

Online Survey Questionnaire on the Experiences of LGBTI People in Southeastern Europe

This questionnaire was adapted from the [EU Fundamental Rights Agency 2012 LGBT survey](#).

All errors are the team's alone, and the views expressed herein do not represent the position of the World Bank or its Executive Directors.

Funding for this work was generously provided by the Nordic Trust Fund, a knowledge and learning platform promoting human rights-based approaches to development.

The authors can be contacted at dkohler@worldbank.org.



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Key to the colors used throughout the questionnaire:

- **In red** – Instructions to the survey contractor responsible for programming the online survey questionnaire (filters, etc.). These instructions were not visible to people who filled in the survey
- **In green** – Instructions concerning text to be inserted when programming the online survey questionnaire (for example, measures to remind respondents about their responses which they have provided earlier on in the questionnaire). Instead of seeing these instructions, the people who filled in the survey would see the appropriate text insert.
- **In blue** – Instructions to the respondent. This text was visible to people filling in the survey, as it provided them with further details on what to consider, and what possibly to exclude, when answering the questions.
- **In yellow** – Key terms which were also highlighted in the online version of the survey. The highlighting was used to draw respondent's attention to an important part of the question-wording.
- **In grey** – Introductory text visible to the respondents.
- **The Section names** were not visible to the respondents. They were used when designing the questionnaire to structure the questionnaire content and to facilitate discussions with experts concerning the questionnaire.

Section A: Introduction and screening

Welcome

This is the biggest ever survey of lesbian, gay, bisexual, transgender, and/or intersex people (LGBTI) in this region. The survey is looking for responses from anyone who consider themselves to be LGBT and/or I, who is aged 18 years and above and lives in one of the countries in this region – Albania, Bosnia and Herzegovina, Croatia, Kosovo, Macedonia, Montenegro and Slovenia.

The survey is being carried out by research agency Ipsos on behalf of the World Bank, in partnership with the Williams Institute at UCLA and ERA - LGBTI Equal Rights Association for Western Balkans and Turkey. One of the most important aims of the World Bank in this area is expanding the evidence-base regarding the nature and costs of exclusion and discrimination of LGBTI people. It does this by collecting evidence about the situation of fundamental rights across the region and providing advice, based on evidence, about how to improve the situation.

Your participation in the survey is very important. Your answers will be anonymous and your privacy will be guaranteed. Please contribute to its effectiveness by responding only once. Your participation in this survey is strictly voluntary.

The questions will take up to around 20 minutes to answer.

Respondent background: core questions

Let's start with some questions about you. It is really important that you fill in all the information about yourself, as this will help us to better understand the experiences of different respondents. Once again, we will in no way be able to identify you at any stage.

A1. How old are you?

|_|_|_|_|

[If A1 <18]

Thank you for your willingness to participate in the survey. The survey is open only to those over 18 years old and therefore you are not within the target group of this survey, so we're really sorry, but you won't be able to fill out the rest of the questionnaire. Many thanks for your interest in the LGBTI survey!

A2. What sex were you assigned at birth?

1. Female
2. Male

A3_B. Some people are assigned male or female at birth but are born with sexual anatomy, reproductive organs, and/or chromosome patterns that do not fit the typical definition of male or female. This physical condition is known as intersex. Are you intersex?

1. Yes, an intersex person
2. No

A3_A. How would you describe your gender identity?

1. Female
2. Male
3. Transgender
4. Do not identify as male, female, or transgender, please specify how would you identify:

9. I am not sure

A4. Do you consider yourself to be...?

PLEASE SELECT THE ONE ANSWER THAT FITS YOU THE BEST

1. Heterosexual or Straight
2. Lesbian
3. Gay
4. Bisexual
5. Other, please specify:
9. I am not sure

IF A3_B= 1 GO TO A5

IF A3_A= 3 OR 4 OR 9 GO TO A5

IF A4= 2 OR 3 OR 4 OR 5 OR 9 GO TO A5

IF A2=1 AND A3_A=1 AND A3_B=2 AND A4=1 GO TO END

IF A2=2 AND A3_A=2 AND A3_B=2 AND A4=1 GO TO END

A5. Do you agree or disagree with the following statements?

PLEASE RESPOND TO EACH LINE

	Strongly disagree	Disagree	Agree	Strongly agree	Don't know
A. I feel feminine	1	2	3	4	9
B. I feel masculine	1	2	3	4	9
C. I think I look feminine	1	2	3	4	9
C_1. Others perceive me as feminine	1	2	3	4	9
D. I think I look masculine	1	2	3	4	9
D_1. Others perceive me as masculine	1	2	3	4	9
E. I wish I was more feminine	1	2	3	4	9
F. I wish I was more masculine	1	2	3	4	9

A6. How often have you received negative reactions because of how people perceive your femininity or masculinity?

	Never	Seldom	Sometimes	Often	Almost always	Does not apply to me
A. Because of perceived femininity	1	2	3	4	5	9
B. Because of perceived masculinity	1	2	3	4	5	9
C. Because people perceived you as non-conforming to either masculinity or femininity	1	2	3	4	5	9

A7. In the last five years, you have had sex with:

We refer to sex as sexual behaviour which involves genital contact. We do not refer only to sexual intercourse involving penetration.

PLEASE SELECT THE ONE ANSWER THAT FITS YOU THE BEST

1. Only females (or with one female)
2. Mostly females
3. Approximately equally males and females
4. Mostly males
5. Only males (or with one male)
6. No one
9. Other, please specify_____

A8_1. People are different in their sexual attraction to other people. Whom are you sexually attracted to?

PLEASE SELECT THE ONE ANSWER THAT FITS YOU THE BEST

1. Only females
2. Mostly females
3. Equally males and females
4. Mostly males
5. Only males
6. Not sure
7. I am not sexually attracted to anyone
9. Other, please specify_____

H1. Please select the country where you currently live:

[LIST OF 8 COUNTRIES + OTHER COUNTRY]

TERMINATE IF > 8

Categories to be programmed for the questions that currently include “sexual orientation and/or gender identity” OR “lesbian, gay, bisexual and/or transgender” and are marked in green:

If (A2=1 AND A3_A=2) OR (A2=2 AND A3_2=1) OR A3_A=3 – GENDID=1 “trans”

If (A2=1 AND A3_A=1) OR (A2=2 AND A3_2=2) - GENDID=2 “not trans”

If A4=1 – SEXOR=1 “heterosexual”

If A4=2 – SEXOR=2 “lesbian”

If A4=3 – SEXOR=3 “gay”

If A4=4 – SEXOR=4 “bisexual”

If H1=H2, AND GENDID=1 SKIP TO TR1

If H1=H2, AND GENDID=2, AND A3_B=1 SKIP TO IN1

If H1=H2, AND GENDID=2, AND A3_B=2 SKIP TO B1

If H1≠H2, ASK H4

IF GENDID=1 ASK THIS SECTION

Section for Transgender Respondents

The following questions will address issues specifically related to the life of trans people.

TR1. Have you ever sought help from mental or physical health services for being a trans (transgender) person?

1. Yes
2. No
3. I do not want/ need help
9. Don't know/Refuse

SKIP TO TR2_1
CONTINUE WITH TR2
SKIP TO TR4
SKIP TO TR4

TR2. Why not?

PLEASE SELECT ALL THAT APPLY

1. It is not available in **the country where I live**
2. It is not covered by **my country's** public health insurance
3. I cannot afford it due to financial reasons
4. I do not dare to
5. I do not have confidence in the services provided
6. I do not know where to go
7. It takes too much time (including waiting lists)
8. I am afraid of discrimination from the care providers
9. It is too complicated in terms of bureaucracy
10. I have had previous bad experiences with care providers
11. Other

AFTER TR2 SKIP TO TR4

TR2_1. From whom did you seek help?

PLEASE SELECT ALL THAT APPLY

1. General medical practitioner
2. Psychologist or psychiatrist
3. Other specialist or care provider, please specify_____

TR3. How would you describe or evaluate the service(s) provided?

ASK FOR THOSE SELECTED ON TR2_1

PLEASE SELECT ALL THAT APPLY

	General medical practitioner	Psychologist or psychiatrist	Other specialist or care provider
1. Was informative and helpful	1	1	1
2. Wanted to help but could not offer everything I needed	2	2	2
3. Wanted to help, but I did not consent to the treatment proposed	3	3	3

4. Did not seem to want to help me	4	4	4
5. Refused to help me	5	5	5

TR4. As far as you know, in the country where you live, can a person receive gender reassignment or confirmation treatment (e.g. gender confirmation surgery, etc.)?

- 1. Yes CONTINUE WITH TR4_1
- 2. No SKIP TO TR4_2
- 9. Don't know SKIP TO TR4_2

TR4_1. Is this possible in public or private health sector?

- 1. Only in public health sector
- 2. Only in private health sectors
- 3. Both public and private sector
- 9. Don't know

TR4_2. And, as far as you know, are the hormones used by the persons who want to receive gender reassignment or confirmation treatment legally available in the country where you live?

- 1. Yes
- 2. No
- 9. Don't know

SKIP IF TR4=2 OR 9

TR5_1A. Have you undergone medical treatment in the process of gender reassignment (e.g. gender confirmation surgery, etc.)?

- 1. Yes, I have in the country where I currently live SKIP TO TR5_2
- 2. Yes, I have abroad SKIP TO TR5_2
- 3. No, I have not CONTINUE WITH TR5_1B

SKIP IF TR4=2 OR 9

TR5_1B. And have you considered undergoing such a medical treatment (e.g. gender confirmation surgery, etc.)?

- 1. Yes, I have in the country where I currently live
- 2. Yes, I have abroad
- 3. No, I have not

SKIP IF TR4=1

TR5_1C. Have you ever gone abroad for medical treatment in the process of gender reassignment (e.g. gender confirmation surgery, etc.)?

- 1. Yes, I have SKIP TO TR5_2
- 2. No, I have not CONTINUE WITH TR5_1D

SKIP IF TR4=1

TR5_1D. And have you considered going abroad for medical treatment in the process of gender reassignment (e.g. gender confirmation surgery, etc.)?

- 1. Yes, I have
- 2. No, I have not

TR5_2. Have you ever bought hormones over the internet?

1. Yes, I have, from the supplier(s) situated in the country where I currently live
2. Yes, I have, from the supplier(s) situated abroad
3. No, I have not

TR6. What would allow you to be more comfortable living as a transgender person in the country where you live?

PLEASE RESPOND TO EACH STATEMENT

	Not at all	Mainly no	Mainly yes	Yes, to a great extent	Current situation is fine	Don't know
A. More options for medical treatment	1	2	3	4	5	9
B. Easier legal procedures for gender recognition in the preferred gender	1	2	3	4	5	9
C. Workplace anti-discrimination policies referring to gender identity	1	2	3	4	5	9
D. Measures implemented at school to respect transgender people	1	2	3	4	5	9
E. Public figures in politics, business, sports, etc. speaking openly in support of transgender people	1	2	3	4	5	9
E1. More visibility of transgender people in media, sports, arts etc.	1	2	3	4	5	9
F. National authorities who promote the rights of transgender people	1	2	3	4	5	9
G. Training of public servants (e.g. police, teachers) on the rights of transgender people	1	2	3	4	5	9
H. Better acceptance of differences in gender identities by religious leaders	1	2	3	4	5	9
H1. More transgender friendly places – bars, social centres etc.	1	2	3	4	5	9
I. Other, please specify _____						

TR7. As far as you know, in the country where you live, can a person change their official documents to match their preferred gender?

1. Yes, without obligatory criteria
2. Yes, upon fulfilment of certain criteria
3. No
9. Don't know

GO TO TR9
CONTINUE WITH TR8
GO TO TR9
GO TO TR9

TR8. As far as you know, what would you have to do in order to change your official documents to match your preferred gender in the country where you live?

PLEASE RESPOND TO EACH STATEMENT

	Yes	No	Don't know
A. Get divorced/ not be married	1	2	9
B. Prove your permanent infertility	1	2	9
C. Prove your irreversible gender reassignment	1	2	9
D. Complete the real life test A real life test is a certain time period that a trans person is requested to have already lived socially (e.g. at work, with friends, family) within the preferred gender	1	2	9
E. Prove hormonal treatment (started or finished) to change your gender	1	2	9
F. Undergo mandatory psychotherapy/psychiatric treatment	1	2	9
G. Prove medical/psychological diagnosis of transsexuality/gender dysphoria/transgenderism or similar	1	2	9
H. Other, please specify _____			

TR9. How often, if at all, do you avoid expressing your gender (or your preferred/desired gender) through your physical appearance and clothing for fear of being assaulted, threatened or harassed?

1. I always avoid it
2. I often avoid it
3. I sometimes avoid it
4. I avoid it, but rarely
5. I never avoid it
9. Not sure

Section for Intersex Respondents

The following questions will address issues specifically related to the life of intersex people.

IN1. Have you had a sex altering surgery?

1. Yes
2. No

ASK IF IN1=1

IN1.a. At what age have you had a sex altering surgery?

-
9. I don't know

ASK IF IN1=1

IN1.b. Was the sex altering surgery performed with your knowledge?

1. Yes
2. No

ASK IF IN1.b.=1

IN1.c. Did you give your full consent to have the sex altering surgery?

1. Yes
2. No

ASK IF IN1.c.= 1

IN1.d. Have you been given detailed explanation about possible positive and negative consequences of the sex altering surgery?

1. Yes
2. No

IN2. Thinking about sex altering surgery on intersex infants, which comes closer to your opinion?

1. Sex altering surgery should be performed on intersex infants
2. Sex altering surgery should not be performed on intersex infants

IN4. Have you ever sought help from mental or physical health services for being intersex/ having a variation of sex characteristics you were born with?

1. Yes
2. No
3. I do not want/ need help
9. Don't know/Refuse to answer

SKIP TO IN6
CONTINUE WITH IN5
SKIP TO IN8
SKIP TO IN8

IN5. Why not?

PLEASE SELECT ALL THAT APPLY

1. It is not available in the country where I live
2. It is not covered by my country's public health insurance
3. I cannot afford it due to financial reasons

4. I do not dare to
5. I do not have confidence in the services provided
6. I do not know where to go
7. It takes too much time (including waiting lists)
8. I am afraid of prejudice from the care providers
9. It is too complicated in terms of bureaucracy
10. I have had previous bad experiences with care providers
11. Other

ASK IF IN4=1

IN6. From whom did you seek help?

PLEASE SELECT ALL THAT APPLY

1. General medical practitioner
2. Psychologist or psychiatrist
3. Surgeon
4. Endocrinologist
5. Other specialist or care provider, please specify _____
6. Other, please specify:

ASK IF IN4=1

IN7. How would you describe or evaluate provided service(s)?

PLEASE SELECT ALL THAT APPLY

	A. General medical practitioner	B. Psychologist or psychiatrist	C. Other specialist or care provider
1. Was informative and helpful	1	1	1
2. Wanted to help but could not offer everything I needed	2	2	2
3. Wanted to help, but I did not consent to the treatment proposed	3	3	3
4. Did not seem to want to help me	4	4	4
5. Refused to help me	5	5	5

IN8. Are you familiar with any peer support groups for intersex people in your country?

1. Yes
2. No

ASK IF IN8=1

IN8.a. Have you ever sought or received any type of peer support?

1. Yes
2. No

IN9. What would allow you to be more comfortable living as an intersex person in the country where you live?

PLEASE RESPOND TO EACH STATEMENT

	Not at all	Mainly no	Mainly yes	Yes, to a great extent	Current situation is fine	Don't know
A. More options for medical treatment	1	2	3	4	5	9
B. Improving current anti-discrimination legislation to include intersex people	1	2	3	4	5	9
C. Easier legal procedures for intersex recognition at birth (third sex assigned at birth, except for female and male)	1	2	3	4	5	9
D. Measures implemented at school to respect intersex people	1	2	3	4	5	9
E. Public figures in politics, business, sports, etc. speaking openly in support of intersex people	1	2	3	4	5	9
F. More visibility of intersex people in media, sports, arts etc.	1	2	3	4	5	9
G. National authorities who promote the rights of intersex people	1	2	3	4	5	9
H. Training of the judiciary, immigration officers, law enforcement, healthcare, education and other officials and personnel are trained to respect and provide equal treatment to intersex persons.	1	2	3	4	5	9
I. Better acceptance of intersex people by religious leaders	1	2	3	4	5	9
J. More intersex friendly places – bars, social centres etc.	1	2	3	4	5	9
K. Awareness raising of the general public about the existence of intersex people as well as about their human rights	1	2	3	4	5	9
L. Other, please specify_____						

Section B: Public perceptions and responses to homophobia, biphobia, transphobia and intersex phobia

Let us turn to the general acceptance of gay, lesbian, bisexual, trans and intersex persons in **the country where you live.**

B1. In your opinion, how common are the following in the country where you live?

PLEASE RESPOND TO EACH STATEMENT

	Very rare	Fairly rare	Fairly common	Very common	Don't know
A. Offensive language about lesbian, gay, bisexual, transgender and/or intersex people by politicians	1	2	3	4	9
B. Jokes that might be considered offensive in everyday life about lesbian, gay, bisexual, transgender and/or intersex people	1	2	3	4	9
C. Expressions of hatred and aversion towards lesbian, gay, bisexual, transgender and/or intersex people in public	1	2	3	4	9
D. Assaults and harassment against lesbian, gay, bisexual, transgender and/or intersex people	1	2	3	4	9
E. Same-sex partners holding hands in public	1	2	3	4	9
F. Heterosexual partners holding hands in public	1	2	3	4	9
G. Public figures in politics, business, sports, etc. are open about themselves being lesbian, gay, bisexual, transgender and/or intersex people	1	2	3	4	9
H. Positive measures to promote respect for the human rights of lesbian, gay or bisexual people (for instance equality plans, public campaigns, specialised services, etc.)	1	2	3	4	9
I. Positive measures to promote respect for the human rights of transgender people (for instance equality plans, public campaigns, specialised services, etc.)	1	2	3	4	9
J. Positive measures to promote respect for the human rights of intersex people (for instance equality plans, public campaigns, specialised services, etc.)	1	2	3	4	9

ASK IF A4≠1

B2. What would allow you to be more comfortable living as a lesbian, gay or bisexual person in the country where you live? PLEASE RESPOND TO EACH STATEMENT

	Not at all	Mainly no	Mainly yes	Yes, to a great extent	Current situation is fine	Don't know
A. Anti-discrimination policies referring to sexual orientation at the workplace	1	2	3	4	5	9

B. Measures implemented at school to respect lesbian, gay and bisexual people	1	2	3	4	5	9
C. Public figures in politics, business, sports, etc. openly speaking in support of lesbian, gay and bisexual people	1	2	3	4	5	9
C1. More visibility of lesbian, gay and bisexual people in media, sports, arts etc.	1	2	3	4	5	9
D. National authorities who promote the rights of lesbian, gay and bisexual people	1	2	3	4	5	9
E. Training of public servants (e.g. police, teachers) on the rights of lesbian, gay and bisexual people	1	2	3	4	5	9
F. Better acceptance of differences in sexual orientations by religious leaders	1	2	3	4	5	9
G. The possibility to marry and/or register a partnership	1	2	3	4	5	9
H. The possibility to foster/adopt children as a same-sex couple	1	2	3	4	5	9
I. Recognition of same-sex partnerships	1	2	3	4	5	9
J. More lesbian, gay and bisexual friendly places – bars, social centres etc.	1	2	3	4	5	9

Section C: Discrimination

The following series of questions are about discrimination targeting gay, lesbian, bisexual, trans and intersex people. Please take your time to fill these in.

By discrimination we mean when somebody is treated less favourably than others because of a specific personal feature such as their age, gender, gender identity, sexual orientation, minority background or for any other reason. For example, discrimination can occur when a woman is not given an equal opportunity to be promoted in her job in comparison with a man, although she is equally suitable and experienced. Discrimination also occurs when persons who are in unequal position are being treated in the same (equal) way. For instance, persons with disabilities are in unequal position in comparison to persons without disabilities. In other words, discrimination is unequal treatment of equals and equal treatment of unequal's.

C1. Please specify how often the people are discriminated based upon the following characteristics in the country where you live. Is discrimination based on these characteristics very rare, fairly rare, fairly common or very common?

PLEASE RESPOND TO EACH LINE

	Very rare	Fairly rare	Fairly common	Very common	Don't know
A. Ethnic origin	1	2	3	4	9

A1. Sex	1	2	3	4	9
B. Gender identity	1	2	3	4	9
C. Sexual orientation	1	2	3	4	9
C1. Gender expression	1	2	3	4	9
D. Age	1	2	3	4	9
E. Religion	1	2	3	4	9
F. Disability	1	2	3	4	9
F1. Level of income	1	2	3	4	9
F2. Origin within the country	1	2	3	4	9
G. For another reason, please specify_____					

C1A. In your opinion, in the country where you live, how common is discrimination because a person is...

PLEASE RESPOND TO EACH LINE

	Very rare	Fairly rare	Fairly common	Very common	Don't know
A. Lesbian	1	2	3	4	9
B. Gay	1	2	3	4	9
C. Bisexual	1	2	3	4	9
D. Transgender	1	2	3	4	9
E. Intersex	1	2	3	4	9

C2. In the *last 12 months*, in the country where you live, have you *personally* felt discriminated against or harassed on the basis of one or more of the following grounds?

PLEASE RESPOND TO EACH LINE

	Yes	No	Don't know
A. Ethnic origin	1	2	9
A1. Sex	1	2	9
B. Gender identity	1	2	9
C. Sexual orientation	1	2	9
C1. Gender expression	1	2	9
D. Age	1	2	9
E. Religion	1	2	9
F. Disability	1	2	9
F1. Level of income	1	2	9
F2. Origin within the country	1	2	9
G. For another reason, please specify_____			

C2A. In the *last 12 months*, in the country where you live, have you *personally* felt discriminated against or harassed because of being perceived as:

PLEASE RESPOND TO EACH LINE

	Yes	No	Does not apply to me	Don't know
A. Lesbian	1	2	8	9
B. Gay	1	2	8	9
C. Bisexual	1	2	8	9
D. Transgender	1	2	8	9
E. Intersex	1	2	8	9

C3. During the *last 12 months*, in the country where you live, have you ...

PLEASE RESPOND TO EACH LINE

	Yes	No	Don't know
A. Looked for a job	1	2	9
B. Worked/were employed	1	2	9
C. Looked for a house or apartment to rent or buy	1	2	9
D. Accessed healthcare services	1	2	9
E. Accessed social services	1	2	9
F. Attended school/university yourself or your child/children was/were in school/at university	1	2	9
G. Visited a café, restaurant, bar or nightclub	1	2	9
H. Visited a shop	1	2	9
I. Visited a bank or insurance company (for example, to open an account or apply for a loan)	1	2	9
J. Exercised at a sport or fitness club	1	2	9
K. Had to show your ID or any official document that identifies your sex	1	2	9
L. Used public transportation	1	2	9
M. Used social media with your real name and information	1	2	9

IF no response in C3 = YES SKIP TO C8

C4. During the *last 12 months*, have you *personally* felt discriminated against in any of the following situations because of your sexual orientation and/or gender identity and/or being intersex, as you described yourself above:

PLEASE RESPOND TO EACH STATEMENT

ASK IF		Yes	No	Don't know
C3A= 1	A. When looking for a job	1	2	9
C3B= 1	B. At work	1	2	9
C3C= 1	C. When looking for a house or apartment to rent or buy (by people working in a public or private housing agency, by a landlord)	1	2	9

C3D= 1	D. By healthcare personnel (e.g. a receptionist, nurse or doctor)	1	2	9
C3E= 1	E. By social service personnel	1	2	9
C3F= 1	F. By school/university personnel. This could have happened to you as a student or as a parent	1	2	9
C3G= 1	G. At a café, restaurant, bar or nightclub	1	2	9
C3H= 1	H. At a shop	1	2	9
C3I= 1	I. In a bank or insurance company (by bank or company personnel)	1	2	9
C3J= 1	J. At a sport or fitness club	1	2	9
C3K= 1	K. When showing your ID or any official document that identifies your sex	1	2	9
C3L=1	L. When using public transportation	1	2	9
C3M=1	M. When using social media with your real name and information	1	2	9

IF ALL RESPONSE IN C4=NO OR DK SKIP TO C8

C5. Please mark the situation that was *the most recent incident of discrimination*:

ONLY ONE ANSWER IS POSSIBLE

ASK IF		
C4A=1	When looking for a job	1
C4B=1	At work	2
C4C=1	When looking for a house or apartment to rent or buy (by people working in a public or private housing agency, by a landlord)	3
C4D=1	By healthcare personnel (e.g. a receptionist, nurse or doctor)	4
C4E=1	By social service personnel	5
C4F=1	By school/university personnel. This could have happened to you as a student or as a parent	6
C4G=1	At a café, restaurant, bar or nightclub	7
C4H=1	At a shop	8
C4I=1	In a bank or insurance company (by bank or company personnel)	9
C4J=1	At a sport or fitness club	10
C4K=1	When showing your ID or any official document that identifies your sex	11

C6. Thinking about *the most recent incident*, did you or anyone else report it anywhere?

1. Yes

CONTINUE WITH C6_A

2. No

GO TO C7

9. Don't know

GO TO C8

C6_A. Where did you or anyone else report it?

PLEASE SELECT ALL THAT APPLY

1. Police

2. Non-governmental organisation

3. LGBTI organisation

4. General victim support organisation

5. State or national institution (such as an Equality Body)
6. Hospital or other medical service
7. Rape crisis centre
8. Other organisation, please specify _____
9. Don't know

C6_B. And what happened as a result of reporting the incident?

1. Disciplinary action
2. A report was filed, but no disciplinary action yet
3. A report was filed, but no disciplinary action at the end
4. Nothing happened
9. Don't know

GO TO C8

C7. Why was it not reported?

PLEASE SELECT ALL THAT APPLY

1. Fear of intimidation by perpetrators
2. Fear of discrimination or ridicule
3. Did not want to reveal my sexual orientation and/or gender identity and/or being intersex
4. Didn't know how or where to report
5. Nothing would happen or change
6. Concerned that the incident would not have been taken seriously
7. Not worth reporting it – 'it happens all the time'
8. Too much trouble, no time
9. Dealt with the problem myself/with help from family or friends
10. Because I was too emotionally upset to report it
11. I did not think people would understand what I was talking about
12. Other reason(s)

C8. Did you have a paid job anytime during the last 5 years?

1. Yes CONTINUE WITH C8A
2. No GO TO C9

C8A. How often during your employment in the last 5 years, have you ...

PLEASE RESPOND TO EACH STATEMENT

	Never	Rarely	Often	Always	Does not apply to me
A. Been open at work about your sexual orientation and/or gender identity and/or being intersex, as you described yourself above	1	2	3	4	8
B. Hidden or disguised your sexual orientation and/or gender identity and/or being intersex at work	1	2	3	4	8
C. Experienced negative comments or conduct at work because of your sexual orientation and/or gender identity and/or being intersex	1	2	3	4	8

D. Heard or seen negative comments or conduct against your colleague because she/he is perceived to be lesbian, gay, bisexual, transgender and/or intersex	1	2	3	4	8
E. Experienced a general negative attitude at work against people because they are lesbian, gay, bisexual, transgender and/or intersex	1	2	3	4	8
F. Experienced unequal treatment with respect to employment conditions or benefits (for example leave, pension, etc.) because of your sexual orientation and/or gender identity and/or being intersex	1	2	3	4	8

ASK ALL

C9. How often during your schooling before the age of 18, did you ...

PLEASE RESPOND TO EACH STATEMENT

	Never	Rarely	Often	Always	Does not apply to me
A. Openly talk at school about your sexual orientation and/or gender identity and/or being intersex	1	2	3	4	8
B. Hide or disguise your sexual orientation and/or gender identity and/or being intersex at school	1	2	3	4	8
C. Experience negative comments or conduct at school because of your sexual orientation and/or gender identity and/or being intersex	1	2	3	4	8
D. Hear or see negative comments or conduct against your schoolmate/peer because she/he was perceived to be lesbian, gay, bisexual, transgender and/or intersex	1	2	3	4	8
E. Hear or see negative comments or conduct because a teacher was perceived to be lesbian, gay, bisexual, transgender and/or intersex	1	2	3	4	8

C10. Have you ever experienced any of the following situations when using or trying to access healthcare services because of your sexual orientation and/or gender identity and/or being intersex?

PLEASE SELECT ALL THAT APPLY

1. Difficulty in gaining access to healthcare
2. Having to change general practitioners or other specialists due to their negative reaction
3. Difficulty to look for or find an LGBTI friendly health practitioner in your area
4. Receiving unequal treatment when dealing with medical staff
5. Foregoing treatment for fear of discrimination or intolerant reactions
6. Specific needs ignored (not taken into account)

7. Inappropriate curiosity
8. Pressure or being forced to undergo any medical or psychological test
9. I have never accessed healthcare services
10. None of the above

Section D: Rights awareness

D1_2_3. In the country where you live, is there a law that forbids discrimination against persons because of their:

PLEASE RESPOND TO EACH LINE

	Yes	No	Don't know
A. Sexual orientation when applying for a job	1	2	9
B. Gender identity when applying for a job	1	2	9
C. Sex characteristics/ because of being intersex when applying for a job	1	2	9

D3. Do you know of any organisation in the country where you live that can offer support or advice to people who have been discriminated against because they are...?

PLEASE RESPOND TO EACH LINE

	Yes	No
A. Lesbian	1	2
B. Gay	1	2
C. Bisexual	1	2
D. Transgender	1	2
E. Intersex	1	2

D4. In the country where you live, have you ever seen any programme or awareness campaign by either the government or a non-governmental organisation addressing:

PLEASE RESPOND TO EACH LINE

	Yes	No	Don't know
A. Discrimination on the basis of age	1	2	9
B. Discrimination against people with disabilities	1	2	9
C. Discrimination against gay, lesbian and bisexual people	1	2	9
D. Discrimination against transgender people	1	2	9
D1. Discrimination against intersex people	1	2	9
E. Discrimination against ethnic minorities and migrant groups	1	2	9
F. Discrimination on the basis of religion	1	2	9
F1. Discrimination on the basis of sex	1	2	9

D5. As far as you know, can same-sex couples legally marry and/or enter registered partnerships in the country where you live?

1. Yes
2. No
9. Don't know

Section E: Safe environment

The following questions will address your sense of security.

E1. Do you avoid holding hands in public with a same-sex partner for fear of being assaulted, threatened or harassed?

1. Yes
2. No
3. I do not have a same-sex partner
9. Don't know

E2. Do you avoid certain places or locations for fear of being assaulted, threatened or harassed because of your sexual orientation and/or gender identity and/or being intersex?

1. Yes
2. No
9. Don't know

CONTINUE WITH E3

GO TO F1

GO TO F1

E3. Where do you avoid being open about your sexual orientation and/or gender identity and/or being intersex for fear of being assaulted, threatened or harassed by others?

PLEASE SELECT ALL THAT APPLY

1. My home
2. School
3. Workplace
4. A café, restaurant, pub, club
5. Public transport
6. A sports club
7. A street, square, car parking lot or other public place
8. A park
9. Public premises or buildings
10. Other
99. Don't know

Section F: Violence and harassment

PHYSICAL/SEXUAL ASSAULT OR THREAT

F1_A. This next question looks at any incident of violence you may have experienced in the **last 5 years** in the country where you currently live. This could happen for any reason.

In the **last 5 years**, have you been: physically/sexually assaulted or threatened with violence at home or elsewhere (street, on public transport, at your workplace, etc.) **for any reason?**

1. Yes, in the country where I currently live
2. Yes, but not in the country where I currently live
3. No

If F1_A=1 CONTINUE, IF F1_A=2 or 3, SKIP TO INTRO BEFORE F1_B

Please think for a while about the **LAST** (most recent) physical/sexual assault or threat of violence you experienced in the **last 5 years** in the country where you currently live. Your last experience might not have been the most serious experience for you, but at this point, please just focus on this last experience.

FA1_2. When did the **LAST** physical/sexual assault or threat of violence happen?

1. In the last 12 months
2. More than 12 months ago

CONTINUE WITH FA1_3
GO TO FA2_2

FA1_3. How many times did somebody physically/sexually assault or threaten you with violence in the **last 12 months?**

1. Once
2. Twice
3. Three times
4. Four times
5. Five times
6. Six to ten times
7. More than ten times

GO TO HOLDER BEFORE FA2_2

So far we have asked you about the LAST physical/sexual assault that happened to you. Now please think about the **MOST SERIOUS** physical/sexual assault or threat of violence you experienced in the **last 5 years** in the country where you currently live.

By “most serious” we mean an incident that had the biggest impact on you either physically or psychologically.

FA2_2. When did the **MOST SERIOUS** physical/sexual assault or threat of violence you experienced in the **last 5 years** happen?

1. In the last 12 months
2. More than 12 months ago

FA2_4. Thinking about the **MOST SERIOUS** physical/sexual assault or threat of violence, what happened to you:

PLEASE SELECT THE ONE ANSWER THAT APPLIES THE BEST

1. Physical assault
2. Sexual assault
3. Physical and sexual assault
4. Threat of physical violence
5. Threat of sexual violence
6. Threat of both physical and sexual violence
9. Don't know

FA2_5. Do you think this physical/sexual assault or threat happened partly or completely because of your perceived sexual orientation and/or gender identity and/or being intersex?

1. Yes
2. No
9. Don't know

FA2_6. Was the perpetrator alone, or was there more than one perpetrator?

1. Alone
2. More than one perpetrator

FA2_7. Do you think the perpetrator(s) was ...?

PLEASE SELECT ALL THAT APPLY

1. Family/household member
2. Neighbour
3. Colleague at work
4. Someone from school, college or university
5. A customer, client or patient
6. Someone else you know
7. Member of an extremist/racist group
8. Teenager or group of teenagers
9. Police officer
10. Security officer/bouncer
11. Medical practitioner/ health care provider
12. Other public official (e.g. border guard, civil servant)
13. Someone else you didn't know
14. Other

IF FA2_6 =1 THEN:

FA2_8_1. What was the gender of the perpetrator?

1. Female
2. Male
3. Transgender
9. Don't know

IF FA2_6=2 THEN:

FA2_8_2. What were the genders of the perpetrators?

1. Only women
2. Only men
3. Only transgender people

- 3. Both men and women
- 4. Men, women, and transgender people
- 9. Don't know

FA2_10. Where did it happen?

PLEASE SELECT THE ONE ANSWER THAT APPLIES THE BEST

- 1. At my home
- 2. In some other residential building, apartment
- 3. At school, university
- 4. At the workplace
- 5. In a café, restaurant, pub, club
- 6. In a car
- 7. In public transport
- 8. In a sports club
- 9. At medical practitioner/ health care provider
- 10. Elsewhere indoors
- 11. In a street, square, car parking lot or other public place
- 12. In a park, forest
- 13. At an LGBTI specific venue (e.g. club, bar) or event (e.g. pride)
- 14. Elsewhere outdoors
- 15. Other

FA2_11. Did you or anyone else report it to the police?

- 1. Yes
- 2. No
- 9. Don't know

CONTINUE WITH FA2_11_1
SKIP TO FA2_12
SKIP TO FA2_13

FA2_11_1. And what happened as a result of reporting the incident?

- 1. Disciplinary action
- 2. A report was filed, but no disciplinary action yet
- 3. A report was filed, but no disciplinary action at the end
- 4. Nothing happened
- 9. Don't know

FA2_12. Why did you not report it to the police?

PLEASE SELECT ALL THAT APPLY

- 1. Dealt with it myself/involved a friend/family member
- 2. Too minor / not serious enough / never occurred to me
- 3. Did not think they would do anything
- 4. Did not think they could do anything
- 5. Fear of offender, fear of reprisal
- 6. Somebody stopped me or discouraged me
- 7. Shame, embarrassment, didn't want anyone to know
- 8. Too emotionally upset to contact the police
- 9. Thought it was my fault
- 10. Didn't want the offender arrested or to get in trouble with the police
- 11. Would not be believed

12. Went directly to a magistrate or judge to report the incident
13. Went someplace else for help
14. Fear of a homophobic and/or transphobic reaction from the police
15. I did not think people would understand what I was talking about
16. Other reason
99. Don't know

FA2_13. Did you or anyone else report it to any of the following organisations/institutions?

PLEASE SELECT ALL THAT APPLY

1. Non-governmental organisation
2. LGBTI organisation
3. General victim support organisation
4. State or national institution (such as an Equality Body)
5. Hospital or other medical service
6. Rape crisis centre
7. Other organisation
9. No, did not report
99. Don't know

HARASSMENT

This next question looks at any incident of harassment you may have experienced in the **last 5 years** in the country where you currently live. This could happen for any reason.

F1_B. In the last 5 years, have you been: personally harassed by someone or a group for any reason in a way that really annoyed, offended or upset you – either at work, home, on the street, on public transport, in a shop, in an office or on the internet – or anywhere?

By harassment we mean unwanted and disturbing behaviour towards you such as name calling, or ridiculing that did not involve actual violence or the threat of violence.

1. Yes, in the country where I currently live
2. Yes, but not in the country where I currently live
3. No

IF F1_B=1 CONTINUE, IF F1_B=2 OR 3, SKIP TO G1

Please think for a while about the **LAST** incident of harassment you experienced in the **last 5 years** in the country where you currently live. Your last experience might not have been the most serious experience for you, but at this point, please just focus on this last experience.

FB1_1. Thinking about the LAST incident of harassment, did it happen live (face-to-face) or it was on the internet?

1. It happened live (face-to-face)
2. It happened on the internet

FB1_2. When did the LAST incident of harassment happen?

1. In the last 12 months CONTINUE WITH FB1_3
2. More than 12 months ago SKIP TO FB2_1

FB1_3. How many times did somebody harass you in the *last 12 months*?

1. Once
2. Twice
3. Three times
4. Four times
5. Five times
6. Six to ten times
7. More than ten times

GO TO HOLDER BEFORE FB2_1

Now please think for a while about the ***MOST SERIOUS*** incident of harassment you experienced in the *last 5 years* in the country where you currently live. The following questions address the ***most serious incident of harassment***.

By “most serious” we mean an incident that had the biggest impact on you psychologically or emotionally.

FB2_1. Thinking about the *MOST SERIOUS* incident of harassment, did it happen live (face-to-face) or it was on the internet?

1. It happened live (face-to-face)
2. It happened on the internet

FB2_2. When did the *MOST SERIOUS* incident of harassment you experienced in the *last 5 years* happen?

1. In the last 12 months
2. More than 12 months ago

FB2_4. Thinking about the *MOST SERIOUS* incident of harassment, what happened to you:

PLEASE SELECT ALL THAT APPLY

1. Name calling
2. Bullying
3. Ridiculing (making jokes about you)
4. Other verbal insult/abuse/humiliation
5. Excessive / constant negative comments
6. Aggressive gestures (such as pointing)
7. Isolation from something or somebody; ignoring
8. Other non-verbal insult, abuse, humiliation (such as text or image)
9. Other

FB2_5. Do you think this incident of harassment happened partly or completely because of your perceived sexual orientation and/or gender identity and/or being intersex?

1. Yes
2. No
10. Don't know

FB2_6. Was the perpetrator alone, or was there more than one perpetrator?

1. Alone
2. More than one perpetrator
9. Don't know

FB2_7. Do you think the perpetrator(s) was ...?

PLEASE SELECT ALL THAT APPLY

1. Family/household member
2. Neighbour
3. Colleague at work
4. Someone from school, college or university
5. A customer, client or patient
6. Someone else you know
7. Member of an extremist/racist group
8. Teenager or group of teenagers
9. Police officer
10. Security officer/bouncer
11. Medical practitioner/ health care provider
12. Other public official (e.g. border guard, civil servant)
13. Someone else you didn't know
14. Other
99. Don't know

IF FB2_6 =1 THEN:

FB2_8_1. What was the gender of the perpetrator?

1. Female
2. Male
3. Transgender
9. Don't know

IF FB2_6=2 THEN:

FB2_8_2. What were the genders of the perpetrators?

1. Only women
2. Only men
3. Only transgender people
3. Both men and women
4. Men, women, and transgender people
9. Don't know

FB2_10. Where did it happen?

PLEASE SELECT THE ONE ANSWER THAT APPLIES THE BEST

1. At my home
2. In some other residential building, apartment
3. At school, university
4. At the workplace
5. In a café, restaurant, pub, club
6. In a car
7. In public transport
8. In a sports club
9. At medical practitioner/ health care provider

10. Elsewhere indoors
11. In a street, square, car parking lot or other public place
12. In a park, forest
13. At an LGBTI specific venue (e.g. club, bar) or event (e.g. pride)
14. Elsewhere outdoors
15. On the internet / email (including Facebook, Twitter, etc.)
16. Other

FB2_11. Did you or anyone else report it to the police?

1. Yes
2. No
9. Don't know

CONTINUE WITH FB2_11_1
 SKIP TO FB2_12
 SKIP TO FB2_13

FB2_11_1. And what happened as a result of reporting the incident?

1. Disciplinary action
2. A report was filed, but no disciplinary action yet
3. A report was filed, but no disciplinary action at the end
4. Nothing happened
9. Don't know

FB2_12. Why did you not report it to the police?

PLEASE SELECT ALL THAT APPLY

1. Dealt with it myself/involved a friend/family member
2. Too minor / not serious enough / never occurred to me
3. Did not think they would do anything
4. Did not think they could do anything
5. Fear of offender, fear of reprisal
6. Somebody stopped me or discouraged me
7. Shame, embarrassment, didn't want anyone to know
8. Too emotionally upset to contact the police
9. Thought it was my fault
10. Didn't want the offender arrested or to get in trouble with the police
11. Would not be believed
12. Went directly to a magistrate or judge to report the incident
13. Went someplace else for help
14. Fear of a homophobic and/or transphobic reaction from the police
15. I did not think people would understand what I was talking about
16. Other reason
99. Don't know

FB2_13. Did you or anyone else report it to any of the following organisations/institutions?

PLEASE SELECT ALL THAT APPLY

1. Non-governmental organisation
2. LGBTI organisation
3. General victim support organisation
4. State or national institution (such as an Equality Body)
5. Hospital or other medical service
6. Rape crisis centre

- 7. Internet service provider
- 8. Other organisation
- 9. No, did not report
- 99. Don't know

Section G: Social context

You have reached the final section of the questionnaire Here are a few questions about the environment that surrounds you.

ASK IF A4#1

G2_1. To how many people among the following groups are you open/outed about your sexual orientation?

PLEASE RESPOND TO EACH LINE

	None of them	One of them	Both/all of them
A0. Parents/legal guardians	1	2	3

	None	A few	Most	All	Does not apply to me
A1. Siblings	1	2	3	4	8
A2. Other family members (other than your partner(s), parent(s)/legal guardian(s) and sibling(s))	1	2	3	4	8
B. Friends	1	2	3	4	8
C. Neighbours	1	2	3	4	8
D. Work colleagues/schoolmates	1	2	3	4	8
E. Immediate superior/head of department	1	2	3	4	8
F. Customers, clients, etc. at work	1	2	3	4	8
G. Medical staff/health care providers	1	2	3	4	8

ASK IF GENDID=1

G3. To how many people among the following groups are you open/outed about your gender identity:

PLEASE RESPOND TO EACH LINE

	None of them	One of them	Both/all of them
A0. Parents/ Legal guardians	1	2	3

	None	A few	Most	All	Does not apply to me
A1. Siblings	1	2	3	4	8

A2. Other family members (other than your partner(s), parent(s)/ legal guardian(s), sibling(s))	1	2	3	4	8
B. Friends	1	2	3	4	8
C. Neighbours	1	2	3	4	8
D. Work colleagues/schoolmates	1	2	3	4	8
E. Immediate superior/head of department	1	2	3	4	8
F. Customers, clients, etc. at work	1	2	3	4	8
G. Medical staff/health care providers	1	2	3	4	8

ASK IF A3_B=1

G3_1. To how many people among the following groups are you open/outed about you being intersex:

PLEASE RESPOND TO EACH LINE

	None	A few	Most	All	Does not apply to me
A1. Siblings	1	2	3	4	8
A2. Other family members (other than your partner(s), parent(s)/ legal guardian(s), sibling(s))	1	2	3	4	8
B. Friends	1	2	3	4	8
C. Neighbours	1	2	3	4	8
D. Work colleagues/schoolmates	1	2	3	4	8
E. Immediate superior/head of department	1	2	3	4	8
F. Customers, clients, etc. at work	1	2	3	4	8
G. Medical staff/health care providers	1	2	3	4	8

G4. In the last six months, in your day-to-day life, how often have any of the following things happened to you because you are or are perceived to be lesbian, gay, bisexual, transgender and/or intersex?

PLEASE RESPOND TO EACH STATEMENT

		Never happened in the last six months	Happened only once in the last six months	2-5 times in the last six months	6 times or more in the last six months	Don't know
A	You have been treated with less courtesy than other people	1	2	3	4	9
B	You have been treated with less respect than other people	1	2	3	4	9

H7. Where do you currently live?

1. Capital city
2. The suburbs or outskirts of the capital city
3. Big city, other than capital
4. The suburbs or outskirts of a big city, other than capital
5. Small city
6. Nucleated village (where homes of farmers are clustered together, with clear structure of the streets)
7. Dispersed village (in which the houses lay scattered or diffused)

H8. Including yourself, how many people live in your household? |__| |__| persons

H9. Do any children (under the age of 18) live in your household?

1. Yes **CONTINUE WITH H9_1**
2. No **CONTINUE WITH H10**

H9_1. Are you a parent or legal guardian of a child (or children)?

1. Yes
2. No

H9_2. Is someone in the household a parent or legal guardian of a child (or children)?

1. Yes **CONTINUE WITH H9_3**
2. No **SKIPTO H10**

H9_3. Is this person (parent of a child or children) your partner?

1. Yes
2. No
3. I do not have a partner

H10. In terms of your marital status in the country where you live, are you:

1. Single
2. Married/in a registered partnership
3. Divorced
4. Separated
5. Widowed

H11. What best describes your current situation in the country where you live:

1. Living together with a partner /spouse
2. Involved in a relationship without living together
3. Have no relationship / do not have a partner

IF H11=1 OR 2 ASK, ELSE SKIP TO H16

H12. Is your current partner:

1. Woman
2. Man
3. Other, please specify_____

ASK ALL

H16. In the country where you live, do you consider yourself to be part of any of the following?

PLEASE SELECT ALL THAT APPLY

1. An ethnic minority (including of migrant background)
2. A religious minority
3. A gender minority
4. A sexual minority
5. A minority in terms of disability (excluding diagnosis of gender dysphoria/gender identity disorder)
6. Other minority group
7. None of the above
9. Don't know

ASK ALL

H17. Could you please indicate what your household's net combined monthly income is – that is, after deductions for tax, social insurance, etc.? [According to the answer to H1 (country of residence), the list of relevant categories should appear]

1. Under lowest quartile
2. Between lowest quartile and median
3. Between median and highest quartile
4. Above highest quartile

Activism

HA1. Are you involved in the LGBTI movement?

1. Yes, in one of them
2. Yes, in more than one of them, how many? _____
3. No

ASK IF HA1=3

HA2. And have you ever considered being involved in the LGBTI movement?

1. Yes
2. No

ASK IF HA1=1 OR HA1=2

HA3. How active would you say you are in this (these) LGBTI movement(s)?

1. Very active
2. Somewhat active
3. Somewhat not active
4. Not active at all

ASK IF HA1=3

HA4. Have you ever visited an LGBTI organization/center?

1. Yes, once
2. Yes, more than once, how many times? _____
3. No

HA5. Have you ever attended an LGBTI event in your city/place where you live?

1. Yes, one
2. Yes, more than once, how many times? _____
3. No
4. There were no any events in the city/place where I live

HA6. And have you ever attended an LGBTI event in your country (other than the city/place where you live)?

1. Yes, once
2. Yes, more than once, how many times? _____
3. No

Section I: How did you come to know about the survey?

I1. Before proceeding, please tell us how did you come to know about this survey?

PLEASE SELECT ALL THAT APPLY

1. I read about it in a newspaper (online or printed)
2. I received an email from an organisation or online network

3. Somebody told me about it or sent me the link
4. Through social media (Facebook, Twitter or etc.)
5. I saw an advertisement (banner) online, please specify where:_____
6. Somewhere else

Section J: Individual story

Thank you for taking the time to complete the survey so far. The main part of the survey is finished. Now you have the opportunity to share any experience you have had because of your sexual orientation and/or gender identity and/or being intersex. Please tell us about the experience you consider to be the most important or worth mentioning. Please try to be concise as much as possible since there is possibility to enter 1000 characters including spaces.

PLEASE WRITE HERE:

J2. Do you consent to having some parts of your story cited in an anonymous way in the survey reports?

1. Yes
2. No
9. Don't know