Mystery Shopper Experiments: A Powerful Tool to Measure LGBTI Exclusion
Cycle of LGBTI discrimination and exclusion

- **FAMILY**: Family violence, cut off from resources, pressure to marry
- **MARKETS**: Employment, housing, financial services, insurance
- **SERVICES**: Education, healthcare, social services
- **SPACES**: Civic and political participation, security
- **OUTCOMES**: Low socioeconomic status; high poverty, violence & vulnerability
Measuring LGBTI discrimination and exclusion

• Global knowledge and data gap on the lived experience of LGBTI people
• Few and imperfect size estimations
• Hard to reach population

→ Mystery shopper experiments can be a powerful tool to measure the extent of discrimination
Access to education for feminine boys

“I can’t make this possible. And another thing, we have aggressive seventh graders and I’m afraid that this wouldn’t be a good environment for your son”
15% of feminine boys were refused enrolment

65% of feminine boys faced hesitation when accepted

While 72% of non-feminine boys faced no hesitation during enrolment

Access to education

- 184 schools from 37 municipalities
- Mothers of 14 year old boys contacted schools
- Primary school education is mandatory
Homophobic atmosphere among the students and fear for violence and discrimination

“I have talked to the class masters and they are not willing to accept new students.”

“You know that they always look for a victim. And the victim is the one slightly different.”
Access to housing for same-sex couples

"Well I don’t know, I wouldn’t really want to. I have nothing against it, but I don’t want to."
Access to housing

- Focus on four largest cities
- 160 landlords were contacted twice
- Couples had identical characteristics

18% of same sex couples were refused to rent apartments

8% of lesbian couples were rejected

NONE of the heterosexual couples were refused to rent apartments

While landlords rejected 29% of gay couples
Male landlords discriminate more against gay couples than female landlords

“Two men, what do you mean a couple, what kind of couple? You mean two men in emotional relationship? Oh no, no! Goodbye.”

“What can I say, it is a problem.”
Understanding the Socio-Economic Dimensions of LGBTI Exclusion in the Western Balkans

1) **Research paper**: Literature review providing an overview of previous efforts to quantify the experience of LGBTI people.

2) **Serbia Mystery shopper**: Two experimental studies examining the access of LGBTI people to housing and education.

3) **Regional FRA survey**: Replication of the 2012 European LGBT Survey implemented by FRA.

4) **Serbia SILC survey**: Implementing a revised version of the SILC with specific SOGI related questions.

**Funded by:**

**Implementing partners:**
Thank you!

Questions?
Cycle of LGBTI discrimination and exclusion

**FAMILY**
Reduced social capital due to family violence and exclusion from resources

**EDUCATION**
Bullying, stigma, violence, and exclusion lead to lower educational attainment

**EMPLOYMENT**
Fewer economic opportunities due to discrimination and exclusion in the labor market

**SOCIAL SERVICES**
Exclusion and discrimination limits access to quality health care and other social services

**CIVIC PARTICIPATION**
Stigma, discrimination and a lack of trust limit opportunities to participate in society
Cycle of LGBTI discrimination and exclusion

**FAMILY**
- Family violence, cut off from resources, pressure to marry

**COMMUNITY**
- Bullying, stigma, violence, exclusion

**LEGAL INSTITUTIONS**
- Police violence, lack of help from government, no awareness of rights

**UNEQUAL OPPORTUNITIES**
- Fewer opportunities in education, employment, housing, access to finance, healthcare

**OUTCOME**
- Low socioeconomic status; high poverty, violence & vulnerability compared with total population