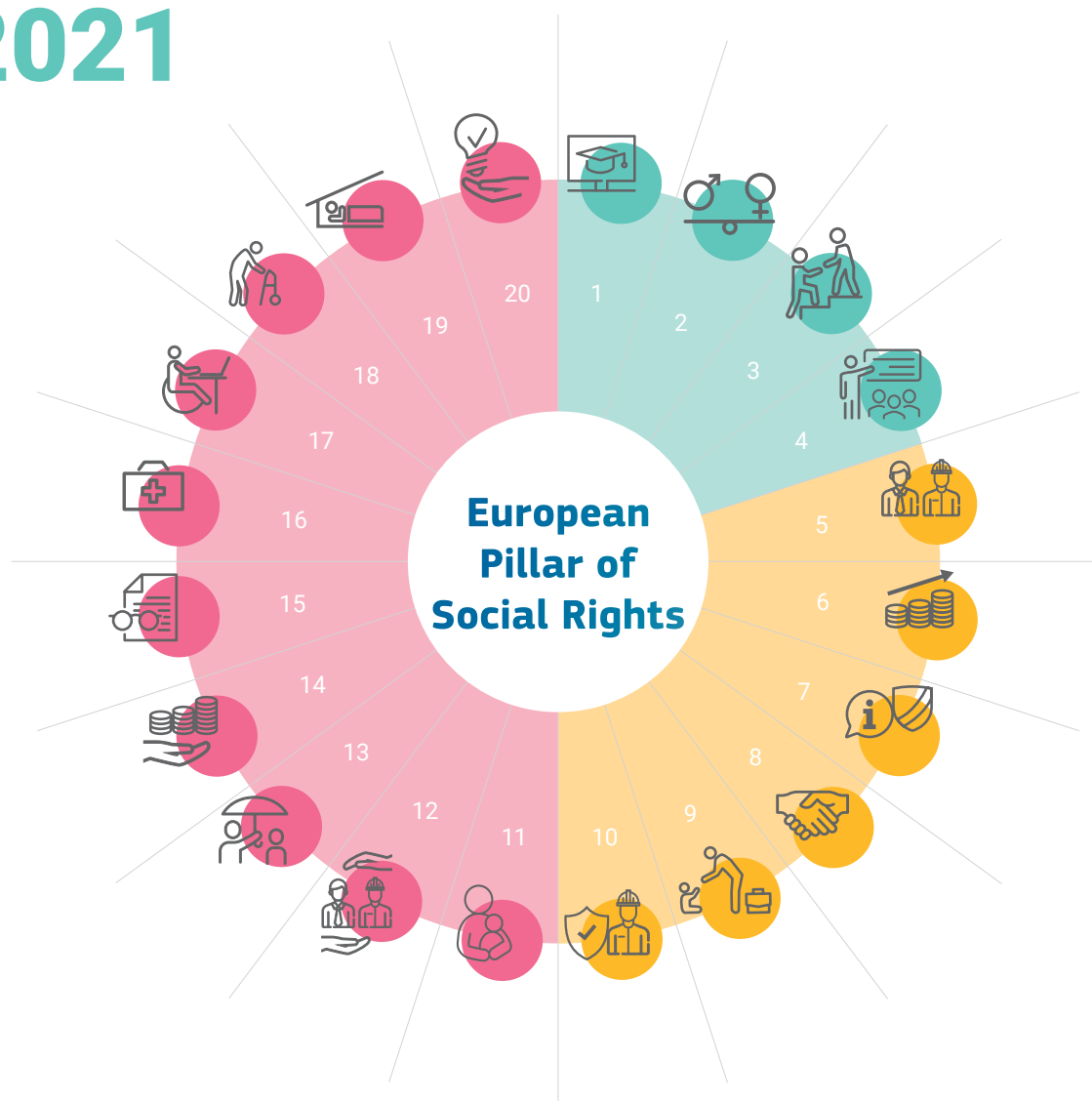


REGIONAL OVERVIEW OF WESTERN BALKAN ECONOMIES REGARDING THE EUROPEAN PILLAR OF SOCIAL RIGHTS 2021





EUROPEAN CENTRE FOR SOCIAL WELFARE POLICY AND RESEARCH

The overview report is written by Rahel Kahlert and Veronica Sandu, the European Centre for Social Welfare Policy and Research, as part of the project “An updated review of the performance of Western Balkan economies regarding the European Pillar of Social Rights” within the framework of the Employment and Social Affairs Platform 2 (ESAP 2) project that is implemented by the Regional Cooperation Council (RCC) and funded by the EU. The report draws on individual economy-assessment reports, prepared by experts from the Western Balkan economies in collaboration with the European Centre for Social Welfare Policy and Research in 2021, also within the framework of the ESAP 2 project that is implemented by the Regional Cooperation Council (RCC) and funded by the EU.

Contact:

Employment and Social Affairs Platform 2 (ESAP 2) Project
esap@rcc.int

European Centre for Social Welfare Policy and Research
ec@euro.centre.org
www.euro.centre.org

The individual 2021 reports were prepared by the following authors:

Esmeralda Shehaj, Albania
Amar Numanovic, Bosnia and Herzegovina
*Ardiana Gashi, Kosovo**
Olivera Komar, Montenegro
Nikica Mojsoska-Blazevski, North Macedonia
Mihail Arandrenko, Serbia

Data Analyst for Social Score Board for WB, Amela Kurta, MA

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● Abbreviations

ALMP	Active Labour Market Policies
CSO	Civil society organisation
DI	De-Institutionalisation
EPSR	European Pillar of Social Rights
EC	European Commission
EU	European Union
EU-27	The 27 EU Member States
EU-SILC	European Union Statistics on Income and Living Conditions
GDPR	General Data Protection Regulations
GMI	Guaranteed minimum income
LFS	Labour Force Survey
LTC	Long-term care
LTU	Long-term unemployment
NEETs	Youth not in education, employment, or training
OECD	Organisation for Economic Cooperation and Development
OSH	Occupational Safety and Health
PISA	Programme for International Student Assessment
PES	Public Employment Service
SEE	South-East Europe
VET	Vocational Education and Training
WB	Western Balkans

● Abbreviations in tables

AL	Albania
BA	Bosnia and Herzegovina
ME	Montenegro
MK	Republic of North Macedonia
RS	Republic of Serbia
XK*	Kosovo*
e	estimated
na	Not available
nv	Not valid

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence.

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Executive summary

This overview report draws on the updated 2021 economy reviews on the performance regarding the European Pillar of Social Rights (EPSR): Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, North Macedonia, and Serbia. A special focus lies on the COVID-19 realities including the impact of the current COVID-19 pandemic on the Western Balkan societies, and what policies have been implemented to mitigate the risks COVID-19 poses to the public health and systems.

Monitoring the progress on the EPSR was extended to the Western Balkan economies starting in 2018. The Pillar covers a set of 20 principles referring to social rights. Indicators are used for monitoring the economies' policy systems. They serve as reference for achieving better working and living conditions across three dedicated areas: that of equal opportunities and access to the labour market, fair working conditions, and social protection and inclusion. The European Pillar of Social Rights Action Plan (March 2021) reaffirms the strive for sustainable and inclusive growth as well as social and economic resilience, leading to decent living and protection for all in times of need in a Social Europe.

The Western Balkan region recorded some progress in social indicators, but welfare and labour market outcomes have remained generally weak. While most Western Balkan economies put some of the necessary legal frameworks in place, their implementation (including financing policy measures) are still lagging behind. The conclusions focus on possible policies and practices such as strengthening the social protection, labour, and education market system in order to continue advancing social progress in the Western Balkan region.



Introduction

The overview report is written by the European Centre for Social Welfare Policy and Research (European Centre) Research as part of the project “An updated review of the performance of Western Balkan economies regarding the European Pillar of Social Rights” within the framework of the Employment and Social Affairs Platform 2 (ESAP 2) project that is implemented by the Regional Cooperation Council (RCC) and funded by the EU.

Each WB economy report provides an update on the progress regarding the principles of the European Pillar of Social Rights (EPSR). The European Commission launched the EPSR in 2017, consisting of a set of 20 social rights that have indicators for monitoring economies’ policy systems (see Table 1). The Western Balkan economies cover the EU candidates: Albania, North Macedonia, Montenegro, Serbia and the potential candidates: Bosnia and Herzegovina and Kosovo*. As these Western Balkan economies are not yet EU Member States, but work towards membership, their reform efforts and achievements towards social rights as candidates and potential candidates need to be recorded. The challenges those economies face, including regarding the aging population, migration, labour market, poverty and others make such an assessment valuable (cf., Besimi, 2016).

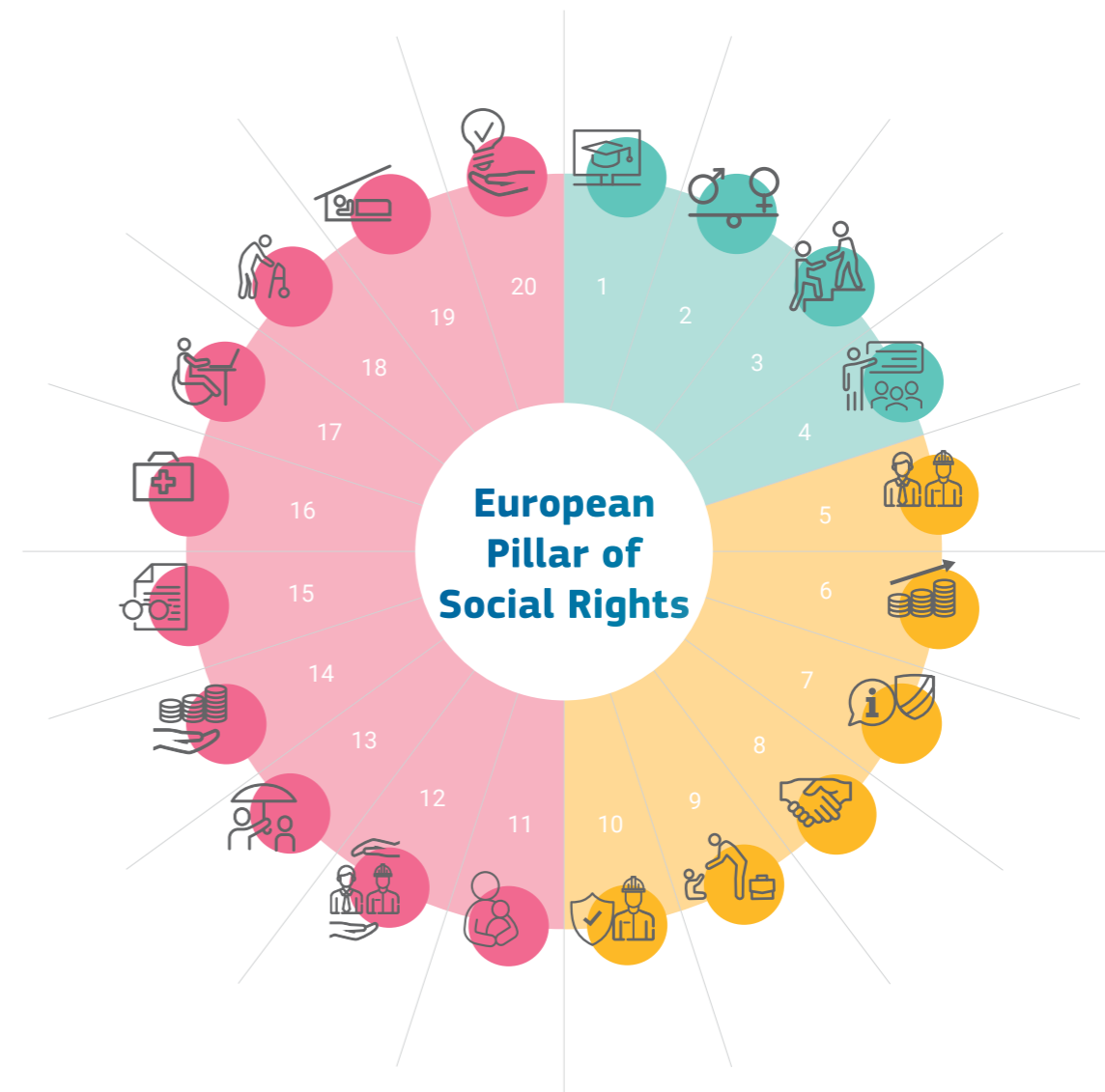
From a regional policy perspective, the reviews allow to compare the performance of the economies against common indicators, and to identify promising policies and collaboration possibilities.

From a policy perspective, it is important to assess the level of progress of the candidates and potential candidates in order to inform policy and decision makers in terms of interventions and reform needs. Furthermore, the reviews make a contribution to the ongoing efforts of the WB economies towards social cohesion and towards the European Union.

The European Pillar of Social Rights were proclaimed jointly by the European Parliament, the Council and the Commission, pursuing the overall aim “to serve as a guide towards efficient employment and social outcomes” and to deliver a “positive impact on people’s lives” (see EPSR Preamble, 2017). Upward convergence in both economic and social terms are considered a central EU aim (Eurofound, 2019). Macroeconomic objectives and social objectives would need to be aligned with one another to provide social resilience against future macroeconomic or pandemic shocks like the COVID-19 crisis. The European Commission funds initiatives through the European Social Fund and other funds in order to alleviate social disparities within and between EU Member States. Member States in turn would take actions, such as by building institutional capacities. The European Pillar of Social Rights Action Plan of March 2021 proposes employment, skills and social protection headline targets for the EU to be achieved by 2030. The Action Plan reaffirms the strive for sustainable and inclusive growth as well as social and economic resilience, leading to decent living and protection for all in times of need in a Social Europe. The Porto Social Summit in May 2021 renewed the commitment to implement the Social Pillar at the highest political level (Porto Social Commitment, 2021).

The EPSR can be regarded as a tool to monitor level of progress, reform efforts, and achievements in the EU and the (potential) candidates, to identify persistent gaps, to address challenges, and to provide policy makers with information on potential areas of intervention, reform and further

Figure 1: European Pillar of Social Rights principles



Source: [European Pillar of Social Rights Action Plan](#) (accessed 8 July 2021)

improvements. In addition, as mentioned above, the EPSR reviews provide insights for the (potential) candidates on how to facilitate social cohesion across borders and boundaries at the regional levels, and eventually towards the EU.

The ultimate goal of the EPSR is to deliver a “positive impact on people’s lives” in line with economic and social progress

The European Pillar of Social Rights encompasses three broad chapters with twenty principles overall. Table 1 provides an overview of all chapters and topics.

Table 1: The 20 principles of the European Pillar of Social Rights

Chapter I: Equal opportunities and access to the labour market
1. Education, training and life-long learning
2. Gender equality
3. Equal opportunities
4. Active support to employment
Chapter II: Fair working conditions
5. Secure and adaptable employment
6. Wages
7. Information about employment conditions and protection in case of dismissals
8. Social dialogue and involvement of workers
9. Work-life balance
10. Healthy, safe and well-adapted work environment and data protection
Chapter III: Social protection and inclusion
11. Childcare and support to children
12. Social protection
13. Unemployment benefits
14. Minimum income
15. Old age income and pensions
16. Health care
17. Inclusion of people with disabilities
18. Long-term care
19. Housing and assistance for the homeless
20. Access to essential services

Source: [European Pillar of Social Rights Action Plan](#) (accessed 8 July 2021)

The Social Scoreboard (European Commission, 2018) covers a subset of indicators from the EPSR (Eurofound, 2019). The Social Scoreboard quantitatively tracks, monitors, and assesses performances and trends across EU Member States in 12 areas with concrete headline and secondary indicators. The Scoreboard also serves to assess progress towards social change by feeding into the European Semester of economic policy coordination.

The reports of the Western Balkan economies build on initial 2019 and 2020 reviews and are organised as follows: (1) Context regarding the status of social policies and social rights, the existing bodies in charge of monitoring the social situation, the relevant efforts of social monitoring including policy initiatives or changes on the economy's agenda affecting the principle, and the availability of and

access to the needed data; (2) Individual economy performance of the 20 EPSR principles in terms of law and realisation in practice; and (3) Conclusion addressing strengths, weaknesses and gaps as well as recommendations for policy prioritisation in the short-to-medium term. Drawing on the individual economy reports, the Regional Cooperation Council created a regional overview regarding the EPSR in 2020 (Nand & Vranic, 2020).



Table 2 provides an overview of each WB economy's context as provided in the WB economy -level reports.

Table 2: 2021 overview of each economy's context regarding the ESPR

Albania	Albania recorded some social improvements in past years, but poverty and income inequality remain high when compared to EU averages. Every second person in Albania continues to be at risk of poverty or social exclusion. The social protection system is underfunded and needs of vulnerable are not fully addressed. Labour market access has improved, but the 2020 employment rate is still relatively low at 66.3% with high structural unemployment. Labour laws were changed to ensure fair working conditions, but their implementation lags behind.
Bosnia and Herzegovina	Labour market and welfare outcomes are relatively weak compared to EU averages and relevant policies need further progress; the Reform Agenda and accompanying reform programmes attempted to address policy challenges. Gender gaps in the labour market and skills mismatches are still present. The employment rate (52.5%) is low by European Union standards. The social protection system still leaves some groups and individuals in vulnerable status such as persons with disabilities, the homeless, Roma and long-term unemployed.
Kosovo*	Underemployment and temporary employment, and poor working conditions persist, when compared to EU averages and standards. Equal opportunities and access to the labour market is not fully attained for many groups including women, persons with special needs, young persons, and Roma, Ashkali and Egyptian communities despite existing legal provisions and measures. The role of international organisations in the development and monitoring of policies and in the provision of services remains.
Montenegro	In the pre-Covid-19 pandemic period, with high economic growth and decreasing unemployment rates, some progress has been achieved in terms of better opportunities and access to education and labour market. Covid-19 had a negative impact on growth and labour markets. The performance against several ESPR indicators is relatively low compared to EU averages: high youth unemployment, low participation of women, inadequate access of marginalised groups in the labour market, and high long-term unemployment. Social exclusion and poverty levels were falling before the pandemic, but remain high when compared to EU averages, especially for children, persons with disabilities and Roma & Egyptian.
North Macedonia	North Macedonia is lagging behind the EU Member States in 2021 despite progress across many ESPR principles due to reforms in social protection and labour laws: persistent at-risk-of poverty rate (21.6%), high unemployment (16.4%) and informal employment, inadequate social protection, gender gap in employment, and low quality of social services. In practice, Roma, persons with disabilities and other persons from disadvantaged backgrounds have less than equal opportunities in the labour market, while legal provisions are in place.
Serbia	As compared to Serbia's economy and economic growth, the areas of social inclusion and social protection have not improved as strongly and perform below the EU average. One third of children are at risk of poverty. Children with disabilities and Roma background face challenges in education. Precarious work remains a problem and while the 2019 Law on Agency Employment has been adopted, comprehensive evaluation of its effects remains to be documented.

Methodological overview

Data sources. The economy reviews combine European-level data sets (Eurostat in particular on core labour market and social indicators), international data sets (World Bank, International Labour Organisation, OECD, WHO, etc.) and national data sources. If no data were available from Eurostat and other relevant international or European data sources, the experts consulted national databases or inquired directly from the statistical office staff. Furthermore, the authors utilized regional and European platforms such as the Employment and Social Affairs Platform, the South East Europe (SEE) Development Scoreboard, SEE Jobs Gateway, the Eurofound of the Quality-of-Life Survey, the Eurofound Working Life Country Profiles and ETF. Please note that EU-27 data have been used as comparison for 2020.



The **Social Scoreboard** for the Western Balkan economies were prepared and analysed for 2015 to 2019/2020 depending on data availability. The local experts retrieved data for the ESPR headline and breakdown level in an easily accessible and comprehensive spreadsheet format. The European Centre team synthesised the tables, parts of which are displayed in this overview report below. A quality check was done and input was provided by RCC throughout the analysis phase.

Data challenges. When data were compared from different sources, completeness, quality, reliability, standardisation and comparability was challenging. Some WB economies had only limited Eurostat data available, and data were not available even from statistical offices. As a result, the social scoreboard is not fully complete.

Quality assurance and coordination. The European Centre Team coordinated the 2021 updated reviews and worked together with experts in each WB economy and the Regional Cooperation Council. The European Centre Team provided guidance and common structural templates and carried out quality assurance measures to ensure content quality, consistency, clarity, and plausible evidence basis of the reports.

COVID-19 challenges. Data collection processes experienced some delays due to the COVID-19 pandemic, not all 2020 data have become available yet as of September 2021.

Chapter I

Equal opportunities and access to the labour market



1.1 Education, training and life-long learning

The field of education, training and life-long learning was exposed to multiple challenges related to the spread of COVID-19 pandemic. Schools were closed and shifted towards distance learning through TV and online platforms. This shift was especially difficult for students from economically disadvantaged families, affecting learning outcomes negatively.

The Western Balkan economies advanced education sector reforms. Governments adopted new laws and strategic documents to enhance educational outcomes in the areas of general and Vocational Education and Training (VET) education, to increase participation and inclusion, and to better match labour market needs. However, these reforms have not been systematically evaluated.

Educational attainment levels have improved in the Western Balkan economies. Participation rates in compulsory education are high. Tertiary educational attainment is still slightly lower in the Western Balkan economies compared to EU-27 (33-39% versus 41%).

Adult participation in learning lies below 5% in the Western Balkan economies, compared to the EU-27 average of 9.2% in 2020. The indicator measures the share of people aged 25 to 64 stating in the EU Labour Force Survey (EU-LFS) that they received formal or non-formal education and training in the last four weeks. Adult learning covers both general and vocational learning activities after the end of initial education.

In the Western Balkan region, significant systemic inequalities in education outcomes exist across population groups depending on income, location, and ethnicity (especially Roma).

There are significant systemic inequalities in education outcomes across population groups depending on income, location, and ethnicity. Roma children and vulnerable youth have significantly lower enrolment and completion rates compared to other students in their respective economy.

Youth Neither in Employment, Education or Training (NEETs) have constituted a high share of youth in the Western Balkan economies. The percentage of NEETs is a key indicator for equal opportunities and access to the labour market. It measures the share of population



aged 15 to 24 (the revised EU NEET definition increases the NEET age range definition to 29 years) with lower secondary education (at the most), who were not involved in any education or training for four weeks preceding the EU-LFS and were without a job. Education and training and successful transition from school to work are key drivers for growth and jobs. Reducing the NEETs rate to 9% is one 2030 targets of the EPSR Action Plan. Leaving school early has a large impact on individuals' lives, and on the overall society. Difficulties in the labour market may result in a higher percentage of NEETs and also pose a higher risk of poverty and social exclusion.

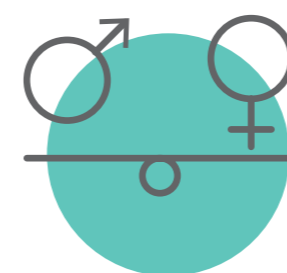
Table 3: Youth Not in Employment, Education and Training in the Western Balkan economies

	NEET					
	NEETs as % of total population aged 15-24					
	2015	2016	2017	2018	2019	2020
EU-27	12.2	11.7	11.0	10.5	10.1	11.1
AL	29.6	27.0	25.9	26.5	25.5	26.6
BA	28.1	27.0	24.5	22.1	21.2	22.0
ME	19.1	18.4	16.7	16.2	17.3	21.1
MK	24.7	24.3	24.9	24.1	18.1	19.6
RS	20.1	17.7	17.2	16.5	15.9	15.9
XK*	31.4	30.1	27.4	30.1	32.7	33.6
Source	Labour Force Survey					

As shown in Table 3, though the NEET rate has fallen in all Western Balkan economies from 2015 to 2020, but with four economies it is still above 20%, it was still about twice as high compared to the EU-27 average of 11.1% in 2020. Variations exist within the Western Balkan region: Bosnia and Herzegovina showed the largest drop from 28.1% to 22.0%, which could be a result of positive labour market trends but also due to demographic factors and other. In Albania, Bosnia and Herzegovina, and Serbia the reduction was about 4–5% from 2015 to 2020. Please note that in Albania, the NEET rate of males decreased by two percentage points in 2020, due to an improvement in early school leaving rates among men. In Kosovo*, the NEET rate stayed the same at above 30%.

Across the Western Balkan region, there are limited employment opportunities, insufficient and inefficient activation measures and active support for employment through employability-enhancing as well as accessible and affordable, non-formal training options that would improve young persons' skills and help integrating them into the labour market.

In July, 2021 at the EU WB Ministerial, the representatives of the Western Balkans committed to gradually establish, implement and enhance Youth Guarantee schemes in the WB, this is an important initiative focused on youth, modelled on the EU Youth Guarantee. The RCC Study on Youth Employment in the Western Balkans provided roadmaps for introduction or enhancement of Youth Guarantees in the WB economies (Bartlett et al, 2021).



1.2 Gender equality

The legal infrastructure is in place to foster gender equality in the Western Balkan economies. However, in practice, women still lag behind with respect to equal opportunities and participation in the economic system.

A central goal in the EPSR Action plan is to half the gender equality in the labour market by 2030.

The gender employment gap is an indicator to measure gender equality in the labour market. The gender employment gap is defined as the difference between the employment rates of men and women aged 20-64. Table 4 shows a slight drop of the gap from 11.5% in 2015 to 11.1% in 2020 in the EU-27 Member States. Most Western Balkan economies have a much higher gap. Low female employment results from unequal distribution of family responsibilities, lack of available and affordable childcare responsibilities, low education levels among women, and in some cases discrimination in recruitment. In the Western Balkan region, barriers to employment exist for women with low education levels (primary education and less). Inactivity of women is also related to family and caring responsibilities as well as traditional division of roles within households, which was increased by the COVID-19 crisis (see Table 4 regarding increases of the gender employment gap in Bosnia and Herzegovina, and Serbia from 2019 to 2020).

Table 4: Gender employment gap

Gender equality in the labour market						
Gender employment gap of men and women aged 20 to 64						
	2015	2016	2017	2018	2019	2020
EU-27	11.5	11.4	11.6	11.6	11.5	11.1
AL*	n/a	14.4	16.5	16.5	15.0	14.2
BA*	n/a	24.4	23.0	23.7	23.6	n/a
ME	10.3	11.7	13.8	13.8	13.3	12.9
MK	19.4	21.2	21.9	21.4	21.3	19.9
RS	15.3	14.4	14.0	14.7	13.9	14.0
XK*	n/a	35.3	39.4	38.5	37.4	28.7
Source	Labour Force survey, * data from WB economies					



1.3 Equal opportunities

New challenges are faced due to the COVID-19 pandemic with regard to equal opportunities and non-discrimination. Health related measures in employment and work procedures included assigning employees with health difficulties to other jobs, work from home, isolation due to potential infection, insufficient number of employees and workload of employees, are some examples”.

Human rights are protected and promoted by the legal constitutional frameworks in each Western Balkan economy. Anti-discrimination and legal protection laws have been further aligned with EU directives. This includes antidiscrimination based on race, sex, national origin, social origin, birth, religion, political or other opinion, property status, culture, language, age, mental or physical disability.

At times, marginalised people are not informed about their rights and about the institutional mechanisms for the protection of their rights. Victims of discrimination more likely turn to CSOs than to public institutions. The EC 2020 Enlargement Package Report found the institutional structures dealing with Roma integration as ineffective and complicated, without a clear task distribution or Roma-sensitive budgeting. Complaints filed in 2020 due to Roma discrimination increased compared to the prior years.



Ensuring equal opportunities and social inclusion to marginalised groups such as Roma has been a challenge. Poverty and exclusion remain high among Roma. Implementation of Roma inclusion policies is slow and implemented on small scale. The COVID-19 pandemic had a significant negative effect on economic activities due to movement restrictions (e.g., collection of raw materials and seasonal jobs) and a negative influence on Roma children’s education because of limited access to internet and computers for distance learning.

The Western Balkan economies have a higher inequality of income distribution compared to the EU-27, as measured by the Income Quintile Ratio (EU-SILC). The indicator refers to the ratio of the total income received by the top quintile (20% of the population with the highest income) compared to the bottom quintile (20% of the population with the lowest income). In the EU-27, the ratio is 5.0 compared to the Western Balkan region ranging from 5.6 in North Macedonia to 6.7 in Montenegro, indicating a higher inequality of income distribution in the latter.



1.4 Active support to employment

The COVID-19 epidemic resulted in unfavourable employment outcomes, especially for vulnerable groups and young people. The governments changed their active labour market measures to accommodate for the worsening of the labour market situation due to the COVID-19 pandemic. Preservation and retention of jobs were a central focus, as was the case in the Federation of Bosnia and Herzegovina as part of the second COVID-19 phase starting in October 2020. North Macedonia increased expenditures on ALMP and widened their reach. Serbia implemented a job retention programme supported by an income maintenance programme, amounting to 13% of the GDP in 2020.

The Western Balkan economies have been implementing several measures aimed at supporting persons enter into employment. Public employment services and employment agencies are providing employment support including information and counselling. In Kosovo*, unemployed individuals who are registered at an employment agency receive counselling and mediation for regular employment or access to wage subsidies, internships, on-the-job training, vocational training, etc. In Montenegro, for example, the focus of these policies included adult education, training for work with the employer, training for independent work, public works, and seasonal employment, as well as a programme for providing continuous incentives to employment and entrepreneurship. The effects of these measure, however, have not been properly measured to inform future decision making. In Albania, a 2019 evaluation of ALMP programmes showed that employment of persons with difficulties was promising and had a fast return on investment for society (3.5 years to reach the break-even point). Overall, however, ALMPs did not have a sizeable impact on unemployment and employment rates.

Active labour market policy measures were increased during the COVID-19 crisis in all economies, but still do not sufficiently target the most vulnerable including young people.

Active labour market policy measures are still underfunded and have a modest reach across all WB economies, despite the efforts described above, as only a small proportion of unemployed persons are covered. More progress is needed to align education and skills with the labour market needs.

Chapter II: Fair working conditions



2.1 Secure and adaptable employment

Despite a slight recovery in the labour market before the COVID-19 pandemic, significant challenges exacerbated regarding secure and adaptable employment in the Western Balkan region during the COVID-10 crisis. In general, the low employment rate has been worsened by the pandemic.

Governments passed several measures in support of businesses and their employees to mitigate the negative consequences of the COVID-19 pandemic. For example, Montenegro provided earning subsidies to employees on paid leave, quarantine or working in isolation, reduced and deferred payroll taxes, supported domestic producers and specific industries, and reduced electricity bills. However, informal and freelance workers did not have access to unemployment benefits and had limited access to health insurance.



Table 5: Employment rate (% , population aged 20-64)

Employment rate (% , population aged 20-64)						
	2015	2016	2017	2018	2019	2020
EU-27	69.1	70.2	71.4	72.4	73.2	72.5
AL*	59.3	62.1	63.9	65.6	67.1	66.3
BA*	43.2	44.2	46.6	47.7	49.7	52.5
ME	56.7	57.1	58.2	59.8	60.8	55.2
MK	51.9	53.3	54.8	56.1	59.2	59.1
RS	56.0	59.1	61.4	63.1	65.2	65.9
XK*	25.2	28.0	29.8	28.8	30.1	28.4
Source	Labour Force Survey. *national data.					

Due to methodological changes in 2020, LFS employment figures are not fully comparable to previous data.

In the Western Balkan economies, the employment rate was between 55% and 70% in 2020, except for Bosnia and Herzegovina and Kosovo* with lower rates due to structural reasons.

According to the EPSR Action Plan (2021), at least 78% of the population aged 24 to 64 should be in employment by 2030. High employment rates are a clear sign for a well-functioning labour market. According to the Labour Force Survey (see Table 5), the employment rate is calculated by dividing the number of persons aged 20 to 24 in employment by the total population of the same age group. The EU employment rate was 72.5% in 2020, while the policy goal is 78% for 2030. In the Western Balkan economies, the employment rate ranged between 28.4% in Kosovo* to 65.9% in Serbia in 2020. While Bosnia and Herzegovina saw an increase of about 9% from 2015 to 2020, Kosovo* stagnated around 30%. In Kosovo*, the low employment rate is

partially due to structural reasons (e.g., transition to service industry) and the extremely low female employment rate of 14.1% (see Table 6). Also, the employment rate of Roma and Ashkali people are well below the national average, where informal work arrangements prevail.

The employment rate of women is 11 to 28 percent lower than that of men in the Western Balkan region. In Table 6, the employment rate of men/women is calculated by dividing the number of men/women aged 20 to 64 in employment by the total male/female population of the same age group. For the EU-27 Member States, the female employment rate is 66.9% in 2020, while in the Western Balkan economies, female employment rate is persistently below 60%, with Kosovo* being the lowest at 14.1% in 2020.



Table 6: Male and female employment rate

Employment rate (% population aged 20-64) – male and female												
	2015		2016		2017		2018		2019		2020	
	m	f	m	f	m	f	m	f	m	f	m	f
EU-27	74.9	63.4	75.9	64.5	77.9	65.6	78.9	66.6	79.6	67.4	78.0	66.9
AL*	68.1	50.7	69.4	55.0	72.1	55.6	73.9	57.4	74.7	59.7	74.0	58.8
BA*	53.9	32.4	56.4	32.0	58.1	35.1	59.5	35.8	61.6	38.0	64.9	40.0
ME	61.9	51.6	63.0	51.3	65.2	51.4	66.7	52.9	67.5	54.2	61.7	48.8
MK	61.5	42.1	63.7	42.5	65.6	43.7	66.6	45.2	69.7	48.4	68.9	49.0
RS	63.7	48.4	66.3	51.9	68.5	54.5	70.5	55.8	72.1	58.2	72.9	58.9
XK*	38.7	11.5	43.0	12.7	46.6	12.7	45.3	12.3	46.2	13.9	42.8	14.1
Source	Labour Force survey, *national data											

Low labour market dynamics can lead to high long-term unemployment. LTU is defined as being without a job for more than a year. In case of LTU people face risks of being socially excluded. According to 2020 Eurostat data, the LTU rate in the Western Balkan economies that range between 4.3% and 13.4% was much above the average EU-27 rate (2.4%). Youth unemployment rate is above 25% in the region, compared to 16.8% in the EU-27 Member States.

The share of precarious employment situations in the total employment has remained high in 2020. According to international standards, vulnerable employment includes employment of unpaid family workers and self-employment out of necessity. While the majority of vulnerable employment of men is self-employment, which is mostly related to a lack of choices than good business opportunities.

More than half of the female vulnerable employment comes from women contributing to family businesses.

Informal employment and undeclared work have remained high during the COVID-19 pandemic, and public measures did not adequately target informal and undeclared workers. Undeclared and informal workers were not fully able to access the short-term financial support that regular employees received, although they were equally affected by revenue reductions of companies (Williams, 2020). In general, unskilled workers, older persons who lost their job, retirees, and young people, regardless of their qualifications, are most susceptible to undeclared work.



2.2 Wages

Wages continued to grow in 2020 despite the COVID-19 pandemic in the region. In particular, this holds true for Albania, Bosnia and Herzegovina, Montenegro, and Serbia. In North Macedonia, wage increases took place mostly for medical personnel. But considering the high level of undeclared wages in general, the indicator might not be accurate to the real level of income.

Western Balkan governments have set minimum wage levels. For example, in Serbia, the government increased the minimum wage by 11% as of January 2021 as part of a continuously increasing trend on raising the minimum wage since 2019. Other WB economies such as North Macedonia also adjusted the minimum wage upwards.

Public-sector wages increased disproportionately in the Western Balkan region. This increase has been creating a public-private wage gap for employees.

Average wage levels in the Western Balkans are still lower than in the EU-27 Member States. Despite laws that guarantee the workers' right to fair remuneration for their work, wage inequality and compressed wage distribution still persist. Next to some increase in average salaries, the pace of growth is slow and unevenly distributed across occupation groups and sectors, so still in 2020, wage levels do not ensure a decent life for many and result in a high in-work poverty (see Table 7).

Table 7: In-work at-risk-of-poverty rate

	In-work at-risk-of-poverty rate					
	2014	2015	2016	2017	2018	2019
EU-27	9.6e	9.7e	9.8e	9.5e	9.3e	9.0e
AL*	n/a	n/a	n/a	17.9	16.5	14.6
BA*	n/a	24.5	n/a	n/a	n/a	n/a
ME	7.8	7.7	7.6	7.6	7.3	9.0
MK	9.8	8.9	9.0	9.0	8.8	8.5
RS	14.0	13.3	11.9	10.8	10.0	9.2
XK*	14.5	17.8	19.5	15.2	n/a	n/a
Source	EU-SILC, e=estimated					

The in-work at-risk-of-poverty rate has been decreasing in the Western Balkan region (Table 7). The indicator measures the share of persons who are employed and have an equivalised disposable income below the risk-of-poverty threshold, which is set at 60% of the national median equivalised disposable income after social transfers. EU-SILC data show that the percentage of in-work at-risk-of-poverty rate of the Western Balkan region is in line with the EU-27 Member State average of 9 percent with the exception of Albania which shows a much higher in-work at-risk-of-poverty rate of 14.6% in 2020.



2.3 Employment conditions and protection in case of dismissals

The reduced volume of economic activities during the COVID-19 pandemic lockdown resulted in increased dismissals, and governments in the WB economies introduced a range of policies to mitigate these effects. Governments in the WB economies supported workers affected by the COVID-19 pandemic through various measures. For example, Albania supported self-employed individuals, their unpaid family members and employees affected by a partial or full stop of activities. Unemployed beneficiaries received increased unemployment benefits and families in need increased benefits from the social assistance scheme.

In principle, labour laws and other regulations are in place in the Western Balkan economies to provide adequate protection of workers and to safeguard employment contracts. They are aligned with EU rules including minimum standards of labour law, equality, health and safety at work and non-discrimination. Core information on working conditions need to be part of an employment contract, which is shared with and signed by the employee at the beginning of a working arrangement in all economies. The employer is obliged to provide to the employee at least basic information on the contracting parties, contract duration, starting date, place of work, job position, working time, remuneration, annual leave, and notice period in the case of dismissal. Labour laws also provide special protection for pregnant women.

Laws especially guarantee the protection of employees in case of their dismissal. The laws determine the dismissal notice time, severance pay, and the reasons when a work contract can be terminated (e.g., for serious violation of contractual duties). In case of dismissal, an employee may make a complaint to the employers or (if not accepted by the employer) to the relevant bodies such as the labour inspectorate (in the case of Kosovo*), followed by a mediation process to resolve labour disputes. Employees have a right to compensation when a dismissal is unjustified. Some regional and even intra-economy differences exist.

Though legislation is in place the implementation of legislation lags behind in many cases, which is due to the high informality in the labour market. Many employees do not work with a contract and also do not declare their full income from labour.



2.4 Social dialogue and involvement of workers

In principle, laws and constitutions in the Western Balkan economies are in place to guarantee the freedom of association in trade unions. Some economies have made progress in recent years. For example, in Albania, the International Labour Organisation has played a major role in developing the social dialogue, and in 2020 eight collective agreements were signed. In Kosovo*, the involvement of the social partners in the design of employment and social policies, and in policy and law-making is ensured. Public consultations in drafting legislation and policies are mandatory in this economy. In Montenegro, the Constitution stipulates that the social position of employees is harmonised in the Social Council, which consists of representatives of trade unions, employers, and the government.

Despite existing laws and regulations, social dialogue however remains weak in practice, especially regarding the involvement of social partners in relevant policies. The role of social partners is often only consultative in drafting laws and regulations. The presence of trade unions in the private sector remains low, therefore the interests of private-sector employees are rarely addressed. There is a need to strengthen the capacities and operational capabilities of trade unions. There is generally a lack of systematic information on collective bargaining, collective agreements, and union membership numbers.

The COVID-19 pandemic revealed further weaknesses in the involvement of workers in the social dialogue across the Western Balkan region.



2.5 Work-life balance

The COVID-19 pandemic revealed weaknesses in the involvement of workers in the social dialogue across the Western Balkan region.

The COVID-19 pandemic revealed and increased gender gaps with regard to household responsibilities. The COVID-19 pandemic has put an additional burden on working women, as they transferred their work site to “at home”, had to balance their job requirements, home school or care for their children and complete other household activities. Social norms, culture and traditions corroborated this imbalance in light of school and childcare closures. For example, in Serbia, women reported the increased time spent on household activities and care for their family during the COVID-19 epidemic. The changes also blurred both time-related and spatial barriers between work and private life for many workers. A household survey by UNICEF and UNDP (2021) found that parents spent more time caring for their children during the COVID-19 pandemic (e.g., women 60% more versus men 54.6% more in Bosnia and Herzegovina).

Achieving work-life balance has been more challenging for women. In seeking a job, unavailability of flexible working arrangements and part-time jobs were found to be the most prevalent barriers to seeking a job.

The laws and constitutions of the Western Balkan economies guarantee social protection to employees. These include annual leave, medical leave, maximum of work hours, resting periods etc.

Also, women’s rights in the labour market are generally protected regarding maternity leave. Paternity leave is not yet well developed and incentivised, but some new laws are on the way, although those would still not be based on the principle of gender equality. For example, in Kosovo*, a draft legislation extends paternity leave from 2 to 10 paid-leave days. In North Macedonia, a bill introduces paternity leave with flexible arrangements due to childcare.

The pandemic had a pronounced negative impact on people’s standard of living. This was due to a decrease of salaries from employment, agricultural incomes, business, property, investment, or savings, but also decrease of remittances. Despite the increased pressure that the COVID-19 crisis put on work-life balance, there were no or limited substantial sustainable policy reforms or measures with regard to work-life balance in 2020. Though some support from government and civil society organizations offset these losses.



2.6 Healthy, safe and well-adapted work environment and data protection

All Western Balkan economies have occupational safety and health (OSH) laws and regulations in place. In many Western Balkan economies, capacity of enforcement institutions and their staff is still insufficient to ensure that the legal provisions are implemented and enforced. Labour inspectorates tend to be understaffed. In North Macedonia, the number of inspections intensified during the COVID-19 outbreak and focused primarily on protection of workers’ health and compliance with recommended protective measures.

Workers OHS was critically affected by the COVID-19 pandemic. Serbia adopted several bylaws, OSH standards and obligations for both employers and employees during the COVID-19 epidemic, including the use of protective gear. The Federation of Bosnia and Herzegovina, Bosnia and Herzegovina adopted the new OSH law in October 2020, which is aligned with EU Directives and included COVID-19 as an occupational disease for health workers in the list of occupational diseases, thus ensuring greater protection for the professionals exposed to this disease. As women account for most workers in health and care sector, they were especially exposed.

Effective system of reporting and data collection related to injuries and accidents at work have not been fully established.

Laws in WB economies follow the provisions of the General Data Protection Regulations (GDPR). The COVID-19 pandemic and state of emergency brought numerous challenges to Personal Data Protection. Collecting, analysing, and storing data on personal COVID-19 information was a challenge.



Chapter III: Social protection and inclusion



3.1 Childcare and support to children

Children across the Western Balkans region have been heavily affected by the COVID-19 pandemic, and more particularly the policies that have been implemented to mitigate risks it poses to public health and healthcare systems. Schools were physically closed with online teaching in WB economies, almost for the entire academic year. Children from all educational levels switched from regular to online learning, the pre-school education services were interrupted. Most affected by the changes in the educational approach were children from poor families. These children were at times unable to attend online schooling due to lack of internet connection and electronic devices. The pandemic and the resulting lockdowns impacted children's social interaction with other pupils, increased their stress level, affected their wellbeing and raised the risks to be exposed to domestic violence and abuse.

Though the coverage of children in the pre-school education was increasing in the Western Balkan region since some time, the trend was halted by the COVID-19 pandemic. In most WB economies, the



Occupational safety and health laws are in place in the Western Balkan region, but they have not yet been fully implemented and enforced.

number of nurseries and kindergartens has increased, and so has the number of pre-school educators and teachers. Still, the overall coverage with pre-school education services remains low in the region (i.e., Albania 34%, Bosnia and Herzegovina 12.6% and North Macedonia 25%), the coverage is particularly low for services offered to children from 0 to 3 years old. Not all children benefited from expanded service coverage, access is restricted for children from low-income families, children with unemployed parents, children from ethnic background and children from rural and remote areas.

Table 8. People at risk of poverty or social exclusion, less than 16 years old (% of the total population)

	Child risk of poverty or social exclusion	General population at risk of poverty or social exclusion
AL	53.8	50.8
BA	31.6+	Not available
ME	43.7	36.6
MK	38.5	34.2
RS	34.3	31.1
XK*	22.8*	18*

Source: EUROSTAT, poverty data, accessed 2021.

The poverty data in Kosovo was measures as number of people living above the threshold set as 1.85 Euros a day (source: Kosovo* Agency for Statistics, Consumption Poverty Report, 2019).

+Comparable data for child poverty was presented in the EC Bosnia and Herzegovina Analytical report, 2019

Children remain the most affected by poverty in the Western Balkan region. Child poverty rates are higher than the poverty rate of the general population in all Western Balkan economies (Table 8). Children in the region are more exposed to poverty if their parents have limited income opportunities, lower work intensity and lower education levels. Children from large households are also more exposed to poverty. Poor children are more likely to experience developmental risks, low pre-school participation, school dropouts, and have less access to essential services, such as healthcare and social protection.

The childcare and child protection public spending remains low in economies, this is due to overall low funding and shift in spending due to the ageing population. Most of child-related public spending covers universal benefits, maternity leave and childcare. The overall spending on services for children is low compared to EU-27, the support services for children are underdeveloped in the region and geographically uneven.

Progress was made in the economies' attempt to provide support and facilitate inclusion of vulnerable children. Most of the progress was registered in the areas of inclusion of children with disabilities, especially in the process of deinstitutionalisation of children with disability, inclusive education and support services offered at the community level. More investment is needed in family support interventions, poverty and exclusion prevention measures, and family type services for children left without parental care.



3.2 Social protection

The social protection systems across the Western Balkan region have been put to the test by the consequences of the COVID-19 pandemic. The social protection systems proved relatively inflexible in quickly responding to income loss, especially to target the most vulnerable. Dedicated measures have been put in place to alleviate the impact of the income loss: new emergency programmes were introduced in Albania, Kosovo*, Montenegro and Serbia (Matković & Stubbs, 2020). Albania had a two-measure support programme (for individuals and businesses) of a total value of 2.85% of GDP. In Bosnia and Herzegovina's social spending response to COVID-19 had most of the measures at the entity and local level. Kosovo* doubled the amount and increased the coverage of the means-tested cash benefit scheme, provided add-ups to the low value old age pensions. Montenegro offered financial support to low-income families, pensioners that received the minimum pension and the unemployed. The Montenegro government also offered subsidies for electricity bills to households with children. North Macedonia simplified the eligibility criteria and simplified granting procedures for the guaranteed minimum income scheme (GMI); the GMI registered a 15% increase in the total number of beneficiaries by the end of 2020 compared with the previous year. Serbia introduced a one-off payment (emergency universal basic income) programme for all citizens and pension supplements during the lockdown.

The total social protection spending slightly increased in the region, but overall it is lower than the EU-27 average (table 9). In Albania, the overall social protection spending was 11.5% of the GDP in 2019, of which 7.8% was spent on social insurance. Bosnia and Herzegovina's social protection spending slightly decreased in 2019 and most of the social spending covers social benefits. Kosovo's* social spending is low, and amounted to 6.5% of GDP in 2018 (WB, 2018). Most of the social protection spending in Kosovo* is allocated to covering the old age pension and benefits for war veterans. Montenegro spends about 16% of GDP (2018 data on social protection) and most of it is social insurance spending. The social protection spending in North Macedonia was around 15% of the GDP in 2018, out of which 60% is allocated to cover old age pension (Gerovska-Mitev, 2019).

Table 9. Social protection spending, % of GDP

	Total social protection expenditure, % from GDP
EU-27	19.3 (2019)
AL	11.5 (2018)
BA	13.2 (2019)
ME	16.1 (2018)
MK	15.3 (2018)
RS	14.4 (2019)
XK*	6.5 (2018)

Source: Eurostat 2021 for EU-27, MO, MK, RS; BA, ESSPROS 2019; Kosovo*, WB, 2018.



The COVID-19 pandemic put an additional burden on working mothers, as they transferred their work site to "at home" while caring for their children due to closed schools and childcare.

The impact of the social protection spending on poverty and job creation differs from economy to economy and across programmes within each economy. The impact on poverty of the social benefits is poorer in Western Balkans compared with EU average. The performance of the overall system is mainly dictated by the performance of the means tested schemes (minimum guaranteed income).

Table 10. Impact of social transfer on poverty, pre and post transfer poverty rates, 2019

	At-risk-of poverty rate before social transfers	At-risk-of poverty rate after transfer	Impact, pp
AL	26.1	23	3.1
BA	na	na	2*(2016)
ME	29.5	24.5	5
MK	25.4	21.6	3.8
RS	28.3	23.2	5.1
XK*	29.5 (2018)	27.9 (2018)	1.6

Source: EUROSTAT 2021. A study examining targeting of social transfers in Bosnia and Herzegovina found that relative poverty decreases by less than 2 percentage points as a result of social transfers (Đukić & Obradović, 2016).

Despite the significant impact of the COVID-19 pandemic on social protection systems, some sector reforms have been continued or initiated. Improvement of the social services coverage, quality and delivery was at focus of main reforms in Albania, North Macedonia, and Serbia. Some economies invested in the overall social infrastructure to improve the efficiency of the social benefit provision and lower the administrative burden (Bosnia and Herzegovina, Montenegro, Serbia). Efforts to improve the efficiency of social payments are ongoing, whereas all economies face challenges to reduce the dependency on payments and ensure the integration of beneficiaries into the labour market. Lack of data and information for informed policy decisions in the social protection system is still a challenge.



3.3 Unemployment benefits

The loss of jobs due to the pandemic resulted in an increase in the number of people soliciting unemployment benefits. While in the pre-pandemic years the number of recipients of unemployment benefits was decreasing (due to formalisation of the informal economy, job intermediation, increase in employment due to special services) the situation changed in 2020. The number of unemployment beneficiaries increased in all economies, except Serbia (Table 11).

Table 11. Unemployment beneficiaries, payments and coverage

	Beneficiaries				Amount 2020	Coverage
	2018	2019	2020	2021 (Q1)		
AL	2 400	3 150	4 745	6 000	107 euros average	5.7
BA	13 2020	13 306	18 167	na	40% of 3 previous wages	4.4
ME				12 627	40% minimum wage	
MK		3 438	7 018	5 896	50% of 22 previous wages (EUR 140 average)	3.3
RS	37 666	35 480	32 962		50% of 6 previous wages	6.7
XK*	nv	nv	nv	nv	nv	nv

Source: Country-level reports, data for Serbia 2020 number of beneficiaries provided by ILO, (ILO, 2021)

The amount of the unemployment benefits in general terms however is low in comparative terms with the EU. The wage replacement rates vary across WB economies (table 6). Kosovo* is the only WB economy that offers no unemployment benefits, and the protection from unemployment is covered through a means-tested scheme. Unemployment insurance was proposed in 2018 by the responsible authorities and the insurance fund is being established. The coverage rate of unemployment benefits of registered unemployed is low in all Western Balkan economies. The low coverage rates may be explained by low benefit amounts, short legal duration of receiving benefits and high long-term unemployment.

The unemployment schemes in the Western Balkans have been considered restrictive, and in the last years economies eased eligibility criteria for unemployment benefits and further simplified them during the COVID-19 pandemic. At the same time, some workers remain uncovered by the benefit: temporary workers, informal and atypical workers (i.e., freelancers).



3.4 Minimum income

Minimum income schemes are legally established in all the Western Balkan counties. The scheme guarantees a minimum level for the wages to be paid and to enable for a minimum social protection benefit that aims at helping people in risk of or in poverty. The minimum wage is set by the labor codes and the collective agreements. While the legal framework sets protection measures for a minimum guarantee, the minimum wage and the value of the minimum income benefit in the Western Balkan economies remain low.

Poverty has been decreasing in the Western Balkan region, including extreme poverty, but the trend was halted by the COVID-19 pandemic. Poverty in the region is higher for children compared with the general population, for women compared with men, for families with dependent children and families with ethnic background. Chronic poverty is almost double in the region compared with the same indicator in the EU (table 7). The inequalities are higher in all economies in the region. Severe material and social deprivation is significantly higher in all Western Balkan economies compared with the EU average.

Table 12. Living conditions and inequality

	Distribution of population by no. of years spent in poverty+ (no. of years)	Severe material and social deprivation rate (%)	Severe housing deprivation rate (%)	Gini coefficient
EU-27	8.4	6.6	4.0	30.2
AL	na	42.5	21.0	34.3
BA	na	na	na	na
ME	14.5	21.1	19.0	34.1
MK	10.9	22.1	9.7	30.7
RS	13.6	14.3	13.9	33.3
XK*	na	na	na	44.2 (2018)

Source: EUROSTAT, 2021. +within a 4-year period

The reduction in poverty however did not result in better living conditions, many households from deprived and remote areas remain without access to adequate housing, running water and sanitation. About 21% of people in Albania face severe housing deprivation, 19% in Montenegro, 14% in Serbia and 9.7% in North Macedonia (table 12). Many people of working age live in low work intensity households in the Western Balkan region. The share of people below 60 years of age living in households with low work intensity in the EU was 8.3% in 2019, while the same indicator is much higher in all Western Balkans economies (18.3% in Montenegro, 13.6% North Macedonia, 12.2% Albania, 16.6% Serbia and 37.9 Kosovo* (2018)).

Minimum income guarantee schemes have been introduced across the region, all economies except Kosovo* have a minimum guarantee means tested programme. Kosovo*'s means tested scheme offers benefits based on a flat rate. The minimum income guarantee schemes are the main social safety programmes, acting as a last resort support to poor individuals and households. Efforts

to improve the coverage, targeting and reduce moral hazard on social benefits were the main goals of the social assistance reforms in the region. At the same time, the benefit amount offered through the means tested schemes remains low. The coverage with the minimum income guarantee benefit is also low in all WB economies, with limited impact on poverty reduction.

All WB economies used the minimum guarantee schemes to offer financial support to the vulnerable population in response to the COVID-19 crisis. Governments significantly increased the amount of minimum guarantee benefits and simplified the eligibility criteria resulting in increased numbers of beneficiaries. Some of these measures have been supported by the EU, World Bank and EBRD and other donors, in the frame of the Emergency COVID-19 Programme.





3.5 Old age income and pensions

The old age income in the region mainly consists of old age pensions. The pension systems in the Western Balkan region are based on the pay-as-you-go approach (except Kosovo* with a three-pillar pension system) and are based on an insurance. Apart from old age pensions, the social insurance system covers payments for other forms of income loss (disability, survival, social pensions). The retirement age and the contributory requirements differ among economies, but the general trend shows a constant increase in the retirement age to accommodate sustainability concerns of the insurance funds. The pension calculating formula also differs, some economies (Albania, North Macedonia) have a two-component approach (a fixed amount and a flexible amount, which depends on the contributory history) or a one component approach (Serbia), where pension depends strictly on contributions.

The dependency rates are similar across the WB region and are deteriorating. The dependency rate is measured as the ratio between the numbers of contributors to the number of beneficiaries (pensioners). In Albania the ratio changed from 1 to 0.98 in 2013 to 1 to 1.16 in 2020; in Montenegro the ratio is 1 to 1.54 in 2020 (in 1990 the ratio was 3 to 1). In North Macedonia, the ratio is 1 to 1.79 (3 to 1 in 1991). In Bosnia and Herzegovina, the ratio slightly increased in the last years mainly due to increased number of employees and it reached the value 1 to 1.16 in 2020.



The coverage by pensions is universal in the Western Balkan economies. At the same time, many people remain outside the insurance system, due to the informal economy, care tasks, etc. Most affected are women and people from rural areas. To overcome the poverty impact of low pension coverage, some economies (i.e., Albania, North Macedonia, Montenegro) introduced a universal payment that would be accessible to all people reaching the retirement age. The participation rate to the social insurance scheme (active people currently contributing to the social insurance fund) remains low across the region, which will result in further pressure on the social insurance fund.

The replacement rates of the lost income due to old age by pension amount is relatively low in the Western Balkan region. Table 13 presents the aggregated replacement ratio of lost earnings by old age pensions (all other benefits excluded). When comparing with the subsistence minimum and the current average wages in the economy, the pension amount is low. Moreover, it is unclear if these rates could be ensured in the post COVID-19 pandemic periods.

Table 13. Aggregated replacement ratio for pensions, EU average and Western Balkan economies, 2016-2019 (% of the lost income)

	2016	2017	2018	2019
EU-27	0.58	0.59	0.58	0.57
AL	na	0.44	0.41	0.41
BA(FBH)	0.44	0.42	0.43	0.44
BA(RS)	0.40	0.42	0.43	0.42
ME	0.42	0.42	0.46	0.47
MK	0.72	0.70	0.68	0.70
RS	0.47	0.46	0.46	0.42
XK*	na	na	na	na

Source: EUROSTAT, 2021

The low pension value is particularly concerning considering that older aged people heavily rely on the pension benefit. Many households in the region have the old age pension as the main source of income, moreover, large number of households have the old age pensions as the only source of income.

Economies in the Western Balkan region have a deficit of the social insurance fund, consequently the insurance payments are subsidised by the public budget. To solve the issue, the authorities implemented several measures: increasing the retirement age, increasing the pension contributory base (for both employees and employers), reducing the ad-hoc increase in pension values, etc. Pension schemes have been used to alleviate the effect of the COVID-19 pandemic on the older population in the Western Balkan region. One-off financial support to older people with a low-level pension have been provided in several economies.



3.6 Health care

The COVID-19 pandemic required mobilization and reorientation of the entire health systems of the Western Balkan economies. Governments declared a state of emergency in March 2020 and took public measures to flatten the contagion curve. These measures included closing businesses and offices, restricting movement of people within and across borders and boundaries, physical distancing, early detection, self-isolation, and strict hygiene or prevention purposes.

Health spending increased in 2020 as a result of the increased spending related to the COVID-19 pandemic. Health-related expenditures caused by the COVID-19 pandemic included free screening for COVID-19 and treatment of COVID-19 patients.

The COVID-19 pandemic also highlighted the weaknesses of the health systems in the Western Balkan region. During the COVID-19 pandemic, the number of additional people who required medical assistance put significant pressure on the health systems. Public spending on health had been low before the crisis, and therefore, there was a need to reallocate public budgets to effectively respond to the COVID-19 needs.

Table 14: COVID-19 Cases and deaths per 100 000 population

Economy	COVID-19 Cases per 100 000	COVID-19 death per 100 000
EU-27	6 318	130
AL	4 616	85
BA	6 261	295
ME	16 089	259
MK	7 490	263
RS	10 393	103
XK*	6 012	126

Source: <https://covid19.who.int/> (accessed 26 July 2021).

Table 14 shows the COVID-19 cases and deaths per 100 000 population.

Laws regulate and guarantee equal access to health care for all inhabitants. Coverage and access, however, are mostly not universal, and they vary among regions and population groups. Out-of-pocket expenses are high due to co-payment costs and therefore placing a heavy burden on the economically disadvantaged groups of society.



3.7 Inclusion of people with disabilities

The Western Balkans economies made good progress in adjusting the legal and regulatory framework for better protecting people with disabilities. WB economies have or are updating national level strategies for the inclusion of people with disabilities. Albania approved several new laws to improve access to the labor market for people with disabilities (law on employment promotion, new regulations of social employment fund), and laws to provide better social protection of people with disabilities (law on social assistance, law on social care services). Kosovo* adopted a new National Strategy on the Rights of Persons with Disabilities 2013-2022. In Montenegro two main strategies dedicated to the inclusion of people with disabilities are coming to an end. A new Strategy for Deinstitutionalisation 2018-2027 was adopted in North Macedonia. In 2019, Republika Srpska, Bosnia and Herzegovina passed amendments to the Law on Social Protection for increasing benefits offered to people with disabilities. In 2020, Serbia adopted the Strategy for the Improvement of the Position of Persons with Disabilities for 2020–2024 and the subsequent action plan for 2021-2022.

The legal framework guarantees equal rights and non-discrimination for people with disabilities; however, implementation is deficient. This is mainly due to limited funding allocated to implementing national strategies and framework laws, limited institutional, financial and human resources at the local level, weak reinforcement mechanisms, and unclear task distribution between national and local levels as consequence of the decentralization efforts. Also, the real impact of new regulations on the wellbeing and inclusion of people with disabilities is difficult to measure due to limited data.



Integration of people with disabilities is difficult at all levels. Professionals to support the integration of children with disabilities into mainstream schools lack in many communities. Awareness and acceptance of teaching staff of the special needs of children with disabilities is partial. Schools lack learning materials for children with visual and hearing disparities. Access to the education process was especially difficult for children with disabilities during the online learning imposed as a COVID-19 lockdown measure, although some economies took measures to support the learning process. The process of adjusting physical infrastructure to the needs of people with physical impairments is very slow in the region, including physical access to schools, health facilities, and public spaces. Social protection measures are also inadequate for the real needs of people with disabilities, the disability pension (although increasing) is low in all economies across the region, Support services are also limited, being concentrated in large cities, unaffordable and inadequate. Access to healthcare and rehabilitation is also limited for people with disabilities in the region, due to the overall lack of professionals, lack of funding and appropriate support offered at the community level.

The participation of people with disabilities in the labour market is low. Legislations were changed to support people with disabilities to access the labour market, through re-qualification trainings, awareness raising campaigns, adult education and employment promotion programmes. Some economies imposed quota requirement for employers to employ people with disabilities (i.e. the Kosovo* legislation stipulates that per each 50 employees the employer must hire one person with disabilities; in Montenegro, employers with more than 50 employees are obliged to ensure that 5% of total workforce are people with disabilities). The impact of these provisions on the actual employment of people with disability is marginal.

Residential care is still the dominant form of care offered to people with disabilities, especially for adults with disabilities. The quality of institutional care is low, a monitoring report shows that mistreatment is registered in institutional care across the region, especially in institutions for people with intellectual disabilities. Deinstitutionalization is a policy priority in the region, many economies adopted deinstitutionalisation strategies and action plans.

People with disabilities were heavily impacted by the COVID-19 pandemic. The COVID-19 restrictions and risks limited the access of people with disabilities to healthcare services, examination and rehabilitation services have been postponed, and consultations were canceled. Social protection services have been also suspended (homecare, counseling, personal assistant). Proper communication and information of people with disabilities about the COVID-19 is lacking.



3.8 Long-term care

The concept of long-term care services (LTC) and an overall approach to developing LTC are missing in the Western Balkan region. The LTC services in the region are fragmented and dispersed across two sectors, namely healthcare (i.e. geriatric care, palliative care, treatment and rehabilitation) and social protection (i.e. care, inclusion, counseling and representation). Provision of LTC is managed at both, the central level (residential care institution, nursing homes) and local level (homecare, day care, personal support) and therefore difficult to coordinate and monitor. Child related LTC services develop in a more intense pace than services offered to adults in need of LTC.

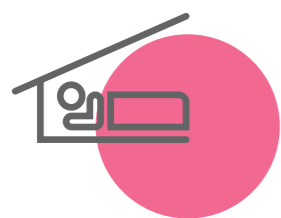
The coverage of LTC services is limited in all economies. LTC services are unevenly accessible across WB economies (and the quality of offered services is poor. Access to LTC services is also restricted by rigid eligibility criteria, people will be offered a service only if they have a severe disability, are abandoned by their families, have no other informal support, and have a low income.

The LTC services offer by the profit private sector is quickly increasing in the Western Balkan region. At the same time, the private provision is poorly regulated and unaffordable for most people in need of care. Challenges to the development of LTC services in the region are related to lack of well-prepared professionals, lack of funding (especially to cover the rapidly growing demand related to the ageing population), lack of social infrastructure for community-based provision, lack of coordination of different providers or for an integrated and individual approach to the care needs.

Since the formal LTC care is limited, the uncovered LTC needs are covered by the informal sector. The culture of informal care for family members is very strong in the region mostly in care for older persons. Women assume the caring role in most cases. At the same time, support offered to informal carers is limited and mostly in the form of small financial allocations.

There are no data on how the COVID-19 pandemic affected people receiving or needing LTC in the Western Balkan region. The overall access to health and care was restricted or suspended. Authorities made efforts to prevent the outbreak of the virus in residential institutions, cancelled visits, suspended new admissions, and the professionals have been continuously tested.





3.9 Housing and assistance for the homeless

Housing assistance is limited in the Western Balkans, and housing support policies mainly refer to support offered to internally displaced people, refugees, war veterans, repatriated persons. WB economies have no clear definition of homelessness, and often, housing policies do not consider people who live in precarious dwellings and are exposed to unhealthy housing environment. Measuring homelessness is difficult, none of the WB economies have adequate statistics on the number and profile of the homeless.

A first steps to address housing and homelessness problems was to adapt the legal frame for housing and other support services for the homeless, select examples from WB economies follow. Albania has a valid Social Housing Strategy 2016-2025 with four strategic lines: improve evidence on housing needs, improve the regulatory frame, offer financial support to prevent homelessness and implement housing programmes. In Kosovo*, a new law on Social Housing and a feasibility plan for social housing are under development to enlarge the target group and implement house loss prevention measures. In Montenegro, national and municipal housing initiatives are being implemented under the Social Housing Law and the Social Housing Programme 2017-2020. Republika Srpska, Bosnia and Herzegovina passed the Law on Social Housing in 2019 and approved the Strategy on Social Housing 2020-2030. The documents regulate the provision of social housing, and enlarge the scope of housing policies to include young families, poor families, large families, etc.

To efficiently implement housing policies, WB economies make efforts to create the basic institutional social infrastructure. Municipalities across the region take over some housing tasks, and the roles are being better defined between administrative levels. Housing policies are underfunded in the region, with funds coming from the central budget and external sources rather than municipal budgets. Small steps have been taken in the region to support housing policy through public-private partnerships. One example is the municipality of Pristina, which negotiated with private developers several units dedicated for social housing.

Apart from housing policies, not much support is being offered to prevent and address homelessness. Services within day care centres, temporary shelters, and seasonal shelters are offered sporadically. Specific housing needs of some vulnerable groups (ethnic minorities, victims of domestic violence, young care leavers) are not targeted by the housing policies.

The COVID-19 crisis has increased concerns over homelessness, as increased financial vulnerability resulted in the inability of some families to pay rent or mortgage. Some WB economies introduced special measures to prevent eviction. WB economies also introduced measures to protect homeless people from getting infected and to secure a safe tenure for them during lockdowns.



3.10 Access to essential services

Access to essential services is improving in the Western Balkans. In North Macedonia 99% of households have plumbing installations and a sewer connection (2011), 83% of households in Albania have access to improved drinking water (2019), 89.5% of the Kosovo* population is connected to water supply systems, about 90 % in Serbia use improved sources of drinking water (2019). Access to sewerage and improved toilet facilities is improving in the region, about 96% of Albanian households have improved toilet facilities (2019), in Montenegro over 90% of households have plumbing installations and a sewer connection (2019). In Kosovo* the progress is slow, about one-third of all households have no access to sewage.

The access to essential services differs for different geographical areas and vulnerable groups. In Montenegro, the developed municipalities have up to 99% of dwellings with a water supply connection and only 49.3 % of dwellings with a water supply connection in remote municipalities. Access to some essential services is restricted for people living in communities of ethnic minorities (i.e., in Kosovo* 20% of people living in Roma, Ashkali and Egyptian communities have unimproved sewage services). In Serbia, 159 settlements do not have access to clean water and these are mainly Roma settlement; 457 settlements have no sewerage and about 55.04% of people living in these settlements are of Roma origin. North Macedonia is one of positive examples of improved access to quality drinking water and sanitation across the entire economy.



Access to electricity is universal in the region, but low-income households have difficulties in paying the electricity bills. Limited data exist about energy consumption efficiency in the region, Serbia is one of the WB economies that disclose this data.

Access to adequate housing is increasing but it is still low in EU comparative terms. In Albania, up to 20% of households experience severe housing deprivation, Kosovo* and Montenegro have similar rates (table 15). The houses are also overcrowded, more than half of the population in Albania, Montenegro, and Serbia live in overcrowded houses. The burden to pay utilities is also higher in the region compared with the EU average (except for Albania). At the same time, the households in the region are less exposed to noise and crime, violence, and vandalism in the areas they live, compared to the EU average (table 15).

Table 15. Living condition and access to essential services

	EU-27	AL	ME	MK	RS	XK* (2018)
Severe housing deprivation rate, % (2019)	4.0	21.0	19.0	9.7	13.9	20.3
Overcrowded rate, % (2020)	15.6	60.7	63.0	43.5	53.3	na
Noising household rate, % (2019)	17.3	3.6	11.1	7.3	11.3	9.4
Housing costs overburden rate, % (2020)	9.4	5.5	11.7	9.9	21.6	na
Population having no bath, nor shower/ indoor flushing toilet in their household, % (2019)	1.6	3.1	0.8	2.0	2.1	1.5
Crime, violence, and vandalism in the area, % (2019)	11.0	0.7	6.9	6.5	10.7	2.8

Source: EUROSTAT, 2021, data for Bosnia and Herzegovina unavailable.

Data on access to public transport is scarce in the region, but WB economies make efforts to gather this information. Investments in the infrastructure are also being made to improve the quality public transport, increase road safety, and diversify the means of transportation. The investments in the infrastructure seem to be halted by the COVID-19 pandemic, along with a significant decrease in the use of public transportation in the region.

Access to internet, information and communication technologies is good in the region, basic digital skills of the population are constantly improving. In Albania, about 73% of women and 84% of men of active age use the internet on regular basis and about 83% of all households have access to internet (2020), the total user rate is increasing (with 6 percentage points in 2019 compared with 2018). In Bosnia and Herzegovina, about 75% of urban and 70% of rural population have access to internet (2020). At the same time, about 62.2% of households in Bosnia and Herzegovina had access to a computer in 2020, which is by 2.6 percentage points less than in 2019. Regarding digital skills, the rate is low in Bosnia and Herzegovina, where about 24% of active age population have the basic digital skills (2019). In Kosovo*, 96.4% of households have internet connection from any device at home and about 28% of population has basic digital skills (2020). In Montenegro, about 80%

of dwellings have internet access (2020). In North Macedonia about 80% population have internet access, and about 32% of the population have basic digital skills (2020). Internet access in Serbia is good (about 67% of the population have internet access), and about 46% of the population have basic digital skills (2018). Most people in Serbia use a mobile phone (94.1%), 52.3% owns a laptop, and 74.3% of households in Serbia have a computer and about 70% use computers (2020).

In terms of access to finances in the region, the use of digital banking is low, but constantly increasing, ATM and commercial bank presence is good, and also improving. At the same time, the population with low income have relatively restricted access to finances and also use financial services less.



Conclusion

In 2020 and 2021, the COVID-19 pandemic created significant challenges for the Western Balkan economies, threatening people's health, jobs and living standards. All Western Balkan economies have faced several challenges with respect to improving the social situation of their people, ranging from implementation challenges to external shocks such as the COVID-19 crisis.

Challenges of the COVID-19 pandemic. The COVID-19 pandemic had a negative impact on the Western Balkan economies, threatening people's health, jobs and living standards. Low resilience to natural hazards and the COVID-19 pandemic has carried additional risks of setback to the progress made in living standards, poverty reduction and social inclusion. Especially the situation of vulnerable groups at risk of poverty was not given the amount of attention and support needed. The publicly mandated restrictions of economic activity, institutions, businesses, and schools due to the spread of COVID-19 starting in March 2020 have negatively affected the gains in poverty reduction, education, and human capital development, especially for already vulnerable populations. Due to the ongoing COVID-19 crisis, the full extent of the effects have not yet fully unfolded.

Challenges to policy implementation. While existing and several planned legislative changes are expected to bring positive changes in several economies, the real impact on the 20 principles of the European Pillar of Social Rights depends on the effective implementation, which is often slowed down by limited resources as well as by a lack of planning and monitoring.

Challenges to sustained funding. Even when legal frameworks are in place, not sufficient resources have been allocated to implement those. Unfunded mandates and/or overreliance on external funders have limited the progress on economic inclusion and social protection across the Western Balkan region.

Challenges due to political instabilities. Capacity building of governmental actors and institutions as well as anchoring of EPSR principles in laws and funded mandates will contribute.

An overall trend of upward economic and social convergence can be observed in the Western Balkan region to some degree, but change has been slow. The following policy suggestions (Table 16) summarise the conclusions made in the reports:



Table 16: Policy suggestions

Reforming the social protection systems should be prioritised towards needs-based systems to reach the most vulnerable, and adapting the systems to the needs of different groups including young children, NEETs, marginalised persons and older persons. While social protection systems in several WB economies are undergoing a process of transformation and legislative changes are expected to bring positive changes, the real impact on the twenty EPSR principles depends on the effective implementation of the legal frameworks. Earmarking adequate funding for the social protection system would be important.

Enabling better and more comprehensive access to social protection, education, labour market, health care and housing facilities for poor people and people from vulnerable groups is one of the reform needs across the region. A special focus should be put on persons living in rural areas as the social infrastructure and employment opportunities are limited. Such a focus would be especially beneficial for the Roma, vulnerable population in order to increase economic, educational, and quality-of-life outcomes.

Moving towards integrated employment policies, while improving the adequacy and efficiency of unemployment benefits, WB economies need to increase activation and provide an individual approach to employment support (i.e., by strengthening the cooperation between employment institutions and employers). Employment agencies need to strengthen their institutional capacities to improve data collection to measure the impact of activation policies.

Fostering social dialogue and workers' rights in an active, consistent way should become the foundation of sustainable economic development and economic participation. Informal employment, undeclared work, and other precarious work arrangements need to be discouraged for businesses.

Enhancing the integration and alignment of social services with the labour market services could be prioritised to better respond to individuals' needs and to activate persons from socio-economically disadvantaged backgrounds and who are traditionally more distant from the labour market. As mentioned above, integrating women into the labour market could also become a major focus.

Ensuring access and coverage of childcare services could be strengthened and expanded across the Western Balkan region to increase the opportunities of young children and allow parents, and especially mothers, to participate in the labour market. Increasing coverage and access of childcare services especially in rural areas would be crucial.

Responding to demographic and economic changes including ageing population, changing nature of the labour market (e.g., more short-term and part-time jobs) should guide and inform future reform efforts, such as by fostering active participation of women in the labour market, which could contribute to an increase in employment rates.

Strengthening the education systems would positively affect several WB economies. This includes keeping youth longer in the educational system, aligning secondary and tertiary education with labour market needs, and providing affordable and accessible formal and non-formal training to ensure employability. Policy measures targeting youth not in education, employment, or training would have a positive long-term impact at the individual and societal level.

Strengthening evidence-based and results-focused planning and budgeting would allow for a more efficient mixing of finance sources at the national and local levels and would contribute to enhancing institutional capacities and monitoring practices.

Monitoring the progress of the Western Balkan economies regarding the European Pillar of Social Rights revealed some progress in social indicators, but welfare and labour market outcomes remain generally weak in the region—which was severed by the COVID-19 pandemic. The implementation and financing of already existing and planned labour market and social legislation are still lagging behind the EU-27 Member State. Implementation and financing challenges need to be addressed to ensure access including for persons from vulnerable backgrounds. To continuously monitor the progress of Western Balkan economies, further reviews should be conducted on a regular basis.



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Annex: Social Scoreboard for Western Balkans

For excel tables (including definitions and other reference details), please visit ESAP 2 webpage and download the Social Score Board for Western Balkans

I. EQUAL OPPORTUNITIES AND ACCESS TO THE LABOUR MARKET																			
Area	1. Education, skills and lifelong learning						2. Gender equality in the labour market						3. Inequality and upward mobility						
Indicator	Early leavers from education and training (% of population aged 18-24)						Gender employment gap						Income quintile ratio (S80/S20)						
	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020
EU28	11.0	10.7	10.5	10.5	10.3	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5.2	5.2	5.2	5.1	5.1	5.1	n/a
EU27	11.0	10.6	10.5	10.5	10.2	9.9	11.5	11.4	11.6	11.6	11.5	11.1	5.2	5.2	5.2	5.0	5.1	5.0	n/a
AL	21.3	19.6	19.6	17.4	16.3	15.6	n/a	14.4	16.5	16.5	15.0	14.2	n/a	n/a	n/a	7.5	7.0	6.4	n/a
BA	5.2	4.9	5.1	5.4	3.8	4.7	n/a	24.4	23.0	23.7	23.6	n/a	n/a	20.2	n/a	n/a	n/a	n/a	n/a
MK	11.4	9.9	8.5	7.1	7.1	5.7	19.4	21.2	21.9	21.4	21.3	19.9	7.2	6.6	6.6	6.4	6.2	5.6	n/a
ME	5.7	5.5	5.4	4.6	5.0	3.6	10.3	11.7	13.8	13.8	13.3	12.9	7.3	7.5	7.4	7.6	7.4	6.7	n/a
RS	7.5	7.0	6.2	6.8	6.6	5.6	15.3	14.4	14.0	14.7	13.9	14.0	9.4	10.7	11.0	9.4	8.6	6.5	n/a
XK*	n/a	12.7	12.2	9.6	8.2	n/a	n/a	35.3	39.4	38.5	37.4	28.7 (ag1)	n/a	n/a	n/a	n/a	n/a	n/a	n/a

- Eurostat
 - National Statistics Office
 - ERPs
 - authors' calculations/other reports
 - ILOSTAT
 - WiiW
- (ag1) = 15-64

I. EQUAL OPPORTUNITIES AND ACCESS TO THE LABOUR MARKET																			
Area	4. Living conditions and poverty							5a. Youth						5b. Youth					
Indicator	At risk of poverty or social exclusion (in %)							Youth NEET (% of total population aged 15-29)						Youth NEET (% of total population aged 15-29)					
	2014	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	n/a	23.9	23.4	22.3	21.8	n/a	n/a	12.0	11.6	10.9	10.5	10.1	n/a	14.8	14.2	13.4	12.9	12.5	n/a
EU27	n/a	24.0	23.7	22.4	21.7	21.1	n/a	12.2	11.7	11.0	10.5	10.1	11.1	15.2	14.5	13.7	13.1	12.6	13.7
AL	n/a	n/a	69.7	58.5	53.9	50.8	n/a	29.6	27.0	25.9	26.5	25.5	26.6	32.8	30.0	29.7	28.6	26.6	27.9
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	28.1	27.0	24.5	22.1	21.2	22.0	32.8	31.4	28.8	25.5	n/a	n/a
MK	n/a	41.3	39.2	37.0	35.3	34.2	n/a	24.7	24.3	24.9	24.1	18.1	19.6	32.5	31.3	31.1	29.8	24.5	26.2
ME	n/a	43.8	43.1	42.2	41.2	36.6	n/a	19.1	18.4	16.7	16.2	17.3	21.1	23.4	22.3	21.4	21.0	21.3	26.6
RS	n/a	41.1	30.0	39.5	34.0	31.1	n/a	20.1	17.7	17.2	16.5	15.3	15.9	24.6	22.3	21.7	20.1	19.0	20.0
XK*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	31.4	30.1	27.4	30.1	32.7	33.6	38.7	36.7	34.8	35.2	n/a	n/a

- Eurostat
- National Statistics Office
- ERPs
- authors' calculations/other reports
- ILOSTAT
- WiiW

	II. DYNAMIC LABOUR MARKETS AND FAIR WORKING CONDITIONS											
Area	6. Labour force structure						7. Labour market dynamics					
Indicator	Employment rate (% population aged 20-64)						Unemployment rate (% population aged 15-74)					
	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	70.0	71.0	72.1	73.1	73.9	n/a	9.4	8.6	7.6	6.8	6.3	n/a
EU27	69.1	70.2	71.4	72.4	73.2	72.5	10.1	9.1	8.2	7.3	6.7	7.1
AL	59.3	62.1	63.9	65.6	67.1	66.3	17.1	15.2	13.7	12.3	11.5	11.7
BA	43.2	44.2	46.6	47.7	49.7	52.5	27.9	25.5	20.7	18.5	15.9	15.9
MK	51.9	53.3	54.8	56.1	59.2	59.1	26.1	23.7	22.4	20.8	17.3	16.4
ME	56.7	57.1	58.2	59.8	60.8	55.2	17.6	17.8	16.1	15.2	15.2	17.9
RS	56.0	59.1	61.4	63.1	65.2	65.9	17.8	15.4	13.6	12.8	10.5	9.1
XK*	25.2	28.0	29.8	28.8	30.1	28.4	32.9	27.5	30.5	29.6	25.7	25.9

Note: Data for Kosovo* for age group- 15-64
Data for Albania for unemployment for 15+ age group

■ Eurostat
■ National Statistics Office
■ ERPs
■ authors' calculations/other reports
■ ILOSTAT
■ WiiW

	II. DYNAMIC LABOUR MARKETS AND FAIR WORKING CONDITIONS											
Area	7. Labour market dynamics						8. Income, including employment-related					
Indicator	Long term unemployment						The real gross disposable income of households per capita (index=2008)					
	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	n/a	n/a	n/a	n/a	n/a	n/a	101.0	103.0	104.4	106.2	108.0	n/a
EU27	4.8	4.2	3.6	3.1	2.6	2.4	99.6	101.9	103.6	105.4	107.6	107.5
AL	11.3	10.1	8.9	8.3	7.3	7.0	n/a	n/a	n/a	n/a	n/a	n/a
BA	22.6	21.6	16.9	15.2	11.9	11.8	n/a	n/a	n/a	n/a	n/a	n/a
MK	21.3	19.1	17.4	15.5	12.4	12.4	n/a	n/a	n/a	n/a	n/a	n/a
ME	13.5	13.4	12.5	11.4	12.0	13.4	n/a	n/a	n/a	n/a	n/a	n/a
RS	10.6	9.1	7.2	6.5	5.3	4.3	n/a	n/a	n/a	n/a	n/a	n/a
XK*	23.6	18.0	21.7	17.1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

■ Eurostat
■ National Statistics Office
■ ERPs
■ authors' calculations/other reports
■ ILOSTAT
■ WiiW

III. PUBLIC SUPPORT / SOCIAL PROTECTION AND INCLUSION														
Area	9. Impact of public policies on reducing poverty							10. Early childhood care						
Indicator	Impact of social transfers (other than pensions) on poverty reduction							Children aged less than 3 years in formal childcare						
	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020
EU28	34.1	33.7	33.2	34.0	32.9	33.1	n/a	28.4	30.2	32.8	34.3	35.1	35.5	n/a
EU27	32.7	32.0	31.6	32.4	32.8	32.4	n/a	28.3	30.2	33.7	34.5	34.7	35.3	n/a
AL	n/a	n/a	n/a	12.6	11.0	11.9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	4.2	4.7	5.2	6.3	7.1	n/a
MK	10.9	13.3	14.8	14.3	14.8	15.0	n/a	5.9	6.1	9.1	10.3	8.8	13.0	n/a
ME	22.5	17.0	17.2	24.8	23.7	17.0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
RS	22.1	20.1	21.3	18.7	17.9	18.0	n/a	11.1	14.0	18.1	14.5	13.3	17.2	n/a
XK*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2.3	4.9	n/a	n/a

■ Eurostat
■ National Statistics Office
■ ERPs
■ authors' calculations/other reports
■ ILOSTAT
■ WiiW

III. PUBLIC SUPPORT / SOCIAL PROTECTION AND INCLUSION														
Area	11. Healthcare							12. Digital access						
Indicator	Self-reported unmet need for medical care							Individuals' level of digital skills (Individuals who have basic or above basic overall digital skills)						
	2014	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	
EU28	3.7	3.3	2.6	1.7	2.0	2.0	n/a	55.0	56.0	57.0	n/a	58.0	n/a	
EU27	3.9	3.3	2.8	1.6	1.8	1.7	n/a	54.0	54.0	55.0	n/a	56.0	n/a	
AL	n/a	n/a	n/a	13.1	14.8	14.6	n/a	n/a	n/a	n/a	n/a	21.0	n/a	
BA	n/a	5.1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	24.0	n/a	
MK	4.8	2.9	2.9	2.5	2.3	2.5	n/a	37.0	34.0	32.0	n/a	32.0	n/a	
ME	8.3	4.4	2.7	2.7	2.3	3.1	n/a	n/a	n/a	50.0	n/a	u	n/a	
RS	7.4	6.3	4.5	4.8	5.8	4.8	n/a	32.0	n/a	39.0	n/a	46.0	n/a	
XK*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	21.0	n/a	28.0	n/a	

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Area	1. Education, skills and lifelong learning (a)																	
	Early leavers from education and training (% of population aged 18-24) - male						Early leavers from education and training (% of population aged 18-24) - female						Adult participation in learning					
Indicator	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	12.4	12.2	12.1	12.1	11.9	n/a	9.5	9.2	8.9	8.8	8.6	n/a	10.8	10.8	10.9	11.1	11.3	n/a
EU27	12.5	12.1	12.1	12.1	11.8	11.8	9.4	9.1	8.9	8.8	8.4	8.0	10.1	10.3	10.4	10.6	10.8	9.2
AL	22.9	21.6	21.6	18.3	17.5	15.7	19.6	17.3	17.2	16.4	15.1	15.1	1.1	1.1	0.9	0.9	0.8	0.7
BA	4.8	4.4	5.3	5.6	n/a	4.8	5.6	5.4	4.8	5.2	n/a	4.6	2.3	2.6	1.8	1.9	1.8	n/a
MK	10.0	8.9	8.3	5.6	5.9	5.7	12.9	10.9	8.7	8.5	8.4	5.8	2.6	2.9	2.3	2.4	2.8	2.6
ME	4.9	4.3	5.6	4.4	5.2	n/a	6.6	6.8	5.2	4.9	4.9	n/a	3.0	3.3	2.8	3.2	2.5	2.7
RS	7.7	7.3	6.3	6.8	6.5	5.4	7.2	6.7	6.1	6.8	6.7	5.8	4.8	5.1	4.4	4.1	4.3	3.7
XK*	11.8	11.0	11.4	9.3	8.0	n/a	17.5	14.6	13.1	9.9	8.4	n/a	4.9	4.4	3.9	3.5	2.7	n/a

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Area	1. Education, skills and lifelong learning (a)											
	Adult participation in learning (% of males aged 25-64)						Adult participation in learning (% of females aged 25-64)					
Indicator	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	9.7	9.8	10	10.1	10.2	n/a	11.7	11.7	11.9	12.2	12.4	n/a
EU27	9.2	9.4	9.6	9.7	9.8	8.3	10.9	11.1	11.3	11.6	11.9	10.0
AL	1.0	1.4	1.0	1.1	1.0	0.8	1.1	0.8	0.7	0.8	0.7	0.6
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	2.7	2.8	2.4	2.4	2.8	2.5	2.5	3.0	2.2	2.3	2.7	2.7
ME	3.4	3.7	3.1	3.3	2.1	2.6	2.5	2.9	2.5	3.0	3.0	2.8
RS	4.5	4.8	4.2	3.7	3.8	3.3	5.1	5.5	4.6	4.5	4.8	4.0
XK*	5.9	5.1	4.6	3.5	2.9	n/a	3.8	3.7	3.2	3.5	2.6	n/a

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Area	1. Education, skills and lifelong learning (b)									
Indicator	Underachievement in education (% of 15-year-old students performing at PISA mathematics literacy proficiency below level 2)				Tertiary educational attainment, age group 30-34					
	2009	2012	2015	2018	2015	2016	2017	2018	2019	2020
EU28	n/a	n/a	n/a	n/a	38.7	39.2	39.9	40.7	41.6	n/a
EU27	n/a	n/a	n/a	n/a	37.3	37.8	38.6	39.4	40.3	41.0
AL	67.7	60.7	53.3	42.4	22.1	20.9	23.5	27.3	31.3	33.2
BA	n/a	n/a	n/a	57.6	n/a	n/a	n/a	n/a	n/a	n/a
MK	n/a	n/a	70.2	61.0	28.6	29.1	30.6	33.3	35.7	39.7
ME	58.4	56.6	51.9	46.2	31.0	33.9	34.0	32.4	36.8	38.4
RS	n/a	38.9	n/a	39.7	28.9	29.9	31.4	32.8	33.5	33.0
XK*	n/a	n/a	77.7	76.6	17.2	19.1	21.8	20.9	n/a	n/a

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Area	1. Education, skills and lifelong learning (b)											
Indicator	Tertiary educational attainment (% of males aged 30-34)						Tertiary educational attainment (% of females aged 30-34)					
	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	34	34.4	34.9	35.7	36.6	n/a	43.4	43.9	44.9	45.8	46.7	n/a
EU27	32.5	32.7	33.3	34.1	35.1	36.0	42.2	42.9	43.9	44.8	45.6	46.1
AL	19.6	18.0	21.1	22.5	27.1	26.7	24.7	23.9	26.0	33.2	36.6	40.0
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	23.1	24.5	24.6	26.4	32.1	34.3	34.5	33.8	36.8	40.4	39.4	45.3
ME	29.9	31.8	30.0	29.3	35.4	35.1	32.2	35.9	37.7	35.5	38.1	41.7
RS	24.2	24.7	25.4	26.4	26.9	27.1	33.7	35.3	37.7	39.4	40.4	39.1
XK*	19.5	18.9	22.4	20.9	n/a	n/a	14.7	19.4	21.2	20.8	n/a	n/a

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Area	2. Gender equality in the labour market													3. Inequality and upward mobility			
	Gender gap in part-time employment						Gender pay gap in unadjusted form							Variation in performance explained by students' socio-economic status			
Indicator	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020	2009	2012	2015	2018
EU28	n/a	n/a	n/a	n/a	n/a	n/a	16.6	16.4	16.1	15.7	15.3	n/a	n/a	n/a	n/a	n/a	n/a
EU27	22.4	22.3	22.1	22.0	21.8	20.5	15.7	15.5	15.1	14.6	14.4	14.1	n/a	n/a	n/a	n/a	n/a
AL	11.4	8.3	8.7	8.2	n/a	n/a	n/a	n/a	n/a	n/a	6.8	n/a	n/a	n/a	n/a	n/a	n/a
BA	1.4	3.1	1.7	2.7	2.6	2.0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	0.2	0.9	0.5	0.1	0.3	0.9	9.1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	7.0	n/a
ME	0.9	-0.7	-0.2	-1.1	-0.2	-0.9	7.7	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5.0	n/a
RS	1.3	2.1	2.1	1.6	1.8	2.4	8.7	n/a	n/a	n/a	9.6	n/a	n/a	n/a	n/a	n/a	n/a
XK*	-2.8	-7.1	-3.1	-1.2	-0.9	-0.4	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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Area	4. Living conditions and poverty (a)													
	At risk of poverty or social exclusion (in %) - male							At risk of poverty or social exclusion (in %) - female						
Indicator	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020
EU28	n/a	23	22.3	21.3	20.7	n/a	n/a	n/a	24.8	24.5	23.3	22.9	n/a	n/a
EU27	n/a	23.1	22.6	21.4	20.6	20.0	n/a	n/a	24.9	24.7	23.4	22.7	22.1	n/a
AL	n/a	n/a	68.5	56.7	52.2	48.7	n/a	n/a	n/a	70.9	60.3	55.7	52.9	n/a
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	n/a	40.4	39.2	36.5	34.9	33.5	n/a	n/a	42.2	39.2	37.5	35.7	34.9	n/a
ME	n/a	42.8	42.9	42.2	40.3	35.8	n/a	n/a	44.9	43.4	42.2	42.1	37.4	n/a
RS	n/a	41.6	30.8	38.7	33.8	30.1	n/a	n/a	40.6	29.1	40.2	34.1	32.1	n/a
XK*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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Area	4. Living conditions and poverty (a)													
	At-risk-of-poverty-rate (AROP)							At-risk-of-poverty-rate (AROP) (% of male population)						
Indicator	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020
EU28	17.2	17.3	17.3	16.9	17.1	16.8	n/a	16.7	16.9	16.6	16.2	16.3	16	n/a
EU27	17.3	17.4	17.5	16.9	16.8	16.5	n/a	16.8	17.0	16.8	16.3	16.2	15.8	n/a
AL	n/a	n/a	n/a	23.7	23.4	23.0	n/a	n/a	n/a	n/a	23.5	23.0	22.2	n/a
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	22.1	21.5	21.9	22.2	21.9	21.6	n/a	22.3	21.5	22.1	22.4	21.8	21.1	n/a
ME	24.1	24.4	24.0	23.6	23.8	24.5	n/a	24.2	24.4	24.5	24.2	24.1	24.9	n/a
RS	25.0	26.7	25.9	25.7	24.3	23.2	n/a	25.6	27.5	26.3	25.4	24.6	22.7	n/a
XK*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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Area	4. Living conditions and poverty (a)							
	At-risk-of-poverty-rate (AROP) (% of female population)							
Indicator	2014	2015	2016	2017	2018	2019	2020	
EU28	17.7	17.7	17.9	17.6	17.8	17.6	n/a	
EU27	17.7	17.8	18.1	17.5	17.5	17.1	n/a	
AL	n/a	n/a	n/a	23.9	23.8	23.8	n/a	
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
MK	21.9	21.5	21.6	22.0	22.0	22.0	n/a	
ME	23.9	24.5	23.6	23.0	23.5	24.0	n/a	
RS	24.4	26.0	25.5	26.0	24.0	23.6	n/a	
XK*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	

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Area	4. Living conditions and poverty (b)													
	Severe material deprivation rate (SMD)							Severe material deprivation rate (SMD) (% of male population)						
Indicator	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020
EU28	8.9	8.1	7.5	6.6	5.9	5.5	n/a	8.8	8	7.3	6.4	5.7	5.3	n/a
EU27	9.1	8.4	7.9	6.9	6.1	5.5	n/a	9.0	8.3	7.6	6.7	5.9	5.3	n/a
AL	n/a	n/a	n/a	41.1	38.3	37.1	n/a	n/a	n/a	n/a	40.6	37.8	37.0	n/a
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	35.7	30.4	30.0	31.1	30.5	30.4	n/a	35.9	30.8	29.9	31.5	30.8	30.4	n/a
ME	13.3	14.7	14.9	13.9	12.9	12.0	n/a	13.1	14.4	15.2	13.8	12.7	11.5	n/a
RS	26.3	24.0	19.5	17.4	15.9	14.6	n/a	26.5	24.0	19.3	16.9	15.4	14.0	n/a
XK*	n/a	n/a	n/a	n/a	42.1	n/a	n/a	n/a	n/a	n/a	n/a	42.7	n/a	n/a

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Area	4. Living conditions and poverty (b)													
	Severe material deprivation rate (SMD) (% of female population)							Persons living in a household with a very low work intensity (% of total population aged 60 and below)						
Indicator	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020
EU28	9	8.2	7.7	6.8	6.1	5.6	n/a	11.3	10.7	10.5	9.5	8.8	8.5	n/a
EU27	9.3	8.4	8.1	7.2	6.2	5.6	n/a	11.1	10.5	10.4	9.4	8.8	8.3	n/a
AL	n/a	n/a	n/a	41.6	38.8	37.1	n/a	n/a	n/a	n/a	13.8	13.0	12.0	n/a
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	35.6	30.1	30.1	30.7	30.2	30.4	n/a	17.2	17.4	16.3	16.9	16.4	13.6	n/a
ME	13.5	15.0	14.6	14.0	13.1	12.5	n/a	26.0	23.6	24.6	24.3	23.3	18.3	n/a
RS	26.1	24.0	19.7	17.9	16.3	15.1	n/a	20.5	21.2	21.5	20.1	18.0	16.6	n/a
XK*	n/a	n/a	n/a	n/a	41.5	n/a	n/a	n/a	n/a	n/a	n/a	37.9	n/a	n/a

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Area	4. Living conditions and poverty (c)													
	Persons living in a household with a very low work intensity (% of males aged 60 and below)							Persons living in a household with a very low work intensity (% of females aged 60 and below)						
Indicator	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020
EU28	10.9	10.2	10	9.2	8.3	8	n/a	11.7	11.1	11	9.9	9.2	8.9	n/a
EU27	10.7	10.1	9.9	9.1	8.3	7.9	n/a	11.5	10.9	10.9	9.8	9.3	8.7	n/a
AL	n/a	n/a	n/a	13.0	12.3	11.2	n/a	n/a	n/a	n/a	14.6	13.7	13.1	n/a
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	16.6	17.3	16.3	16.5	16.0	13.2	n/a	17.8	17.5	16.3	17.3	16.7	13.9	n/a
ME	26.3	23.8	25.0	24.7	23.1	18.1	n/a	25.6	23.3	24.1	23.8	23.4	18.6	n/a
RS	20.6	22.1	22.1	20.5	18.6	16.7	n/a	20.4	20.4	20.9	19.7	17.4	16.5	n/a
XK*	n/a	n/a	n/a	n/a	38.0	n/a	n/a	n/a	n/a	n/a	n/a	37.7	n/a	n/a

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Area	4. Living conditions and poverty (c)													
	Severe housing deprivation (% of owners, with mortgage or loan)							Severe housing deprivation (% of tenants, with rent at market price)						
Indicator	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020
EU28	1.8	1.9	1.6	1.3	1.5	1.4	n/a	6.3	6.3	6.4	5.1	5.7	5.5	n/a
EU27	1,9e	2,1e	1,8e	1,5e	1,6e	1,6e	n/a	6,5e	6,5e	6,6e	5,6e	6,1e	5,4e	n/a
AL	n/a	n/a	n/a	n/a	n/a	5.5	n/a	n/a	n/a	n/a	n/a	n/a	16.4	n/a
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	3.9b	16.8	13.2	5.6	10.1u	4.7	n/a	18.5b	3.1	13.1	23.9	3.1	18.7	n/a
ME	13.5	16.7	9.5	22.3	n/a	n/a	n/a	26.8	28.9	28.4	21.5	n/a	n/a	n/a
RS	15.9	15.8	11.8	7.8	0.0	2.7	n/a	18.9	16.6	10.7	20.1	14.0	15.9	n/a
XK*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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Area	5. Youth											
	Youth NEET (% of total population aged 15-24) - male						Youth NEET (% of total population aged 15-24) - female					
Indicator	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	11.8	11.3	10.7	10.1	9.9	n/a	12.3	11.9	11.2	10.9	10.4	n/a
EU27	12.1	11.4	10.7	10.1	9.8	11.0	12.3	11.9	11.3	10.9	10.4	11.1
AL	28.2	26.8	24.7	25.4	25.8	27.1	31.1	27.1	27.3	27.6	25.3	26.2
BA	29.7	28.6	24.7	22.6	20.7	20.3	26.4	25.3	24.3	21.7	21.6	23.0
MK	24.5	23.6	23.9	23.3	17.1	19.4	24.9	25.1	25.9	25.1	19.2	19.8
ME	19.9	18.7	16.3	18.6	18.8	21.5	18.3	18.0	17.1	13.6	15.8	20.6
RS	20.3	17.2	17.1	16.0	14.9	17.0	19.8	18.3	17.3	17.0	15.8	14.8
XK*	28.3	26.5	23.8	30.2	31.4	34.0	34.9	34.2	31.4	30.0	34.2	33.2

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Area	6. Labour force structure																	
	Employment rate (% population aged 20-64) - male						Employment rate (% population aged 20-64) - female						Employment rate (% population aged 15-24) - 15 - 24					
Indicator	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	75.8	76.8	77.9	78.9	79.6	n/a	64.3	65.3	66.4	67.4	68.2	n/a	33.1	33.7	34.6	35.3	35.7	n/a
EU27	74.9	75.9	77.2	78.2	78.9	78.0	63.4	64.5	65.6	66.6	67.4	66.9	30.4	31.1	32.1	32.9	33.5	31.5
AL	68.1	69.4	72.1	73.9	74.7	74.0	50.7	55.0	55.6	57.4	59.7	58.8	18.9	20.2	21.6	25.7	26.7	26.3
BA	53.9	56.4	58.1	59.5	61.6	64.9	32.4	32	35.1	35.8	38.0	40.0	12.1	13.8	17.6	19.7	23.4	21.0
MK	61.5	63.7	65.6	66.6	69.7	68.9	42.1	42.5	43.7	45.2	48.4	49.0	17.3	16.2	17.5	17.4	20.7	19.8
ME	61.9	63.0	65.2	66.7	67.5	61.7	51.6	51.3	51.4	52.9	54.2	48.8	18.8	21.0	21.3	23.2	27.3	19.8
RS	63.7	66.3	68.5	70.5	72.1	72.9	48.4	51.9	54.5	55.8	58.2	58.9	16.7	19.8	20.9	21.1	21.5	20.8
XK*	38.7	43.0	46.6	45.3	46.2	42.8	11.5	12.7	12.7	12.3	13.9	14.1	8.5	10.1	11.2	10.0	13.1	11.4

Data for Kosovo* for age group 15-64, where in the table it is noted 20-64".

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Area	6. Labour force structure																	
	Employment rate (% population aged 25-54) - 25 - 54						Employment rate (% population aged 55-64) - 55 - 64						Employment rate (% population aged 20-64) - ED0-2					
Indicator	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	78	78.7	79.6	80.4	81.1	n/a	53.3	55.2	57.1	58.7	60	n/a	52.6	53.6	54.9	56.1	56.7	n/a
EU27	77.5	78.2	79.1	80.0	80.6	79.9	52.3	54.3	56.3	58.0	59.3	59.8	51.7	52.5	53.9	55.0	55.7	54.9
AL	67.5	69.7	71.1	73.7	75.0	73.6	53.6	54.8	55.5	58.2	60.4	60.3	60.5	62.2	62.7	66.9	68.4	65.7
BA	52.4	53.6	56.4	57.8	59.4	n/a	28.2	29.7	32.5	32.6	36.2	n/a	26.1	26.2	28.3	26.7	28.6	n/a
MK	59.4	61.2	62.7	63.9	66.8	66.6	40.1	40.7	41.4	42.7	45.1	45.7	35.0	33.4	34.9	36.3	38.3	37.1
ME	65.6	65.4	66.3	67.4	67.1	61.9	40.0	41.2	43.7	46.6	50.1	44.2	29.6	34.0	38.2	39.5	36.4	30.1
RS	67.2	69.2	71.3	73.1	74.5	74.8	37.4	42.7	45.5	46.5	50.2	52.2	44.3	48.2	49.9	50.1	52.4	51.6
XK*	33.8	37.4	39.1	37.9	n/a	n/a	27.2	29.6	32.7	31.5	32.2	30.9	12.4	16.9	17.2	13.5	14.2	n/a

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Area	6. Labour force structure																	
	Employment rate (% population aged 20-64) - ED3-4						Employment rate (% population aged 20-64) - ED5-8						Unemployment rate (% population aged 15-74) - male					
Indicator	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	70.7	71.6	72.6	73.4	73.9	n/a	82.7	83.4	84	84.5	85	n/a	9.3	8.4	7.4	6.6	6.1	n/a
EU27	69.9	70.9	72.0	72.8	73.4	72.2	82.3	83.1	83.8	84.3	84.8	83.9	9.9	8.9	7.9	7.0	6.4	6.8
AL	55.4	59.7	62.3	62.5	62.7	63.0	64.9	67.1	69.9	68.7	72.7	73.2	17.1	15.9	14.6	12.7	11.6	11.5
BA	45.9	47.1	49.2	51.2	53.2	n/a	68.6	66.7	70.6	71.4	72.5	n/a	25.9	22.6	19	17.3	13.8	14.2
MK	55.3	57.4	58.4	59.5	62.6	61.8	72.0	72.4	73.7	74.8	77.5	78.1	26.8	24.4	22.8	21.3	16.5	16.7
ME	54.8	54.6	55.3	57.1	58.7	52.8	78.2	77.1	77.7	78.6	77.8	73.5	17.8	18.3	15.4	15.3	14.7	17.5
RS	54.7	57.8	60.0	61.6	63.4	64.8	71.0	72.5	75.7	77.8	79.8	79.2	16.9	14.8	13.0	12.1	10.0	8.8
XK*	35.3	37.5	40.9	38.4	39.6	n/a	55.3	58.1	57.9	66.0	63.1	n/a	31.8	26.2	28.7	28.5	22.6	23.5

Data for Kosovo* for unemployment, male is for age group 15-64.
 Data for Albania for unemployment rate, male is for age group 15+

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LEGEND FOR EUROSTAT DATA

Special value:
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(p) provisional **(u)** low reliability

Area	6. Labour force structure																	
	Unemployment rate (% population aged 15-74) - female						Unemployment rate (% population aged 15-24) - 15 - 24						Unemployment rate (% population aged 15-74) - 15 - 74					
Indicator	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	9.5	8.8	7.9	7.1	6.6	n/a	20.4	18.7	16.9	15.2	14.4	n/a	9.4	8.6	7.6	6.8	6.3	n/a
EU27	10.2	9.4	8.5	7.6	7.1	7.4	21.8	20.1	18.0	16.1	15.1	16.8	10.1	9.1	8.2	7.3	6.7	7.1
AL	17.1	14.4	12.6	11.9	11.4	11.9	39.8	36.5	31.9	28.3	27.2	26.5	17.1	15.2	13.7	12.3	11.5	11.7
BA	30.9	30.2	23.3	20.5	19.0	18.6	62.3	54.3	45.8	38.8	33.8	36.6	27.9	25.5	20.7	18.5	15.9	15.9
MK	25.1	22.8	21.8	19.9	18.4	15.9	47.3	48.2	46.7	45.4	35.6	35.7	26.1	23.7	22.4	20.8	17.3	16.4
ME	17.3	17.1	17.0	15.1	15.7	18.4	37.6	35.9	31.7	29.4	25.2	36.0	17.6	17.8	16.1	15.2	15.2	17.9
RS	18.8	16.2	14.4	13.8	11.2	9.5	43.2	34.9	31.9	29.7	27.5	26.6	17.8	15.4	13.6	12.8	10.5	9.1
XK*	36.6	31.8	36.6	33.4	34.4	32.3	57.7	52.4	52.7	55.4	49.4	49.1	32.9	27.5	30.5	29.6	25.7	25.9

In the table, where the unemployment rates are indicated for (15-74) age group, the data for Kosovo* are for age group (15-64), and for Albania are 15+

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Area	6. Labour force structure																	
	Unemployment rate (% population aged 15-74) - ED0-2						Unemployment rate (% population aged 15-74) - ED3_4						Unemployment rate (% population aged 15-74) - ED5-8					
Indicator	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	17.4	16.2	14.8	13.3	12.5	n/a	8.7	7.8	6.9	6.2	5.7	n/a	5.6	5.1	4.5	4.1	3.9	n/a
EU27	18.4	17.2	15.8	14.2	13.3	13.5	9.0	8.1	7.2	6.5	5.9	6.4	6.2	5.5	4.9	4.5	4.2	4.7
AL	13.5	12.7	12.3	9.9	8.7	9.5	20.4	17.5	15.5	14.3	14.4	13.6	19.1	16.9	13.7	14.0	12.3	12.6
BA	27.3	25.6	18.2	18.5	14.1	n/a	30	26.6	22.3	19.2	16.9	n/a	18.4	20.3	15.5	15.1	12.0	n/a
MK	29.9	29.2	26.5	23.8	23.4	21.4	26.6	23.7	22.6	21.0	16.6	16.2	21.1	19.4	18.7	17.8	14.3	13.7
ME	28.3	24.6	22.2	20.1	26.0	33.6	19.3	19.5	17.5	16.7	15.4	18.1	10.3	11.9	10.9	10.3	11.3	13.2
RS	15.6	13.1	11.6	12.6	11.2	9.1	19.4	16.7	14.8	13.8	11.2	9.6	15.3	13.9	12.3	10.9	8.4	8.0
XK*	46.6	32.2	34.9	39.5	n/a	n/a	32.6	28.9	30.6	39.5	n/a	n/a	19.9	18.5	25.8	19.7	21.5	n/a

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Area	6. Labour force structure																	
	Activity rate (% of population aged 15-64)						Activity rate (% of males aged 15-64)						Activity rate (% of females aged 15-64)					
Indicator	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	72.5	72.9	73.3	73.7	74	n/a	78.3	78.5	78.8	79.2	79.4	n/a	66.8	67.3	67.8	68.2	68.6	n/a
EU27	72.0	72.4	72.8	73.2	73.5	73.0	77.7	78.0	78.4	78.7	78.9	78.3	66.3	66.8	67.3	67.7	68.1	67.7
AL	64.2	66.2	66.8	68.3	69.6	69.1	73.4	74.1	75.8	76.9	77.6	77.1	55.1	58.3	57.7	59.7	61.6	61.2
BA	54.6	54.2	54.5	54.2	55.5	58.2	66.2	66.2	66.1	66.4	66.4	70.4	42.9	41.9	42.7	41.8	44.4	46.1
MK	64.9	64.5	65.3	65.4	66.3	65.5	77.5	77.8	78.4	78.3	77.3	76.7	52.0	50.8	51.7	52.2	54.8	54.0
ME	62.6	63.4	63.5	64.7	66.2	61.5	68.3	70.2	70.5	72.3	73.3	68.3	56.9	56.6	56.5	57.2	59.1	54.7
RS	63.7	65.6	66.7	67.8	68.1	67.7	71.7	73.1	73.8	75.1	75.0	74.6	55.7	58.2	59.6	60.6	61.3	60.8
XK*	37.6	38.7	42.8	40.9	40.5	38.3	56.7	58.3	65.3	63.3	59.7	56.0	18.1	18.6	20.0	18.4	21.1	20.8

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Area	6. Labour force structure																	
	Activity rate (% of population aged 15-24)						Activity rate (% of population aged 25-54)						Activity rate (% of population aged 55-64)					
Indicator	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	41.5	41.5	41.6	41.6	41.7	n/a	85.4	85.5	85.7	85.9	86.1	n/a	57.3	59.1	60.6	61.9	63	n/a
EU27	39.0	39.0	39.3	39.4	39.5	38.0	85.4	85.5	85.6	85.8	86.0	85.5	56.5	58.4	60.0	61.4	62.5	63.1
AL	31.3	31.8	31.8	35.8	36.7	35.8	79.7	80.7	81.3	83.0	83.9	83	60.2	61.4	61.3	63.7	65.2	64.6
BA	32.2	30.2	32.5	32.3	35.4	33.2	70.3	70.4	70.3	70.4	70.7	n/a	33.1	35.2	36.6	36.5	39.7	n/a
MK	32.8	31.3	32.8	31.8	32.2	30.9	78.8	78.7	79.1	78.9	79.9	78.7	50.6	49.4	49.7	51.4	51.1	52.0
ME	30.2	32.7	31.2	32.9	36.5	30.9	78.5	78.9	78.9	79.5	79.3	75.1	44.9	45.0	47.0	50.0	54.1	49.0
RS	29.4	30.3	30.7	30.0	29.7	28.3	81.0	82.0	82.5	83.8	83.2	82.2	42.2	46.9	49.5	51.0	53.7	55.1
XK*	20.4	21.5	24.0	22.5	n/a	n/a	48.6	49.5	54.7	52.1	n/a	n/a	33.1	35.9	39.0	36.8	n/a	n/a

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Area	6. Labour force structure																	
	Youth unemployment rate						Youth unemployment rate (% of active males aged 15-24)						Youth unemployment rate (% of active females aged 15-24)					
Indicator	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	20.4	18.7	16.9	15.2	14.4	n/a	21.1	19.4	17.5	15.8	14.9	n/a	19.5	17.9	16.1	14.6	13.7	n/a
EU27	22.0	20.3	18.2	16.3	15.3	17.1	22.1	20.4	18.3	16.5	15.3	16.9	21.9	20.3	18.1	16.2	15.3	17.3
AL	39.8	36.5	31.9	28.3	27.2	26.5	39.2	37.4	34.1	29.6	27.8	27.0	40.8	34.9	27.7	26.0	26.3	25.9
BA	62.3	54.3	45.8	38.8	33.8	36.6	59.5	52.0	43.1	35.4	31.3	32.5	67.3	58.9	51.4	45.5	37.9	42.8
MK	47.3	48.2	46.7	45.4	35.6	35.7	49.7	47.9	45.7	46.6	33.4	34.0	43.3	48.8	48.6	43.2	38.9	38.6
ME	37.6	35.9	31.7	29.4	25.2	36	39.9	36.9	30.7	33.3	25.8	33.6	34.5	34.6	33.1	23.6	24.3	39.7
RS	43.2	34.9	31.9	29.7	27.5	26.6	40.1	32.2	29.2	28.3	26.1	25.0	48.4	39.5	36.3	32.0	29.9	29.5
XK*	57.7	52.4	52.7	55.4	49.4	49.1	54.2	47.2	48.4	51.5	44.1	45.2	67.2	65.4	63.5	64.7	60.3	57.2

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Area	7. Labour market dynamics																	
	Share of long-term unemployment (% of active males)						Share of long-term unemployment (% of active females)						Employment in current job by duration (from 0 to 11 months)					
Indicator	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	12.7	13	13.3	13.3	13.2	n/a
EU27	4.8	4.1	3.5	3.0	2.5	2.3	4.8	4.3	3.7	3.2	2.8	2.5	12.3	12.7	13.0	13.1	13.0	11.6
AL	65.8	64.9	63.3	65.6	63.1	59.7	66.2	68.2	67.1	69.8	63.7	59.1	n/a	n/a	n/a	n/a	n/a	n/a
BA	81.8	85.1	81	81.4	75.3	n/a	81.6	85	83.6	83.6	76.8	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	22.1	19.9	17.6	15.7	12.4	12.7	20.1	17.8	17.1	15.1	12.4	11.9	12.0	11.9	10.3	12.4	12.3	10.4
ME	13.6	13.9	12.2	11.3	11.4	12.8	13.3	12.9	12.8	11.6	12.7	14.0	13.1	14.3	12.8	14.8	12.7	9.2
RS	9.9	8.6	6.7	5.9	4.8	4.0	11.6	9.8	7.8	7.2	5.9	4.6	12.8	13.7	14.7	14.8	14.1	12.5
XK*	70.9	65.7	72.6	61.1	66.7	n/a	75.3	64.9	68.9	50.2	74.0	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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Area	7. Labour market dynamics																	
	Employment in current job by duration (from 12 to 23 months)						Employment in current job by duration (from 24 to 59 months)						Employment in current job by duration (60 months or over)					
Indicator	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	8.5	8.9	9.2	9.4	9.6	n/a	15.4	15.5	15.8	16.7	17.1	n/a	62.5	61.6	60.8	59.7	59.1	n/a
EU27	8.1	8.4	8.8	9.0	9.2	9.1	15.0	14.9	15.1	16.1	16.5	16.9	63.7	62.9	62.0	60.8	60.2	61.4
AL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	8.5	8.2	8.4	10.8	10.3	10.3	16.1	18.1	18.9	16.0	18.1	18.1	63.4	61.8	62.4	60.8	59.2	61.2
ME	7.0	8.2	8.7	7.4	8.9	9.2	13.4	13.9	15.1	16.6	17.6	19.1	66.5	63.6	63.4	61.2	60.9	62.4
RS	6.9	7.3	8.0	9.0	9.1	9.1	13.2	14.0	13.7	14.0	15.6	16.6	67.1	64.9	63.6	62.1	61.2	61.8
XK*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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LEGEND FOR EUROSTAT DATA

Special value:
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Area	7. Labour market dynamics																				
	Transition rates from temporary to permanent contracts (3-year average)							Transition rates from temporary to permanent contracts (3-year average, males)							Transition rates from temporary to permanent contracts (3-year average, females)						
Indicator	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020
EU28	23.6	23.2	24.1	24.7	25.5	n/a	n/a	23.6	23.4	24.9	25.4	26	n/a	n/a	23.5	23	23.4	24	25.1	n/a	n/a
EU27	22.2e	21.8e	22.8e	23.6e	24.5e	25.6e	n/a	22.3	21.8	23.5	24.3	25.0	25.4	n/a	22.1e	21.8e	22.1e	22.8e	23.9e	25.8e	n/a
AL	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	52.3	53.7	52.9	52.5	51.5	52.4	n/a	54.5	55.4	53.1	51.4	49.3	50.7	n/a	49.4	51.5	52.7	53.7	54.2	54.4	n/a
ME	n/a	n/a	n/a	n/a	27.2	26.9	n/a	n/a	n/a	n/a	n/a	27.8	26.4	n/a	n/a	n/a	n/a	n/a	26.4	27.6	n/a
RS	n/a	n/a	32.1	33.7	35.8	38.8	n/a	n/a	n/a	27.8	31.3	34.4	36.9	n/a	n/a	n/a	37.7	36.8	37.7	41.1	n/a
XK*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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Area	8. Income, including employment-related																				
	In-work at-risk-of-poverty rate							In-work at-risk-of-poverty rate (% of working population aged 18 and over, males)							In-work at-risk-of-poverty rate (% of working population aged 18 and over, females)						
Indicator	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020
EU28	9.5	9.5	9.6	9.4	9.4	9.2	n/a	9.9	10.1	10.1	9.8	9.8	9.5	n/a	9.1	8.7	9.1	9	8.9	8.9	n/a
EU27	9.6e	9.7e	9.8e	9.5e	9.3e	9.0e	n/a	10.0e	10.3e	10.2e	9.9e	9.7e	9.4e	n/a	9.2e	8.9e	9.2e	9.0e	8.7e	8.5e	n/a
AL	n/a	n/a	n/a	17.9	16.5	14.6	n/a	n/a	n/a	n/a	18.6	16.9	15.4	n/a	n/a	n/a	n/a	16.8	15.9	13.4	n/a
BA	n/a	24.5	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	9.8	8.9	9.0	9.0	8.8	8.5	n/a	11.0	10.3	10.6	10.8	10.6	10.6	n/a	7.8	6.8	6.5	6.2	6.0	5.2	n/a
ME	7.8	7.7	7.6	7.6	7.3	9.0	n/a	9.4	9.6	10.0	8.8	9.3	11.7	n/a	5.7	5.2	4.7	5.9	4.7	5.4	n/a
RS	14.0	13.3	11.9	10.8	10.0	9.2	n/a	15.6	15.7	13.9	12.2	11.3	9.9	n/a	12.0	10.3	9.3	9.1	8.3	8.3	n/a
XK*	14.5	17.8	19.5	15.2	n/a	n/a	n/a	14.5	17.9	19.6	15.3	n/a	n/a	n/a	19.3	15.4	6.3	11.0	n/a	n/a	n/a

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Area	9. Impact of public policies on reducing poverty																				
	Impact of social transfers (other than pensions) on poverty reduction - male							Impact of social transfers (other than pensions) on poverty reduction - female							General government expenditure in social protection						
Indicator	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020
EU28	34.8	33.7	34.1	34.9	34.0	33.9	n/a	33.5	33.5	32.7	33.1	32.3	32.3	n/a	19.3	19	19	18.7	18.6	18.6	n/a
EU27	33.6e	32.5e	32.5e	32.2e	33.3e	33.3e	n/a	31.9e	31.8e	30.9e	31.6e	31.6e	31.9e	n/a	19.9	19.7	19.7	19.4	19.2	19.3	n/a
AL	n/a	n/a	n/a	13.6	11.9	12.6	n/a	n/a	n/a	n/a	11.5	10.2	10.9	n/a	n/a	n/a	9.5	9.1	9.0	8.9	8.8
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	11.7	12.5	13.0	13.9	13.2	12.7
MK	11.5	13.0	14.7	14.5	15.5	15.6	n/a	10.3	13.7	15.6	14.4	14.1	14.7	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
ME	22.2	17.0	16.7	23.2	23.7	16.7	n/a	22.9	16.7	17.8	26.5	24.0	17.5	n/a	n/a	14.3	13.7	13.1	n/a	n/a	n/a
RS	22.0	19.6	20.8	19.1	18.3	18.9	n/a	22.3	20.5	22.0	18.5	17.5	17.5	n/a	n/a	n/a	n/a	n/a	n/a	14.4	14.7
XK*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5.1	6.4	6.3	6.5	6.9	8.3

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Area	9. Impact of public policies on reducing poverty																				
	General government expenditure in health							General government expenditure in education							Aggregate replacement ratio for pensions						
Indicator	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020
EU28	7.2	7.2	7.1	7	7.1	7.1	n/a	4.9	4.9	4.8	4.7	4.7	4.7	n/a	0.56	0.57	0.58	0.58	0.58	0.57	n/a
EU27	7.1	7.1	7.0	7.0	7.0	7.0	n/a	4.9	4.8	4.7	4.7	4.7	4.7	n/a	0.57e	0.58e	0.58e	0.59e	0.58e	0.57e	n/a
AL	2.6	2.7	2.8	2.9	3.0	2.9	2.9	n/a	3.4	4.0	2.4	2.5	2.4	2.3	n/a	n/a	n/a	0.44	0.41	0.41	n/a
BA	6.7	6.5	6.5	5.1	5.5	5.2	4.9	n/a	4.1	4.1	3.4	3.6	3.4	3.2	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	4.0	4.1	4.1	3.8	3.8	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.65	0.70	0.72	0.70	0.68	0.70	n/a
ME	n/a	4.9	4.7	4.5	n/a	n/a	n/a	n/a	4.6	4.4	4.2	n/a	n/a	n/a	0.40	0.41	0.42	0.42	0.46	0.47	n/a
RS	5.4	5.1	4.9	4.7	5.1	5.3	7.1	3.9	3.8	3.6	3.7	3.6	3.3	3.3	0.46	0.45	0.47	0.46	0.46	0.42	n/a
XK*	n/a	2.8	2.8	2.8	3.0	2.8	3.4	n/a	4.5	4.6	4.4	4.5	4.5	4.3	n/a	n/a	n/a	n/a	0.18	n/a	n/a

Area	11. Healthcare																				
	Self-reported unmet need for medical care - male							Self-reported unmet need for medical care - female							Healthy life years at the age of 65 (males)						
Indicator	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020	2014	2015	2016	2017	2018	2019	2020
EU28	3.1	2.8	2.2	1.4	1.6	1.6	n/a	4.2	3.7	2.9	2	2.3	2.3	n/a	8.6	9.3	9.8	9.8	9.9	n/a	n/a
EU27	3.3e	2.9e	2.3e	1.4e	1.5e	1.4e	n/a	4.4	3.8	3.2	1.9	2.1	2.0	n/a	8.4	9.2b	9.7	9.7	9.8	10.2	n/a
AL	n/a	n/a	n/a	12.3	13.3	13.3	n/a	n/a	n/a	n/a	14.0	16.3	15.9	n/a	n/a	15.9	n/a	n/a	n/a	15.91	n/a
BA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	13.9	n/a	n/a	n/a	14.1	n/a
MK	4.5	2.5	2.6	2.4	2.0	2.6	n/a	5.1	3.2	3.2	2.5	2.6	2.4	n/a	n/a	12.8	n/a	n/a	n/a	13.08	n/a
ME	6.8	3.6	2.3	2.1	1.9	2.9	n/a	9.7	5.1	3.2	3.2	2.8	3.4	n/a	n/a	13.4	n/a	n/a	n/a	13.45	n/a
RS	7.1	5.6	3.9	4.3	5.5	4.5	n/a	7.6	7.0	5.0	5.3	6.1	5.2	n/a	n/a	13.5	n/a	n/a	n/a	13.68	n/a
XK*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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Area	11. Healthcare														
	Healthy life years at the age of 65 (females)							Out-of-pocket expenditure on health care							
Indicator	2014	2015	2016	2017	2018	2019	2020	2013	2014	2015	2016	2017	2018	2019	2020
EU28	8.6	9.4	10.1	10.2	10	n/a	n/a	n/a	15.77	15.79	15.67	15.75	15.68	n/a	n/a
EU27	8.3	9,3b	10.0	10.0	10.0	10.4	n/a	n/a	15.9	15.9	15.8	15.7	15.5	n/a	n/a
AL	n/a	17.5	n/a	n/a	n/a	17.3	n/a	50.9	52.2	43.3	41.8	44.5	44.6	n/a	n/a
BA	n/a	16.1	n/a	n/a	n/a	16.3	n/a	29.0	29.0	28.8	28.7	29.1	29.3	n/a	n/a
MK	n/a	14.6	n/a	n/a	n/a	14.9	n/a	33.7	35.0	34.3	35.3	42.4	42.1	n/a	n/a
ME	n/a	15.9	n/a	n/a	n/a	16.3	n/a	n/a	n/a	n/a	n/a	n/a	39.6	n/a	n/a
RS	n/a	15.8	n/a	n/a	n/a	16.0	n/a	37.9	39.9	40.6	40.5	40.6	38.3	n/a	n/a
XK*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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Area	12. Digital access																	
	Individuals' level of digital skills (Individuals who have basic or above basic overall digital skills)- male						Individuals' level of digital skills (Individuals who have basic or above basic overall digital skills)- female						Connectivity dimension of the Digital Economy and Society Index (DESI)					
Indicator	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020	2015	2016	2017	2018	2019	2020
EU28	58	58	60	n/a	60	n/a	53	54	55	n/a	56	n/a	7.78	8.52	9.28	9.98	11.20	12.50
EU27	57	57	58	n/a	58	n/a	51	52	53	n/a	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AL	n/a	n/a	n/a	n/a	23	n/a	n/a	n/a	n/a	n/a	20	n/a	n/a	n/a	n/a	n/a	n/a	n/a
BA	n/a	n/a	n/a	n/a	29	n/a	n/a	n/a	n/a	n/a	20	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MK	38	33	34	n/a	31	n/a	36	35	31	n/a	32	n/a	n/a	n/a	n/a	n/a	n/a	n/a
ME	n/a	n/a	54	n/a	u	n/a	n/a	n/a	42	n/a	u	n/a	n/a	n/a	n/a	n/a	n/a	n/a
RS	35	n/a	42	n/a	49	n/a	29	n/a	36	n/a	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a
XK*	n/a	n/a	24	n/a	30	n/a	n/a	n/a	17	n/a	24	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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