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P U B L I S H I N G

The Design Impact of Wood Processing Industry Sector on the Socio-Psychological Well-Being of Individuals of a Country

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Abstract

The paper focuses on the impact of design in the wood processing industry as an important factor of digitalization and the socio-psychological well-being of individuals. The main focus in our paper is the importance of design in the enterprises of the woodworking industry as a main factor for improving and increasing the socio-psychological well-being of individuals in Kosovo. We have provided the data from the Ministry of Industry, Entrepreneurship and Trade, Industry Department, of the Republic of Kosovo related to the number of enterprises operating in the sector of the wood processing industry, with the main focus on the furniture sub-sector from 2017-2020 (Industry, 2020). In addition, our paper is also based on the primary data, provided by the Ministry of Industry, Entrepreneurship and Trade, Industry Department, of the Republic of Kosovo, related to the current mastery skills on design computer programs of employees of the furniture sub-sector, as well as the level of importance of these skills in the furniture sub-sector of Kosovo. Based on the primary data, we also have analyzed the impact of Covid-19 on the socio-psychological aspects of individuals in the furniture sub-sector. In the focus of the primary analysis, we`ve took into survey 62 firms of the wood industry in Kosovo including all types of businesses: the micro-businesses, small and medium enterprises in collaboration with the Ministry of Industry, Entrepreneurship and Trade, Industry Department, and in collaboration with the Investment and Enterprise Support Agency in Kosovo (KIESA) (Industry, 2020). In addition, through comparative statistical analysis expressed in percentage (%) we've analyzed the increase and the decrease of the number of enterprises and employees of the wood industry sub-sector of Kosovo from 2017-2020 (Industry, 2020). Definitely we based on some suggestions that should be taken through the government policies with aim for the development of the wood processing industry and the digitization of the furniture sub-sector, with aim to promote a socio-psychological well-being of individuals.

Keywords: Wood processing industry, furniture sub-sector, complex design, socio-psychological impact, socio-psychological well-being

1. Introduction

We emphasize that, our paper focuses on the primary data provided by the Ministry of Industry, Entrepreneurship and Trade of the Republic of Kosovo, related to the current mastery skills on design programs of the employees in the furniture sub-sector, as well as the level of importance of these skills in the furniture sub-sector, in Kosovo. In addition, based on the primary data we have analyzed the impact of covid-19 on the socio-psychological aspects of individuals in the furniture sub-sector of the Wood Processing Industry. In the focus of the primary analysis, we've took 62 firms of the wood industry in Kosovo including all types of businesses: the micro-businesses, small and medium enterprises in collaboration with the Ministry of Industry, Entrepreneurship and Trade, Industry Department and in collaboration with Investment and Enterprise Support Agency in Kosovo (KIESA) (Rizvanolli , 2017).

Investment and Enterprise Support Agency in Kosovo (KIESA) is a state agency of Kosovo whose mandate is to promote and support investments in Small and Medium – sized Enterprises (SMEs) in some sectors, of the Republic of Kosovo (Industry, 2020).

The primary data are quantitative based on a likert scale questionnaire (Jebb, Ng, & L, 2021).

Likert survey question is a specific type of question that collects the rank-ordered answers to assess the levels of the quality, importance, agreement, disagreement or frequency (Jebb, Ng, & L, 2021).

Intially , our paper focused on the analysis of the furniture sub-sector in order to highlight how this sub-sector has changed according to the years from 2017 to 2020 in terms of the growth rate of the number of enterprises and the growth rate of the number of employees according to the years we have taken in the focus of the analysis. Secondly, our paper focuses on the analysis of the primary data that we have provided in cooperation with the Ministry of Industry, Entrepreneurship and Trade of the Republic of Kosovo, Department of Industry, related to the furniture sub-sector, where in the focus of the primary data we have included a total of 62 enterprises, which operate in the furniture sub-sector.

The primary data are focused on interviews secured electronically from employees in the furniture sub-sector, including managers and employees based on the questionnaire.

The questionnaire is related to the level of skills required of employees in the furniture sub-sector focusing mainly on the current computer skills related to the design programs, reflecting the importance of the desired level of these employees skills. Including the current period, the year 2024, and the desired level of the importance of these kind of skills for employees. While the other issue that we have focused on the questionnaire is related to the impact of Covid-19, on the socio-psychological aspects of employees in the furniture sub-sector, which is the period of the Covid -19 pandemic, from 2019 to 2024, as well as after the period of Covid-19.

In addition in the focus of the analysis we also have analyzed the impact of Covid -19 on the decline of the growth rate of the number of the furniture sub-sector enterprises and the decrease in the growth rate of the number of employees. We've provided the secondary data related to this issue from the Ministry of Industry, Entrepreneurship and Trade, Department of Industry, of the Republic of Kosovo from 2017 to 2020 (Industry, 2020).

While, the primary data we have obtained through interviews, based on a questionnaire designed on the level of skills required by the more experienced employees and owners in the furniture sub-sector, and focused to the impact of Covid-19, on the socio-psychological aspects of employees in the furniture sub-sector from 2019 to 2024.

The methodology used is the descriptive method, from which we have processed tables and graphs, based on a comparative statistical analyses expressed in % (percentage) (Deda, Brajshori, & Krasniqi, 2020).

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2. Literature Review

Through the literature review of our paper, we aim to describe the relevant research literature related to our paper (Bajraktari & Deda, 2024). The literature review of our paper is focused on a summary of scientific articles, reports, published by other authors who in their research have dealt with similar topics to our paper (Bajraktari & Deda, 2024). Summary of scientific publications that we have taken in the literature review of several other authors who have dealt with similar topics related to ours is clearly, which describes shortly the aim of their paper, the methodology used in their paper, the data provided, and the focus of the analysis (Bajraktari & Deda, 2024). Specifically, we emphasize the authors who have addressed similar topics to our paper are: Jennifer Rice, Robert A. Kozak, Michael J. Meitner, David H. Cohen (Rice, Kozak, Meitner, & Cohen, 2007), in their paper on topic: Appearance Wood Products and Psychological Well- Being, have addressed similar topics to our paper.

In their study, they aim to show the connection between the presentation and appearance of wooden furniture and the psychological health and well-being of people. Through their research, they show that people's perception of wood and the comfort of wooden furniture brings influence and impact on their psychological health and well-being.

In their work, the primary data were based on a survey of 119 individuals from the Greater Vancouver area, who were asked to participate in an experimental study that included two personal interviews and three self-administered questionnaires, consisting of a form based on a personal interviews and a self-administered survey.

The findings in their research concluded that people's reaction to the design and appearance of the wood furniture was largely extremely positive, specifying individuals' preferences for bedrooms that contain many wooden details. Their research also shows that wood furniture also affects comfort, providing a healthy environment for people, affecting both their physical and psychological well-being.

In addition through their research, they have shown that the design of the wood furniture, has a significant impact on the psychology of individuals and affects their well-being by justifying several aspects. The good quality of the wood furniture, their universal design, lighting, air quality, healthy housing by offering a stable environment, these aspects are closely related to the individuals' physical health, individuals' psychology, and their well-being.

In their study, they have shown the connection and the impact of wood furniture to the individuals' physical and mental health, as well as the positive impact they offer on the environment, including to all aspects: design, quality, air quality, and comfort.

Another author who has addressed similar topics to our paper is: Graham Lowe (Lowe, 2020), in their report on topic: Wood, Well-being and Performance: The Human and Organizational Benefits of Wood Buildings; prepared for, Forestry Innovation Investment.

In this report they have focused on the use of wood for the office furniture, health facilities, school furniture, commercial and institutional buildings.

At the center of their study are the primary data related to the surveys and interviews with building owners and renters, employers and policymakers, construction designers, general contractors, manufacturers and researchers.

This report examines the uses of wood in the offices, health facilities, schools, commercial and institutional buildings by synthesizing the latest knowledge from the research literature.

The report also suggests the future actions, decision-makers can take to monitor and assess the human and organizational impacts of timber construction.

The main purpose in this report is to relate the organizational and human benefits of the wood furniture. Another key goal in their report is to show the mid-link between environmental impact and human benefits from buildings and wood furniture, and the impact on people's well-being as a result of these benefits from wood furniture.

Other authors who have addressed similar topics to our paper are: Veronika Kotradyova, Erik Vavrinsku, Barbora Kalinakova, Dominik Petro, Katarina Jansakova, Martin Boles, Helena Syobodova

(Kotradyova, et al., 2019). In their paper on the subject: Wood and Its Impact on Humans and Environment in Health Care Facilities, They aim to show the application of wood materials in hospital buildings focusing on the construction of wood materials of health structures affects to the well-being of people.

Precisely, in their work they aims to show the connection between the welfare of people and the wood furniture, including hospital environments built of wood materials.

To highlight this link in their work, they were focused on experimental tests of physiological responses collected with over 50 volunteer individuals who moved into the wooden waiting room for a few minutes.

The experimental tests were been recorded by EEG (electroencephalography), The tests were been applied to 50 volunteer individuals in the wooden waiting room of the National Institute of Oncology in Bratislava. These tests with EEG (electroencephalography) measured heart rate (HR) breathing activity - blood pressure.

The tests has been shown, that the uses of wood materials has a positive impact on the emotional and nervous aspects of the human body.

In their work they point out that the design of hospitals with wood materials is very important for the well-being of individuals, although for the furniture architects it's more complexity than in terms of horanium level.

After renovating any building with timber paternals adds 20% of the horanium level for architects. In addition, in their work they stress the need for renovation and support from the government through grant systems for renovation of hospital facilities with necessary wood materials, stressing that, the wood materials should be applied also to other objects such as schools..ect..

In their paper they've shown the positive impact of wood materials construction by providing a healthy environment for patients but also affecting the well-being of individuals. Other authors who have addressed similar topics to our work are: Olugbemiga Emmanuel Olatoye, Youjin Jang, Kwonsik Song and Joseph Ahn (Olatoye, Jang, Song, & Ahn, 2023) , In their paper on topic: Impact of Covid - 19 on Social and Psychological Well-Being of Workers in the Construction Projects: A Comparative Analysis of Managers and Laborers.

In their article they have described the psychological effects of the post-Covid- 19 pandemic of the employees in the construction industry. Including changes in their socio- psychological welfare states that have affected in their performance at work, and the performance of projects.

The analyses were focused on the data including paired t-tests and multiple regressions. The findings revealed the increased levels of anxiety and depression in both managers and workers as a result of the effects of the Covid -19 pandemic.

In their work, they point out that the Covid- 19 pandemic has had also significant impact to the various projects of the construction industry.

In their paper, they point out, the other negative effect as a result of the Covid -19 pandemic has been the interruption of supply chains significantly affecting to the performance of their projects related to their duration and delay. In addition, as a result of the Covid-19 pandemic, many factories of construction projects were been closed, and the number of workers were been reduced.

From where according to a survey conducted by the Associated General Contractors of America (AGC), 28 (%) percent of their members reported terminating or delaying projects in the USA (United States of America) due to the Covid-19 pandemic.

Their paper is based on primary data provided by the questionnaires and surveys by construction companies in Minneapolis, Minnesota, USA (United States of America).

The purpose of the questionnaire was to assess the relative social and psychological state of employers of the construction industry before and after the Covid-19 pandemic, to highlight the effects and consequences of Covid-19 on the socio-psychological condition of the workers and the impact on the performance of the construction projects.

The survey of the questionnaire was conducted on construction companies selected at random

in Minneapolis, Minnesota, which is the nearest metropolitan city where a lot of construction companies have their signature. The questionnaire was designed to investigate the relative states of selected social and psychological variables of the participant's and their relative project performance before and after the pandemic Covid-19.

The questionnaire they've used in their work was based on a likert scale. The methodology used in their paper was based on a cross-sectional comparative analysis showing the link between the study's focus, variables used, and the effects of the covid-19 pandemic on the social-psychological aspects of the employers and project performance, assessing the factors and negative impacts of the Covid-19 pandemic on industry.

3. Methodology

In our paper we have used the descriptive method based on secondary and primary quantitative data, from where we have processed tables and graphs (Deda, Brajshori, & Krasniqi, 2020) . The secondary data we've provided from the Ministry of Industry, Entrepreneurship and Trade, Industry Department, of the Republic of Kosovo related to the furniture sub-sector from 2017-2020 (Industry, 2020).

Focusing on the primary analysis, we have took into survey 62 firms of the wood industry in Kosovo including all types of businesses: the micro-businesses, small and medium enterprises in collaboration with the Ministry of Industry, Entrepreneurship and Trade, Industry Department (Rizvanolli , 2017). We have also provided the primary data in collaboration with Investment and Enterprise Support Agency in Kosovo (KIESA) (Industry, 2020).

Investment and Enterprise Support Agency in Kosovo (KIESA) is a state agency of Kosovo whose mandate is to promote and support investments in Small and Medium – sized Enterprises (SMEs) in some sectors, of the Republic of Kosovo (Industry, 2020). According to the primary data we have designed the questionnaire based on a likert scale (Jebb, Ng, & L, 2021). A likert survey question is a specific type of question that collects the rank-ordered answers to assess the levels of the quality, importance, agreement, disagreement or frequency (Jebb, Ng, & L, 2021). The likert scale, was developed by Rensis Liqueurt, is one of the most widely used variations of the assessment scale summarized in educational and social sciences research (Jebb, Ng, & L, 2021).

Through the interviews based on a questionnaire we've processed tables and graphs (Olatoye, Jang, Song, & Ahn, 2023).

The questionnaire is designed by two sections. The first section of the questionnaire is focused on the estimation of the currentlevel of the required skills possessed by the employees in the furniture sub-sector.

The second section of the questionnaire is focused on the impact of Covid-19 on socio-psychological aspects of the employees in the furniture sub-sector from 2019 to 2024.

The quetionnarie is prepared for the owners and the employees with most experienced in the furniture sub-sector.

The analysis are based on a comparative statistical analysis expressed in percentages, as well as on the method of average (Aggarwal & Ranganathan, 2019).

In our paper we have used the descriptive method based on the secondary and primary quantitative data, from where we've processed tables and graphs (Sejdiu, Rexha , & Deda, 2023).

In addition, we've used the graphic method (Sundaram & Mukherjee, 2022). The graphic method has several advantages by enabling a more accurate presentation of the data and provides accurate measurements, intuitive and logical-based understanding by enabling precise arguments and interpretations related to the phenomenon in focus of our study (Sundaram & Mukherjee, 2022).

Through comparative statistical analysis we aim to highlight the fluctuations related to the phenomenon in focus of our study. In the concrete case we aim to highlight the rate of growth and decrease in the (%) percentage of the number of enterprises and of the number of employees of the furniture sub-sector from 2017 to 2020, noting the impact of Covid -19.

In addition through comparative statistical analysis we aim to derive the current computer skills related to the design programs in the furniture subsector as well as the level of the importance of the computer programs related to the design (Rizvanolli , 2017).

In the focus of analysis based on the primary data we have taken, the impact of Covid -19 on the socio-psychological aspects of the employees. The questionnaire is based on the likert scale form (Olatoye, Jang, Song, & Ahn, 2023).

3.1 The Data Collection

Initially, in our paper we are based on the secondary data provided by the Ministry of Industry, Entrepreneurship and Trade, Departament of Industry, of the Republic of Kosovo, related to the furniture subsector from 2017 to 2020, regarding to the rate of increase or decrease of the number of enterprises as well as the number of employees.

Secondly, we are also based on the primary data which we have collected by the Ministry of Industry, Entrepreneurship and Trade, Departament of Industry, of the Republic of Kosovo, based on interviews related to the questionnaire, which is focused on the two main issues:

The first issue is related to the current computer skills related to the design programs, as well as the level of importance of these programs based on the current year 2024.

The other issue of the questionnaire is related to the impact of Covid 19 - on the socio-psychological aspects of employees in the furniture sector, from 2019 to 2024.

3.2 Monster's Choice

The monster's choise of the primary data are in cooperation with Ministry of Industry, Entrepreneurship and Trade, Departament of Industry, of the Republic of Kosovo, which 52 firms are small businesses and 10 are companies involving 50-250 employees.

We've compiled the questionnaire in terms of two sections, in terms of the computer skills related to the design programs in the furniture sub-sector and the level of importance of the design programs (Rizvanolli , 2017). As well as the impact of Covid -19 on socio-psychological aspects of individuals (Olatoye, Jang, Song, & Ahn, 2023). The focus of the interviews has included owners, managers and employees for the period 2024 (Olatoye, Jang, Song, & Ahn, 2023).

Regarding to the interviews related to the questionnaires, we have sent out 5 questionnaires for the small business and 10 questionnaires for the largest enterprises of the furniture sub-sector, in total 360 questionnaires. We have obtained the interviews based on the questionnaires by the electronically way.

3.3 The Purpose of the Paper

Our paper is based on three main goals:

First, we have focused on highlighting this study with descriptive analysis based on the secondary data, with aim to show the fluctuations of growth and decrease of enterprises in relation to the number of employees of the furniture subsector in percentage (%), including the period 2017 to 2020.

Secondly based on the primary data, we aim to highlight the current computer skills of the employees in the furniture sub-sector related to the design programs, showing the level of importance of these programs in the furniture sub-sector for the current year 2024.

Thirdly, based on the primary data we aim to highlight the impact of Covid-19 on the socio-psychological aspects of individuals for 2019 to 2024, suggesting several government policies regarding the improvement of the furniture sub-sector for a sustainable development of the industry.

4. The Analysis of the Results

The analysis of the results are focused on the descriptive method, were we've processed table and graphs (Bajraktari & Deda, 2024). The analysis are based on statistical analysis expressed in (%) percentage with comparative analysis and also we are based on the method of average, focusing on the secondary and the primary data processed in our study (Bajraktari & Deda, 2024).

Table 1. The changes in the number of enterprises and in the number of employees according to the furniture manufacturing sub-sector from 2017 to 2020.

Furniture manufacturing sub-sector	Number of enterprises				Number of employees			
	Year 2017	Year 2018	Year 2019	Year 2020	Year 2017	Year 2018	Year 2019	Year 2020
Production of office and shop furniture	64	72	69	43	239	305	425	276.3
Production of kitchen furniture	148	166	154	110	452	582	532	372.4
Mattress production	13	15	13	7	263	418	541	297.6
Manufacture of other furniture	155	153	157	100	908	1,009.00	1,110.00	910.6
Total	**380**	**406**	**393**	**260**	**1862**	**2314**	**2608**	**2008.16**

Source: (Industry, 2020)

The table 1. shows the changes in the number of enterprises and in the number of employees according to the furniture manufacturing sub-sector from 2017 to 2020. In this table we have provided the secondary data secured by the publication of the Ministry of Industry and Trade, Department of Industry in relation of wood industry in Kosovo (Industry, 2020). Based on these secondary data secured in table 1, we have processed the table below, the table 1.1. The table 1.1 is related with table 1. Which we have processed the data in (%) percentage and we have drown the interpretations and arguments related with these data processed based on the descriptive method, and comparative statistical analysis expressed in (%) percentage (Sejdiu, Rexha , & Deda, 2023).

Table 1.1: The changes in the (%) percentage of the number of enterprises and of the number of employees according to the furniture manufacturing sub-sector from 2017 to 2020.

Furniture manufacturing sub-sector	Number of enterprises				Number of employees			
	Year 2017	Year 2018	Year 2019	Year 2020	Year 2017	Year 2018	Year 2019	Year 2020
Production of office and shop furniture	16.8	17.7	17.6	16.5	12.8	13.2	16.3	13.8
Production of kitchen furniture	38.9	40.9	39.2	42.3	24.3	13.2	20.4	18.5
Mattress production	3.4	3.8	3.3	2.7	14.1	18.1	20.7	14.8
Manufacture of other furniture	40.8	37.7	39.9	38.5	48.8	43.6	42.6	45.3

Source: (Industry, 2020)

Table 1.1, shows the increase and decrease in (%) percentage of the number of the enterprises and employees in the furniture sub-sector from 2017 to 2020.

In addition, the table shows the rate of change in (%) percentage on the increase in the number of employees and enterprises from 2017 to 2020 in the furniture sub-sector, as well as the impact of the Covid - 19 pandemic on the changes in the pace of growth of enterprises and employees in the furniture sub-sector.

From the table we note that the pace of growth in the number of enterprises and the pace of increase in the number of employees in general has been at low rates in (%) percentage.

Exactly, the lowest (%) percentage of the level of the furniture subsector production in terms of the number of enterprises and the number of employees of the furniture subsector has been marked in 2019 to 2020, which is related to the impact of the Covid -19 pandemic.

The highest rate of growth in (%) percentage of the number of enterprises in the furniture sub-sector, has been the production of the kitchen furniture and the production of other furniture. In 2018, the highest growth rate in (%) percentage of the number of enterprises in the furniture sub-sector is related to the production of the kitchen furniture accounted for 40.9% of the total number of the increase of enterprises in the furniture sub-sector for 2018.

Referring to the production of other furniture, the highest value of the growth rate in (%) percentage of the number of enterprises occupied in 2017, accounting for 40.8% of the total number of the increase of enterprises in the furniture sub-sector.

In terms of the growth rate of the number of employees, from 2017 to 2020, the kitchen furniture production, mattress production, the production of other furniture occupy the highest rate in (%) percentage of the increase in the number of employees in the furniture subsector.

The number of employees in the kitchen furniture manufacturing is higher in 2017, occupying 24.3% of the total number of increase of employees compared to all other years.

The number of employees in mattress production in 2019 occupies 20.7% of the total number of employees, making the highest percentage in the furniture subsector.

While the production of other furniture occupies 48.8% of growth of the number of employees in 2017, making it a higher percentage compared to all other years in the furniture sub-sector.
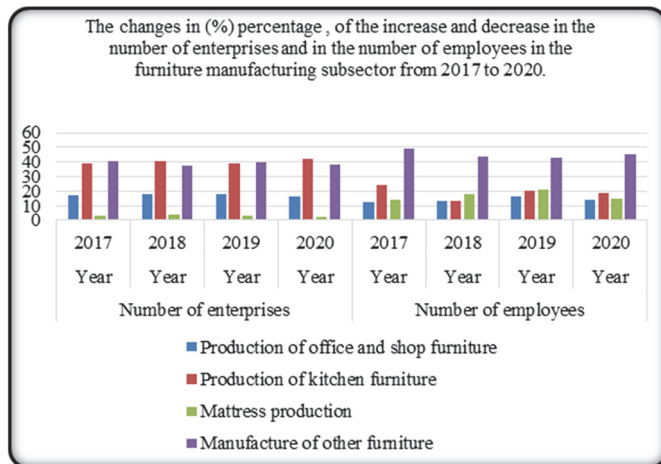
Graphic 1. The changes in (%) percentage of the increase and decrease in the number of enterprises and in the number of employees in the furniture manufacturing sub-sector from 2017 to 2020.
Source : Authors

Graphic 1. shows the changes in (%) percentage of the increase and decrease in the number of enterprises and in the number of employees in the furniture manufacturing sub-sector from 2017 to 2020. The graph represents the changes in percentage (%) of the pace of growth of the number of enterprises depending on the increase in the number of employees from 2017 to 2020.

In addition, the furniture subsector reflects the pace of fall in (%) percentage of the number of enterprises depending on the number of employees, related to the impact of the Covid-19 pandemic.

From the graph we note that, the highest rate of growth in (%) percentage of the number of enterprises in the furniture sub-sector has been occupied by the production of the kitchen furniture and the production of other furniture.

Precisely in 2018, the highest growth rate in (%) percentage of the number of enterprises in the furniture sub-sector related to the production of kitchen furniture accounted for 40.9% of the total number of the increase of enterprises in the furniture subsector for 2018.

While regarding to the production of other furniture, the highest value of growth rate in (%) percentage of the number of enterprises occupied in 2017, accounting for 40.8% of the total number of growth of enterprises in the furniture sub-sector.

The number of employees in the kitchen furniture production is higher in 2017, occupying 24.3% of the total number of increase of employees compared to all other years.

The number of employees in mattress production in 2019 occupies 20.7% of the total number of employees in 2019, in the furniture sub-sector.

While the production of other furniture occupies 48.8% of the growth rate in the number of employees in 2017, making it a higher percentage compared to other years in the furniture sub-sector.

In 2020, the number of enterprises and the number of employees has decreased in (%) percentage as a result of the impact of Covid -19 pandemic.

4.1 The Analysis of the Results Based on the Primary Data

The primary data we have provided in cooperation with the Ministry of Industry, Entrepreneurship and Trade, Industry Department, related to the furniture sub-sector. In focus of the primary data we 've included in total 62 enterprises, which exercise the activity in the furniture sub-sector.

From which 52 firms are small businesses, and employ 10 to 50 employees respectively. While 10 other firms are large businesses and employ between 50 to 250 employees (Rizvanolli , 2017).

We have provided the primary data in collaboration with Investment and Enterprise Support Agency in Kosovo (KIESA) (Industry, 2020).

Investment and Enterprise Support Agency in Kosovo (KIESA) is a state agency of Kosovo whose mandate is to promote and support investments in Small and Medium – sized Enterprises (SMEs) in some sectors, of the Republic of Kosovo (Industry, 2020).

According to the primary data we have designed the questionnaire based on a likert scale (Jebb, Ng, & L, 2021). A likert survey question is a specific type of question that collects the rank-ordered answers to assess the levels of the quality, importance, agreement, disagreement or frequency (Jebb, Ng, & L, 2021).

We have obtained the primary data through interviews, based on a questionnaire, focusing on the level of skills required of employees in the furniture sub-sector, focusing mainly on the current computer skills related to the design of the furniture sub-sector, also reflecting the importance of the desired level of these skills, including the current period of 2024.

In addition, the other issue we focused on the questionnaire is related to the Covid-19 impact on the socio-psychological aspects of employees in the furniture sub-sector, form 2019 to 2024.

In the focus of the interviews are mainly involved managers and employers who have long experience in the enterprise (Olatoye, Jang, Song, & Ahn, 2023).

The questionnaire is designed based on the likert scale , which is a specific type of question that collects the rank-ordered answers to assess the levels of the, importance and agreement for every issue, including questions of very important, important and less important form, as well as form: very much agree, agree, and disagree at all (Olatoye, Jang, Song, & Ahn, 2023) .

We have processed the data using the descriptive method by producing tables and graphs. This method gives a clear statistical overview and enables accurate interpretations and arguments (Sundaram & Mukherjee, 2022).

We have compiled 360 questions in total for the 62 firms focused on our study, from which 260 questionnaires include small businesses, and 100 questionnaires include large businesses.

Most of them are sent in electronic form and completed by their own. We have processed the answers with tables, from where through the descriptive method we have produced tables and graphs, as well as through the statistical analysis expressed in (%) percentage we have drawn the respective arguments and interpretations.

Table 2. The level of current skills for 2024, possessed by the employees of the furniture sub-sector and the desired level of the required skills.

Required Skills	The current level of skills required by the employees in the furniture sub-sector	The desired level of the importance of these skills required by the employees in the furniture sub-sector		
		Very important	Important	Not important at all
Computer skills related to the furniture design programs as well as design compilers.	55%	100%	0%	0%
Skills related to modern software development and related to the modern architecture design of the furniture sub-sector.	55%	100%	0%	0%
Computer skills related to the statistical programs, related to the processing of data analysis. (Statistical calculations with advanced statistical methods).	25%	50%	50%	0%
Computer skills related to the package programs; (Microsoft Office; Word, Excel, Power Point), Internet ect..	40%	50%	50%	0%
Ability related to the computer programs, computer's network management).	35%	100%	0%	0%
Communication in the foreign languages.	60%	100%	0%	0%

Source: Authors

Table 2, shows the level of current skills possessed by the furniture sub-sector employees and the desired level of the required skills of the employees in the furniture sub-sector based on the primary data collected by the employees interviewed in the furniture subsector in Kosovo. Precisely, we've sent the questionnaires for the 62 firms taken in the focus of our study.

We have prepared 5 questionnaires for each of the 52 firms which were small businesses, and 10 questionnaires for each of the 10 firms which were large businesses.

Where, 260 questionnaires include small businesses, and 100 questionnaires include large businesses (Rizvanolli , 2017).

The questionnaires are sent in electronic form, focusing on their answers regarding the level of importance of the computer skills related to the furniture design programs, complexes design, as well as the level of skills related to the modern softwares development, and the design of modern furniture architecture.

The employees responded that the current level of skills related to the complex design programs and the level of skills related to modern software development in the furniture subsector was 55% and the level of importance of recognition of these programs in the furniture sub-sector was 100%.

One of the main problems highlights the lack of investment in the advanced and modern software, innovative computing equipment and the lack of sophisticated training programs by the enterprises to employees.

While the owners of the furniture sub-sector enterprises and managers appreciate the lack of government support to invest in innovative computing equipment, as well as to invest in modern software for the complex design and training programs.

As for the actual level of required skills related to the microcoft office package programs, internet programs, and statistical programs, the average acted level of employees related to these skills is 32.5%.

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While, regarding to the level of importance of the skills related to these programs, on average 50% of the interviewees have assessed the fact that the level of importance of these programs is very important, and on average 50% of the interviewees have assessed that the level of ownership of these programs by the employees is very important. We emphasise that, none of the intervieweers appreciated the fact that mastering these computer programs is not important at all.

As for the level of mastery skills related to the computer network management software and the level of skills related to the foreign language communication, on average. The level of mastery of these two skills is 47.5%.

Regarding to the level of the importance required in relation to these two skills, on average 50% of the employees interviewed responded that these two skills are very important, and on average 50% of the employees interviewed responded that these two skills are important, while none of the intervieweers answered that these two skills of employee are not important at all.

Table 3: The impact of Covid-19 on socio-psychological aspects of the employees in the furniture sub-sector from 2019 to 2024.

The impact of Covid-19 on the socio-psychological aspects of individuals employed in the furniture sub-sector.	very much agree	agree	disagree at all
The Covid 19 pandemic has negatively affected the psychological aspects of employees, (causing anxiety, fear, and stress).	99%	1%	0%
The negative psychological aspects of Covid - 19 pandemic in employees have affected the performance of projects in the furniture sub-sector, delaying their duration or cancellation.	98%	2%	0%
The negative psychological aspects of Covid 19 in employees have affected the performance causing low productivity.	95%	5%	0%
The Covid 19- pandemic has significantly reduced the number of furniture sub-sector enterprises enabling some construction factories to close.	85%	15%	0%
The Covid -19 pandemic has significantly affected the decline in the number of employees in the furniture sub-sector.	80%	20%	0%
Government support for furniture was almost inexistent	100%	0%	0%

Source: Authors

Table 3. shows the impact of Covid -19 on the socio-psychological aspects of employees in the furniture sub-sector based on the primary data that we've processed by interviewing of employees for the 62 companies in the focus of our study.

From where 52 were small enterprises and we've prepared 5 questionnaires for every enterprise in total 260 questionnaires for small businesses, as well as 10 questionnaires for large enterprises in total 100 questionnaires for large businesses.

The focus of the interviews is included by the employees, owners and managers. We have completed 360 copies of the questionnaire that includes this issue.

From the table we note that, 99% of interviewers were very much agree that the impact of Covid -19 has significantly affected the socio-psychological aspects of the employees causing anxiety, fear, and stress.

In addition 98% interviewers were very much agreed that the negative psychological aspects of Covid-19 among employees have affected the performance of projects in the furniture sub-sector, delaying their duration or cancellation.

Precisely, 95%, 85%, and 80% of interviewers were very much agreed that the negative psychological aspects of the Covid-19 pandemy in employees have affected the performance and low productivity of employess as well as causing some factories to close, as well as significantly affecting the decline in the number of employees in the furniture sub-sector.

100% of respondents were very much agree that government support for the furniture subsector was inexistent.
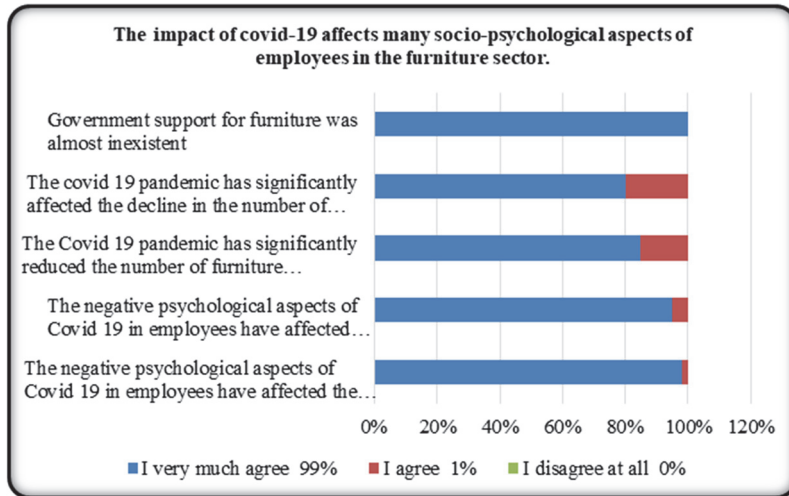
Graph 2: The impact of Covid-19 pandemy, negatively affecting in many socio-psychological aspects of employees in the furniture sub-sector from 2019-2024.
 Source: Authors

Graph 2, clearly shows the negatively impact of Covid-19 affecting in many socio-psychological aspects of employees in the furniture subsector.

Almost 100% of respondents, including employees and managers, have strongly agreed that the Covid-19 pandemic significantly impacted the socio-psychological aspects of individuals, causing anxiety, stress, enabling low performance at work, delaying the duration of projects, and enabling the number of employees to fall and closing some factories.

100% of respondents also estimated that support through government policies was inexistent.

4.2 Conclusions and Recommendations

Regarding to the conclusions, initially we conclude that the number of enterprises and the number of employees in the furniture subsector from 2017 to 2020 has been fluctuating. The lowest levels in (%) percentage of the level of furniture sub-sector were recorded in 2019 to 2020, with some of the main causes related to the impact of Covid -19.

We also concluded based on the analysis related to the primary data processed, concerning the current skills of employees in the furniture subsector on mastering design software, complexes design, as well as the skills related to modern software development and the design of modern architecture of the furniture subsector were of 55 (%). Although the desired level of importance of these program was 100%.

In addition in terms of current level skills of employees related to mastering statistical programs, as well as mastering microsoft office package programs, internet, and foreign language communications were low in (%) percentage compared to the level of importance of mastering these skills that were high in (%) percentage.

Whereas the impact of Covid -19 on the socio-psychological aspects of the employees is highly assessed in all socio-psychological aspects of the employees that we've taken in focus of our study.

The furniture subsector in Kosovo is important to develop as besides the impact on socio-psychological aspects of individuals it has an impact on social well-being, which we made possible this connection in our work.

Some of the main problems facing this sub-sector are:

1. Lack of support by the government.
2. Lack of capacities and opportunities of furniture sub-sector enterprises in Kosovo to invest in innovation.
3. Difficulty in providing raw materials.
4. Lack of capacity of these enterprises to provide efficient training programs related to furniture design software; as complex design, as well as software development for a modern design architecture (Rizvanolli , 2017).
5. Some of the effective government policies we would suggest to develop the furniture industry as an important priority with an impact on individuals' psychology and social welfare would be (Kotradyova, et al., 2019).
6. First the government should provide the support by providing more subsidies and grants to the wood industry and for the furniture subsector (SHPDK, 2023).
7. Government should support the furniture subsector by providing more support investment to enterprises in the development of modern software related to the furniture design programmes.
8. Government should support the furniture sub-sector by providing more support investment to enterprises in the development of modern software related to the furniture design programmes (Industry, 2020).
9. The government should provide the support to employees by providing and investing in training programs for employees related to the new furniture design software programs(Rizvanolli , 2017).
10. The government support is also needed for the provision of raw materials, which was difficult for the furniture sub-sector.
11. From the analysis we estimated the fact that, the furniture sub-sector have had almost inexistent government support during and after the Covid -19 pandemic. The government support of this sub-sector is important as well as the wood industry and the furniture sub-sector, with the greatest prospect of developing construction industries, directly affecting the psyche of individuals, and their social well-being (Olatoye, Jang, Song, & Ahn, 2023).
12. Another important policy would be to provide support to enterprises in terms of providing digital and innovative products (SHPDK, 2023).
13. Another important policy that should be undertaken by the government would be the support of the furniture sub-sector enterprises to exploit their potential export (Industry, 2020) .
14. Providing supportive policies related to the promotion and creation of the new jobs in the timber industry is also important (Gashi, 2014).
15. The government should provide supportive policies for the wood industry in terms of increasing the provision of the local inputs in the timber industry etc. (Rizvanolli , 2017).
16. Supportive policies related to the technological improvement with aim of increasing the efficiency of materials are important (SHPDK, 2023).

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Annexe A: Required Skills
The Questionnaire

The questionnaire is prepared for the owners and the employees with most experienced in the furniture sub-sector.

I- How do you estimate the current level of required skills possessed by the employees in the furniture sub-sector. Estimated in percentage (%)

	Required Skills	Estimated in percentage (%)
1.	Computer skills related to the furniture design programs as well as design compilers.	
2.	Skills related to modern software development and related to the modern architecture design of the furniture sub-sector.	
3.	Computer skills related to the statistical programs, related to the processing of data analysis. (Statistical calculations with advanced statistical methods).	
4.	Computer skills related to the package programs; (Microsoft Office; Word, Excel, Power Point), Internet ect.	
5.	Ability related to the computer programs, computer's network management).	
6.	Communication in the foreign languages.	

Required Skills

II- How do you estimate the desired level of the importance of the required skills by the employees in the furniture sub-sector.

	Required Skills	Very important	Important	Not important at all
1.	Computer skills related to the furniture design programs as well as design compilers.			
2.	Skills related to modern software development and related to the modern architecture design of the furniture sub-sector.			
3.	Computer skills related to the statistical programs, related to the processing of data analysis. (Statistical calculations with advanced statistical methods).			
4.	Computer skills related to the package programs; (Microsoft Office; Word, Excel, Power Point), Internet ect.			
5.	Ability related to the computer programs, computer's network management).			
6.	Communication in the foreign languages.			

B- The impact of Covid-19 on socio-psychological aspects of the employees in the furniture sub-sector from 2019 to 2024.

	The socio-psychological aspects:	very much agree	Agree	disagree at all
1.	The Covid 19 pandemic has negatively affected the psychological aspects of employees, (causing anxiety, fear, and stress).			
2.	The negative psychological aspects of Covid - 19 pandemic in employees have affected the performance of projects in the furniture sub-sector, delaying their duration or cancellation.			
3.	The negative psychological aspects of Covid 19 in employees have affected the performance causing low productivity.			
4.	The Covid 19- pandemic has significantly reduced the number of furniture sub-sector enterprises enabling some construction factories to close.			
5.	The Covid -19 pandemic has significantly affected the decline in the number of employees in the furniture sub-sector.			
6.	Government support for furniture was almost inexistent			