



DEATH REGISTRATION IN KOSOVO

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1. Executive summary

1.1. Aims of the research

Death registration is a legal requirement. In Kosovo this is regulated by **Law No. 2004/46 On Civil Status Registers, and Law No.02/L-126 On Amending and Supplementing the Law on Registers of Civil State No.2004/46**. According to this Law “Death Register is the book where the death notes of the citizens within the matriculation territory are registered”.

The current situation with death registration in Kosovo, as in most developing countries, is poor. Approximately one quarter to one-half of all deaths is not registered (UNFPA, 2009)¹. This requires attention. For this purpose, United Nations Population Fund (UNFPA) has commissioned a research project in order to obtain information on the general situation with death registration in Kosovo. The purpose of this research project is to use this information for shaping a future awareness campaign on Death Registration. The project focused on understanding the awareness, attitudes, and practices of death registration, in urban and rural parts of Kosovo.

1.2 Objectives

The objectives of the research study are:

- To collect baseline data in order to analyze the rate of death registration in Kosovo
- To learn about the perceptions on death registration in Kosovo
- To understand the level of information that people have in regards to the death registration procedures
- To learn about the reasons of registration or non-registration of death cases
- To understand the level of satisfaction that people have in their dealings with the Civil Status Registry Offices
- Outline the necessary information and information tools needed for a death registration awareness campaign

This research project focuses on the death registration in households where a death occurred within past three years. It looks at the issue of late registration and also explores the issues of death registration for infants, under 12 months. Furthermore, the research project envisages assessing the death registration process by evaluating the accessibility of registration services

¹ UNFPA, 2009, Assessing the Kosovo Vital Registration System

in five Kosovo municipalities and understanding people's perceptions in order to establish where the systematic gaps lie and what the best solutions would be.

1.3. Methodology²

Two methods were used to analyze the issue of death registration in Kosovo between December 2007 and December 2010:

- **Quantitative Survey Research** which includes a sample of 1,150 households that have had a death case in the past three years (December 2007-December 2010).
- **Qualitative Survey Research** which involved focus groups discussions that helped in giving insight into the overall background of the issue.

These two methods of analysis shed light on the main factors influencing death registration, namely: political, administrative and geographical barriers, as well as legal requirements.

1.4. Results

- Of the 1149 respondents interviewed 697 of them (or 60.6%) of them are registered in the Death Registry of the Civil State Registry Office.
- 49% of non-Albanian respondents who have not registered the death of the person are from Serb community.
- Of the 753 deaths that occurred at home (65.4% of total deaths reported), 63% claim to have called the doctor, or person in charge to confirm/verify the death.
- Of the 18 respondents who have had a death case of an infant (12 months and less), 15 of them registered the birth of the child, and of them 14 then registered the child in the death registry. Gender does not seem to be any factor.
- In terms of settlement, a greater part of respondents from rural parts have not registered the deceased, compared to the urban ones.
- Also, households with average, or below the average level of income, are among those who have not completed the registration of the deceased.
- The main three reasons stated by respondents for non-registration are 1) not knowing the procedure to get Death Certificate (19%), 2) not having an idea whether Death Certificate is needed or not and (17%) 3) high cost involved (14.5%).

² For more details about Methodology, see Appendix I

- Officers at the Civil State Office / Department for Registration, seems to be the main source of information about death registration (58.6%).
- The majority of Albanian, Bosnian, Turks and Roma respondents claim to have completed the death registration process with Kosovo institutions.
- More of Serb respondents claim to have done so with post 1999 Serbian authorities operating in Kosovo, and 23.07% have made the registration with Serbian authorities (institutions) operating in Serbia.
- Even though not aware of the deadline for registering facts of death, a large majority of respondents have completed the registration in less than a week.
- The most mentioned reason for late registration, was that they didn't have time, or that they didn't know they had to.
- The overall experience with the process of registering the deceased, by those who have done so, was not considered as either easy nor difficult (37.5%).
- Around 43% said that they had to visit the Municipality/Civil State Registration office more than once, in order to complete the registration process.
- 44% have an overall satisfaction with the work of Civil Status Registry Offices.
- A large majority (89%) have not experienced any delays or difficulties during the death registration process, because of their ethnic background.
- The three major things that could make people register the fact of death of the person in their households, are:
 1. To simplify the procedures (32.52%)
 2. Disseminate information on death registration (15.32%).
 3. To enable social (state) assistance (stimulation) for burial costs, especially for the most vulnerable part of the population (11.80%).
- It seems that there is no encouragement from the part of authorities in registering the facts of death
- A great part of respondents believe that it should not be the responsibility of the Government to increase awareness on death registration.
- The highest ranked information channel about death registration is television (43%), followed by print media (36%).

2. INTRODUCTION

Every death should be recorded in the Death Registry. According to the Law on Registers of Civil State, deaths should be registered in Civil State Registration Offices within 30 days for deaths occurring within the territory of Kosovo, while 60 days for deaths occurring abroad.

Deaths are registered in the Death Registry of the Municipal Assembly where the death took place. Deaths that occur outside Kosovo territory are registered in the last settlement where the deceased lived, in Kosovo. The Law specifies that the fact of death is registered by members of the family of the deceased, or in case they do not exist, then the members of wider family, neighbours or anyone knowledgeable of the death of the person can complete the death registration process.

When the registration takes place, the person applying for registration of the deceased should present a certificate of the medical institutions confirming the death of the person, and in case that is absent, then the registration can take place with two witnesses (before the court), who witnessed the death or were present at the funeral.

The Law also specifies that when death takes place at home, the members of the family, or persons who are present should call the ambulance and have a doctor confirm the death of the person. All death cases should have a conclusion regarding the cause of death of the deceased, issued by the medical institution.

2.1 Death registration: A Statistical Overview

Approximately one quarter to one-half of all **deaths** are not registered (UNFPA, 2009)³.

3. DEATH REGISTRATION IN KOSOVO SURVEY – Respondents profile

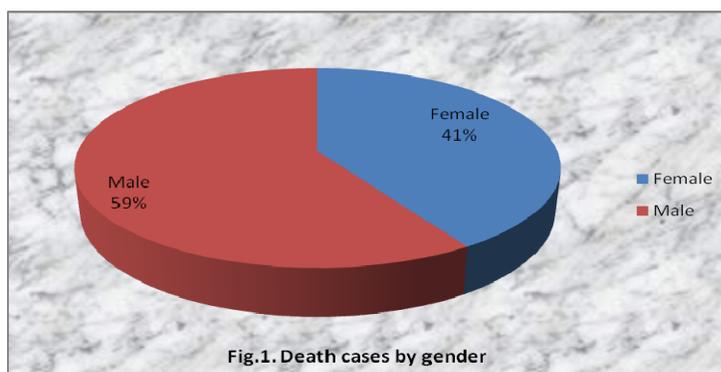
The survey took place throughout Kosovo, including 5 regions. Of 1149 respondents included in the survey throughout Kosovo, 65.6% live in urban parts, while 34.4% were from

³ UNFPA, 2009, Assessing the Kosovo Vital Registration System

rural parts of Kosovo. A great part of respondents (39.1%) had secondary education, a part of them, or 22.2% had 5-8 years of primary education, some had a university degree (10.5%), others 9.1% had 3 years of high school/vocational school, 7.7% advanced school, 6% had 1-4 years of primary education, or 3.6% had no education at all, and the rest, or 1.3% had a postgraduate degree.

3.1. SITUATION WITH DEATH REGISTRATION IN KOSOVO

Of the total 1149 respondents who claimed to have had a death case in their family in the past 3 years (December 2007-December 2010), 59% of the deceased were male, and 41% female.



The majority of the deaths reported (65.4%) occurred at home in the country (Kosovo), followed by the second highest ranked deaths occurred at the hospital in Kosovo (26%). 63% of respondents claim that they have called the person in charge (the doctor) in order to confirm the death, while others did not. However, among Serbs this is not the case. More than half of them stated that they didn't call the doctor in order to verify/confirm the death of the person. Similar situation is with Roma, while more Bosnians and Turks stated that they did.

3.2. DEATH REGISTRY AND CERTIFICATE

According to the Law on Civil Status Registries Death Registries are books where records related to the deaths occurred are kept. While, the Death certificate is an official document issued by the Civil State Office as a proof of data in the Civil State Registry books.

3.2.1. Death certificate and ethnical communities

A majority of respondents interviewed (60.6%) claimed that they have registered the deceased with the Civil Status Registry Office, and a part of them (24%) did not register the deceased. The majority of non-Albanian respondents who have not registered the deceased belong to Serbian nationality, or 49% of total non-Albanian respondents who have not registered the deceased.

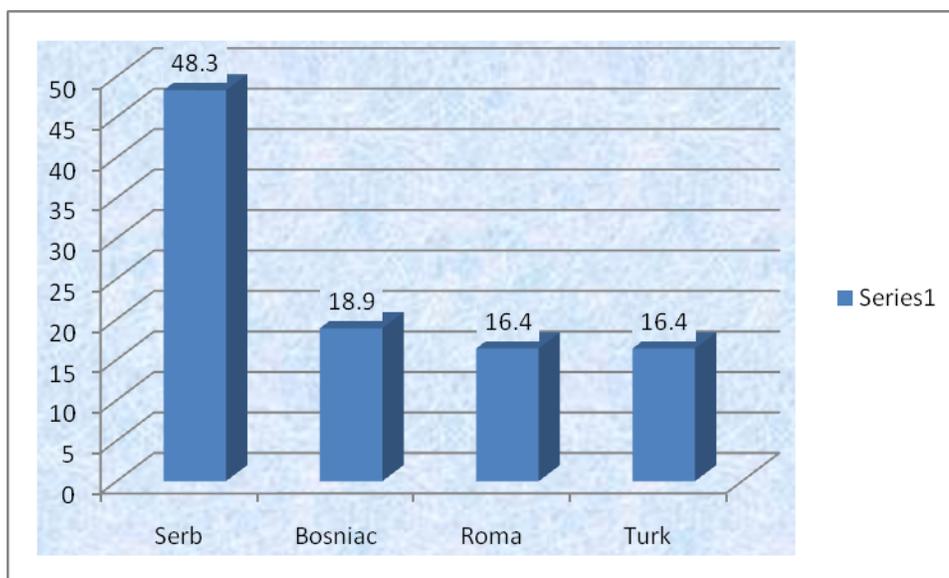


Fig.2 Non-registration of death cases by non-Albanian respondents

Of those Serbs, who have completed the registration of the deceased, almost half of them stated that they registered the deceased with post 1999 Serbian authorities operating in Kosovo, and 23.07% have made the registration with Serbian authorities (institutions) operating in Serbia, and these are mainly the cases of deaths occurred outside Kosovo, which may explain why these deaths were not registered in Kosovo. Other 18% said that the registration was completed with Kosovo Institutions.



Fig.2.1 Institution of death registration among Serbian respondents

The majority of other non-Serb ethnicities have completed the registration with Kosovo institutions.

During the Focus group discussion, all participants agreed that all kinds of deaths should be registered (accidents, suicides, homicides etc.). This issue was raised more for the purpose of testing their perception on death registration. The positive sides of this include the contribution to the official statistics; decreased risk of voter's lists and pensions' benefits misuse, taxes and utilities fees calculated on the basis of number of family members, property related issues, and so on.

3.2.2. Death certificate in urban and rural settlements

Moreover, in terms of settlement, a greater part of respondents from rural parts have not registered the deceased, compared to the urban ones. Also, households with average, or below the average level of income, are among those who have not completed the registration of the deceased. The main three reasons stated by respondents for non-registration are 1) not knowing the procedure to get Death Certificate (19%), 2) not having an idea whether Death Certificate is needed or not and (17%) 3) high cost involved (14.5%).

During the qualitative research with rural participants who have not registered the deceased in the Civil State Registry office overall, the reasons stated for non-registering of deaths are negligence and lack of awareness about this responsibility. The remoteness of the village also

is a factor for this lack of awareness. The deaths occurring at home are not confirmed by the doctors. Those occurring at the hospital are issued a release paper, but no follow-up is done with the Municipal Office. There is no awareness of any death registration office at the hospital, even though such idea would seem appropriate.

3.3. DEATH REGISTRATION RATE

The highest death registration rate was noticed in the region of Peja, where 77.03% of respondents there claimed that they have completed the registration, followed by Gjilan (71.11%) and Prizren (67.78). The lowest registration rate is in the region of Mitrovica, where around 24% of total respondents there claimed to have registered the deceased.

Around one percent of respondents, or more precisely 18 of them reported to have had a death case of an infant (12 months or less) in their household, in the past 3 years. 15 of them claimed to have registered the infant in the Birth Registry, while 3 said they didn't. Of the 15 respondents who have registered the birth of the infant, 14 of them registered the death of the infant and obtained the Death Certificate, when the child passed away, leaving only one respondent who claimed that they did not register the deceased infant.

A large majority of Albanian respondents have completed the registration from Kosovo institutions, while Serbs have reported more cases of Death registration in Post 1999 Serbian authorities operating in Kosovo.

3.4 DEATH REGISTRATION REQUIREMENTS

The average deadline, as reported by respondents, for registering the fact of death in the Civil State Registry Office, is 25 days, as reported by respondents. 60.29% of respondents think that there are no legal measures/fees for late registration of the fact of death, only around 17% believe that there is. Article 33.10 of **Law No.02/L-126 On Amending and Supplementing the Law on Registers of Civil State No.2004/46**, states that in case of late registrations in the death registry, the registration can be done only with the verdict of the municipal body in charge of civil state.

3.5. TIMELY AND LATE REGISTRATION

A large majority of respondents, or 48% of them, have completed the registration in less than a month (with majority being from Peja region, 37.3%) or less than a week (32 %), with majority being from Prishtina region (41%). A majority of them (52%) stated that the reason for their timely registration was because it is their obligation, and other 31% said that they did so because it is done so in their society.

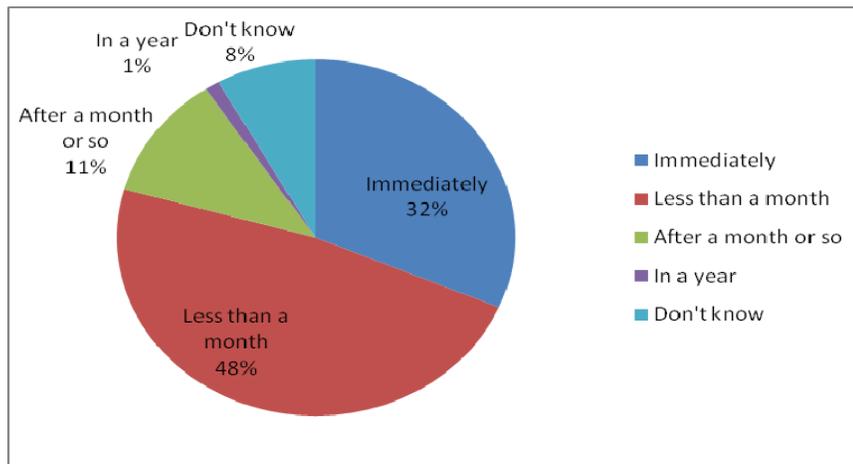


Fig.3 Time of registering the death

The most mentioned reason for late registration, among those who have not completed the registration within the deadline, was that they didn't have time, or that they didn't know they had to. When asked whether they are aware if there are penalties for late registration (late registration more demanding and costly), 32% of them said that they weren't aware if there are any late registration penalties, and around 52% of them said that this fact would influence their decision to register the next deceased in their household within 30 days, as it is required. Only some of them (14%) said that this information would not influence their future decision on timely death registration.

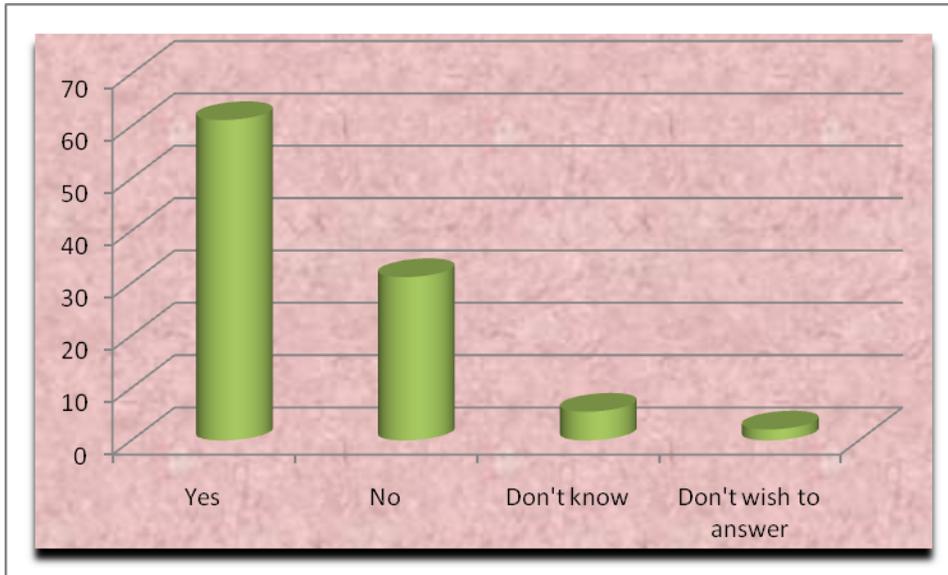


Fig.4 Awareness about late registration

The qualitative research with participants from rural parts that have completed the registration revealed that overall all participants stated that they had registered the death of the person within a week or two of their death. Even though they were not aware of the 30 days deadline for registration, they still did this because it was always done like this in their family. Participants from urban parts claim that they completed the registration in time because they were aware of their obligation. Reasons stated by participants for not registering the death of their family member, was because of lack of time, or maybe a short time period since the death of the person, when the family is still mourning.

3.6. PLACE FOR REGISTERING THE FACT OF DEATH

According to the Law on Civil State Registries, the fact of death is registered in the place where the death occurred. 34% of respondents stated that they applied for Death Registration Certificate at the Municipality, Civil State Registration Office of the place where the death took place, while 29% said that they applied for Death Certificate in the place where the deceased lived.

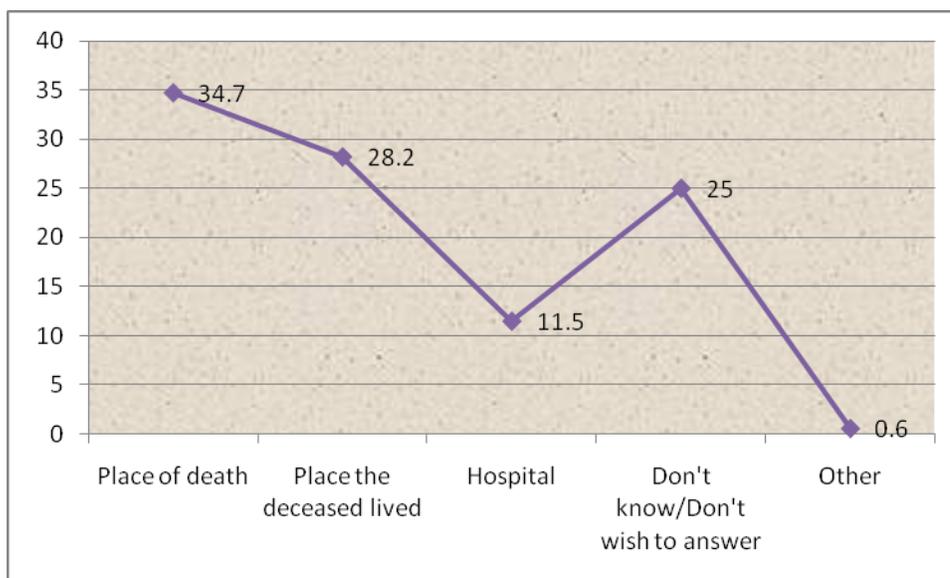


Fig.5 Place for registering the fact of death

3.7. SOURCE OF INFORMATION ON DEATH REGISTRATION PROCEDURE

The main source of information about death registration and the documents required to complete the process (58.6%) are Clerks from the Civil Status Office/ Department for Registration, and around 30% said that it was from the Information Board located in the premises of this Office. Only 11.3% of them said that their family, friends, and relatives are the ones they obtained information from, on the process and documents required to obtain Death Certificate. The majority of respondents (67%) estimated this information as useful.

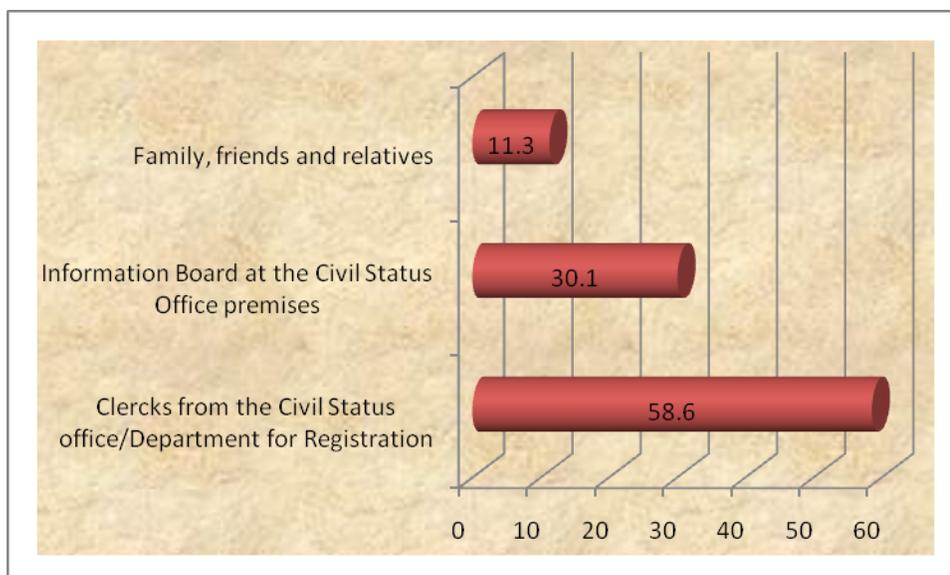


Fig. 6. Primary sources of information for Death Registration

A great part of respondents knew of the documents needed in order to register the deceased in the Death registry. When asked where they can obtain certificates such as birth, marriage certificates and ID cards, almost all said that they can be obtained at the Municipality. They knew that the Hospital Release form is obtained at the hospital/health institution.

However, during the discussion with participants from rural parts, who have not completed the death registration, it was understood that most of them did not know exactly where the civil status registration office is.

3.8. EXPERIENCE WITH DEATH REGISTRATION PROCESS

The overall experience with the process of registering the deceased, by those who have done so, was not considered as neither easy nor difficult (37.5%), and more than half of respondents stated that the procedure was neither slow nor fast.

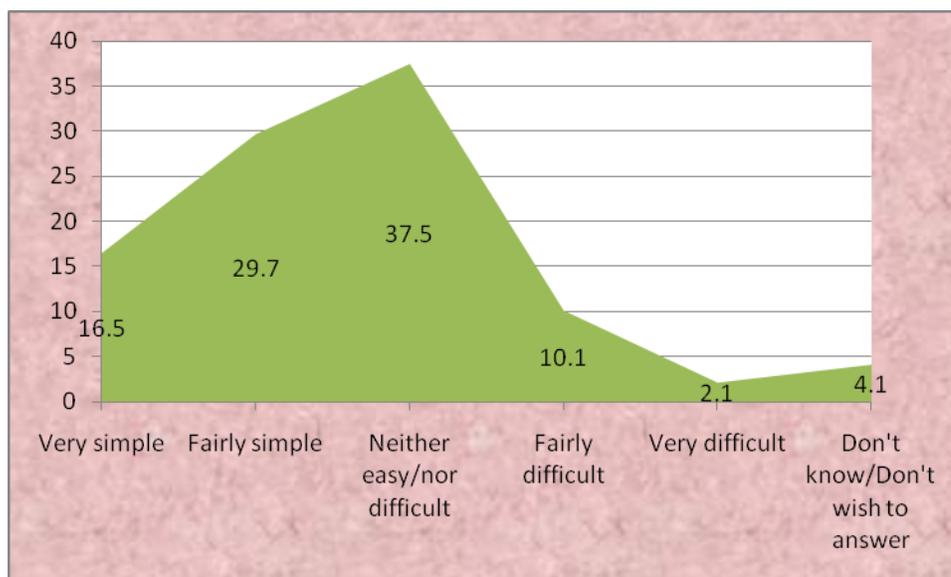


Fig. 7. Experience with registration process

A great part of them said that they spent 15-30 minutes at the Municipality/Civil Status Registry Office. Around 43% said that they had to visit the Municipality/Civil State Registration office more than once, in order to complete the registration process. More than half stated that they didn't have enough information about what is needed in order to complete the registration process, before their first visit. The information was more clear after the first and second visit, as 78% of respondents claimed. The Municipality/Civil State Registry Office is the most likely place to obtain the information needed on the requirements to complete the registration process.

The Focus Group participants from rural parts said that they were informed about the documents needed for death registration, and it was said that in one instance the registration of the deceased was completed even without a marriage certificate. There was a case mentioned at the discussion with urban participants who had completed the registration, when one of the participant's grandmother from Sandzak died while visiting her daughter in Prishtina. The death occurred at the hospital. The hospital issued a death confirmation, but that was not sufficient to transfer the body out of Kosovo, to Sandzak. They had to obtain the Death Registration Certificate, which was difficult because the next day was a Saturday and the Civil Status Registry Office does not work on Saturdays. However, with some connections they managed to get the certificate. Because of the cases when death occurs a day before weekend, and the body needs to be transferred to another place outside Kosovo, there is no way this can be done without a death certificate. Therefore it was suggested to have civil registration offices work during Saturdays and with longer working hours.

3.9. SATISFACTION WITH THE WORK OF MUNICIPALITY/CIVIL STATE REGISTRATION CENTERS

37.6% of respondents seem to be somewhat satisfied with the costs involved in registering the deceased in the Death Registry.

A great part of respondents (42.46%) are very satisfied with the time obtaining the services.

45% stated that they are very satisfied with the accuracy of all book data.

44.3% of respondents said that they are very satisfied with access to data/information.

A great part of them is also very satisfied with the work of the personnel (45.1%)

Almost half (46.48%) is very satisfied with the kindness of personnel.

45.48% of respondents are also very satisfied with the approach of personnel.

44% have an overall satisfaction with the work of Civil Status Registry Offices.

A great part (42.18%) of respondents is very satisfied with the working hours of the institutions.

It was said by Focus group participants that the time require to complete this procedure, as said from their experience, is not long (within a day), and the costs involved are around 5-6 Euros.

3.10. REGISTRATION PROCESS AND ETHNIC BACKGROUND

A large majority (89%) have not experienced any delays or difficulties during the death registration process, because of their ethnic background. The same situation is with other non-Albanian respondents as well. Also, almost no discrimination is reported on the grounds of gender and economic status, as well.

3.11. INDUCEMENT FOR DEATH REGISTRATION

The three major things that could make people register the fact of death of the person in their households, are:

1. To simplify the procedures (32.52%)
2. Disseminate information on death registration (15.32%). For Bosnian community the second highest incentive is the 'Centres to be more accessible', while for Roma and Turks, it is 'to disseminate more information about death registration'.
3. To enable social (state) assistance (stimulation) for burial costs (11.80%). The later refers to the possibility of obtaining a form of monetary assistance to cover a part (or all) burial costs, with the requirement to have the deceased registered in the death registry.

However, among Serb respondents the third highest incentive for registering deaths, would be to enable the death registration in the deceased own dwelling place.

3.12. AUTHORITIES ENCOURAGEMENT FOR DEATH REGISTRATION

It seems that there is no encouragement from the part of authorities in registering the facts of death. The respondents (82%) reported to have not had any case when doctors or staff at the hospital, clerks at the municipality, or religious leaders, prompt them to complete the death registration.

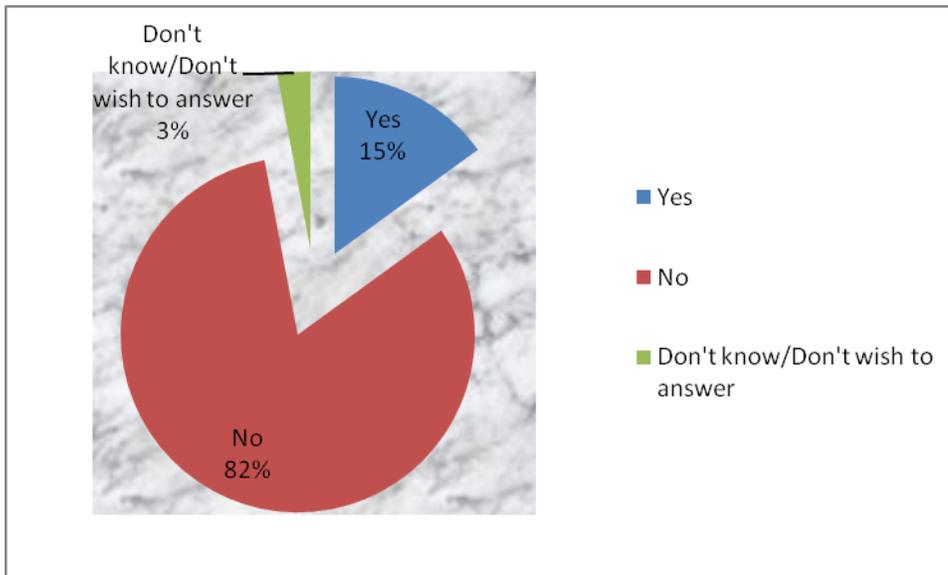


Fig. 8. Authorities' encouragement for death registration

Of those who claimed that they did have such experience, more than half (56.39%) said that these authorities only mentioned that they need to register the deceased, and 39% said that they were only briefly informed as to how they should register the deceased.

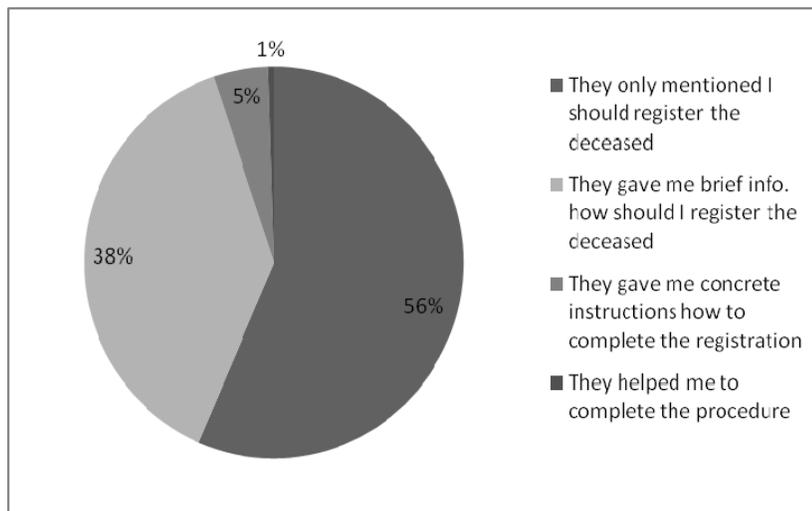


Fig. 8.1. Information provided by authorities on death registration

It is almost always a custom to have the deceased buried with religious rituals. 90.5% did so. However, only some (9.9%) declared that the religious leader asked to record information about the deceased before proceeding with the burial ceremony. There were some reports during the discussion that Religious institutions keep its own record, from their experience, even though everyone agreed that they should always keep such records. The Religious Institutions could get more involved in informing the population of the need for registering the

deceased, and there could even be coordination between them and the Municipality in matters of Birth and Death registration, as they also possess some records of their own.

3.13. DEATH REGISTRATION AWARENES/INFORMATION

A great part of respondents believe that it should not be the responsibility of the Government to increase awareness on death registration. Only more respondents from Bosnian community believe that it is (38%). People in charge of informing others of this registration requirement, as it was discussed during the focus groups, should be doctors when they confirm the death, religious leaders when completing the burial ritual, Municipal Officers working at the Civil Registry Office. There should be an awareness campaign on Death Registration, through print media, or television, leaflets or even door-to-door visits. On the other hand, focus groups participants from rural parts, who have not completed the registration, believe that the campaign should be led by the Government, but there are other stakeholders who could contribute in this direction. These are doctors at the hospital who could inform the deceased's close family member on their obligation to register the deceased, or even religious leaders could engage in such activity with their parish. Information required relate to the place where death registration takes place, documents needed, costs involved, deadline, penalties for late registration, and time needed to complete it.

Source of information mostly used by participants, are internet, and then newspaper and television. The highest ranked information channel about death registration is television (43%), followed by print media (36%).

4. CONCLUSIONS

- Despite the legal requirements to register all facts of birth and death, there is still a high percentage of the population who do not complete their obligation to register the deceased.
- There still seems to be a hesitation from the Serbian community to register the facts of death with Kosovo Institutions, which is not the case with other non-Serb communities.
- There is lack of awareness about the necessity to call a doctor or other persons in charge, to verify/confirm the death of a person, when this occurs outside of health institutions.

- The results show that overall deaths of infants (less than 12 months) are reported / registered regardless of the gender.
- There is a lower rate of death registration among people living in rural parts, and those with lower income. Remoteness to the registration office is one of the main reasons.
- Lack of information on the requirements and procedure for completing Death Registration, as well as the cost involved, are among the main reasons for non-registration.
- Clerks and Information Boards at Civil State Registration Offices are the main source of information about death registration.
- Civil State Registration Offices appear to be working promptly, and without discrimination on ethnical background.

- Municipal Officers working at the Civil Registry Office should be the primary means for increasing awareness on death registration, followed by doctors at the hospital and religious leaders.
- There is a need for more coordination between religious, health and government institutions, when it comes to informing the population about the requirement to register the facts of death. Each of these institutions could complete the process of registering the death, and exchange information (database) on Death registration cases.

APPENDIX 1

Research Methodology

Two Methods were used to implementation this analysis:

- Quantitative Survey Research of citizens who had death cases in their household in the past three years (since December 2007).
- Qualitative Survey Research – Focus Group discussion⁴ provided an insight into the complete background of the issue. Discussion was completed with participants from urban and rural parts, both those that have completed the death registration of the person in their household, or those that have not.

Quantitative research

Method of interviewing

The survey was conducted using face-to-face interviews. According to specific guidelines interviewers were instructed to go to randomly selected addresses to conduct interviews (Random Walk Technique) and to identify and select individual household members with whom to conduct interviews (parent, grandparent or guardian/caretaker).

Questionnaire structure and design

Prism Research developed the questionnaire, with some input provided from UNFPA.

Sampling methodology and procedure

A three-phase stratified random sample was designed for the purposes of this survey. Care was taken to ensure that all set parameters of the sample were satisfied: by ethnic-majority area (Albanian- and Serb-majority areas), regions, and settlement type (urban / rural). Interviews were conducted in all the municipalities in each of the regions. The number of interviews per each municipality was determined on the basis of the municipal population (number of registered voters in each municipality). Consequently, fewer interviews were

⁴ PROTECTION OF RESPONDENT PERSONAL DATA CLAUSE

Prism Research, in accordance with ESOMAR and AAPOR rules and regulations, is obliged to protect the anonymity of respondents. All questions / variables that contain any type of information about the identity of respondents are removed from the report and the final database. This means that the answers given by respondents are physically separate to data that relates to their identity. Any purposeful attempt to come by the identifying data of respondents, whether by the Client, Prism Research, or any third party will be considered a serious violation and will be treated as such.

conducted in municipalities with smaller populations and more in municipalities with larger populations.

The sample was designed on the basis of the KFOR administrative and territorial division (UK KFOR – Prishtina/Pristina, French KFOR – Mitrovicë/ Mitrovica, US KFOR – Gjilan/Gnjilane, German KFOR – Prizren and Italian KFOR – Pejë/Peć in the Albanian-majority area, as well as North –, Mitrovicë/ Mitrovica, Centre – Fushë Kosovë/Kosovo Polje and Graçanicë/Gracanica, East – Novo Bërd/Novo Brdo and Kamenicë/Kamenica, and South – Shtërcë/Strpce).

The sample per municipality is drawn from the civil registry obtained by the OSCE. The results were analyzed to group municipalities by regions (Prishtina/Pristina, Mitrovicë/ Mitrovica, Prizren, Gjilan/Gnjilane and Pejë/Peć regions), the above should make the sample representative both at the municipal level and regions. Thus, the sample included 900- Kosovo Albanians, 100-Kosovo Serbs, and 150 other non-Serb ethnical groups. It is also important to mention that the minority groups (particularly the Roma, Ashkali and Egyptian community) are overrepresented in the sample. Thus, every non-Serb ethnic group was given a quota of 50 respondents. It should be mentioned that Roma ethnic group also included Ashkalis and egyptians, while Bosniac ethnic group included muslims and Goranis as well. This made possible to reach conclusions about different practices of (non) registration of death cases among different ethnic groups in Kosovo. Had a different approach been used, it would have been much more difficult to prove the differences between different ethnic groups.

Main characteristics of the sample

The survey was conducted on a sample of 1,150 participants whose households include death cases that occurred in the past three years (since December 2010).

Table 1. Main characteristics of the sample by households

		Albanian-Majority Area		Serb-Majority Area	
Area		1015	88.2%	135	11.8
TOTAL		1150			
		N		%	
Region	Pristina/Pristina region	310		26.95	
	Mitrovicë/ Mitrovica region	196		17.05	
	Prizren region	235		20.44	
	Gjilan/Gnjilane region	196		17.04	
	Pejë/Peć region	213		18.52	
Ethnic groups	Albanian	900		78.27	
	Serb	100		8.9	
	Bosnian	50		4.34	
	Turk	50		4.34	
	Roma, Ashkali and Egyptian	50		4.34	
	Other				

Interviewers and interview procedure

The field team for this research included 7 regional coordinators (8 for Albanian and 2 for Serb majority areas), 45 interviewers (38 for Albanian and 7 for Serb majority areas), five field controllers and one telephone controller. They had been selected on the basis of their skills, previous experience, age, gender and regional origin in order to ensure equal opportunities/ represent the diversified composition of the population. Coordinator and interviewers participated in a one full day training session that covered the explanation of the purpose of the project, section-by-section review of the questionnaire, trial interviews with other interviewers, comprehensive discussion of directive and non-directive probing.

The opinion poll began on 03 December 2010 and was completed on 15 December 2010. After reaching appropriate households and identifying appropriate respondents, interviewers introduced themselves, Prism Research Agency and provided a brief description of the research aims and goals. After that, they informed the respondents about the interviewing procedure and began the interview. Interviewers read the questions from a questionnaire on which they also recorded the answers.

While conducting the opinion poll, interviewers encountered some minor difficulties in terms of the willingness of the population to participate, especially after the participants had been briefed about the purpose of the poll. This was mainly, because the survey was conducted few

days prior and during the general elections, and therefore people were a bit sceptical as to the purpose of the survey. However, the interviewers did very well in eliminating those doubts by explaining that this survey had nothing to do with the upcoming elections. It was just the timing that coincided with it. Thus, the response rate (the percentage of respondents who completed the survey on the total number of contacted potential or available respondents) stands at 68 % making the sample highly representative of death registration rates reality in Kosovo.

The table below contains information from the contact sheets related to the outcome of contact achieved by the interviewers with the respondents.

Albanian-majority area

Contact Result	Frequency	Percent
1 – Interview completed	1015	70.18
2 – Household-level refusal, interview refused by the person who opened the door	135	9.4
3 – Refusal by the household member selected for the interview	40	2.8
4 – Nobody answers the doorbell or knocking	47	3.3
5 – Interviewer makes two visits but fails to find at home the household member selected for the interview	40	2.9
6 – Household not eligible	35	2.5
7 – Business facility, restaurant/bar, a government organization or agency	45	3.12
8 – Nobody living at the address	43	2.95
9 – Other reasons for not completing the interview	41	2.85
Total	1555	100 %

Serb-majority area:

Contact Result	Frequency	Percent
1 – Interview completed	135	23.76
2 – Household-level refusal, interview refused by the person who opened the door	67	11.79
3 – Refusal by the household member selected for the interview	53	9.34
4 – Nobody answers the doorbell or knocking	55	9.7
5 – Interviewer makes two visits but fails to find at home the household member selected for the interview	53	9.33
6 – Household not eligible	51	8.97

7 – Business facility, restaurant/bar, a government organization or agency	42	7.4
8 – Nobody living at the address	54	9.50
9 – Other reasons for not completing the interview	58	10.21
Total	568	100

It is necessary to mention that the opinion poll alone has had a positive impact, that is, that the questionnaire was designed in such a way to increase participants' awareness about importance of death registration and also to provide them with information about the related procedures. The majority of respondents who participated at the Focus group discussion said that after this discussion they will seriously consider making (timely) registration, in case there are other death cases in their household. Some, who hadn't done the registration yet, even said they will complete this in a few days (after the FG discussion took place).

Data control

As mentioned above, each interviewer had to conduct at least one interview with or without the attendance of a coordinator. The work of interviewers had been controlled in two ways: once the survey had been completed, controllers started with field work to check on the basis of information provided in the contact and control sheets if the interviewer had followed the rules of sampling, as well as his/her approach and behaviour during the interview. Also, during the conducting of the field work regional coordinators checked each completed questionnaire upon submission to minimize the likelihood of incorrectly completed questionnaires or systematic interviewer errors going unchecked.

Data processing & analysis

The complete data entry was conducted in Prism's office in Prishtina/Pristina. A special mask from the Survey System software program was used for data entry.

After entry, the data was transferred and analyzed with the SPSS program (Software Program for Social Sciences) – a professional software package for public opinion surveys. SPSS was also used for data clearing and logical control, as well as for cross tabular presentation of results. Data processing, analysis and report writing was facilitated by Prism research's central office in Sarajevo.

It should be noted that only statistically significant differences between compared variables are mentioned, where the statistically significant difference implies a difference with which the probability of it having been obtained accidentally is 5% or less than 5%, i.e. if $p \leq 0,05$. If a difference with a higher probability is mentioned in the report, it is accompanied by a corresponding note.

Qualitative research

Using focus groups we gained insight into the complete background of opinions and attitudes, reasons, motivations of the target groups relating to the issue being researched.

Primary data collection method

A total of 4 Focus Group discussions were conducted. The discussions were conducted with the following categories of respondents: members of households who had a death case in the past three 3 years. One focus group was with urban participants who registered the death, one with urban participants who didn't register the death, one with rural participants who did register the death, and one with rural participants who did not register the death of the deceased in their household.

Discussion Guide

Prism Research developed a Discussion Guide for focus group discussion in consultation with UNFPA.

Data processing & analysis

Focus groups discussions were conducted by well-trained Prism Research moderators. The discussion took place in the premises of Prism Research in Prishtina. They were audio recorded for the purpose of making transcripts on which a part of this report is based. The results from the focus group discussion are incorporated in this report, along with quantitative data.