

## Good Practice case study

# How to collect reliable information on the needs of people with disabilities?

**Relevant articles of the CRPD:** 9, 19

**Country:** UN administered province of Kosovo

**Region:** South East Europe

**Good practices available in:** English (full report available in Albanian and Serbian)

Information and Research in the UN Administered Province of Kosovo

## Description of the practice and the process involved

In December 2000, a **Disability Task Force** was established in Kosovo, comprised of representatives from political institutions and civil society, with the mandate to work out **a disability policy framework using an inter-sectoral approach**. However, the absence of comprehensive information on the situation of people with disabilities was a major obstacle in that process. The objective of the survey was thus to **collect reliable information about the needs of people with disabilities in Kosovo and of the main obstacles they have to face in everyday life**, as a basis for both formulating policies and planning services.

The survey was conducted using a tool named "Measurement of the Quality of Environment" (MQE) (Fougeyrollas & al. 1998), based on the Disability Creation Process classification (DCP). The MQE allows for collecting the opinion of people with disabilities on their environment.

According to the DCP:

- **An environmental factor** is a physical or social dimension that determines a society's organisation and context,
- **A facilitator** refers to an environmental factor that contributes to the accomplishment of life habits when interacting with personal factors (impairments, disabilities and other characteristics of a person),
- **An obstacle** refers to an environmental factor that hinders the accomplishment of life habits when interacting with personal factors.

During the preliminary phase, the questionnaire was adapted to the Kosovo environment, to end up with **96 items**, belonging to **6 main categories of environmental factors**. For each item, **5 answers** could be given to qualify the environmental factor, ranging **from a major facilitator to a major**



## The effects / impact of the practice

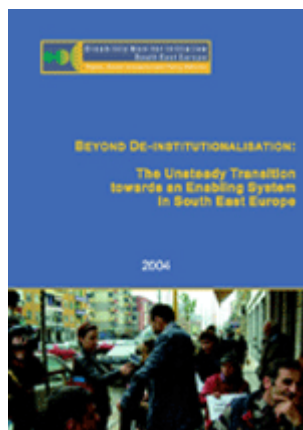
Despite its methodological limitations due to the difficulty in constituting a representative sample, the survey has for the first time in Kosovo allowed for the **reflection of opinions and perceptions expressed by people with disabilities or their relatives on their environment** in Kosovo. It gives an **overview of the existing barriers / opportunities** within this environment, highlighting those who seem to have a bigger impact on their social participation.

## Background and context

**Full project report:** [Beyond De-Institutionalisation: The Unsteady Transition towards an Enabling System in South East Europe \(DMI SEE, 2004\)](#)

**Criteria for the good practices:** see page 21 of the full report.

**Recommendations from the good practices:** see page 91 of the full report.



### Links to further resources:

[Full text on article 9 – Accessibility](#)

[Full text on article 19 – Living independently and being included in the community](#)