

The background features a series of parallel diagonal stripes in the colors of the rainbow (purple, blue, green, yellow, orange, red) running from the top-left towards the bottom-right. Overlaid on this is a complex geometric pattern of thin, light-grey lines that form a grid of irregular, elongated rectangular shapes, creating a maze-like or architectural effect.

RESEARCH
REPORT

**NEEDS
AND PROBLEMS
OF THE LGBTIQ
PEOPLE IN
NORTH
MACEDONIA**

Research report: Needs and problems of the LGBTIQ people in the Republic of North Macedonia

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Editor:
Uranija Pirovska, Executive Director

On behalf of the publisher:
Neda Zdraveva, President

Author:
Biljana Ginova

Review:
Biljana Kotevska

Translation:
Fani Dimoska

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GLOSSARY

The glossary is designed to explain the terminology used in the report and describe concepts related to sexual orientation, gender identity, gender expression, and gender characteristics.

ACRONYMS

LGBTIQ	Lesbians, Gay Men, Bisexual, Trans, Intersex, and Queer
SOGI	Sexual Orientation and Gender Identity
SOGI ESC	Sexual Orientation, Gender Identity, Gender Expression, Sex Characteristics
RNM	Republic of North Macedonia
MOI	Ministry of Interior
NGO	Non-governmental organisation
SDSM	Social Democratic Union of Macedonia
VMRO-DPMNE	Internal Macedonian Revolutionary Organisation – Democratic Party for Macedonian National Unity

DEFINITIONS

The list of definitions refers to the terms used in this text. LGBTIQ organisations frequently use the included definitions. This research takes into account that sex, gender, and sexuality are not ultimate categories but a spectrum of being for many people.

Sex	The classification of a person as female, male, or intersex. Babies are usually assigned a sex at birth according to the appearance of their external anatomy. Each person's sex is a combination of physical characteristics, including chromosomes (typically XY chromosome = male and XX chromosome = female), reproductive organs, and secondary sex characteristics.
Sex Characteristics	Sex-related physical characteristics of each person, such as genitals, reproductive anatomy, chromosomes, hormones, and secondary physical characteristics that appear during puberty.
Intersex	A term used for people who have one or more variations of physical sex characteristics different from traditional male and female body concepts. Some intersex traits can be identified at birth, but some may not be noticed until puberty or later in life. Intersex is not a synonym for a transgender person.
Intersexphobia	Intersexphobia (or interphobia) is a set of ideas and phenomena that encompass a range of negative attitudes, feelings, or actions toward individuals believed to possess biological sexual characteristics that are not typically male or female (whether born intersex or manifesting in non-binary gender identity and gender expression usually associated with innate intersex characteristics).
Gender	Gender refers to the social, behavioural, and cultural attributes, expectations, and norms associated with masculinity and femininity. In this research, gender is understood as a non-binary concept.
Gender identity	Personal experience and understanding of one's gender that may correlate with or differ from the gender designated at birth (being a man, a woman, something in between, nothing or something other than the binary understanding of gender). Gender identity is an inner feeling that is not always visible to others.
Gender expression	How a person expresses its gender in relationships with others, including clothing, hairstyle, voice, behaviour, use of pronouns.

Cisgender	Cis or cisgender refers to a person whose gender identity is in accordance with the sex specified at birth.
Transgender	Trans or transgender refers to a person whose sex specified at birth is not in accordance with their gender identity.
Transphobia	A set of ideas and phenomena that encompass a range of negative attitudes, feelings, or actions toward transgender people or transgender. Transphobia can include fear, aversion, hatred, violence, anger, or resentment toward people who do not live up to societal gender expectations. It is a form of prejudice and discrimination, similar to racism and sexism.
Sexual orientation	The enduring capacity of each person for deep romantic, emotional, and/or physical feelings or attractions to a person(s) of a particular sex or gender. It includes heterosexuality, homosexuality and bisexuality, and a wide range of other expressions of sexual orientation.
Lesbian	A woman who has a romantic, emotional, and/or physical attraction to other women. This research takes into account that a lesbian can be an asexual, transgender, gay, non-binary person, etc.
Gay man	A man who has a romantic, emotional, and/or physical attraction to other men. The term 'gay' is sometimes used by women as well. This research takes into account that a gay man can be an asexual, transgender, non-binary person, etc.
Bisexual persons	Persons who have romantic, emotional, and/or physical attractions to persons of different genders.
Queer	A common term for sexual and gender minorities who are not heterosexual or cisgender. This research takes into account the historical dimension of the use of this term, i.e., that this term was used as an insult to gay men and lesbians but was later domesticated by activists as a self-identifying term.
Sexual and gender minorities	Persons whose sex, gender, sexual orientation, gender identity, and/or gender expression differ from those of the majority group in the society.
Heterosexual persons	Persons who have a romantic, emotional, and/or physical attraction to persons of the opposite sex and/or gender identity than their own.
Homophobia	A set of ideas and phenomena that encompass a range of negative attitudes, feelings, or actions toward homosexuality and persons perceived as gay.
Lesbophobia	A set of ideas and phenomena that encompass a range of negative attitudes, feelings, or actions towards lesbians and persons perceived as lesbians.
Biphobia	A set of ideas and phenomena that encompass a range of negative attitudes, feelings, or actions towards bisexuality and persons perceived as bisexual.
Human Rights	Freedoms and rights that belong to all human beings. Human rights are respect for the dignity of humans and an assurance that they have the means to support themselves, develop, and participate in society. These rights are universal and cannot be taken away from anyone.
Discrimination	Unequal treatment by any public or private legal entity or natural person towards a particular person or group of persons because of their personal characteristics such as race, skin colour, ethnicity, sex, gender, sexual orientation, gender identity and expression, sexual characteristics, religion, disability, age, family or marital status, health status, or any other basis.
Domestic Violence	Violence against a spouse, between parents and/or children and/or other persons living in a marital or extramarital union or joint household, as well as against a current or former spouse, extramarital partner, or between persons having a common child or are in a close personal relationship, whether or not the perpetrator shares or has shared the same house with the victim.



1 EXECUTIVE SUMMARY

This research was conducted to understand better the needs and problems faced by lesbians, gay men, bisexual, transgender, intersex, and queer (LGBTIQ) people in the Republic of North Macedonia (RNM). The report is based on research conducted by the LGBTI Support Centre in 2015. In addition, this research gathered specific information on the experiences of LGBTIQ people with discrimination in access to education and health.

The collective experiences of LGBTIQ people show a high level of exposure to discrimination, harassment, and violence because of their sexual orientation, gender identity, or gender expression. Nevertheless, most of them do not report it to the competent authorities, primarily due to distrust that the case will be resolved and fear that it may cause harmful consequences for them. Those few who were encouraged to report often faced additional discrimination or inappropriate treatment because of their sexual orientation, gender identity or gender expression, or untimely and inefficient acting, which further contributes to the already high level of mistrust in the institutions.

Almost all LGBTIQ people who participated in the survey believe that the institutions do not provide enough information on recognising discrimination and violence based on sexual orientation, gender identity, and/or gender expression and how to provide legal protection. Furthermore, many of them believe that it is necessary to provide continuous training of public servants in institutions, public campaigns, and affirmative measures for employment of LGBTIQ people in institutions that provide social services in community or institution.

The research was conducted among 217 respondents from the entire territory of RNM. The findings show that 56.67% of the respondents expressed dissatisfaction with the administration's approach when using social protection services (social services in an institution and the local community). The most common reasons for dissatisfaction are discrimination and inappropriate treatment of officials due to sexual orientation and/or gender identity of the respondents (42.86%) and untimely and/or inefficient acting (38.78%). None of the respondents who suffered discrimination while using social services in the local community, in an institution, or by the administration has reported the case to any relevant institution or organisation, which is worrying.

Almost half of the respondents (49.25%) were discriminated against within the educational process by their classmates, teachers, or administration, and 81.19% of them did not report the case to any



competent institution. In employment relations, 20.71% of respondents were discriminated against in the workplace, and 16.76% in the employment process (during interviews, job testing, etc.) because of their sexual orientation, gender identity, or expression. Most of them (87.89%) did not report the case of discrimination to any competent institution or organisation.

Half of all respondents (51.17%) were victims of some form of violence due to their sexual orientation, gender identity, or gender expression. Four out of five respondents (82.14%) did not report the case to any competent institution or NGO. Out of 17.86% who reported violence, 73.33% were dissatisfied with the treatment of institutions, more than half (53.85%) due to discrimination and inappropriate treatment by officials due to their sexual orientation, gender identity, or gender expression, and 46.15% due to untimely and inefficient handling of the case.

The findings indicate a high degree of discrimination and inappropriate treatment due to the sexual orientation, gender identity, and/or gender expression of the respondents, as well as general unprofessional approach and abuse of power by police officers. Thus, one-third of the respondents who contacted police officers outside the police station were discriminated against (31.31%). The perception of the unprofessional approach of police officers is further strengthened by the data related to the use of specific police powers. The findings show that only 17.24% of the police officers identified themselves on their initiative and an additional 4.83% did so at the respondents' request. It contributes to the decline of LGBTIQ people's trust in police officers. Additionally, four out of five respondents (88.95%) answered that they do not trust the police to protect them or their rights when they need it.

The research findings indicated a slight decrease in the perception of discrimination and violence compared to 2015, but a significant increase in the non-reporting of those cases to the competent institutions. The public support by the political leaders, the amendment in the legislation to protect the rights of LGBTIQ people, the activity of LGBTIQ organisations, public campaigns to promote the position of LGBTIQ people, and the successful organisation of the first Pride Parade in Skopje can be assumed as factors that contributed to a decline in discrimination perception and violence. However, this is not enough because the data show a higher level of distrust in institutions compared to 2015.

The summary findings of the research confirm that LGBTIQ people have limited access to rights and services due to their sexual orientation, gender identity, or gender expression in RNM. Therefore, it is necessary to take appropriate steps and measures by all stakeholders, but above all by the state, to protect the rights of LGBTIQ people in the country. The recommendations included in this report are based on the conclusions of this research, the recommendations of the respondents, and the recommendations of the LGBTIQ organisations, arranged in three areas:

- Advancement and implementation of the legislation;
- Capacity development in the institutions; and
- Facilitate access to information and raising public awareness.

The complete and timely implementation of these recommendations is crucial for LGBTIQ people to live their lives without violence and discrimination and reach their full potential.

2

INTRODUCTION

2.1. Social and legal context

The access to services and the exercise of the rights of the LGBTIQ people are still limited in the Republic of North Macedonia (RNM). Despite the positive legal amendments and the public support by the state leaders, LGBTIQ people still face obstacles in exercising their rights. They are exposed to stigma, discrimination, and unfair access to opportunities.

In 2015, the political-social context was very different compared to 2020. Homophobic and transphobic hate speech were still encouraged and maintained by the then state leaders and religious leaders. The legal framework did not include gender identity as a protected category, and anti-discrimination legislation and criminal code in the area of hate crimes did not include sexual orientation and gender identity as protected categories. Between 2012 and 2015, there was a significant increase in violence against gender and sexual minorities. During that time, the LGBTI Support Centre was attacked six times. Two of those attacks took place during events attended by more than 40 people. Besides the fact that no one was charged with any of the hate crimes, although there was solid evidence from videos and testimonies, there was no public condemnation of the violence by the then political leaders. LGBTIQ and human rights activists interpreted this as an encouragement to continue homophobic and transphobic violence, as evidenced by the rise in registered crimes and hate speech against groups and individuals perceived as LGBTIQ.

In 2017, after eleven years of rule, the demochristian VMRO-DPMNE was replaced by a social-democratic coalition led by SDSM. The newly formed government promoted rapid reforms to restore the rule of law and the creation of “one society for all” as its central focus. In that regard, for the first time in the history of the country, there were several public statements of support for LGBTIQ people by high state officials: the Minister of Culture opened the Pride Weekend in Skopje 2017, and in 2018, the Ministry was among the donors for the festival, and with a small but very significant contribution, for the first time, an LGBTQ event was funded by state funds. In December 2017, the Minister of Interior opened the conference “Access to Justice for LGBTI” with a statement that the Criminal Code must be amended and sexual orientation and gender identity (SOGI) recognized as grounds for hate crimes. One of the most important public statements was given by the Prime Minister on the fifth anniversary of the LGBTI Support Centre in



2017, in solidarity with those who survived the hate crimes and condemnation of violence and discrimination against LGBTIQ people.¹

In the following two years, the Parliament of the RNM took specific steps towards promoting the rights of LGBTIQ people. In December 2017 the Parliament ratified the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (Istanbul Convention). The Istanbul Convention as a comprehensive, detailed, and legally binding document is an important step forward in protecting the rights of LGBTIQ people, as the existing non-discrimination provision includes sexual orientation and gender identity. With the ratification of this convention, gender identity was included in the Macedonian legislation for the first time.

Between the first research in 2015 and 2020, the Law on Prevention and Protection against Discrimination (2020)² was adopted. Furthermore, amendments to the section on hate crimes in the Criminal Code (2018)³ and amendments to the Law on Audio and Audio-Visual Media (2018)⁴ which now include sexual orientation and gender identity as protective categories, were also adopted.

The establishment of the Inter-Party Parliamentary Group for the Promotion of the Rights of LGBTI people in April 2018 is considered significant progress. The group is re-formed within the new parliamentary composition 2020-2024 to represent the necessities of LGBTIQ people in advancing the country's legislation. The cooperation between the Parliament of RNM and the LGBTIQ organisations progressed when the Parliament Hall "Boris Trajkovski" was provided for the annual regional conference of the Association for Equal Rights of LGBTI people from the Western Balkans and Turkey.⁵

In 2020, the Ministry of Labour and Social Policy started drafting the National LGBTI Plan 2021-2025, and in 2021 the Ministry of Education began training teachers to implement a pilot program for comprehensive sex education⁶. The Government adopted a draft law prepared by the Ministry of Justice for amending the Law on Registration Records to enable legal recognition of gender.⁷

In May 2020, the Constitutional Court repealed the Law on Prevention and Protection against Discrimination due to a procedural error. Precisely, in 2019 the law was adopted without the required majority defined by the Constitution of the RNM. In October 2020, the law

1 Ginova, B., 2018. *Report on the Implementation of Recommendation CM/Rec (2010)5 from the Committee of Ministers to the Member States regarding measures to combat discrimination based on sexual orientation or gender identity in the Republic of Macedonia*. Skopje, Macedonia: Helsinki Committee for Human Rights of the Republic of Macedonia

2 Law on Protection and Prevention against Discrimination "Official Gazette of Republic of North Macedonia", No. 258/2020.

3 Criminal Code. "Official Gazette of Republic of North Macedonia", No. 37/96, 80/99, 4/2002, 43/2003, 19/2004, 81/2005, 60/2006, 73/2006, 7/2008, 139/2008, 114/2009, 51/11, 135/11, 185/11, 142/12, 166/12, 55/13, 82/13, 14/14, 27/14, 28/14, 115/14, 132/14, 160/14, 199/14, 196/15, 226/15, 97/17 and 248/18.

4 Law on Audio and Audio-Visual Media „ Official Gazette of Republic of North Macedonia" No. 184/13, 13/14, 44/14, 101/14, 132/14, 142/16, 132/17 and 248/18.

5 <https://bit.ly/3hxVico>

6 <https://bit.ly/32xJka1>

7 <https://bit.ly/3bxmqV8>

was included in the agenda of the Parliament and was adopted by 69 MPs who voted for the law.⁸ The law was passed without the amendment of Article 18, which guaranteed a transparent procedure for the election of members of the Commission for Protection against Discrimination. Although the commissioners were elected transparently, the entire process of adoption, repeal, and re-adoption of the Law (without Article 18) contributed to strengthening the legal uncertainty for LGBTIQ people in RNM.

The period between the two pieces of research was marked by the organisation of the first Pride Parade in June 2019. Many LGBTIQ people and activists, supporters from the country and the region, the media, and legislative and executive power representatives. During the Parade, the LGBTIQ people held support speeches. Such speeches were given by the Minister of Labour and Social Policy and the Coordinator of the Inter-Party Parliamentary Group for the Advancement of the Rights of LGBTI People within the Parliament of the RNM.

In recent years there has been significant progress in the legal framework. However, LGBTIQ people are still faced with stigma, discrimination, and violence that remain unresolved. The most apparent hate crimes – the six attacks on the LGBTI Support Centre have not been resolved yet. The attacks on individual members of the LGBTIQ communities remain unresolved as well. The fact that hate crimes due to sexual orientation or gender identity are not legally resolved further contributes to increased distrust of institutions. In addition, the Ministry of Justice and the Ministry of Interior have not yet introduced systems for documenting and prosecuting hate crimes on a variety of grounds, including sexual orientation and gender identity, which could contribute to advancing their hate crime management programs and would increase the confidence that they will protect LGBTIQ people when needed.

Recent research conducted by the World Bank (2018)⁹ and the European Union Agency for Fundamental Rights (2020)¹⁰ show that most LGBTIQ people in RNM do not publicly speak about their sexual orientation, gender identity, expression, or gender characteristics. They are exposed to violence and discrimination and do not believe that the institutions would protect them when they need protection. The researches indicate that the most affected categories are transgender and intersex people. This finding is reflected in the legislation as no law includes sex characteristics as a protected category. The legislation does not provide legal recognition of gender, and the health positive list of the Health Insurance Fund does not recognise trans-specific health.

This research, which focused on the perception of LGBTIQ people of discrimination and violence in access to social services, employment and education, legal services, and police conduct, provided data that LGBTIQ organisations and public institutions can use in the direction of improving the legislation, strengthening the capacity of institutions, and providing access to information, to facilitate the exercise of the human rights of LGBTIQ people.

⁸ <https://bit.ly/3sjv3rD>

⁹ World Bank Group, 2018. *Life on the Margins: Survey Results of the Experiences of LGBTI People in Southeastern Europe*. World Bank. Available at: <https://bit.ly/3ga6PxM>.

¹⁰ FRA (European Union Agency for Fundamental Rights), 2020. *A Long Way to Go for LGBTI Equality*. European Union Agency for Fundamental Rights. Available at: <https://bit.ly/3x98rxZ>

2.2. Research Aim

The research aims to identify the obstacles and challenges LGBTIQ people face in the Republic of North Macedonia in exercising and protecting their human rights and to identify the progress or regression compared to 2015. This research is the second part of the research conducted in 2015. It examines the experiences of LGBTIQ people in access to protection and prevention of discrimination, social services, experiences regarding violence, including domestic violence, institutional protection, police conduct, and access to police protection. Between 2015 and 2020, LGBTIQ organisations in the country reported violations of the rights of LGBTIQ communities in areas not covered by the 2015 survey, such as access to health services and access to education. Therefore, this research included questions for these areas in the area of discrimination. The access to health section documents LGBTIQ people's experiences with general health services, as well as access to trans-specific health services and access to gynaecological services specific to cis women, trans men, non-binary and intersex people in need of gynaecological examinations.



3

METHODOLOGY

The methodology for this research was based on the collection and analysis of primary and secondary data. The primary data collection methodology was designed to apply a combined methodological approach using both quantitative and qualitative methods. Particular attention was paid to establishing a confidential and secure space for data collection through so-called peer research. The methodology used enables a comparative review of the findings from 2015 and 2020 to understand better the progress or regress in exercising the human rights of LGBTIQ people in RNM. The secondary data analysis included archived survey data from 2015, the applicable legislation, and a literature review.

3.1. Secondary data

The secondary data analysis was conducted with the available data on the position of LGBTIQ people in the Republic of North Macedonia. Primarily, that included a survey report conducted in 2015 by the LGBTI Support Centre. The analysis was extended to information published by the World Bank (2018),¹¹ the European Union Agency for Fundamental Rights (2020) and the Report on LGBTI and EU Enlargement (2021)¹²

A substantive analysis of the legal framework was conducted to review the legal and institutional framework that enables access to human rights for LGBTIQ people and identify the most appropriate recommendations. The reviewed laws include the Law on Prevention and Protection against Discrimination, the Criminal Code, the Law on Audio and Audio-visual Media, and the Law on Labour Relations.

3.2. Primary data

3.2.1. Questionnaire

The questionnaire (Appendix 1) that was used to collect data within this research included questions that were organized into four groups: a) access to social protection, b) discrimination in access to health, education, and employment, c) violence and domestic violence and d) police conduct.

The section on access to social protection included questions about the experiences when using social services in the community and the institution, the experiences of discrimination, and the experiences when reporting discrimination cases. In the section

¹¹ World Bank Group, 2018. *Life on the Margins: Survey Results of the Experiences of LGBTI People in Southeastern Europe*. World Bank. Available at: <https://bit.ly/3ga6PxM>.

¹² <https://bit.ly/3h6UoDo>

on discrimination in access to health, education, and employment, in addition to the issues of perceived discrimination and reporting of discrimination cases, there were questions on access to a gynaecologist and trans-specific health services. In the section on violence and domestic violence, we attempted to understand the experiences of people who have survived different types of violence and their experiences in reporting these cases to public institutions and NGOs.

The questions in the section regarding police conduct were organized in five subgroups: police treatment of LGBTIQ people, police treatment of LGBTIQ victims, use of unfounded and excessive force by police officers against LGBTIQ people, reporting cases of use of unfounded and excessive force by police officers and trust of LGBTIQ people that the police will protect them when they need it.

The questionnaire included closed-ended and open-ended questions. Closed-ended questions were answered following the offered answer options. Thus, the closed-ended questions provided an opportunity for graded evaluation, answering by choosing one option or answering by selecting multiple options. The open-ended questions that were part of the questionnaire provide an opportunity for a deeper understanding of the experiences of LGBTIQ people.

We used a questionnaire based on the one that was used in 2015. However, it was extended with the sections: access to health services and access to education, to collect present data on perceived discrimination by LGBTIQ people and their experiences in reporting cases of discrimination in these areas. We considered that both public institutions and non-governmental organisations could use this data to create or advocate for public policies and develop work programs.

3.2.2. Data collection

The methodological approach for data collection was based on the so-called peer research approach.¹³ This included one-on-one interviews in which the survey of gay and bisexual men was conducted by gay and bisexual men, between LBQ women and LBQ women, and between trans and gender non-binary people with other people from these communities. This method provides reduction of the objectification of research participants, allowing them to lead the process by taking responsibility for how data will be collected. In addition, this process provides a safe space for research participants to use language and terminology close to their (sub) culture instead of the “socially acceptable attitudes” that often occur in face-to-face research. Besides providing the participants with a safe environment for sharing their experiences, this process strengthened the researchers’ capacity, who had previously attended training. The training for peer researchers consisted of two parts. The first part was aimed at getting acquainted with the questionnaire’s content to ensure that researchers understand the question and can clearly communicate and explain them to the respondents if necessary. The second part of the training was focused on how researchers should act in case of difficult emotional situations, which are expected during the interviews. The researchers were trained to direct the respondents to the available services for psycho-social support and/

¹³ Balzer, C. and Dutta, J.S., 2015. *Transrespect versus Transphobia Worldwide: The Social Experiences of Trans and Gender-Diverse People in Colombia, India, the Philippines, Serbia, Thailand, Tonga, Turkey and Venezuela*. Transgender Europe. Available at: <https://bit.ly/3wZTyO6>

or legal advice. During the training, as another aspect of the peer research, the researchers had the opportunity to participate in finalizing the content of the questionnaire. Before the survey, the questionnaire was piloted and tested among eleven researchers.

While creating the methodology in 2015, the research team decided to include an opportunity sample of the total LGBTIQ population, including only those cities where there were active groups of LGBTIQ people, with whom the Centre had established communication. For that purpose, they distributed 20 questionnaires in each of these municipalities. The same cities were included again to provide the possibility of comparative analysis. These are the cities of Skopje (additionally the Municipality of Suto Orizari), Tetovo, Kumanovo, Bitola, Strumica, and Prilep. Considering that some of the activist groups function independently of the LGBTIQ Support Centre, and some of them do not operate any longer, this time the research was conducted throughout the country. The data collection was conducted in the period between 19 November 2020 and 10 January 2021. A total of 217 fully completed questionnaires were collected from 25 settlements in the country.

All respondents were provided with a gross compensation of MKD 615 for their participation in the research to give a symbolic payment for the time they spent answering the questionnaire, especially considering that LGBTIQ people were most financially affected by the effects of the Covid-19 pandemic.

Before commencing the data collection, the interviewers received a Guideline for conducting an interview, which contained the key guidelines presented during the training, a list of definitions of key terms used in the survey, and a list of organisations providing support to LGBTIQ people, as well as their contacts in case it was necessary for any of the respondents.

3.2.2.1. Differences in the approach compared to the 2015 research

Although the methodological approach is based on the methodology used in 2015, several limitations on the comparability of the results have been made within this research:

- **Change of cities:** In 2015, several activists' groups operated with the LGBTIQ Support Centre in Skopje (additionally the Municipality of Suto Orizari), Tetovo, Kumanovo, Bitola, Strumica, and Prilep; thus, the research was conducted there. In 2020 some of these groups were no longer active. Therefore, the research was expanded throughout the country. Furthermore, the questionnaire used in 2020 did not provide a clear insight into how many participants come from the Municipality of Suto Orizari, as they were all registered under the option 'Skopje'.
- **Deviations from the peer data collection:** With some of the interviewers, there were deviations from peer data collection, however, those were cases where the respondent and the interviewer had already developed a confidential relationship. The recorded deviations were not more than 10% of the total research sample.
- **An extended list of reasons for not reporting a case of discrimination or violence:** In 2015, to understand why respondents did not report cases of discrimination or violence, among others, the option: 'I believe I will have harmful consequences if I report the case.'

To better understand, in 2020, we divided that option into three: 'fear for my safety', 'fear of revealing my sexual orientation and/or gender identity', and 'fear of condemnation and prejudice from those around me'. This was taken into account in the comparative analysis.

3.2.2.2. Other methodological limitations

In addition to the limitations stipulated in the context of comparability of findings, other limitations of the research include:

- **The data was collected only in the Macedonian language:**¹⁴ Due to the impossibility to hire interviewers who speak the languages of all ethnic groups, as well as due to financial constraints to organize the translation of the questionnaire in those languages, the research was conducted in Macedonian.
- **Representation of the sample by ethnicity and other grounds:** The sample for this research does not offer a representative ratio between the representatives of different groups according to the last census in RNM from 2002.

3.2.3. Research sample and demographic data

The research was conducted among 217 respondents from the entire territory of the Republic of North Macedonia. Considering that due to the context in RNM, it is challenging to reach LGBTIQ people who are open regarding their sexual orientation, gender identity, and expression, it was necessary to provide an opportunity for voluntary participation. Thus, the sample was selected by the interviewers and by the recommendation of the respondents. This research was not done on a representative sample for two key reasons. It is almost impossible to understand the total LGBTIQ population in the country¹⁵ on the one hand and on the other hand, the great need for protection of privacy by LGBTIQ people because of the stigma and homo/trans/bi/lesbian/intolerance in the country. Therefore, this research does not attempt to present the situation of all LGBTIQ people in the country regarding access to rights and services, but to present the respondents' experience in this research. The research was conducted among respondents from the entire territory of RNM, from different ages, ethnic communities, social backgrounds. The distribution of respondents by place of residence is stated in Table 1.

¹⁴ This restriction refers to the use of the languages of the minor ethnic communities present on the territory of RNM. At the request of three respondents, the interviews with them were conducted in English, and the data were recorded in a questionnaire in Macedonian.

¹⁵ The Statistical Office does not collect such data, so neither the size nor the characteristics of the population are known, which makes it impossible to make a representative sample. <https://bit.ly/3bwlhNB>

Table 1:
LGBTIQ
respondents
by place of
residence

	Number of respondents	Percentage
Bitola	20	9,22 %
Veles	8	3,69 %
Gevgelija	7	3,23 %
Gostivar	3	1,38 %
Kavadarci	6	2,76 %
Kicevo	4	1,84 %
Kocani	1	0,46 %
Kriva Palanka	1	0,46 %
Kumanovo	7	3,23 %
Negotino	2	0,92 %
Ohrid	6	2,76 %
Prilep	8	3,69 %
Radovis	2	0,92 %
Resen	6	2,76 %
Skopje	101	46,54 %
Struga	7	3,23 %
Strumica	12	5,53 %
Tetovo	9	4,15 %
Stip	7	3,23 %
Total	217	100,00 %

The demographic data of the respondents are as follows:

- **Gender:** The largest number of respondents are identified as female (49.31%), compared to male (43.32%) and non-binary (5.53%). A smaller proportion of respondents marked the option for another (1.84%), citing "queer," "fluid," and "genderfuck."
- **Age:** The average respondent is 27.07 years old, and only 3.22% of the respondents are over 45 years old.
- **Transgender respondents:** Of all respondents, 18 (8.29%) identify as transgender.
- **Intersex respondents:** Only one person identifies as intersex, while two persons indicated that they do not want to answer.
- **Disability:** Of all respondents, 17 (7.83%) stated that they have a disability.
- **Ethnicity:** Most of the respondents are members of the Macedonian ethnic community (81.57%); the rest are Albanian (7.37%), Roma (3.23%), Serbian (1.38%), Turkish (1.38%). Two respondents stated that they are from the Vlach ethnic community, one respondent indicated that he is Macedonian – Jew, one respondent that she is Macedonian – Croatian, and one that he is Montenegrin.
- **Socio-economic status:** According to the personal perception of the respondents, almost two-thirds of them belong to the middle socio-economic class (64.98%), and slightly

more than a quarter of the working class (26.73%). A more minor part of the respondents considers that they belong to a high class (3.23%).

- **Sexual orientation:** More than a third of respondents identify as gay (34.56%). The percentage of bisexuals is 29.95% and lesbians 24.42%. The others were identified as queer, pansexual, heterosexual, and asexual.
 - Most respondents do not talk openly about their sexual orientation with anyone except their closest friends (54.76%). One in ten respondents talks about their sexual orientation in the educational or work environment (11.56%), with the closest family members (9.18%) or with everyone in the environment (11.22%).

Table 2:
LGBTIQ respondents by gender and sexual orientation.

Gender ¹⁶	Male	Female	Non-binary
Sexual orientation			
Gay	71	1	2
Lesbian		50	3
Bisexual	17	44	4
Heterosexual	1	8	
Asexual	1	0	
Other	4	4	3

¹⁶ The term gender in this context is a comprehensive term that includes cis and transgender respondents.



4.1. Access to social protection

Key findings

- 17.92% were discriminated against in the use of social protection rights, and 84.44% of them did not report discrimination;
 - 12.50% of the respondents faced discrimination in the use of social services in the local community;
 - 56.67% of the respondents expressed dissatisfaction with the approach of the administration in the use of social protection services;
 - None of the respondents who suffered discrimination in using social services in the local community, in an institution, or by the administration reported the case to any relevant institution or organisation.
-

To better understand the experiences of LGBTIQ people in accessing social protection, the questionnaire included thirteen questions that covered the topics of discrimination, access to social services in the local community, and access to social services in an institution.

The first group of questions in the field of social protection refers to the discrimination experiences of the LGBTIQ community in the process of exercising social protection rights (social prevention, social financial assistance, right to social housing, one-time financial assistance or material assistance) and reporting discrimination in the competent institutions.

This category does not include questions on access to health care, as was the case in the 2015 survey. The issues for access to health care are addressed in a separate category to provide a better insight into the experiences of LGBTIQ people.

According to the answers received by the participants, 82.08% answered that they were not discriminated against in the use of social protection rights. In comparison, 17.92% were discriminated against in using social protection rights (Chart 1).

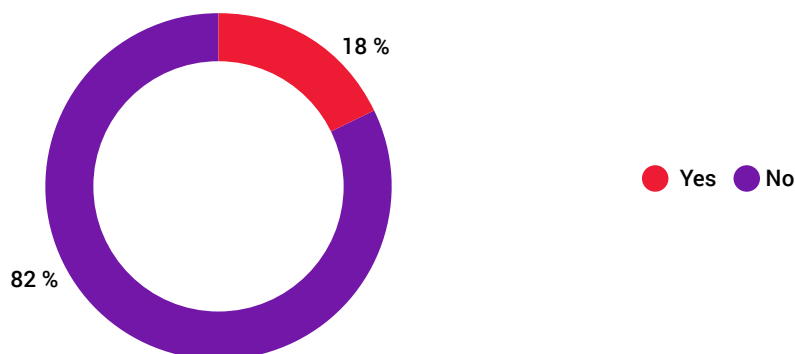
4

RESEARCH FINDINGS



Chart 1:

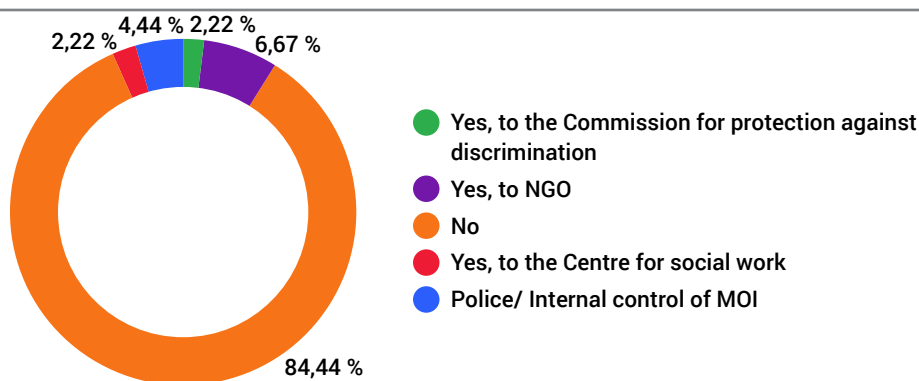
Discrimination against LGBTIQ people in exercising social protection rights



The ratio shows that out of those who were discriminated against in the use of social protection rights, 84.44% answered that they did not report discrimination, 6.67% reported to NGOs, and 4.44% to the police or the Department of Internal Control at the Ministry of Interior. Only one person reported to the Centre for Social Work and the Commission for Protection against Discrimination (Chart 2).

Chart 2:

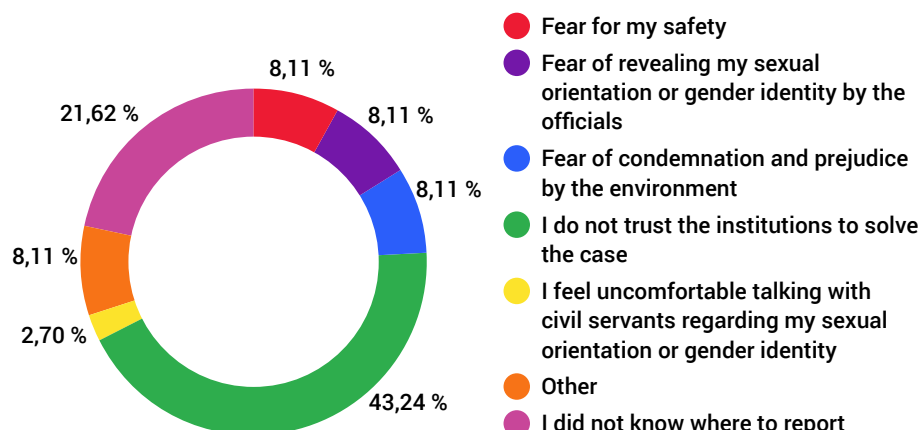
Reporting experiences of discrimination in exercising social protection rights to a competent state institution or organisation.



The analysis findings show that discrimination experiences of the LGBTIQ community are not reported. Of all respondents who did not report the case of discrimination, 43.24% said that the reason was distrust that the institutions would solve the case. A significant percentage of respondents (24.33%) were afraid that reporting the case would have negative consequences for them (fear for their safety - 8.11%, fear of revealing of sexual orientation or gender identity to the officials - 8.11%, fear of condemnation and prejudices by the environment- 8.11%). The results of the research record the distrust that LGBTIQ communities have in the institutions and the fear for their security. A small number of respondents (2.70%) answered that the reason for not reporting was that they felt uncomfortable talking to civil servants about their sexual orientation or gender identity (Chart 3).

Chart 3:

If you did not report the case of discrimination in the exercise of social protection rights, what are the reasons for that?

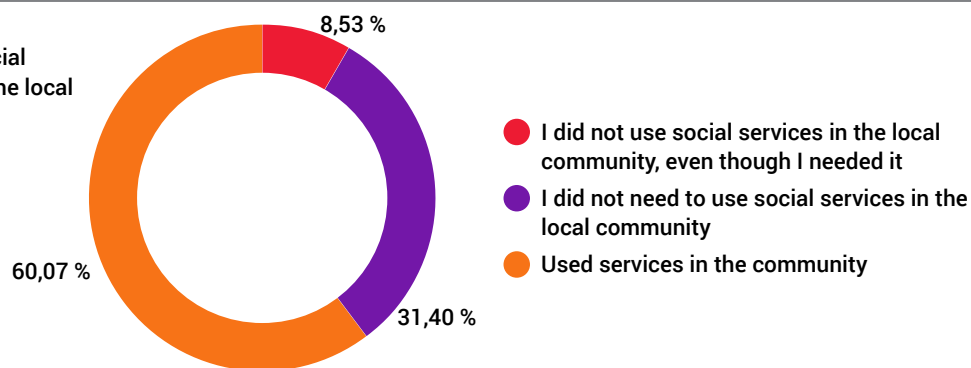


Respondents had an opportunity to choose multiple answers from a list of community services. According to the research findings, the most used services are transport services (25.17%), day hospitals (9.73%), and mental health centres (8.05%). A significant number of respondents (8.39%) stated that although they needed it, they did not use social services in the community (Chart 4).

The findings show that 12.50% of the respondents faced discrimination in using social services in the local community.

Chart 4:

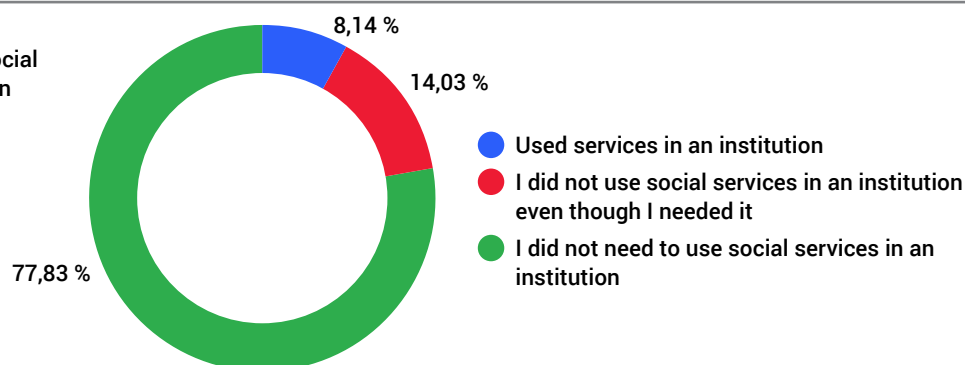
Access to social services in the local community



The percentage of those who used services in an institution is 8.14% (Chart 5); thus, the perception of discrimination is very low (1.80%).

Chart 5:

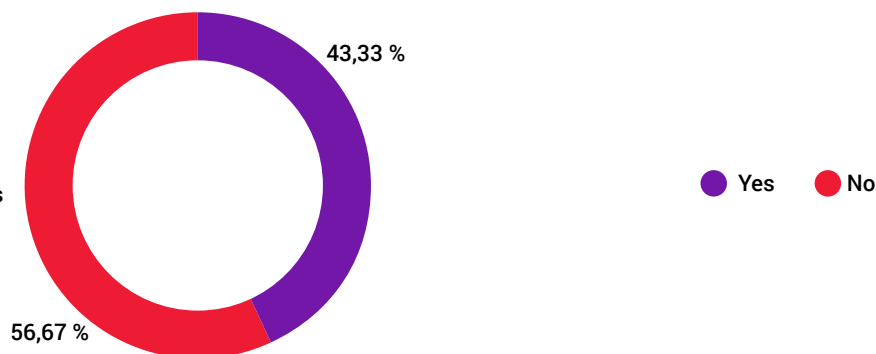
Access to social services in an institution



The questionnaire also examines the approach of the administration in the use of social protection services. Therefore, 43.33% were satisfied, and 56.67% of the respondents expressed dissatisfaction with the professional service approach in the use of social protection services - social services both in the institution and in the local community (Chart 6).

Chart 6:

Are you satisfied with the administration's approach in using the social protection services (in institutions and local community)?

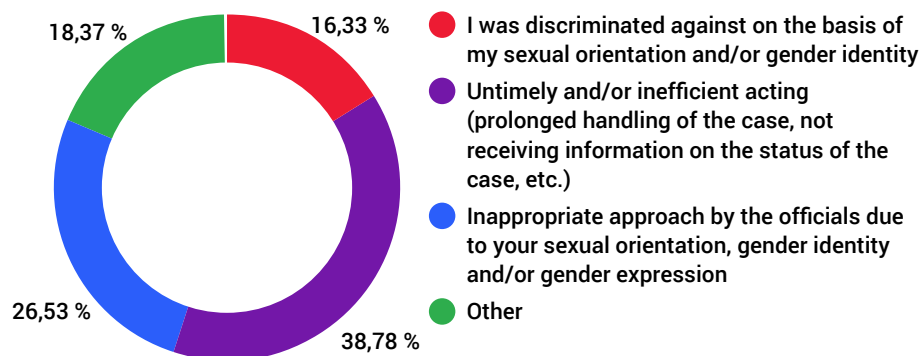


The most common reasons for dissatisfaction with the approach of the administration (Chart 7) were the following: untimely and/or inefficient acting (38.78%), the inappropriate approach of civil servants due to sexual orientation and/or gender identity of the respondent (26.53%), discrimination due to sexual orientation and/or the gender identity of the respondent (16.33%). Those respondents who chose the option 'other' (18.37%) shared their own experiences, which include:

- 1 Discrimination on the grounds of ethnicity;
- 2 Stigmatization due to gender expression, appearance, and manner of dressing;
- 3 Sexual harassment by a paramedic;
- 4 Generally vulgar, indecent and unprofessional approach unrelated to the sexual orientation and/or gender identity of the respondent;
- 5 Prejudices and lack of information by the administration;

Chart 7:

Remarks on the approach of the administration in the use of social protection services (in the institution and the local community)

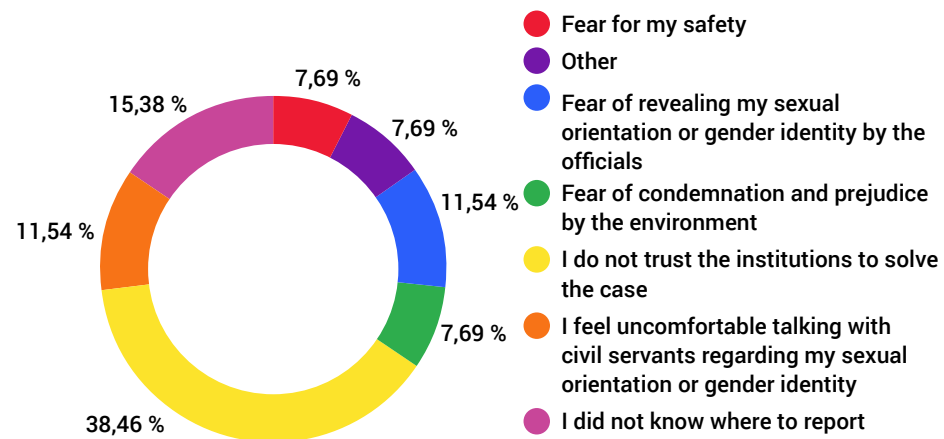


It is worrying that none of the respondents who suffered discrimination in using social services in the local community, in an institution, or by the administration reported the case to any competent institution or organisation. The distrust that the institutions will solve the case (38.46%) is the main reason why two out of five respondents did not report the case. In comparison, almost one-third of the respondents (28.72%) stated that they fear that reporting

the case of discrimination will have harmful consequences for them: fear for their safety (7.69%), fear of revealing the sexual orientation and/or gender identity of the respondent by the officers (11.54%), and fear of condemnation and prejudice from the environment of the respondent (7.69%). Every tenth respondent (11.54%) was uncomfortable talking to civil servants about their sexual orientation and/or gender identity, and 15.38% of respondents had no information where to report the case (Chart 8).

Chart 8:

What are the reasons for not reporting the case of discrimination in the use of social protection rights (in an institution and a local community)?



4.1.1. Recommendations from the community

The participants in the research were asked to share their views and recommendations for improving or facilitating access to social services for LGBTIQ people. Their statements can be grouped into five groups:

A. Education of civil servants on working with LGBTIQ people

1. To educate the authorities about LGBTI people and their needs;
2. Educate the civil servants not to discriminate the LGBT people;
3. To invest more resources in social services and education of civil servants;
4. The employees of these institutions should be educated on LGBTI issues and "learn that we do not all live in a cis-hetero utopia;"
5. The employees in these social institutions should be introduced to the terms around LGBTI people and educated more on those topics;
6. To sensitise the staff working in centres that offer social services;
7. To organise workshops by organisations for the employees who provide the social services so that they will be more sensitive regarding LGBTI.

B. Improvement and implementation of the legal framework

8. The law on discrimination must function, and there has to be an objective and expeditious commission for discrimination. Resolving cases of discrimination in social institutions in favour of the LGBTI people will increase the awareness of officials to be careful how they act. Of course, in our country, in Macedonia, only sanctions can make a difference. That would be only superficial, of course, but

somehow, I think that genuine acceptance of LGBTI people in Macedonia is far from possible at the moment;

9. Institutions should apply the new anti-discrimination law and at least not actively discriminate. The problem of bribery and corruption needs to be addressed, and more inspectors need to supervise how these institutions work so that discrimination does not happen so often;
10. Ensure equal rights for LGBTI people as for all others;
11. Improve the legal framework to ensure the right to social services for LGBT people, and they must not be denied;

C. Structural changes for facilitating the access to social services

12. Employ people from the LGBTI community in the services because they would best understand the needs of the community;
13. To have safe centres in all small towns;
14. Hire a psychologist or social worker to work with the LGBTI community;
15. To provide greater accessibility to services with the possibility of online access;
16. To hire professional staff because now LGBTI people are afraid to use these services;
17. There may be a sign that the institution is all right with LGBTI people, precisely that it will help these people most appropriately (as a certified service, something like that);
18. To employ educated people in the institutions for social protection who will know the LGBTI issue and will act as mediators between the institutions and the community;
19. Social institutions should publicly declare that they are allies of the LGBTI community so that queer people do not have to hide their identities from officials;
20. To provide better psychological support for LGBTI people, to provide a family psychologist for LGBTI people;
21. Provide better security for LGBTI people in accessing social services;
22. People who have that career (who provide social services) should be tested before getting that job. They should be open-minded so as not to offend the people seeking help;
23. Stricter control from top to bottom in the administration that provides social services. The employees who discriminate against LGBTI people should be fined;
24. Inclusive sex education should be introduced, and the existence of LGBTI people should be normalized;
25. To find a way to motivate the employees in the social services, to provide better services, to reduce the heteronormative viewpoint of the more significant percentage of the employees;
26. It remains to be seen to what extent homophobia/transphobia exists in institutions to determine how realistically policies can be implemented to support LGBTI people;
27. Improved infrastructure on a state level, in all state authorities, and with greater power;



28. Implementation of affirmative measures for LGBTI persons;
29. To have special departments that would only deal with LGBTI issues;
30. More efficient work of the social services and more funds from the state budget for social services;
31. Reducing bureaucracy and better diligence of the system for eligibility assessment of the people in need of social help.
32. There should be places (NGO / non-institutional) where LGBTI people would feel safer/non-discriminated when seeking information on social services;
33. To open an LGBTI Support Centre in my municipality of Suto Orizari..

D. Improving access to information on social services

34. Improve access to information on existing and available social services;
35. To know clearly which social services should be received by whom, to have a package of services for LGBTI people, to create, to facilitate their access to the services, especially for people who their families reject because of their sexual orientation or gender identity, to be given special assistance;
36. Make an emphasis to LGBTI people from smaller towns to raise awareness of the availability of these services in their places of residence;
37. Telephone line for information/ helpline;
38. More information from the Centres for Social Protection on LGBTI people;
39. Opening of info centres/ points for LGBTI people;
40. Assist the media in informing the LGBTI community about these social services.

E. Raising public awareness

41. Campaigns for the acceptance of LGBTI people;
42. To normalize different sexualities and gender identities;
43. To raise public awareness on the existence of LGBTI people and thus have easier access to information;
44. Normalise LGBTI people by promoting LGBTI people and their life/needs on social networks.

4.2. Access to health care

Key findings

- 14.55% of the respondents consider that they have suffered discrimination in the process of obtaining health care;
- 91.18% did not report the case to any responsible institution or organisation;
- 71.88% of the respondents did not share information about their sexual orientation and/or gender identity with their gynaecologist;
- 38.46% of respondents experienced inappropriate questions and comments, harassment or discrimination, or a combination of these when accessing primary and secondary health care for trans people. 21.43% failed to receive the necessary health services;

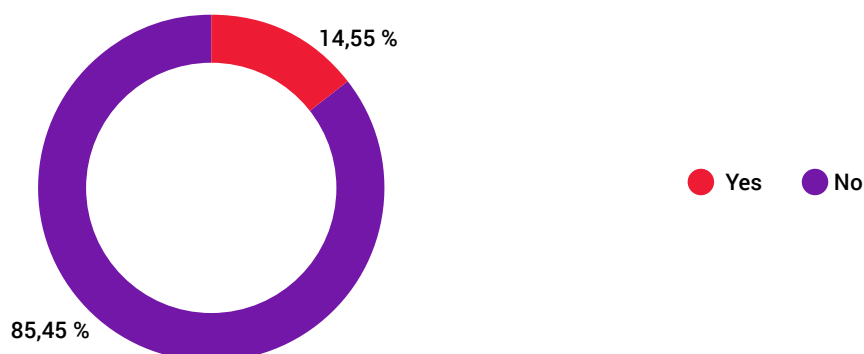
Access to health care is part of social services. However, to provide a better understanding of the experiences of LGBTIQ people in accessing health care, in this study, we examined it separately. The questionnaire included a total of 19 questions in this section. Seven questions address general access to health care. In comparison, six questions specifically address cis women, trans men, non-binary and intersex people in need of gynaecological examinations, and six addresses access to primary and secondary health care specific to gender affirmation procedures.

According to the research findings, 14.55% of the respondents consider that they have suffered discrimination in obtaining health care (Chart 9). It is worrying that out of all victims of discrimination, only 3 people (8.82%) reported the case, one of which to the Ministry of Health, one to a non-governmental organisation, and one person talked to media that cover this topic. Only the person who reported the case to an NGO stated that he was extremely satisfied with the staff's approach regarding his sexual orientation and/or gender identity. While, the other two who reported to the Ministry of Health and relevant media, respectively, stated that in their experience, they are extremely dissatisfied with the approach of the staff.



Chart 9:

Do you think that you have been a victim of discrimination in the process of exercising your health care rights?

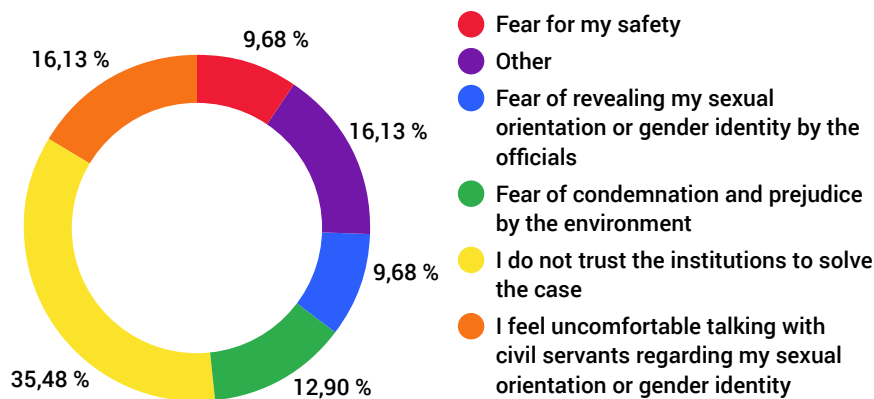


We asked those respondents who did not report the case of discrimination in access to health care to state the reason. Based on their responses, the findings (Chart 10) indicate that most of them do not trust the institutions to resolve the case (35.48%) or (35.49% feared that this could have negative consequences), including fear for their safety (9.68%), fear of revealing their sexual orientation and/or gender identity (9.68%) and fear of condemnation and prejudice from the environment (16.13%). One of the respondents stated that the reason for not reporting the discrimination case was the negative experience he had in the past when he reported another case of discrimination.

A significant percentage (14.71%) of those who faced discrimination in access to health services stated that they did not report the case because they did not know where they could do so.

Chart 10:

What are the reasons for not reporting the case of discrimination in the process of exercising health care rights?

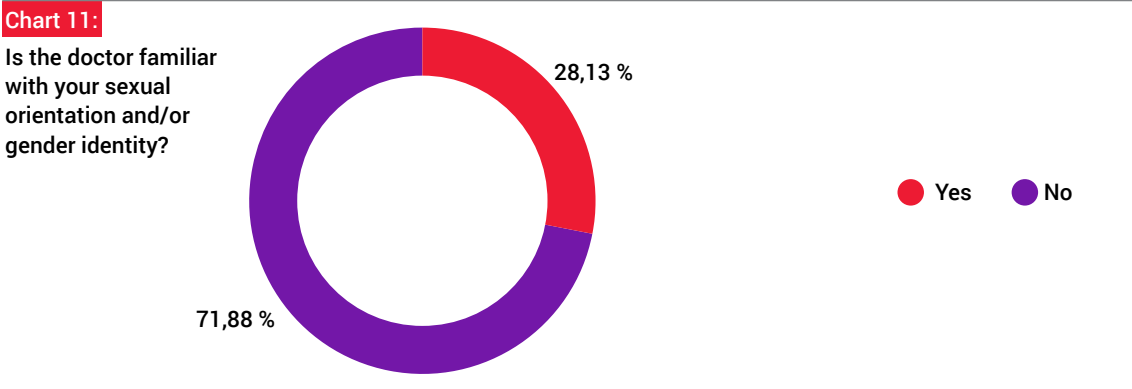


4.2.1. Access to a gynaecologist

To better understand the experiences when visiting a gynaecologist, we created a section in the questionnaire intended only for those respondents (half of the total research sample - 51.61%) who need gynaecological services. The questions were intended for cis women, trans men, non-binary and intersex people needing gynaecological examinations. The findings show that 14.29% of the respondents who needed gynaecological treatment have not undergone one yet. The two key reasons cited by respondents are the avoidance of answering questions about sexual partners and the lack of courage.

Most of the respondents (85.71%) visited a gynaecological clinic at least once in their life. A smaller percentage of those respondents adhere to the recommendations to see a gynaecologist every six months (18.81%). Almost one-third of the respondents (27.72%) do it once a year, and 37.62% visit a gynaecologist only when necessary.

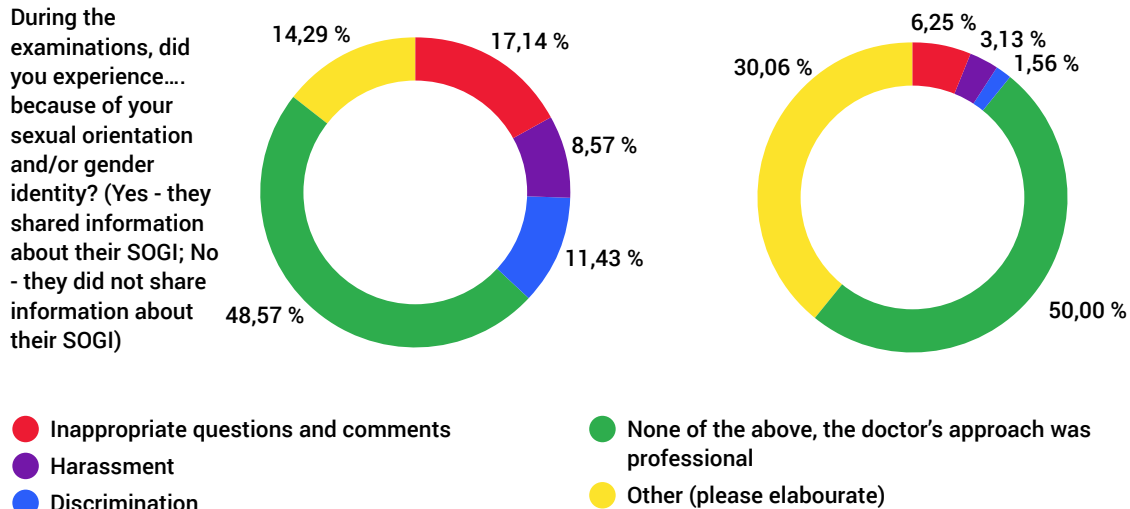
To better understand the context, we asked respondents if their primary care gynaecologists were familiar with their sexual orientation and/or gender identity. The findings showed that two out of three respondents (71.88%) did not share information about their sexual orientation and /or gender identity (Chart 11).



The findings regarding the experience during the visit to the gynaecologist of the group of respondents who shared information about their sexual orientation and/or gender identity differed from those of the group where that information was not disclosed to the gynaecologists. Thus, 17.14% of the first group faced inappropriate questions and comments than 6.25% of the second group. 8.57% of the first group experienced harassment, compared to 3.13% of the second. 11.43% of those who informed their gynaecologist about their sexual orientation and/or gender identity were discriminated against compared to 1.56% who were discriminated against in the group who did not share information about it (Chart 12).

Chart 12:

During the examinations, did you experience... because of your sexual orientation and/or gender identity? (Yes - they shared information about their SOGI; No - they did not share information about their SOGI)



И во двете групи приближно е ист процентот на оние што сметаат дека односот на лекарот/лекарката бил професионален, 48,57 % во првата група и 50 % во втората. Иако процентот на оние што ја избрале опцијата „Other“ се разликува помеѓу двете групи, може Yes се констатира дека и кај едните и кај другите се документирани Нопријатни искуства од посетата на гинеколог.

Experiences shared under the option 'other' include:

A. They shared information about their sexual orientation and/or gender identity (14.29%)

- That topic was avoided as if it did not exist, even though I have talked about my girlfriend - she was treated like a boyfriend, and the doctor talked only about a boyfriend.
- The first doctor behaved inappropriately, although I think it was because of sexism, not transphobia, as at that moment, I was not out yet. My current gynaecologist is great and is aware of my gender identity.
- The doctor is my friend x 2.
- The doctor supported me.

B. They did not share information about their sexual orientation and/or gender identity (39%)

- Comments such as “you should get a boyfriend, and you should be married”, etc.
- I do not know if I could be out because of the assumptions that the doctor is already making, she always assumes that I had heterosexual relations.
- My mother knew the doctor, and that is why I found it unpleasant to tell her that I was a pan when I had a problem because of sex with a girl.
- If I remember well the first examination, after the question of whether I am sexually active, to which the answer was yes, the further course of the conversation and the examination was in the direction and with the assumption that I am in a heterosexual relationship, which I consider quite inappropriate.

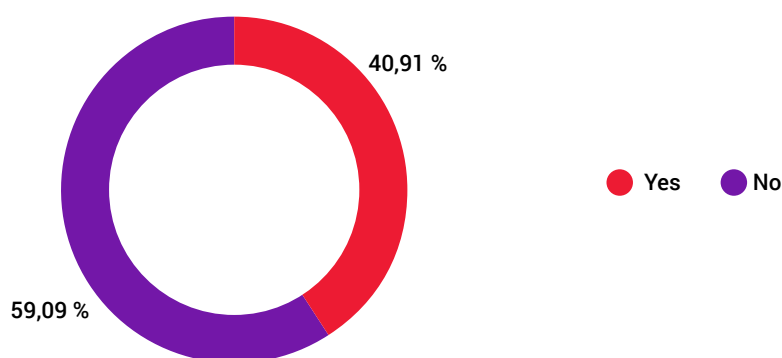
- Although I cannot say that I was discriminated, because I am not out and the doctor does not know that I sleep with girls, still there are always inappropriate questions because I am quite sexually active, I change partners often.
- The gynaecologist persistently advises me not to sleep with many guys because they “do not care”. But I cannot tell him that I have changed female partners and that I need advice for that too, I just think he will not understand.
- I only went to the gynaecologist once, and I did not go again because I was constantly asked about having sex with boys. I was not comfortable with the whole situation, and I did not know if I could get advice for sex with a girl. By the way, I did not say that I was a lesbian to the doctor.
- I received comments that I need to find a boyfriend sooner and give birth sooner because I have a polycystic ovary. I consider this an inappropriate comment.
- I believed that I could not speak openly about my gender identity with the gynaecologist
- Heteronormativity by the doctors, and they always assumed that I was with a male partner.
- 41% of the respondents in this group stated that they are not ‘out’ in front of their doctors and that the doctors assumed that they are heterosexual without asking.

4.2.2. Access to primary and secondary health care for trans people

To better understand the experiences related to access to health care specific to gender affirmation procedures, we have prepared a section specifically for that purpose in the questionnaire. The questions in this section were intended for trans, non-binary and intersex people who need health care specific to gender affirmation procedures. The questions were answered by 23 respondents or 10.59%. Of these respondents, 40.91% requested health services to start a gender affirmation process (Chart 13).

Chart 13:

Have you requested health services to start a gender affirmation process?



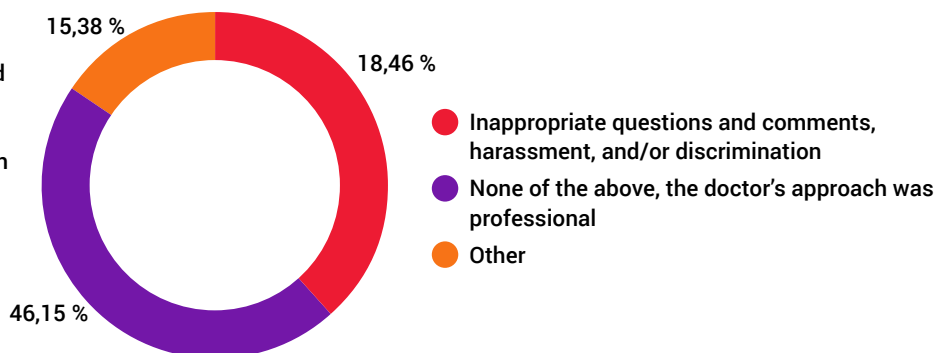
As evident from the findings, two-fifths (38.46%) of the respondents experienced inappropriate questions and comments, harassment or discrimination, or a combination (Chart 14). Among the respondents who chose the ‘other’ option, the experiences include:

- Before the transition, I had a bad experience with an internist in a public health institution and then I started the transition in [name of a private hospital]. I still think it is a case of discrimination because the internist asked inappropriate questions about endocrinological tests.

- I talked to a psychiatrist, and the doctor told me that I could not start with hormones because of the Corona crisis, but I hope to start soon.

Chart 15:

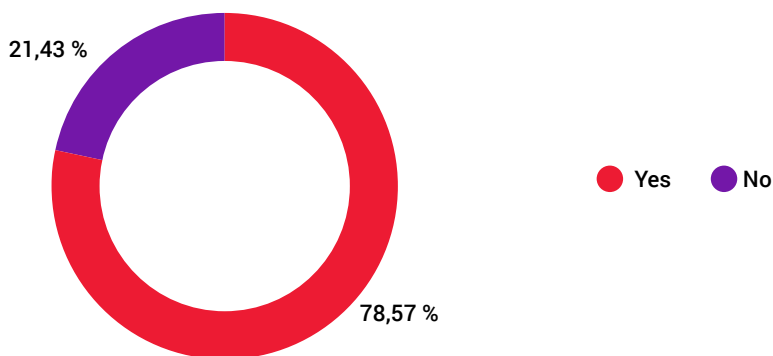
During the examinations, did you experience... because of your sexual orientation and/or gender identity?



The fact that one in five respondents (21.43%) failed to receive health services even though they needed them (Chart 15) is worrying.

Chart 15:

Did you get the health services you needed?



4.3. Access to education

Key findings

- 49.25% were discriminated against within the educational process by classmates, teaching staff or administration;
- 81.19% of them did not report the case to any competent institution or organisation;
- In 45.68% of those who did not report the case of discrimination, the reason was the fear that it could have negative consequences for them.

We have included seven questions to understand the experiences of LGBTIQ people in accessing education. Half of the respondents (49.25%) were discriminated against in the educational process by their classmates, teaching staff or administration (Chart 16). Four out of five persons who experienced discrimination (81.19%) did not report the case to any competent institution. Most of those who reported (10.89%) did so to the administration of the educational institution, 1% reported to the police, 1% to the Ombudsman and 2% to a teacher/professor.

Chart 16:

Do you think that you have been a victim of discrimination in the educational process?

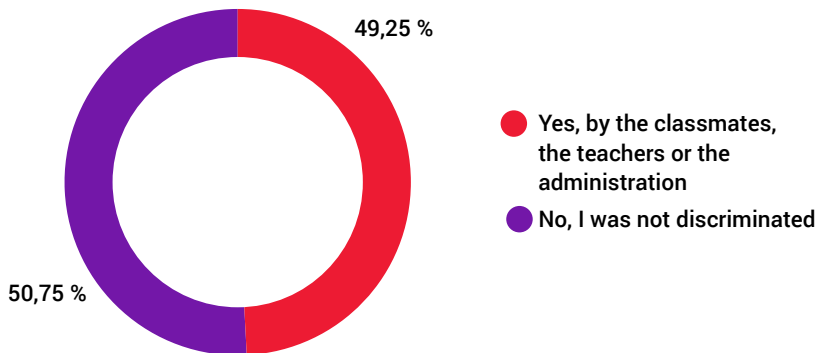
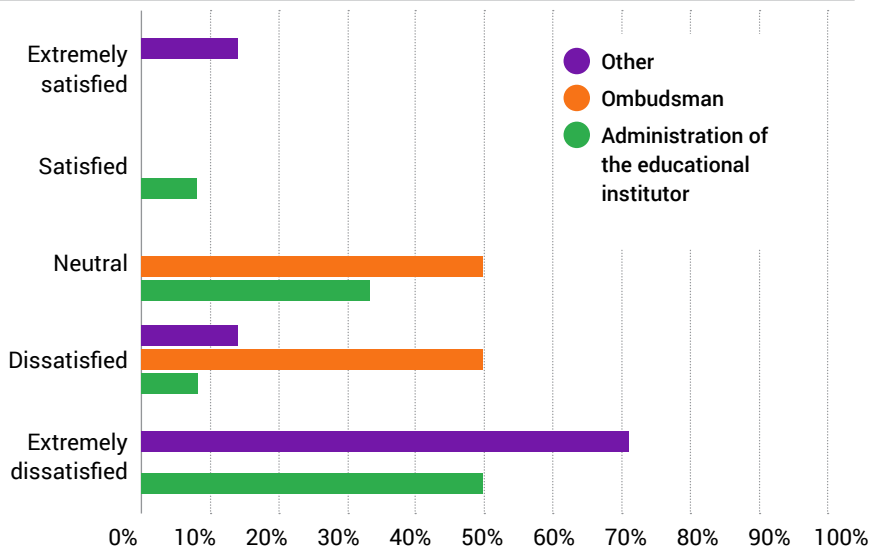


Chart 17:

If you reported the case, are you satisfied with the officers' approach regarding your sexual orientation, gender identity and/or gender expression?

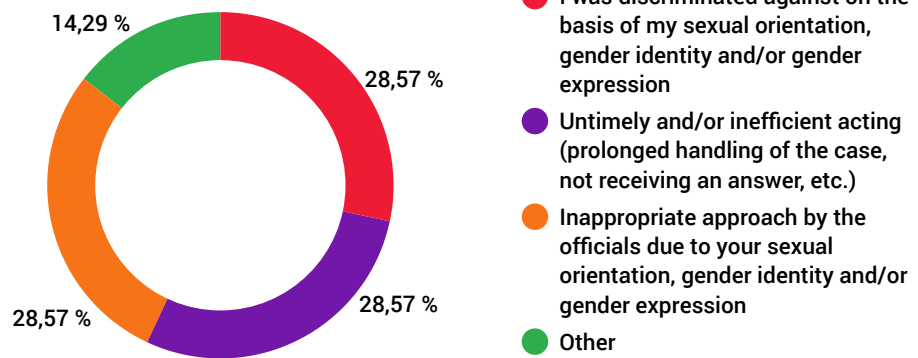


Most of the respondents who chose the option 'other', i.e., reported to the police, to a teacher/professor, or talked to their psychologist about the case, expressed extreme dissatisfaction (71.43%), 14.29% were dissatisfied, and 14.29% were satisfied. More than half of the respondents who reported to the administration of the educational institution (58.33%) were extremely dissatisfied or dissatisfied, one-third (33.33%) were neutral, and 8.33% were satisfied with the conduct of the officials. Half of those who reported to the Ombudsman were dissatisfied, and half were neutral (Chart 17).

To better understand the experiences of extreme dissatisfaction and dissatisfaction, respondents were asked about their remarks. Almost one third (28.57%) stated that they were discriminated against because of their sexual orientation, gender identity and/or gender expression, officials treated them inappropriately because of their sexual orientation, gender identity and/or gender expression or the case was inefficiently handled or there was no response by the officials due to their untimely and inefficient acting (Chart 18). The rest (14.29%) filled 'other', and one respondent further explained that *"the school principal does not sanction children who bully me. The parent of one of those children is a significant person in our small town. My mother has reported several times, but so far, there has been no reaction other than 'talk and settle the problem.'*

Chart 18:

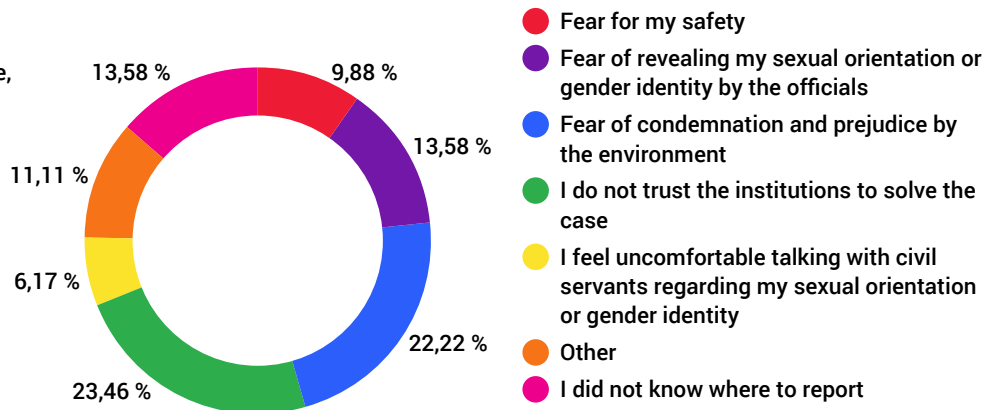
If you answered the previous question with "extremely dissatisfied" or "dissatisfied" do you have any remarks regarding:



Almost half (45.68%) of those who did not report a case of discrimination feared that reporting could have harmful consequences for them: fear for their safety (9.88%), fear of revealing sexual orientation and/or gender identity of the respondent by the officials (13.58%), and fear of condemnation and prejudice from the environment of the respondent (22.22%). Almost every fourth respondent (23.46%) distrusts that the institutions will solve the case. A significant percentage (13.58%) did not know where to report the case, and 6.17% of respondents were uncomfortable talking to civil servants about their sexual orientation and/or gender identity (Chart 19).

Chart 19:

If you did not report the case, what is the reason for it?

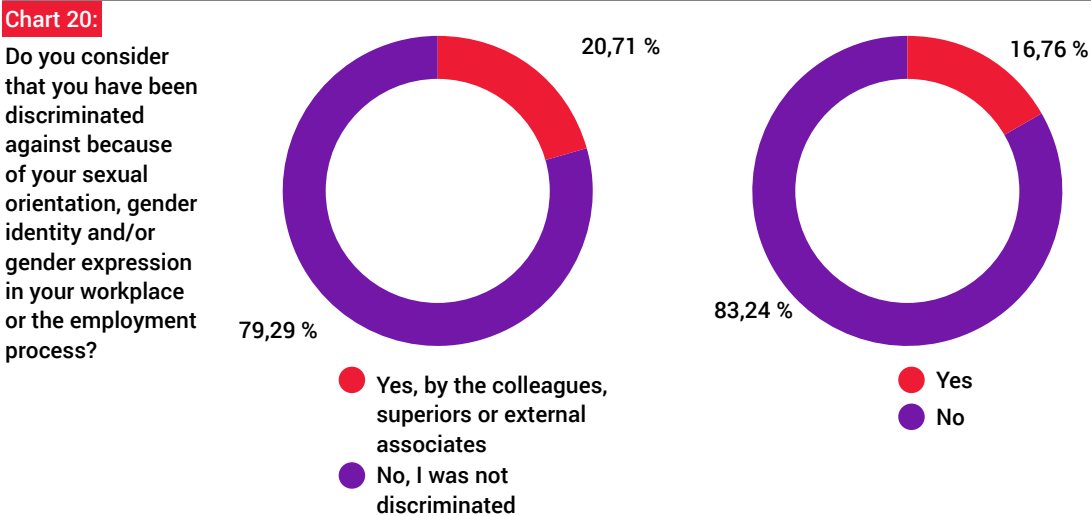


4.4. Access to employment

Key findings

- 20.71% were discriminated against in the workplace, and 16.76% were discriminated against in the employment process (during interviews, job testing, etc.) because of their sexual orientation, gender identity or expression;
- 87.89% did not report the case of discrimination to any competent institution or organisation;
- In 35.90% of the respondents who did not report the case of discrimination, the reason was the distrust that the institutions would solve the case, and 25.64% were afraid that it could have harmful consequences.

The questions about the experiences of discrimination in access to employment referred to 82.49% of the total number of respondents who were employed (full-time or part-time) or applied for a job in the past three years. The findings show that every fifth respondent (20.71%) was discriminated against in the workplace, and a smaller number (16.76%) were discriminated against in the employment process (during interviews, job testing, etc.) because of their sexual orientation, gender identity or expression (Chart 20).



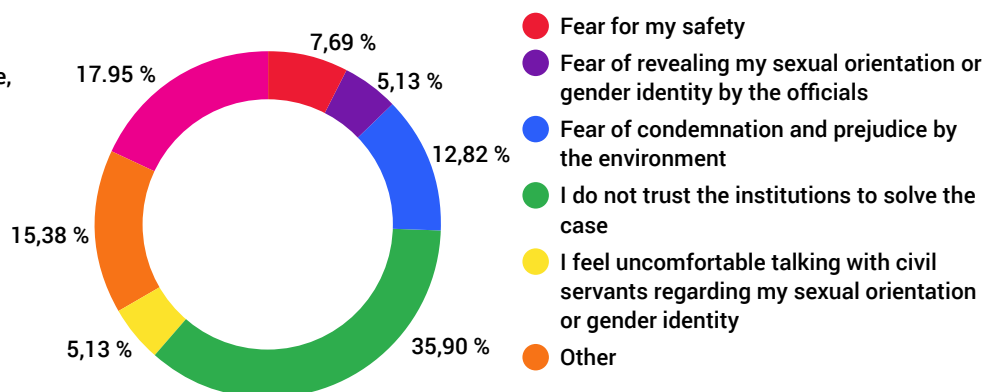
Almost nine out of ten respondents (87.80%) did not report the case of discrimination to any competent authority, and a small part reported it to the human resources department or a competent person (7.32%) and a non-governmental organisation (4.88%). One third (33.33%) of those who reported discrimination are extremely satisfied (***“The case was resolved and the colleague who discriminated, stopped”***), and the remaining 66.67% are extremely dissatisfied (*“It was still happening, and I was blamed. I was fired in the end, and there was no obvious reason for that, I guess it was because of my sexual orientation because I was talking about that... ”*). The respondent who reported the case to the NGO also expressed extreme dissatisfaction with the employees’ approach due to the non-recognition of discrimination against a transgender person by a civil servant.



More than one-third (35.90%) of the respondents who did not report the case of discrimination stated that the reason for this was the distrust that the institutions would solve the case. Every fourth person (25.64%) feared that it could have negative consequences for them: fear for their safety (7.69%), fear of revealing the sexual orientation and/or gender identity of the respondent by the officials (5.13%), and fear of condemnation and prejudice from the environment of the respondent (12.82%). 5.13% of the respondents were uncomfortable talking to civil servants about their sexual orientation and/or gender identity, and 17.95% did not know where to report the case (Chart 21).

Chart 21:

If you did not report the case, what is the reason for it?



4.5. Violence and domestic violence

Key findings

- 51.17% were victims of some kind of violence due to their sexual orientation, gender identity or gender expression;
- 82.14% have not reported the case of violence to any competent authority or non-governmental organisation;
- Of those who have reported the violence, 73.33% were dissatisfied with the treatment of institutions, 53.85% due to discrimination and inappropriate conduct by officials due to their sexual orientation, gender identity or gender expression, and 46.15% due to untimely and inefficient acting;
- 26.21% consider that they have been victims of domestic violence because of their sexual orientation, gender identity and/or gender expression;
- 85.96% did not report the case of domestic violence to any competent institution or non-governmental organisation;
- In 45.83% of the respondents who did not report the case of domestic violence, the reason was the fear that it could have harmful consequences for them.

Questions numbered from 54 to 69 refer to the exercise of LGBTIQ people's rights concerning violence, including domestic violence. The findings indicate that more than half of all

respondents (51.17%) survived some form of violence because of their sexual orientation, gender identity or gender expression (Chart 22). The fact that more than four-fifths of the respondents (82.14%) did not report the case to any competent institution or non-governmental organisation is worrying (Chart 23). Of that 17.86% who reported violence, more than two thirds (73.33%) were dissatisfied with the treatment of institutions and more than half (53.85%) due to discrimination and inappropriate treatment by officials due to their sexual orientation, gender identity or gender expression, and 46.15% due to untimely and inefficient acting (Chart 24). Out of those who were dissatisfied with the treatment of the institutions, 90% did not report it to any competent institution or organisation.

Chart 22:

Do you think you have been a victim of violence because of your sexual orientation, gender identity or gender expression?

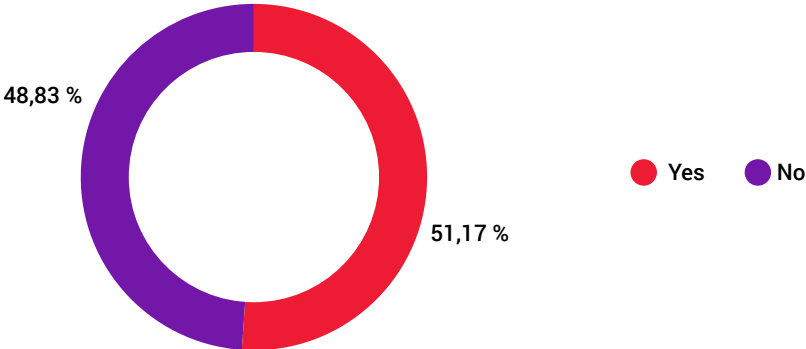


Chart 23:

Did you report the case to any of the listed institutions/ organisations?

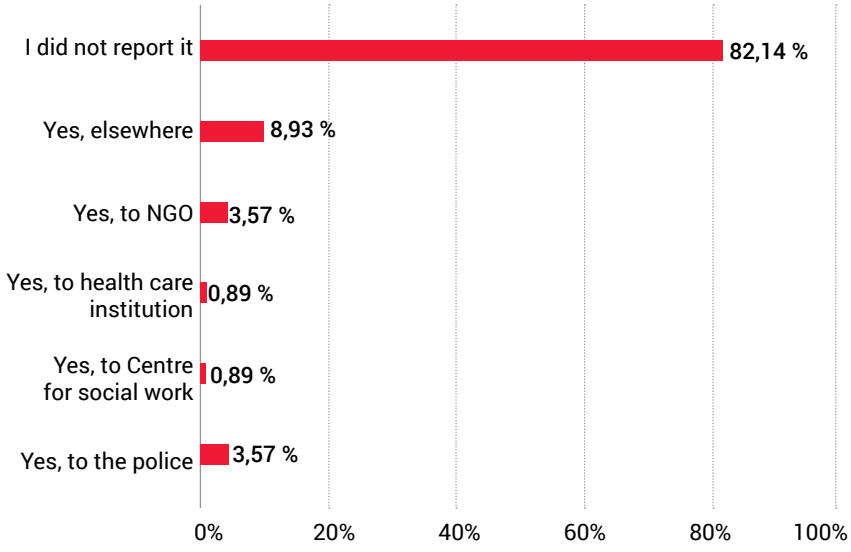
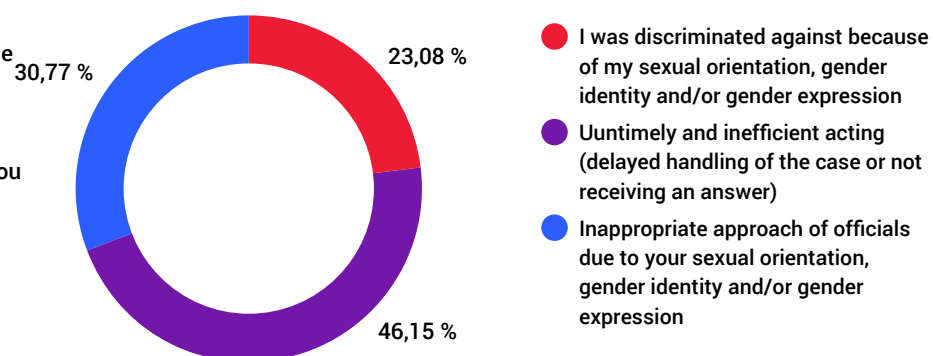


Chart 24:

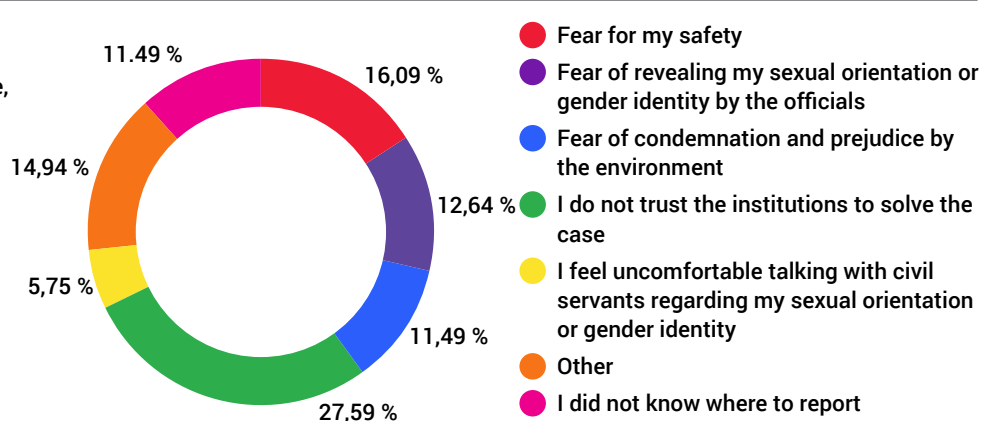
If you answered the previous question with "extremely dissatisfied" or "dissatisfied" do you have any remarks regarding:



Most of the respondents who did not report the case stated that the reason for that was the fear that reporting could have harmful consequences for them (40.22%): fear for their safety (16.09%), fear of revealing their sexual orientation and/or gender identity of the respondent by the officials (12.64%), and fear of condemnation and prejudice from the environment of the respondent (11.49%), and almost a third of the respondents (27.59%) did not trust that the institutions would solve the case (Chart 25).

Chart 25:

If you did not report the case, what is the reason for it?



A similar situation occurs between those who stated that they were victims of domestic violence. Thus, more than a quarter of the respondents (26.21%) consider that they have been victims of domestic violence due to their sexual orientation, gender identity and/or gender expression (Chart 26). Within this percentage, 85.96% did not report the violence to any relevant institution or organisation (Chart 27).

Chart 26:

Do you feel that you have been a victim of domestic violence because of your sexual orientation, gender identity or gender expression?

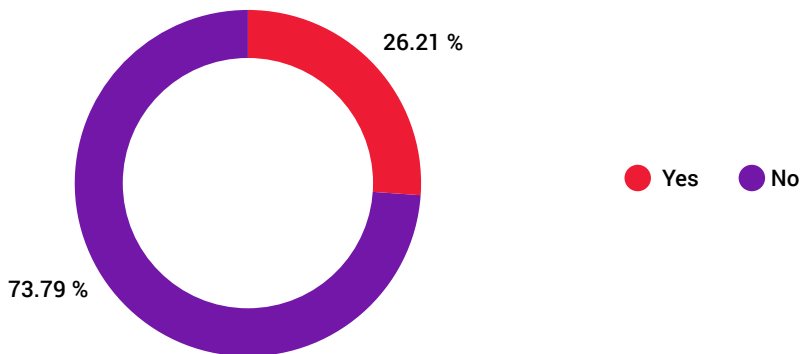
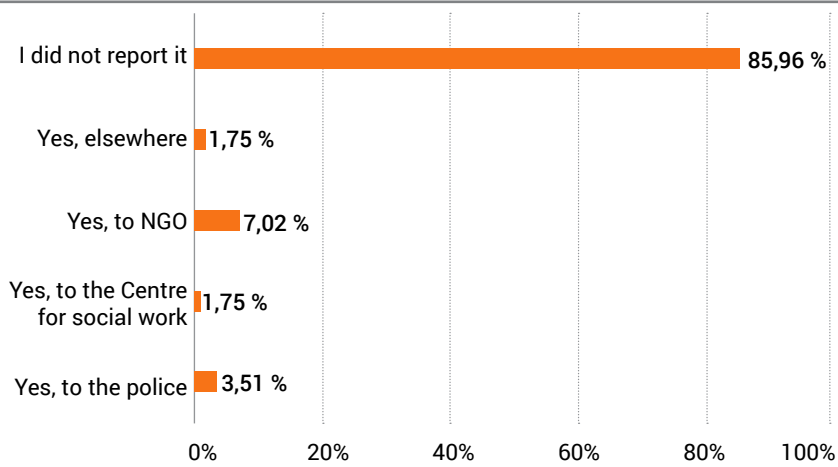


Chart 27:

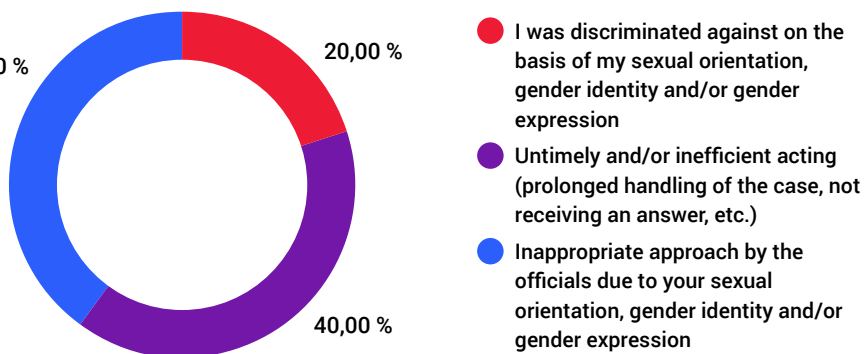
Did you report the case of domestic violence in any of the listed institutions/ organisations?



Of that 14.04% who reported violence in the relevant institutions, two out of three persons (66.67%) are dissatisfied with the treatment of the institutions, precisely 60% of them because they experienced discrimination or inappropriate treatment by officials because of their sexual orientation, gender identity and/or gender expression (Chart 28). Even in the case of domestic violence, 75% of respondents who had that experience did not report the discrimination or inappropriate treatment.

Chart 28:

If you answered the previous question with "extremely dissatisfied" or "dissatisfied" do you have any remarks regarding:

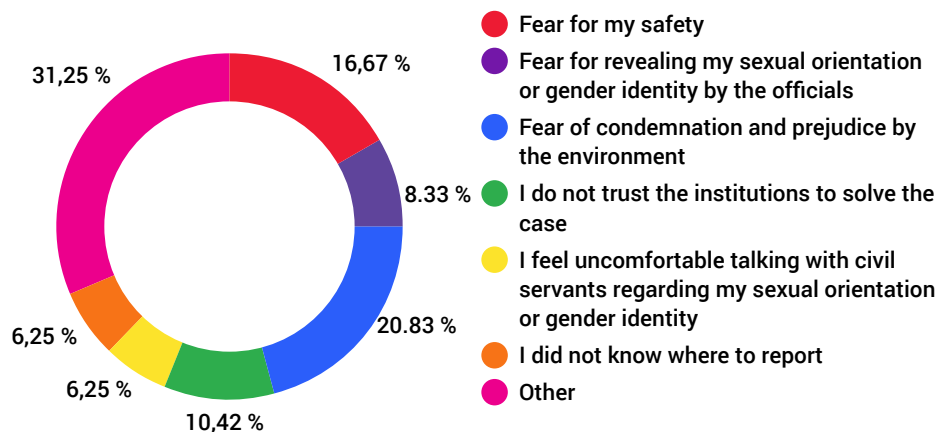


Among almost half of the respondents who did not report the case the reason was the fear that reporting could have harmful consequences for them (45.83%): fear for their safety (16.67%), fear of revealing the sexual orientation and/or gender identity of the respondent by the officials (8.33%), and fear of condemnation and prejudice from the respondent's environment (20.83%),

while 10.42% did not trust the institutions to solve the case (Chart 29). Almost a third of those respondents who did not report the case chose the option other. For more than half of them, the reason was not to embarrass the family or to lead to other psychological consequences for other family members. The others did not know whether they could report and where they could report psychological and verbal violence.

Chart 29:

If you did not report the case, what is the reason for it?



4.6. Police conduct

"It is absurd to report the police in the police."

Key findings

- 71.16% had contact with police officers outside the police station, and more than half of them, precisely 53.52%, were dissatisfied with the approach of police officers;
- 31.31% had remarks regarding discrimination or inappropriate treatment by police officers due to their sexual orientation, gender identity and/or gender expression;
- 77.93% of the police officers did not identify themselves, although 12.41% of the respondents stated that they asked them to do so;
- 41.18% of the respondents who were called to the police station as suspects or witnesses were not satisfied with the approach of the police officers towards them;
- 48% of the LGBTIQ people who reported a case when they were a victim of a crime on the telephone number 192 and 61.9% of those who did so in a police station are dissatisfied with the approach of the police dispatcher/officer;
- 88.95% of the respondents do not trust the police to protect them or their rights when they need it.

The questions in the section on police conduct were organized similarly to the research conducted in 2015. Thus, the research was focused on five sets of questions:

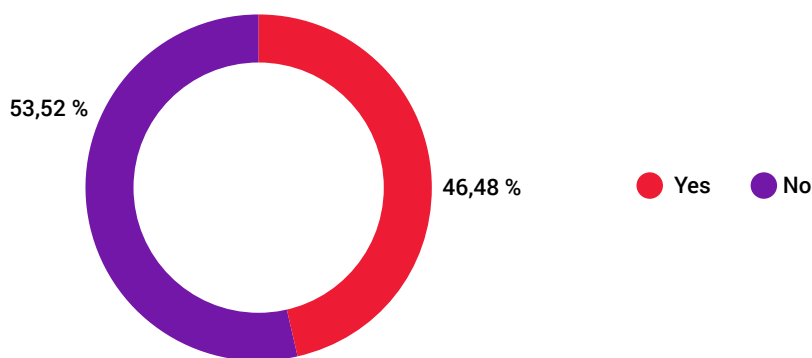
- 1 Police conduct with LGBTIQ people;
- 2 Police treatment of LGBTIQ victims;
- 3 Use of unfounded and excessive force by police officers against LGBTIQ people;
- 4 Reporting cases of use of unfounded and excessive force by police officers; and
- 5 LGBTIQ people's trust that the police will protect them when they need it.

4.6.1. Police conduct with LGBTIQ people

This set of questions covers the police's approach towards LGBTI people inside and outside the police station. This group of questions also examines how certain police powers are applied to LGBTIQ people. According to the findings, seven out of ten respondents (71.16%) had contact with police officers outside the police station, and more than half of them (53.52%) were dissatisfied with the approach of police officers (Chart 30).

Chart 30:

Are you satisfied with the approach of the police officers towards you outside the police station?

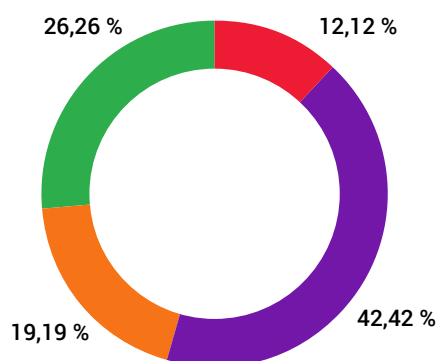


Within the percentage of the respondents who are dissatisfied with the approach of police officers outside the police station, one-third (31.31%) answered that they have remarks regarding discrimination or inappropriate treatment by police officers because of their sexual orientation, gender identity and/or gender expression. In contrast, 42.42% remarked untimely and inefficient acting (delayed handling of the case or lack of response). A significant percentage (26.26%) chose the option 'other', citing personal experience of the approach of police officers outside the police station (Chart 31). Thus, 70.83% of the respondents who chose this option expressed dissatisfaction with the general unprofessional conduct and abuse of power regardless of sexual orientation, gender identity and/or gender expression of the respondents, 12.5% were exposed to discrimination based on their gender or ethnicity, and one person was a victim of physical violence by a police officer.



Chart 31:

If you are not satisfied with the treatment and conduct of police officers outside the police station, do you have any remarks regarding:



- I was discriminated against on the basis of my sexual orientation, gender identity and/or gender expression
- Untimely and/or inefficient action (prolonged handling of the case, not receiving an answer, etc.)
- Inappropriate approach by the officials due to your sexual orientation, gender identity and/or gender expression
- Other

The perception of the unprofessional approach of police officers is strengthened by the data related to the use of specific police powers. Thus, the findings show that only 17.24% of the police officers identified themselves on their initiative and an additional 4.83% did so at the respondents' request. All the others (77.93%) did not identify themselves, although 12.41% of the respondents stated that they asked them to do so.

Almost half of the respondents (48.65%) were subjected to examination (visual inspection of the face, clothes and luggage, without physical contact) during the contact with police officers outside the police station. Almost one-third of the respondents (27.52%) were exposed to a search (physical examination of the face, clothes and luggage, with physical contact and direct inspection of the clothes and luggage) outside the police station. In only one case, the police officers showed a court order for the search, while all other respondents did so without a court order, contrary to the legal regulations.

Of those respondents who had contact with police officers in a police station (on any other grounds except as a victim of a crime), 13.27% of respondents answered that they were called as witnesses, 6.16% as suspects. Of those who were called to a police station as suspects or witnesses, 41.18% were dissatisfied with the approach of police officers towards them (Chart 32). For more than a quarter of them (27.78%), the reason for dissatisfaction was the inappropriate conduct of the police officer due to their sexual orientation, gender identity and/or gender expression. In comparison, for one-third (33.33%) the reason was untimely and inefficient treatment by police officers (Chart 33). That 38.89% who chose the option 'other' stated that the reason for dissatisfaction was that police officers used excessive force, used threats and intimidation, discriminated on ethnic grounds, or behaved unprofessionally unrelated to sexual orientation, gender identity and/or gender expression.

Chart 32:

Are you satisfied with the approach of the police officers towards you at the police station?

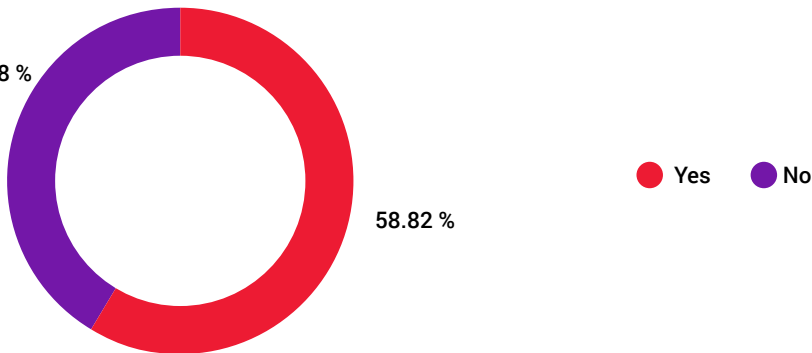
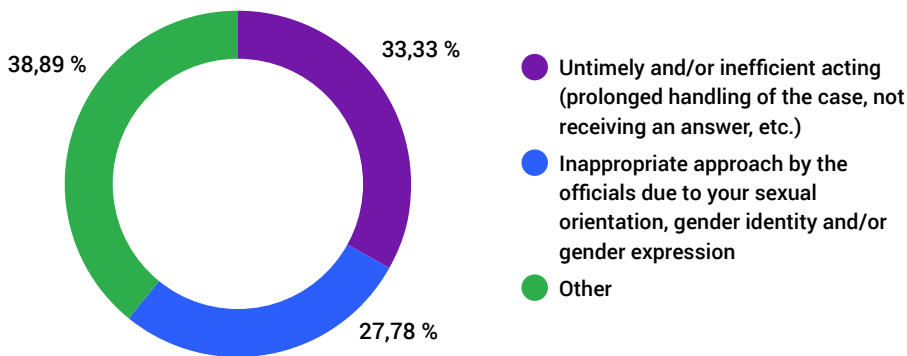


Chart 33:

If you are not satisfied with the treatment and conduct of the police officers in the police station, do you have any remarks regarding:



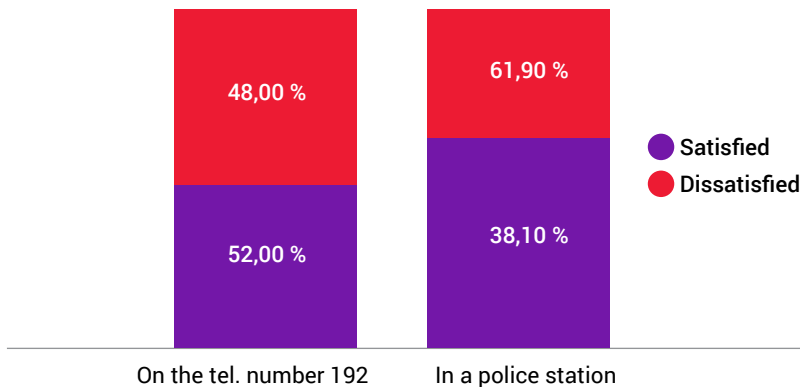
4.6.2. Police treatment of LGBTIQ victims

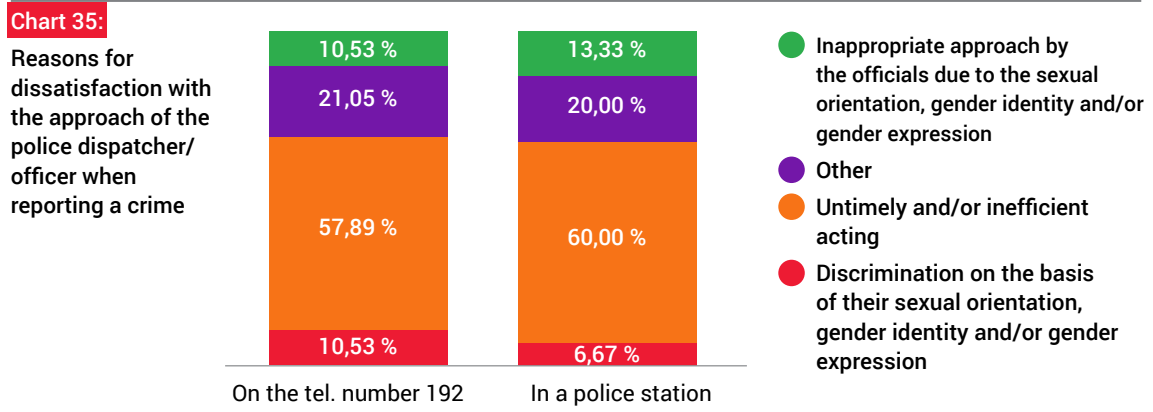
This set of questions seeks to understand the openness of LGBTIQ people to communicating with the police in cases where they are victims of crime and understand how they were treated by police officers when they did so.

One-fifth of the respondents (20.28%) reported a case to the police when they were victims of a crime, 11.79% to the telephone number 192, and 8.49% to the police station. Of those who reported the case on the telephone number 192, almost half (48%) were dissatisfied with the approach of the police dispatcher. Those respondents who reported the crime to a police station show a higher level of dissatisfaction, where 61.9% of respondents were dissatisfied with the police officer's approach (Chart 34).

Chart 34:

Satisfaction with the approach of the police dispatcher/officer when reporting a crime.

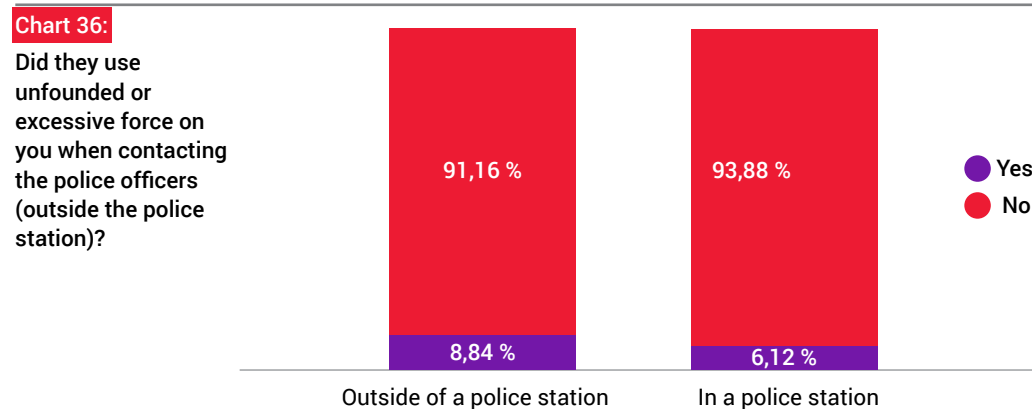




The data indicate an almost identical percentage of respondents who faced untimely and unprofessional conduct by police dispatchers/officers and when reporting a crime on the phone number 192 (57.89%) and at the police station (60%). Perceived discrimination due to sexual orientation, gender identity and/or gender expression of the respondents is more common when reporting a crime on the phone number 192 (10.53%) compared to when reporting to a police station (6.67%). All respondents who chose the option 'other' stated that the reason for this was the general unprofessional conduct of police dispatchers/officers regardless of the sexual orientation, gender identity and/or gender expression of the respondents (Chart 35).

4.6.3. Use of unfounded and excessive force by police officers on LGBTIQ people

This set of questions focuses on the experiences of LGBTIQ people when they were subjected to the excessive and unfounded police force and the reasons for it. The findings show that almost one-tenth (8.84%) of the respondents who had contact with police officers outside the police station believe that they were subjected to unfounded and excessive force. The number is lower (6.12%) of those who believe that unfounded and excessive force was applied to them in a police station (Chart 36). Almost half (46.15%) of the respondents who stated that they were subjected to excessive and unfounded police force outside the police station believe that their sexual orientation, gender identity and/or gender expression are the reason for that. All others who stated that they had been subjected to excessive and unfounded police force inside and outside the police station were reluctant to answer whether sexual orientation, gender identity and/or gender expression were the cause of the violence.

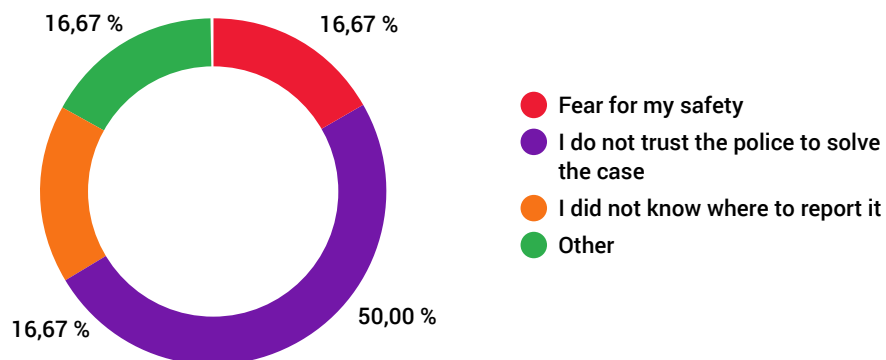


4.6.4. Reporting cases of use of unfounded and excessive force by police officers

None of the respondents who reported that excessive and unfounded police force was applied to them in a police station reported it to any competent authority. The main reasons for this were: distrust that the police will solve the case (50%), fear for their safety (16.67%), and lack of information on where the case could be reported (16.67%). *"It is absurd to report the police to the police,"* said one of the respondents, who chose the option 'other' (Figure 37).

Chart 37:

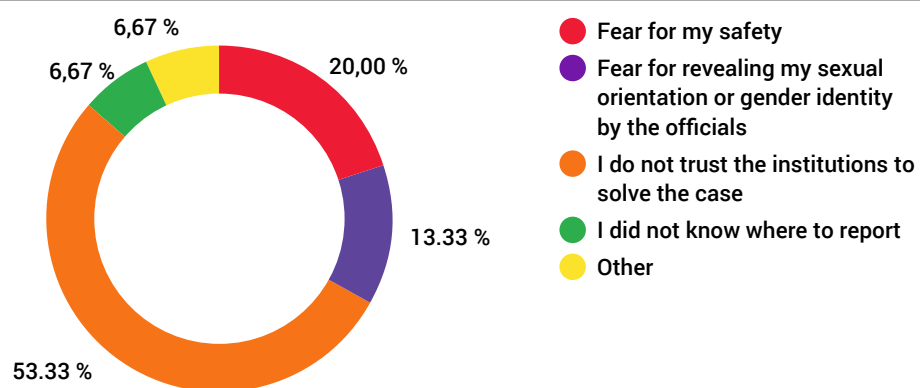
Reasons for not reporting a case of unfounded or excessive force applied in a police station?



Of those who reported that they were subjected to excessive and unfounded police force outside the police station, 17.64% reported the case to the Sector for Internal Control and Professional Standards of the Ministry of Interior (5.88%) and/or to an NGO (11.76%). Most of the respondents (77.78%) did not report the case to any institution or organisation. The stated reasons include fear for their safety (20%), fear of revealing their sexual orientation and/or gender identity by the officials (13.33%), distrust that the police will solve the case (53.33%), and lack of information where the case can be reported (6.67%) (Chart 38).

Chart 38:

Reasons for not reporting a case of unfounded or excessive force applied outside of a police station?

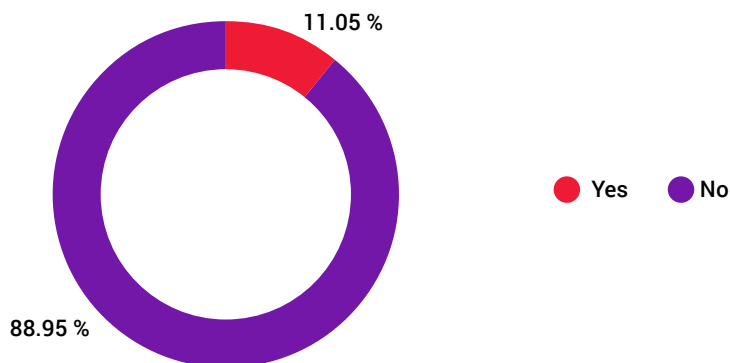


4.6.7. LGBTIQ people's trust that the police will protect them when they need it

The last question in this section of the questionnaire was intended for all respondents whether or not they had contact with the police, and the aim was to examine their confidence that the police would protect them and their rights when they needed it. Nine out of ten respondents, i.e., 88.95%, answered that they do not trust the police to protect them or their rights when they need it (Chart 39).

Chart 39:

Do you trust the police to protect you or your rights when you need it?



4.7. Access to other services

Key findings

- 47.47% of the respondents stated that there is an organisation or institution in their residence that can provide answers to questions related to the problems faced by LGBTIQ people. 77.67% of the respondents live in the capital city.
- 77.27% of the respondents who contacted an organisation for free legal aid are satisfied with the received assistance;
- 75.56% of the respondents stated that they trust non-governmental organisations to help them exercise and protect their rights.

In this group of questions, almost half of the respondents (47.47%) answered that there is an organisation or institution in their place of residence that can answer questions related to the problems faced by LGBTIQ people. Most of these respondents (77.67%) are from Skopje. More than one-third (37.33%) think that there is an organisation or institution in their place of residence that offers counselling and psychosocial support and 28.57% know about an organisation that offers free legal aid to LGBTIQ people. Similarly, this type of organisation is most familiar for the respondents living in Skopje, precisely 81.81% know about organisations that offer psychosocial support, and 81.96% know about organisations that provide legal aid.

Although only a small number of the respondents (8.88%) contacted an organisation for free legal aid (Chart 40), most of them (77.27%) were satisfied with the received aid (Chart 41). In addition, a significantly high percentage of respondents (75.56%) stated that they trust NGOs to help them exercise and protect their rights (Chart 42).

Chart 40:

Have you contacted any organisation to receive free legal aid?

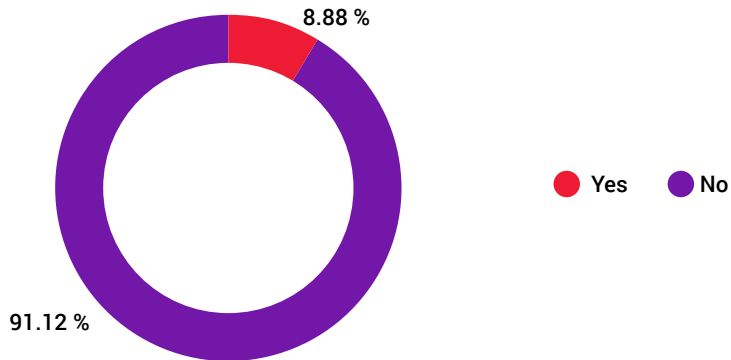


Chart 41:

If so, are you satisfied with the received aid?

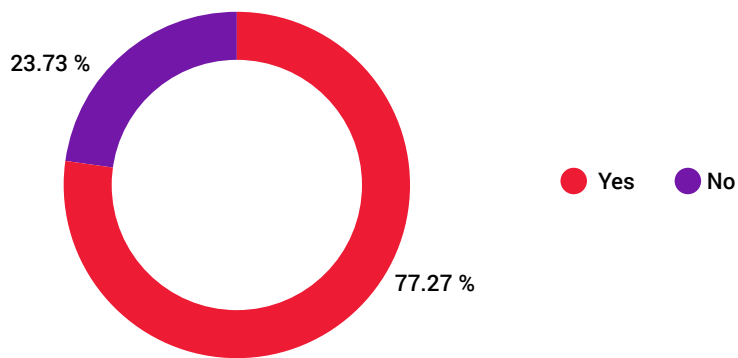
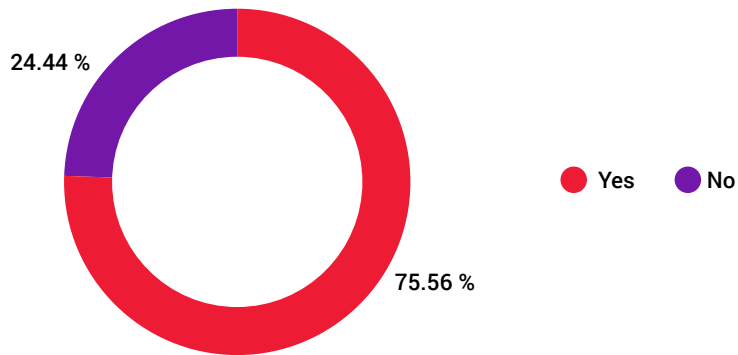


Chart 42:

Do you trust NGOs to help you exercise and protect your rights?



4.8. Information from the institutions

Key findings

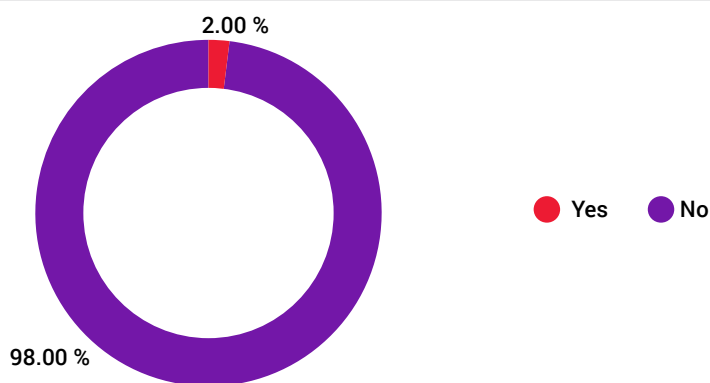
- 98% of all respondents think that the institutions do not provide enough information to recognize and report discrimination, 94.42% to recognize and report violence based on sexual orientation, gender identity, or expression;
- 93.97% of the respondents think that the institutions do not provide enough information that would help them in self-advocacy and exercise and defend their rights in the field of legal protection, personal security, and protection from violence.



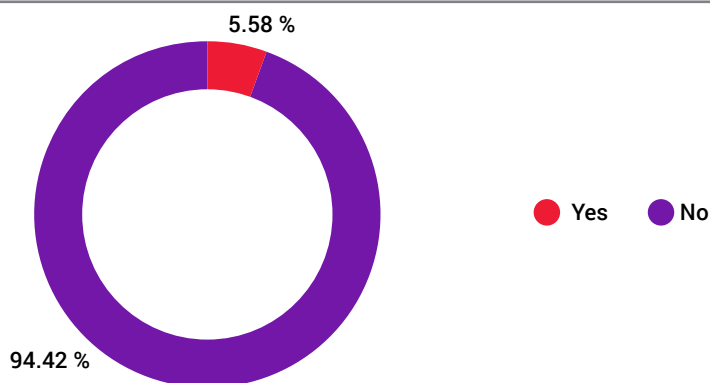
Most of the respondents think that the institutions do not provide enough information on recognizing discrimination and violence based on sexual orientation, gender identity and/or gender expression and where one can receive legal protection. Thus, 98% of all respondents believe that institutions do not provide sufficient information to recognize and report discrimination based on sexual orientation, gender identity or expression (Chart 43), 94.42% of respondents believe that institutions do not provide sufficient information to recognize and report violence based on sexual orientation, gender identity or expression (Chart 44) and 93.97% of respondents believe that institutions do not provide enough information to help them in the process of self-advocacy, as well as practicing and defending their rights in the field of legal protection, personal security, and protection from violence (Chart 45).

Chart 43:

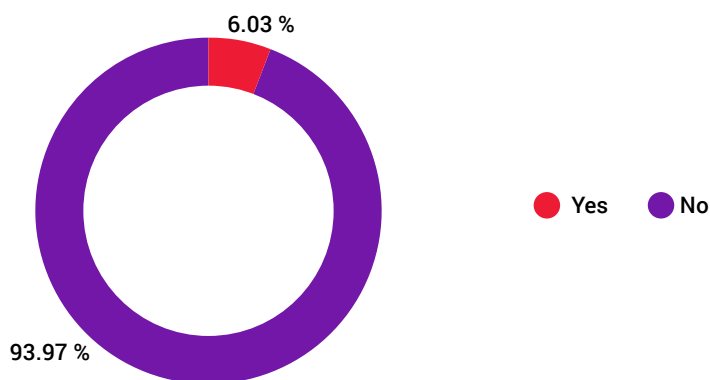
Do you think that the institutions provide enough information for recognizing and reporting discrimination based on sexual orientation, gender identity and/or gender expression?

**Chart 44:**

Do you think that the institutions provide enough information for recognizing and reporting violence based on sexual orientation, gender identity and/or gender expression?

**Chart 45:**

Do you think that the institutions provide enough information that would help you in the process of self-advocacy, exercise, and protection of your rights in the field of legal protection, personal security, and protection from violence?



5

COMPARATIVE PRESENTATION OF THE FINDINGS FROM THE RESEARCH CONDUCTED IN 2015 AND THE ONE CONDUCTED IN 2020

5.1. Access to social protection

Key findings

- There has been a decline in perceived discrimination in the use of social protection rights from 39% in 2015 to 17.51% in 2020;
 - There was an increase in the non-reporting of discrimination cases from 74.6% in 2015 to 82.61% in 2020;
 - There was an increase in dissatisfaction with the administration in using social services in a community or institution from 50% in 2015 to 57% in 2020;
 - The reason for the dissatisfaction was discrimination or inappropriate approach due to their SOGI in 52.64% of respondents in 2015, and in 42.86% in 2020;
 - Of these, 32% reported the case of discrimination in 2015, and none of the respondents reported the discrimination in 2020, i.e., 0%.
-

The available findings (Appendix 3, Table 3) show a decrease in the experiences of discrimination in the access to social services by more than half (from 39% in 2015 to 17.51% in 2020) and an upward trend of non-reporting of the discrimination cases (from 74.6% in 2015 to 82.61% in 2020). As in 2015, so in 2020 the biggest reason for that is the respondents' mistrust that the case will be resolved by the institutions, as well as the fear that reporting discrimination based on sexual orientation or gender identity of the respondents may have harmful consequences.

There was also a decrease in the experiences of discrimination in the use of social services in the local community (from 22.50% in 2015 to 12.50% in 2020), while there was an increase in the access to social services in an institution, which was probably influenced by the formation of the only shelter for LGBTIQ people.

However, the percentage of those who use the services in an institution remains significantly low.

The observed increase in the use of social services in an institution is reflected in the stay in-home service. It is assumed that this is due to the possibility of using the residence in the Safe House - Shelter for LGBTI people that did not exist in 2015. However, the

rate of perceived discrimination in this area remains low, most likely because the staff at the Safe House specializes in working with LGBTIQ people.

There is increased dissatisfaction with the approach of the administration towards the LGBTIQ community in exercising social protection rights - social services in an institution and social services in the local community (from 50% in 2015 to 56.67% in 2020) according to the compared findings obtained during the research in 2015 and those from 2020 (Appendix 3, Table 3). Proportionally, the most common reason is the inefficient and untimely acting of the administration (47.36% in 2015, 38.78% in 2020), and discrimination or inappropriate approach due to their SOGI (52.64% in 2015, 42.86% in 2020).

There has been a significant decline in the reporting of discrimination cases in the use of social services in the local community, in an institution or by the administration from 32% who reported in 2015 to 0% in 2020. The reasons for this are the same, so the most common reason is the mistrust that the institutions will solve the case and the fear that the reporting can cause other harmful consequences for the victims of discrimination.

5.2. Access to legal services

Key differences:

- Slight decline in violence experiences from 61% in 2015 to 51.17% in 2020 and domestic violence from 36.5% in 2015 to 26.21% in 2020;
- Increase in non-reporting of cases of violence from 65.9% in 2015 to 82.14% in 2020 and domestic violence from 66.7% in 2015 to 85.96% in 2020;
- The discrimination in labour relations remains at the same level (38.6% in 2015, 37.47% in 2020);
- Increase of trust in NGOs in exercising their rights from 54.4% in 2015 to 75.56% in 2020.

The available findings show a slight decrease in the experiences of violence and domestic violence in 2020 compared to 2015, but an upward trend in non-reporting of those cases (Appendix 4, Table 4). Thus, the 2020 survey documents that 51.17% were victims of violence and 26.21% of domestic violence versus 61% and 36.5%, respectively in 2015. Of that, according to the data from 2020, 82.14% did not report the case of violence and 85.96% the case of domestic violence, compared to the data from 2015 which show 65.9% non-reporting of violence and 66.7% of domestic violence.

The high level of dissatisfaction with the treatment of the institutions is maintained in 2020 (73.33% in 2020, 85.2% in 2015), so the survey findings confirm that the most significant percentage of respondents who were encouraged to report a case of violence or domestic violence were exposed to discrimination or inappropriate behaviour by officials due to their sexual orientation, gender identity and/or gender expression (53.85% in 2020, 63.2% in 2015), while the others faced untimely and inefficient acting. The data also shows an increase in non-reporting of dissatisfaction with the treatment of public officers from 77.8% in 2015 to 90% in 2020.

The discrimination in employment (employment, part-time or full-time work, quitting the job) remains at the same level (37.47% in 2020, 38.6% in 2015). Similarly, the trend of non-reporting of discrimination is maintained (87.8% in 2020, 90% in 2015). Among those who reported a case of discrimination, the findings show a decrease in dissatisfaction (from 83.3% in 2015 to 66.67% in 2020), while the reasons for that remain at the same level: untimely and inefficient acting (45% in 2015, 50% in 2020), discrimination or inappropriate approach due to their sexual orientation, gender identity and/or gender expression (55% in 2015, 50% in 2020).

The findings show a slight decline in respondents who contacted an NGO for free legal aid in 2020 (8.88%) compared to 2015 (12.8%). However, there is an increase in the respondents' trust in NGOs to help them to exercise their human rights from 54.4% in 2015 to 75.56% in 2020.

5.3. Issues in the field of police conduct

Key differences:

- The level of dissatisfaction when contacting police officers outside the police station stayed the same (45.8% in 2015, 46.48% in 2020);
- Decrease in the level of dissatisfaction when contacting police officers in a police station from 54% in 2015 to 41.18% in 2020;
- Decrease in experiences of discrimination and inappropriate treatment by police officers outside the police station from 68.8% in 2015 to 31.31% in 2020 and in a police station from 67.57% in 2015 to 27.78% in 2020;
- Reduced dissatisfaction when reporting a case where LGBTIQ people were victims of crime from 72.41% of those who reported on the phone number 192 and 78.95% of those who reported at a police station in 2015 to 48% of those who reported on the number 192 and 61.90% of those who reported at a police station in 2020;
- Increase of the untimely and unprofessional conduct by police dispatchers/officers when reporting a crime on the telephone number 192 from 45.57% in 2015 to 57.89% in 2020 and in a police station from 44.23% in 2015 to 60% in 2020;
- Decrease in the use of unfounded and excessive force, both inside and outside of the police station, from 17.921% and 15.69% in 2015 to 6.12% and 8.84% in 2020;
- Increase of the non-reporting of unfounded and excessive force, both inside and outside of the police station, from 52.17% and 45.92% in 2015 to 100% and 77.78% in 2020;
- The mistrust that the police will protect the LGBTIQ people and their rights has increased from 75.4% in 2015 to 88.95% in 2020;

5.3.1. Police treatment of LGBTIQ people

a) Outside of the police station

The findings regarding police treatment of LGBTIQ people (Appendix 5, Table 5.1) show that approximately the same percentage of respondents had some contact with police officers outside the police station. Thus, within the survey from 2015, 78.3% reported having had contact with police officers outside the police station, and 71.16% in 2020.

Approximately the same percentage of respondents stated that they were satisfied with the approach of police officers towards them (45.8% in 2015 and 46.48% in 2020). Differences are evident in those respondents who expressed dissatisfaction with the approach of police officers. In 2015, 37.7% answered that they have remarks regarding discrimination and 31.1% regarding inappropriate treatment due to their sexual orientation and/or gender identity, and 31.2% responded that they have remarks regarding untimely and inefficient acting (delayed handling of the case or not receiving an answer). In 2020, the situation was different, and there is a decrease in the experiences of discrimination and inappropriate behaviour due to sexual orientation, gender identity and/or gender expression of the respondents (12.12%, 19.19%, respectively) and an increase in the remarks regarding untimely and inefficient acting, including delayed handling of the case or not receiving a response (42.42%). The findings from the survey in 2020, unlike 2015, document cases of abuse of power (70.83%), discrimination based on gender and ethnicity (12.50%) and unfounded physical violence against one of the respondents.

According to the available findings, an upward trend of unprofessional behaviour by police officers can be observed, which is confirmed by the significantly increased percentage of experiences where police officers did not identify themselves even when asked to do so.

According to the findings from 2015, 23% of the police officers identified themselves on their initiative, 21% did so at the request of respondents, 40% did not identify themselves, but the respondents did not ask them to do so, and 16% did not identify themselves even though the respondents asked them to do so. In 2020, there was a decline in the professional behaviour of the police officers, so 17.24% of the police officers identified themselves on their initiative, 4.83% did so at the request of the respondents, 65.52% did not identify themselves, but the respondents did not ask them to, and 12.41% did not identify themselves even though the respondents asked them to do so.

During the contact with police officers outside the police station in 2015, 72.63% of the respondents were subjected to examination (visual inspection of the face, clothes and luggage, without physical contact), and 44.44% were subject to search (physical examination of the face, clothes and luggage, with physical contact and direct inspection of clothing and luggage). The findings from 2020 show that 48.65% of the respondents were subject to examination, and 27.52% were subject to a search. In only one case, the police officers presented a court order for the search, while in all other documented cases, they did it without a court order, contrary to the legal provisions.

b) In the police station

According to the findings from 2015 on the contact of LGBTI people with police officers in a police station (on any other grounds except as a victim of a crime), 26.82% of respondents answered that they were called as witnesses, 8.13% as suspects, and 6.5% were called both as witnesses and as suspects. In 2020, 13.27% of the respondents answered that they were called as witnesses and 6.16% as suspects. A comparison of data on their experience (Appendix 5, Table 5.1) shows a decline in the dissatisfaction with the approach of the police officers from 54% in 2015 to 41.18% in 2020.

Of those who were dissatisfied with the approach of the police officers, in 2015, 48.65% had remarks regarding discrimination based on their sexual orientation or gender identity, 32.43% regarding inappropriate and inefficient conduct by police officers. The remaining 18.92% stated that they were dissatisfied with the inappropriate behaviour of the police officers due to their sexual orientation and/or gender identity. In comparison, the situation in 2020 is different, and 27.78% of the respondent are dissatisfied due to the inappropriate conduct of the police officer due to sexual orientation, gender identity and/or gender expression of the respondents, while 30.33% are dissatisfied due to untimely and inefficient conduct by the police officers. Two out of five respondents (38.89%) chose the option 'other'. They stated that the reason for dissatisfaction was that the police officers used excessive force, used threats and intimidation, discriminated on ethnic grounds, or had general unprofessional conduct unrelated to sexual orientation, gender and/or the gender expression of the respondents.

5.3.2. Police treatment of LGBTIQ victims

The comparative findings (Appendix 5, Table 5.2) show a significant decline in the reports of cases where LGBTIQ people were victims of crime from 36.97% in 2015 to 20.28% in 2020. In 2015, 15.7% reported a case through the telephone number 192, and 21.9% in a police station, and in 2020, 11.79% reported a case on the telephone number 192, and 8.49% in a police station.

The comparative findings show a decrease in the dissatisfaction with the approach of the police officer/dispatcher, so in 2015 of those who reported a crime on the number 192, 72.41% were dissatisfied, and of those who reported to the police station, 78.95% were dissatisfied. In 2020, 48% of those who reported a crime on 192 were dissatisfied with the police dispatcher and 61.90% of those who reported a crime in a police station were dissatisfied.

Additionally, the comparative findings show a decrease in perceived discrimination due to sexual orientation, gender identity and/or gender expression of respondents and an increase in untimely and unprofessional conduct by police dispatchers/officers in 2020 compared to 2015. In 2015, 30.77% of those who reported a case to a police station and 21.87% of those who did it on the telephone number 192 were discriminated against based on sexual orientation and/or gender identity, compared to 2020 when 6.67% were discriminated against in a police station and 10.53% when reporting a case on the telephone number 192. 45.71% of those who reported a case on 192 and 44.23% of those who did so in a police station faced unprofessional conduct and untimely acting in 2015. The findings from 2020 show an increase, 57.89% of those who reported a case on 192 and 60% of those who reported a case in a police station were subject to unprofessional behaviour and untimely conduct.

5.3.3. Use of unfounded and excessive force by police officers against LGBTIQ people

The comparative findings (Appendix 5, Table 5.3) show a significant decline in experiences of the use of unfounded and excessive force inside and outside the police station, as well as a decrease in the perceived experiences that the reason for this was sexual orientation, gender identity and/or gender expression.

In 2015, 15.69% of the respondents stated that unfounded and excessive force was applied to them outside the police station and 17.91% in the police station. In both cases, 75% of the respondents who stated that they were subjected to an excessive and unfounded police force believe that their sexual orientation and/or gender identity was the reason for that.

The data from 2020 show a decrease in the use of unfounded and excessive force, so 8.84% of the respondents believe that they were subject to unfounded and excessive force outside the police station and 6.12% in the police station. Regarding the reason, 46.15% of the respondents who stated that they were subject to excessive and unfounded police force outside the police station believe that their sexual orientation, gender identity and/or gender expression is the reason. In contrast, all those who stated that they were victims of an excessive and unfounded police force in a police station did not want to answer whether sexual orientation, gender identity and/or gender expression were the cause of the violence.

5.3.4. Reporting cases of use of unfounded and excessive force by police officers

The comparative findings (Appendix 5, Table 5.4) show a significant increase in the non-reporting of cases of use of unfounded and excessive force in 2020 compared to 2015. In 2015, 77.78% of respondents who believed that they were victims of excessive and unfounded use of police force outside the police station did not report the case, compared to 2015 when 45.92% did not report it. Of those who reported the case, in 2020 5.88% reported to the Sector for Internal Control and Professional Standards of the Ministry of Internal Affairs, and 11.76% to a non-governmental organisation, while in 2015, 33.28% reported the case to the Sector for Internal Control and Professional Standards of the Ministry of Internal Affairs and 4.16% contacted a non-governmental organisation.

The situation is even more worrying for those respondents who were victims of excessive and unfounded use of police force at the police station. According to the findings from 2020, none of the respondents who were subjected to excessive and unfounded force in a police station reported the case to any competent institution or organisation. In 2015, 52.17% did not report the case. Of those who reported it, 39.13% of the respondents did so in the Sector for Internal Control and Professional Standards of the Ministry of Internal Affairs, and 4.35% contacted a non-governmental organisation.

Although the findings show a significant decline in reporting excessive and unfounded force in 2020 compared to 2015 and inside and outside the police station, the main reason for non-reporting is the lack of trust that the police will resolve the case. Thus, in 2015, this was the main reason for non-reporting among 64.70% of the respondents who did not report the use of excessive and unfounded police force outside the police station and 69.24% in the police

station. In 2020, the distrust that the police would solve the case was the main reason for non-reporting among 53.33% of respondents who did not report the use of excessive and unfounded police force outside the police station and 50% in the police station. Fear for their safety was a reason for not reporting for 20% of respondents who did not report the use of excessive and unfounded police force outside the police station and 16.67% in the police station.

5.3.5. Trust that the police will protect you and your rights when you need it

The comparative data (Appendix 5, Table 5.5) shows that compared to 2015 (75.4%), the mistrust of the LGBTIQ people that the police (88.95%) will protect them and their rights when they need it has increased.

Additionally, the findings show that the trend of not informing LGBTIQ people on providing help in the processes of self-advocacy, practice, and defence of their rights in the field of legal protection, personal security, and protection from violence has continued and slightly increased (90.33% in 2015, 93.97% in 2020).

6.1. Conclusion

With this report, we attempted to present the experiences of LGBTIQ people in RNM when it comes to violence and discrimination because of their sexual orientation, gender identity or expression. Their collective experiences show a worryingly high level of discrimination, harassment and violence because of their sexual orientation, gender identity or gender expression.

The discrimination in access to social services, health, employment and education is still high. The situation is even more alarming when it comes to experiences of violence and domestic violence. Despite the high exposure to violence and discrimination, most LGBTIQ people do not report it to competent institutions due to distrust that the case will be resolved and fear that it may cause harmful consequences for them. The few who were brave to report faced discrimination or inappropriate conduct because of their sexual orientation, gender identity or gender expression or untimely and inefficient acting, further contributing to increasing distrust in the institutions.

The context of non-acceptance, stigma and discrimination against sexual and gender minorities is reflected in the access to all social and health services. Research shows that the respondents who were open about their sexual orientation with their gynaecologists experienced three times more inappropriate questions and harassment and were six times more discriminated against by doctors than those who were not open. In addition, one in five trans or non-binary persons has failed to obtain the necessary health services for gender affirmation. This exclusionary approach towards LGBTIQ people contributes to the reproduction and internalisation of homophobia and transphobia, as well as to a general distrust of public services.

Half of the respondents were exposed to discrimination within the education system by classmates, teaching staff or administration, and more than a third in the workplace or in the employment process. By doing so, these LGBTIQ people were prevented from gaining equal access to perform their potential. Most of them did not report the case for fear that it could have additional harmful consequences for them, as well as because of the distrust that the institutions will solve the case. It can be assumed that the culture of impunity and the non-resolved discrimination cases and violence due to sexual orientation, gender identity or gender expression contribute to LGBTIQ people's distrust that the institutions will ensure their safety and work towards efficiently resolving cases.

6

CONCLUSION AND RECOMMENDATIONS



The dissatisfaction with the approach of the civil servants towards those who were encouraged to report a case of discrimination, as well as the several years of absence of the Commission for Prevention and Protection against Discrimination, further contribute to the high distrust of institutions and the low percentage of reported new cases.

Illegal police treatment of LGBTIQ people, searches carried out without a court order, abuse of power, discrimination as well as the use of unfounded and excessive force, as evidenced by the respondents in this research, further reduce the trust in the police, which was confirmed by four out of five statements. The lack of confidence that the police will protect them when they need it, the worryingly low rate of reported cases of violence to the police, and the lack of a legal solution to the reported incidents limit the possibility for LGBTIQ people to live safely and without violence.

Almost all LGBTIQ people who participated in the survey believe that the institutions do not provide enough information on how to recognize discrimination and violence based on sexual orientation, gender identity and/or gender expression and where to apply to provide legal protection. Additionally, many of them indicate the insufficient capacity of the institutions, the absence of public campaigns, as well as the absence of affirmative measures for employment of LGBTIQ people in the institutions that provide social services in the community or institution.

A comparative review of the experiences of LGBTIQ people showed a decline in the perception of discrimination and violence compared to 2015, but a significant increase in non-reporting of those cases with the competent authorities. It can be assumed that the public support by the political leadership in RNM, the improvement of legislation to protect the rights of LGBTIQ people, but also the work of LGBTIQ organisations, public campaigns to promote the position of LGBTIQ people and the successful organisation of the first Pride Parade in Skopje, contributed to declining in perceptions of discrimination and violence. However, this is not enough because the data show a higher level of distrust in institutions compared to 2015.

6.2. Recommendations

Based on the community recommendations contained in section 5.1.1. and the other research findings, we formulated specific recommendations to the institutions for systemic protection and prevention of discrimination and violence based on sexual orientation, gender identity and/or gender expression.

6.2.1. Advancement and implementation of the legal framework

- Adoption of legal amendments to the Law on Registration Records to enable legal recognition of gender based on self-determination.
- Inclusion of the basis 'gender characteristics' in the Law on Protection and Prevention of Discrimination.
- Harmonisation of the national legislation with the Law on Protection and Prevention of Discrimination.

- Continuation of the reforms in all levels of education for the elimination of discriminatory literature, the inclusion of affirmative contents for LGBTIQ and introduction of comprehensive sex education.
- Adoption of a new Law on Labour Relations, which will recognize SOGIEGC as protected grounds against discrimination.
- Adoption of a Law on Gender Equality that will explicitly include trans people in the personal scope.
- Harmonisation of national legislation with the provisions and standards arising from the Istanbul Convention.
- Legally resolving the hate crimes against the LGBTI Support Centre and LGBTIQ people.
- The bodies within the Ministry of Interior and the Ministry of Justice to introduce systems for documenting hate speech and hate crimes on all grounds, including the grounds for sexual orientation, gender identity and expression and gender characteristics (SOGIEGC).
- The working group within the Ministry of Health for the development of a manual for health services related to medical affirmation of gender, should start functioning.
- Providing unimpeded access to health services for LGBTIQ people, including access to medical gender reassignment.
- Health services for medical affirmation of gender to be included in the list and to be borne by the Health Insurance Fund.
- LGBTIQ organisations and activists to be consulted and involved in working groups to develop policies, laws and programs relevant to these communities.

6.2.2. Capacity building of institutional systems

- Strengthening the capacities of the state institutions to work with LGBTIQ people through the preparation and adoption of modules for continuous training of employees on discrimination, violence and hate speech against sexual and gender minorities.
- Introduction of systems for collecting desegregated data on discrimination and hate crimes in the relevant institutions, which will include SOGIEGC as a basis.
- The Ministry of Labour and Social Policy should provide financial support for the Safe House - the only shelter for LGBTIQ people in RNM again.
- Development and adoption of educational modules in discrimination, violence and hate speech with a particular focus on SOGIEGC at the Academy for Judges and Public Prosecutors and the Police Academy.
- Strengthening the capacities of the police officers and prosecutors to enable more effective protection and prevention of hate crimes and hate speech based on SOGIEGC.
- Strengthening the capacities of the internal control mechanisms in the police for timely and effective action in case of inaction or unprofessional conduct by the police officers.

- With the programs of the government, the ministries and the local self-governments to provide financial support for the LGBTIQ organisations in RNM.
- Continuation of the financial and public support of the Pride Week and the Pride Parade..

6.3.3. Facilitate access to information and raise public awareness

- Providing resources for the preparation and implementation of regular public awareness campaigns to promote the human rights of LGBTIQ people.
- Information campaigns to identify different types of discrimination, violence and hate speech and information on where to report them.
- The Commission for Protection against Discrimination and the Ombudsman to act according to their mandate and conduct promotional campaigns on topics relevant to the LGBTIQ communities.



APPENDIX 1

Questionnaire for determining the access to services and protection for LGBTIQ people in the Republic of North Macedonia

The purpose of the research is to identify the obstacles and challenges faced by LGBTIQ people in the Republic of North Macedonia (RNM) in exercise and protection of human rights in access to services and protection, as well as to make a conclusion on the progress or regression compared to 2015. The questionnaire will cover issues in the areas of social protection, legal protection, health care and police conduct to determine the needs and problems that LGBTIQ people face in RNM.

The research was conducted within the project "Promotion of human rights and freedoms of LGBTI people in Macedonia", funded by the OSCE Mission to the Kingdom of the Netherlands.

This interview will take 45 to 60 minutes. The questions relate to your personal experiences of surviving discrimination or violence because of your sexual orientation, gender identity, gender expression and/or gender characteristics within your education, workplace, and access to health services in the last three years. The questionnaire will also include questions related to your perceptions regarding access to services, i.e., the approach of employees and the effectiveness of the work of institutions and organisations. A glossary with definitions has been prepared for the specific terms included in the questions, which will be presented to you for the respective questions. Each of the respondents will receive monetary compensation in the gross amount of 600 denars, and for that purpose, they will have to sign a contract.

Completing the questionnaire is entirely anonymous. Any information provided during the research will be confidential, and the data will not be used for individual case reports. They will be published in a final report and will be aggregated in tables, graphs and/or charts. For more questions regarding the research and use of the data, you can contact the researcher Biljana Ginova at bginova@gmail.com.

To provide accurate data, we ask for honest and complete answers. You can terminate the interview at any time without explaining why.

7

APPENDICES



Do you agree to participate in the research?

- Yes

- No

Name and surname of the interviewer:



GENERAL INFORMATION

1. Place of residence:
2. Age:
3. Which of the following options best describes your gender:

- Male
- Female
- Non-binary
- If you describe the gender with a different term

4. Do you identify as a trans?

*The term "trans" is included here as a comprehensive term for people who do not identify with the gender indicated at birth. The term may include transsexuals, transgender people, non-binary, agender, etc.

- Yes
- No
- I do not want to answer

5. Are you intersex?

*Intersex are people born with sexual characteristics (including genitals, sex organs and chromosomes) that do not fit into the typical binary understandings of a male or female body. In some cases, intersex characteristics are visible at birth and sometimes not until puberty. Some chromosomal variations of intersex are not physically visible at all.

- Yes
- No
- I do not want to answer

6. In terms of your sexual orientation, you identify as:

*Sexual orientation is the ability to have a romantic or sexual attraction to a person of a particular gender or regardless of gender. Sexual orientation represents sexual identity or self-identification as bisexual, homosexual, heterosexual, etc.

- Gay
 - Lesbian
 - Bisexual
 - Heterosexual
 - Asexual
 - If you describe your sexual orientation with a different term
-

7. Do you talk openly about your sexual orientation? (Mark all correct statements)

- Only with my closest friends
- At school/college and/or at work
- With the closest members of my family
- With everyone around me
- Other

8. Do you think you have a disability?

* Persons with disabilities are those persons with long-term physical, mental, intellectual, or sensory impairments who, in interaction with various barriers, may impede their full or effective participation in society on an equal basis with others.

- Yes
- No.
- I do not want to answer

9. What is your ethnicity?

- Macedonian
- Albanian
- Roma
- Turk
- Serb
- Other
- I do not want to answer

10. According to your personal perception, how would you describe your socio-economic situation?

- Middle class
- High class
- Working class
- I do not want to answer



A. DISCRIMINATION

Access to social protection

11. Do you consider that you have been a victim of discrimination in the process of exercising the rights of social protection (social prevention, social financial assistance, right to social housing, one-time financial assistance or material assistance)?

* Discrimination is unequal treatment by a body, legal or natural person towards a specific person or group of persons due to their personal characteristics such as: race, skin colour, ethnicity, sex, gender, sexual orientation, gender identity and expression, gender characteristics, religion, disability, age, family or marital status, health status, or any other grounds.

- Yes
- No.
- I do not want to answer

12. If you consider that you have been, state whether you have reported it to a competent state institution or organisation? (Multiple answers possible)

- Yes, to the Commission for Protection against Discrimination
- Yes, to the Centre for Social Work
- Yes, to the Commission for Equal Opportunities between Men and Women
- Yes, to the Ombudsman
- Yes, to NGO
- Yes, elsewhere
- No.
- I do not want to answer

13. If you did not report the case, what is the reason for that? (Multiple answers possible)

- Fear for my safety
- Fear of revealing my sexual orientation or gender identity to the officials
- Fear of condemnation and prejudice from those around me
- I do not trust that the institutions will solve the case
- I am uncomfortable talking to public officers about my sexual orientation and/or gender identity
- I did not know where to report it
- Other
- I do not want to answer

14. Have you used any of the social services in the local community? (Multiple answers possible)

- Clubs for the elderly and adults
- Day hospitals
- Rehabilitation centres
- Centres for re-socialization
- Transport services
- Short-term stay in day-care centres
- Folk kitchens
- Counselling
- Therapeutic centres
- SOS lines
- Centres for educational support
- Mental health centres
- I did not need to use social services in the local community
- I have not used social services in the local community, although I have needed it
- I do not want to answer

15. When using social services in the local community, do you consider that you have been a victim of discrimination because of your sexual orientation/gender identity and when using which service? (Multiple answers possible)

- Yes, when using clubs for the elderly and adults
- Yes, when using day hospitals
- Yes, when using rehabilitation centres
- Yes, when using re-socialization centres
- Yes, when using transport services
- Yes, when using short-term stays in day-care centres
- Yes, when using folk kitchens
- Yes, when using counselling
- Yes, when using therapeutic centres
- Yes, when using SOS lines
- Yes, when using educational support centres
- Yes, when using mental health centres
- I have not been discriminated against when using a social service in the local community
- I did not need to use social services in the local community

- I have not used social services in the local community, although I have needed it
- I do not want to answer

16. Have you used any of the social services in an institution? (Multiple answers possible)

- Stay-in homes
- Housing - congregation (independent living in a community with renting an apartment for 3-4 people)
- Assisted housing
- Sheltered housing (almost independent housing with the help of a supervisor who does not live there)
- Therapeutic group homes
- House halfway (assistance and support for reintegration into society of a person at risk)
- Homes for recovery from addiction
- I did not need to use social services in an institution
- I have not used social services in an institution, although I have needed it
- I do not want to answer

17. When using social services in an institution, do you consider that you have been a victim of discrimination because of your sexual orientation and/or gender identity and in which service? (Multiple answers possible)

- Yes, when using stay-in homes
- Yes, when using housing - congregation (independent living in a community with renting an apartment for 3-4 people)
- Yes, when using assisted housing
- Yes, when using sheltered housing (almost independent housing with the help of a supervisor who does not live there)
- Yes, when using therapeutic group homes
- Yes, when using a house halfway (assistance and support for reintegration into society of a person at risk)
- Yes, when using homes for recovery from addiction
- I have not been discriminated against when using a social service in an institution
- I did not need to use social services in an institution
- I have not used social services in an institution, although I have needed it
- I do not want to answer

18. Are you satisfied with the approach of the administration in exercising your social protection rights?

- Yes
- No.
- I do not want to answer

19. If you answered NO to the previous question, did you have any remarks regarding (more answers are possible):

- I was discriminated against because of my sexual orientation and/or gender identity
- Untimely and/or inefficient acting (delayed handling of the case, failure to obtain information on the status of the case, etc.)
- An inappropriate approach of officials due to your sexual orientation, gender identity and/or gender expression
- Other
- I do not want to answer

20. If you feel that you have been discriminated against in using social services in the local community, in an institution or by the administration, have you reported the case to a competent state institution or organisation? (Multiple answers possible)

- Yes, to the Commission for Protection against Discrimination
- Yes, to the Commission for Equal Opportunities between Men and Women
- Yes, to the Centre for Social Work
- Yes, to the Ombudsman
- Yes, to NGO
- Yes, elsewhere
- I did not report the case
- I do not want to answer

21. If you did not report the case, what is the reason for that? (Multiple answers possible)

- Fear for my safety
- Fear of revealing my sexual orientation or gender identity to the officials
- Fear of condemnation and prejudice from those around me
- I do not trust that the institutions will solve the case
- I am uncomfortable talking to public officers about my sexual orientation and/or gender identity
- I did not know where to report it
- Other
- I do not want to answer



22. Do you have any suggestions on improving or facilitating access to social services for LGBTI people?

Access to health care

23. Do you consider that you have been a victim of discrimination in the process of exercising your health care rights (family doctor, specialist, laboratory tests, hospitalization, use of a day hospital, receiving therapy, etc.)?

- Yes
- No
- I do not want to answer

24. If you think you have been, state whether you have reported it to a competent state institution or organisation? (Multiple answers possible)

- Yes, to the Commission for Protection against Discrimination
- Yes, to the Centre for Social Work
- Yes, to the Commission for Promotion of Patients' Rights
- Yes, to the Medical Chamber
- Yes, to the Ministry of Health
- Yes, to the Ombudsman
- Yes, to NGO
- Yes, elsewhere
- No.
- I do not want to answer

25. If you did not report the case, what is the reason for it? (Multiple answers possible)

- Fear for my safety
- Fear of revealing my sexual orientation or gender identity to the officials
- Fear of condemnation and prejudice from those around me
- I do not trust that the institutions will solve the case
- I am uncomfortable talking to public officers about my sexual orientation and/or gender identity
- I did not know where to report it
- Other
- I do not want to answer

26. If you reported the case, are you satisfied with the approach of the officers regarding your sexual orientation, gender identity and/or gender expression? (Mark with 1 if you are extremely dissatisfied, with 2 if you are dissatisfied, with 3 if you are neutral, with 4 if you are satisfied and with 5 if you are extremely satisfied).

Institution/Organisation	1	2	3	4	5
Commission for Protection against Discrimination					
Centre for Social Work					
Commission for Promotion of Patients' Rights					
Medical Chamber Ministry of Health					
Ombudsman					
NGO					
Other					

27. If you answered the previous question with 1 or 2, do you have any remarks regarding (more answers are possible):

- I was discriminated against because of my sexual orientation, gender identity and/or gender expression
- Untimely and inefficient acting (delayed handling of the case or failure to receive an answer)
- Inappropriate approach of officials due to your sexual orientation, gender identity or gender expression
- Other
- I do not want to answer.

28. If you reported the case, what was the result? (Descriptive answer)

.....

.....

.....



Access to a gynaecologist

(The questions are intended for cis women, trans men, non-binary and intersex people who need gynaecological examinations)

29. Have you ever had a gynaecological examination?

- Yes
- No
- I do not want to answer

30. If you answered yes, how often do you have gynaecological examinations?

- When needed
- Once a year
- Every 6 months
- Other

31. Is the doctor aware of your sexual orientation and/or gender identity?

- Yes
- No
- I do not want to answer

32. Did you experience during the examinations, due to your sexual orientation, gender identity and/or gender expression (more answers are possible):

- Inappropriate questions and comments
- Harassment
- Discrimination
- None of the above, the doctor's approach was professional
- Other

33. If you have not had a gynaecological examination so far, what are the reasons for that

.....

Access to primary and secondary health care for trans people

(Questions for trans, non-binary and intersex people in need of health care specific to gender reassignment procedures)

34. Have you requested health services to start a gender verification process?

- Yes
- No
- I do not want to answer

35. Did you experience during the examinations, due to your gender identity and/or gender expression (more answers are possible):

- Inappropriate questions and comments
- Harassment
- Discrimination
- None of the above, the doctor's approach was professional
- Other

36. Do you have personal identification documents that indicate your gender (and not the gender indicated at birth)?

- Yes
- No
- I do not want to answer

37. If you do not have such documents, did you face any problems during the examinations? (Multiple answers possible)

- Inappropriate questions and comments
- Harassment
- Discrimination
- None of the above, the doctor's approach was professional
- Other

38. Did you get the health services you needed?

- Yes
- No
- I do not want to answer

Access to education

39. Do you consider that you have been a victim of discrimination in the educational process?

- Yes, by classmates, teaching staff or administration
- No, I was not discriminated against
- I do not want to answer



40. If you consider that you have been, state whether you have reported it to a competent state institution or organisation? (Multiple answers possible)

- Yes, to the Commission for Protection against Discrimination
- Yes, to the Centre for Social Work
- Yes, to the Professional Service of the educational institution
- Yes, to the Ombudsman
- Yes, to NGO
- Yes, elsewhere
- No.
- I do not want to answer

41. If you did not report the case, what is the reason for it? (Multiple answers possible)

- Fear for my safety
- Fear of revealing my sexual orientation or gender identity to the officials
- Fear of condemnation and prejudice from those around me
- I do not trust that the institutions will solve the case
- I am uncomfortable talking to civil servants about my sexual orientation and/or gender identity
- I did not know where to report it
- Other
- I do not want to answer

42. If you reported the case, are you satisfied with the approach of the officers regarding your sexual orientation, gender identity and/ or gender expression? (Mark with 1 if you are extremely dissatisfied, with 2 if you are dissatisfied, with 3 if you are neutral, with 4 if you are satisfied and with 5 if you are extremely satisfied).

Institution/Organisation	1	2	3	4	5
Commission for Protection against Discrimination					
Centre for Social Work					
Administration of the educational institution					
Ombudsman					
NGO					
Other					

43. If you answered the previous question with 1 or 2, do you have any remarks regarding (more answers are possible):

- I was discriminated against because of my sexual orientation, gender identity and/or gender expression
- Untimely and inefficient acting (delayed handling of the case or failure to receive an answer)
- Inappropriate approach of officials due to your sexual orientation, gender identity or gender expression
- Other
- I do not want to answer

44. If you reported the case, what was the result? (Descriptive answer)

Access to employment

45. Have you been employed (full-time or part-time) for the past three years or have you been in the process of applying for a job?

- Yes
- No

46. Do you feel that you have been discriminated against because of your sexual orientation, gender identity and/or gender expression in the employment process (during an interview, job test, etc.)?

- Yes
- No
- I do not want to answer

47. Do you feel that you have been discriminated against because of your sexual orientation, gender identity and/or gender expression in your workplace?

- Yes, by colleagues, superiors or external associates
- No, I was not discriminated against
- I do not want to answer

48. If you consider that you have been, state whether you have reported it to a competent state institution or organisation? (Multiple answers possible)

- Yes, to the Commission for Protection against Discrimination
- Yes, to the Centre for Social Work
- Yes, to the Human Resources Department or other competent labour relations department
- Yes, to the Trade Union
- Yes, to the Ombudsman



- Yes, to NGO
- Yes, elsewhere
- No, I did not report the case
- I do not want to answer

49. If you did not report the case, what is the reason for it? (Multiple answers possible)

- Fear for my safety
- Fear of revealing my sexual orientation or gender identity to the officials
- Fear of condemnation and prejudice from those around me
- I do not trust that the institutions will solve the case
- I am uncomfortable talking to civil servants about my sexual orientation and/or gender identity
- I did not know where to report it
- Other
- I do not want to answer

50. If you reported the case, are you satisfied with the approach of the officers regarding your sexual orientation, gender identity and/or gender expression? (Mark with 1 if you are extremely dissatisfied, with 2 if you are dissatisfied, with 3 if you are neutral, with 4 if you are satisfied and with 5 if you are extremely satisfied.)

Institution/Organisation	1	2	3	4	5
Commission for Protection against Discrimination					
Centre for Social Work					
Human Resources Department or other competent labour relations department					
Trade Union					
Ombudsman					
NGO					
Other					

51. If you answered the previous question with 1 or 2, do you have any remarks regarding (multiple answers are possible):

- I was discriminated against because of my sexual orientation, gender identity and/or gender expression
- Untimely and inefficient acting (delayed handling of the case or failure to receive an answer)
- Inappropriate approach of officials due to your sexual orientation, gender identity or gender expression
- Other
- I do not want to answer

52. If you reported the case, what was the result? (Descriptive answer)

.....

.....

.....

53. Do you think that the institutions provide sufficient information for recognizing and reporting discrimination based on sexual orientation, gender identity and/or gender expression?

- Yes
- No.
- I do not want to answer



B. VIOLENCE

- 54.** Do you consider yourself a victim of violence because of your sexual orientation, gender identity or gender expression?
- Yes
 - No
 - I do not want to answer
- 55.** If yes, what kind of violence do you consider to have been a victim of? (Multiple answers possible)
- Physical
 - Psychological
 - Verbal
 - Sexual
 - I do not want to answer
- 56.** Did you report the case to any of the above institutions/organisations? (Multiple answers possible)
- Yes, to the police
 - Yes, to a centre for social work
 - Yes, to a health institution
 - Yes, to NGO
 - Yes, elsewhere.....
 - No
 - I do not want to answer
- 57.** If you did not report the case, what is the reason for it? (Multiple answers possible)
- Fear for my safety
 - Fear of revealing my sexual orientation or gender identity to the officials
 - Fear of condemnation and prejudice from those around me
 - I do not trust that the institutions will solve the case
 - I am uncomfortable talking to public officers about my sexual orientation and/or gender identity
 - I did not know where to report it
 - Other
 - I do not want to answer

58. If you reported the case, are you satisfied with the approach of the officers regarding your sexual orientation, gender identity and/or gender expression? (Mark with 1 if you are extremely dissatisfied, with 2 if you are dissatisfied, with 3 if you are neutral, with 4 if you are satisfied and with 5 if you are extremely satisfied).

Institution/Organisation	1	2	3	4	5
Police					
Centre for Social Work					
Health Care Institution					
NGO					
Other					

60. If you answered the previous question with 1 or 2, do you have any remarks regarding (more answers are possible):

- I was discriminated against because of my sexual orientation, gender identity and/or gender expression
- Untimely and inefficient acting (delayed handling of the case or failure to receive an answer)
- Inappropriate approach of officials due to your sexual orientation, gender identity or gender expression
- Other
- I do not want to answer

61. Did you report dissatisfaction with the treatment? (Multiple answers possible)

- Yes, to the Commission for Protection against Discrimination
- Yes, to NGO
- Yes, elsewhere.....
- I did not report it
- I do not want to answer

62. If you reported the case, what was the result? (Descriptive answer)

.....

.....

.....



Domestic Violence

63. Do you consider yourself a victim of domestic violence because of your sexual orientation, gender identity and/or gender expression?

* Domestic violence can be against a spouse, between parents and/or children and/or other persons living in a marital or extramarital union or joint household, as well as against a current or former spouse, extramarital partner or between persons having a joint child or are in a close personal relationship, whether or not the perpetrator shares or has shared the same residence with the victim.

- Yes
- No
- I do not want to answer

64. If you answered in the affirmative, did you report the case to any of the listed institutions/organisations? (Multiple answers possible)

- Yes, to the police
- Yes, to a centre for social work
- Yes, to a health institution
- Yes, to NGO
- Yes, elsewhere
- I do not want to answer

65. If you did not report the case, what is the reason for it? (Multiple answers possible)

- Fear for my safety
- Fear of revealing my sexual orientation or gender identity to the officials
- Fear of condemnation and prejudice from those around me
- I do not trust that the institutions will solve the case
- I am uncomfortable talking to public officers about my sexual orientation and/or gender identity
- I did not know where to report it
- Other
- I do not want to answer

66. If you reported the case, are you satisfied with the approach of the officers regarding your sexual orientation, gender identity and/or gender expression? (Mark with 1 if you are extremely dissatisfied, with 2 if you are dissatisfied, with 3 if you are neutral, with 4 if you are satisfied and with 5 if you are extremely satisfied)

Institution/Organisation	1	2	3	4	5
Police					
Centre for Social Work					
Health Care Institution					
NGO					
Other					

67. If you answered the previous question with 1 or 2, do you have any remarks regarding (more answers are possible):

- I was discriminated against because of my sexual orientation, gender identity and/or gender expression
- Untimely and inefficient acting (delayed handling of the case or failure to receive an answer)
- Inappropriate approach of officials due to your sexual orientation, gender identity or gender expression
- Other
- I do not want to answer

68. Did you report dissatisfaction with the treatment? (Multiple answers possible)

- Yes, to the Commission for Protection against Discrimination
- Yes, to NGO
- Yes, elsewhere.....
- I did not report it
- I do not want to answer

69. If you reported the case, what was the result? (Descriptive answer)

.....

.....

70. Do you think that the institutions provide sufficient information for the recognition and reporting of violence based on sexual orientation, gender identity and/or gender expression?

- Yes
- No
- I do not want to answer



C. POLICE CONDUCT

- 71.** Have you ever had contact with police officers outside a police station?
- Yes
 - No
 - I do not want to answer
- 72.** If you answered yes, are you satisfied with the approach of the police officers towards you?
- Yes
 - No
 - I do not want to answer
- 73.** If you are not satisfied with the treatment and conduct of the police officers, do you have any remarks regarding (multiple answers possible):
- I was discriminated against because of my sexual orientation, gender identity and/or gender expression
 - Untimely and inefficient acting (delayed handling of the case or failure to receive an answer)
 - Inappropriate approach of officials due to your sexual orientation, gender identity or gender expression
 - Other
 - I do not want to answer
- 74.** Did they identify themselves during the contact with the police officers (outside the police station) (did they tell you their name and from which police station they are):
- Yes, the police officers identified themselves
 - Yes, the police officers identified themselves after I asked them to
 - No, the police officers did not identify themselves, but I did not ask them
 - No, the police officers did not identify themselves, although I asked them to
 - I do not want to answer
- 75.** During the contact with the police officers (outside the police station), did they perform an EXAMINATION on you (visual inspection of you, your clothes and luggage, without touching you or your clothes and luggage)?
- Yes
 - No
 - I do not want to answer

76. During the contact with the police officers (outside the police station), did they SEARCH you (physically checking you, your clothes and luggage, during which they physically touched you or your clothes and luggage)?

- Yes, but the police officers showed me a court order before conducting the search
- Yes, but the police officers did not show me a court order before conducting the search
- No
- I do not want to answer

77. Did they use unjustified or excessive force on you when contacting police officers (outside the police station)?

- Yes
- No
- I do not want to answer

78. If you answered affirmative, do you think that the reason for the use of unfounded and excessive force on you is your sexual orientation, gender identity and/or gender expression?

- Yes
- No
- I do not want to answer

79. Did you report the use of unfounded and excessive force against you by police officers outside a police station?

- Yes, on the telephone number 192
- Yes, at the police station
- Yes, to the Sector for Internal Control and Professional Standards of the Ministry of Internal Affairs
- Yes, to NGO
- Yes, elsewhere _.....
- No
- I do not want to answer

80. If you did not report the case, what is the reason for it?

- Fear for my safety
- Fear of revealing my sexual orientation and/or gender identity to the officials
- Fear of condemnation and prejudice from those around me
- I do not trust that the police will solve the case
- I am uncomfortable talking to police officers about my sexual orientation and/or gender identity



- I did not know where to report it
- Other
- I do not want to answer.

81. Have you ever reported a case where you were the victim of a crime on the phone number 192 or at the police station? (Multiple answers possible)

- Yes, at 192
- Yes, at the police station
- No
- I do not want to answer

82. If you reported the case on telephone number 192, are you satisfied with the approach of the police dispatcher?

- Yes
- No
- I do not want to answer

83. If you are not satisfied with the police dispatcher, do you have any remarks regarding (multiple answers possible):

- I was discriminated against because of my sexual orientation, gender identity and/or gender expression
- Untimely and inefficient acting (delayed handling of the case or failure to receive an answer)
- An inappropriate approach of officials due to your sexual orientation, gender identity or gender expression
- Other
- I do not want to answer

84. If you reported the case to the police station, are you satisfied with the police officer's approach?

- Yes
- No
- I do not want to answer

85. If you are not satisfied with the police officer, do you have any remarks regarding (multiple answers possible):

- I was discriminated against because of my sexual orientation, gender identity and/or gender expression
- Untimely and inefficient acting (delayed handling of the case or failure to receive an answer)

- An inappropriate approach of officials due to your sexual orientation, gender identity or gender expression
- Other
- I do not want to answer

86. If you did not report the case, what is the reason for that?

- Fear for my safety
- Fear of revealing my sexual orientation or gender identity to the officials
- Fear of condemnation and prejudice from those around me
- I do not trust that the police will solve the case
- I am uncomfortable talking to police officers about my sexual orientation and/or gender identity
- I did not know where to report it
- Other
- I do not want to answer

87. Have you been summoned or detained at a police station as a suspect or witness? (Multiple answers possible)

- Yes, as a witness
- Yes, as a suspect
- No
- I do not want to answer

88. If you answered yes, are you satisfied with the approach of the police officers towards you?

- Yes
- No
- I do not want to answer

89. If you are not satisfied with the police officer, do you have any remarks regarding (multiple answers possible):

- I was discriminated against because of my sexual orientation, gender identity and/or gender expression
- Untimely and inefficient acting (delayed handling of the case or failure to receive an answer)
- An inappropriate approach of officials due to your sexual orientation, gender identity or gender expression
- Other
- I do not want to answer



- 90. Did they use inappropriate or excessive force on you when contacting police officers at a police station?**
- Yes
 - No
 - I do not want to answer
- 91. If you answered in the affirmative, do you think that the reason for the use of unfounded and excessive force on you is your sexual orientation, gender identity and/or gender expression?**
- Yes
 - No
 - I do not want to answer
- 92. Did you report the use of unfounded and excessive force against you by police officers at a police station?**
- Yes, on the telephone number 192
 - Yes, at the police station
 - Yes, to the Sector for Internal Control and Professional Standards of the Ministry of Interior
 - Yes, to NGO
 - Yes, elsewhere.....
 - No.
 - I do not want to answer
- 93. If you did not report the case, what is the reason for it?**
- Fear for my safety
 - Fear of revealing my sexual orientation or gender identity to the officials
 - Fear of condemnation and prejudice from those around me
 - I do not trust that the police will solve the case
 - I am uncomfortable talking to police officers about my sexual orientation and/or gender identity
 - I did not know where to report it
 - Other
 - I do not want to answer
- 94. Do you trust the police to protect you and your rights when you need it?**
- Yes
 - No
 - I do not want to answer

95. Do you think that the institutions provide enough information that would help you in the process of self-advocacy, practice and defence of your rights in the field of legal protection, personal security and protection from violence?

- Yes
- No
- I do not want to answer

D. ACCESS TO OTHER SERVICES

96. Do you know if there is an organisation or institution in your area that can answer questions related to the problems faced by LGBTI people?

- Yes (specify if you know which one).....
- I do not know if such an organisation/institution functions in my place of residence
- There is no such organisation/institution in my place of residence

97. Is there an organisation or institution in your area that offers counselling and psycho-social support to LGBTI people?

- Yes (specify if you know which one)
- I do not know if such an organisation/institution functions in my place of residence
- There is no such organisation/institution in my place of residence

98. Is there an organisation or institution in your area that offers free legal aid to LGBTI people?

- Yes (specify if you know which one)
- I do not know if such an organisation/institution functions in my place of residence
- There is no such organisation/institution in my place of residence

99. Have you applied for free legal aid in an organisation?

- Yes, in
- No
- I do not want to answer

100. If you applied, are you satisfied with the assistance received?

- Yes
- No
- I do not want to answer



101. Have you used temporary housing in the Shelter for LGBTI people?

- Yes
- No
- I do not want to answer

102. If you have used, are you satisfied with the assistance received?

- Yes
- No
- I do not want to answer

103. Do you trust NGOs to help you exercise and protect your rights?

- Yes
- No
- I do not want to answer

APPENDIX 2

Table 2: Number of respondents who answered the questionnaire shown by question

Question	Answered	Percentage	Question	Answered	Percentage	Question	Answered	Percentage
1	217	100,00 %	35	13	5,99 %	69	197	90,78 %
2	217	100,00 %	36	18	8,29 %	70	215	99,08 %
3	217	100,00 %	37	13	5,99 %	71	142	65,44 %
4	216	99,54 %	38	14	6,45 %	72	80	36,87 %
5	215	99,08 %	39	199	91,71 %	73	145	66,82 %
6	217	100,00 %	40	101	46,54 %	74	148	68,20 %
7	217	100,00 %	41	81	37,33 %	75	148	68,20 %
8	215	99,08 %	42	25	11,52 %	76	147	67,74 %
9	216	99,54 %	43	21	9,68 %	77	19	8,76 %
10	206	94,93 %	44	17	7,83 %	78	16	7,37 %
11	212	97,70 %	45	217	100,00 %	79	15	6,91 %
12	46	21,20 %	46	173	79,72 %	80	212	97,70 %
13	216	99,54 %	47	169	77,88 %	81	25	11,52 %
14	212	97,70 %	48	41	18,89 %	82	19	8,76 %
15	214	98,62 %	49	39	17,97 %	83	21	9,68 %
16	212	97,70 %	50	3	1,38 %	84	12	5,53 %
17	210	96,77 %	51	2	0,92 %	85	7	3,23 %
18	60	27,65 %	52	3	1,38 %	86	208	95,85 %
19	31	14,29 %	53	200	92,17 %	87	34	15,67 %
20	23	10,60 %	54	213	98,16 %	88	18	8,29 %
21	26	11,98 %	55	204	94,01 %	89	49	22,58 %
22	149	68,66 %	56	112	51,61 %	90	4	1,84 %
23	213	98,16 %	57	87	40,09 %	91	3	1,38 %
24	34	15,67 %	58	22	10,14 %	92	6	2,76 %
25	31	14,29 %	59	7	3,23 %	93	190	87,56 %
26	12	5,53 %	60	7	3,23 %	94	199	91,71 %
27	5	2,30 %	61	10	4,61 %	95	217	100,00 %
28	2	0,92 %	62	206	94,93 %	96	217	100,00 %
29	112	51,61 %	63	58	26,73 %	97	217	100,00 %
30	101	46,54 %	64	53	24,42 %	98	214	98,62 %
31	96	44,24 %	65	9	4,15 %	99	22	10,14 %
32	85	39,17 %	66	4	1,84 %	100	216	99,54 %
33	13	5,99 %	67	4	1,84 %	101	3	1,38 %
34	22	10,14 %	68	4	1,84 %	102	180	82,95 %

APPENDIX 3

Table 3: Comparative overview of the findings in the area of 'Access to social protection'

2015	2020
According to the answers received by the participants, 61% answered that they were not discriminated against in the use of social protection rights, while 39% were discriminated against in the use of social protection rights.	According to the answers received by the participants, 82.08% answered that they were not discriminated against in the use of social protection rights, while 17.92% were discriminated against in the use of social protection rights.
Of those who were discriminated against in exercising their social protection rights, 74.6% answered that they did not report the discrimination, 17.6% reported it to the Centre for Social Work and 7.8% answered that they reported it to an NGO.	Of those who were discriminated in the use of social protection rights, 84.44% answered that they did not report discrimination, 6.67% reported to NGOs, and 4.44% to the police or the Department of Internal Control at the Ministry of Internal Affairs. Only one person reported to the Centre for Social Work and the Commission for Protection against Discrimination.
Respondents who did not report the case of discrimination (74.6%) stated as the main reasons for non-reporting: 45.28% answered that they do not trust the institutions to solve the problem, 33.96% believe that if they report it will have harmful consequences. A small percentage of 16.98% answered that they are uncomfortable talking to state institutions about their sexual orientation or gender identity and 3.77% responded with 'other'.	Respondents who did not report the case of discrimination (82.61%) stated as the main reasons for non-reporting: 43.24% answered that they do not trust the institutions to solve the problem, 24.33% believe that if they report it will have harmful consequences. A small proportion (2.70%) felt uncomfortable talking to civil servants about their sexual orientation or gender identity, and one in five respondents (21.62%) did not know where to report the case.
The findings show that 22.50% of the respondents faced discrimination in using social services in the local community.	The findings show that 12.50% of the respondents faced discrimination in using social services in the local community.
5.77% of the respondents used social services in an institution, and none experienced any discrimination.	8.14% of the respondents used social services in an institution. A small percentage (1.80%) reported that they were exposed to discrimination.



¹ Andonovski Kocho, Bojanovska Dorjana, Bogoevski Pavle, Gelevska Andrijana "Analysis of the problems and needs of LGBTIQ people in the Republic of Macedonia (in the field of social protection, legal services and police action)". 2016. LGBTI Support Centre, pg. 13-20.



<p>Half of the respondents stated that they were satisfied versus half who were not satisfied with the approach of the administration towards the LGBTIQ community in exercising social protection rights (social services in an institution and social services in a local community).</p>	<p>Two out of five respondents (43.33%) stated that they were satisfied versus 56.67% who were not satisfied with the approach of the administration towards the LGBTIQ community in exercising social protection rights (social services in an institution and social services in a local community).</p>
<p>For that 50% who expressed dissatisfaction with the approach of the administration, the reasons include: 47.36% of the participants have a remark on the inefficient and untimely acting of the administration, 26.32% answered that the officers had inappropriate approach due to their sexual orientation and gender identity and 26.32% responded that they were discriminated against because of their sexual orientation and/or gender identity.</p>	<p>For that 56.67% who expressed dissatisfaction with the approach of the administration, the reasons include: 38.78% of the participants have a remark on the inefficient and untimely acting of the administration, 26.53% answered that the officers had inappropriate approach due to their sexual orientation and gender identity and 16.33 % responded that they were discriminated against because of their sexual orientation and/or gender identity.</p>
<p>The answers to the questions that investigate the reporting of discrimination in the use of social services in an institution and local community show the following data; out of a total of 61.77% formed through the answers of the participants who used a social service in a local community and an institution, only 32% reported the discrimination, while 68% did not report it.</p>	<p>None of the respondents who suffered discrimination in using social services in the local community, in an institution, or by the administration reported the case to any relevant institution or organisation.</p>
<p>The reasons for not reporting discrimination in using social services in the local community, in an institution or by the professional service are the following: 53.7% do not trust the institutions to solve the problem, 27.7% believe that reporting will cause harmful consequences for them, 11.11% answered that they are uncomfortable talking about their sexual orientation and/or gender identity and 7.4% answered with the option "other".</p>	<p>The reasons for not reporting discrimination in using social services in the local community, in an institution or by the professional service are the following: 38.46% do not trust the institutions to solve the problem, 28.72% believe that the reporting will cause harmful consequences for them, 11.54% answered that they were uncomfortable talking about their sexual orientation and/or gender identity and 15.38% of the respondents did not know where to report the case.</p>



APPENDIX 4

Table 4: Comparative overview of findings in the area of 'Access to legal services'

2015	2020
<p>Three out of five respondents (61%) believe that they were victims of violence, and 39% believe they were not.</p>	<p>Half of the respondents (51.17%) believe that they were victims of violence, and half that they were not (48.83%).</p>
<p>Of those who survived the violence, 65.9% did not report the case to any competent institution or NGO.</p>	<p>Of those who survived the violence, 82.14% did not report the case to any competent institution or NGO.</p>
<p>Of those who reported violence, 85.2% were dissatisfied with the treatment of institutions, 63.2% of them because they experienced discrimination or inappropriate approach by officials because of their SOGI, and 36.8% due to untimely and inefficient acting.</p> <p>Of those who were dissatisfied with the treatment, 77.8% did not report it.</p>	<p>Of those who reported violence, 73.33% were dissatisfied with the treatment of institutions, 53.85% due to discrimination and inappropriate approach by officials due to their sexual orientation, gender identity and/or gender expression, and 46.15% due to untimely and inefficient acting.</p> <p>Of those who were dissatisfied with the treatment, 90% did not report it.</p>
<p>36.5% of the respondents think that they were victims of domestic violence because of their SOGI, of which as many as 66.7% did not report the violence to the relevant institutions.</p>	<p>26.21% of the respondents consider that they were victims of domestic violence due to their SOGI, of which as many as 85.96% did not report the violence to the relevant institutions.</p>
<p>Of those who reported violence in the relevant institutions, 88.3% were dissatisfied with the treatment of the institutions, 65% of them because they experienced discrimination or inappropriate treatment by officials because of their SOGI, and 35% due to untimely and inefficient treatment.</p> <p>70.6% of them did not report discrimination or inappropriate treatment by the officials.</p>	<p>Of those who reported violence in the relevant institutions, 66.67% were dissatisfied with the treatment of the institutions and 60% of them because they experienced discrimination or inappropriate treatment by officials due to their sexual orientation, gender identity and/or gender expression, 40% due to untimely and inefficient treatment.</p> <p>75% of them did not report discrimination or inappropriate treatment by officials.</p>
<p>38.6% of the respondents suffered discrimination in employment due to sexual orientation, gender identity and/or gender expression.</p> <p>90% of them did not report the case of discrimination to any competent authority.</p>	<p>37.47% of the respondents suffered discrimination in employment due to sexual orientation, gender identity and/or gender expression.</p> <p>87.80% of them did not report the case of discrimination to any competent authority.</p>

² Ibid, p. 21-24.



<p>Of those who reported, 83.3% were dissatisfied with the treatment of institutions due to untimely and inefficient acting (45%), discrimination or inappropriate treatment due to SOGI (55%).</p>	<p>Of those who reported, 66.67% were dissatisfied with the treatment of institutions due to untimely and inefficient acting (50%), discrimination or inappropriate treatment due to SOGI (50%).</p>
<p>Only 12.8% of the respondents turned to NGOs for free legal aid. 66.7% of them were satisfied with the services they provided.</p> <p>54.4% of the respondents trust NGOs to help them exercise their rights, and 44.6% do not trust them.</p>	<p>Only 8.88% of the respondents turned to NGOs for free legal aid. 77.27% of them were satisfied with the services they provided.</p> <p>75.56% of the respondents trust NGOs to help them exercise their rights, and 24.44% answered that they do not trust them.</p>



APPENDIX 5

Table 5: Компаративен приказ на наодите од областа „Полициско постапување“

Table 5.1: Comparative presentation of the findings from the sub-area ‘Police treatment of LGBTIQ people’

2015 ³	2020
<p>78.3% of the respondents stated that they had any contact with police officers outside the police station.</p> <p>Of these, 45.8% answered that they were satisfied with the approach of the police officers towards them.</p>	<p>71.16% of the respondents stated that they had any contact with police officers outside the police station.</p> <p>Of these, 46.48% answered that they were satisfied with the approach of the police officers towards them.</p>
<p>Of the respondents who are dissatisfied with the approach of police officers outside the police station, 37.7% answered that they have remarks regarding discrimination due to their sexual orientation and/or gender identity, 31.2% responded that they have remarks regarding untimely and inefficient acting (delayed handling of the case or not receiving an answer), and 31.1% stated that they have remarks regarding inappropriate behaviour of the officers due to their sexual orientation and/or gender identity.</p>	<p>Of the respondents who are dissatisfied with the approach of police officers outside the police station, 31.31% answered that they have remarks regarding discrimination or inappropriate behaviour by police officers because of their sexual orientation, gender identity and/or gender expression, and 42.42% had a remark regarding untimely and inefficient acting (delayed handling of the case or not receiving an answer). A significant percentage (26.26%) chose the option ‘other’, citing personal experience of the approach of police officers outside the police station. Thus, 70.83% of the respondents who marked this option expressed dissatisfaction with the general unprofessional conduct and abuse of power regardless of sexual orientation, gender identity and/or gender expression of respondents, 12.5% were exposed to discrimination because of their gender or ethnicity and one person survived physical violence by police officers.</p>
<p>Of the respondents who answered that they had contact with police officers outside the police station, 23% said that police officers identified themselves on their initiative, 21% said that police officers identified themselves after requesting it, 40% said that police officers did not identify themselves. Still, the respondents did not ask them to do so, and 16% answered that the police officers did not identify themselves, although the respondents asked them to do so.</p>	<p>Of the respondents who answered that they had contact with police officers outside the police station, 17.24% stated that police officers identified themselves on their initiative, 4.83% said that police officers identified themselves after requesting it, 65.52% said that police officers did not identify themselves. Still, the respondents did not ask them to do so, and 12.41% answered that the police officers did not identify themselves, although the respondents asked them to do so.</p>

³ *ibid*, p. 25-30.





<p>When contacting police officers outside a police station, 72.63% of respondents underwent examination (visual inspection of face, clothing and luggage, without physical contact).</p> <p>During the contact with police officers outside the police station, 44.44% were exposed to search (physical examination of the face, clothes and luggage, with physical contact and direct inspection of the clothes and luggage). None of these respondents did the police officers show court order for search, contrary to the legal regulations.</p>	<p>When contacting police officers outside a police station, 48.65% of respondents underwent examination (visual inspection of face, clothing and luggage, without physical contact).</p> <p>When contacting police officers outside a police station, 27.52% were exposed to a search (physical examination of the face, clothing and luggage, with physical contact and direct inspection of clothing and luggage). In only one case, the police officers showed a court order for the search, while in all other documented cases, they did so without such an order, contrary to legal regulations.</p>
<p>When LGBTI people contacted police officers in a police station (on any grounds other than as a victim of a crime), 26.82% of the respondents answered that they had been called as witnesses, 8.13% as suspects, and 6.5% were called both as witnesses and as suspects.</p> <p>Of those who were called to a police station as suspects or witnesses, 54% were dissatisfied with the approach of police officers towards them.</p>	<p>When LGBTIQ people contacted police officers in a police station (on any grounds other than as victims of a crime), 13.27% of respondents answered that they had been called as witnesses, 6.16% as suspects.</p> <p>Of those who were called to a police station as suspects or witnesses, 41.18% were dissatisfied with the approach of police officers towards them.</p>
<p>48.65% had remarks regarding discrimination based on their sexual orientation or gender identity, 32.43% regarding untimely and inefficient acting by police officers, and the remaining 18.92% stated that they were dissatisfied with the inappropriate approach of the police officer due to their sexual orientation and/or gender identity.</p>	<p>27.78% had remarks regarding the inappropriate approach of the police officer due to their sexual orientation, gender identity and/or gender expression, for 30.33% the reason was untimely and inefficient acting by police officers, and 38.89% chose the other option and stated that the reason for the dissatisfaction was that the police officers changed excessive force, used threats and intimidation, discriminated on ethnic grounds or had an unprofessional conduct unrelated to the sexual orientation, gender identity and/or gender expression of the respondents.</p>



Table 5.2: Comparative overview of the findings from the sub-area 'Police treatment of LGBTIQ victims'

2015 ⁴	2020
<p>36.97% of the respondents have reported a case where they were a victim of a crime during their lifetime.</p> <p>15.7% reported a case on the telephone number 192, and 21.9% in a police station.</p> <p>Of those who reported a case where they were a victim of a crime on the phone 192, 72.41% are dissatisfied with the approach of the police dispatcher.</p> <p>Dissatisfaction is higher among respondents who reported the crime to the police station where 78.95% of those who reported were not satisfied with the police officer's approach.</p>	<p>20.28% of the respondents have reported a case where they were a victim of a crime during their lifetime.</p> <p>11.79% did it on the telephone number 192, and 8.49% at the police station.</p> <p>Of those who reported the case on the telephone number 192, 48% are dissatisfied with the approach of the police dispatcher.</p> <p>Dissatisfaction is higher among respondents who reported the crime to the police station where 61.90% of those who reported were not satisfied with the police officer's approach.</p>
<p>Perceived discrimination due to sexual orientation, gender identity and/or gender expression of the respondents is more common when reporting a crime to a police station (30.77%) versus when reporting on the telephone number 192 (21.87%).</p> <p>The data shows an almost identical percentage of respondents who faced untimely and unprofessional conduct by police dispatchers/officers and when reporting a crime on the phone number 192 (45.71%) and at the police station (44.23%).</p>	<p>Perceived discrimination due to sexual orientation, gender identity and/or gender expression of the respondents is more common when reporting a crime on the phone number 192 (10.53%) versus when reporting to a police station (6.67%).</p> <p>The data shows an almost identical percentage of respondents who faced untimely and unprofessional conduct by police dispatchers/officers and when reporting a crime on the phone number 192 (57.89%) and at the police station (60%).</p>

⁴ *ibid*, p. 25-30.

Table 5.3: Comparative overview of the findings from the sub-area 'Application of unfounded and excessive force by fast LGBTIQ police officers'

2015	2020
<p>15.69% of the respondents believed that unjustified and excessive force was applied to them outside the police station.</p> <p>17.91% of the respondents stated that they were victims of an excessive and unfounded police force in a police station.</p> <p>In both cases, 75% of the respondents who stated that they were subjected to excessive and unfounded police force believe that their sexual orientation and/or gender identity is the reason for that.</p>	<p>8.84% of the respondents believed that unjustified and excessive force was applied to them outside the police station.</p> <p>6.12% of the respondents stated that they were victims of an excessive and unfounded police force in a police station.</p> <p>46.15% of the respondents who stated that they were subjected to excessive and unfounded police force outside the police station believe that their sexual orientation, gender identity and/or gender expression are the reason for that. All those who reported being victims of an excessive and unfounded police force in a police station did not want to answer whether sexual orientation, gender identity and/or gender expression were the cause of the violence.</p>

Table 5.4: Comparative overview of the findings from the sub-category 'Reporting cases of unfounded and excessive use of force by police officers'

2015	2020
<p>45.92% of the respondents who considered that they were victims of excessive and unfounded use of police force outside the police station did not report the case.</p> <p>33.28% of the respondents reported the case to the Sector for Internal Control and Professional Standards of the Ministry of Internal Affairs, and 4.16% reported to a non-governmental organisation.</p>	<p>77.78% of the respondents who considered that they were victims of excessive and unfounded use of police force outside the police station did not report the case.</p> <p>5.88% of the respondents reported the case to the Sector for Internal Control and Professional Standards of the Ministry of Internal Affairs, and 11.76% reported to a non-governmental organisation.</p>
<p>52.17% of the respondents who considered that they were victims of such behaviour in a police station, did not report the case.</p> <p>39.13% of the respondents reported it to the Sector for Internal Control and Professional Standards of the Ministry of Internal Affairs, and 4.35% addressed a non-governmental organisation.</p>	<p>None of the respondents who considered that excessive and unfounded police force was applied to them in a police station, reported it to any competent authority.</p>

⁵ *ibid*, p. 25-30.

⁶ *ibid*, p. 25-30.

<p>▶ ▶ ▶ In both cases, the main reason for non-reporting is the distrust that the police will solve the case for 64.70% of the respondents who did not report the use of excessive and unfounded police force outside the police station and 69.24% in the police station.</p>	<p>In both cases, the main reasons for non-reporting were distrust that the police would solve the case for 53.33% of respondents who did not report the use of excessive and unfounded police force outside the police station and 50% in the police station and fear for their safety (20% when the application of excessive and unfounded occurred outside the police station and 16.67% in the police station).</p>
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Table 5.5: Comparative overview of the findings in the area 'Trust that the police will protect you and your rights when you need it'

2015	2020
<p>75.4% of the respondents stated that they do not trust the police to protect LGBTI people and their rights when they need it.</p>	<p>88.95% of the respondents stated that they do not trust the police to protect LGBTIQ people and their rights when they need it.</p>
<p>90.33% of the respondents think that the institutions do not provide enough information to help them self-advocacy, exercise and defence of their rights in legal protection, personal safety, and protection from violence.</p>	<p>93.97% of the respondents think that the institutions do not provide enough information to help them self-advocacy, exercise and defence of their rights in legal protection, personal safety, and protection from violence.</p>

⁷ *ibid*, p. 25-30.

