

Dear DEVINPRO Kosovo Consortium Members:

The DEVINPRO Team wishes you all a Happy and Prosperous New Year! We have made best use of the preceding three weeks by capitalizing on the large-scale migrant returns in order to systematically interview migrants visiting Kosovo during the Holiday Season. Some 4,500 in-depth interviews were conducted in Kosovo and Albania by some 50 trained persons; making this effort one of the most comprehensive surveys on migration - and the link between this process and resulting financial flows - ever undertaken. As a result, valuable data into migrants as a distinct market-segment has been gained, and a key component of the envisaged DEVINPRO market research has been completed. With expert and focused analysis, the quantitative data gained can now be used to support the development and piloting of migration-specific products, services and initiatives on the part of Consortium Members - and other stakeholders.

Following a period of consultation with Consortium Members to jointly develop the surveys, a full-day training session for 15 enumerators and five supervisors was carried by NEXUS and CESS in co-operation with Iliria Royal University in Pristina.

Immediately thereafter, the DEVINPRO Research Teams deployed to conduct the interviews in three districts of Kosovo. In the three weeks allotted, 700 interviews with visiting migrants and 700 migrant-impacted household interviews were successfully completed.

Notwithstanding extremely difficult weather conditions, target-random sampling of visiting migrants were carried out at the main border points to Kosovo, i.e. Blace and Merdare, as well as at Pristina airport.

In parallel, systematic interviews with households directly impacted by migration were completed in rural and urban areas of Pristina, Peja and Gjilane to ensure an appropriate and representative sampling.

In Albania, separate DEVINPRO Teams conducted a Albania-specific survey, and completed 2,000 migrant and 800 household interviews at the same time.

With the field-work thus completed, all data is currently being cleaned and entered into an SPSS data-base, in order to allow for systematic analysis together with DEVINPRO Consortium Partners.

In preparation for these bilateral meetings and in order to inspire a constructive deliberative process, NEXUS and CESS are now preparing an overview of key findings from a migration perspective.

Early observation indicates that the complete survey process has been successful – with no significant methodological issues experienced. We are therefore confident that the data gained thereby will be of value in guiding the development of financial products and other services of relevance to migrants, their families, Consortium Members and the Government of Kosovo.

At this stage, Consortium Members are invited to actively work with NEXUS and CESS in translating the gained data into practical market knowledge.

As envisaged under Phase II of the DEVINPRO Initiative, the output of the analysis should be actionable knowledge directly informing each participant's internal deliberations regarding their possible product and service development process.

Over the coming days, we will contact each Consortium Member separately to schedule bilateral data analysis sessions. **In order to ensure immediate relevance of the findings for your institution, it is highly recommended that you prepare your informational and analytical requirements as much as possible.**

Discussion Points and Recommendations for the Analysis Sessions can include:

- ✓ Conclude confidentiality agreements and user-rights requirements under DEVINPRO
- ✓ Agree on modalities for obtaining and integrating institution-specific data and activity-area expertise as relevant to your priority areas (marketing, product development, risk assessment, etc) Develop hypotheses of specific relevance to your institution that can be applied to the gained data
- ✓ Identify priority geographical areas in Kosovo and countries of migration (clustering)
- ✓ Specify market-segment groups by age, gender, education, location, etc.
- ✓ Identify branch offices that can provide relevant data on average transaction value and frequency of remittances transfers to Kosovo (baseline data)
- ✓ Identify follow-up and specific research requirements of relevance to your institution (under Phase II)

As an immediate step, the DEVINPRO Team will compile a draft report, to be presented at workshops in Pristina and Tirana before the middle of February. With the inclusion of feed-back gained, this will formally mark the end of Phase I of the Project.