (registered)	29.2
Student / university student	28.2
Housewife	11.5
Pensioner	4.6
Informally employed (unregistered)	2.2
Agriculturist	1.5
Self-employed without registered firm / shop	0.7
Self-employed with registered firm / shop	0.6
Supporting member in family business (without labour contract)	0.2
Owner (co-owner) of registered company	0.1
Unemployed	18.2
Child (under 7)	3.0

Years of service

One third of the respondents do not have any years of service. Women and people of lower educational status more often have no years of service. 17% of the respondents have more than 20 years of service.

Table 16 Structure of the respondents over 14 according to the years of service

Without years of service	33.1
1-10	16.5
11-15	7.5
16-20	7.3
21+	17.4
Refuse to answer / don't know	18.2

The employed

Almost half of the (formally and informally) employed work in three sectors – in construction and utility services, trade and catering, and industry and mining. **Gender imbalances** are present in most of the sectors, but primarily: men make a large number of the employed in the construction sector, and women are represented more among the employed in trade and catering.

More than half of the employed work in **private sector**, but a large number is still employed in state institutions and public administration (28.7%) and social sector (20.2%).

About 65% of the employed respondents are employed by the **labour contract** for an indefinite period of time. About 10% are employed without contract.

Over 30% have found the job through calls or ads, or through the NES, but more than half due to **personal connections**.

Table 17 Major activity of the firm in which the respondents are employed (27.6% of the target population)

	TOTAL	Male	Female
SECTOR OF ACTIVITIES	%	%	%
Construction and utility services	18.2	26	4
Trade, catering and tourism	17.8	9	33
Industry and mining	12.3	15	7
Police, Army, protection	9.1	13	3
Transport and communications	8.4	12	3
State agencies and organisations, political parties, etc.	8.0	10	5
Personal services	7.8	3	16
Education, culture, health and social care	7.6	3	16
Finance	3.5	3	4
Crafts	3.4	4	3
Agriculture, fisheries, forestry and water management	1.7	2	1
NGO, associations, etc.	0.6	0	2
Refuse to answer / don't know	1.6	1	3

In relation to the period **prior to displacement or refugee**, occupational structure of the employed has changed considerably – the number of clerks has decreased (who used to be the largest category), and the relative number of employees in the categories of construction worker and labourer in the sectors of trade and hygiene maintenance has increased.

Table 18 Structure of the employed according to the ownership status of the employer (27.6% of the target population)

	TOTAL	Male	Female
In private sector or with private person, registered firm	38.4	32	50
In state institutions and public administration	28.7	33	21
In social sector	20.2	19	22
In private sector or with private person, unregistered firm	12.1	15	7
Refuse to answer / don't know	0.5	0	1

Table 19 Structure of the employed according to the type of employment contract (27.6% of the target population)

Labour contract for an indefinite period (permanent employment)	64.9
Labour contract for a definite period, without any prospect for obtaining permanent employment	18.3
Labour contract for a definite period, with the prospect for obtaining permanent employment	2.9
Seasonal contracts	2.0
Unanswered	10.3
Refuse to answer / don't know	1.7

Table 20 Structure of responses to the question *How did you find your present job?* (27.6% of the target population)

You asked your personal contacts (relatives, friends)	51.7
You applied directly to the employer	23.3
You contacted National Employment Service	5.1
You applied to job vacancies	3.9
Through student/youth/labour associations	1.1
Other	13.0
Refuse to answer / don't know	1.8

The unemployed

Among the unemployed, there is a large number of those who have never worked (26.5%) and those who have been unemployed for more than two years. Moreover, 73.4% have never had a permanent job. People under 35 and those with low educational status are more likely to have never had a permanent job.

The unemployed persons, who have previously had a job, have less than 10 years of service in over 40% of cases.

Table 21 Structure of the sample according to the year of their unemployment started (41.4% of the target population)

1989-1998	6.7
1999	19.4
2000-2007	8.3
2008-2009	6.5
I have never worked	26.5
Refuse to answer / don't know	32.6

Table 22 Occupations that the currently unemployed used to have prior to their current unemployment (the unemployed who used to have permanent jobs) – 14 most frequent answers

Worker / factory worker	15.8
Salesperson / sales technician	6.9
Clark	5.7
Tailor	5.5
Cleaning person	5.3
Security worker	4.4
Economy technician	4.0
Lab technician	3.0
Cobbler	3.0
Locksmith	2.9
Textile worker	2.7
Supervisor / manager of facility	2.7
Driver of heavy machinery	2.7
Butcher	2.7

Table 23 Previous years of service of the currently unemployed (the unemployed who used to have permanent jobs)

I never worked	1.4
1-10 years	41.8
11-15 years	17.1
16-20 years	13.8
21+ years	18.8
Refuse to answer / don't know	7.1

Looking for job

More than one third of the unemployed claims that are not actively looking for a job. Among these people, even one-fourth say that they do not look for jobs because they are ill or unable to work. About 30% think they lack adequate qualifications, knowledge and skills, while 20% believe that employers give preference to others (who are either younger or come from the local population or belong to the majority ethnic group).

Men and persons under 45 more often actively seek employment.

The unemployed respondents who are actively looking for a job see the insufficient offer at the labour market and the lack of connections and acquaintances as the biggest obstacles to finding jobs. However, they also see the lack of appropriate skills and personal capacities as the barriers to employment, as well as the fact that employers would rather give jobs to some other people, i.e. make distinctions based on gender, age, background, or ethnicity.

However, based on the structure of their responses, it is clear that even with the respondents who claim that they are actively looking for a job, their job search strategies are very limited and largely related to NES, friends and acquaintances. Less than one-sixth of all unemployed respondents say that they do not apply to job advertisements.

Table 24 Structure of responses to the question *Are you actively looking for job?* (the unemployed: 41.4% of the target population)

	TOTAL	Male	Female
Yes	63.4	72	51
No	36.6	28	49

Table 25 Reasons for not being active in looking for job provided by the unemployed (the unemployed who are not looking for job)

You are sick or unable to work	24.7
You lack relevant qualifications	15.5
High level of unemployment, fewer vacancies	15.4
You lack adequate knowledge and skills	15.2
You believe that employers will not employ you because you are too old	12.8
You lack connections and acquaintances	10.3
You work in household	7.1
You believe that you are not given a chance since the priority in employment is given to local population	5.3
You have lost any hope in finding a job	3.9
You are presently at training/education	3.3

You believe that you do not have any chance since no one wants to employ a member of you ethnic minority	2.1
You earn enough from temporary and/or seasonal jobs	2.1
You expect to go back to your job	1.3
You receive temporary compensation	1.0
You have already found a job that will start in 3 months	1.0
You are not informed /have no opportunity to see advertisements and other sources	0.9
Other	6.9
Refuse to answer / don't know	9.1

Table 26 How are the unemployed looking for job (the unemployed who are looking for job)

You have contacted National Employment Service	63.7
You have asked your personal contacts (relatives, friends)	51.9
You apply directly to the employer	17.3
You have applied to job vacancies	12.7
You put the ad in the newspaper	2.5
You have considered starting your own business	2.4
Through student /youth /labour associations	2.3
You have visited Employment Fair	1.7
You have been sending your resume and cover letter without job advertisement	0.6
Refuse to answer / don't know	1.7

Table 27 Obstacles perceived as the biggest problems in trying to find jobs (the unemployed who are looking for job)

High unemployment rate, fewer vacancies	24.9
I lack connections and acquaintances	24.4
I lack relevant qualifications	9.8
I am not informed / not able to see advertisements and other sources of information	8.9
Priority in employment is given to local population	7.7
I lack adequate knowledge and skills	7.5
Employers refuse to employ me because I am too old	6.3
I am ill and not capable of working	2.5
No one wants to employ a member of my ethnic minority	2.3
Employer refuse to employ me because I am a woman (I plan pregnancy or I already have children)	1.2
Other	1.6
Refuse to answer / don't know	36.2

Participation in active employment programmes

The majority of unemployed respondents are registered at NES. However, more than 30% of the unemployed are not registered and have never been registered at NES.

Nevertheless, only slightly more than 20% of unemployed respondents have heard that NES organises active employment policy programmes.

There is a clear correlation between the level of information about these programmes and educational status of the unemployed: persons of higher educational status are better informed. Furthermore, people in Vojvodina and the Belgrade area are significantly better informed than those in other areas of Serbia.

34 people from the sample have applied and, in the final outcome, **only 5 people** have participated in some of the active employment policy measures implemented by the National Employment Service.

Table 28 Structure of responds to the question *Have you been registered at the National Employment Service during the last 2 years?* (the unemployed: 41.4% of the target population)

Yes, I am registered	64.7
Yes, I was registered, but I am not any more	2.2
Yes, I was registered, but not during the last 2 years	1.5
No, I have never been registered	31.6

Table 29 Structure of responses to the question *Have you heard that National Employment Service organises employment programmes?* (the unemployed registered at National Employment Service)

	TOTAL	Elementary school	High school	Two-year college or university	Belgrade	Vojvodina	Central Serbia
Yes, I have	21.3	7	38	58	39	31	6
No, I haven't heard for such programmes	78.7	93	62	42	61	69	94

Additional jobs and additional knowledge

To achieve the necessary income – between 39 and 49 percent of respondents would be willing to work long hours, perform the tasks below their qualifications, take extra jobs, acquire new knowledge and skills, and changing residence. Readiness to start their own business or start their own firm has been shown by much smaller number of respondents. In general, the readiness for such activities is more frequently shown by men, people under 55 and those with high school education.

Table 30 Structure of responses to the question *In order to provide for your family, will you be prepared to..?* (the overall target population)

Work long hours (longer than 8 hours a day)	48.9
Accept jobs that require less qualifications	47.7
Take additional, part-time jobs, besides your regular job	46.8
Gain new knowledge, skills and qualifications	44.7
Change your place of residence if that would get you a job or bigger salary	39.9
Have more jobs at the same time, in more companies	32.1
Change your permanent job for an occasional, but better paid job	30.3
Start your own business	28.5
Start your own firm	27.4
Work informally, in gray economy (without contract)	25.9

Only **about 20-26%** of the respondents have computer skills, are familiar with some crafts, or can speak a foreign language. Besides English and Russian, in this sample a relatively large number of respondents are familiar with the Albanian language. While the majority speak both Russian and English on the basic level (58% and 66%), the knowledge of Albanian is much more often on the intermediate (61%) and higher (20%) level.

In only about 15% of the cases crafts are known at the basic level and more frequently on the middle and higher level, while the computer literacy is in 43.2% of the cases still only on the basic level.

Table 31 The respondents are most familiar with the following crafts (21.8% of the target population) – 9 most frequent answers

Tailor	13.0
Plumber	9.3
Construction worker	8.7
Locksmith	8.2
Painter	7.9
Hairdresser	6.3
Ceramist	5.0
Carpenter	4.9
Bricklayer	4.0

Table 32 Self-evaluation of computer literacy (20.5% of the target population)

Basic level	43.2
Intermediate level	45.0
Advanced level	10.4
Refuse to answer / don't know	1.5

Note: The relatively small number of people fail to make additional income by doing jobs that require some of these skills or knowledge. In fact, only about 10 percent of all those who claim to have any additional skill or knowledge finds, at least occasionally, the opportunity to use their knowledge and / or skills for gaining additional income.

In fact, considerably more people – and more often – realise additional revenues by doing jobs that do not require any of these skills or knowledge.

Table 33 Structure of responses to the question *Do you have any additional jobs that DO NOT REQUIRE the above-mentioned knowledge and skills?* (the overall target population)

No	83.0
Yes, regularly, every month	9.2
Yes, often, 5-6 times a year or more	5.3
Yes, rarely, 3-4 times a year or less	2.5

However, those who have additional jobs manage to earn an average of 10,800 dinars on monthly basis. Men are more successful in realising an income from additional jobs.

Table 34 Amount the respondents earn from additional jobs – on monthly basis (21% of the target population)

	TOTAL	Male	Female	Belgrade	Vojvodina	Central Serbia
Under 3,000	10.8	8	17	11	13	10
3,001-6,000	24.2	14	44	40	32	3
6,001-12,000	24.8	31	12	17	32	33
12,001-18,000	17.7	16	20	10		30
18,001-24,000	6.4	10		5		9
24,001 and more	5.8	8	2	10	11	
Refuse to answer / don't know	10.4	14	4	6	11	15
AVERAGE (in thousand RSD)	10.8	12.7	7.3	10.5	8.1	11.6

Own business – previous experiences and current interests

Only 5.7% of the respondents have some kind of previous experience in running their own business. Mostly in the areas of trade, and rarely in the area of production.

Table 35 Structure of responses to the question *What kind of experience?* (n=33)

I was /am in trade (complete)	48.8
I provided / provide services (complete)	34.5
I produced / produce (complete)	6.2
Refuse to answer / don't know	10.5

About 21% of the respondents express certain interest in starting their own business, but only 3% of the respondents have started some practical activities (even if only in terms of gathering information). One percent of the respondents is already running their own business.

Interest in own business is almost not present with the people over 55, and is very rare with people of low educational status (5%), and less pronounced with the respondents living in the Belgrade area.

Table 36 Structure of responses to the question *How much are you interested in starting your own business or maybe you already have your own business?* (the overall target population)

I am not interested	77.7
I am moderately interested, but I still don't dare to initiate the process	18.3
I am very interested, and have already gathered/have been gathering information	2.2
I am very interested and I have been gathering capital, looking for space/equipment	0.5
I am very interested and have prepared everything for registration	0.2
I already have my own business	1.0

Support to the initiation of own business

In terms of support for starting their own businesses, the respondents generally believe that the financial support is more useful than the educational support. The ratings of usefulness of the financial support are mostly above average, while of the educational support they are mostly below average.

Women attach significantly greater importance to all educational activities (vocational training, retraining and additional training, and training in managerial skills).

Table 37 Structure of responses to the question *To what extent would the following types of support facilitate initiation of your own business?* (21.2% of target population)

	Very little	A little	Average	A lot	Very much	Refuse to answer / don't know	Total
One-time assistance in equipment and material	7.3	4.0	5.2	18.9	63.9	0.7	100%
Credit financial support	27.2	4.5	6.7	19.3	42.3	0.0	
Professional training for your business (courses and seminars)	38.7	10.7	8.8	13.5	26.8	1.5	
Retraining and additional training	44.3	13.5	5.6	13.3	21.8	1.5	
Training in the field of managerial skills (business management)	44.2	10.5	12.0	11.8	19.1	2.3	

With regard to the necessary scope of credit support, the answers are very diverse and range from 3,000 to 50,000 Euro. However, more than 68% of the answers range from 3,000 to 10,000 Euro.

Table 38 Assessment on the amount of needed credit support for initiation of own business (15% of the target population)

3,000 EURO	2.3
4,000 EURO	5.0
5,000 EURO	30.2
10,000 EURO	31.3
15,000 EURO	10.4
20,000 EURO	7.6
30,000 EURO	6.2
50,000 EURO	3.6
Refuse to answer / don't know	3.4

The interest in re-training or vocational training is far largely related to some occupations.

Table 39 Structure of responses to the question *What occupation would you like to gain through retraining or additional training?* (interested in retraining/additional training: 9% of the target group)

		Male	Female
Sales person/sales technician	37.9	32	42
Manager	9.6	14	6
Hairdresser	9.6	0	17
Agriculturist	5.4	9	3
Pharmacist	3.1	0	5
Designer/fashion designer	3.1	0	5
Carpenter	2.2	5	0
Ceramist	2.2	5	0
Plumber	2.2	5	0
Market inspector	1.9	0	3
Tyre repair	1.9	4	0
Masseur / physiotherapist	1.8	0	3
Catering	1.8	0	3
Construction worker	1.7	4	0
Computer operator	1.6	0	3
Medical nurse / technician	1.6	0	3
Other	1.9	4	0
Refuse to answer / don't know	12.9	22	6

SOCIO-ECONOMIC STATUS

According to the survey conducted on the sample of people who have marked themselves as heads of households (n = 571), 82.3% of the respondents assess the economic condition of their households as poor or very poor, while only 16.1% as average.

Table 40 Self-evaluation of economic condition of household (questionnaire for heads of households)

Very poor	38.4
Poor	44.0
Sum -	82.3
Average	16.1
Sum +	1.1
Good	0.9
Excellent	0.2
Refuse to answer / don't know	0.5

Income and expenditure

The structure of income and other income data indicate the reasons for the above-mentioned subjective assessment.

Less than half of the households provide their income from regular salaries, and less than one quarter (also) from seasonal jobs. In one quarter of the households, one of the sources of income are pensions.

Some of the social transfers are a source of revenue in just over a quarter of all the surveyed households. (Four different social transfers are registered in the survey, and appeared that the most frequently used are temporary compensation and child allowance.) Approximately 5% of the households get financial help from relatives and friends (from Serbia or abroad).

Table 41 Percentage of households with certain income sources

Salary	44.7
Pension	24.5
Income from occasional (part-time or seasonal) jobs	23.8
Temporary compensation	10.7
Social support – child allowance	9.8
Social support – family allowance (MOP)	4.2
Financial assistance from relatives and friends in Serbia	3.0
Financial assistance from relatives and friends abroad	1.9
Social support – home care	1.2
Foreign pension	0.7
Income from sales of agricultural products	0.5
Scholarship	0.5
Income from sales of property	0.2
No income	2.5
Refuse to answer / don't know	2.8

Nearly 70% of the households have only one source of income. Pensions (8.1%), income from seasonal jobs (6.3%) and temporary compensation (6.1%) are most commonly referred to as the second (secondary) source of income.

Either regularly or occasionally, formally or informally, in 40% of the households only one person is employed, while in only 20% of the households two or more members are employed.

In almost one third of the households, **no one is employed**.

Table 42 Structure of the sample according to the number of employed people in the household

Number of employed	%
No one	31.3
1	39.6
2	16.3
3	1.8
4	0.7
5	0.2
6	0.2
7	0.2
Refuse to answer / don't know	9.8

Only 4% of the households have the income they assess as **quite sufficient** to meet their basic needs.

Only 26% of the households had (during the survey) the income higher than 30,000 RSD, and only 12% higher than 40,000 USD. (The average net salary in Serbia in October 2009 was 31,734 dinars, and the average monthly consumption per household in the fourth quarter of 2009 was 44,886 dinars.)

Table 43 Amount of monthly income in the household

No income	3.9
Under 10,000 dinars	21.0
10,001 – 20,000	27.0
20,001 – 30,000	19.3
30,001 – 40,000	14.0
40,001 – 50,000	6.0
50,000 and more	6.0
Refuse to answer / don't know	3.0

More than half of the households have reported a deficit in the family budget in the amount of 10-30 thousand dinars. About 12% of heads of households estimate that the deficit is up to 10 thousand, whereas 30% think that this deficit is higher than 30,000 dinars.

Table 44 Structure of responses to the question *How much is your monthly deficit in your family budget?*

I have enough money	3.9
Under 10,000 dinars	11.8
10,001 – 20,000	29.6
20,001 – 30,000	22.3
30,001 – 40,000	9.3
40,001 – 50,000	11.8
50,000 and more	8.4
Refuse to answer / don't know	3.0

Households with children report the deficit of about 11,000 higher than in the families without children.

The lack of money to **buy clothes and shoes**, but also food (in almost 2/3 households) is most often reported.

By far the largest share of the household budget is spent on buying **food** (on average about 16,000 dinars), but the figure is significantly lower in the households without employed persons (12,013 and 18,799 dinars).

23.3% of the households own a car, and 21.9% a computer. The households with employed persons and with children more often have these goods.

Furthermore, the households with employed persons and with children went to summer or winter holidays more often in the past year, although only 7.9% of the households have been on summer or winter holiday, and only 26.7% of these households have financed the holiday independently.

Social transfers

Only 3.0% of the households receive **family allowance** (MOP), and 0.5% used to receive this kind of social support.

However, 7.2% have filed requests and have been refused. 10% say it was because of the lack of some documents.

Table 45 Structure of responses to the question related to reasons for being refused for family allowance

Do not meet the requirements	22.0
Have not received any answer related to reasons	14.6
Incomplete documentation / no documents	9.8
Income amount	9.8
They live in collective centre	7.3
Lack of programmes for large families	4.9
Household members are employed	2.4
Other	4.9
Refuse to answer / don't know	24.4

15.6% of the households receive **child allowance**, and 4.2% used to receive child allowance.

Here also, 7.2% have filed requests and have been refused – in 12.2% of cases due to the lack of some documents, and in 7.3% of cases due to different (formally registered) addresses of members of the same household.

Table 46 Structure of responses on reasons for being rejected for child allowance

Income amount	48.8
Do not meet the conditions	17.1
Incomplete documentation / no documents	12.2
Different addresses of household members	7.3
They live in collective centre	2.4
Household members are employed	2.4
Other	4.9
Refuse to answer / don't know	4.9

2.6% of the households receive the compensation for home care and assistance, and 0.4% used to receive it. 3.7% have filed requests and have been rejected, of which only 4.8% due to the lack of some documents.

Table 47 Structure of responses on reasons for being rejected for home care and assistance

Do not meet the conditions	28.6
Request filed, process underway	14.3
Have not received any answer about the reasons	9.5
Incomplete documentation / no documents	4.8
Refuse to answer / don't know	42.9

Pensions

20.1% of the respondents receive pension, and 8.6% have applied but have not realised that right.

Table 48 Structure of responses on reasons for being rejected for pension

Insufficient years of service	40.8
They lack documentation for recognition of years of service in KiM	12.2
They lack documentation for recognition of years of service in BiH	4.1
Other	30.6
Refuse to answer / don't know	12.2

NEED FOR LEGAL ASSISTANCE

Only 13.1% of respondents say they have asked for legal assistance. Of these, 54% more than once.

The vast majority have asked for legal assistance related to property and labour rights, and usually in the form of legal and information assistance, but also in the form of representation, provision of documents and filing complaints.

However, 40% say that they have never received this kind of support, and only 49% are mostly satisfied or very satisfied with the obtained assistance.

Current needs

27.7% of all the respondents need some kind of legal support, most often related to property relations and in the form of legal counselling.

Table 49 Structure of responses to the question *What do you need legal assistance for?*

Property relations	64.6
Labour relations	21.5
Contract law	15.2
Minority and human rights	8.9
Family relations (divorce, etc.)	3.2
War crime indictments	2.5
Procedures for compensation due to war camp detention	1.9
Other issues from the criminal law	1.3
Other	7.0
Refuse to answer / don't know	3.2

Table 50 Structure of responses to the question *What kind of legal support do you need?*

Legal-informative assistance	65.8
Representation (before state organ, court)	28.5
Filing appeals, complaints, without representation	17.7
Other	1.3
Refuse to answer / don't know	5.1

Documents

Table 51 Structure of responses to the question *Do you have the following valid documents?*

ID card	90.6
Health insurance card	82.8
Employment record book	59.7
Passport	39.8
Driving licence	28.0

Note: Only 28% of the respondents over 54 have the employment record book, and only 43% of those who have completed only elementary school or have not even completed elementary school.

Citizenship

87.2% of the respondents have Serbian citizenship and is not looking for any other. 0.9% say that they have no citizenship, 6.5% have dual citizenship, and 2.5% have the citizenship of the country of origin and is awaiting citizenship of Serbia.

EDUCATION OF CHILDREN

42.7% of the households have children who are still attending school. In nearly two-third of these households more than one child is still in school.

62.6% attend primary (of which 0.6% school for children with developmental disabilities), 21.9% secondary, and 13.5% university or college.

Table 52 Number of children in the household who attend school

One	35.7
Two	38.5
Three	17.2
Four	6.6
Five	1.6
Ten	0.4

Table 53 Structure of responses to the question *What school do the children from your household attend?*

Elementary school	62.0
Elementary school for children with special needs	0.6
Two-year or three-year vocational school	5.1
Four-year vocational school	16.0
High school	0.8
Two-year college	3.2
University	10.3
Refuse to answer / don't know	2.0

Note: In ten households, 17 elementary school children do not attend school.

School success

About three-quarters of primary school students had good to excellent school success in the previous year. It is notable that a significant proportion of respondents (probably) did not know what the school success of their children was. It was similar when the respondents were asked whether the child had repeated grades.

However, only 2.1% say that their child has some problems in school, and very often cutting classes is reported as a problem.

Table 54 Structure of responses to the question *What is the school success of the child in the previous school year?*

Insufficient (poor)	1.2
Sufficient (fair)	5.1
Good	25.2
Very good	26.6
Excellent	22.7
She/he has enrolled in elementary school this year	5.6
Refuse to answer / don't know	13.6

Children with developmental difficulties – acceptance and the need for support

2,1% of the respondents say that a child from their household has developmental difficulties (9 children).

Out of those nine respondents who have reported their child's developmental difficulties, seven estimates that the child is well accepted by peers. Eight estimate that the child needs some kind of support, and often refer to material support and assistance in books and school supplies.

Talents of school children

More than one third of the respondents from households with children attending elementary school say that their child has an exceptional talent in one area, and they commonly refer to football and other sports – music, art, mathematics, languages and literature, and dance (including folk dance).

Table 55 Percentage of households with children showing exceptional talent

Yes	34.1
No	55.4
Refuse to answer / don't know	10.5

Table 56 Structure of responses to the question *In what fields does the child show exceptional talent?*

Sport	30.1
Music	17.8
Football	13.7
Painting	12.3
Maths	8.2
Foreign languages / literature	6.2
Folk dance / dance	5.5
Volleyball	4.1
Basketball	4.1
Computers	3.4
History / Geography / Medicine	2.1
Acting	2.1
Other	2.7
Refuse to answer / don't know	0.7

Scholarship

Only two of the total number of school children receive a scholarship (and they are not provided by school but by: EPS (Electric Power Company of Serbia) and the Association of Kidnapped and Missing Persons).

Preschool education

In 20.8% of households, there are preschool children.

Only 15.2% of the total number of preschool children go to kindergarten, and only 40% of children aged 6 attend preschool programme.

Table 57 Number of preschool children in the household

One	49.6
Two	33.6
Three	9.2
Four	5.0
Five	2.5

Table 58 Age of preschool children

Under 1	12.3
1	12.3
2	16.1
3	12.3
4	16.1
5	17.5
6	9.5
7	1.9
Refuse to answer / don't know	1.9

HEALTH SITUATION

Health status – subjective assessment and chronic diseases

Almost a quarter of respondents assess their health as poor or very poor. More often women give negative answers. People of low educational status are also more likely to give negative and rarely positive ratings.

However, about 37% of respondents say that they suffer from a chronic disease. Women, persons over 45 and persons with low educational status more often suffer from chronic diseases.

Most frequently mentioned chronic diseases include: hypertension, disease of the skeleton and muscles, mental illness, and disease of blood vessels and heart.

Around 35% of respondents say that they regularly take certain medications. More often women report that they regularly use drugs, as well as people over 45, people of low educational status and those who have a residence in central Serbia.

Most commonly used drugs are painkillers, drugs for heart and blood vessels, tranquilisers and drugs to alleviate psychological problems, and Andol and Aspirin.

Table 59 Self-evaluation of current health condition

Very poor	9.2
Poor	14.7
Sum -	24.0
Average	19.6
Sum +	53.5
Good	30.0
Very good	23.5
Refuse to answer / don't know	3.0

Table 60 Structure of positive replies to the question *What chronic illnesses are you suffering from?* (those who suffer from a chronic illness: 37.1% of the target population)

Hypertension (high blood pressure)	58.1
Disease of the skeleton and muscle (rheumatic)	41.4
Neuroses, depression, psychosis and other mental illnesses	35.4
Vascular heart disease (angina pectoris, heart attach)	29.2
Asthma and chronic obstructive pulmonary disease (chronic bronchitis, emphysema)	18.0
Diseases that have led to permanent physical impairment or disability	14.6
Diabetes	12.5
Gastric ulcers, duodenal ulcers, etc.	11.1
Diseases of the urogenital system (kidney diseases)	10.8
Endocrine disease (glands disorder – e.g. Thyroid, pituitary, etc.)	9.2
Vascular brain disease (stroke)	5.3
Malignant diseases (cancer)	4.9
Congenital malformations, deformations and anomalies	0.8
Other	1.5

Table 61 Incidence of regular use of particular groups and types of drugs (those who regularly use drug/drugs: 35.1% of the target population)

Painkillers (Kafetin, Brufen, etc.)	55.0
Drugs for heart and blood vessels diseases	50.8
Tranquilisers and drugs to alleviate psychological problems	37.9
Andol and/or Aspirin	33.6
Drugs for diseases of bones, muscles and connective tissue	12.5
Drugs for digestive system diseases	12.1
Drugs for respiratory system diseases	11.7
Drugs for controlling endocrine glands (excluding insulin)	8.4
Insulin	6.1
Cytostatics	4.9
Drugs for genitourinary system diseases	4.2
Refuse to answer / don't know	0.4

Alcohol and smoking

Nearly 70% of respondents say that they have never consumed alcohol. About 8%, however, drink alcohol frequently – daily or at least 2-3 times a week. Women more rarely consume alcohol.

Around 35% of respondents smoke cigarettes. Women and people over 55 smoke less. Two thirds of smokers smoke on average 10-20 cigarettes a day and 27.1% more than 20 cigarettes.

Table 62 Frequency of consuming alcoholic drinks (overall target population)

Daily	2.7
4-6 times a week	1.3
2-3 times a week	3.8
Approximately once a week	5.2
Approximately once in two weeks	2.0
Approximately once a month	4.8
Approximately once in 2-3 months	3.3
Less than that	7.9
Never	68.9
Refuse to answer / don't know	0.1

Persons with disability

About 16% of households are faced with the challenge of living with disability of (at least) one family member. Approximately 44% of all cases of disability refer to various forms of physical disability.

Table 63 Structure of replies to the question *What kind of disability?* (family members of a person with disability: 16% of the target population)

Physical disability (body impairment, amputation, inability to walk...)	43.8
Sensory disability (visual, hearing impairment, etc.)	21.7
Mental disability (e.g. Down syndrome, intellectual disability)	19.6
Other	1.7
Refuse to answer / don't know	15.3

Health insurance

About 15% of respondents do not have a health insurance card. 6.7% of those displaced persons who have only the so-called white paper say that the doctor refuses to see them when they show that document.

More often people without any health insurance document live in Vojvodina and Belgrade. In these regions often live those who say they do not have health insurance.

About 10% of respondents do not have health insurance. One-quarter realise their health insurance based on displacement or refugee status, approximately one-fifth based on employment and one fifth of the status of an unemployed person. Only less than 2% of the respondents pay health insurance contributions.

About 14% of the respondents without health insurance claim that have not met the conditions for health insurance. Almost a quarter say they have all necessary documents. Approximately 30% claim that the reason is that they are unemployed but not registered at NES.

Table 64 Structure of replies to the question *Do you have a health insurance card or the so-called 'white paper'?*

I have a health insurance card	83.4
I have a 'white paper'	2.6
I don't have any of the documents	12.6
Refuse to answer / don't know	1.5

Table 65 Structure of replies related to the basis for realisation of health insurance

Based on the refugee/IDP status	25.9
Based on the status of registered unemployed person	20.8
Based on employment	18.5
Based on insurance of other family member	12.2
Based on pension insurance	7.3
Based on personal payment of health insurance	1.8
I have not realised the right to health insurance	10.5
Refuse to answer / don't know	3.1

Table 66 Structure of replies to the question *Why haven't you realised the right to health insurance?* (persons who have not realised the right to health insurance: 10.5% of the target population)

Unemployed and not registered at NES	28.9
Do not have all documents / do not have a health insurance card	24.1
There was no need	18.9
Don't meet the conditions	14.2
Carelessness	8.7
The process is underway	2.9
Other	2.5
Refuse to answer / don't know	7.4

Use of health services

About 12% of respondents do not have medical records at the health centre. More often men do not have medical records.

Approximately 15% of the respondents do not visit the doctor, and nearly one-third visits the doctor about once a year or less. Women and people over 45 more often visit the doctor. 39.8% of the respondents in some situations felt or thought they should visit the doctor, but they did not. The reason for this behaviour usually the assessment of the respondent that the symptoms are not serious enough (34.1%), but also the assessment that visits to the doctor are time consuming and that due to other obligations they do not have time for that.

About 11% of respondents say they do not visit the doctor because they do not have the health insurance card or other required document. Approximately 10% report the relative inaccessibility of health services (due to distance or physical disability).

Only 28.1% of respondents go for regular checkups when they feel good. This behaviour is more common in women, people over 55 and persons of higher educational status.

About 30% of respondents never go to the dentist, and 38% of respondents go once a year or more often. Younger people (15-24) go to the dentist more often, and people over 55 are among those who never go to the dentist.

52% of women over 55 last went to gynaecological examination more than two years ago, and 25% of women of this age have never been to a gynaecological examination. 27% of girls aged 15-24 have also never been to a gynaecological examination.

Table 67 Structure of replies to the question *Are you registered at the Health Centre?* (people who have realised the right to health insurance: 89% of the target population)

Yes	84.9
No	11.9
Refuse to answer / don't know	3.2

Table 68 Frequency of visits to the doctor (overall target population)

More than one a month	11.7
Approximately once a month	14.7
Approximately once in three months	7.6
Approximately once in 6 months	11.1
Approximately once a year	12.7
Less than once a year	20.0
I never visit a doctor	14.7
Refuse to answer / don't know	7.6

Table 69 Frequency of visits to the dentist (overall target population)

More than one a month	0.6
Approximately once a month	3.6
Approximately once in three months	7.4
Approximately once in 6 months	11.4
Approximately once a year	14.6
Less than once a year	31.1
I never visit a dentist	30.4
Refuse to answer / don't know	0.9

Table 70 Structure of replies to the question *When did you last have a gynaecological examination?* (female: 49% of the target population)

In the past year (12 months)	38.9
Approximately year and a half ago (13-18 months)	3.2
Approximately two years ago (19-24 months)	4.0
More than 2 years ago	33.4
I have never had a gynaecological examination	16.5
Refuse to answer / don't know	4.0

Needs for health services and accessibility of services

Approximately 14% of respondents say that they or a child in the household need some form of medical assistance. The affirmative answer is more common in people over 55 and in people of low educational status.

As the most needed forms of medical care for themselves, these respondents have identified the following: general medical examination, assistance in medications, regular blood pressure checks, and physical examination.

None of these forms of medical care have been rated as **available**. The highest rate of availability is given to general medical examination (86.6), while surgical interventions medical and other aids procurement have been perceived as the least available. Assistance in medication has also been rated as relatively difficult to access (62.8).

When it comes to children, medical assistance has been rated as less necessary, but also much more accessible. The most necessary are general (20%) and physical examination (16.8%) and dentist treatment (16.3%), while assistance in medications has been rated as the most difficult to access (70.4).

Table 71 Structure of positive replies to the question *Are you PERSONALLY in need of the following types of medical help?* (heads of households in which some kind of medical help is needed: 14% of the target population)

General medical examination	59.0
Assistance in medications	49.5
Regular blood pressure checks	46.6
Physical examination	34.0
Dental treatment	17.7
Gynaecological examination	16.8
Major surgical intervention	12.2
Orthopaedic or other medical aid	11.5
Small medical intervention	9.2
Other	2.0

Table 72 Rate of assessed accessibility to the listed types of necessary medical help (those who are in need of some kind of medical help: 14% of the target population)

General medical examination	86.6
Physical examination	86.3
Gynaecological examination	86.2
Dental treatment	81.5
Regular blood pressure checks	79.5
Assistance in medications	62.8
Small medical intervention	48.3
Orthopaedic or other medical aid	28.7
Major surgical intervention	25.9

Table 73 Structure of positive replies to the question *Are the CHILDREN IN YOUR HOUSEHOLD, under 15 years of age, in need of the following medical help?* (heads of households in which some kind of medical help is needed: 14% of the target population)

General medical examination	20.0
Physical examination	16.8
Dental treatment	16.3
Orthopaedic or other medical aid	11.4
Assistance in medications	11.2
Major surgical intervention	8.7
Small medical intervention	6.8

Table 74 Rate of assessed accessibility of the listed types of medical help necessary for children under 15 (heads of households where a child under 15 is in need of some medical help: 4% of the target population)

Dental treatment	100.0
Small medical intervention	100.0
Physical examination	93.4
General medical examination	88.2
Orthopaedic or other medical aid	79.3
Major surgical intervention	77.9
Assistance in medications	70.4

PSYCHOLOGICAL STATUS

A large number of respondents have confirmed that at least occasionally they feel certain symptoms that may indicate the existence of some psychological problems or disorders.

Occasionally, the most common symptoms are sleep disorders, prolonged feelings of sadness, constant fatigue, frequent reaction of anger or rage, and rapid heartbeat. Women more frequently report seven (out of 12 specified symptoms), while people over 45 report more symptoms.

In the long run this kind of symptoms are experienced by far fewer people. The order of frequency is slightly different, and they usually report constant fatigue (9.4), frequent reactions of anger and rage (9.1), prolonged feelings of sadness (8.9), and symptoms related to sleep difficulties (8.7). Women more often report only problems with rapid heartbeats, frequent crying, and concentration.

Table 75 Percentage of respondents who have the listed symptoms occasionally or constantly during a longer period (overall target population)

Sleep disorders (insomnia, restless sleep, frequent waking during the night)	48.5
Prolonger feeling of sadness	43.0
Constant fatigue	40.7
Common reactions of anger or rage	39.0
Rapid heartbeat	37.6
Increased sensitivity followed by severe reactions	33.4
Appetite disorders (excessive eating or loss of appetite)	30.8
Feeling of fear in situations that should not cause fear	25.3
Frequent crying	24.9
Memory problems	19.0
Problems in concentration (attention)	17.7
Difficulties in establishing and keeping relationship with other people	11.0

Table 76 Percentage of respondents who have the listed symptoms during a long period (overall target population)

Constant fatigue	9.4
Frequent reactions of anger or rage	9.1
Prolonged feeling of sadness	8.9
Sleep disorders (insomnia, restless sleep, frequent waking during the night)	8.7
Increased sensitivity followed by severe reactions	7.1
Feeling of fear in situations that should not cause fear	7.0
Rapid heartbeat	6.7
Appetite disorders (excessive eating or loss of appetite)	6.1
Frequent crying	5.8
Problems in concentration (attention)	4.4
Memory problems	4.3
Difficulties in establishing and keeping relationship with other people	2.7

Table 77 Structure of replies to the question *How often do you have unpleasant (traumatic) memories or dreams of some events, accompanied by strong emotions?*

Almost every day	7.1
2-3 times a week	7.3
Approximately once a week	7.0
2-3 times a month	8.9
Approximately once a month	9.5
Approximately once in 2-3 months	7.9
Approximately once in 4-6 months	6.1
Approximately once a year	6.7
Less than once a year	6.7
Never	32.2
Refuse to answer / don't know	0.7

There are significant differences between men and women in terms of the number of those who have never had a traumatic memory or a dream: 25% of women and 39% of men say they have never had unpleasant (traumatic) memories or dreams.

Furthermore, the percentage of persons aged 15-24 who have never had this experience is significantly higher (53%) than in other age groups.

When asked how they felt during the past week, almost two-thirds of respondents gave positive answers, and another 20% said neither good nor bad. The answer "very good" is much more common (47%) in people aged 15-24, and much less frequent (8% and 5%) in those over 44 or 54.

The prognosis of their own mental well-being is also clearly associated with the age of respondents: those aged 15-24 more frequently give positive answers, while respondents over 54 often provide negative answers.

Expressing the need for psychological support, however, only approximately reflects these feelings or estimates (and prognoses) of their own mental condition. Approximately 11% of respondents confirm the need for some kind of psychological support, but these responses are not in any (statistical) relation with the age of the respondents (nor there are differences between the structure of responses of men and women).

Table 78 Structure of replies to the question *Generally speaking, how have you been feeling this week?*

Very bad	2.8
Bad	12.7
Sum -	15.5
Neither good nor bad	20.0
Sum +	64.3
Good	40.2
Very good	24.1
Refuse to answer / don't know	0.3

Table 79 Structure of replies to the question *What do you think your overall condition will be in 6 months to a year from now?*

It will be much worse	1.8
It will be worse	8.9
Sum -	10.7
It will be the same	32.8
Sum +	55.2
It will be better	42.3
It will be much better	12.8
Refuse to answer / don't know	1.4

Table 80 Structure of replies to the question *What kind of psychological support do you need most in this moment?*

I do not need any kind of psychological support	86.7
Independent sessions with a psychologist (psychotherapy, counselling)	8.2
Sessions with a psychologists, in a group, with people who have problems	0.9
Psychological exercises which would help me learn to relax	0.8
Sessions with a psychologist, together with my spouse	0.7
Psychological exercises which would help me to better communicate with people	0.6
Refuse to answer / don't know	2.2

PRIORITY NEEDS FOR SUPPORT

When asked about what problem they would like to solve as a priority, heads of households emphasised the **solution of housing problems** in 87.7% of cases.

However, when asked about other problems besides housing, a large number of respondents mentioned some other existential problems. Ten different (groups of) problems were mentioned by 4% to 47%. A complete overview of the structure of these responses is given in Table 81. It must be noted that among the most frequently mentioned responses, there are those related to the provision of basic necessities (food and clothing).

Table 81 Structure of replies to the question *What other problems trouble you?* (overall target population)

Solving housing problems	97.5
Unemployment	46.9
Buying food	45.4
Buying clothing	43.8
Treatment and health care	29.9
Education of children	26.6
Receiving social welfare	25.2
Inability to re-acquire ownership of their property	15.9
Feeling of being rejected and neglected by the state	13.7
Return (inability to return, difficulties related to return)	13.1
Lack of basic personal documents	4.0
Other	2.5

Table 82 Structure of replies to the question *Generally speaking, what kind of assistance do you need most at the moment?* (overall target population)

Solving housing status	79.0
Unemployment	7.9
Humanitarian assistance	4.6
Medical assistance	2.8
Social protection	2.1
Return	0.7
Legal assistance	0.5
Psychological assistance	0.2
Education	0.2
Refuse to answer / don't know	2.1

POSSIBILITY OF RETURN

Slightly more than 10% of displaced persons in the survey say that they want to return to their place of origin (the place they left during the war) and live there. When they talk about the reasons for not returning, the respondents most often mention the lack of security, destroyed or occupied property, limited freedom of movement, fear of bigotry and discrimination and mistrust of the local Kosovo institutions. Limited employment opportunities and poor economic conditions are the second, but less frequently used response cluster, and all the other reasons are mentioned in less than 5% of cases. In full accordance with this are the answers given about the most important conditions that should be met so that they would be willing to return and live in Kosovo and Metohija. (See Table 86)

Those who do not want to return say almost the same reasons, and almost equally often, as reasons for not wanting to return.

People who want to return say, quite expectedly, that the provision of decent housing conditions and employment is the most needed kind of support. However, only 15.2% and 10.6% mention agricultural equipment and assistance in starting own business. Obviously, a solution is seen in another form of employment.

When evaluating the actual willingness of people to return and integrate into the communities of return, it should be noted that the relatively small number of people willing to address the institutions of international missions, and even fewer the local Kosovo institutions in order to solve some of their problems.

Table 83 Structure of replies to the question *What are your wishes regarding the return to the place you have been displaced from?*

I want to return and live in the place I have been displaced from	12.3
I want to stay and live in the place I am living at the moment	78.3
I want to live somewhere else in Serbia	7.4
I want to go and live abroad	2.1

Table 84 Structure of replies to the question *Why haven't you returned to the place you have been displaced from?* (those who want to return: 12.3% of the target population)

I fear for my safety and security of my family	52.9
My property has been destroyed	48.6
My property has been occupied	28.6
Limited freedom of movement	21.4
I am afraid of intolerance and discrimination by the community	18.6
Limited employment opportunities	12.9
I have no confidence in the institutions that would protect me	11.4
Poor economic situation in the place I would return to	8.6
Poor health care in the place I would return to	4.3
Destroyed infrastructure in the place I would return to	4.3
Children got used to the life here and don't want to return	1.4
Refuse to answer / don't know	1.4

Table 85 Structure of replies to the question *Would you be prepared to accept the following in order to return...?* (12,3% of the target population)

To communicate with the institutions of the international mission in Kosovo and Metohija	45.5
To live in an enclave	25.8
To solve your problems in communication with the Kosovo (Albanian) institutions	22.7
To go back to the place with Albanian majority	15.2
To return to another place in Kosovo and Metohija	9.1

Table 86 Structure of replies to the question *What condition – THE MOST IMPORTANT ONE – that has not been realised, should be fulfilled so that you could be ready to return to Kosovo and Metohija?*

Reconstruction of destroyed or severely damaged property (house, apartment,...)	39.4
Full safety and freedom of movement	36.4
Repossession of illegally occupied property	13.6
Opportunity for employment or starting independent business	4.5
Refuse to answer / don't know	6.1

Table 87 Structure of replies to the question *What kind of support do you need for returning to Kosovo and Metohija?*

Providing housing solution	60.6
Employment in Kosovo and Metohija	48.5
Furnishing the house or flat	33.3
Equipping agricultural household	15.2
Legal assistance for obtaining documents or solving property issues	13.6
Humanitarian assistance (food, clothing, footwear, fuel, etc.)	12.1
Assistance in equipment, tools, etc. for initiating own business	10.6
Other	12.1
Refuse to answer / don't know	4.5

Table 88 Structure of replies to the question *Why don't you want to return to the place you have been displaced from?* (those who do not want to return: 87.7% of the target population)

My property has been destroyed	45.3
I fear for my safety and security of my family	45.1
My property has been occupied	26.9
Limited freedom of movement	22.0
I have no confidence in the institutions that would protect me	18.2
Poor economic situation in the place I would return to	14.8
I am afraid of intolerance and discrimination by the community	13.4
Limited employment opportunities	11.2
I feel better here, it's more comfortable for living here	10.0
Children got used to the life here and don't want to return	8.4
Destroyed infrastructure in the place I would return to	5.0
Poor health care in the place I would return to	4.2
Other	4.2
Refuse to answer / don't know	3.8

A quarter of all displaced persons (24.7%) say that they have tried to find a way to resolve issues that prevent them from returning to the place of origin. 75.2% of these respondents have been to go-and-see visits, but only 15.6% have contacted their former neighbours.

Those who have not done anything to facilitate or enable their return to their places of origin provide the reasons as in Table 89. In short, these people have given up and/or do not believe that anything can be changed (achieved).

Table 89 Structure of replies to the question *Why haven't you done anything to remove the obstacles for your return?*

I don't want to return	54.7
I don't believe that anything can be done	47.4
Children (spouse or other close relatives) don't want to return	17.2
I don't have enough money	12.6
I don't have relevant documents	2.3
Other	3.5
Refuse to answer / don't know	2.6

INTEGRATION IN PLACES OF DISPLACEMENT – ACCEPTANCE AND DISCRIMINATION

More than half of respondents think that the local people in places of displacement have accepted them with welcome. Only 9.2% believe that there have been some forms of disapproval with their arrival there.

The response "with welcome" is more often selected by younger people (15-24), people with lower educational status and respondents who live in central Serbia. The answer "with indignation" is often selected by the respondents living in the Belgrade area.

Table 90 Structure of replies to the question *How were you accepted by the local population here?*

With welcome	53.2
With indignation	36.2
With disapproval	9.2
Refuse to answer / don't know	1.4

However, 20% say they feel discriminated against in relation to the local population (i.e. that people or institutions have done them injustice only because they are internally displaced or refugees). When asked in what respect they have been discriminated against, these people far more commonly referred to insults, and then the sense of rights deprivation, difficulties in obtain employment and inadequate housing. 7% mention difficult administrative procedures, 4.2% discrimination at work, and 3.2% ill-treatment in health institutions.

The feeling of discrimination is more often felt with the respondents living in the Belgrade area. Furthermore, the tendency towards the feeling (perception) of discrimination is more pronounced in older respondents and in those with higher educational status.

Table 91 Structure of replies to the question *In what way are you discriminated?* (persons who believe they are discriminated: 20% of the target population)

Insults / they call us Shiptars	25.5
Deprived of rights (right to vote, access to documents)	13.0
More difficult to get a job	10.6
Unsolved housing problems	10.1
Negligence, isolation	7.2
More difficult administrative procedures	6.9
It bothers them that we are here, they want us to leave	6.3
Poorer living conditions	5.2
They are accused of taking jobs	4.9
They don't like us	4.6
Relationships at work / smaller salaries	4.2
Poor reception in health institutions	3.2
Children are not accepted well in school	1.4
Other	1.5
Refuse to answer / don't know	4.1

71.8% think that they will be living in the same place in 10 years from now. One in ten respondents wants to live in Serbia, but in a larger town, while 1.6% see themselves in a smaller town.

In connection with the answers to this question, there are significant age and regional differences. Among respondents aged 15-24, as much as 18% see themselves in another and larger town in Serbia, and 10% in a third country. In central Serbia, however, 21% of respondents want to be in another, larger town in Serbia.

Table 92 Structure of replies to the question *Where do you see yourself and your family ten years from now?*

In the place we are living now	71.8
In some other place in Serbia, bigger than this one	9.9
In some third country	4.8
In the place I have been displaced from	2.7
In some other place in Serbia, smaller than this one	1.6
In the territory / country I have been displaced from, but in some other town	0.4
Other	0.8
Refuse to answer / don't know	8.0

More than three-quarters of respondents think that they have adopted well and even very well into the new environment. Only 5% think that they have adopted badly or very badly. The response "very well" is given by younger respondents (15-24), and significantly less by those over 55. The adaptation of other family members is estimated to be very similar.

Table 93 Assessment of personal adaptation in the community they are living

Very poor	0.9
Poor	4.1
Sum -	5.0
Moderate	18.1
Sum +	76.7
Well	56.4
Very well	20.4
Refuse to answer / don't know	0.1
AVERAGE	3.9

Table 94 Assessment of adaptation of other family members in the community they are living

Very poor	0.3
Poor	2.7
Sum -	3.0
Moderate	17.9
Sum +	77.0
Well	57.6
Very well	19.4
Refuse to answer / don't know	2.2
AVERAGE	4.0

Only 2.6% of respondents say that they have not made any friends in the new community. 57.4% say that they have made a lot or many friends.

However, (only) 41.6% of the sample is primarily directed to the local population in their social contacts. Most of them (still) mostly rely on other people from the displaced or refugee population, and even one quarter on the people from their place of origin.

Differences in this regard are clearly demonstrated in relation to the age of the respondents. Even 55% of those aged 15-24 mostly refer to the local population, while among those over 54 years of age as much as 46% refer to other refugees or displaced persons.

Table 95 Structure of replies to the question *How many friends have you gained in the community you are living?*

None	2.6
Few	15.7
Sum -	18.4
Neither few nor many	23.3
Sum +	57.4
Many	43.3
Quite a lot	14.1
Refuse to answer / don't know	0.9

Table 96 Structure of replies to the question *The majority of people in your surroundings (friends, co-workers, etc.) are...*

Local population	41.6
Other refugees / IDPs	29.6
People from your place of origin	24.9
Refuse to answer / don't know	3.9

The majority of residents of collective centres participate in the elections, but only a relatively small number is the member of a political party. Memberships in associations or clubs are even rarer.

People aged 35-44 more often than other people participate in elections (70%) and significantly less often those aged 15-24 (25%).

Table 97 Structure of replies to the question *Have you participated in...? – Percentage of 'YES'*

Latest parliamentary elections	55.3
Latest presidential elections	55.0
Latest local elections	53.8

Table 98 Structure of replies to the question *Are you a member of...? – Percentage of 'YES'*

A political party	3.7
A sports club	1.4
An association	1.3

Answers to questions about social activities of residents of collective centres also do not support the idea of the segregating capacity of collective centres (collective centres as ghettos). It is true that the vast majority of respondents do not visit cultural or sports events and are not engaged in sport or a recreational activity. 58.8% say they have never gone to pubs or cafes. However, even 85.7% visit or go for walks with friends who are not displaced persons or refugees, and more than 90% say they are visited by the friends who live outside the collective centre, at least once a week or more (50%).

Table 99 Structure of replies to the question *How often are you visited by the friends who live out of the collective centre?*

Every day	5.3
4-6 times a week	4.1
2-3 times a week	19.2
Once a week	21.1
Once a month	19.0
Less than once a month	21.4
Never	9.2
Refuse to answer / don't know	0.6