

# Mystery Shopper Experiments: A Powerful Tool to Measure LGBTI Exclusion



# Cycle of LGBTI discrimination and exclusion



# Measuring LGBTI discrimination and exclusion

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

→ Mystery shopper experiments can be a powerful tool to measure the extend of discrimination

Access to  
education for  
feminine  
boys

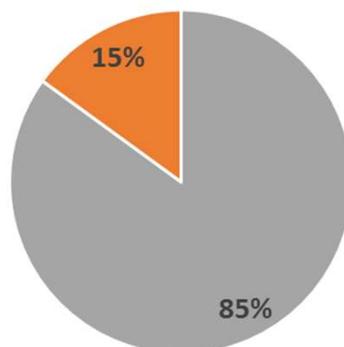


“I can’t make this possible. And another thing, we have aggressive seventh graders and I’m afraid that this wouldn’t be a good environment for your son”

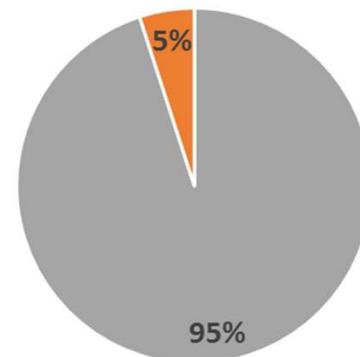
# Access to education

- 184 schools from 37 municipalities
- Mothers of 14 year old boys contacted schools
- Primary school education is mandatory

**15%** of feminine boys were refused enrolment

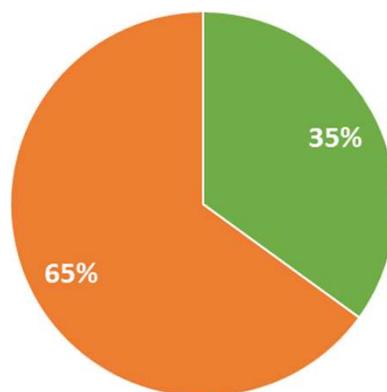


Only **5%** of non-feminine boys were refused enrolment

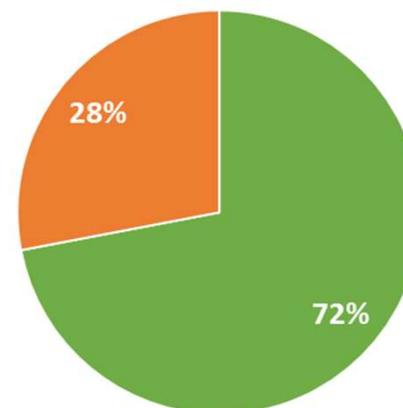


Accepted  
Refused

**65%** of feminine boys faced hesitation when accepted



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



Accepted without hesitation  
Accepted with hesitation

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

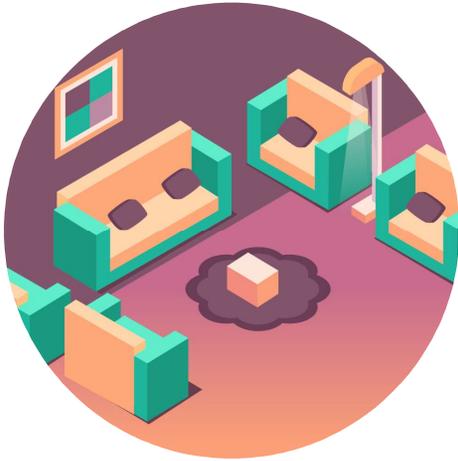
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Homophobic atmosphere among the students and fear for violence and discrimination

“You know that they always look for a victim. And the victim is the one slightly different.”



Access to  
housing for  
same-sex  
couples

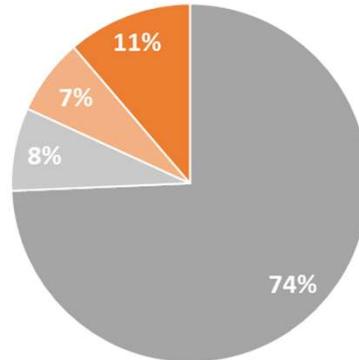


“Well I don’t know, I wouldn’t really want to. I have nothing against it, but I don’t want to.”

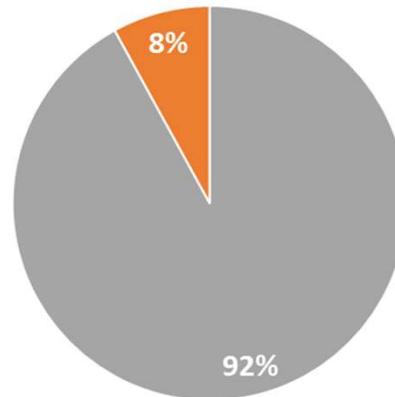
# Access to housing

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

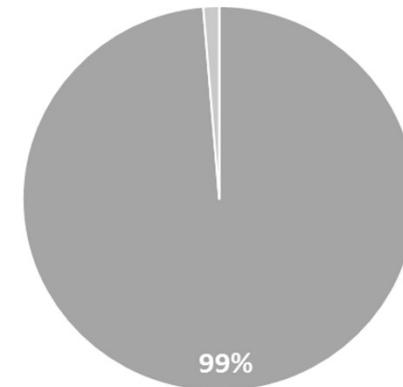
**18%** of same sex couples were refused to rent apartments



**8%** of lesbian couples were rejected

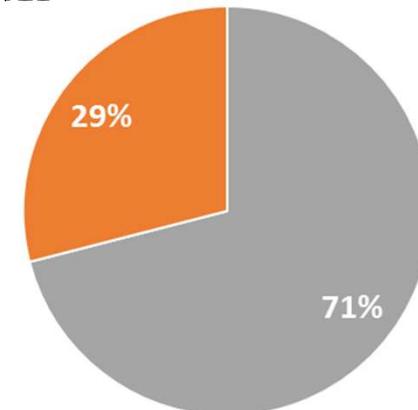


**NONE** of the heterosexual couples were refused to rent apartments



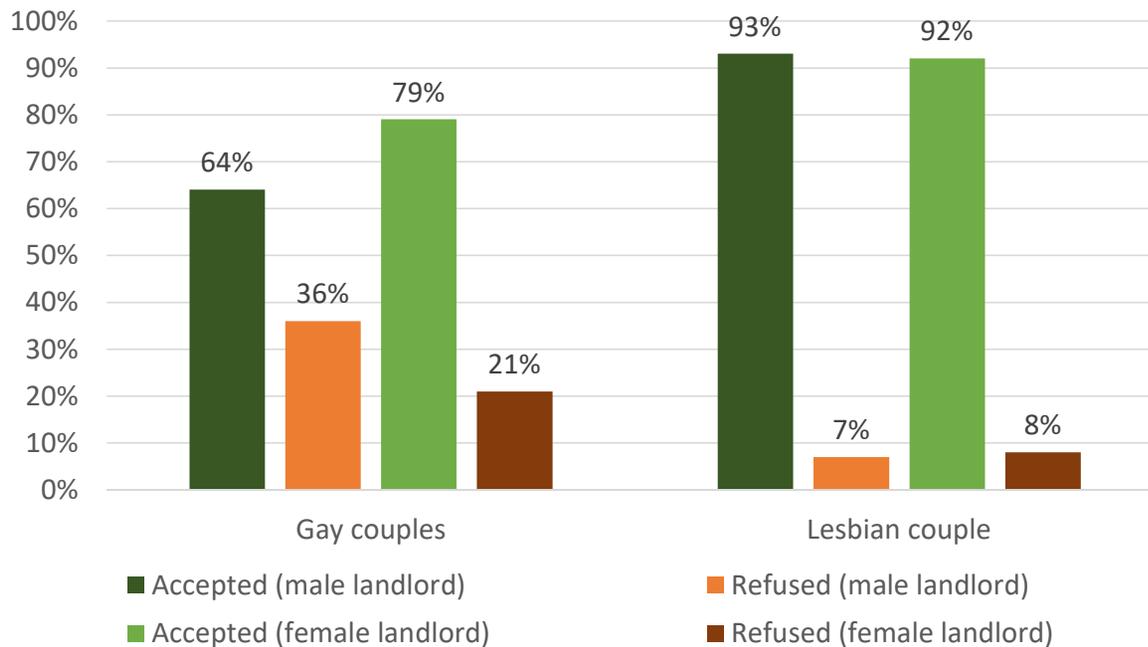
Accepted  
Refused

While landlords rejected **29%** of gay couples



Accepted  
Refused

# Male landlords discriminate more against gay couples than female landlords



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

“What can I say, it is a problem.”

# Understanding the Socio-Economic Dimensions of LGBTI Exclusion in the Western Balkans

- 1) **Research paper:** Literature review providing an overview of previous efforts to quantify the experience of LGBTI people.
- 2) **Serbia Mystery shopper:** Two experimental studies examining the access of LGBTI people to housing and education.
- 3) **Regional FRA survey:** Replication of the 2012 European LGBT Survey implemented by FRA.
- 4) **Serbia SILC survey:** Implementing a revised version of the SILC with specific SOGI related questions.

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## Implementing partners:



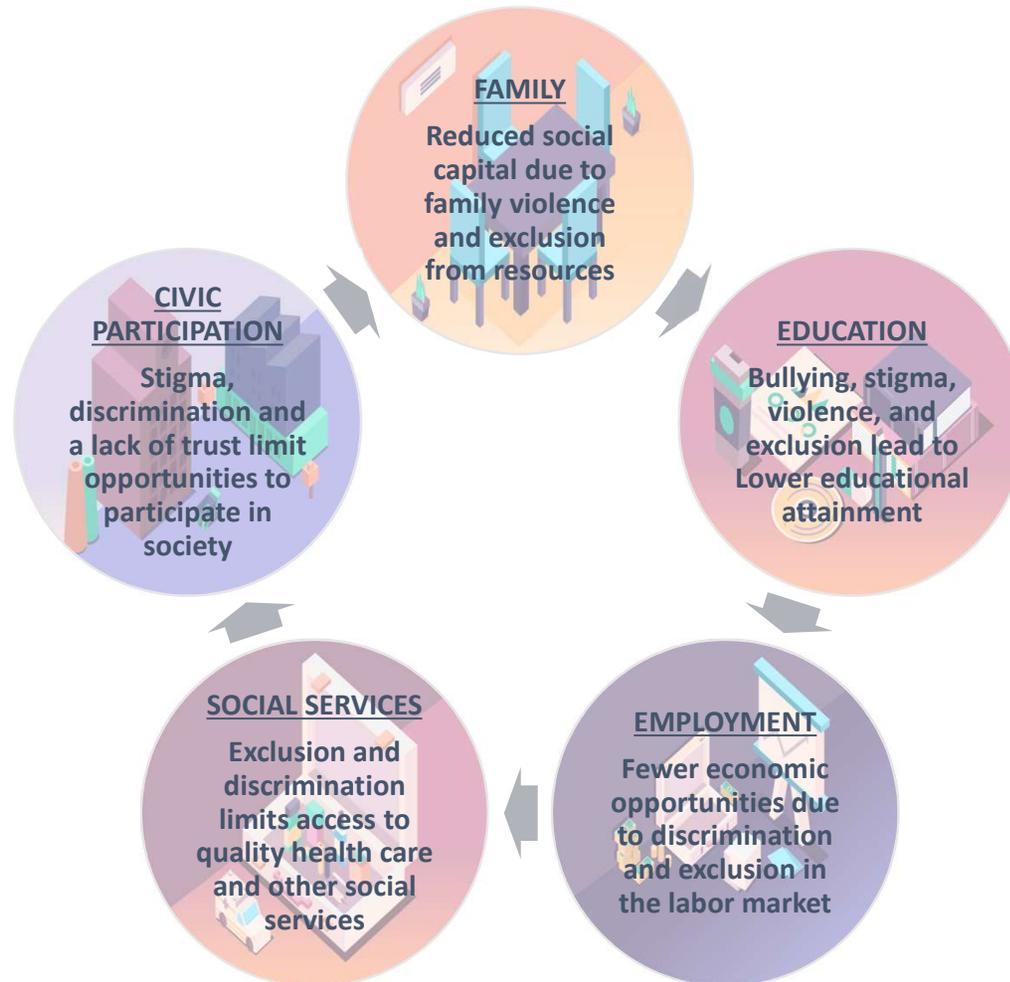
**EIRA**



Thank  
you!

Questions?

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