

## **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 intersectoral 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 <b>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** 

**obstacle**. To overcome the absence of centralised data on persons with disabilities, the sample was created according to **the cluster method**. **400** persons were selected at **random**, to get a final number of **391 valid questionnaires**. **16 interviewers** were trained on the use of the MQE, and performed the field interviews.



Family in Kosovo who participated in the assessment

Analysis of the 391 questionnaires revealed that the environmental factor perceived as **the main facilitator was the close human environment**. The support of close **family** was perceived as a facilitator **for 68%** of the respondents (the support received from the rest of the social environment has no influence for 45% of them), while the attitudes of the human environment was considered as **positive**, essentially for **the family** (80%) and for **the friends** (77%).

The main obstacle appeared to be the built environment, with the accessibility of public buildings being an obstacle for 65% of the interviewees, and the accessibility of roads for 82%. The survey also revealed the limited access of people with disabilities to education, with 38% of the persons surveyed who did not start or complete primary school. The labour market also was a major obstacle, and 96% of the respondents were unemployed at the time of the survey.

GENERAL TREND	Obstacle no influence facilitator								
	-4	-3	-2	-1	0	+1	+2	+3	+4
01. SOCIAL NETWORK									
02. ATTITUDE OF PEOPLE									
03. LABOUR MARKET									
04. FINANCIAL RESOURCES									
05. COMMERCIAL SERVICES									
06. LEGAL SERVICES					(4)				
07. SOCIAL AND HEALTH SERVICES									
08. EDUCATION SERVICES					(4)				
09. PUBLIC INFRASTRUCTURE SERVICES									
10. COMMUNITY SERVICES									
11. ACCESSIBILITY AND MOBILITY									
12. GROUND, TRAFFIC ARTERIES									
13. THE ENVIRONMENT									
14. ITEMS OF DAILY LIFE									
15. TECHNOLOGIES									
16. TECHNICAL AIDS									
17. POLITICAL SYSTEMS									
18. RULES GOVERNING SOCIETY									

#### The effects / impact of the practice

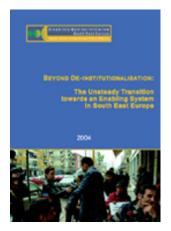
Despite its methodological limitations due to the difficulty in constituting a representative sample, the survey has for the first time in Kosovo allowed for the reflection of opinions and perceptions expressed by people with disabilities or their relatives on their environment in Kosovo. It gives an 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:

<u>Full text on article 9 – Accessibility</u>
<u>Full text on article 19 – Living independently and being</u>
included in the community