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Research Assignment, Women's Labour Rights in Serbia for the *Kvinna till Kvinna* Foundation, Western Balkan region

1. Background

The *Kvinna till Kvinna* Foundation (*Kvinna till Kvinna*) supports women during times of war and conflict to increase women's power and influence. Today we cooperate with more than 130 women's organisations in the Western Balkan, the South Caucasus, the Middle East and two countries in Africa. *Kvinna till Kvinna* was founded at the beginning of the 1990's as a direct result of the atrocities of the war in the Balkans. The organisation has a focus on women, peace and security and collaborate with women's organisations that play an active part in peace and transition processes as well as promoting women's rights and gender equality.

The **mandate** of *Kvinna till Kvinna* is to:

- Empower women in war and conflict-affected regions by enhancing their self-esteem, their mental and physical well-being and their participation in the creation of a democratic society.
- Promote studies and research concerning the effects of war and armed conflict on women.
- Provide information about the effects of war and to raise public opinion in favour of peaceful conflict resolution using non-military methods.

Kvinna till Kvinna shall operate without attaching importance to religious, political, national or ethnic affiliation. These requirements also apply to *Kvinna till Kvinna*'s partner organisations.

***Kvinna till Kvinna* regional programme, Furthering Women's Labour Rights**

As part of a European Union (EU) funded Regional Programme (2018-2022), *Kvinna till Kvinna* is currently one of six implementing partners, civil society organisations (CSOs), on a regional programme focusing on women's labour rights: *Furthering Women's Labour Rights*. The project is led by *Kosovo Women's Network* (KWN), a CSO in Prishtina that promotes the rights of women and girls throughout Kosovo. The purpose of the project is to contribute to processes of creating systemic changes in the region when it comes to improving hiring practices and mitigating discrimination pertaining to women's labour.

The partner organisations, as a coalition of leading women's rights CSOs from the region, suggest that the implementation of anti-discrimination legislation remains weak throughout the region. Very few discrimination cases seem to be reported or addressed by courts. As a result, there is little existing or accessible case law related to discrimination. Based on our experience, a key reason for the absence of cases reported is minimal knowledge among relevant institutions regarding anti-discrimination legislation, its meaning and implementation. This includes key stakeholders (several of which are affiliated entities) that

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could otherwise support awareness-raising and use of antidiscrimination legislation, such as National Gender Equality Mechanisms (NGEMs), social partners (e.g., trade unions), labour inspectorates, state-run legal aid services, and CSOs. To holistically and adequately address gender-based discrimination in labour requires also addressing intersections between gender and other vulnerabilities (e.g., age, sexuality, ethnicity, ability). Persons suffering discrimination, particularly women at work or entering the labour market, but also persons with different abilities, Lesbian, Gay, Bisexual, and Trans, Queer, Intersex (LGBTQI+) persons, women from ethnic minority groups, and other groups made marginalised will be final beneficiaries in that they will be more aware of their rights and have better procedures for reporting discrimination when it occurs.

Research is necessary to implement strategic litigation and advocate for anti-discrimination legislation to be implemented. As such, during the first year of the regional programme, partner organisations created a baseline study to assess the situation more thoroughly in each Western Balkan country. In Serbia, research was conducted during 2018 using a mixed method for data collection, and the report *Gender-Based Discrimination and Labour in Serbia* was published in April 2019. Some key research findings indicated, among other things, that gender-based discrimination in relation to labour starts during the hiring process, as women encounter questions about their marital status and family planning more frequently than men. Research findings also indicated that in general, 47% of women and 28% of men respondents had experienced gender-based discrimination in their previous or current workplaces.

2. About the assignment

A follow-up study, using much the same methodology for comparison purposes, should be conducted related to discrimination, focusing in particularly on gender-based discrimination affecting women's labour rights in Serbia. This second research study will investigate the extent to which discrimination claims have been filed compared to the baseline study. Additionally, this study will gather information on how institutions are treating such cases. A country report should be developed for Serbia and then (not part of this assignment) combined into a larger, regional report with the total of six partner countries.

3. Expected outcome of the assignment

The consultant/s shall assist the implementation of the regional programme by:

- i. Building on, reviewing and comparing existing legislation, laws, policies and conventions, to update the Literature Review and Legal Analysis (including shortcomings in aligning national legislation with the *EU Gender Acquis Communautaire*, specifically the "Gender Equality Acquis") from the baseline research report.
- ii. Building on and reviewing existing contemporary intersectional literature and data, published since 2018, regarding women's labour in Serbia, including but not limited to discrimination in the workplace, discrimination in hiring practices and barriers in reporting gender-based discrimination in the workplace.
- iii. By way of submitting official requests for data for the time-period of 2018 - 2020, collecting existing data related to discrimination cases with courts, Ombudspersons' offices, labour inspectorates and other relevant institutions.

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- iv. Assisting to spread an anonymous national online survey on discrimination knowledge and incidents, that will be part of the regional report. Analysing qualitative data collected from this method.
- v. Conducting targeted qualitative interviews throughout the country with individuals part of minority groups underrepresented in the survey.
- vi. Conducting qualitative interviews with CSOs throughout the country representing the interests of potentially marginalised groups, including community members self-identified as having different abilities, LGBTQI+ or ethnic minority communities,
- vii. Conducting qualitative interviews with project stakeholders throughout the country to determine their knowledge, attitudes, and experiences in treating discrimination cases to date.

The research will be used in advocacy towards national/federal governments and delegations as well as relevant EU institutions in furthering women's labour rights, as well as establishing how to proceed with court monitoring within the project, including recommendations for further advocacy initiatives.

4. Deliverables:

The main deliverable is a **research report** of approximately 70-80 pages. The research will be presented in English in a country report on findings in Serbia and thorough recommendations to relevant stakeholders. Included with the research is a separate legal analysis, as outlined in section 2i.

The following elements would be required:

- Detailed Research Work Plan as well as Research Instruments, to be submitted by the end of month 1 and to include a description of methods that will be used, guidelines, lists of target individuals/organisations/institutions for interviews.
- Detailed Sampling Frame (please refer to the Template in the Methodology annexed to this Terms of Reference) to be submitted by the end of month 1.
- Attendance of methodology training workshop held by KWN in January 2021.

The consultant/s should collect all qualitative data (as outlined in section 2 above) and analyse it using a coding method. The country analysis should be presented as a report, and should include:

- A separate legal analysis to be submitted by the end of month 1.
- All coded data collected through qualitative interviews, presented in a separate document and in a clear, understandable, and accessible way.
- Separate document(s) of all data/information collected from reviewing existing resources, and organised in accessible report of findings from 2007-2017, in the form of literature reviews or annotated bibliographies, where necessary.
- Summary, recommendations for key individual stakeholders, citations, and a reference list.



5. Methodology

The focus of the country analysis is gender-based discrimination (as defined by Serbian law) that is related to labour rights. For a more detailed and thorough Methodology, please see the Methodology document annexed to this Terms of Reference.

The aim of this research study is to build on the baseline study and to seek to address the following research questions and sub-questions (page 7 of this document) as outlined in the Methodology annexed to this Terms of Reference.

The assignment may include travel throughout Serbia, pending COVID-19 developments.

More details on methodology will be presented in a meeting/training session (via Zoom or in person, pending COVID-19 developments) with a staff member of the project Lead Organisation KWN. Detailed planning and priorities of the assignment will be discussed with *Kvinna till Kvinna*.

6. Time frame and reporting

The duration of the assignment is estimated to 8 working months (part- and full-time depending on month) in total, according to the following timeline:

Deliverables:

- Mandatory methodology training session with KWN to be attended by end of January 2021
- Research Work Plan & Research Instruments: January 15, 2021
- Sampling frame: January 20, 2021
- Legal analysis: February 1, 2021
- Coding document: April 1, 2021
- Country analysis report draft: May 24, 2021
- PPT presentation on methodology, main research findings and recommendations: October 20, 2021
- Final version of the report: After receiving comments from peer reviewers and *Kvinna till Kvinna*

7. Contact person at *Kvinna till Kvinna*

The consultant/s will report directly to the Project Coordinator, Sofija Vrbaški, sofija.vrbaski@kvinnatillkvinna.se.

8. Required skills and qualifications

The consultant/consultancy team should have:

- Extensive knowledge about Serbian national gender equality mechanisms,
- Thorough knowledge about gender analysis, gender equality and women's rights, and solid feminist analytical/critical thinking skills,
- Knowledge about discrimination and labour law is considered an asset,
- Experience in collecting qualitative data through interview methods and analysing raw data,

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- Knowledge about the Western Balkan countries' EU accession processes, and about women's right in these processes is considered an asset,
- Excellent writing skills in English.

9. Cost Frame

Consultant fees shall be specified as fees per day including taxes, social security contributions and VAT. The tender shall state total value of tender, including expenses such as travel, per diems, telephone, internet, postage and any other expenses related to the assignment.

Please note that the maximum total value of the tender cannot exceed 5 000 EUR.

Contracted consultant cannot further subcontract the assignment. In cases where the tender includes a team of consultants, their division of labour shall be presented.

10. Deadline for submission of tender

Tender must be submitted to *Kvinna till Kvinna* with an accompanying CV and letter of intent no later than January 4, 2021. *Kvinna till Kvinna* intends to sign a contract no later than January 11, 2021.

11. Contact

For any questions, please contact Sofija Vrbaški, Project Coordinator,
sofija.vrbaski@kvinnatillkvinna.se

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ANNEX: RESEARCH METHODOLOGY

Gender-based Discrimination and Labour in WB

Key Terms

The key research terms shall be defined and operationalized as follows:

- Discrimination: shall be defined to include gender-based discrimination as defined by law.
- Labour (not employment): Use of the term "labour" rather than "employment" encompasses unpaid and unregistered forms of labour, which the term "employment" does not. We will look at all forms of labour, not just registered, official, or paid labour.
- Gender: shall involve an inclusive definition of "gender" which includes all gender expressions and gender identities (including but not limited to: women, men, trans, gender non-conforming, gender fluid, intersex). The project will not use the binary definition (women/men).
- Ethnicity: the officially recognised categories of ethnicity in each country will be part of the analysis (Race shall not be used as a term as social/anthropological research has shown that race as a demographic feature does not exist. Nationality shall not be examined for it will broaden the research too much if we consider internally displaced and immigrant and/or people without nationality).

Conceptualisation, Dimensions, Limitations and Delimitation

The research shall focus on gender-based discrimination perpetrated in relation to labour rights and will not examine all forms of gender-based discrimination. We will focus on the private sector, the public sector and the non-for-profit sector. For example, this may include but is not limited to various forms of discrimination that may be categorized according to two domains:

- I. Institutional Gender-based Discrimination
 - Inspections
 - Labour inspectors
 - Tourist inspection (Montenegro only)
- II. Employer-related Discrimination (including with attention to Covid-19)
 - equal opportunities
 - in hiring
 - compulsory pregnancy test
 - questions during interviews

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- discrimination in the gender-suggestive language of job advertisements
- in promotion
- in firing (and warnings), including related to COVID-19 (new)
 - Gender-Disaggregated data regarding people in public administration who lose their jobs (dismissals based on gender), including related to COVID-19 (new)
- in treatment:
 - working conditions (e.g., heating/cooling, bathroom breaks, clean water, fire extinguishers, breastfeeding rooms and breaks)
 - working conditions during COVID19 (mask, gloves hand sanitizers, were they pressured to work when tested positive with COVID, was their medical leave counted as annual leave?) (new)
- part-time / full-time work
- contracts
 - having or not having
 - length of contract
 - knowledge of content of contract (e.g., if women have seen them; if they understand what the contracts state)
- pay
 - amount / gender pay gap
 - employees returning money to employers related to minimum wage
 - overtime pay
 - informal pay (in cash) to avoid taxes (which impacts pensions)
 - Check official records between labour/pay and tax administration
- working hours
- sexual harassment
- violations of rights related to maternity leave
- breastfeeding
- access to information about security rights
- existence of independent bodies to protect rights within employers and/or State institutions' violations of labour rights

Moreover, the research will focus on gender-based discrimination which involves discrimination affecting persons *because of their gender*. It will not look at general labour right violations that are not gender-related.

Research Questions

The research will seek to address the following main research questions and sub-questions. The research questions are for the research team. They are not for the persons being interviewed.

- I) To what extent is the legal framework complete?
 - 1) Where are the remaining gaps?
 - 2) What has changed since the last monitoring (new)
- II) How many work-related discrimination cases have been reported to different types of institutions from 2008-2017, 2018-2020 (new) by year?

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- 1) What was the gender of the victim?
- 2) What was the gender of the alleged perpetrator?
- 3) Is discrimination more widespread among certain groups (e.g., ethnicity, sexuality, age, ability, geographic location)?
- 4) What types of cases were these (e.g., what types of discrimination)?
- 5) In which sectors did such cases tend to occur?
- 6) What are the data gaps?
- 7) How has reporting decreased, increased, or remained the same over time? What reasons may explain why (new)

Note: Many of the research questions that fall within II will be addressed through the data requests that each country will send out. The sub-questions serve to find out the gender(s) of the perpetrators and/or survivors. We need to understand and explain differences in the data.

III) For what reasons have few discrimination cases been reported and/or filed?

- 1) How aware are people about discrimination and the relevant legal framework, including how to report it?
- 2) What are the attitudes of people, including responsible officials, towards discrimination?

Note: Data collected for answering questions pertaining to III will come predominantly from the online survey but additionally from interviews.

IV) How have relevant institutions treated discrimination cases to date?

- 1) Which are the relevant institutions that have a legal responsibility for dealing with discrimination cases?
- 2) What are their roles and responsibilities required by law?
- 3) How knowledgeable are they about the legal framework, their responsibilities, and discrimination?
- 4) What capacities do they have related to this issue?
- 5) What are their perceptions and attitudes?
- 6) What have been their experiences with discrimination cases to date?
- 7) How do people feel they have been treated by institutions?
- 8) How has the response of institutions improved, remained the same, or become worse? What factors led to this?

Research Methods

The research will involve the following research methods.

1. Legal Analysis to examine and assess current anti-discrimination legislation in place in each country, including any shortcomings in aligning national legislation with the *Acquis Communautaire* (the "Gender Equality Acquis"). It also will serve to identify any changes to relevant institutions, their roles and responsibilities since the baseline research. The Legal Analysis will examine international laws/treaties/conventions, national Constitutions, national laws (Civil Law, Criminal Law, Labour Law, etc.), secondary laws (policies), for each respective country. Topics that the Legal Analysis will examine



include, but are not limited to: How is discrimination defined? What are protection measures against discrimination? What mechanisms have been put in place to address or mitigate discrimination? What is protected under anti-discrimination? What are methods for reporting discrimination? What are gaps in the laws? What are the relevant institutions, their responsibilities, and how to report? What has changed since the last monitoring (new)? Which gaps remain? The comparison for the regional study will have check boxes to summarise whether or not countries have certain aspects. Recommendations will be formulated based on remaining gaps identified.

2. Literature Review of any and all existing data on discrimination that is available, including our first report¹ and reports published related to Covid-19, so as to ground the report in existing information and avoid duplication of existing research. Documents will be completed for each country and uploaded to a folder, to inform the research guides. They will be summarised in the introduction of the reports in a paragraph or less. Consider asking institutions and relevant organisations for any reports that they have.
 - 2.1. Regional Cooperation Council RCC Balkan Barometer – question on discrimination in hiring in entire region.
 - 2.2. European values survey – women and work questions
 - 2.3. Other international surveys
 - 2.4. Check SDG indicators (ask institutions to prioritise)
3. Collection of existing data related to discrimination cases, disaggregated by gender (at least, and also all other difference II.3), including from:
 - Police
 - Prosecutors
 - Courts
 - Ombudspersons' offices
 - Labour inspectorates
 - Tourism inspectors (Montenegro)
 - Commissioner for Anti-Discrimination (Albania)
 - Public commissioner (internal review of infringements in public institutions)?
 - Labour unions
 - Anti-discrimination bodies
 - Legal aid providers (state and non-state, including our grant recipients at end of project)
 - Mediation centres (not in FBiH and BD as not established)
 - Lawyers

This will include collecting data through official requests to institutions for the period of 2018 - 2020. A template will be created for this purpose, which can be adapted by country as needed. Only data not collected already will be requested, though all years will be presented.

4. An anonymous online survey that will collect input from diverse women and men regarding their knowledge of discrimination legislation, attitudes, personal experiences

¹ *Gender-based Discrimination and Labour in the Western Balkans*, at:
<https://womensnetwork.org/wp-content/uploads/2019/09/GBD-Labour-WB.pdf>



with discrimination, whether such cases were reported, and the reasons as to why they did not report discrimination when it occurred.² Reactor and KWN will collaborate to design the survey, and other partners will provide feedback on it. Reactor will create the online version in three languages, using LimeSurvey. Other partners will take responsibility for promoting the survey broadly, particularly to potentially under-represented groups, including through media, email, and boosting the survey on Facebook. Boosting will be managed by each country, using their research budget line. The sample will seek to include at least 1000 respondents, including a balance of women and men (50%). We will target specific groups who are under-represented, particularly in the second. Respondents will be the age from which persons are legally allowed to work in accordance with Eurostat.

4.1 Distributing the Survey

All partners will use their stakeholder lists to reach out to other organisations, trade unions, and other networks/forums that can spread the survey to diverse groups and encourage them to complete the survey. Partners may arrange meetings with some key stakeholder to explain the purpose and request their assistance in spreading the survey, as well as in identifying potential respondents for face-to-face interviews (#5). The survey shall be distributed in the following ways:

- Facebook, including boosts and ads to target specific groups hypothesized to be underrepresented; this includes through the pages of partners and networks
- Instagram with catchy posts
- Twitter, including boosting
- Email through networks, partners, CSOs, trade unions, other EU implementers
- Potentially through media ads on public televisions

5. **Conduct interviews** with the following types of respondents, using interview guides that will measure knowledge, attitudes, and experiences with discrimination. Interviews also will be used to examine any changes in response (new):

- 5.1. **Institutions** responsible for implementing the relevant legal framework in the country regarding their knowledge, attitudes and experiences in treating discrimination cases to date. Have they witnessed changes in awareness and reporting? To what do they attribute this? They will be selected if they have a legal responsibility related to addressing discrimination. This shall be determined based on stakeholder analyses and the legal/policy analysis. They may differ slightly by country. Variation sampling shall be used to select them (see below)
- 5.2. **CSOs** representing the interests of potentially marginalised groups, including LGBTQIA+ persons, persons with disabilities and ethnic minorities, working on discrimination issues (all relevant groups in the country); how have they seen

² While methodologically a household survey would enhance validity by reaching more, diverse randomly selected participants, the cost of such a survey throughout the region was considered to outweigh the benefits that it would provide. If well-advertised, online surveys can be a very efficient means for understanding qualitatively the challenges affiliated with discrimination cases, which was considered most appropriate for this Action. Further the complete anonymity allowed by online surveys may enhance the willingness of people to report their experiences without fear of repercussions. Shortcomings in access to electronic surveys will be addressed through other research methods, namely interviewing groups found to be under-represented among survey respondents.



institutions treat cases? Have they witnessed changes in awareness and reporting?
To what do they attribute this? Grant recipients will be included.

- 5.3. Citizens under-represented in the survey. It could also serve to collect qualitative, more detailed information from groups underrepresented in the survey

Sampling Frame – Kosovo Example

Each country will create a sampling frame using variation sampling that explains how respondents shall be selected. It shall be included as part of their methodology.

#	Respondent Type	Region/Location/Site	Criteria	Respondent Gender
1	Police officer (who talk to people)	1 (Prishtina - town)	Rural	Woman
2	Prosecutor	1 (Prishtina - city)		Woman
3	Prosecutor	1 (Prishtina - city)		Man
4	Prosecutor	2 (Mitrovica North / Serb)		Woman
5	Prosecutor	2 (Mitrovica North / Serb)		Man
6	Prosecutor	3 (Gjakova)		Woman
7	Prosecutor	3 (Gjakova)		Man
8	Prosecutor	4 (Peja)		Woman
9	Prosecutor	4 (Peja)		Man
10	Prosecutor	5 (Gjilan)		Woman
11	Prosecutor	5 (Gjilan)		Man
12	Prosecutor	6 (Prizren)		Woman
13	Prosecutor	6 (Prizren)		Man
14	Civil Court Judge	1 (Prishtina - city)		Woman
15	Civil Court Judge	1 (Prishtina - city)		Man
16	Civil Court Judge	2 (Mitrovica North / Serb)		Woman
17	Civil Court Judge	2 (Mitrovica North / Serb)		Man
18	Civil Court Judge	3 (Gjakova)		Woman
19	Civil Court Judge	3 (Gjakova)		Man
20	Civil Court Judge	4 (Peja)		Woman
21	Civil Court Judge	4 (Peja)		Man
22	Civil Court Judge	5 (Gjilan)		Woman
23	Civil Court Judge	5 (Gjilan)		Man
24	Civil Court Judge	6 (Prizren)		Woman
25	Civil Court Judge	6 (Prizren)		Man
26	Criminal Court Judge	1 (Prishtina - city)		Woman
27	Criminal Court Judge	1 (Prishtina - city)		Man
28	Criminal Court Judge	2 (Mitrovica North / Serb)		Woman
29	Criminal Court Judge	2 (Mitrovica North / Serb)		Man
30	Criminal Court Judge	3 (Gjakova)		Woman
31	Criminal Court Judge	3 (Gjakova)		Man
32	Criminal Court Judge	4 (Peja)		Woman
33	Criminal Court Judge	4 (Peja)		Man
34	Criminal Court Judge	5 (Gjilan)		Woman
35	Criminal Court Judge	5 (Gjilan)		Man

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#	Respondent Type	Region/Location/Site	Criteria	Respondent Gender
36	Criminal Court Judge	6 (Prizren)		Woman
37	Criminal Court Judge	6 (Prizren)		Man
38	Labour Inspector	1 (Prishtina - city)		Woman
39	Labour Inspector	1 (Prishtina - city)		Man
40	Labour Inspector	2 (Mitrovica North / Serb)		Woman
41	Labour Inspector	2 (Mitrovica North / Serb)		Man
42	Labour Inspector	3 (Gjakova)		Woman
43	Labour Inspector	3 (Gjakova)		Man
44	Labour Inspector	4 (Peja)		Woman
45	Labour Inspector	4 (Peja)		Man
46	Labour Inspector	5 (Gjilan)		Woman
47	Labour Inspector	5 (Gjilan)		Man
48	Labour Inspector	6 (Prizren)		Woman
49	Labour Inspector	6 (Prizren)		Man
50	Ombudsperson Office	1 (Prishtina - city)		
51	Ombudsperson Office	2 (Mitrovica North / Serb)		
52	Ombudsperson Office	3 (Gjakova)		
53	Ombudsperson Office	4 (Peja)		
54	Ombudsperson Office	5 (Gjilan)		
55	Ombudsperson Office	6 (Prizren)		
56	Labour Unions – BSPK	Prishtina		
57	Labour Unions – teachers	Prishtina		
58	Labour Unions - healthcare	Prishtina		
59	CSOs – Disabilities	1 Prishtina	Physical	Men
60	CSOs – Disabilities	1 Prishtina	Blind	Women
61	CSOs – Disabilities	2 (Mitrovica North / Serb)		
62	CSOs – Disabilities	3 (Gjakova)		
63	CSOs – Disabilities	4 (Peja)		
64	CSOs – Disabilities	5 (Gjilan)		
65	CSOs – Disabilities	6 (Prizren)		
66	CSOs – LGBT	1 Prishtina		
67	CSOs – LGBT	1 Prishtina		
68	CSOs – Minority – Serb	1 Prishtina		
69	CSOs – Minority – Serb	2 Mitrovica		

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#	Respondent Type	Region/Location/Site	Criteria	Respondent Gender
70	CSOs – Minority – RAE Women's Network	1 Prishtina		
71	CSOs – Legal Aid	1 Prishtina		
72	Lawyer	(where exist and have any experience with discrimination)		
73	Woman	Sector 1 – Textiles		
74	Man	Sector 1 – Textiles		
75	Woman	Sector 2 – ICT/call centre		
76	Man	Sector 2 – ICT/call centre		
77	Woman	Sector 3 – Construction		
78	Man	Sector 3 – Construction		
79	Woman	Sector 4 – Store		
80	Man	Sector 4 – Store		
81	Woman	Sector 5 – Public Administration		
82	Man	Sector 5 – Public Administration		

- Case studies:** Partners will include at least 5 case studies per country on specific cases of persons affected by discrimination and how institutions treated the cases. These should be used to illustrate or contradict trends identified through other methods. Ideally a few case studies will draw from cases assisted by grant recipients. Information will be anonymous. Partners may also choose to conduct additional case studies in each country, such as related to particular and sectors (e.g., call centres, mining, services, public; supermarkets).
- Statistical analysis of exercise of pregnancy and maternity leave right and termination of employment after the use of that right

Validity

Triangulation throughout the research will enhance the validity of research findings. As described, above, multiple data sources (e.g., citizens, institutions, CSOs, statistics), research methods (e.g., literature review, survey, interviews, case studies), and researchers will be used towards triangulation.

- Sources:** data collected from a wide variety of sources rather than depending on only one source will increase research validity
- Researchers:** also triangulated because multiple researchers working on this project. The more researchers that are examining/collecting/analysing data, the more likely we are to reduce researcher bias in interpreting qualitative data. Data is more valid when multiple researchers reach similar conclusions. Two researchers should conduct and code (analyse) each interview.
- Research methods:** we are also triangulating methods by using a survey, interviews, and case studies.



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Data analysis

For qualitative data, each country will create separate coding documents, based on a template to be provided by KWN. Researchers will code the data in order to identify recurring trends and differences. At least two people will participate in coding. Reactor will carry out the statistical analysis for all countries. The analysis will be reviewed by each partner regarding the content and context.

Research Team

KWN will coordinate the process and support partners/contractors in carrying out the research based on its experience conducting similar research. Each country will compile their own report using a standardised format, agreed in advance. KWN will combine the different country reports into one. KWN will provide feedback on all reports, and partners also can review each others' reports, time permitting. There will be weekly debriefing sessions involving all countries during the research phase. All partners will comment on the overall report.

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