

Integration into a unique management information system of municipal institutions that deals with education and training of young people and the business as its support. Case study: Municipality of Gjakova – Kosovo

KASTRIOT HAXHIU

PHD candidate

European University of Tirana
Albania

Abstract:

The concept of designing and changing of the strategy in increasing the number of potential candidates to follow the trainings and vocational trainings among the students who complete upper secondary schools -is quite complex.

Besides it needs to ensure the standards of a continuous development of professional training in accordance with European Union countries and market needs in Kosovo as well the financial coherence.

The harmonization of certification processes with the Kosovo education system and parallel support by the government and businesses, both in terms of professionalism of the teaching staff as well as in financial and infrastructure terms are the right way to build the young professional ready for the labor market.

Thorough reorientation of vocational training to the real needs of the market and update of educational reforms based on the dual German system (theoretical and practical), and business involvement as an investment actor in vocational schools - will be reached out in a professional quality product and all this can finalized with new working places. The new jobs will have a direct impact on alleviating the high unemployment in the country, which in turn affect employment will boost economic development in Kosovo.

Vocational education and training should be subject to some government priorities due to the large number of young people without experience in professional fields. Therefore rectangle - schools, vocational training centers to one side and the business and institutions, leading to all levels on the other side - should be fusion into a common point to build a proper perspective to Kosovo youths who their existence today sees only in illegal migration.

Building a management information system can be harmonized the link between these educational institutions forms respectively ruling and enterprises.

Key words: education, vocational training, schools, government, business, information system.

THE PURPOSE OF THE PAPER

The overall goal of this study is the reasoning why we should work and build a municipal management information system of all activities under held of Gjakova municipality in the sector of education and vocational trainings to the youths who have completed upper secondary education.

The main goal tracking is the importance of identifying all candidates that are being certified, in the municipality as well as involvement of the business as a key factor in this process.

SURVEY METHODOLOGY

The work was conducted including the analysis of relevant statistical data and literatures as well.

Field meetings with managers and institutions, that deals with education and professional educational trainings.

The survey consists of direct interviews with managers of these institutions and some local businessmen mainly owner artisan workshops.

Sample selection

The development of sample was based on a two-stage process. Initially were analyzed the statistics and talks were held with the leaders of the next municipal institutions, ongoing interviews with representatives of business and then with some students who are doing the professional school practice in these vocational training workshops.

HYPOTHESES

The main hypothesis

- ✓ Creating a bridge between education and training professional institutions and businesses, with the municipality as a bearer of the project, this would be a generator of capacity development and quality of vocational trainings of the municipality - in accordance to the market.

Auxiliary hypotheses

- ✓ Construction of electronic information infrastructure would provide incentive for new financial resources that will assist the improvement of education and vocational trainings.
- ✓ Professional certifications based on European standards and requirements of the local market will be the promoter of local economic development and at the same time opening new working places.
- ✓ Business participation as a factor builder in the certification and enabling processes of young workers will ensure to the businesses the professional employee to its staff in the near future.

INTRODUCTION - THE MUNICIPALITY OF GJAKOVA

Gjakova is a town in western Kosovo. The municipality of Gjakova is a center and the region of the same name. The surface of the city is 24.81 km² and 586.91 km² of the municipality with a population of 94,556 inhabitants according to the 2011-th census, the population of 96,162 inhabitants among the estimated on 31.12.2013, with 88 settlements with 3,600 residents density/km in the city and as a municipality the density is 160.5 inhabitants/km (<https://en.wikipedia.org/wiki/Gjakova>).

Youth aged from 20 - 24 years old are 8,946 inhabitants, and from 15-19 years old are 10,453 residents, in total is just over 20 % of its population in general. The social assistance requested in 2014 was 2.603 with 11,007 households (i.e. 11.7 % of the municipal population) it means by 27,389 municipality families as a whole. If we look at the labor market on 2014 there were 14,956 people who were seeking jobs in the vast majority of these job seekers were half qualified or without qualifications at all, but there are those who have tertiary education level. But this year opened 451 new companies (most retail trade - small family business 113), while 135 of them were closed. Most employees are public sector where the average monthly net incomes at Kosovo level are € 429 (Statistical Yearbook of the Republic of Kosovo - 2015).

Gjakova municipality has ten high schools (four separate branches in the villages); one of these is profiled high school. Vocational schools are as below:

- ✓ Tech - in its composition has profiles as electro, machinery, architecture, textile and visual art.
- ✓ Medicine - dentistry, pediatrics, nurses.
- ✓ Management, banking and finance, customs, tourism, accounting.
- ✓ Music - mostly musical instruments.

- ✓ Mixed - economy, electrical, agriculture, general gymnasium.

In all these schools, 5241 students attend classes, 2358 in relation to women (45 %), 2883 in opposite of men in total of 173 classes. Of this number of 3128 students (1316 F, 1812 M or 57.9 %) attends the vocational schools. Students of the Roma, Ashkali and Egyptian communities are 122 students from these 52 women respectively in percentage 45 % (Gjakova Municipal Education Directorate – GJMED).

Gjakova has several vocational training centers where they are held to different age groups in which are equipped with different crafts.

Vocational Training Centre (VTC) has entered into Ministry of Labor and Social Welfare (MLSW) on 2001 and has a mobile unit in the municipality of Decani, with different training programs such as:

- ✓ Administrative Assistant
- ✓ Accounting
- ✓ Electrical installations in civilian dwellings
- ✓ Assistant in business administration
- ✓ Welding
- ✓ Entrepreneurship

In this center conducts the vocational trainings according to the candidate qualifications, starting from the 0-2 that is level for unqualified persons to those qualified ones 5a + by International standards of Educational Qualification ISCED. Also trainings are carried out according to age (at the national level 15-24 years old compared with 2011 data - now is decreased to 17 %) - (www.mpms.rks-gov.net), based on ethnicity and gender.

Referring to the capacity of vocational trainings in absolute figures to the average of registered unemployed in

different regions of Kosovo, a higher degree of activation is achieved in Gjakova with about 28.3 % (Labor and Employment, report performance, Ministry of Labor and Social Welfare, April 2013, Pristina).

The center has a qualified staff and workshop where the vocational trainings are being realized. But the lack of a modern infrastructure in relation to time is more than evident, despite that the new building is under construction.

The working space BONEVET is a non-profit center of the community where people gather to share their resources and knowledge, works on projects, computer networks and builds a different models and programs as well. It is an informal combination of a laboratory, a shop and a conference room that encourages “hands-on” exploration, providing resources that is typically available to individuals working alone (<http://www.bonevet.org/> about –us).

The center has a fully equipped facility and maintained in a professional manner with a surface of 700 m² leased by municipality for 10 years, which organizes training / training with nominal fee (about 30-45 Euro for 6 weeks training with 6 hours per week) by professional instructors in subjects of electronics, automatics, robotics, 3D printing, computer - aided design, programming, Arduino, Little Bits etc. Here develops a creative education, where is innovation, curiosity, exchange of ideas and motivation for work.

Innovative Centre (Jakova Innovation Center - JIC) opened by the Ministry of Trade and Industry (MTI) of Kosovo, which is an entrepreneurship support and commercial development of the businesses (<http://www.mti-ks.org/sq/Aktivitetet-e-MTI>). This modern center is focused on delivering innovative services as incubator for businesses, training, mentoring and advice - giving. There is a building area of approximately 300 m², supported by the Municipality. Here develops quality trainings in modern and professional

environments. Unlike other centers, JIC wants to be positioned in such a way of market that exploits ideas, people and resources in order to influence the economy of the country and discover the true potential of young entrepreneurs in Gjakova and Kosovo. This center is equipped with the necessary development of human and intellectual capital. In this center they have lectured a group of personalities of different professions with high scientific degrees, who are part of the scientific achievements in international proportions. At the center (Gjakova) was held the Crowd Sourcing Summit in which was held the lectures by European information technology experts. All participants of the community in this training center are supported with information processing material and logistical support.

Gjakova municipality develops its activities at several training centers - licensed for foreign languages that offer the certification according to European standards of certifications. It is also a licensed company for training teachers ATI -KOS, which offers vocational training programs for the office of the municipal level schools ECDL by the Windows operating system.

Youth Center in Gjakova, the center of Roma Egyptian Ashkali REA - are places where develops other training activities in the fields of business, management, music, learning foreign languages with frequency especially the members of the minorities living in this municipality are the second places for this subjects and they would have a more powerful support whether local or international, if the results of their work presented in updated reports by municipal structures.

All these professional trainings offered in Gjakova municipality does not have a database shared by a software which can be managed by the Municipal Assembly, in which these data could be used for various statistics, overview or

control the trainings performed, why not for certification level of candidates, as well. The Information Centre at the Municipality, as the main mechanism of communication and liaison with citizens of Gjakova - exists and it is functional, thus linking it with this information system will make it more functional and meaningful.

Therefore, these data will be a priority for the Municipal Assembly and its relevant departments offering the qualified staff to various international donors and local businesses, too.

INTERACTION BETWEEN SCHOOLS AND VTC-S

The idea of building this management information system is to assist in the process of interaction between high schools, training centers at the municipal level, the municipal Assembly of Gjakova as the main bearer of project.

Transfer of data from the high school for all students who perform upper secondary education in the municipality for information system of centers that deals with education and vocational trainings would provide the first step for massiveness and in the same time will impact the raise of interest - among young people for appropriating a career profession. This will be followed by an authentic marketing by VTC - s in secondary schools through local news media, various emissions that it has to do with information propaganda including the regular visits which would be made to the graduates - during the past year of the school desks (classrooms), by providing the professional training on the types of flyers with the accompanying documentation.

Based on interviews conducted with youths comes to the surface that they do not have knowledge of all vocational training centers in the region, namely the municipality where they live, less than training which developed there or their

duration, they do not know about the organizational manner, either.

They have no knowledge of certification and title win over these vocational trainings. Therefore an institutional marketing associated with their data (of course at first from them should be provided the right to appeal in order to transmit the personal data to any individual / student) this is the way that could fulfill this vacuum of information.

Enrichment of VTC information system with data graduates, will not only serve as decor information, but would oblige the managers of these institutions to promote further and improve the training mode basing on the European ones and continuing their journey to acquire new funds.

At the same time would be allowed the business cooperation in which would be required the support whether from infrastructure sector or from the relevant professional fields in aim to advance further professional training programs. The experts of the relevant fields would continue cooperation with schools by bringing the graduated students to the vocational training centers, with the sole purpose that young people - to specialize a profession namely trade and compete in the labor market so as worthy and as professionally capable.

BUSINESS INVOLVEMENT IN THE MANAGEMENT INFORMATION SYSTEM AND ITS IMPORTANCE – ROLE

Even business in its own plans, continuously thinks about staff, skilled workers and professionals, how to establish them and improve the performance of the staff. The business thinks about how to find, specializes and keeps talented employees because it is viewed as the only way to ensure the success of present and their future.

Therefore its involvement as a factor in this information functional system it would also be a good opportunity for them toward an economic stability.

On the other hand, young people with professional training respectively with the acquisition of a craft opens them a gateway to the labor market, which can be emblem towards achieving personal goals but also economic development path of the country. Schools, respectively vocational centers do not belong to the past they are simply modernized actually perform actively and even tend to increase in almost all European Union countries, why this may not happen to us so, where the country level of unemployment reaches 30 %, with increasing daily tendency.

Access to ongoing education or possession of a post-secondary profession - nowadays is the only alternative to build a real educational and professional life, more employment opportunities, either.

Student participants respectively the candidate in training programs will be permitted to reach more than one training at the same time and it can be done through the different centers, as well as a worker in private where the identification of the all trainings would be done at the same time they will be able to be certificated in all programs.

All this information will be transferred in principle to the system. The role of business's importance in this area should be the focus of the construction of this infrastructure, since they possess the financial means to hire young people, live with the labor market and managerial experience.

All these would lead the initial student to pave his way towards finding individual perspective. This will be approaching businesses in aim to develop a productive and repairing activities (such as car mechanics, auto electricians, shopkeepers, electrical installers, carpenters, blacksmiths, etc.) offering more to professional schools, being part of their boards

in the end means - more practice in schools. As a result the youth interest for vocational schools will increase, as for now the trend has decreased significantly. By interviews with managers of various businesses in the municipality they expressed not being willing to join this caravan of knowledge today, because they do not feel part of the decision-making or advisory through relevant institutions. They do not have enough benefits if they teach students about their profession into their work shops -therefore they are reluctant to cooperate. They should offer tax benefits by law or guarantee of the payments on the number of candidates they train for the labor market - in compliance with standards that are required by the labor law.

Therefore, the business must be a key factor in compiling the framework and training programs as their experience which is more than necessary also donate originality to the project. Businesses should be given the opportunity to have the first and the last word in requirements for branches, profiles, quality and the package of capabilities that must have the student after each level. Shortly the businesses will have to take the wheel of education and trainings, because it is in their own favor. Consequently the business should be aware of the initial cost he should pay in exchange for a high-quality product that will be produced by his hand, as this product more than all benefits to him. Business involvement in the education process and gaining the professions will remove excuses they do not participate enough in the functioning of local institutions. So business can turn into greater investor education and vocational trainings, because the professional trainings are very expensive and the only one that can withstand also at the same time to gain the profit of it - is the business in its own.

Business information system would benefit the businesses at any time they would have knowledge of the types, ways and the number of certified candidates and the qualification achieved. This will enable to the businesses and investors in which they would have easier access to information and reports about the business climate in the municipality, as easier finding appropriate professional workers for their activities, but at the same time they would be active participants in this vital process for young people today.

MUNICIPALITY AS A PROJECT BEARER

Thus the question is why the Municipal Assembly should be the bearer of this project?

The main reason is that the municipality poses all municipal departments who have access to jobs, activities and statistics of life that takes place in that region, therefore a little more information would be a more resource.

Any kind of donation or investment of any sort of business it is, coming from abroad or from the other municipalities, first comes to senior municipal level respectively in the relevant municipal departments. So the access to this information for qualified persons and ways of contact with them would be much easier. There develops the local economic development strategies, the municipal budget divided by sectors and priorities that municipality have, takes the municipal investment decisions, in a word it is a promoter of the future - for people who works and operate in that region.

Also these data can be used for compiling the statistics and reports that are needed for municipal statements. Obviously the person responsible would be only for their maintenance and he will be the only one who would have access to these records, which should be completely confidential to others. As we wants to have a statistic statement about how

many citizens and whose qualifications type and level are qualified this can be made public through the web site or municipal official site, also through the social networks. It is thought for businesses to be given authorization access only for reading data, but only those businesses that are registered in the municipality, a word - to those who hold the regular activity and have been a regular subscriber of municipal and state taxes. This provides even more motivation to reduce the informal economy.

The next reason is the financial aspect as built web management information system will be located into the Municipality servers and relates to its website - in order not to invest in Hosting and Domain. Maintenance and single approach belongs to her, for any irregularities respectively responsibility belongs to her namely to the administrator assigned by the Municipal Assembly.

FUNCTIONS OF THE MANAGEMENT INFORMATION SYSTEM

Management information system should have some functions as follows:

The first function - will be lists of students from all high schools in the municipality of Gjakova.

Each school will have a *log in* and *its own password* - which will be managed by an administrator which will be assigned by school - (preferred school secretary).

Previously reaches an agreement (Contract) with the students who would be asked the right of using their personal data – of course explaining them the purpose.

The pupils table (the form) will contain all the necessary personal data for each student.

All these data then can be viewed by the Training centers and licensed Vocational Education centers such as Regional Center for Training Gjakova, Bonevet, Jakova Innovation Center, centers for the teaching of foreign languages and other businesses that holds various professional licensed and certified trainings.

These centers will be registered in advance by the application administrators and they will be given an authorized access at sector and the right in advance to the applications.

The second function – The training table will contain all sorts of courses organized in these training centers and training start dates, end dates, licenses acquired during training etc.

Table of records - Here enrolls students and the trainings that they have kept in those training centers, keeping the evidences of performances during the processes of certification.

The third function - searches. The businesses that seek the skilled workers will be left the opportunity to see how and what areas the candidates are qualified for, while for investment businesses will also have access to the other documents. For other information they need to register via an online registration form with the name of the company and business registration number.

Businesses or candidates will have an obligation to notify the Centre for Social Work or municipality of Gjakova because their identification is necessary for statistics and analysis.

All software will be maintained by the assigned administrator by municipalities who will maintain the whole system of electronic mails, file management and data base, too.

Administrators of schools and vocational training centers will have the right to put the notes students /

candidates to improve them only if they were given the right by the central administrator.

Simply the beneficiaries are able to read notes only.

In the end a guide use will be compiled which needed for each level of users.

CONCLUSIONS

Relying on disinterest of youth to continue their education in vocational schools that is declining, as well as the number of those who found work from this education is in decreasing level, then as infusion can build an informative type with awareness character.

The vitalization of municipal management information system for vocational education trainings and awareness program in order to learn a profession for young people full time and in accordance by market economy requirements will have a positive impact on growth of youth interests - to continue their education in secondary and high professional schools.

The development of the contemporary system including all acts would be an important step towards further digitization of digital commune - as Gjakova municipality was announced so.

The interaction between vocational schools to higher professional training centers in a common point with the same goal, the young man in its center, and the inclusion of business as an investor would push the municipality as the bearer of the project, makes its priority to be this educational - teaching sector.

Any investment point from any aspect or by coming just only to support and promote the professional the young men ready for the labor market based on free-market requirements means securing the future, the social establishment and social

welfare, ongoing standardization - continued standardization of certification criteria in accordance with European standards and raising of the serial educational level and at the same time the economic development based on institutional partnerships - legally guaranteed it would make more substantial the youth perspective, motivating and hopeful for a happier life, a higher employment opportunities - respectively a European perspective to this country.

The municipality, as a miniature state, should build policy development - training for young and be legally responsible between all educational institutions on the one hand and the business on the other.

Gjakova, as a free economic zone, has the capacity of infrastructure, school structure but also an intellectual edge because it poses a framework that enables the young people to build an informative mechanism and at the same time be a promoter and stimulus generator for other municipalities in the country.

The municipality, as the bearer of the local economy - should continue the efforts that more international investors to present their business activities in Gjakova - as this considerably reduces unemployment, increases significantly the youth interests for professional development in their own career and also turns " the intelligent brain " in the city.

LITERATURE

Basic Literature & Magazine article & Publications

Matthias Pilz, The Future of Vocational Education and Training in a Changing World, 2012, XV, ISBN 978-3-531-18757-0.

James Heckman, Robert Lalonde, Jeffery Smith” The economics and econometrics of active labor market programs, 1999.

Statistical Yearbook of the Republic of Kosovo – 2015

Benefits of vocational education and training in Europe for people, organisations and countries, Luxembourg: Publications Office of the European Union, 2013, ISBN 978-92-896-1171-8

Albania_Plani kombëtar i veprimit për rininë 2007-2013

Germany VET in Europe – Country report 2012, Hensen, Kristina Alice and Hippach-Schneider, Ute, Cedefop 2012

Strategji e Aftësimit Profesional 2012-2014 - Rritja e cilësisë në Arsimin Profesional të Ministrisë së Punës dhe Mirëqenjes Sociale, MLSW – Mars 2012, Prishtinë.

Strategjia Kombëtare Për Punësim Dhe Aftësi 2014-2020, Ministria e Mirëqenjes Sociale dhe Rinisë, 2010, Tiranë.

Zbatimi i programeve të Arsimit dhe Formimit Profesional Post-Sekondar në Shqipëri, Projekti ILO-EU IPA 2010 mbi Zhvillimin e Burimeve Njerëzore, Mars 2013.

Raporti i referencimit të KKK-së së Kosovës me KEK-në mbi Arsimin e Përgjithshëm, AAP-në dhe Arsimin e lartë, Prishtinë, Shtator, 2014.

Ecim tutje – Arsimimi për zhvillim ekonomik, Prishtinë, Shtator 2013.

Labor and Employment, report performance, Ministry of Labor and Social Welfare, April 2013, Pristina

Rosemary A. Thompson, Professional School Counselling, Best practise for working in the schools, Third Edition, Taylor & Francis Group, New York, 2012.

Strengthening of vocational training in Kosovo, Lux-Development, Pristina

Electronic literature

<https://en.wikipedia.org/wiki/Gjakova>

www.mpms.rks-gov.net

<http://www.bonevet.org/about-us/>

Kastriot Haxhiu- **Integration into a unique management information system of municipal institutions that deals with education and training of young people and the business as its support. Case study: Municipality of Gjakova – Kosovo**

<http://www.mti-ks.org/sq/Aktivitetet-e-MTI-se/>

<http://www.tiranaobserver.al/rilindja-e-arsimit-profesional/>

<https://www.bmbf.de/en/search.php>

<http://www.ubt-uni.net/>

<http://ibcmitrovica.eu/>

<http://www.donbosko-kosova.com/>