WELL-BEING AND SAFETY OF WOMEN

TECHNICAL
REPORT

Abbreviations and acronyms

GBV	Gender-based violence
CAPI	Computer-assisted personal interviewing
CCT	Central Co-ordination Team
CEA	Census enumeration area
FBiH	Federation of Bosnia and Herzegovina
FG	Focus group
FGD	Focus group discussion
FRA	European Union Agency for Fundamental Rights
GPS	Global Positioning System
ICRW	International Center for Research on Women
IDI	In-depth interview
IPV	Intimate partner violence
INR	Item non-response
MC.DEC	OSCE Ministerial Council decision
MICS	Multiple Indicator Cluster Surveys
OSCE	Organization for Security and Co-operation in Europe
PPS	Probability proportional to size
PSU	Primary sampling unit
RS	Republika Srpska
SDG	Sustainable Development Goal
UN	United Nations
UNFPA	United Nations Population Fund
VAWG	Violence against women and girls
WHO	World Health Organization

Contents

1. Introduction

1.1. Background to the survey

Preventing and combating violence against women is a **core area of the OSCE's work in promoting gender equality.** The participating States have adopted three Ministerial Council decisions on preventing and combating violence against women, including most recently in December 2018 in Milan. The OSCE Action Plan for the Promotion of Gender Equality from 2004 and other decisions also refer to combating violence against women. The OSCE recognizes the importance of combating violence against women to achieve comprehensive security and fulfil the UN's Sustainable Development Goals. At the same time, gender-based violence is one of the most pervasive impediments to women's full, equal and effective participation in political, economic and public life.[1]

OSCE Ministerial Council Decisions on preventing and combating violence against women

- MC.DEC 14/04: Action Plan for the Promotion of Gender Equality

    o *Identifies combating violence against women as a priority area of work for the OSCE*

- MC.DEC 15/05: Preventing and combating violence against women

    o *Recognizes violence as a threat to human security and urges participating States to provide full access to justice, medical and social assistance, confidential counselling and shelter. It also calls on participating States to criminalize gender-based violence and highlights the importance of prevention.*

- MC.DEC 7/14: Preventing and combating violence against women

    o *Calls for action on legal frameworks, prevention, protection, prosecution and partnerships. It addresses the area of reliable data collection and calls on participating States to speed up efforts to bring legislation into line with relevant international standards, including the Istanbul Convention.*

- MC.DEC 4/18: Preventing and combating violence against women

    o *Recognizes that inequality is a root cause of violence against women and calls for measures to address this, including by engaging men and boys in combating violence. It also notes that special measures should be taken to address specific forms of violence such as sexual harassment and online violence.*

Although violence against women and girls (VAWG) has been recognized as important and efforts have been made to determine its scale and nature through international or, more frequently, national surveys, the results were never comparable on a regional scale due to the use of different definitions and methodologies. Of the OSCE's participating States, Serbia and Montenegro were part of the World Health Organization's (WHO) Multi-Country

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[1] See "Decision 4/18: Preventing and Combating Violence against Women", OSCE Ministerial Council, 7 December 2018, accessed 21 July 2019, https://www.osce.org/chairmanship/406019.

Study on Women's Health and Domestic Violence against Women in 2003.[2] Another international survey, the Demographic and Health Survey, which contained a module on domestic violence, was conducted only in Albania (2008–2009 and 2017–2018), Moldova (2005) and Ukraine (2007). UNICEF's Multiple Indicator Cluster Surveys (MICS) were conducted in the regions covered by the OSCE-led survey on at least one occasion[3], but these surveys focus not on VAW but rather on childhood violence, and they usually contain only a few questions concerning attitudes to intimate partner violence (IPV). Albania, Moldova, Serbia and Ukraine were part of the WHO's global status report on violence prevention 2014, but that was not a prevalence survey.

The OSCE-led survey is, therefore, a significant breakthrough in addressing violence against women in the area covered by the survey, as it provides robust, comparable and comprehensive evidence of VAWG within and beyond intimate partner relations and the domestic context. The survey results will enable exchanges of experiences, shared initiatives and joint policy actions that will facilitate the development of more effective systems for preventing violence and protecting women, particularly in the framework of implementation of the Istanbul Convention and the Convention on the Elimination of All Forms of Discrimination against Women.

Responding to the need for comparable data

There is a need to collect and learn from good practices within the area covered by the survey, as well as within the entire OSCE region. With its comparable data, the OSCE-led survey makes it possible to examine the situation in participating States and at the regional level. It also makes it possible to take a closer look at the reporting of violence and the reasons why women choose not to report abuse to the police or other services. This comparable data will enable regional initiatives and actions.

This research is based on the methodology used by the European Union Agency for Fundamental Rights (FRA) for its 2012 survey on violence against women in 28 European Union member states.[4] This OSCE-led survey is therefore comparable to the FRA survey. The OSCE added to the survey several questions on norms, attitudes and behaviour related to violence and reporting experiences of abuse, in particular to ensure comparability of its data with the EU data on gender attitudes and norms (Eurobarometer No. 449). The European Institute for Gender Equality uses the FRA data in its current work and plans to use the findings of the OSCE-led survey in the future. The data also provides a regional baseline for two SDG indicators (5.2.1 and 5.2.2).

Data to inform and support policy-making and implementation

The aim of this survey is to provide robust data in order to develop more comprehensive and evidence-based policies, strategies, programmes and activities to prevent and combat VAWG. The ultimate goal is therefore to provide evidence for informed decision-making and advocacy at different levels, and thereby contribute to a reduction of VAWG in the target area, improved services for survivors and greater security for women. This is also key for achieving the goals of the UN's 2030 Agenda for Sustainable Development.

The survey provides data that is of direct policy relevance, as the prevalence of VAWG was determined for the 12-month period prior to the survey. Thus, data on reporting and official responses to victims, as well as current prevalence, is available for policy-making.

The survey is the first comparable regional survey ever conducted that captures the prevalence of violence against women and girls in the target area.

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[2] Claudia García-Moreno et al., *WHO Multi-country Study on Women's Health and Domestic Violence against Women: Initial results on prevalence, health outcomes and women's responses* (Geneva: World Health Organization, 2005), accessed 21 July 2019, http://www.who.int/reproductivehealth/publications/violence/24159358X/en.

3 MICS 2 and 3 were conducted in Albania; MICS 2, 3 and 4 in Bosnia and Herzegovina; MICS 5 in Kosovo; MICS 2 and 4 in Moldova; MICS 2, 3, 5 and 6 in Montenegro; MICS 3 and 4 in North Macedonia; MICS 2, 3, 4 and 5 in Serbia; and MICS 2, 3 and 4 in Ukraine. See "Surveys", UNICEF MICS, accessed 21 July 2019, http://mics.unicef.org/surveys.

4 For more about the FRA survey and methodology, see *Violence against women: an EU-wide survey. Main results* (Vienna: European Union Agency for Fundamental Rights, 2015), accessed 21 July 2019, http://fra.europa.eu/en/publication/2014/violence-against-women-eu-wide-survey-main-results-report.

1.2. Overview of the study

The OSCE-led survey included:

- 114 key expert interviews from the area covered by the survey, providing an overview of issues related to VAWG and of conflict-related acts of violence targeting women;

- a survey of a representative sample of 15,179 women aged 18–74 living in Albania, Bosnia and Herzegovina, Montenegro, North Macedonia, Serbia, Moldova[5] and Ukraine[6] in order to establish the prevalence and consequences of violence by using a multistage, stratified, random probability sample design. The sample also included women living in Kosovo;[7]

- 63 focus groups with women from various demographic backgrounds on their attitudes towards the subject;

- 35 in-depth interviews with women who had experienced violence, including women with a disability, to understand, in more detail, the impact this had on them.

Overview of the quantitative survey

In total, 15,179 women aged 18–74 were interviewed face-to-face using a multistage, random probability approach. The data is weighted to the known population profile within each OSCE participating State. The data is also weighted to the known population profile in Kosovo. An additional weight (population weight) was calculated to enable reporting for the entire sample of the selected OSCE participating States or for a subgroup thereof.[8] This weight reflects the distribution of the survey population across the area covered. Interviews were conducted by female interviewers who received training on the implementation of the survey.

The main goals of the study are to provide evidence of the prevalence of violence against women and girls and its consequences on women's health and well-being for the purposes of policy-making. The main research questions were:

- What are the attitudes and norms concerning gender roles and violence against women?

- What is the extent of violence experienced by women in the area covered by the survey?

- Which forms of violence do women experience?

- Who are the perpetrators of violence against women?

- What are the consequences of violence for women's health and well-being?

- Do women report their experiences to the police or other authorities or organizations? If not, why not?

- Are there differences between women's experiences of violence depending on their age, education, professional status, income or whether they are from a minority group or a rural area?

The study also aimed to achieve a better understanding of the above in light of whether women had experienced an armed conflict based on the definitions used in the study.

Overview of the qualitative research

The qualitative part of the research consisted of three different activities.

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[5] While the survey was not conducted in Transdniestria, focus group discussions were conducted with women from the region. "Moldova" is used to refer to the "Republic of Moldova" throughout the report.

6 The sample in Ukraine does not cover the Autonomous Republic of Crimea or non-government-controlled areas in the Donetsk and Luhansk regions. The survey was carried out on a sample representative of the adult population of women (2,048 women aged 18–74), including 298 women living close to the contact line in the Donetsk and Luhansk regions, in an effort to better understand how conflict affects violence against women.

[7] All references to Kosovo, whether to the territory, institutions or population, in this text should be understood in full compliance with United Nations Security Council Resolution 1244.

[8] The same was done for Kosovo.

First, 114 key experts shared their views on the current state of how governmental institutions and NGOs are working to prevent VAWG, what support is available to women who have experienced VAWG, and what improvements they recommend. These experts included representatives of international organizations as well as governmental and non-governmental institutions.

Second, a total of 63 focus group discussions were conducted with women from different age groups, women living in urban and rural areas, women from different minority backgrounds and women who had experienced conflict. The aims of these discussions were:

- To understand societal attitudes towards women generally and to understand VAWG and the perpetrators of such violence;
- To explore how attitudes towards, and experiences of, VAWG have changed over time, including in periods of conflict;
- To explore the degree to which women are aware of existing support measures, their views on those measures and any barriers that might prevent them from accessing support; and
- To identify how prevention and support could be improved.

Finally, 35 in-depth interviews were conducted with survivors of violence, including women with a disability. The aims of these interviews were:

- To explore the forms of violence that women have experienced throughout their lifetime and the impact of conflict;
- To identify barriers to disclosing experiences and to seeking support, and to explore reasons why some women choose to disclose their experiences and others do not;
- To understand the support received, to identify gaps in service provision and to identify the unmet needs of women from specific minority groups (e.g., women from an ethnic minority or with a disability); and
- For women who have gained access to support (formal or informal), to understand how they were able to access such support and the impact this had on them.

All the qualitative research was conducted by experienced female interviewers and moderators.

1.3. Project management
The OSCE commissioned Ipsos to undertake the co-ordination and management of the study. The Central Co-ordination Team (CCT) at Ipsos took the lead in liaising with all local partner agencies and in carrying out quality control to ensure that the study was delivered with maximum consistency and to the highest quality standards across the seven participating States. The CCT also co-ordinated the work in Kosovo.

Ipsos partnered with the International Center for Research on Women (ICRW) based in Washington, DC, for the initial design of the qualitative research, input into the questionnaire and training of the local project managers.

The project was managed at the OSCE by Serani Siegel and Dušica Đukić, with support from Gergely Hideg (independent statistical expert).

Local research teams

The local fieldwork partners were fundamental to collecting robust, comparable data in all the participating States and in Kosovo. The table below lists the local agencies responsible for fieldwork delivery.

Table 1.1. Fieldwork agencies responsible for data collection and qualitative fieldwork in OSCE participating States

	Agency
Albania	Ipsos Albania
Bosnia and Herzegovina	Ipsos Bosnia and Herzegovina
Montenegro	Ipsos Montenegro
North Macedonia	Ipsos Macedonia
Serbia	Ipsos Serbia
Moldova	IMAS
Ukraine	Ipsos Ukraine

Table 1.2. Fieldwork agency responsible for data collection and qualitative fieldwork in Kosovo

	Agency
Kosovo	Ipsos Kosovo

1.4. Ethical and safety considerations

Given the sensitivity of the survey, a number of steps were taken to protect both respondents and interviewers from potential harm and to provide sources of support in the event of distress:

- All interviewers and moderators were women who had experience conducting surveys on sensitive issues and who were native speakers of the language used for the interviews. All interviewers and moderators attended a two-day briefing.

- For the protection of both respondents and interviewers, interviewers were instructed not to disclose in advance that the survey was about violence, and to conduct the survey in private.

- At the end of the survey, focus group discussions and in-depth interviews, all respondents were offered information on support organizations that they could contact should they wish to discuss any issues arising as a result of taking part in the survey.

- The project co-ordinator was available for interviewers and moderators to speak with at any time during fieldwork, and individual meetings with counsellors could be arranged if needed.

- Adherence to ethical principles is a cornerstone of the research methodology used for the OSCE-led survey, and the procedures used by the World Health Organization[9] and the United Nations *Guidelines for Producing Statistics on Violence against Women*[10] were taken into account.

1.5. Report structure

This report presents a detailed overview of the research methods used for collecting the quantitative and qualitative data on women's personal experiences of various forms of violence and the interviews conducted with key experts. Chapter 2 provides details on the development and translation of the questionnaire and other survey materials, and Chapter 3 covers the local field staff and the training of interviewers and moderators. Chapter 4 provides details on the sample frames and sampling methodology. Chapter 5 summarizes the quantitative pilot study. Chapters 6 and 7 provide details on the quantitative and qualitative fieldwork, and Chapter 8 details the weighting that was implemented.

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[9] *Ethical and safety recommendations for intervention research on violence against women. Building on lessons from the WHO publication* Putting women first: ethical and safety recommendations for research on domestic violence against women (Geneva: World Health Organization, 2016), accessed 21 July 2019, https://apps.who.int/iris/bitstream/handle/10665/251759/9789241510189-eng.pdf;jsessionid=8E35B9DA678667DD989016A395720263?sequence=1.

[10] *Guidelines for Producing Statistics on Violence against Women: Statistical Surveys* (New York: United Nations, 2014), accessed 21 July 2019, https://unstats.un.org/unsd/gender/docs/guidelines_statistics_vaw.pdf.

2.

Development and translation of the quantitative research materials

The OSCE-led survey on violence against women was implemented via face-to-face interviews using computer-assisted personal interviewing (CAPI). A self-completion section was administered either via CAPI or, if preferred by the respondent, on paper. In addition to the CAPI questionnaire and self-completion questionnaires, the other materials used for the implementation of the survey were:

- **Electronic contact sheets** for screening respondents and monitoring fieldwork, administered via CAPI;
- **Showcards** for interviewers and respondents to facilitate and standardize response selection during the interview;
- A **letter** to help interviewers introduce the survey to potential respondents;
- A **list of support organizations** that provide help to women who have experienced violence; this list was offered to all respondents at the end of the survey;
- A **training manual** issued to all interviewers.

The development and translation of all materials are discussed in more detail below. The full list of materials and languages that were used is provided later in this section in Table 2.2.

2.1. Questionnaire development

The OSCE-led survey used as a source the questionnaire implemented by the FRA in its survey on violence against women conducted across the European Union in 2012. Given that one of the objectives of the OSCE-led survey was to understand the impact of armed conflict on women's experiences of violence, the questionnaire was expanded with additional modules that went through several rounds of consultation and testing to ensure that the new questions added were suitable and that the questionnaire would work in the regions covered by the OSCE-led survey.

The OSCE developed the initial additional questions to capture whether respondents were conflict-affected and their experiences related to conflict in collaboration with OSCE gender focal points and gender experts from OSCE field operations covered by the survey and the OSCE Special Monitoring Mission to Ukraine and with additional international experts from the Small Arms Survey[11], the World Bank, the United Nations Population Fund (UNFPA), an expert from the International Criminal Court and a researcher with experience conducting surveys in conflict-affected areas. Gergely Hideg, a statistical expert hired by the OSCE, was also involved in the development of the questionnaire.

Expert consultation

The full questionnaire was reviewed by a group of experts with expertise on violence against women. The experts consulted included OSCE gender focal points and gender experts from OSCE field operations and the OSCE Special Monitoring Mission to Ukraine, the Agency for Gender Equality of Bosnia and Herzegovina, Elizabeth Rowley from Path, the European Union Agency for Fundamental Rights, the Kosovo Women's Network, Manuel Contreras-Urbina of George Washington University, Nino Javakhishvili of Ilia State University, the United Nations in Bosnia and Herzegovina and the United Nations Population Fund.

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[11] For more information, see the website of the Small Arms Survey at http://www.smallarmssurvey.org.

The experts were asked to review and comment on the conflict-specific questions in particular. They were asked to consider whether the questions elicited the desired information, whether the respondents would understand them as intended and whether they could be easily read aloud in respondents' homes. Feedback was collected in writing and via telephone.

A number of suggestions were made to improve the phrasing of questions to avoid misunderstandings. For instance, some experts expressed the opinion that asking women about the conflicts they had "lived through" could be confusing, so this was changed to conflicts they had "experienced". It was also suggested that more options be included, e.g., including post-traumatic stress disorder in the list of potential impacts experienced by partners who had fought in a conflict.

Experts were asked what measures should be put in place to encourage disclosure. Views were sought on whether presenting a short case study to respondents would help increase disclosure of current partner violence and what potential impact this would have on comparability with the FRA's EU-wide survey on violence against women. While some experts thought a case study could help with disclosure, others felt that it could be misleading or confusing. It was decided not to include case studies in the questionnaire.

Experts were also asked for suggestions on questions that could be included to measure attitudes towards violence against women, reporting violence against women, intervention on the part of family members or others and gender equality. This attitudinal data was required to assist in the analysis of the findings. A number of suggestions were made in relation to this. The use of questions from previous surveys, such as the European Commission Special Eurobarometer No. 449 on gender-based violence, was also recommended.

Cognitive testing

Following the revisions made to the questionnaire in light of the expert consultation, a subset of the questions were cognitively tested in May and June 2017. The objectives of the cognitive testing were:

- To test the feasibility of survey questions related to conflict among respondents from the target groups;
- To test the suitability of the questions related to attitudes and norms in the regions to be covered by the OSCE survey;
- To further develop and improve the OSCE survey questionnaire by ensuring that new questions were comprehensible, acceptable and internationally comparable.

Bosnia and Herzegovina, Serbia and Ukraine were selected for the cognitive interviews, as it was agreed that these were the most relevant for testing the conflict-related questions. Cognitive interviews were also conducted in Kosovo.

Initially, 19 cognitive interviews were conducted in each of Bosnia and Herzegovina, Serbia and Ukraine. Nineteen cognitive interviews were also conducted in Kosovo. Respondents were selected so as to offer sufficient diversity in terms of age, education level, experiences of conflict and experiences of violence. Recruitment also sought a balance in terms of the employment and relationship status of each respondent. Following feedback from these interviews, four more interviews were conducted (two in Bosnia and Herzegovina and two in Serbia) to test an alternative questionnaire structure.

Given that the target group and majority of the interviews consisted of conflict-affected women, the OSCE provided Ipsos with contacts from local NGOs and support groups that provided support for such women to help with the recruitment. This was supplemented by free-find recruitment by the local fieldwork agencies for interviews with women who had not experienced violence (or where the NGOs could not secure enough participants).

The questions selected for cognitive testing related to experiences of conflict; experiences of harassment; psychological, physical and sexual violence at the hands of partners (current

and previous) and non-partners; experiences of violence during a conflict; and attitudes towards violence against women and disclosure. In addition, some other questions were included for filtering purposes (e.g., relationship status, most serious incident), but these were not cognitively tested.

All questions that were cognitively tested were translated and proofread by the local Ipsos offices. These translations were reviewed by the OSCE before testing.

All interviews were carried out by researchers (rather than field interviewers) from each local agency who were briefed by Ipsos's Central Co-ordination Team on issues related to violence against women, the questions to be tested and cognitive interviewing techniques. All interviews were conducted in private locations, either at the offices of the local NGOs that assisted with recruitment or the local research agencies.

For the most part, the questions tested were not found to be problematic. Questions that explored the extent of violence that occurred during, or that was connected with, conflict worked well, and in most cases respondents were clearly able to determine whether an incident was connected with a conflict or not. There were a few instances that, by their very nature, were less clear-cut, e.g., when violence was perpetrated by a partner, and the respondent was not sure if her partner's behaviour was due to his experience of a conflict.

In the majority of interviews, the moderators thought that respondents were being open and honest about their experiences throughout the interview. However, it should be borne in mind that many of the respondents were recruited through support agencies and so may have been more open to discussing their experiences than the general population.

It was found that the interviews lasted longer than anticipated and that respondents became tired or distracted towards the end of the interviews. While the nature of the cognitive interviews meant that there was a lot of probing and open questions that impacted the interview length, this highlighted the need to reduce the length of the main questionnaire to reduce the burden on the respondent, to ensure data quality and to complete the fieldwork within the allocated budget. As a result, a number of questions were deleted following testing.

During the interview, several respondents were reported to have become upset or distressed when discussing their experiences, particularly in relation to questions directly related to conflict. There were concerns about the repetitive nature of the questionnaire structure causing distress, as women were asked about their experiences of violence in general and then whether the most serious incident they identified was connected to conflict, followed later by further questions about violence during conflict specifically. In some cases, the moderators chose not to continue with this final set of questions, as they felt that this was retraumatizing respondents.

Due to these concerns, four further cognitive interviews were conducted (two in Bosnia and Herzegovina and two in Serbia) with a different questionnaire structure. The questions about experiences of violence during conflict were asked earlier in the questionnaire. This meant that rather than being in a separate section on conflict, they were asked in the relevant section on violence (e.g., sexual harassment, non-partner violence). The moderators conducting these interviews reported that this revised structure flowed better and appeared to cause less distress. This revised structure was used in the pilot stage.

Changes were also made to the wording of the questionnaire to improve clarity. For instance, the question about experiences of active conflict was confusing for some respondents, who understood conflict as an argument between individuals rather than an armed conflict. The term "active conflict" was therefore changed to "active armed conflict" to avoid confusion. In other instances, further explanatory wording was added. For example, in a question asking whether a woman would tell someone about violence she experienced even if it was not very severe, a definition of "not very severe" was added (see QAN6 in Annex 4.).

Pilot study

The feedback from the cognitive interviews was incorporated into the questionnaire, which was then fully translated (as described in Section 2.3) into all target languages. A pilot study was then conducted in November and December in the seven OSCE participating States. The pilot study was also conducted in Kosovo.

The purpose of the pilot study was to test all aspects of the survey design, including the questionnaire. This pilot study is discussed in Chapter 5.

Final questionnaire

The final questionnaire consisted of 16 sections and was structured as follows:

Table 2.1. Structure of the questionnaire

Section	Overview
Section A: Introduction	The introductory section included questions about the respondent's background (e.g., age, occupational status, marital status, etc.), which were necessary to obtain general information and to apply the correct filters through the remainder of the questionnaire.
Section AN: Attitudes and norms	The questions in this section measured attitudes towards different types of violence and gender roles.
Section AA: Conflict experience	Section AA established whether the respondent had experienced armed conflict in her lifetime. A list of the most relevant conflicts and an option to provide details of any others were provided.
Section B: Health, feelings of safety, knowledge about services	This section included questions on the respondent's health, how safe they felt in various situations and their awareness of various organizations that provide support to women who have experienced violence.
Section C: Sexual harassment	This section recorded the respondent's experiences of various forms of sexual harassment by anyone they knew or by strangers.
Section D: Experiences of physical and sexual violence at the hands of someone other than the respondent's current or previous partners	This section asked about experiences of various forms of physical and sexual violence at the hands of people other than the respondent's current or previous partners.
Section F: Experiences of physical and sexual violence at the hands of the respondent's current partner	All women who were in a relationship at the time of the survey (whether they were living with the person or not, including boyfriends or girlfriends) were asked the questions in this section. Respondents were asked about their experiences of various forms of psychological, physical and sexual violence at the hands of their current partner.
Section G: Current partner background	This section recorded background and demographic details about the respondent's current partner, including whether they had ever fought in an armed conflict.

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Section	Overview
Section H: Experiences of physical and sexual violence at the hands of the respondent's previous partner(s)	All women who had been in a relationship in the past (whether they lived with their partner or not, including boyfriends or girlfriends) were asked the questions in this section. The questions referred to any past relationship at any age (including those before the age of 15 if the respondent wanted to include them). Respondents were asked about their experiences of various forms of psychological, physical and sexual violence at the hands of their previous partner(s).
Section I: Repeated incidents (stalking)	This section dealt with respondents' experiences of stalking or repeated incidents such as receiving unwelcome phone calls or being followed, or other types of unwanted persistent or repetitive behaviour (such as receiving unwelcome text messages, emails, letters or photos, or having unwanted personal comments posted on the Internet).
Section J: Experiences in childhood	Section J dealt with respondents' experiences of violence during their childhood perpetrated by adults 18 or older (whether family members or other adults).
Section CO: Violence in conflict	Women who were defined as conflict-affected according to their answers in Section AA were asked the questions in this section. They were asked about the different experiences that someone can have due to a conflict.
Section K: Respondent background	This section recorded further socio-demographic details about the respondents. It also included two questions on whether respondents had been threatened or attacked with a firearm.
Section L: Attitudes and behaviours/conclusion	This section contained more questions on attitudes about violence, perceptions of how common violence against women is, how well informed women feel about what to do if they experience violence and if they had seen any communications regarding violence against women.
Section M: Self-completion form	This section included questions on whether women had experienced intimate partner, non-partner or childhood violence; these questions were completed independently by the respondents via the CAPI device or on a paper form (as decided by the respondent) rather than administered by the interviewer.
Section IA: Interviewer feedback	The final section included questions for the interviewer to provide their evaluation of the interview.

For conflict-affected women, Sections C, D, F, H, I and J included questions on whether any incident and specifically the most severe incident of violence experienced were connected to an armed conflict the respondent had lived though.

Questions regarding the respondent's highest level of education and that of their current partner and questions on awareness of organizations that provide support to women who have experienced violence were localized for each location to match the specific contexts. Details can be found in Annex 1.

2.2. Survey materials

Electronic contact sheet

A contact sheet was used to screen for eligible households and select respondents. This was scripted on the CAPI device. The contact sheet contained the introduction to the survey, established whether the selected addresses were eligible (i.e., whether they were residential and included one or more women aged 18–74) and aided the randomized selection of respondents where there was more than one eligible respondent in the same household. It also contained a record of all visits to each selected address, the outcome of the visit and if a household refused to take part, the reasons for doing so.

Showcards

Showcards were used to show respondents lists of responses to certain questions that they could choose from. Showcards allowed respondents to read through the response option categories at their own pace, more than once if necessary, so that they were able to evaluate and consider all options adequately. Showcards were based on the approved questionnaire translations.

Introductory letter

An introductory letter was used to introduce the survey to potential respondents. It provided details about the survey sponsor (the OSCE), the survey and the local fieldwork agency. The letter said the survey was about the well-being and safety of women to ensure that other members of the respondent's household would not know that the survey asked women about their experiences of violence.

List of support organizations

A short list of organizations that provide assistance to women who have experienced violence was offered to all respondents at the end of the survey, regardless of whether they disclosed experiences of violence during the interview or not. The list was provided on a business card so that it could be stored discreetly. The lists of support organizations offered to respondents at each location are provided in Annex 2 and were agreed in collaboration with the local fieldwork agencies, the OSCE and the OSCE missions in the area where the survey was conducted.

Interviewer training manual

An interviewer training manual was developed for all interviewers for use during the training and the fieldwork. The content of the interviewer training manual closely followed the content of the face-to-face briefing sessions, as discussed in Chapter 3, providing details on:

- The background and objectives of the survey;

- Definitions and consequences of violence against women;

- Ethical and safety considerations when conducting research on violence against women;

- Sampling and contact procedures;

- An overview of the questionnaire and question-specific instructions;

- General interviewing techniques and guidelines.

2.3. Translation of the questionnaire and survey materials

All interviewer and respondent-facing materials were translated into the relevant languages as specified in Tables 2.2 and 2.3 below.

Table 2.2. Language of interviews used in the OSCE participating States

	Language
Albania	Albanian
Bosnia and Herzegovina	Bosnian
Montenegro	Montenegrin
North Macedonia	Macedonian, Albanian
Serbia	Serbian
Moldova	Romanian, Russian
Ukraine	Russian, Ukrainian

Table 2.3. Language used for interviews in Kosovo

	Language
Kosovo	Albanian, Serbian

Questionnaire translation

The approach adopted for the translation of the questionnaire included the main features of the TRAPD (translation, review, adjudication, pre-test and documentation) model, as illustrated in the figure below and described in detail in the rest of this section.
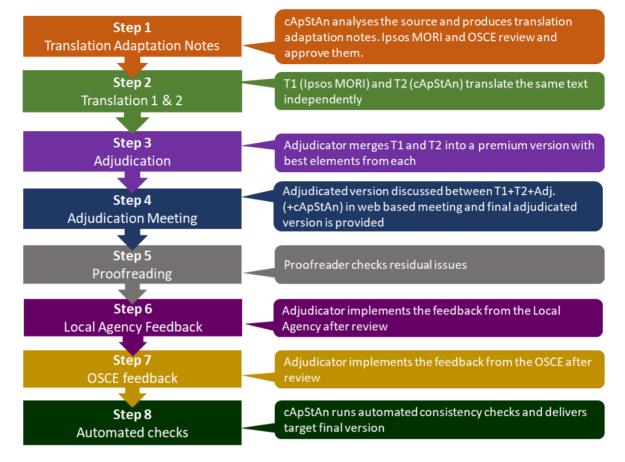
Figure 2.1. Overview of the translation process

Step 1 Translation Adaptation Notes	cApStAn analyses the source and produces translation adaptation notes. Ipsos MORI and OSCE review and approve them.
Step 2 Translation 1 & 2	T1 (Ipsos MORI) and T2 (cApStAn) translate the same text independently
Step 3 Adjudication	Adjudicator merges T1 and T2 into a premium version with best elements from each
Step 4 Adjudication Meeting	Adjudicated version discussed between T1+T2+Adj. (+cApStAn) in web based meeting and final adjudicated version is provided
Step 5 Proofreading	Proofreader checks residual issues
Step 6 Local Agency Feedback	Adjudicator implements the feedback from the Local Agency after review
Step 7 OSCE feedback	Adjudicator implements the feedback from the OSCE after review
Step 8 Automated checks	cApStAn runs automated consistency checks and delivers target final version

Ipsos translated the questionnaire in collaboration with cApStAn (and its sister translation agency, BranTra), a specialist translation agency Ipsos has worked with in the past.

For the Bosnian and Serbian versions of the questionnaire, the Croatian questionnaire used for the FRA's survey on violence against women was used as the basis for the adaptation of questions that had already been translated. Any new parts added to the translation followed the same approach as for the full translation. The same was done for Moldova and Ukraine, where the existing translations in Romanian and Russian from the FRA survey were used as a starting point.

Each team of translators consisted of two translators, who each produced an original translation of the source questionnaire (Translation 1 and Translation 2), and an adjudicator responsible for merging and adjudicating the two translations. Translator 1 (T1) and the adjudicator were appointed by cApStAn, while Translator 2 (T2) was appointed by the local fieldwork agency. For adapted versions of the translations (where languages are shared), an adaptor was also appointed by cApStAn.

Step 1: Translation and adaptation notes

Item-specific translation and adaptation notes were agreed with the OSCE, cApStAn and Ipsos in the initial stage of preparing the source questionnaire. These included clear instructions about national adaptations that were necessary, desirable or ruled out; information about the target group; and clarifications about the way certain terms or phrases should be understood, so that the translators were guided in their work without having to go back and forth between several reference documents.

Prior to starting any translation, a web-based training seminar was organized by BranTra/cApStAn for both the translators and the adjudicators/adaptors. Participation in the webinar was a prerequisite for participation in the project. BranTra/cApStAn talked through

the localization design with the webinar participants and explained the workflow, drawing attention to survey-specific aspects and conventions.

Step 2: Double translation

Two original translations were produced. As a general rule, T2 translated the entire text, while T1 translated only segments marked for double translation (i.e., segments that were considered to be more sensitive or complex).

Step 3: Adjudication

The two translations were collated by cApStAn and shared with the adjudicator, whose task was to provide a reconciled version ensuring consistency in terminology used throughout the questionnaire. The adjudicator logged any comments, challenges involved in making choices, residual doubts or adaptation issues for discussion during the team review meeting.

Step 4: Adjudication meeting

An adjudication meeting was held with the two translators, the adjudicator and a moderator from cApStAn.

The two original translations and the reconciled version were shared with both translators in advance of the team review meeting. The comments and challenges previously earmarked for discussion by the adjudicator were discussed during the meeting with a view to resolving any outstanding issues. Following the meeting, the adjudicator produced the final versions of each translation, taking into consideration the discussion at the adjudication meeting.

Shared-language versions

Some translations were shared across OSCE participating States, e.g., Albanian in Albania and North Macedonia. In these cases, the full translation process was followed to produce one version that was then subsequently adapted for use in each country to ensure that any local dialects or terms were incorporated. For these shared-language versions, the adaptors were also invited to the team review meeting. Their role was to contribute to the discussion, to point out differences for their adapted version and also to ensure that residual errors spotted by each adaptor would be corrected in all versions of that language, if applicable.

Step 5: Proofreading

The proofreader's role was to correct errors in the target language without reference to the source. During this step, a check for spelling, grammar, syntax and completeness was performed.

Step 6: Final checks

The proofread file was then prepared by cApStAn for final delivery. The final automated checks involved ensuring consistency in the translation of agreed key terms and ensuring that all segments of the questionnaire were translated.

The translation process was fully documented using a centralized monitoring tool reflecting each step of the process. This was provided to the OSCE.

Step 7: OSCE review

Following the steps outlined above, all translations were provided to the OSCE for final review and approval.

Step 8: Post-pilot changes to the questionnaire/translation

Any changes made to the source questionnaire were reflected in the translation. The translators appointed by the local fieldwork agencies were responsible for making the updates.

Translation of survey materials

A simplified translation approach was adopted for the translations of the other survey materials (contact sheet, introductory letter and interviewer training manual), involving single translation and proofreading by two separate translators. The showcards used the approved

questionnaire translations. The translated versions of the survey materials were provided to the OSCE for final approval.

3.
Training sessions and field staff

To ensure a common understanding of the research objectives and research methods, as well as the quality of the data collected, all local project managers, moderators and interviewers were required to attend training that was centrally developed by the OSCE in collaboration with Ipsos and the ICRW. This chapter provides details of the training. It also provides details of the fieldwork staff who collected the quantitative survey data.

3.1. Central project briefing
A four-day central briefing for all local project managers and moderators from the local research agencies responsible for implementation of the study in each of the seven OSCE participating states was held in Belgrade, Serbia, from 14 to 17 November 2017 (before the start of the pilot survey). Representatives from the local research agency in Kosovo also attended. The training session was delivered by representatives from the OSCE, UNFPA and ICRW teams; a representative of a Serbian NGO, the Centre for Support of Women; and members of Ipsos's Central Co-ordination Team.

The training agenda was as follows:

Day 1
- Introduction to the OSCE and the survey objectives (led by the OSCE)
- Definitions of violence against women and its consequences (led by the ICRW and the Centre for Support of Women)
- Violence in conflict (led by the UNFPA)
- Ethical considerations, including informed consent (led by the ICRW and the Centre for Support of Women)

Day 2
- Background, objectives and design of the qualitative research (led by Ipsos and the ICRW)
- Recruitment of participants for the focus group discussions and in-depth interviews (led by Ipsos)
- Using the topic guides and qualitative research techniques (led by Ipsos and the ICRW)
- Ensuring the well-being and safety of participants and moderators (led by Ipsos)

Day 3 (led by Ipsos)
- Overview of the quantitative survey
- Introducing the survey and informed consent
- General interviewing techniques and special considerations for conducting interviews on violence against women
- Ensuring the well-being and safety of respondents and interviewers
- Questionnaire overview
- Questionnaire practice
- Discussion on the practice interviews

Day 4 (led by Ipsos)
- Sampling overview and requirements
- Selection of households and respondents

- Completing the electronic contact sheets – overview and practice
- Quality control and monitoring fieldwork progress

The materials used during the central briefing session were provided to all local teams for use during the interviewer briefing sessions.

3.2. Interviewer selection and training

Due to the complexity and sensitivity of the survey, the interview panels in each of the seven OSCE participating States consisted only of women who were native speakers of the language selected for the interviews. The same requirements applied to Kosovo.

In addition to these requirements, the initial specifications required interviewers to have at least three months of active interviewing experience and experience conducting research using CAPI technology. However, after a number of interviewers dropped out and some interviewers referred by local NGOs were added to the fieldwork teams, interviewers who did not meet these requirements had to be employed in some participating States. The same applied in Kosovo. Interviewers without previous experience using CAPI software were trained in the use of this software, while interviewers with less than three months of interviewing experience were accompanied by fieldwork supervisors during the first days of the fieldwork.

Details on the number of interviewers who were trained and conducted interviews are provided in Tables 3.1 and 3.2 in this section.

All interviewers were required to attend a two-day briefing. The interviewer briefings followed a similar structure to the central briefing, and the project managers were instructed to tailor and translate the centrally produced materials for use in their briefings. They were advised to pay particular attention to interviewing techniques, sampling rules, completion of the contact sheet, the questionnaire and fieldwork logistics. The project managers were also advised to remind interviewers about the quality control measures and to share best practices, especially from those interviewers involved in the pilot. The local project managers were responsible for delivering the training to interviewers. Local NGOs that support women who have experienced violence also attended the training to provide further context on the issue of violence against women and its impact.

After the training, all interviewers conducted test interviews to familiarize themselves with the questionnaire and the overall flow of the data collection script.

The tables below include information about the briefings and the number of interviewers in each of the seven OSCE participating States and in Kosovo.

Table 3.1. Local briefings and the number of interviewers engaged in the OSCE participating Sates surveyed

	Total number of interviewers briefed	Briefing dates (all in 2018)	NGOs involved	Number of interviewers who completed at least one interview
Albania	40	20–21 March, 9–10 April, 26–27 April, 7–8 May	Gender Alliance for Development Centre	40
Bosnia and Herzegovina	96	17–18 March	Foundation of Local Democracy (Sarajevo)	81
North Macedonia	65	19–20 March, 14–15 April	National Network to End Violence against Women Domestic Violence "*Voice Against Violence*" National Council for Gender Equality	53
Montenegro	41	21–22 March, 14–15 May, 15–16 May	SOS Nikšić	41
Serbia	60	17–18 March, 19–20 March, 7–8 May	Centre for Support of Women Victimology Society of Serbia	60
Moldova	46	24–25 March, 4–5 July	La Strada	46
Ukraine	78	18–19 March, 1–6 April	Democracy Development Centre	77

Table 3.2. Local briefings and the number of interviewers engaged in Kosovo

	Total number of interviewers briefed	Briefing dates (all in 2018)	NGOs involved	Number of interviewers who completed at least one interview
Kosovo	84	Albanian-speaking: 16–17 March, 30 April and 3 May Serbian-speaking: 29–30 March, 6 June	Ruka Ruci Kosovo Women's Network	63

The proportion of interviews that any one interviewer could complete was capped at 5% for quality control purposes. This was adhered to in all case except for one interviewer in Montenegro who completed 68 interviews, representing 5.5% of the sample.

The local project manager was available for interviewers to speak with at any time during the fieldwork, and individual meetings with counsellors could be arranged if needed. No interviewers requested any professional counselling following their involvement in the survey.

4.
Sampling

This section describes the sample frames available for this survey across the seven OSCE participating States and provides a description of the sampling methodologies implemented. The same is provided for Kosovo. Two different approaches to selecting addresses were used: direct sampling of the addresses from the available address registers and a random walk approach where such registers are not accessible for the purposes of this research.

4.1. Sample frames
In the preparatory phase for the main survey, suitable sample frames that would make it possible to create representative random probability samples were sought in each of the OSCE participating States where the survey was conducted. The same was done in Kosovo. Ideally, registers that allow direct sampling of *individuals* (women aged 18–74) would be used in each. However, sample frames of this type are not available in an accessible manner in any of the seven OSCE participating States surveyed. An individual-level register is not available in Kosovo either.

In Montenegro and Serbia, address registers that enable direct sampling of *addresses* were identified. In the remaining five OSCE participating States, no sample frames that would allow direct sampling of individuals or addresses were available. In these, the smallest sampling units that could be preselected from existing lists were small territorial units, within which addresses could later be enumerated and sampled by interviewers. The same could be done in Kosovo.

The address registers available in Serbia and Montenegro enabled a direct approach to selecting addresses. Details of both registers can be seen below.

Table 4.1. Address registers in Montenegro and Serbia

	Name of the register	Register provider	Update	Coverage	Ineligible cases
Montenegro	Statistical register of addresses	Statistical Office of Montenegro	2011	100% at the time of the 2011 census. However, new addresses established or inhabited since 2011 are not covered.	Addresses that have become non-residential units, vacant or uninhabited since 2011
Serbia	Statistical register of addresses	Statistical Office of the Republic of Serbia	2011	99% at the time of the 2011 census. Areas in south Serbia with an Albanian majority (who did not participate in the latest census) are not covered. This population (not covered by the census) represents 1% of the total population. Additionally, new addresses established or inhabited since 2011 are not covered.	Addresses that have become non-residential units, vacant or uninhabited since 2011

However, both registers came with certain restrictions.

The address register available in Serbia originates from the 2011 census, and it makes it possible to identify all addresses in areas where street names and house numbering are officially specified. In certain villages and suburban areas of Serbia, houses do not have unique address identification, as they are not numbered, and street names also do not exist in most cases. Furthermore, addresses were listed in the frame seven years prior to the survey, meaning that any new addresses established or inhabited since 2011 are not included. At the same time, some addresses may have become uninhabited since 2011. Nevertheless, these changes were not expected to be extensive, so it was expected that a very small proportion of addresses would not be covered or would be ineligible.

Related to the timeliness of the register, the Statistical Office of the Republic of Serbia was contacted to explore the possibility of obtaining a sample of addresses from an updated list of addresses enumerated in the 2011 census. The Statistical Office confirmed that it contained the updated list with relevant changes since 2011. Hence, the local agency made a request to obtain all the addresses in the primary sampling units (PSUs) selected in the sample. Once the list was received, it was noticed that the update had been made only at the level of buildings, not at the level of individual addresses. The list did not separate individual apartments in multiple-apartment buildings, nor did it provide information on the number of apartments in the building. Furthermore, it did not contain information on whether these buildings were residential or not. Hence, this list was not regarded as an improvement on the 2011 register, as the latter contained more details that were useful for sampling addresses. The 2011 register was therefore used in its original version.

It was not possible to use the register to select addresses in areas where the address details available were not sufficient for the purposes of unique identification. These areas included certain villages and suburban areas of Serbia where houses are not numbered and where, in most cases, street names also do not exist. Since these areas represented 16% of the selected sample, it was decided to use the random walk approach to select addresses in them.

Similarly, the address register in Montenegro originates from the 2011 census, and it also does not provide updated information on changes since then. Additionally, villages and suburban areas of Montenegro are often affected by irregular settlement structures, hence the street-naming and house-numbering system is less developed. Around half of all addresses in Montenegro do not have unique address details. Furthermore, although the register makes it possible to identify addresses in areas where street names exist and buildings are uniquely numbered, and it does contain information on the total number of inhabited apartments in multiple-apartment buildings, it does not allow unique identification of apartments within these buildings. In these instances, the selection of apartments was performed randomly in the electronic contact sheets.

As it was not possible to use the register to select addresses in areas where the address details available were not sufficient for unique identification, it was decided that the random walk approach would be used to select addresses in these areas. Furthermore, as explained above, due to the limitations in the register, it was not possible to preselect separate dwelling units (apartments) in multiple-apartment buildings. However, as the number of inhabited dwelling units within each building was available, this ensured that all dwelling units in each PSU had the same chance of being selected in the sample. This meant that within one multiple-apartment building, more than one dwelling unit could have been assigned in the issued sample. The selection of actual apartments, however, needed to be done on the spot through the electronic contact sheets. This approach was successfully tested in the pilot and so adopted in the main survey. The interviewers were instructed to record in the electronic contact sheets any cases of multiple dwellings at the issued addresses. The sample frame information on the number of dwelling units expected at each selected address was imported into the electronic contact sheets. At every address where more than one dwelling unit was expected, this information was presented on the screen to the interviewers, and they were then prompted to count the number of units they could identify and to enter that information in the contact sheet. As the number of dwelling units selected at each address was predefined, the electronic contact sheet could then select the required numbers ranging from one to the total number of identified dwelling units. This range was used for the selection of a random number. Interviewers were then given precise instructions on how to identify the units (apartments) selected by the contact sheet.

For those OSCE participating States where registers that would enable direct sampling of addresses are not accessible for research purposes, it is essential that information on population numbers for small territorial units be available. The geographical boundaries of these units need to be clearly defined, unambiguously separating one unit from another, and the population numbers should ideally be updated regularly. These conditions were satisfied, and exhaustive national lists of suitable sampling units were eventually available in all the OSCE participating States where the survey was conducted. The same was available in Kosovo.

In Bosnia and Herzegovina, obtaining the list of census enumeration areas and statistical sectors with their population numbers, and consequently the maps of selected areas, took several weeks, which caused a delay in the start of fieldwork.

In Montenegro and Serbia, where census address registers were used, census enumeration areas and statistical sectors were considered as possible options for PSUs. The same areas were considered in Bosnia and Herzegovina, as the data on population size at the level of these units was available. However, neither of them fully satisfied the requirements for ideal PSUs. The census enumeration areas were often quite small, so they did not allow enough addresses to be selected to achieve the target number of interviews per PSU, while in statistical sectors the population sizes ranged from very small to very large numbers. Eventually, in Bosnia and Herzegovina, Montenegro and Serbia statistical sectors were not

used directly, but units derived from these by merging, where necessary, several neighbouring census enumeration areas into one new unit were created. These newly created territorial units could then be used as PSUs.

In the other OSCE participating States where the survey was conducted, electoral polling station territories were used as PSUs. Electoral polling station territories were also used in Kosovo. These units are quite small, the borders of each territory are known, and population sizes are regularly updated, which made them suitable candidates for PSUs.

Table 4.2 provides additional details on lists of PSUs used across each of the OSCE participating States surveyed. Table 4.3 provides the same details for Kosovo.

Table 4.2. Sample frames and PSU lists in the OSCE participating States surveyed

	Name of the PSU list	List provider	Update	PSUs	Average PSU size
Albania	List of polling station territories	Electoral commission	2017	Electoral polling station territories	644 voters
Bosnia and Herzegovina	List of census enumeration areas (CEAs)	Agency for Statistics of Bosnia and Herzegovina	2013	Units created by combining several neighbouring CEAs	73 households
Montenegro	List of CEAs	Statistical Office of Montenegro	2011	Units created by combining several neighbouring CEAs	73 households
North Macedonia	List of polling station territories	Electoral commission	2016	Electoral polling station territories	593 voters
Serbia	List of CEAs	Statistical Office of the Republic of Serbia	2011	Units created by combining several neighbouring CEAs	88 households
Moldova	List of polling station territories	Central Electoral Commission	2016	Electoral polling station territories	1,415 voters
Ukraine	List of electoral polling station territories	Central Election Commission of Ukraine	2014	Electoral polling station territories	1,068 voters

Table 4.3. Sample frames and PSU lists in Kosovo

	Name of the PSU list	List provider	Update	PSUs	Average PSU size
Kosovo	List of polling station territories	Electoral commission	2014	Electoral polling station territories	751 voters

4.2. Sampling methodologies
Survey population and sample size

The target population for this survey were women aged 18 to 74 who reside in the OSCE participating States where the survey was conducted. In Kosovo, women aged 18 to 74 who are residents of Kosovo were the target population.

In the majority of the OSCE participating States surveyed, the target sample size was 1,750. The same sample size was targeted in Kosovo. Due to the smaller overall population and an assumed low conflict-affected population, the sample size in Montenegro was 1,150 interviews. In Ukraine, 2,000 interviews were planned, which included a booster of 250 interviews to increase the number of conflict-affected women in the sample (via the addition of 25 sampling points in the areas of the Donetsk and Luhansk regions, covering only those considered safe enough for interviewers to work in at the time of the fieldwork). In Bosnia and Herzegovina, 2,070 interviews were targeted. This was to allow for 1,000 interviews to be conducted in each of the Federation of Bosnia and Herzegovina and Republika Srpska, as well as 70 interviews in the Brčko District. The sample of 1,750 interviews in Kosovo included an oversample of areas predominantly inhabited by Kosovo Serbs, targeting 300 interviews in these areas.

Table 4.4. Sample sizes in the OSCE participating States surveyed

	Sample size
Albania	1,750
Bosnia and Herzegovina	2,070
Montenegro	1,150
North Macedonia	1,750
Serbia	1,750
Moldova	1,750
Ukraine	2,000

Table 4.5. Sample size in Kosovo

	Sample size
Kosovo	1,750

Coverage

The survey aimed to cover the whole population of women aged 18–74 in each of the OSCE participating States surveyed. The same applied in Kosovo. In certain OSCE participating States, however, the actual coverage was slightly lower than 100% either due to non-coverage of the sample frame or due to accommodations that needed to be made for fieldwork practicalities. The fieldwork coverage assumed across the OSCE participating States, along with the description of areas not covered, is given in Table 4.6 below. The same information is provided for Kosovo in Table 4.7.

Table 4.6. Fieldwork coverage in the OSCE Participating States surveyed

	Coverage	Areas not included in coverage
Albania	100%	The sample frame covered all territories in Albania. Due to fieldwork practicalities, PSUs with fewer than 100 voters were excluded from the selection, as these were regarded as remote and secluded. Only six PSUs in Albania were excluded for this reason. These accounted for less than 0.1% of the population.
Bosnia and Herzegovina	97%	The sample frame covered all territories in Bosnia and Herzegovina. Due to fieldwork practicalities, all settlements with fewer than 40 households were excluded, as these were considered to be remote and secluded. Three per cent of the population live in these settlements.
Montenegro	96%	All settlements with fewer than 30 households were excluded – these represented 4% of the population. (Montenegro is a highly mountainous country with a lot of remote villages that have a small number of inhabitants. Since these areas are hard to reach and very small, and therefore impractical to cover, they were excluded from the coverage.) Additionally, homes built or inhabited since 2011 were not covered, because they were not available in the sample frame. The effect this had on coverage was not expected to be large, but the actual proportion is not known.
North Macedonia	99%	The sample frame covered all territories in North Macedonia. Due to fieldwork practicalities, PSUs with fewer than 70 voters were excluded from the selection, as these were usually remote and secluded. They covered 1% of the population.
Serbia	98%	Areas in south Serbia with an Albanian majority (who did not participate in the latest census) were not covered due to their absence from the sampling frame. This population represented 1% of the total population. Additionally, addresses established or inhabited since 2011 were not covered, because they were not available in the sample frame. The effect this had on coverage was not expected to be large, but the actual proportion is not known. Finally, all settlements with fewer than 30 households were excluded, as these were considered to be remote and secluded. They represented 1% of the population.

Moldova[12]	99%	The sample frame covered all territories in Moldova. Due to fieldwork practicalities, localities with fewer than 300 registered voters were excluded from the coverage. These were usually very small villages with difficult access (poorly developed roads). These represented 1% of the population of voters.
Ukraine	84%	The survey could not cover non-government-controlled areas or areas near the contact line. In practice, this meant that the Autonomous Republic of Crimea could not be covered, in addition to parts of the Donetsk and Luhansk regions. In total, an estimated 16% of the Ukrainian population were living in areas that were inaccessible for the survey. Additionally, PSUs with fewer than 100 voters were excluded from the selection, as these were regarded as remote and secluded. These areas covered 0.1% of the population.

Table 4.7. Fieldwork coverage in Kosovo

	Coverage	Areas not included in coverage
Kosovo	100%	The sample frame covered all territories in Kosovo. Due to fieldwork practicalities, PSUs with fewer than 100 voters were excluded from the selection, as these were regarded as remote and secluded. Only five PSUs in Kosovo were excluded for this reason. These accounted for less than 0.1% of the population.

Sample design

In each of the OSCE participating States surveyed, a multistage, stratified, random probability sample was designed. The same was used in Kosovo. This approach assumes that each individual has a known and non-zero chance of being included in the sample (with the appropriate coverage restrictions; see Tables 4.6 and 4.7).

Stages of sample selection

Stage 1: Selection of primary sampling units.

Stage 2: Selection of addresses/dwellings.

Stage 3: Selection of households at each address/dwelling. There is usually a one-to-one relationship between households and addresses. In a small number of cases, however, there may be more than one household at one address – a possibility that was accounted for.

Stage 4: Selection of respondents in each household.

Stratification

Stratification increases the precision of survey estimates if done correctly and if variables are used that are linked to the key survey variables. In all the OSCE participating States surveyed, a combination of region and rural/urban classification was used as a stratification variable.

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[12] Transdniestria was not covered by the survey and is not included in the coverage calculation.

In Kosovo, a combination of region and rural/urban classification was used as a stratification variable, and an additional layer of stratification was used that separated areas with a predominantly Albanian population and those areas with a predominantly Serbian population.

Prior to the sample selection, PSUs were distributed across strata in accordance with the proportions in the survey population across strata.

Selection in each sampling stage

Stage 1: Within each stratum, PSUs were selected randomly, with probability proportional to size (PPS).

Stage 2: A set number of addresses was selected within each sampled PSU. Addresses were selected randomly or deterministically (both being independent of enumerator/interviewer judgement), either from the registry, prior to the start of fieldwork or at the time of the interview, following the random walk rules specified for this survey.

Stage 3: When more than one household was identified at a selected address, the electronic contact sheet randomly selected one household.

Stage 4: In each sampled household, one woman was selected for the interview. The respondent was selected randomly from the list of all eligible women in a selected household. Namely, all women aged 18–74 within the household were listed by age in descending order in the electronic contact sheet. Then the contact sheet application used a random-number generator to select one of them.

No substitutions of selected households or respondents were permitted once the selection was made. Interviewers were required to make a minimum of three visits (contact attempts) to each selected household to establish eligibility and secure an interview to maximize the response rate.

Phased fieldwork start

To achieve a design that gives all households in the population a nearly equal chance of being selected for the sample, the PSUs were selected with probability proportional to their size within each stratum, and then a fixed number of addresses to be visited was selected in each PSU. A final outcome was required at each of these addresses regardless of the number of interviews completed per PSU. Hence, the number of interviews achieved per PSU was not necessarily equal to 10. However, the overall sample design aimed to achieve the total number of interviews across all issued PSUs.

To calculate the number of addresses to be issued per PSU, estimates of the eligibility rate and response rate expected in each stratum were used. Given the particularity of the survey topic and the requirement that interviews be conducted in private, these estimates could not be precise. Hence, only half of the randomly selected PSUs were issued for the first phase of fieldwork. Then, based on the achieved response rates across the strata and the remaining number of interviews to be completed, the number of addresses to be issued per PSU was adjusted for the second phase of the fieldwork.

The response rates achieved in the first phase of fieldwork in Montenegro proved to be lower than expected, so an additional 25 PSUs were issued to achieve a balanced number of interviews across PSUs. Similarly, the response rate in the first phase of fieldwork was significantly lower than expected in the Brčko District of Bosnia and Herzegovina, so an additional seven PSUs were issued there for the second phase of fieldwork.

Tables 4.8 to 4.14 provide the final PSU allocation across strata in each of the OSCE participating States surveyed. Table 4.15 gives the same information for Kosovo.

Table 4.8. PSU allocation across strata in Albania[13]

Region	Urban	Rural	Total
North Albania	14	20	34
Central Albania	55	28	83
South Albania	28	30	58
Total	97	78	175

Table 4.9. PSU allocation across strata in Bosnia and Herzegovina

Federation of Bosnia and Herzegovina

Region	Urban	Rural	Total
Una-Sana Canton	4	8	12
Tuzla Canton	7	13	20
Zenica-Doboj Canton	6	10	16
Central Bosnia Canton	4	7	11
Herzegovina-Neretva Canton	4	5	9
West Herzegovina Canton	1	3	4
Sarajevo Canton	17	3	20
Herzeg-Bosnia (Livno) Canton	1	3	4
Posavina Canton	1	1	2
Bosnian-Podrinje Canton	1	1	2
Total	46	54	100

Republika Srpska

Region	Urban	Rural	Total
Northern Republika Srpska	27	36	63
Eastern Republika Srpska	16	21	37
Total	43	57	100

[13] For the stratification purposes, the NUTS3 region AL012 (Durrës) was included under the NUTS2 region AL02 (Centre) rather than under AL01 (North). In the post-stratification weighting and in the reporting, Durrës was classified under the NUTS2 region AL01 (North).

Brčko District

Region	Urban	Rural	Total
Brčko District	8	6	14
Total	8	6	14

Table 4.10. PSU allocation across strata in Montenegro

Region	Urban	Rural	Total
North	18	20	38
Central	55	12	67
South	21	14	35
Total	94	46	140

Table 4.11. PSU allocation across strata in North Macedonia

Region	Urban	Rural	Total
Vardar Region	9	4	13
Eastern Region	10	5	15
Southwestern Region	10	9	19
Southeastern Region	7	7	14
Pelagonia Region	13	6	19
Polog Region	10	18	28
Northeastern Region	8	6	14
Skopje Region	44	9	53
Total	111	64	175

Table 4.12. PSU allocation across strata in Serbia

Region	Urban	Rural	Total
Belgrade	35	8	43
Vojvodina	29	18	47
Šumadija and Western Serbia	24	24	48
Southern and Eastern Serbia	20	17	37
Total	108	67	175

Table 4.13. PSU allocation across strata in Moldova

Region	Municipality	Town (medium or small)	Rural area (villages)	Total
Cahul and Cantemir	0	2	7	9
Taraclia county	0	1	1	2
Autonomous Territorial Unit of Gagauzia	1	2	5	8
Basarabeasca, Hincesti, Leova and Cimislia counties	0	3	10	13
Causeni and Stefan Voda counties	0	2	6	8
Anenii Noi, Criuleni, Dubasari, Ialoveni and Straseni counties	0	3	17	20
Municipality of Chisinau	32	4	4	40
Orhei, Rezina, Soldanesti and Telenesti counties	0	3	11	14
Ungheni, Calarasi and Nisporeni counties	0	4	9	13
Municipality of Balti and Falesti, Glodeni, Riscani and Singerei counties	6	3	12	21
Soroca, Drochia and Floresti counties	0	4	10	14
Briceni, Edinet, Ocnita and Donduseni counties	0	4	9	13
Total	39	35	101	175

Table 4.14. PSU allocation across strata in Ukraine

Region	Cities with more than 100,000 inhabitants (including regional centres and Kyiv)	Cities with 20,000–100,000 inhabitants	Cities and urban-type rural settlements with up to 20,000 inhabitants	Rural settlements	Total
East (excluding the Donetsk and Luhansk regions)	30	6	8	15	59
West	10	6	6	23	45
Central	14	10	10	23	57
Kyiv	14	-	-	-	14
Donetsk and Luhansk regions	11	5	4	5	25
Total	79	27	28	66	200

Table 4.15. PSU allocation across strata in Kosovo

Areas predominantly inhabited by Kosovo Albanians

Region	Urban	Rural	Total
Prishtinë/Priština (central part)	26	28	54
North-west	12	14	26
South-west	11	18	29
North	8	9	17
South-east	7	12	19
Total	64	81	145

Areas predominantly inhabited by Kosovo Serbs

Region	Urban	Rural	Total
Prishtinë/Priština (central part)	2	5	7
North-west	0	0	0
South-west	0	0	0
North	9	7	16
South-east	1	6	7
Total	12	18	30

5.Pilot study

A pilot study was conducted in November and December 2017 in the OSCE participating States that took part in the survey. A pilot study was also conducted in Kosovo during this period. The aim of the pilot study was to test every element of the quantitative survey, including the interviewer briefings, sampling approach and tools, questionnaire and other fieldwork materials.

A total of 285 interviews were carried out during the pilot. In Albania, Montenegro, North Macedonia and Moldova, 35–37 interviews were conducted with randomly selected women following the full sampling methodology to be used for the main part of the fieldwork. In Bosnia and Herzegovina, Serbia and Ukraine, around 20 interviews were conducted with randomly selected women and 15 with conflict-affected women recruited to take part to ensure that the conflict module questions could be sufficiently tested. In Kosovo, 20 interviews were conducted with randomly selected women and 15 with conflict-affected women.

Briefings and interviewer manual

The pilot briefings were conducted over the course of one day. In Kosovo, two briefings were held: one for Kosovo Albanian interviewers and the other for Kosovo Serbian interviewers. The feedback on the briefings from interviewers and the local project managers was very positive overall. The briefings helped the interviewers understand the objectives of the survey and issues related to violence against women and girls. According to the interviewers who took part in the briefings, they provided a good overview of the interviewers' role in the study and advice on how to present the survey. The briefings also highlighted the sensitive nature of the research and prepared interviewers for the potential reactions respondents might have during the interviews.

As with the briefing sessions, feedback on the training manual was positive. It was seen to be comprehensive and useful.

The content and structure of both the training sessions and the manual remained largely unchanged from the pilot. Only a few changes or additions were requested by the interviewers or the local project managers.

Sampling

The approach to selecting addresses used in the pilot was generally found to have worked well. Interviewers did not report any particular difficulties with following the random walk rules or in the selection of eligible women to take part in the survey. Therefore, no changes were made to the sampling approach. The pilot questionnaires were conducted in PSUs not selected for the main study sample.

Gaining respondent co-operation

Some respondents did not think that the wording of the introduction was persuasive enough. The introduction and the letter were therefore revised to try to make them more convincing to help sell the survey to respondents. In addition, the survey introduction was amended to state that the interview could take more than 60 minutes instead of 45 minutes, so as to better reflect the actual length.

Otherwise, no major changes were required to the survey introduction.

Electronic contact sheets

The electronic contact sheets worked well and were found to be easy to use. In Albania and Moldova, interviewers did not record unsuccessful visits, contrary to the instructions that they were given.

The electronic contact sheets included a feature that required that the GPS co-ordinates of each visited address be recorded. There was a wide variation in how often this feature could be used due to technical issues, which meant that the feature did not work properly on older devices. GPS co-ordinates were successfully recorded for about 80% of visited addresses in Bosnia and Herzegovina and in Moldova but only in a handful of cases in Ukraine.

No changes to the contact sheets were made. During the interviewer training sessions, however, the importance of completing contact sheets at all addresses was stressed. The local project managers were advised to monitor whether outcomes for all issued addresses were being collected via the sampling management system during fieldwork. In the subsequent training sessions and the main fieldwork, the importance of recording the GPS co-ordinates was repeatedly emphasized to all the interviewers. Monitoring of the proportion of successfully recorded GPS co-ordinates was incorporated into the fieldwork monitoring system, and any interviews without GPS co-ordinates and without any explanation as to why that was the case were checked. New CAPI devices were used in all PSUs selected for the main fieldwork as far as possible.

Conducting interviews in private

Interviewers understood the importance of carrying out interviews in a private location where respondents' confidentiality would not be compromised and where interruptions would be minimized. Overall, interviewers appear to have handled any interruptions during the interviews well and in accordance with the guidelines provided to them. These real-life cases were discussed during the main briefings.

Most respondents in the pilot survey filled out the self-completion section, with both the CAPI and paper versions being used, so both options were offered during the main survey.

Questionnaire content and administration

The main issue found concerning the questionnaire was its overall length. Some respondents complained that the interview was too long, and interviewers reported respondents losing concentration and interest as the survey progressed, with some speeding up their responses to complete the survey in less time.

The sensitive nature of some of the questions was also problematic for some respondents, but this was not unexpected. Emotional reactions were most often triggered by the conflict-related questions, particularly among those who had experienced serious violent incidents. While most respondents disclosed their experiences, interviewers reported some cases where they felt the respondent was not disclosing everything they had experienced. Respondents tended to be most uncomfortable with questions regarding sexual violence.

Ensuring interviewers themselves were comfortable with asking these questions was acknowledged as an important first step in maximizing disclosure. At the briefings and in the interviewer manual, interviewers were advised to be confident in reading out sensitive questions and to practise reading them out loud before starting fieldwork. In addition, an introductory sentence prior to each set of questions on sexual violence was added to the questionnaire. This warned respondents that the next set of questions would be sensitive and might make them feel uncomfortable, which is understandable. Respondents were then reminded that their responses were confidential and that they did not need to answer any questions they did not wish to.

There were no major issues with overall comprehension of individual questions, and only small amendments were made on the basis of the pilot fieldwork.

Identifying the most serious incident was problematic for some respondents, as they did not consider any incident to be serious. There was already an instruction to interviewers to ask the respondent to refer to the most recent incident in these cases, but this issue was highlighted in the briefings. Other than that, there were no major issues with overall comprehension of individual questions due to either their formulation or their translation.

The item non-response (INR) for the combined data for all seven OSCE participating States surveyed and for Kosovo was examined. For the most part, the INR seemed reasonable

given the questions, but in a couple of cases further action was taken in respect of translation and interviewer instructions.

6.Quantitative fieldwork

This chapter provides an overview of the main fieldwork, detailing the final achieved samples, fieldwork progress, procedures and outcomes.

6.1. Fieldwork dates and progress

Fieldwork started in April 2018 in the majority of the OSCE participating States surveyed. Fieldwork also started in Kosovo in April 2018. The fieldwork was completed in 20 weeks, on average, ranging from 14 weeks in Bosnia and Herzegovina and Ukraine to 22 weeks in Moldova.

Table 6.1. Fieldwork dates in OSCE participating States

	Fieldwork dates
Albania	4 April to 27 August 2018
Bosnia and Herzegovina	27 May to 31 August 2018
Montenegro	5 April to 20 August 2018
North Macedonia	2 April to 1 August 2018
Serbia	3 April to 5 August 2018
Moldova	17 April to 21 September 2018
Ukraine	2 April to 17 September 2018

Table 6.2. Fieldwork dates in Kosovo

	Fieldwork dates
Kosovo	1 April to 19 August 2018

The start of fieldwork in Bosnia and Herzegovina was delayed due to issues with obtaining the sampling frame and up-to-date maps for interviewers (as discussed in Chapter 4). In Ukraine, there was a period of 11 weeks when fieldwork was put on hiatus while the implementation of the sampling plan was reviewed (see below). Aside from this, fieldwork was put on hiatus only for national and religious holidays, which typically did not last more than one or two days.

Ipsos provided the OSCE with fieldwork progress updates on a weekly basis. Information provided included the number of interviews completed, the number of addresses contacted, the outcomes of contacts at each address, eligibility of the contacted addresses and response rates. A qualitative assessment of fieldwork progress was also provided by each local agency on a weekly basis. This allowed for any issues in the implementation of the sampling plan to be recognized as early as possible and corrective measures put in place if necessary.

The only significant deviation from the sampling plan took place in Ukraine, where it was recognized through the fieldwork progress updates that too many addresses were being contacted in some PSUs and too few in others. To rectify this, fieldwork was put on hold while the full contact history in each PSU was reviewed. This resulted in some interviews being removed from the sample, as they were conducted at addresses that should not have been contacted. Fieldwork had to be continued in some PSUs where it had been stopped prematurely before all the issued addresses had been contacted. Interviewers were briefed

once again following the hiatus and reminded of the rules regarding the number of addresses to be contacted in each PSU.

6.2. Making contact and contact sheets

Interviewers were required to make contact with respondents face-to-face using an electronic contact sheet integrated within the CAPI platform to record the outcome of all visits, to screen households and to make a random selection of one eligible household member to participate in the interview. The contact sheet was programmed into the CAPI device, and the selection of the potential respondents from all eligible women in the households (and the designation of the sampled household in case of multi-household addresses) was made by the device via a random-number generator.

At least three visits were required at each selected address before registering a final outcome unless an interview was carried out, the household or respondent refused to take part, or it was established that the address or household was not eligible to take part. Only private dwellings that were occupied as a main residence and had women aged 18–74 living there were considered eligible. Contact attempts had to be made on different days, at the weekend and at different times of the day wherever possible.

The number of contacts made at each address are summarized in the tables below.

Table 6.3. Contact attempts per issued address in each OSCE participating State surveyed

	Minimum	Maximum	Mean
Albania	1	4	1.2
Bosnia and Herzegovina	1	4	1.4
Montenegro	1	4	1.3
North Macedonia	1	4	1.6
Serbia	1	4	1.5
Moldova	1	4	1.5
Ukraine	1	4	1.6

Table 6.4. Contact attempts per issued address in Kosovo

	Minimum	Maximum	Mean
Kosovo	1	4	1.3

6.3. Interview administration

All interviews were conducted face-to-face using CAPI. All interviewers were instructed to introduce the survey by saying it concerned women's well-being and safety.

Due to the sensitivity of the data being collected, interviewers were instructed that interviews should be conducted in private with only children under the age of 2 allowed to be present during the interview. Only once privacy was secured with the selected respondent could further details about the specific subject matter be discussed.

Where privacy could not be secured or the interview was interrupted by other members of the household, interviewers were instructed to arrange a different time or place for the interview to continue whenever possible.

According to interviewer feedback, 95% of interviews were conducted in complete privacy. Of the 614 interviews that did not happen in private, children were present some or all of the time in 260 cases, the woman's partner in 169 cases, another family member in 157 cases, a friend in 47 cases and some other person (a neighbour or a guest) in 67 cases.

The presence of others was most common for the first three sections of the questionnaire. In 3% of cases, someone was present during the introduction. For the sections regarding experiences of harassment, partner and non-partner violence, stalking and childhood violence, someone else was present for a maximum of 1% of interviews. After an assessment of the prevalence of violence revealed by these interviews compared with those conducted in complete privacy, the declared rates of abuse were not systematically different. Based on this assessment, these interviews were not excluded.

Self-completion questions

Due to concerns that women interviewed would not want to discuss their experiences of physical or sexual violence, a short self-completion questionnaire was administered at the end of the survey that was completed by 11,796 respondents (78% of the total sample). Respondents had the choice of completing these questions on the CAPI device or, if they preferred, completing the questionnaire on paper and placing it in a sealed envelope before returning it to the interviewer. In the latter case, the data was later entered using a unique ID to link it to the rest of the interview responses. The self-completion questions were completed on the CAPI device by 10,041 respondents and on paper by 1,753 respondents.

Showcards

Showcards were used to show respondents lists of responses to certain questions from which they could select their answer(s). For some questions, the codes on the showcards were presented in standard (i.e., codes listed A–E) and reverse order (i.e., E–A) to help mitigate any order effect, i.e., codes from the top or bottom of the list being selected due to their position on the showcard. Each pack of showcards included only one version – either standard or reverse – and interviewers were given one or the other to use for all of their interviews.

6.4. Fieldwork support materials

Introductory letter

An introductory letter providing some background to the survey, including the survey sponsor (the OSCE), was provided to all respondents at the beginning of the interview. As with the interviewer introduction, in order not to alert other household members as to the precise nature of the survey, the letter said the survey was about women's well-being and safety and not about experiences of violence.

List of support organizations

At the end of the interview, all respondents were offered information on support organizations that they could contact should they wish to discuss any issues arising as a result of taking part in the survey. If it was thought that a respondent was not able to read the information or did not want to take a hard copy of the information, then interviewers

were instructed to provide the information verbally instead. The list of support organizations was prepared by the local fieldwork agencies and approved by the OSCE.

Overall, 75% of women took the information without making any comment, while 16% said that they did not want the information. Thirteen per cent said they had not heard of the organizations, while 3% stated that they did not believe that the organizations could help.

Incentives
In Moldova, Serbia and Ukraine, respondents were offered a small gift of low monetary value (between one and three euros) at the end of the interview as a way of saying thank you for the time they spent completing the interview.

6.5. Interview length
The average interview length overall was 43.5 minutes, while the median was 42 minutes. The shortest interviews were 20 minutes and the longest 133 minutes. This was calculated starting from when the respondent was asked the first question and ending before the Interviewer Assessment section at the end of the questionnaire. It does not include time spent establishing eligibility or for respondent selection. The tables below provide the average, median, minimum and maximum interview duration by place of interview.

Table 6.5. Average, median, minimum and maximum interview length in number of minutes, by OSCE participating State

	Average	Median	Minimum	Maximum
Albania	40	39	20	92
Bosnia and Herzegovina	48	47	20	110
Montenegro	42	39	21	125
North Macedonia	44	42	20	103
Serbia	48	47	21	110
Moldova	39	35	20	105
Ukraine	44	43	22	133

Table 6.6. Average, median, minimum and maximum interview length in number of minutes in Kosovo

	Average	Median	Minimum	Maximum
Kosovo	40	39	20	92

6.6. Achieved sample profiles

The table below provides details on the overall sample profile by age, work status, rural/urban classification and whether women were conflict-affected or not. The profile achieved for each of the OSCE participating States is provided in Annex 3. The profile achieved for Kosovo is also provided in Annex 3.

Table 6.7. Demographic breakdown of achieved sample

Age	Weighted %	Unweighted %	Unweighted n
18–29	20	17	2,537
30–39	20	18	2,770
40–49	18	19	2,846
50–59	19	19	2,955
60+	23	27	4,071
Economic activity			
In paid work	42	30	4,448
Self-employed	4	4	564
Helping in a family business (unpaid)	1	1	180
Unemployed	11	22	3,384
Pupil, student, in training	5	4	680
Not working due to illness or disability	1	1	131
Fulfilling domestic duties and care responsibilities	13	15	2,333
Retired	21	22	3,264
Compulsory military/community service/other	1	0.4	69
Education			
No formal education	1	3	423
Primary education	3	10	1,531
Secondary education	60	65	9,846
Tertiary education	36	22	3,302
Location			
Urban	62	56	8,435
Rural	38	44	6,744
Conflict-affected			
Yes	16	33	4,954
No	84	67	10,225

6.7. Fieldwork outcomes

Tables 6.8 and 6.9 provide a summary of fieldwork outcomes and the associated response rates.

Table 6.8. Fieldwork outcomes in the OSCE participating States surveyed

	Albania	Bosnia and Herzegovina	Montenegro	North Macedonia	Serbia	Moldova	Ukraine
Total number of visited addresses	3,753	7,012	5,089	4,735	7,782	5,395	7,983
Invalid							
Vacant/empty/non-residential	386	293	734	388	972	268	420
Refusal							
Refused to take part or give any information	1,098	3,064	2,275	1,603	3,212	2,613	3,434
Refusal by proxy (other household member) after respondent selection	25	113	71	29	37	58	30
Refusal by target respondent before interview	17	176	107	77	58	99	95
Refusal during the interview	55	23	31	48	29	30	21
Broken appointment, no additional contact	4	4	4	14	7	2	4
Contact – no interview							
Resident household but not eligible to take part in survey	145	551	320	217	825	286	616
Unable to secure privacy for the interview	0	4	3	4	5	2	6
Physically or mentally unable	10	27	7	7	2	15	18
Language barrier with target respondent	0	3	9	8	5	15	5
Away/in hospital throughout field period	5	6	3	3	2	4	10
Ill at home during field period	1	6	12	4	1	4	2
Other non-response	2	6	17	6	10	59	7
Non-contact							
No contact with anyone at the address	32	409	167	405	539	122	1,241
Respondent selection made, but no contact with target respondent	0	0	0	0	3	0	0
Address inaccessible (register samples only)	-	-	8	-	14	-	-
Address not found (register samples only)	-	-	71	-	0	-	-
Complete interview by target respondent	1,858	2,321	1,227	1,910	2,023	1,802	2,048
Interviews deleted for quality control	115	6	23	12	38	16	26
Eligibility rate	93%	83%	82%	91%	73%	88%	78%
Response rate	61%	45%	34%	49%	41%	40%	35%

Table 6.9. Fieldwork outcomes in Kosovo

Total number of visited addresses	4,102
Invalid	
Vacant/empty/non-residential	545
Refusal	
Refused to take part or give any information	1,077
Refusal by proxy (other household member) after respondent selection	110
Refusal by target respondent before interview	88
Refusal during the interview	47
Broken appointment, no additional contact	13
Contact – no interview	
Resident household but not eligible to take part in survey	88
Unable to secure privacy for the interview	1
Physically or mentally unable	11
Language barrier with target respondent	8
Away/in hospital throughout field period	8
Ill at home during field period	3
Other non-response	12
Non-contact	
No contact with anyone at the address	69
Respondent selection made, but no contact with target respondent	2
Address inaccessible (register samples only)	-
Address not found (register samples only)	-
Complete interview by target respondent	1,990
Interviews deleted for quality control	30
Eligibility rate	96%
Response rate	59%

The eligibility rate is calculated as follows:

$$e = \frac{CEH}{CEH + CIH}$$

where CEH = confirmed eligible households and CIH = confirmed ineligible households

The number of **eligible** addresses is based on addresses that were given a final outcome code of:

- Refusal by target respondent before the interview;
- Refusal by proxy (other household member) after respondent selection;
- Unable to secure privacy for the interview;
- Physically or mentally unable;
- Language barrier with target respondent;
- Away/in hospital throughout field period;
- Ill at home during field period;
- Screening and respondent selection made, but no contact with target respondent;
- Complete interview by target respondent(s).

The number of **ineligible** addresses is based on addresses that were given a final outcome code of:

- Resident household(s), but not eligible for the survey.

The response rate is calculated as follows and in accordance with the RR3 definition of response rates by the American Association for Public Opinion Research.[14]

$$\text{Response rate} = \frac{I}{CEH + e(UE)}$$

where I = complete interview by target respondent and UE = households where eligibility is unknown.

The interviews deleted for quality control purposes were not included for the calculation of the eligibility and response rates.

[14] *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys*, 7th edition (Oakbrook Terrace, IL: The American Association for Public Opinion Research, 2011), p. 46.

6.8. Fieldwork quality control

A number of steps were taken to assure the quality of the data collected during fieldwork.

Telephone checks were conducted on a minimum of 15% of completed interviews. This process aimed to verify if data had been gathered from genuine respondents and whether interviews had been conducted correctly and in line with survey requirements. During this validation procedure, the following aspects were checked:

- Whether the respondent was interviewed;
- Where the interview was conducted;
- How long the interview was;
- If the respondent knew the interviewer socially;
- The interview mode (CAPI/paper);
- Several (non-sensitive) questions from the questionnaire (such as age, working status, marital status, number of children in the household);
- Use of showcards;
- The interviewer's general behaviour and attitude.

If problems were detected, the local fieldwork agencies were required to increase the number of checks carried out. Where serious problems were identified, the interviewer was removed from the project, and their interviews were excluded from the final data. In less serious cases, interviewers were briefed again in an effort to prevent future errors.

Some interviewers (besides those with less than three months of interviewing experience) were accompanied by supervisors for the first days of their fieldwork. Supervision lasted until supervisors confirmed that the interviewers could conduct fieldwork on their own. This supervision focused mainly on monitoring the way the interviewer selected the household and respondent, information given on the doorstep, how the respondent was persuaded to participate and each interviewer's general behaviour.

GPS co-ordinates were checked to make sure that the random walk procedures were implemented as required. GPS co-ordinates could not always be accurately collected, particularly in rural areas (which sometimes showed locations in a completely different place), but where they were recorded properly, the review of collected GPS co-ordinates did not show any errors in the random walk procedures.

Reasons for deleted interviews

As noted in Tables 6.8 and 6.9, several interviews were deleted for quality control purposes following the verification process described above or due to some other irregularity, as summarized in the tables below.

Table 6.10. Reasons for deleting interviews in the OSCE participating States surveyed

	Number of interviews deleted for quality control purposes	Reasons for deleting interviews
Albania	115	Interviews under 20 minutes, incorrect selection of respondent because not all eligible women who could take part were listed, interviews not confirmed during verification process. Four interviewers in particular were found to have problematic interviews for the latter reason. They were removed from the project, and all their interviews were deleted, hence the relatively high number of interviews removed for quality control purposes in Albania.
Bosnia and Herzegovina	6	Incorrect selection of respondent because not all eligible women who could take part were listed
Montenegro	23	Interview duration of less than 20 minutes
North Macedonia	12	Interview duration of less than 20 minutes, high level of "don't know" and "refused" responses throughout the questionnaire
Serbia	36	Interview duration of less than 20 minutes, high level of "don't know" and "refused" responses throughout the questionnaire
Moldova	16	Interview duration of less than 20 minutes, incorrect selection of respondent because not all eligible women who could take part were listed
Ukraine	26	High level of "don't know" and "refused" responses throughout the questionnaire, interviews not confirmed by respondents during the verification process

Table 6.11. Reasons for deleting interviews in Kosovo

	Number of interviews deleted for quality control purposes	Reasons for deleting interviews
Kosovo	30	Interviews under 20 minutes, incorrect selection of respondent because not all eligible women who could take part were listed, interviews not confirmed during the verification process.

7.
Qualitative fieldwork

This chapter provides an overview of the objectives of the qualitative fieldwork, which included key expert interviews with a range of stakeholders and key actors working in fields related to violence against women, focus group discussions with women and in-depth interviews with survivors of violence.

7.1. Key expert interviews

Up to 15 key expert interviews were conducted in each of the OSCE participating States surveyed. Another 15 key expert interviews were conducted in Kosovo. Between five and seven of these interviews were conducted during the background research phase, and the remainder were conducted alongside the main fieldwork.

The interviews were conducted with representatives of international organizations, government, NGOs and with individuals working in academic or legal roles related to VAWG. Relevant experts working in these areas were identified by the OSCE, and their contact details were provided, along with an introductory email template for making contact. Recruitment was handled by the local research agencies, who contacted the experts to invite them to take part in an interview.

Researchers conducted the interviews using a semi-structured discussion guide to ensure all areas of interest were covered. The discussion guides were drafted by Ipsos in collaboration with the OSCE and, once finalized, were translated into the relevant languages.

The interviews in the background research focused on:

- The extent and nature of VAWG/GBV;
- The measures that were in place to prevent VAWG/GBV;
- The services that exist for victims of VAWG/GBV;
- The legal recourse that is available to victims;
- The extent to which legal recourse is implemented.

The interviews conducted during the main fieldwork focused on:

- Any changes that had taken place since the initial key expert interviews that affected, or were expected to affect, how VAWG is handled in each of the seven participating States surveyed. The same applied in Kosovo.
- Experts' recommendations for preventing and responding to VAWG in each of the OSCE participating States where the survey was conducted. The same applied in Kosovo.
- How the OSCE could engage with policymakers and key organizations to encourage them to use the survey's findings.

Each interview lasted for around an hour and was conducted either face-to-face or by telephone, depending on the expert's preference. With permission, researchers used a digital voice recorder.

Five interviews were fully transcribed (and translated into English), while structured notes were prepared (in English) from the other interviews.

The tables below provide details on the number of interviews completed and the fieldwork period.

Table 7.1. Key expert interviews conducted in the OSCE participating States surveyed

	Number of interviews conducted during background research	Fieldwork dates for interviews conducted during the background research	Number of interviews conducted during the main research	Fieldwork dates for interviews conducted during the main research
Albania	5	June–July 2017	9	June–August 2018
Bosnia and Herzegovina	5	June–August 2017	10	July–August 2018
Montenegro	6	June–August 2017	9	July 2018
North Macedonia	5	June–July 2017	11	June–August 2018
Serbia	7	March–April 2017	7	June–July 2018
Moldova	5	June 2017	10	June–July 2018
Ukraine	5	July–August 2017	10	July–August 2018

Table 7.2. Key expert interviews conducted in Kosovo

	Number of interviews conducted during background research	Fieldwork dates for interviews conducted during the background research	Number of interviews conducted during the main research	Fieldwork dates for interviews conducted during the main research
Kosovo	5	June–July 2017	10	June–September 2018

7.2. Focus group discussions

Between seven and nine focus group discussions (FGDs) were conducted in each of the OSCE participating States surveyed, one of which was conducted as a pilot discussion group. Nine focus group discussions were conducted in Kosovo, including one pilot discussion group.

Focus group composition and fieldwork dates

The sample for the FGDs was designed to ensure that women from a range of age groups were included, that urban and rural areas were covered and that some of the groups included women who were conflict-affected. Respondents were defined as being conflict-affected if they had lived through a period of conflict for at least one week during their adult lifetime. Table 7.3 details additional quotas that were requested within groups to ensure that a broad representation of women was included.

Table 7.3. Additional quotas across all groups

Criteria	To include a mix of:
Relationship status	- Single - Married/co-habiting - Separated/divorced/widowed
Children	- Yes - No
Work status	- Working: employed/self-employed - Not working: unemployed, studying or training, domestic work/caring for family, unable to work due to illness or disability, retired
Education	- Completed secondary education or less - Completed university (bachelor's degree) or technical school

Criteria	To record:
Disability	- Yes - No
Ethnicity (where ethnicity has not been specified for the group itself)	- Specific to each place

The final composition of the focus groups was as follows.

Table 7.4. Composition of focus groups in Albania

FG	Location	Number of participants	Age group	Ethnicity	Number conflict-affected	Number with children	Number working
1	Rural	8	40–53	Albanian	8	6	3
2	Urban	9	56–69	Albanian	9	9	4
3	Rural	8	56–70	Albanian	8	8	1
4	Urban	7	18–28	Albanian	0	1	3
5	Rural	8	19–32	Albanian	0	2	3
6	Urban	6	19–35	Roma	0	4	2
7	Urban	8	36–52	Albanian	8	6	3

Table 7.5. Composition of focus groups in Bosnia and Herzegovina

FG	Location	Number of participants	Age group	Ethnicity	Number conflict-affected	Number with children	Number working
1	Sarajevo, Federation of Bosnia and Herzegovina (FBiH)	8	38–55	Bosniaks	8	7	8
2	Banja Luka, Republika Srpska (RS)	8	38–55	Serbs	8	4	7
3	Sarajevo, FBiH	7	56+	Bosniaks	7	5	1
4	Banja Luka, RS	8	56+	Serbs	8	8	1
5	Sarajevo, FBiH	7	18–37	Bosniaks	3	2	3
6	Banja Luka, RS	8	18–37	Serbs	5	2	3
7	Prijedor, RS	7	38+	Bosniaks	7	6	1
8	Mostar, FBiH	7	38+	Serbs	7	7	2
9	Sarajevo, FBiH	8	18–37	Roma	6	6	0

Table 7.6. Composition of focus groups in Montenegro

FG	Location	Number of participants	Age group	Ethnicity	Number conflict-affected	Number with children	Number working
1	Urban	8	30–50	Montenegrin, Serbian	8	5	5
2	Urban	8	51+	Montenegrin, Serbian	4	6	4
3	Rural	8	18–29	Montenegrin	0	5	5
4	Rural	8	35–55	Albanian	2	6	4
5	Urban	8	35–55	Roma	8	8	1
6	Rural	8	51+	Montenegrin, Serbian	4	5	2
7	Urban	8	18–29	Montenegrin, Serbian	0	4	3
8	Rural	8	30–50	Montenegrin, Serbian	8	5	5

Table 7.7. Composition of focus groups in North Macedonia

FG	Location	Number of participants	Age group	Ethnicity	Number conflict-affected	Number with children	Number working
1	Skopje	8	35–54	Macedonian	3	8	6
2	Bitola	8	35–54	Macedonian	0	8	6
3	Shtip	8	18–34	Macedonian	0	3	5
4	Skopje	8	18–34	Macedonian	1	3	3
5	Skopje	8	20–45	Roma	0	7	4
6	Skopje	8	20–45	Roma	0	5	2
7	Tetovo	8	35–54	Albanian	7	8	6
8	Tetovo	8	18–34	Albanian	3	2	4
9	Skopje	8	35–54	Macedonian	3	8	6

Table 7.8. Composition of focus groups in Serbia

FG	Location	Number of participants	Age group	Ethnicity	Number conflict-affected	Number with children	Number working
1	Urban/Suburban	8	35–55	Serbian	8	5	5
2	Urban/Rural	8	18–34	Roma	0	6	1
3	Rural	8	18–34	Serbian	0	3	5
4	Urban	8	56+	Serbian	5	7	3
5	Urban/Rural	8	35–55	Roma	0	7	4
6	Rural	8	35–55	Serbian	8	5	6
7	Urban	7	35–55	Hungarian	0	4	5
8	Urban	8	35–55	Bosniak	2	5	4

Table 7.9. Composition of focus groups in Moldova

FG	Location	Number of participants	Age group	Ethnicity	Number conflict-affected	Number with children	Number working
1	Cahul	9	41–60	Moldovan	0	5	6
2	Criuleni	10	41+	Moldovan	1	5	5
3	Chisinau	10	30–40	Moldovan	0	6	6
4	Soldanesti	9	30–40	Moldovan	0	5	4
5	Balti	9	18–29	Moldovan	0	4	5
6	Transdniestria	10	30–50	Moldovan and Russian	Precise number not provided, but included women who were conflict-affected	6	6
7	Chisinau	6	20–50	Roma	1	3	4
8	Comrat	10	41+	Gagauz	0	6	5

Table 7.10. Composition of focus groups in Ukraine

FG	Location	Number of participants	Age group	Ethnicity	Number conflict-affected	Number with children	Number working
1	Kyiv	6	18–50	Ukrainian	6	2	4
2	Kyiv	8	18–35	Ukrainian	0	2	4
3	Lvivska region, village [Lviv region? Like Luhansk region and Donetsk region mentioned earlier?]	8	18–35	Ukrainian	0	6	5
4	Kyiv	8	36–55	Ukrainian	0	6	4

5	Lvivska region, village	8	36–55	Ukrainian	0	4	2
6	Kyiv	8	56+	Ukrainian	0	7	4
7	Kyiv	10	36–55	Ukrainian	8	9	8
8	Kyiv	10	56+	Ukrainian	8	5	6

Table 7.11. Composition of focus groups in Kosovo

FG	Location	Number of participants	Age group	Communities	Number conflict-affected	Number with children	Number working
1	Prishtinë/Priština	8	34–55	Kosovo Albanian	*	*	*
2	Prishtinë/Priština	7	31–50	Kosovo Albanian	*	6	2
3	Ferizaj/Uroševac	8	18–29	Ashkali	*	0	2
4	Dragash/Dragaš	13	18–29	Kosovo Albanian	*	4	2
5	Mitrovicë/Mitrovica (South)	16	18–29	Kosovo Albanian	16	0	3
6	Gjakovë/Đakovica	8	50+	Kosovo Albanian	*	8	8
7	Mitrovica/Mitrovicë (North)	8	25–55	Kosovo Serbian	8	4	4
8	Gračanica/Gracanicë	9	41–60	Kosovo Serbian, Gorani, Montenegrin	9	8	5

*Information not provided.

The pilot FGDs were held in November 2017, December 2017 and January 2018, and the main FGDs were held between June and August 2018. The dates are provided in Tables 7.12 and 7.13.

Table 7.12. Dates of the focus group discussions in the OSCE participating States surveyed

	Pilot FGD dates	Main FGD dates
Albania	8 December 2017	22 June to 27 July 2018
Bosnia and Herzegovina	5 February 2018	1–13 August 2018
Montenegro	14 December 2017	18–21 June 2018
North Macedonia	18 December 2017	12–22 June 2018
Serbia	15 December 2017	6–22 June 2018
Moldova	25 January 2018	19 May to 23 June 2018
Ukraine	13 November 2017	8–18 June 2018

Table 7.13. Fieldwork dates of the focus group discussions in Kosovo

	Pilot FGD dates	**Main FGD dates**
Kosovo	19 December 2017	19 June to 9 July 2018

Recruitment and incentives

Recruitment of participants was handled by the local fieldwork agencies. Participants for the groups were mostly found through free-find recruitment methods by specialist qualitative recruiters. For some of the groups, women of specific ethnicities or nationalities were recruited with the assistance of local NGOs.

A screening questionnaire that included an introduction to the research was used during recruitment to ensure that the quotas were met and that the research was explained clearly and consistently. Women invited to take part in a focus group discussion were told what the group would cover during the recruitment stage.

Participants were given an incentive, which is standard practice for qualitative research. The incentives provided are summarized in Tables 7.14 and 7.15 and were aligned with the usual incentive levels for this kind of research.

Table 7.14. Incentives provided to FGD participants in the OSCE participating States surveyed

	Incentive type	**Approximate value in euros**
Albania	Voucher	15
Bosnia and Herzegovina	Voucher for DM drugstore	13
Montenegro	Money	20
North Macedonia	Voucher	16
Serbia	Money	17
Moldova	Money	15
Ukraine	Money	16

Table 7.15. Incentives provided to FGD participants in Kosovo

	Incentive type	**Approximate value in euros**
Kosovo	Voucher for supermarket chain	15

FGD implementation

Researchers from the local fieldwork agencies conducted the FGDs in the OSCE participating States surveyed. In Kosovo, researchers from the local fieldwork agency and from the Kosovo Women's Network conducted the FGDs. A semi-structured discussion guide was used to ensure all areas of interest were covered, including:

- Societal attitudes towards women generally and towards VAWG and perpetrators in particular;
    - How this has changed over time, including in times of conflict;
- Awareness of, and views on, existing support and barriers to disclosure;
- How prevention and support could be improved.

The topic guide was designed by Ipsos and the ICRW in collaboration with the OSCE. A pilot FGD was held in each of the OSCE participating States surveyed. A pilot FGD was also held in Kosovo.

In general, the discussions went well, and the moderators reported that participants were open to taking part and were engaged. Some moderators reported that women were particularly glad to take part in such a project and that the subject was getting attention, as they felt that VAWG was a serious issue in their country. Participants also seemed to be pleased to receive, at the end of the discussion, a list of organizations specializing in providing support for victims of violence.

On the whole, there were no significant issues with understanding or taking part in the discussion. There were some issues with two activities that were difficult to explain and that took more time than planned. The first was a "gender box" activity, which required participants to write comments on how they thought women were expected to behave. Moderators reported that it took a lot of probing to get responses and that women found it difficult to generalize. This was replaced with the following scenario:

"I'd like to ask you about what you think it is like to be a woman in <country/region> today. First of all, what are the good things about being a woman in <country/region> today? What are the bad things?"

A series of probing questions were then used to explore different areas of life and different expectations of men and women.

The second activity that respondents were reported to find difficult was plotting events on a timeline and discussing which events in the area they felt had an impact on violence against women. Respondents could either identify only one major event (e.g., an armed conflict) or were unable to identify any according to a specific time. As a result, it was agreed to instead explore this thematically and to ask women about different factors – economic, political or social – that they felt had had an impact.

Each FGD lasted around two hours. With permission, researchers recorded the discussion using a digital voice recorder. At the end of the group discussion, the women were offered a referral sheet detailing local organizations and services for survivors of VAWG.

A set of structured notes was completed for the FGDs, and five of the FGDs in each OSCE participating State were transcribed in full and translated into English. The same was done in Kosovo.

7.3. In-depth interviews

Between four and six in-depth interviews (IDIs) were conducted in each of the OSCE participating States surveyed. Four IDIs were conducted in Kosovo. The IDIs were conducted with women who had experiences of violence.

Profile of in-depth interviews and fieldwork dates

All the IDIs were conducted with women who had experience of violence. As far as possible, the sample of the IDIs was designed to cover women belonging to disabled, ethnic and other minorities to provide more insight into the particular challenges these groups of women face. An overview of the IDIs is provided in the tables below.

Table 7.16. Profile of IDI participants in Albania

IDI	Age group	Work status	Has children	Medical condition/disability
1	35–55	Unemployed	Yes	Yes
2	35–55	Unemployed	Yes	Yes
3	55+	Unemployed	Yes	Yes
4	18–34	Employed	Yes	No

7.17. Profile of IDI participants in Bosnia and Herzegovina

IDI	Age group	Work status	Has children	Medical condition/disability
1	35–55	Unemployed	Yes	Yes
2	35–55	Unemployed	Yes	No
3	55+	Retired	Yes	No
4	35–55	Employed	Yes	No
5	35–55	Unemployed	Yes	No
6	55+	Unemployed	Yes	No

Table 7.18. Profile of IDI participants in Montenegro

IDI	Age group	Work status	Has children	Medical condition/disability
1	35–55	Employed	Yes	No
2	35–55	Unemployed	Yes	No
3	55+	Employed	Yes	No
4	65+	Unemployed	No	No

Table 7.19. Profile of IDI participants in North Macedonia

IDI	Age group	Work status	Has children	Medical condition/disability
1	55+	Employed	Yes	No
2	55+	Works as a household cleaner (not officially employed)	Yes	Yes
3	18–34	Employed	No	No
4	18–34	Unemployed	Yes	No

Table 7.20. Profile of IDI participants in Serbia

IDI	Age group	Work status	Has children	Medical condition/disability
1	35–55	Employed	Yes	No
2	35–55	Employed	Yes	No
3	35–55	Employed	Yes	No
4	35–55	Employed	Yes	No

Table 7.21. Profile of IDI participants in Moldova

IDI	Age group	Work status	Has children	Medical condition/disability
1	35–55	Maternity leave	Yes	No
2	35–55	Unemployed	Yes	No
3	35–55	Employed	Yes	No
4	35–55	Unemployed	Yes	No

Table 7.22. Profile of IDI participants in Ukraine

IDI	Age group	Work status	Has children	Medical condition/disability
1	18–34	On maternity leave	Yes	No
2	35–55	Employed	No	No
3	18–34	Employed	No	No
4	18–34	On maternity leave	Yes	No

Table 7.23. Profile of IDI participants in Kosovo

IDI	Age group	Work status	Has children	Medical condition/disability
1	35–55	Unemployed	Yes	No
2	35–55	Agriculture (officially unemployed)	Yes	No
3	35–55	Unemployed	Yes	Yes
4	35–55	Unemployed	Yes	No
5	35–55	Unemployed	Yes	No

The in-depth interviews were held between June and September 2018. One interview in Albania was conducted in March to test the topic guide. One test interview was also conducted in Kosovo. The dates are summarized in Tables 7.24 and 7.25.

Table 7.24. Fieldwork dates of the in-depth interviews in the OSCE participating States surveyed

	Pilot IDI dates	Main IDI dates
Albania	1 March 2018	15–18 August 2018
Bosnia and Herzegovina	N/A	19–20 August 2018
Montenegro	N/A	8–19 August 2018
North Macedonia	N/A	22 August to 6 September 2018
Serbia	N/A	20 July to 15 August 2018
Moldova	N/A	11–16 June 2018
Ukraine	N/A	10 July to 13 August 2018

Table 7.25. Fieldwork dates of the in-depth interviews in Kosovo

	Pilot IDI dates	Main IDI dates
Kosovo	12 January 2018	17 July to 20 August 2018

Recruitment and incentives

It had originally been planned that the sample from the IDIs would be generated from the quantitative survey sample. A question was included at the end of the survey asking respondents if they were willing to take part in further research. While some of the women were recruited for the IDIs in this manner, others were recruited with the assistance of local NGOs that provide support to women who have experienced violence. This approach was taken because of the limited number of women who fit the recruitment criteria and who agreed to be contacted again.

Women who were eligible to take part from the survey sample were called by one of the qualitative researchers at the local fieldwork agency to explain what the in-depth interview would involve and to find out if the women would like to take part and to ensure that the potential respondents were aware of the details they would be asked about, so they could make an informed decision about further participation. The researcher used these calls to find out if the women had sought support for their experiences of violence, and also to find out how they felt after taking part in the survey to assess the possible level of risk to the women if they were to take part in an IDI.

As with the FGDs, incentives were provided to all the women who took part in the in-depth interviews as a token of appreciation for their time. The incentives are as listed in Tables 7.14 and 7.15.

IDI implementation

Researchers conducted the in-depth interviews using a semi-structured discussion guide. In Kosovo, researchers from the local fieldwork agency and from the Kosovo Women's Network conducted the IDIs. Each interview covered the woman's life story from childhood to the day of the interview, with a focus on her experiences of violence, the impact this had on her and what, if any, support she had accessed or received. One test interview was conducted in Albania. One test interview was also conducted in Kosovo. The feedback from these test interviews was used to make any necessary changes to the guide.

Each interview lasted up to three hours, and, with permission, researchers used a digital voice recorder. At the end of the interview, women were offered a referral sheet detailing local organizations and services for survivors of VAWG.

Each interview was transcribed and translated (where the participant gave permission for a recording to be made), and a set of structured notes was also completed by the interviewer.

8.
Weighting

This section describes the weighting procedures applied in this survey. The weights for each of the OSCE participating States were calculated in two stages: a) sampling design weights; and b) post-stratification weights. The same approach was used in Kosovo.

8.1. Sampling design weights

Design weights were calculated to compensate for the uneven probabilities of respondent selection. The following probabilities of each of the sample selection stages were calculated:

A1: probability of selecting a PSU
A2: probability of selecting an address
A3: probability of selecting a household within an address
A4: probability of selecting a respondent within a household

Design weights were then calculated as an inverted product of the four probabilities described above.

$$Wt_{design} = \frac{1}{A1 * A2 * A3 * A4}$$

A1. Probability of selecting a PSU

Within each stratum, the allocated number of PSUs was selected randomly with probability proportional to size (PPS). In Bosnia and Herzegovina, Montenegro and Serbia, the total number of households within each PSU was used as the PPS size measure. In other OSCE participating States, this was not available, and the number of registered voters was used instead. The same was used in Kosovo. The probability of the selection of a PSU in this stage was:

*A1 = number of PSUs selected in stratum h * size of the selected PSU / sum of the sizes of all PSUs in stratum h*

A2. Probability of selecting an address

In the next stage, addresses were selected randomly from all addresses in the PSU. The probability of the selection of each address (conditional on the selection of its PSU) was:

A2 = number of selected addresses / number of all addresses in the PSU

The number of issued addresses (gross sample) was used as the number of selected addresses in this formula. This approach allowed for the calculation of the actual likelihood of someone being selected to take part in the survey regardless of whether they chose to take part or not (assuming an equal eligibility rate across all strata and PSUs).

In the OSCE participating States where the number of addresses (or households) per PSU was not available, the number was estimated using the official statistics on the average number of voters per household/address. The same was applied in Kosovo.

A3. Probability of selecting a household within an address

When, during the fieldwork, an interviewer found more than one household at the selected address, the electronic contact sheet selected one randomly. The probability of selection of a household (conditional on the selection of its address) was:

A3 = 1 / number of households at the address

A4. Probability of selecting a respondent within a household

Whenever a household contained more than one eligible woman in the household, the electronic contact sheet selected one randomly. The probability of a respondent being selected (conditional on the selection of their household) was:

A4 = 1 / number of eligible women in the household

8.2. Post-stratification weights

After applying the sampling design weights, the post-stratification weights were calculated to compensate for non-response. Random iterative method weighting was used for calculating the post-stratification weights. The available statistics on the target population proportions across the following variables were used: region by rural/urban classification and age categories (18–29, 30–39, 40–49, 50–59, 60–74).[15]

As explained in Chapter 4, the samples for Bosnia and Herzegovina and for Ukraine oversampled certain parts of their territories. The sample that was used for Kosovo also oversampled certain parts of the territory.

- Republika Srpska and the Brčko District were over-represented in the sample for Bosnia and Herzegovina.

- Government-controlled areas were over-represented in the sample for Ukraine.

- Areas predominantly inhabited by Kosovo Serbs were oversampled in the sample used for Kosovo.

These deliberate biases in the sampling design served the purpose of better representing oversampled subpopulations and were corrected in the post-stratification weighting stage, so that the proportion of the population living in each of the oversampled areas in the final weighted samples represented their actual share in the overall target population of these OSCE participating States. The same approach was used in Kosovo.

In Bosnia and Herzegovina, two additional weights were calculated in addition to the overall weight that enabled analysis at the level of the entire territory of Bosnia and Herzegovina. The two weights were calculated to allow reporting for the Federation of Bosnia and Herzegovina and for Republika Srpska separately (entity-level weights).

The resulting weights for each OSCE participating State were then calibrated to an average of 1, so that the sum of the weights would equal the sample size. The same was done for the entity-level weights in Bosnia and Herzegovina. This procedure was also applied in Kosovo.

Trimming/capping of the weights

It is crucial that the optimal balance be found between bias and variance. Capping the weights represents one of the major points where the right balance between the two needs to be found. Researchers often prefer to limit the impact of the largest weights on variance to avoid increasing the bias. At the same time, because the smallest weights do not have the same degree of detrimental impact on the variance, there is usually no cap placed on the smallest weights. In this survey, in the OSCE participating States where no oversampling was used, the largest weights were capped at a value 10 times larger than the minimum weight. The same was applied for the entity-level weights in Bosnia and Herzegovina. Due to the oversampling in Bosnia and Herzegovina and Ukraine, the lowest weights were lower

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[15] A few missing values in the age variable were assigned to the mode value for the purposes of weighting.

than in other OSCE participating States, so the largest weights were capped at the 95th percentile of the distribution. Due to the oversampling, the same was applied in Kosovo.

8.3. Population weights

Finally, an additional weight (population weight) was calculated to allow reporting for the entire sample of all OSCE participating States or for a group thereof. The same approach was used in Kosovo. This weight reflects the distribution of the survey population across the OSCE participating States. The weight also reflects the distribution of the survey population in Kosovo. The population weights used the actual sampling rate in each area, which equalled the survey sample size divided by the total target population, and the area-level post-stratification weights were multiplied by this fraction. Thus, the sum of these weights is equal to the sum of the combined sizes of the target population in each OSCE participating State as well as in Kosovo.

8.4. Sampling tolerances

As the data is based on a sample rather than the entire population, and the percentage results (or estimates) are subject to sampling tolerance, not all differences between results are statistically significant at the 95% confidence level. When calculating the confidence intervals, the effective sample size must be taken into consideration.

The effective sample size (or the design effect, a related concept) is linked to individual estimates, and so it will vary across estimates. To calculate the design effects for the total sample size in each OSCE participating State and overall, a formula based on the following ratio was used:

Design effect = (unweighted sample size) * (sum of the squared weights) / (square of the sum of weights)[16]

This approach to design effect estimation is related to disproportional sampling (in the case of the OSCE survey, the women in each household were selected with unequal probability, depending on the number of eligible women in the household), as well as unequal nonresponse across population segments, which were corrected with post-stratification weights (as described above).

The tables below summarize the design effect for the total sample size and conflict-affected sample size and provide confidence intervals based on the effective sample size for a survey estimate of 50%.

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[16] Leslie Kish, "Weighting for unequal Pi", *Journal of Official Statistics*, 8 (1992): 183–200.

Table 8.1. Effective sample sizes for the OSCE participating States surveyed – total sample

	N	Design effect	Effective sample size	95% confidence interval for a survey estimate of 50% based on a weighted sample	
				Lower	Upper
Albania	1,858	1.257	1,478	47.5%	52.5%
Bosnia and Herzegovina	2,321	1.367	1,698	47.6%	52.4%
Montenegro	1,227	1.377	891	46.7%	53.3%
North Macedonia	1,910	1.434	1,332	47.3%	52.7%
Serbia	2,023	1.398	1,447	47.4%	52.6%
Moldova	1,802	1.367	1,318	47.3%	52.7%
Ukraine	2,048	1.199	1,708	47.6%	52.4%
Total sample	15,179	4.090	3,711	48.4%	51.6%

Table 8.2. Effective sample size for Kosovo – total sample

	N	Design effect	Effective sample size	95% confidence interval for a survey estimate of 50% based on a weighted sample	
				Lower	Upper
Kosovo	1,990	1.420	1,401	47.4%	52.6%

Table 8.3. Effective sample sizes for the OSCE participating States surveyed – conflict-affected sample

	N	Design effect	Effective sample size	95% confidence interval for a survey estimate of 50% based on a weighted sample	
				Lower	Upper
Albania	386	1.227	315	44.5%	55.5%
Bosnia and Herzegovina	1,498	1.366	1,097	47.0%	53.0%
Montenegro	139	1.240	112	40.7%	59.3%
North Macedonia	364	1.515	240	43.7%	56.3%
Serbia	539	1.372	393	45.1%	54.9%
Moldova	148	1.354	109	40.6%	59.4%
Ukraine	318	1.387	229	43.5%	56.5%
Total conflict-affected sample	4,954	3.084	1,606	47.6%	52.4%

Table 8.4. Effective sample size for Kosovo – conflict-affected sample

	N	Design effect	Effective sample size	95% confidence interval for a survey estimate of 50% based on a weighted sample	
				Lower	Upper
Kosovo	1,562	1.403	1,114	47.1%	52.9%

ANNEXES

Annex 1. Education categories used in the questionnaire

Albania

Nuk ka arsim formal/nuk e ka përfunduar arsimin fillor (ISCED 0)
Arsim fillor (klasa 1-5) (ISCED 1)
Arsim i mesëm i ulët (klasa 6-9) (ISCED 2)
Arsim i mesëm i lartë (klasa 10-12) (ISCED 34)
Arsim i mesëm profesional (klasa 10-13) (ISCED 35)
Studime profesionale jouniversitare (ISCED 4)
Studime universitare me cikël të shkurtuar (ISCED 5)
Cikli i parë i studimeve (Bachelor) ose të ngjashme (ISCED 6)
Ciklin e dytë të studimeve (Master) ose të ngjashëm (ISCED 7)
Ciklin e tretë të studimeve (Doktoraturë) ose të ngjashme (ISCED 8)

Bosnia and Herzegovina

Nikad nije bio uključen u formalno obrazovanje / nikad nije završio osnovnu školu (ISCED 0)
Osnovna škola (ISCED 1)
Niži razredi srednje škole (ISCED 2)
Viši razredi srednje škole tj. završena srednja škola (ISCED 34)
Stručna srednja škola (ISCED 35)
Završen program za sticanje zvanja specijalist ili majstor (ISCED 4)
Završene osnovne strukovne studije (Viša škola) (ISCED 5)
Završen fakultet/Bachelor (ISCED 6)
Završen magistarski studij (ISCED 7)
Završen doktorski studij (ISCED 8)

Montenegro

Nikada se nije formalno obrazovao/nije završio osnovnu školu (ISCED 0)
Nedovršena osnovna škola (4 do 7 razreda) (ISCED 1)
Završena osnovna škola (8 razreda) (ISCED 2)
Završena srednja škola (ISCED 34)
Vocational training (ISCED 35)
Post-secondary education, non-tertiary (ISCED 4)
Završena viša škola - Viša strukovna škola (ISCED 5)
Završen fakultet (ISCED 6)
Magistratura i Master (ISCED 7)
Doktorat (ISCED 8)

North Macedonia: Albanian

Nuk ka arsim formal/nuk e ka përfunduar arsimin fillor/Arsimi Parashkollor (ISCED 0)
Arsim fillor (klasa 1-5) (ISCED 1)
Arsim i mesëm i ulët (klasa 6-9) (ISCED 2)
Arsim i mesëm i lartë (klasa 10-12) (ISCED 34)
Arsim i mesëm profesional (klasa 10-13) (ISCED 35)
Studime profesionale jashtë-universitare (ISCED 4)
Studime universitare me cikël të shkurtuar (ISCED 5)
Cikli i parë i studimeve (Bachelor) ose të ngjashme (ISCED 6)
Cikli i dytë i studimeve (Master) ose ngjashëm (ISCED 7)
Ciklin e tretë të studimeve (Doktoraturë) ose të ngjashme (ISCED 8)

North Macedonia: Macedonian

Не се стекнал со формално образование / не завршил основно образование (ISCED 0)
Основно образование (ISCED 1)
Нижо средно образование (ISCED 2)
Вишо средно образование (ISCED 34)
Стручно образование (ISCED 35)
Пост-средно образование, не е високо образование (ISCED 4)
Краток циклус на високо образование (ISCED 5)
Додипломски студии или еквивалентни (ISCED 6)
Магистратура или еквивалентно образование (ISCED 7)
Докторат или еквивалентно образование (ISCED 8)

Serbia

Nikada se nije formalno obrazovao/nije završio osnovnu školu (ISCED 0)
Nedovršena osnovna škola (4 do 7 razreda) (ISCED 1)
Završena osnovna škola (8 razreda) (ISCED 2)
Završena srednja škola (ISCED 34)
Završena viša škola - Viša strukovna škola (ISCED 5)
Završen fakultet (ISCED 6)
Magistratura i Master (ISCED 7)
Doktorat (ISCED 8)

Moldova: Romanian

Niciodată n-a fost înmatriculat în învățământul formal/niciodată n-a finalizat învățământul primar (ISCED 0)
Educație primară (ISCED 1)
Învățământ secundar inferior (ISCED 2)
Secundar superior (ISCED 34)
Școală profesională (ISCED 35)
Învățământul post-secundar, non-terțiar (ISCED 4)
Educație terțiară cu ciclu scurt (ISCED 5)
Licențiat sau echivalent (ISCED 6)
Master sau echivalent (ISCED 7)
Doctorat sau echivalent (ISCED 8)

Moldova: Russian

Не получил начального образования (ISCED 0)
Начальное образование (ISCED 1)
Неполное среднее образование (ISCED 2)
Среднее образование (ISCED 34)
Профессионально-техническое образование (ISCED 35)
Среднее специальное образование (ISCED 4)
Неполное высшее образование (ISCED 5)
Бакалавр (ISCED 6)
Магистр (ISCED 7)
Ученая степень (ISCED 8)

Ukraine: Ukrainian

Ніколи не отримував шкільну освіту / ніколи не отримував початкову освіту (ISCED 0)
Початкова освіта (ISCED 1)
Базова середня освіта (ISCED 2)
Повна середня освіта (ISCED 34)
Професійно-технічна освіта на базі базової середньої освіти (кваліфікований робітник) (ISCED 35)
Професійно-технічна освіта на базі повної середньої освіти (кваліфікований робітник) (ISCED 4)
Вища освіта (молодший спеціаліст або молодший бакалавр) (ISCED 5)
Вища освіта (бакалавр або еквівалентний рівень) (ISCED 6)
Вища освіта (спеціаліст/магістр або еквівалентний рівень) (ISCED 7)
Вища освіта (доктор філософії / доктор наук або еквівалентний ступінь) (ISCED 8)

Ukraine: Russian

Никогда не получал школьное образование / никогда не получал начальное образование (ISCED 0)
Начальное образование (ISCED 1)
Базовое среднее образование (ISCED 2)
Полное среднее образование (ISCED 34)
Профессионально-техническое образование на базе базового среднего образования (квалифицированный рабочий) (ISCED 35)
Профессионально-техническое образование на базе полного среднего образования (квалифицированный рабочий) (ISCED 4)
Высшее образование (младший специалист или младший бакалавр) (ISCED 5)
Высшее образование (бакалавр или эквивалентный уровень) (ISCED 6)
Высшее образование (специалист/магистр или эквивалентный уровень) (ISCED 7)
Высшее образование (доктор философии / доктор наук или эквивалентная степень) (ISCED 8)

Kosovo Albanian

Nuk ka arsim formal/nuk e ka përfunduar arsimin fillor/Arsimi Parashkollor (ISCED 0)
Arsim fillor (klasa 1-5) (ISCED 1)
Arsim i mesëm i ulët (klasa 6-9) (ISCED 2)
Arsim i mesëm i lartë (klasa 10-12) (ISCED 34)
Arsim i mesëm profesional (klasa 10-13) (ISCED 35)
Studime profesionale jouniversitare (ISCED 4)
Studime universitare me cikël të shkurtuar (ISCED 5)
Cikli i parë i studimeve (Bachelor) ose të ngjashme (ISCED 6)
Ciklin e dytë të studimeve (Master) ose të ngjashëm (ISCED 7)
Ciklin e tretë të studimeve (Doktoraturë) ose të ngjashme (ISCED 8)

Kosovo Serbian

Nikada se nije formalno obrazovao/nije završio osnovnu školu (ISCED 0)
Nedovršena osnovna škola (4 do 7 razreda) (ISCED 1)
Završena osnovna škola (8 razreda) (ISCED 2)
Završena srednja škola (ISCED 34)
Završena viša škola - Viša strukovna škola (ISCED 5)
Završen fakultet (ISCED 6)
Magistratura i Master (ISCED 7)
Doktorat (ISCED 8)

Annex 2. Victim support organizations asked about in the questionnaire
Table A2.1. List of support organizations respondents were asked about in the OSCE participating States covered in the survey

Albania	Counselling Line for Girls and Women – Tirana
	Centre for Legal Civic Initiatives
	Gender Alliance Centre for Development
Bosnia and Herzegovina	SOS line for victims of domestic violence 1265 (asked about in the Federation of Bosnia and Herzegovina only)
	Medica Zenica (asked about in the Federation of Bosnia and Herzegovina and the Brčko District only)
	Foundation for Local Democracy (Sarajevo) (asked about in the Federation of Bosnia and Herzegovina and the Brčko District only)
	Lara Bijelina (asked about in Republika Srpksa only)
	SOS line for victims of domestic violence 1264 (asked about in Republika Srpksa only)
	United Women, Banja Luka (asked about in Republika Srpksa only)
Montenegro	NGO SOS Line Nikšić
	NGO SOS Telephone Podgorica
	NGO Women's Safe House Podgorica
North Macedonia	Health Education and Research Association
	Association for Emancipation, Solidarity and Equality of Women
	National Council for Gender Equality
Serbia	Regional SOS helpline for women victims of violence in Vojvodina
	Counselling centre for combating violence against women – SOS hotline and safe house, Belgrade
	Autonomous women's centre, Belgrade
Moldova	Trustline for women administered by the La Strada International Centre
	Refugiul Casa Marioarei (shelter)
	Assistance and Protection Centre for Victims
Ukraine	Centre of Social Services for Families, Children and Youth
	La Strada Ukraine
	The Police

Table A2.2. List of support organizations respondents were asked about in Kosovo

Kosovo	Criminal Victim Assistance Line (public prosecutor)
	Gjakovë/Đakovica safe house
	The Kosova Rehabilitation Centre for Torture Victims

Annex 3. Sample profiles in each of the OSCE participating States

Table A3.1. Sample profile achieved in Albania

Age	Weighted %	Unweighted %	Unweighted n
18–29	27	20	362
30–39	17	15	282
40–49	17	21	391
50–59	19	19	350
60+	20	25	473
Economic activity			
In paid work	21	21	381
Self-employed	7	7	132
Helping in a family business (unpaid)	2	2	32
Unemployed	26	26	483
Pupil, student, in training	10	6	119
Not working due to illness or disability	1	1	22
Fulfilling domestic duties and care responsibilities	16	16	294
Retired	17	21	394
Compulsory military/community service/other	0.1	0.1	1
Education			
No formal education	2	2	45
Primary education	23	25	462
Secondary education	54	54	1,009
Tertiary education	21	18	342
Location			
Urban	57	54	1,006
Rural	43	46	852
Conflict-affected			
Yes	20	21	386
No	80	79	1,472

Table A3.2. Sample profile achieved in Bosnia and Herzegovina

Age	Weighted %	Unweighted %	Unweighted n
18–29	21	18	413
30–39	18	19	436
40–49	19	17	385
50–59	20	19	436
60+	21	28	651
Economic activity			
In paid work	24	25	583
Self-employed	2	2	54
Helping in a family business (unpaid)	1	1	26
Unemployed	30	28	660
Pupil, student, in training	7	5	123
Not working due to illness or disability	0	0.4	10
Fulfilling domestic duties and care responsibilities	17	16	380
Retired	15	18	425
Compulsory military/community service/other	0	0	0
Education			
No formal education	2	2	50
Primary education	8	9	201
Secondary education	76	75	1,695
Tertiary education	14	14	312
Location			
Urban	45	50	1,149
Rural	55	50	1,172
Conflict-affected			
Yes	64	65	1,498
No	36	35	823

Table A3.3. Sample profile achieved in Montenegro

Age	Weighted %	Unweighted %	Unweighted n
18–29	21	23	284
30–39	20	16	197
40–49	19	20	241
50–59	18	18	229
60+	21	22	276
Economic activity			
In paid work	35	36	444
Self-employed	4	4	52
Helping in a family business (unpaid)	3	1	18
Unemployed	16	17	211
Pupil, student, in training	9	8	102
Not working due to illness or disability	1	1	11
Fulfilling domestic duties and care responsibilities	12	11	131
Retired	20	20	246
Compulsory military/community service/other	0.2	0.2	2
Education			
No formal education	1	1	9
Primary education	2	3	31
Secondary education	78	78	949
Tertiary education	18	19	230
Location			
Urban	68	72	889
Rural	32	28	338
Conflict-affected			
Yes	10	11	139
No	90	89	1,088

Table A3.4. Sample profile achieved in North Macedonia

Age	Weighted %	Unweighted %	Unweighted n
18–29	21	13	254
30–39	20	17	326
40–49	19	19	360
50–59	18	24	460
60+	21	27	510
Economic activity			
In paid work	32	30	564
Self-employed	4	3	64
Helping in a family business (unpaid)	2	2	34
Unemployed	23	21	408
Pupil, student, in training	5	3	52
Not working due to illness or disability	0	1	11
Fulfilling domestic duties and care responsibilities	20	23	440
Retired	13	17	330
Compulsory military/community service/other	0.4	0.4	7
Education			
No formal education	8	9	171
Primary education	23	25	486
Secondary education	51	49	927
Tertiary education	19	17	326
Location			
Urban	63	58	1,117
Rural	37	42	793
Conflict-affected			
Yes	19	19	364
No	81	81	1,910

Table A3.5. Sample profile achieved in Serbia

Age	Weighted %	Unweighted %	Unweighted n
18–29	17	10	209
30–39	18	16	320
40–49	18	19	376
50–59	19	20	404
60+	28	35	714
Economic activity			
In paid work	37	35	707
Self-employed	3	3	65
Helping in a family business (unpaid)	1	1	17
Unemployed	21	19	386
Pupil, student, in training	6	3	68
Not working due to illness or disability	0.3	0.3	7
Fulfilling domestic duties and care responsibilities	8	8	166
Retired	23	30	607
Compulsory military/community service/other	0	0	0
Education			
No formal education	1	1	16
Primary education	3	5	77
Secondary education	72	74	1,491
Tertiary education	24	22	439
Location			
Urban	62	65	1,305
Rural	38	35	718
Conflict-affected			
Yes	26	27	539
No	74	73	1,484

Table A3.6. Sample profile achieved in Moldova

Age	Weighted %	Unweighted %	Unweighted n
18–29	23	14	250
30–39	20	19	342
40–49	17	14	246
50–59	20	18	330
60+	21	35	634
Economic activity			
In paid work	35	30	544
Self-employed	4	3	63
Helping in a family business (unpaid)	0.7	0.7	12
Unemployed	11	10	188
Pupil, student, in training	5	3	47
Not working due to illness or disability	3	3	49
Fulfilling domestic duties and care responsibilities	18	14	259
Retired	23	35	637
Compulsory military/community service/other	0	0	0
Education			
No formal education	0.5	1	10
Primary education	1	2	30
Secondary education	74	75	1,355
Tertiary education	24	23	406
Location			
Municipality	21	18	323
Town (medium or small)	19	21	233
Rural area (village)	59	61	145
Conflict-affected			
Yes	7	8	148
No	93	92	1,654

Table A3.7. Sample profile achieved in Ukraine

Age	Weighted %	Unweighted %	Unweighted n
18–29	19	18	372
30–39	20	23	463
40–49	19	19	399
50–59	20	18	360
60+	23	22	454
Economic activity			
In paid work	48	48	984
Self-employed	4	4	84
Helping in a family business (unpaid)	1	1	26
Unemployed	5	5	101
Pupil, student, in training	4	3	70
Not working due to illness or disability	1	1	19
Fulfilling domestic duties and care responsibilities	12	13	260
Retired	22	22	451
Compulsory military/community service/other	2	2	42
Education			
No formal education	0.2	0.2	4
Primary education	0.5	0.4	9
Secondary education	55	55	1,127
Tertiary education	44	44	904
Location			
Urban: above 100,000	40	41	838
Urban: 20,000-100,000	13	13	276
Urban: up to 20,000	14	14	290
Rural	34	31	644
Conflict-affected			
Yes	8	16	318
No	92	84	1,730

Table A3.8. Sample profile achieved in Kosovo

Age	Weighted %	Unweighted %	Unweighted n
18–29	31	20	393
30–39	23	20	404
40–49	19	23	448
50–59	14	19	386
60+	13	18	359
Economic activity			
In paid work	13	14	281
Self-employed	2	3	50
Helping in a family business (unpaid)	1	1	15
Unemployed	49	48	947
Pupil, student, in training	8	5	99
Not working due to illness or disability	*	0.1	2
Fulfilling domestic duties and care responsibilities	21	2	403
Retired	6	9	174
Compulsory military/community service/other	1	1	17
Education			
No formal education	5	6	118
Primary education	10	12	235
Secondary education	65	65	1,294
Tertiary education	20	17	343
Location			
Urban	45	43	864
Rural	55	57	1,126
Conflict-affected			
Yes	73	78	1,562
No	27	22	428

Annex 4: OSCE-led survey on violence against women questionnaire
Annex 5: Key expert interview guides
Annex 6: Focus group discussion guide
Annex 7: In-depth interview guide

Key Expert Interviews Discussion Guide

Stage 1

Purpose of the KEIs

The first stage of KEIs are intended to provide a broad view of each survey location's institutional and legal framework with regard to GBV. In particular, we want to look at:

- The extent and nature of GBV.
- What measures are in place to prevent GBV?
- What services exists for victims / survivors of GBV?
- What is the legal recourse for victims / survivors? To what extent is this implemented?

Five KEIs will be conducted in each survey location with people working the following fields:

- A relevant role in the OSCE;
- A policy role in government (e.g. for ministries relating to interior/police, justice, health and education);
- NGOs working in that location which specialise in violence against women;
- Academics specialising in violence against women;
- Legal teams specialising in violence against women;
- A relevant role in the Office of the Ombudsman

Conducting KEIs

The interviews will take place over the telephone or face-to-face and last around an hour.

Ideally, the first interview should be conducted with an expert who will be able to provide a good overview of the situation in the location and who can provide guidance on key question areas and experts to focus on. In many cases this will be someone working at the OSCE.

Using this discussion guide:

Please use language which reflects the way the participant talks about the issues, for example, GBV (gender-based violence/ VAW (violence against women) and victim/ survivor. Use both terms in the first instance and then use the same term that the participant uses.

This guide is not designed for every question/ area of questions to be covered in every interview. The focus of the interview should be on the area the expert has most knowledge and experience of e.g. we would expect those working in government to be able to say most about policies and campaigns, NGOs might focus on prevention and support and academics/ those working in law to focus on data and the legal framework.

Please prioritise sections which are most relevant to the expert as well as areas which have not been fully covered or understood in the desk research. For example, if the administrative and judicial data on GBV/VAW is in the public domain then it will not be necessary to cover this in the interviews unless there are specific gaps which need to be explored.

Confidentiality and use of data:

Please ask for permission to attribute. We will not use their name in any report just their role and organisation, or sector if they prefer their workplace not to be mentioned.

All interviews should be recorded digitally. We will also require you to make detailed notes in the template provided and include in these verbatim comments made during the interview.

1. Introduction	5 min
Welcome and introduction Thank participant for taking part and explain that they have been selected as someone who can provide information on [the location]'s social attitudes, institutional and legal frameworks with regard to GBV/VAW. Explain that these interviews are part of the first stage of the research are and intended to provide an overview of the extent, nature and handling of GBV/VAW. Introduce self, Ipsos – independent research organisation. Introduce the topic: *I would like to talk to you about your role and your organisation's role in understanding, preventing or combating gender based violence in [location].* Introduce the research – OSCE have commissioned Ipsos to conduct this research to assist them in developing robust and comprehensive data on gender-based violence in 8 locations. Discuss level of attribution – ask permission for data to be attributable to the participant's role and organisation (but not their name). If they are uncomfortable with this level of attribution explain that we can attribute at sector level e.g. NGO, Government, Academic. Interview should take around an hour. Get permission to digitally record – interviewer will listen back to make notes and use quotes but this data will not be directly attributed to the participant.	Explains the purpose of the interview and prepares the participants to take part. Outlines how the interview will work and how data will be used including confidentiality measures we are using, adhering to ethical standards for research on GBV / VAW (WHO).
2. Background and role	**5 min**
Can you tell me about your organisation and the work it does? **What role or responsibilities does your organisation have in understanding, preventing or combating gender-based violence?** • How much of a focus is GBV/VAW for your organisation? **What is your role in the organisation?** • What are your main responsibilities or areas of focus? • How long have you been in this role for? **And what are the main issues related to GBV/VAW in your location?** • How has this changed over time?	Gives contextual background information about the interviewee, the organisation they work for and the work it does in relation to GBV / VAW.
3. Legislation on GBV/VAW	**10 mins**

Can you tell me about the relevant legal framework that exists to address GBV/VAW?	Explore how GBV / VAW is handled within the location's legal framework
When was GBV/VAW first recognised as a crime in the survey location?	
• What prompted this legislation?	
• How was it received at the time? by police, judiciary, the public.	
What are the key pieces of criminal; legislation on GBV/VAW?	Istanbul convention defines the following forms of GBV/VAW:
• When did these come into force?	- psychological violence
• Which forms of GBV / VAW do these laws cover?	- stalking
• What impact has this legislation had?	- physical violence
• Are there any types of GBV/VAW that are not covered in legislation? Prompt with list if needed	- sexual violence, including rape
What are the current conviction rates for GBV/VAW?	- forced marriage
• Which types of GBV have the highest conviction rates? And which have the lowest?	- female genital mutilation
• What are the barriers to conviction for GBV? How cases are handled? Culture and attitudes?	- forced abortion and forced sterilisation
What pieces of, civil legislation are relevant to GBV/ VAW?	- sexual harassment
• Family law? E.g. property rights, divorce, custody.	
Are restraining and protective orders available?	
• How often are these used?	
• How easy is it to get one?	
• How effective are they?	
4. Administrative Data on GBV	**10 mins**
Can you tell me about any existing initiatives in [location] to measure and monitor the extent and nature of GBV / VAW?	To understand how GBV is measured and monitored
If so:	
What data are collected?	
• What forms of GBV / VAW are covered?	
• Are data collected on gender? Age? The relationship of the victim/ survivor to the perpetrator?	
Which organisation or authority collects these data?	
• Government? Police? Judiciary NGO?	
How is this funded?	
• Government funded? NGO funded?	
How are the data collected?	
• Police records? Court records? Surveys?	
How are the data used?	

- Is it publically available? If not why? Legal reasons, privacy?

If not:
- Why not? Legal reasons? Privacy? Cost? Lack of will to collect and use the data?
- Has there been an attempt to do this in the past?
- What are the barriers in collecting data to measure GBV?

5. Prevention	10 min
I would like to spend some time talking to you about any measures taken to prevent GBV/VAW. **How seriously would you say the authorities take issues relating to GBV/VAW?** **Can you tell me about any policies/action plans used by the [location's] authorities to address gender based violence?** • What forms of GBV/VAW are covered in this? • How well are these action plans implemented? **How closely do the authorities work with NGOs?** • What level of cooperation or support exists? • What would be appropriate? **Regardless of who currently runs prevention programmes, who do you think should be responsible for this kind of work?** • Authorities? NGOs? **Can you tell me about any specific campaigns or programmes which exist to prevent GBV/VAW in [location]?** • What does the campaign/ programme aim to do? PROBE: Change cultural attitudes? More specific targeting? • How is it trying to do this? • Who is it targeted at? • Who is running this programme? Government? NGO? Is this appropriate? • IF NOT MENTIONED ASK: What about programmes / campaigns led by your organisation – can you tell me about these? **Are there any geographical or regional differences in these programmes? Why is this?** **How, if at all, are these programmes evaluated?** • How are data collected? • How is impact measured? **What, if any, training exists for professionals working on the delivery of these programmes?** • Which professions/ roles is training provided for?	Explore what campaigns or programmes exist to prevent GBV / VAW

• What does it consist of? **How effective has it been? Are you aware of any evaluations of training programmes for professionals?** • If so, what kind if impact have they had? How could they be improved?	
6. Protection and support	**10 mins**
What support services are available to victims/survivors of gender based violence? • Specialized health services? • Shelter/protection? • Financial support? • Housing services? • Legal counselling services? • Psychological support services? • Education and training? • Employment support? • FOR EACH ASK: does your organisation have a role in providing this kind of support? Since when? How does this work in practice? **How, if at all, are these services evaluated?** • How is impact measured? **How accessible are these services to victim/ survivors?** • How are they communicated to victims / survivors? How well known are they? • What barriers exist to take up? PROBE: for geographical and cultural barriers etc. **Are healthcare workers legally obliged to report cases of GBV/VAW to the police?** • If so, how well is this working? • What are the barriers to healthcare workers reporting cases? **Does a telephone helpline exist for victims/ survivors or those concerned for them?** • What, if any, barriers exist to accessing this? Cost? Area? Availability? **What, if any programmes exist for perpetrators of GBV/VAW?** • What does the programme consist of? • Where is it delivered? Community based? Prison? Probation services?	To explore what support services are available to victims / survivors?
7. Conflict related GBV/VAW	**10 mins**

Finally, I'd like to talk to you about any conflict related GBV/VAW which may have taken place in [location].	Explores conflict related GBV/VAW. Please prompt on specific conflicts explored in the desk research here. Be mindful that some experts may not be able to respond to questions in this section because of their age/ role.
I would like to talk to you about GBV related to conflicts in [location] since 1944. Specifically, we will be talking about:	
• Introduce conflicts that might be relevant.	
• Are there any other conflicts you think we should discuss?	
And has [location] been a place for refugees from other locations during a time of conflict?	
• Which conflicts?	In locations were no conflict has taken place since 1944, focus on refugee related GBV/VAW.
• Where did the population move from/ to?	
• For how long were they displaced?	
Are you aware of any reports of GBV/VAW in relation to conflict[s]? If so, can you tell me a little about this.	
• Which conflicts?	
• Which area or population did this affect?	
• What type of GBV/VAW was reported?	
• What was the relationship between the survivors/ victims and the perpetrators?	We are interested in any conflicts in the geographical region since 1944.
• When did it take place during the conflict? Afterwards?	
How much do you know about how these instances of GBV/VAW were handled at the time?	
• How do you know this? Official reports? First-hand accounts? Surveys? Media?	
• Were instances reported at the time or later?	
• Who were they reported by?	If they ask what is meant by conflict: by conflict, we mean any instances of armed conflict which may have involved state and/or non-state actors and which resulted in at least 25 fatalities.
• Who were they reported to?	
• What, if any, action was taken?	
What was the situation of the victim/ survivors when they experienced GBV/VAW?	
• Was conflict taking place in their local area?	
• Had they left their home because of conflict?	
• What, if any services or support was available to the victims/ survivors?	By conflict related GBV/VAW we mean, any instances of GBV/VAW in a location either during a time of conflict in that location or as a result of population displacement because of conflict in another location.
• How is the situation for those victims/survivors today?	
What, if any, actions have been taken to understand the GBV/ VAW that had taken place?	
• Which organisations are responsible for this?	
Are you aware of any changes made to policy or the legal framework in light of the conflict related GBV/VAW that took place?	
8. Summing up	**5 min**

We are coming to the end of the interview, but I just have a few final questions before we finish. Are there any other issues you feel should be raised or any final comments you would like to add? As I mentioned at the beginning, we will be conducting further interviews and focus groups on GBV/VAW in [location] including with victims/ survivors. Is there anything you feel we should know about conducting research on this issue in [location]? We will be conducting further interviews with experts in [location], are there any organisations or individuals you think would be well placed to help us with the research? **Thank and close.**	Bringing the conversation to a close, including identifying potential participants for KEIs at the next stage of research

Stage 2

Purpose of the KEIs

The second stage of KEIs are intended to explore:

- Any changes that have taken place since the initial KEIs which have, or are expected to affect how GBV is handled in the survey location (where they work). This will include changes to policy at different levels and support provision for women.

- Experts' own recommendations for preventing and responding to GBV .

- How OSCE could engage with policy makers and key organisations to encourage them to use the upcoming findings.

A total of 15 KEIs need to be conducted in each survey location. This second stage should include all remaining KEIs needed. The experts will be identified by OSCE and they are likely to be focussed on those working in policy roles (at different levels).

Conducting KEIs

The interviews will take place over the telephone or face-to-face and last around an hour.

Using this discussion guide:

Please use language which reflects the way the participant talks about the issues, for example, GBV (gender-based violence/ VAW (violence against women) and victim/ survivor. Use both terms in the first instance and then use the same term that the participant uses.

Confidentiality and use of data

All interviews should be recorded digitally. We will also require you to make detailed notes in the template provided and include in these verbatim comments made during the interview.

1. Introduction	5 min
<u>Welcome and introduction</u> Thank participant for taking part and explain that they have been selected as someone who can provide valuable information on GBV/VAW in [survey location]. Introduce self, Ipsos – independent research organisation. Introduce the research – OSCE have commissioned Ipsos to conduct this research to assist them in developing robust and comprehensive data on gender-based violence in selected locations in South-East Europe and Eastern Europe. Explain that we conducted similar interviews a year ago which explored social attitudes to GBV/VAW, the institutional and legal frameworks in place and the support available to victims/ survivors. We used these interviews along with desk research to develop a profile of GBV in [survey location]. Explain that we are now speaking to experts across eight survey locations to find out if any changes have taken place over the past year which have, or may affect how GBV is prevented or responded to. We would also like to hear their views on any recommendations they have for tackling GBV in [survey location]. Discuss level of attribution – ask permission for data to be attributable to the participant's role and organisation (but not their name). If they are uncomfortable with this level of attribution explain that we can attribute at sector level e.g. NGO, Government, Academic. Interview should take around an hour. Get permission to digitally record – interviewer will listen back to make notes and use quotes but this data will not be directly attributed to the participant.	Explains the purpose of the interview and prepares the participants to take part. Outlines how the interview will work and how data will be used including confidentiality measures we are using, adhering to ethical standards for research on GBV / VAW (WHO).

2. Background and role	5 min
Can you tell me about your organisation and the work it does? **What role or responsibilities does your organisation have in understanding, preventing or combating gender based violence?** • How much of a focus is GBV/VAW for your organisation? What is your role in the organisation? • How long have you been in this role for? • What are your main responsibilities or areas of focus?	Gives contextual background information about the interviewee, the organisation they work for and the work it does in relation to GBV / VAW.

What work is your organisation currently doing in relation to GBV?	
• Are there any specific projects or issues you are focussing on?	

3. Changes to policy and legislation	**10 mins**
Between February and June last year, we interviewed experts and conducted desk research to build a profile of GBV/VAW in [survey location]. This included administrative data on GBV/VAW and identifying the policies and legislation in place to prevent and respond to GBV. **Can you tell me about any changes that have taken place in [**survey location**] over the past year which relate to GBV/VAW? This could include changes to policy or legislation or any other significant change** For each change mentioned, **please explore**: **What was the change?** • New policy or law? Or an amendment to an existing policy or law? • What does this policy/law aim to do? • What else changed significantly? **When did this happen?** • Identify month if possible. **What led to this change?** • Did it come about quickly or was it planned? • Which organisations/ people were responsible? • How easy or difficult was it to put in place? • Was there any opposition to it? **Has this already had an impact on GBV?** • What has the impact been? • How has this been measured? **What impact is the change intended to have in the longer-term?** • How realistic do you think this is? • How will this be measured? **Overall, what is your view on this change?** • Positive? Negative? • Did it go far enough? Too far?	Explore whether any changes have taken place over the past year, which has affected, or is expected to affect how GBV is handled. Please note, when we refer to GBV/VAW, we are talking about the following acts, (defined by the Istanbul Convention): - psychological violence - stalking - physical violence - sexual violence, including rape - forced marriage - female genital mutilation - forced abortion and forced sterilisation - sexual harassment - rape in marriage - human trafficking

4. Changes to support for victims/survivors	**10 mins**

Now, thinking about the support services available to women who experience GBV/VAW, can you think of any changes to these over the past year?	Explore any changes to support available for women at different levels and the impact of this.
Are there any new services provided by relevant authorities? • What is the service? • Who is it for? • When was it put in place? • How did this come about? • What impact has it had so far? • What impact is it likely to have in future? **And how about NGO services and provisions for women who experience GBV? Have any new types of support been put in place?** • What is the service? • Who is it for? • When was it put in place? • How did this come about? • What impact has it had so far? • What impact is it likely to have in the future? **Have any NGO services or services provided by a relevant authority been changed, cut back or ended completely in the past year?** • What is the service? • What change has been made? • Will this be permanent or short-term? • Why did this happen? • What impact has this had on women?	
5. Expert's recommendations	**10 mins**
Are there any recommendations you think would help combat GBV/VAW in [survey location]? **Are there any particular types of GBV/VAW that you think need to be focussed on?** • Which types? Why? • What do you think needs to be done? **Are there any particular types of women that you think need greater protection or support?** • Why? • What protection or support do you think they need? **Thinking about policy and legislation, what are the key changes you would like to see?** • What impact do you think this would have?	To explore what support services are available to victims / survivors.

• How likely is it that this change could be made? What are the barriers to it? • What would be needed to make this happen? **And thinking about services for women who experience GBV/VAW, what changes would you like to see?** • What impact do you think this would have? • How likely is it that this change could be made? What are the barriers to it? • What would be needed to make this happen? **What can OSCE do to help your organisation with prevention of GBV and the protection and support of women who experience violence in [**survey location**]?** **What about other organisations?** • What could the EU do to help? • What could UNFPA do? • What difference would this make to your organisation?	
6. Summing up	**5 min**
We are coming to the end of the interview, but I just have a few final questions before we finish. **Thinking about everything we have discussed, has the situation regarding GBV/VAW in [survey location] improved, worsened or stayed the same over the past year?** **What single change would make the biggest difference in preventing or responding to GBV/VAW in [survey location]?** **Are there any other issues you feel should be raised or any final comments you would like to add?** **Thank and close.**	Bringing the conversation to a close, summarising interview.

OSCE Survey on the Well-being and Safety of Women

Focus Group Discussion Guide

OSCE/Ipsos 28.03.18

Focus Group Identification Number: Date:
Community: Number of Participants:

Participant Summary *(check appropriate categories)*:

_____ Ages

_____ Urban   _____ Rural

_____ Ethnicity   _____ Conflict-affected

_____ IDP

Before proceeding, the interviewer must read the consent statement and sign it to verify that verbal consent has been obtained.

Aims:

- Understand societal attitudes/ culture towards women generally, GBV and perpetrators. Explore how this has changed over time including in times of conflict

- Explore awareness and views on existing support/ barriers to disclosure

- Identify how prevention and support could be improved

Introduction

- Introduce yourself and any other team members present. Explain who you work for. Explain who Ipsos are, the kind of work that we do and that we are an independent research company.

- Thank them for agreeing to take part.

- Provide background on study. *"We are conducting this research to understand attitudes towards women generally, views on violence against women, and to explore awareness and views of support services for women. This research is being conducted by the Organization for Security and Co-operation in Europe who hope to use this research to raise awareness of these issues and improve services for women.*

- Explain key points of consent: *Please remember that your participation is voluntary, you can leave the group at any time if you feel uncomfortable or want to stop participating. You do not need to give us a reason for leaving.*

- Explain that everything will be kept confidential, and ask that they respect each other's confidentiality when they leave the discussion.

- Ask that are respectful to each other. They may have different opinions which is fine. Also ask that they give each other the chance to speak and don't talk over one another. Ask for permission to digitally record –moderators will listen back to make detailed notes after the discussion, some will also be transcribed. These files will be stored securely and the notes and transcripts will not include your names. When the project ends, the recordings will be destroyed.

Participant introductions:

- Ask participants to speak to the person next to them for 2 minutes and find out their name, where they are from, and one thing that they like doing.

- Ask them to introduce the person next to them to the group.

Guide formatting:

- Key questions are the overall bullet
  - With follow up questions below.

Read out sections are in bold italics

Interviewer notes are in blue

2. Warm up on gender roles

I'd like to start by discussing what it is like to be a woman in <survey location> today.

- First of all, what are the good things about being a woman in <**survey location**> today?

- What are the bad things?

Moderator to follow up on all answers. In particular, follow up on anything that describes EXPECTATIONS. E.g. what are the expectations of women in the workplace, in the household, in relationships.

- And this might be more difficult, but can you tell me what you think it is like to be a man in <**survey location**> today. What are the good things?

- What are the bad things?

Moderator to probe on anything that describes EXPECTATIONS. E.g. what are the expectations of men in the workplace, in the household, in relationships.

- What are the differences between men and women?

3. Perceptions of violence against women

Activity 1: Free listing and discussion

Explain that you will now be asking questions about violence against women.

I'd like you to think of the types of violence that affect women in your area. You might think about violence that happens in the home as well as violence that happens outside of the home. Let's build a list together.

Either ask participants to shout out, or write their answers on post-its.

Collect on the board or another sheet of paper, a list of different types of violence against women. Post the list in a location that is visible to all.

- What types of violence do you think are common in this area, in terms of frequency?

- Could you now think about who or what type of person would be likely to commit these actions? Please describe that person and think about the most likely actions that person would take against a woman and some of the reasons why that person would do that.

On the board, match the type of person who the group identifies as being most likely to commit each action. Participants can use post-its again if they want to for this exercise.

- Are any of these actions considered a normal part of relationships and in everyday life by people in your area?

- And which ones would not be seen as acceptable?

- How would most people in your area respond or react to each of these actions if they witnessed or heard about them? Why is this?

Keep list hung up in a place that is visible to all so it can be referenced later in the discussion.

4. Understanding reasons for changes in violence against women

Activity 2: Flipchart reasons for violence against women

Moderator to have a flipchart split into 3 sections: Economic, Social and Political.

"Violence against women can increase or decrease because of a range of different factors. Some of these are economic (such as levels of unemployment), some may be social (such as changes in attitudes, or changes in population), some might relate to the political situation.

In pairs, I'd like you to think about any factors that you think have made violence against women worse. These can be economic, social, political or anything else that you think has had an impact. Please write your ideas on post-its."

Moderator to collect post-its and group responses into themes.

- Which of these do you think had the greatest impact on violence against women?

- Have any of these factors changed over time? In what way?

- What types of violence were you thinking about when you discussed this? How about non-physical types of violence?

Now I would like you to do the same thing but thinking about factors that you think have decreased violence against women.

Moderator to collect post-its and group responses into themes.

- How have these factors improved the situation?

- Which of these do you think had the greatest impact on violence against women?

5. Disclosure

Activity 3: Open-ended story

Hand out vignettes

"Now, I'd like to tell you a story about a woman named Mina who lives in this area. Please feel free to read along with me. Mina lives with her husband Aleksandar and two children, a one-year-old son and three-year old daughter. She takes care of her home and children and also does some part-time work outside of her home to earn money. For some time, she has had problems with Aleksandar. He does not give her enough money to take care of the household and he does not approve of her working outside of the home. Sometimes he comes home drunk, insults her, and hits her. Mina has tried talking to him about this but it just makes him angry." [Adapt names and context for each survey location]

- What do you all think about this story?

- How common do you think situations like this are?

- Do you think women like Mina who experience violence discuss the violence they experience with others?
  - Who do you think would be the people they would choose to discuss this issue with?
  - What do you think these people would say or do to help her?
  - What would happen to Mina if she discussed this issue with others?

- We listed many different types of violence women experience earlier [reference list hanging up]. How does women's willingness to discuss violence vary based on the type of violence a woman experiences?

- What might keep them from telling others about the violence they experience?
  - How does this vary based on the type of violence they experience? *[compare specific types of violence on the list.]*

- If a woman's birth family found out about her experience of violence, how do you think they would react?
  - What would they think about the woman?
  - What would they think about the perpetrator?
  - How do you think her friends would react?
  - Does this vary based on the type of violence she experiences?

6. Help-seeking options and treatment

I would now like you to think about places and services where women who experience violence could go to ask for help.

- What services/support are available to women who experience violence?

  - What support do they offer?

  - Would women go to different services depending on the type of violence they experienced? *[Compare specific types of violence on the list.]*

  - Are there any types of violence which women would not find support for?

- If women feel sad, depressed, or scared because of the violence they experience, where would she go for help?

  - Are there places where a survivor of violence could go to for help? Could you describe them?

- If women fear that they have serious health consequences because of the violence they experience, where would she go to seek help?

  - Are there places where a survivor of violence could go to for help? Could you describe them?

- If women who experience violence from their partners want to leave the relationship, where would she go to seek help?

  - Are there places where a survivor of violence could go to for help? Could you describe them?

Now, we would like to know more about the differences in <u>treatment</u> for a survivor of gender-based violence based on her age.

- For example, how would the service/support be different if the woman were 17 years old?

- How about if she was 60 or 70 years old?

What about if she were from a minority group (ethnic, sexual, migrant, IDP, disabled)?

- Do you think that the service/support offered to a survivor of gender-based violence would be different?

7. Perceived barriers to accessing services

We've discussed various sources of support, information, and health care that women who experience violence could seek. Let's talk some more about these services.

- How likely do you think it is that a woman who experiences violence in this area would actually seek out all of the sources of support we discussed?

    o Could you now think about some of the reasons why a woman would not seek out help/support or services? What would be some challenges she may encounter?

    o Which ones would be the most likely to be used? Least liked to be used?

- What reasons would a woman have for not seeking help/support or services?

    o How common do you think this is?

Now, we would like to know more about the differences in the <u>barriers</u> a survivor of gender-based violence may face depending on who she is.

- For example, how would the challenges in accessing help/support or services be different if the woman were 17 years old?

- How about if she was 60 or 70 years old?

- What about if she were from a minority group (ethnic, sexual, migrant, IDP, disabled)?

- Do you think that the challenges in accessing help/support or services offered to a survivor of gender-based violence would be different?

- Does *everyone* in this area know about (name of service/resource/clinic/NGO/) and how (same) can help them? How do people find out that (same) exists?

8. Improving service delivery and recommendations

- What could be done to improve the services available for women who experience gender-based violence?

- What could be done to help them access these services?

- Which do you think is the most important of these options? Could you identify the top two or three priorities for your area in this regard?

- Besides the services already discussed, what else do you think could be done to help survivors of gender-based violence and prevent violence against women in your area?

9. Closing

- Thank participants for their time and ideas, and express how helpful it has been for the facilitators.

- Explain the next steps.

- Reemphasize need for confidentiality.

- Make referral sheets available. ***"This is a sheet of additional information for you in case today's conversation has made you want to talk more about these issues with someone individually, for any reason."***

OSCE Survey on the Well-being and Safety of Women

In-depth interview guide

<u>In-Depth Interviews with women who experienced conflict-related</u>

<u>and non-conflict related GBV</u>

IDI Identification Number: _____

Community/District: _____

Date: _____

Participant Summary: _____Female: Age: _____

Ethnicity:_____   Religious affiliation: _____

Legal Status: _____   Disability: _____

Aims:

- To explore the forms of violence that women have experienced, and how this has changed over time.

- To understand the role of conflict in women's lives over time and its linkages to gender-based violence.

- To identify the barriers to disclosing experiences and seeking support, and to explore women's decision-making process on choosing to disclose or not.

- To understand the support received, and identify gaps in service provision. To also identify any specific barriers for different groups including women from minority ethnic groups or women living with a disability, and support needs for these groups.

- For women who have accessed support (formal or informal), to understand how they accessed support, and the impact that this had on them. These may be used to help develop 'positive' examples.

Introduction:

- Introduce yourself, and explain who you work for. Explain who Ipsos are, the kind of work that they do and that they are an independent research company.

- Thank them for agreeing to take part.

- Provide background on study: *We are conducting a study to better understand the types of violence women experience and the services available to them in your local area and others in the region.*

- Explain the key areas of the discussion guide: *We will spend time talking about your childhood, adolescence and your life as an adult. We will talk about what your life was like at these points, what you enjoyed, the activities that you were involved with. We will also explore any points at which you experienced violence from a partner.*

- Explain key points of consent: *Please remember that your participation is voluntary, you can end the interview at any time, you don't need to give me a reason why, just let me know and I will stop the interview. You can also skip any questions that you do not want to answer, or ask me to move on at any time. You are also more than welcome to take a break at any point.*

- Explain that you are there as a researcher, and you cannot provide them with advice.

- Explain that everything will be kept confidential.

- Ask for permission to digitally record – interviewers will listen back to make detailed notes after the interview, some will also be transcribed. These files will be stored securely and there will be no detailed attribution.

Guide formatting:

- Key questions are the overall bullet
  - With follow up questions below.

Read out sections are in bold italics

Interviewer notes are in blue

1. BACKGROUND (15 MINUTES)

To begin with, please could you tell me a little bit about yourself?

- How old are you?

- Who lives here?

    o Do you have a partner?

    o Do you have children? How old are they?

- What do you do on a day-to-day basis?

    o Are you working? Studying? Looking after your children?

    o What kind of things do you do around the house?

- What's your current occupation or role(s) in your local area (village/ town)?

- Who do you spend the most time with? Family? Friends?

"As I mentioned before, violence experienced by women is a part of this discussion, and we will ask about your experiences of this. Before we discuss your experiences, I just wanted to ask you about this issue more generally.

By violence we mean things like:

- *physical violence – such as someone pushing you, slapping you, throwing something at you*

- *sexual violence- such as being forced into sex when you did not want to or were unable to refuse*

- *controlling behaviour- such as restricting you from taking certain decisions, like not letting you see your friends or go to work, or being restricted in terms of how you can spend your money."*

- How common do you think these things are? Which forms are most common?

- Under what circumstances do you think that these things might occur?

- Would you say it is usually someone that the woman knows or a stranger?

"Thank you for sharing this information with us. I would now like to discuss different periods in your life including how you spent your time, what your home life was like and what was happening in your local area/ region at that time.

We will also ask you some questions about circumstances in which you experienced violence from someone. In other words, we would also like to know about your past and current relationships with people who have mistreated you.

For example, many women in their lives experience different forms of violence from a partner/husband, relatives, other people that they know and/or from strangers.

If you don't mind, we would like to ask you about some of these situations which will help us identify how to prevent such forms of violence from occurring and how to better help women survivors of gender-based violence.

May we continue?

Please remember that you are free to take a break or stop the interview any time you need to."

2. TIMELINE (up to 120 MINUTES)

The purpose of this section is to identify the events that marked her life and how they relate to gender-based violence. It is helpful to ascertain where possible the type of life a survivor had before the violence/ conflict that they experienced. In these cases, explore any key changes that happened as a result, such as changes to family, school, friends, and the local area in general. Explore this sensitively.

Draw a timeline with participant, and on one side have what was happening to them at the time, and on the other side will be a section to mark events happening in the local area/ region during that time. *During the conversation* ask the participant to mark the major events for them personally including when violence happened on that line.

I would like to understand more about your life and the major events that took place in your life. Since our study is about the violence against women, we are interested in understanding any experiences you have had, as long as you are comfortable sharing them with me.

I am going to draw a line and this line represents your life. Together we are going to mark down key events as we talk about that line, including any times that you experienced any types of violence. We are going to plot these events around the different stages of your life, from when you were a child, a teenager, to when you were an adult.

2A. CHILDHOOD LIFE (up to age 12)

Please note that the ages suggested (up to 12, 12- 18 and 18+) are not strict and will not be the main focus in the analysis and reporting. We have just suggested this as a way to structure the discussion, and you can adapt if you need to.

To start with, could you tell me a bit about your childhood? It would be interesting just to learn a bit more about you, where you were born, where you went to school, and your hobbies at the time.

- Where were you born? Could you describe where you were living when you were younger and who you were living with? Did you move around?

- What did you think about the local area(s) that you lived in?

  o What did you like about them? What did you dislike? Would you describe the local area as safe?

  o Did you feel like you were part of the local area/ community? Probe why/why not.

- Could you describe your family? What did your father/guardian and mother/guardian do in the household? Did they work? What were their jobs?

- What did you think of school when you were younger?

  o What were your main achievements/ things that you enjoyed at school?

- Other than your family, who were the main people that you spent time with when you were a child?

  o What kind of activities did you do with them?

- Could you tell me a bit more about other activities or hobbies you were involved in aside from spending time with your friends? (e.g. homework, work at home or outside, take care of siblings, going to mosque/temple/church).
    - How did these activities change over the course of that period in your life? *Make sure to identify activities when [school/work/other activities] stopped and what other events prompted these activities to stop.*

2B. VIOLENCE EXPERIENCED AS A CHILD

I would like to ask you more specific questions about the situation in local area at the time, and the types of violence you may have encountered during your childhood.
- Could you describe what was happening at that time in your local area and in the survey location in general?
    - PROBE: Was there political unrest? Conflict? War? Who was the perpetrator?

I would also like to ask you about any types of violence you may have experienced, such as any instances where you felt mistreated and unsafe. I am interested in the different types of violence that we spoke of before, including physical violence, sexual violence, and controlling behaviour, such as restricting your decisions in who you spend time with or how you spend your money.
- Did you experience any types of violence at this time?

Please let me know if you want me to move on at any point, or if you'd like a break.
- Could you describe the types of violence that you experienced?
    - Who were the people who mistreated you?
    - How often did it happen?
- What would you do when that happened?
    - Did you speak to anyone about it? Who did you speak to?
- Did you seek help from someone when these types of violence happened to you?

    IF YES: What kind of help? PROBE: Family member? Friend? Service provider?
    - What prompted you to seek help? Did anyone encourage you?
    - What support did they give you? How helpful did you find it?
    - What impact did this support have for you?

    IF NO: What prevented you from seeking help?
    - Were you worried about what other people would think?
    - Were you scared? What were you afraid of?
    - Were you able to access any health services?
    - Were you able to access any official assistance – like legal services or child

protection services?

- o What other challenges did you face?

- Could you tell me about any key ways in which your life changed as a result of this violence?

- **Was there a connection between the violence that you experienced, and the situation in your local area/in the survey location at that time?**

- IF YES: Please could you describe what was happening in your home? Your local area? The survey location?

- Is there anything that we haven't discussed and that you would like to talk about that happened during this episode of your life?

3A. ADOLESCENT LIFE (12 to 18 years old)

Make sure to mark all changes on the timeline and see how they affect/relate to one another. Also remember to prompt for information about the wider political context (i.e. political unrest/conflict/war) along the timeline with a different colour or on a different part of the paper.

I would like to talk to you about your life when you were an adolescent/ teenager.

- What would you say were the main changes from your childhood?

- Could you describe where you were living and who you were living with during this time? Did it change? Could you describe the changes?

- Who were the main people who you spent time with when you were an adolescent/ teenager?

- o What kind of activities were/are you doing with them?

3B. VIOLENCE EXPERIENCED AS AN ADOLESCENT

I would like to ask you more specific questions about the situation in the survey location at the time, and the types of violence you may have encountered during this time.

- Could you describe what was happening at that time in your local area and in the survey location in general?

- o PROBE: Was there political unrest? Conflict? War? Who was the perpetrator?

I would also like to ask you about any types of violence you may have experienced when you were an adolescent/ teenager. I am interested in the different types of violence that we spoke of before, including physical violence, sexual violence, and controlling behaviour, such as restricting your decisions in who you spend time with or how you spend your money.

- Did you experience any types of violence at this time?

Please let me know if you want me to move on at any point, or if you'd like a break.

- Could you describe the types of violence that you experienced?
    - Who were the people who mistreated you?
    - How often did it happen?
- What would you do when that happened?
    - Did you speak to anyone about it? Who did you speak to?
- Did you seek help from someone when these types of violence happened to you?

    IF YES: What kind of help? PROBE: Family member? Friend? Service provider?
    - What prompted you to seek help? Did anyone encourage you?
    - What support did they give you? How helpful did you find it?
    - What impact did this support have for you?

    IF NO: What prevented you from seeking help?
    - Were you worried about what other people would think?
    - Were you scared? What were you afraid of?
    - Were you able to access any health services?
    - Were you able to access any official assistance – like legal services or child protection services?
    - What other challenges did you face?
- Could you tell me about any key ways in which your life changed as a result of this violence?
- **Was there a connection between the violence that you experienced, and the situation in your local area/survey location at that time?**
- IF YES: Please could you describe what was happening in your home? Your local area? The survey location?
- Is there anything that we haven't discussed and that you would like to talk about that happened during this episode of your life?

4A. LIFE IN ADULTHOOD (18 +)

Again, mark key personal events along the timeline and see how they affect/relate to one another. Also remember to prompt for information about the wider political context (i.e. political unrest/conflict/war) along the timeline with a different colour or on a different part of the paper.

Please feel free to break this up into shorter periods if needed, for example with older women who may have experienced several significant changes in their adult life. To help with this, you can ask the women to identify different periods of adulthood which are relevant and important for them, for example:

- *before and after they were married.*
- *before and after they had children.*

Please discuss this with women at the start of this section so you are both clear on the different parts of their life being discussed.

Now I would like you to talk to you about your life as an adult.

*   What have been the major events in your life since you were 18? What have been the main changes in your life?

    o   Explore events such as marriage, having children, work and where they were living

*   Could you tell me about any significant relationships that you have been in during your adult life?

    o   When did the relationship happen? How would you describe it?

*   How would you describe your life now?

    o   How would you describe your family life? PROBE: Relationships/ children/ other family members?

    o   How would you describe your social life? Who are the main people who you spend time with?

    o   How are things financially for you at the moment?

*   What are the main activities that you do? (PROBE: childcare, religious practice, work)

*   What are your main hobbies? What do you enjoy doing?

4B. VIOLENCE EXPERIENCED AS AN ADULT

I would like to ask you more specific questions about the situation in the survey location over this time, and the types of violence you may have encountered during this time.

*   Could you describe what was happening during this time in your local area and in the survey location in general?

    o   PROBE: Was there political unrest? Conflict? War? Who was the aggressor?

I would like to ask you more specific questions about any types of violence you encountered whilst an adult. I am interested in the different types of violence that we spoke of before, including physical violence, sexual violence, and controlling behaviour, such as restricting your decisions in who you spend time with or how you spend your money.

*   Have you experienced any types of violence as an adult?

Please let me know if you want me to move on at any point, or if you'd like a break.

*   Could you describe the types of violence that you experienced?

    o   Who were the people who mistreated you?

    o   How often did it happen?

- What would you do when that happened?

  - Did you speak to anyone about it? Who did you speak to?

- Did you seek help from someone when these types of violence happened to you?

  IF YES: What kind of help? PROBE: Family member? Friend? Service provider?

  - What prompted you to seek help? Did anyone encourage you?

  - What support did they give you? How helpful did you find it?

  - What impact did this support have for you?

  IF NO: What prevented you from seeking help?

  - Were you worried about what other people would think?

  - Were you scared? What were you afraid of?

  - Were you able to access any health services?

  - Were you able to access any official assistance – like legal services, women's support services or other protection services?

  - What other challenges did you face?

- Could you tell me about any key ways in which your life changed as a result of this violence?

- **Was there a connection between the violence that you experienced, and the situation in the survey location/ your local area at that time?**

- IF YES: Please could you describe what was happening in your home? Your local area? The survey location?

- Is there anything that we haven't discussed and that you would like to talk about that happened during this episode of your life?

Thank you for sharing this with me.

Take time here to reflect on any positive achievements, or repeat the positive aspects of their lives that they have mentioned throughout the interview.

We are nearly done. Thank you for sharing so much information. It is very helpful for our study. Before we finish, I would just like to know about what kind of recommendations you would give to the government or an organization to help women in your local area.

C: REFERRALS AND CLOSING – ALLOW AT LEAST 20 MINUTES FOR THIS SECTION

- If you were to recommend something to the government for women who experience gender-based violence, what would it be? And what about international organisations like the OSCE, is there anything that you think they could do?

- Are there any services that you think would be useful for specific groups of women?

  o For example, is there anything that you think **young women** need the most in this local area? When you were younger, what would you have liked to see in your local area in terms of resources for girls?

  o And for **older women** what kind of services do you think should be provided?

  o For women from a minority group ethnic group: and what about for **women who are from a minority ethnic group**? Should there be any specific support to help them?

  o For women who have a disability or long-term condition: and what about **women who have a disability/ long-term health condition**? What kind of specific support should be provided for them?

- How would you encourage women like you to access support?

- Who would need to be involved in order for these services/resources to be successful?

- Is there anything you would like to add or say about our study?

- Is there anything you would like to ask me?

Thank you very much for participating in this interview. Your opinions are very important and will be very helpful for our work and the efforts to support gender-based violence programs in your local area. If you feel that you need to talk to somebody to receive counselling about the topics we discussed in this interview, please let us know and we will provide you with information on who in your local area you can contact.