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PERCEPTIONS OF CIVIL SERVANTS ON HUMAN RIGHTS AND GENDER EQUALITY





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LIST OF ABBREVIATIONS AND ACRONYMS

IDP - internally displaced person

LGBTQI+ - lesbian, gay, bisexual, transgender, queer, intersex

DA – Difficult to answer

STD - Sexually Transmitted Disease

LEPL – Legal Entity of Public Law

PWD – Person with Disabilities

Min. – Minute





INTRODUCTION

The presented report “Perceptions of Civil Servants on Human Rights and Gender Equality” exhibits the findings of quantitative and qualitative research conducted in Georgia.

The latest survey of public attitudes towards human rights and gender equality was conducted by the United Nations Development Programme and the United Nations Population Fund in Georgia in 2020¹. The study titled “Men, Women, and Gender Relations in Georgia: Public Perceptions and Attitudes” revealed significant gender prejudices in the country, providing an opportunity to define future steps for development. In 2020, a survey² was conducted to study public attitudes towards persons with disabilities (PWDs). The present study also aims to re-examine attitudes towards human rights and gender equality, not in society, but within a specific group – civil servants.

Civil servants play a crucial role in public processes and uphold public interests by exercising powers under public law. These powers make civil servants agents of change. Their knowledge, experience and sensitivity are essential for implementing policies by international standards and introducing human rights-based approaches/services. Based on the above, it is crucial to study the working environment of civil service employees and the quality of gender equality protection in the workplace. Additionally, it is essential to examine the attitudes and perceptions of civil servants on fundamental issues, such as gender equality, violence against women, the rights of persons with disabilities, the status of LGBTQI+ individuals and the challenges they face, as well as the perceptions and widespread stigmatization of ethnic and religious minorities.

Notably, with the support of international organizations, the Georgia Government has implemented several projects in recent years to strengthen the civil service. These projects aim to

- 1 UNDP (2020) “Men, Women, and Gender Relations in Georgia: Public Perceptions and Attitudes,” available at https://www.undp.org/sites/g/files/zskgke326/files/migration/ge/UNDP_GE_DG_gender-survey_report_2020_eng.pdf
- 2 UNDP (2020) “Attitudes of the Georgian Population towards Persons with Disabilities,” available at <https://www.undp.org/georgia/publications/public-attitudes-towards-persons-disabilities-georgia-2020>

raise awareness among civil servants about human rights and gender equality. The measures taken included strengthening institutions, promoting human rights-based approaches and gender mainstreaming principles at central and local agency levels, and capacity building and training for individual civil servants. Special attention was paid to raising awareness and sensitivity among civil servants about local and international standards for protecting human rights, gender equality and the rights of vulnerable groups.

In addition to efforts to enhance civil servants' knowledge, international and local organizations also focus on the working environment and conditions in which civil servants have to carry out their activities. In 2020, a reform of the Labor Code was implemented in Georgia with the support of EU and UN institutions. The aim was to strengthen the protection of labour rights and promote gender equality in the workplace. The reform was designed to ensure full compliance of Georgian legislation with EU directives in labour relations. The reform mentioned above, and the Labor Code also applied to the Law on Civil Service. It has strengthened the different aspects of the equality policy regarding overtime work, the rights of disabled persons, and collective labour relations³.

The present study provides an opportunity to indirectly assess compliance with these modifications and EU standards in the civil service. In particular, the study pays special attention to gender equality, overtime work, equal pay for equal work, parental leave and other related issues in the civil service.

The research results provide an effective tool for government agencies to assess the current situation, identify gaps and plan necessary changes to eliminate them. It applies to both intra-agency action plans and national-level policy documents. Additionally, the study informs broader groups of the population and international and local civil society about the current situation in the civil service. It will enable them to plan advocacy efforts and means of support better. Furthermore, the findings of this study allow for the identification of trends in the development or regression of human rights in the country.

3 The September 29, 2020 amendments to the Law of Georgia on Civil Service, available at <https://matsne.gov.ge/ka/document/view/5000967?publication=0>

EXECUTIVE SUMMARY AND KEY FINDINGS



This analysis's quantitative and qualitative research shows that civil servants hold positive attitudes towards human rights and gender equality in the workplace and beyond.

The respondents reported that the working conditions in the civil service are based on the principle of equality, which is also legally reinforced. However, an in-depth analysis revealed gaps beyond formal equality. It is evidenced by a clear difference in work experience between men and women civil servants: specifically, men civil servants report higher satisfaction in various work-related aspects, including salary, work schedule flexibility, working conditions, physical environment, and prospects for promotion.

Civil servants report the most significant dissatisfaction with their salaries and inflexible work schedules. Respondents also note that overtime work is standard practice but rarely compensated. Working late is often viewed as a good tone or a sign of diligence rather than poor time management, although practices vary among different agencies. Current informal overtime policies place women at a disadvantage compared to men due to their domestic and caring responsibilities. The latter is one of the factors contributing to the gender pay gap.

The study shows that women and men civil servants receive family support for career advancement. However, the perception of "support" is gendered. Women perceive the division of household labour and assistance from various family members as support, while men perceive the removal of family responsibilities as support. Employers in civil service have created more flexibility for women, which is a positive step. However, it is essential to encourage men employees to take on family responsibilities to avoid burdening women with this responsibility. An equal number of respondents believe that women's and men's work in civil service is equally visible. However, relatively few believe that they have equal influence and power.

Although women civil servants may have family responsibilities, they participate more frequently and show greater interest in improving their skills.

Additionally, women civil servants tend to be more sensitive to human rights and the needs of vulnerable groups than men. Based on the research findings, women demonstrated more excellent knowledge and awareness of ethnic minorities, the LGBTQI+ community, women and persons with disabilities. They also better understood the challenges related to the human rights situation.

Overall, the study reveals that civil servants have varying awareness of human rights, depending on the issue and regional location. For instance, according to the survey, only a few respondents from central-level structures rely on the media as their primary source of information on gender. They have not received any training on this topic at their workplace, nor have they sought information on their initiative. Therefore, respondents are unaware of the relevance of the information they possess and do not rate their gender awareness highly.

Various practices of accessing knowledge, information and means of capacity building lead to professional asymmetry in civil service. The research shows that despite several initiatives to increase civil servants' sensitivity to human rights, negative prejudices against various groups, including ethnic and religious minorities, continue to persist. In terms of gender equality, while fewer civil servants justify violence against women and more people support women's participation in public life, there is still a need to overcome gender role stereotypes. Additionally, civil servants' attitudes towards the LGBTQI+ community are significantly contradictory despite considering them the group with the most violated rights. While many civil servants believe it is unacceptable to display aggression and oppression towards them, opinions are divided regarding freedom of expression. Societal prejudices and expectations about men's behaviour may explain why women and young people are generally more sensitive to LGBTQI+ issues than men.

Below are the main quantitative findings of the study:

- 57.9% of men civil servants and 44.2% of women civil servants consider that gender equality has mostly been achieved in Georgia.
- 30.4% of men civil servants and 15.9% of women civil servants believe that men are better political leaders than women.
- 66% of women civil servants and 43.1% of men civil servants believe that women face more barriers to career advancement than men.
- 36.1% of men and 83.1% of women believe that increasing women's representation in politics would have a positive impact on the country.
- Respondents consider state institutions (78.2%), international organizations (73.4%), and the Public Defender (71.4%) as the most reliable sources of information on human rights. A smaller proportion of respondents trust social media (41.9%), politicians (39.1%), and television (38.4%).

- According to the respondents, in Georgia, the most frequently violated rights are the right to equality (40%), the right to live in a healthy environment (32%), the right to life (31%), inviolability of private and family life (25%), and inviolability of honour and dignity (25%).
- The survey respondents identified the LGBTQI+ community (44.6%), individuals employed in hazardous occupations (44.4%), and single mothers (32.2%) as the most vulnerable groups.
- The respondents believe that increased participation of persons with disabilities in public life can increase awareness and break stereotypes towards the community (82.8%).
- Two fifths of the respondents (41.4%) agree with the opinion that “discrimination against persons with disabilities is a widespread problem in Georgia.”
- 44% of respondents believe that ethnic minorities do not face any issues regarding civil service employment, while 24% believe that challenges do exist.
- Those who believe that ethnic minorities face barriers in civil service employment see the insufficient level of knowledge of the state language as the main challenge, which in turn is linked to other problems such as career advancement opportunities, employer’s attitudes, access to education and capacity building opportunities.
- 33% of women and 27% of men agree with the statement that the “LGBTQI+ community is one of the most discriminated groups and its members often face discrimination, physical and psychological violence.”
- 20.9% of respondents reckon that the state does not adequately respond to violence and discrimination against the LGBTQI+ community. Another 20.5% evaluate the state response as more or less appropriate. Further 38% of respondents believe that the state’s response is appropriate (including 45.7% of men and 34% of women civil servants).
- 50% of women civil servants and 36% of men civil servants agree with the opinion that “abortion is a woman’s right.”
- 56% of respondents believe that comprehensive sexuality education should be included in the school curriculum. Furthermore, 86.9% of respondents living in Tbilisi share this opinion.

RESEARCH GOALS AND TASKS



For the purposes of this study, civil service is defined as performing service in state institutions, municipal bodies (institutions), and legal entities of public law in accordance with the Law of Georgia on Civil Service. It excludes services in cultural, educational, scientific, research, sports, religious, and membership-based legal entities of public law⁴.

According to the Law on Civil Service, a civil servant is a qualified public officer/public officer/officer, a person recruited based on an agreement under public law, or a person recruited based on an employment agreement⁵.

This research aimed to gather baseline data on civil servants' attitudes, behaviour, and standard practices regarding human rights, minority integration, and gender-related topics throughout Georgia, excluding the occupied territories.

The research aimed to:

1. Determine the level of awareness among civil servants regarding human rights, including gender equality, the legal status of the LGBTQI+ community, persons with disabilities, and ethnic/religious groups.
2. Enable civil servants to assess their rights situation and awareness and their satisfaction with various aspects of their work.
3. Reveal civil servants' attitudes towards the primary institutions responsible for human rights protection.
4. Identify the level of awareness and attitudes of civil servants regarding the perception of personal data and their collection, storage and disclosure.

4 Article 3(c), the Law of Georgia on Civil Service, available at <https://matsne.gov.ge/en/document/download/3031098/1/en/pdf>

5 Article 3 (d), the Law of Georgia on Civil Service, available at <https://matsne.gov.ge/en/document/download/3031098/1/en/pdf>

METHODOLOGY



This study involves both quantitative and qualitative components. Table 1 presents a brief overview of the research design, including all its components.

Table 1 Brief overview of research design

	Quantitative research	Qualitative research
Method	Face-to-face Interview	In-depth interview
Target group	Civil servants and persons employed in public service	Civil servants and persons employed in public service
Sample size	1162	20
Sampling method	Multistage cluster sampling	Targeted sampling
Geographical area	Georgia	Georgia
Length of interview	≈45 minutes	≈90 minutes

RESEARCH INSTRUMENTS

A structured questionnaire served as the data collection tool for quantitative research. The data was analyzed based on the following parameters:

- City / village
- LEPLs / local level / central level
- Ranks of servants (I, II, III, IV)
- Woman/ man
- Age
- Regions

The interviewer and/or respondent registered quantitative data using an electronic questionnaire. The ODK Collect platform was used for the electronic questionnaire and data registration.

QUANTITATIVE RESEARCH SAMPLING DESIGN

A multistage stratified (cluster) sampling was used for selection.

In the first stage, stratification was employed based on large groups of public institutions, including central, local, and LEPLs. Table 2 presents the sample sizes for each stratum.

Table 2 Sample size for each stratum

Civil Servants	Population	Sample Size	Margin of error, confidence level 95%
Central	4981	372	
Local	8718	657	
LEPLs	2446	132	
Total	16145	1161	±2.77

During the second stage of sampling, clusters in the form of public institutions were identified in each stratum. The next stage involved selecting public institutions (clusters) in each stratum using simple random sampling. The number of civil servants to be interviewed in each selected cluster was determined proportionally to its size. Finally, respondents in the selected cluster (public institution) were chosen using simple random sampling. See Appendix 6. List of government agencies surveyed.

DATA COLLECTION AND RESEARCH LIMITATIONS

Initially, a face-to-face interview was chosen as the method of data collection. However, due to low response rates, an electronic (e-mail) survey using a self-administered questionnaire was also utilized. In total, 639 respondents were interviewed face-to-face, while 523 respondents completed a self-administered questionnaire. The results obtained from both electronic and face-to-face interviews are not statistically different from each other, with some exceptions that are outlined in the detailed report. Please, refer to the section on Job satisfaction.

GEOGRAPHICAL AREA

The survey was conducted nationwide. The table below shows the distribution of respondents by regions and applied data collection method. See Table 3 Distribution of respondents by regions.

Table 3 Distribution of respondents by regions

Region	Number of respondents (total)	Mail survey	Face-to-face survey
Adjara	86	45	41
Guria	60	15	45
Tbilisi	453	270	183
Imereti	145	68	77
Kakheti	49	6	43
Mtskheta-Mtianeti	11	1	10
Racha-Lechkhumi	16	11	5
Samegrelo-Zemo Svaneti	81	23	58
Samtskhe-Javakheti	77	29	48
Kvemo Kartli	101	22	79
Shida Kartli	83	33	50
Total	1162	523	639

DEMOGRAPHY



A total of 1162 respondents were interviewed in Tbilisi and the regions, including representatives from both central and local government agencies. Of these, 32% were from the central government, 56.6% were from the local government, and 11.4% were from LEPLs. See Table 4 Distribution of respondents by place of residence.

Table 4 Distribution of respondents by place of residence

Place of residence	%
Central district of Tbilisi	18.1
Tbilisi suburb	14.3
Regional city center	49.0
A suburb of a regional city	5.7
Village	10.1
Small city	2.8

66.1% of the respondents identified as women, while 33.8% identified as men. Two respondents selected 'other' as their gender.

The age distribution of the respondents was almost equal between 25-34 and 35-44 age categories, with 29.4% and 30.7%, respectively. 23.9% of the respondents were in the 45-54 age category, and 11% were in the 55-64 age category. had The lowest number of surveyed respondents (2.4% and 2.6%, respectively) were from 18-24 and over 65 age categories, which is natural given the civil service's target group. See Table 5 Age distribution of respondents.

Table 5 Age distribution of respondents

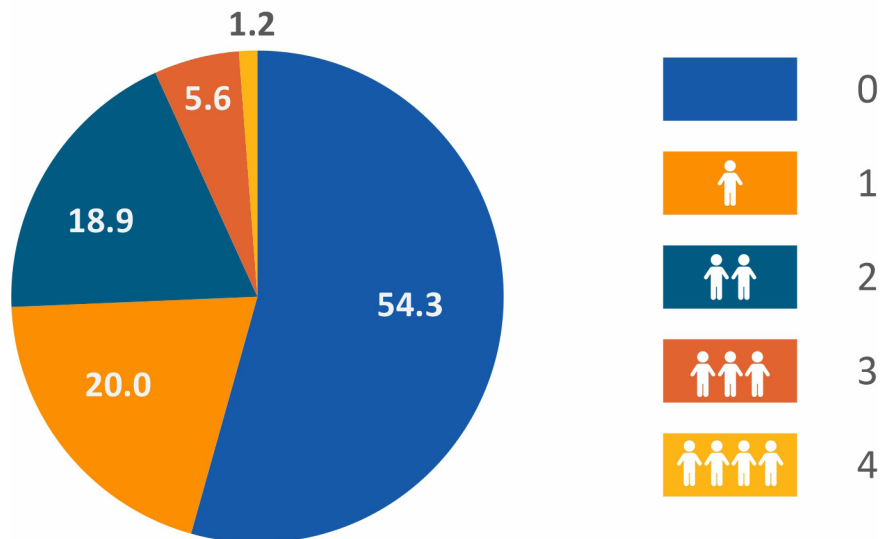
Age	%
18-24	2.4
25-34	29.4
35-44	30.7
45-54	23.9
55-64	11
65 +	2.6

62.5% of the respondents are married, 33% are not married, and 2.2% marked 'other'. 2.3% did not answer the question.

Additionally, 54.3% of the respondents do not have children. The percentage of respondents with many children (3 or 4 children) is small. See Figure 1 Number of children under 18 years old.

Figure 1 Number of children under 18 years old

NUMBER OF CHILDREN UNDER 18 YEARS OLD

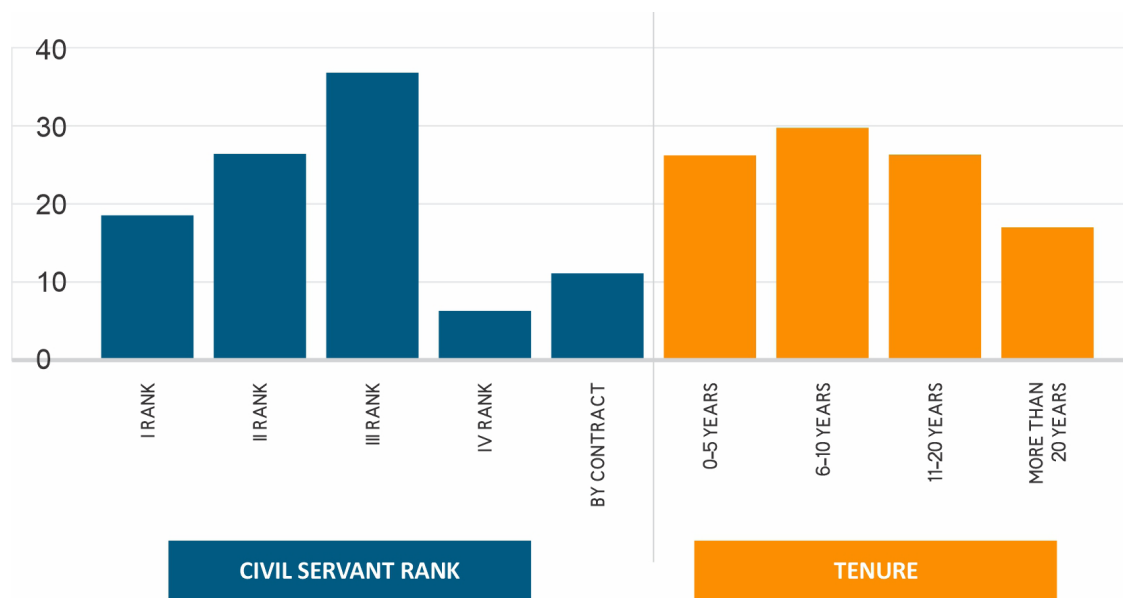


Most respondents, 96% are Georgians, 3.1% are Armenians, 0.4% are Azerbaijanis, and 0.3% belong to other ethnic group. The largest group of respondents, 94.2%, identified as Orthodox, followed by 2.1% who identified as Gregorian. 1% of respondents refused to answer. For detailed information on the distribution of respondents by religious affiliation, see Appendix 1. Distribution by religious affiliation

The majority of interviewees (37.4%) were III rank servants, followed by 26.7% of II rank servants and 19.2% of I rank servants. The smallest group consisted of IV rank servants, accounting for only 6%⁶.

According to the tenure in the civil service, the largest group of respondents (30.1%) have served for 6 to 10 years, while an equal number have served for 5 years (26.4%) and 11 to 20 years (26.5%). The smallest group of respondents with more than 20 years of service is 17%. See Figure 2 Distribution of respondents by rank and tenure.

Figure 2 Distribution of respondents by rank and tenure



6 Rank of an official - content of competence and level of authority. Each position of an official in the civil service corresponds to one career level and is divided into four hierarchical ranks: a) I rank - high management level; b) II rank - middle managerial level; c) III rank - senior specialist; d) IV rank - junior specialist. Available: <https://matsne.gov.ge/ka/document/view/3651187?publication=0>

SURVEY RESULTS



JOB SATISFACTION

The respondents evaluated the statements related to various aspects of their work activities using a 4-point scale (1 - completely disagree, 2 - disagree, 3 - agree, 4 - completely agree).

The statement that received the highest agreement rate was “My family supports me in my career advancement” (92.2%). Additionally, respondents expressed satisfaction with employee relations (92%), their current job (91.5%) and feeling stable in their position (89.4%). A large majority of respondents are satisfied with the flexibility of their working hours (87.6%), the quality of their physical work environment (86.8%), and their overall working conditions (85.3%).

The respondents find the statements regarding combining work and raising children, combining work and household responsibilities, and experiencing stress and depression in the workplace to be less problematic. These statements are the least agreed upon by the respondents.

Compared to other aspects of work, satisfaction with the salary is relatively low. Two-thirds of the respondents are satisfied with their salary (67.7%), while a smaller number agrees that their salary is commensurate with their qualifications (63.3%) (see Table 6. Job satisfaction).

Table 6. Job satisfaction

	% (sum of "I completely agree" and "I agree" responses)
I am satisfied with my current job	91.5
I am satisfied with the salary	67.7
I am satisfied with the working conditions	87.6
I am satisfied with the flexibility of working hours	86.8
I am satisfied with the relations between the employees	92.0
I am satisfied with the physical environment	85.3
I am satisfied with the opportunities for career advancement	72.3
The salary corresponds to my qualifications	63.3
My family supports me in my career advancement	92.2
I am often stressed or depressed at my job	24.7
In my opinion, it is difficult to combine household responsibilities and work	36.6
In my opinion, it is difficult to combine raising children and work	38.1
I feel stable in my current job	89.4

Some respondents were interviewed online rather than in person, therefore a comparison of the results was made. It was found that respondents reported lower job satisfaction in online surveys than in face-to-face surveys. This difference was particularly noticeable when assessing their attitudes towards job stability, satisfaction with salary, opportunities for career advancement, satisfaction with employee relationships, physical work environment, and satisfaction with working conditions. It can be assumed that respondents were more honest in the online survey.

The opinions of civil servants interviewed face-to-face and online coincide when evaluating statements regarding combining work and raising children, combining work and household responsibilities, and experiencing stress and depression in the workplace (see Table 7. Job satisfaction. Online/face-to-face interviews).

Table 7. Job satisfaction. Online/face-to-face interviews

	% (sum of "I completely agree" and "I agree" responses)	
	Face-to-face	online
I am satisfied with my current job*	97.5	84.1
I am satisfied with the salary*	79.9	52.8
I am satisfied with the working conditions*	95.3	78.2
I am satisfied with the flexibility of working hours*	95.3	76.5
I am satisfied with the relations between the employees*	95.3	76.5
I am satisfied with the physical environment*	93.1	75.7
I am satisfied with the opportunities for career advancement*	85.4	56.2
The salary corresponds to my qualifications*	76.0	47.8
My family supports me in my career advancement*	95.0	88.7
I am often stressed or depressed at my job*	25.4	23.9
In my opinion, it is difficult to combine household responsibilities and work	40.4	31.9
In my opinion, it is difficult to combine raising children and work	40.6	35.0
I feel stable in my current job*	94.4	83.4

The difference is statistically significant (sig.: <0.05).

The study compared the responses of men and women participants and found that men reported higher levels of satisfaction with various aspects of work, including salary, flexibility of working hours, working conditions and physical work environment. Additionally, men were more likely than women to believe that their salary was commensurate with their qualifications and reported higher levels of satisfaction with career advancement opportunities. These differences were found to be statistically significant (reliability sig.: <0.05).

Women and men share similar views only on some cases: both groups believe that they have family support for career advancement, and they also give similar evaluations to statements related to the difficulty of combining family responsibilities and raising children, as well as experiencing stress and depression in the workplace (see Table 8. Job satisfaction. Woman/Man).

Table 8. Job satisfaction. Woman/Man

	% (sum of "I completely agree" and "I agree" responses)	
	Women	Man
I am satisfied with my current job*	90.5	93.4
I am satisfied with the salary*	64.5	74.2
I am satisfied with the working conditions*	85.8	91.1
I am satisfied with the flexibility of working hours*	84.9	90.6
I am satisfied with the relations between the employees*	90.4	95.2
I am satisfied with the physical environment*	83.1	89.8
I am satisfied with the opportunities for career advancement*	68.7	79.3
The salary corresponds to my qualifications*	60.0	70.2
My family supports me in my career advancement*	92.7	91.1
I am often stressed or depressed at my job	24.6	24.7
In my opinion, it is difficult to combine household responsibilities and work	35.6	38.5
In my opinion, it is difficult to combine raising children and work	39.2	35.5
I feel stable in my current job	89.6	89.0

The difference is statistically significant (sig.: <0.05).

It is worth noting that the civil servants of local government agencies expressed higher levels of job satisfaction compared to civil servants of central government agencies (see Table 9. Job satisfaction. Central/local levels).

Table 9. Job satisfaction. Central/local levels

	% (sum of “I completely agree” and “I agree” responses)	
	Central level	Local level
I am satisfied with my current job*	90.3	93.5
I am satisfied with the salary*	61.3	73.5
I am satisfied with the working conditions*	86.0	78.8
I am satisfied with the flexibility of working hours*	80.6	91.9
I am satisfied with the relations between the employees*	90.6	94.4
I am satisfied with the physical environment*	81.5	89.0
I am satisfied with the opportunities for career advancement*	65.9	79.1
The salary corresponds to my qualifications*	54.3	70.8
My family supports me in my career advancement*	91.1	93.9
I feel stable in my current job*	24.5	24.5
I am often stressed or depressed at my job	32.3	37.6
In my opinion, it is difficult to combine household responsibilities and work	33.9	38.5
In my opinion, it is difficult to combine raising children and work	88.2	91.2

The difference is statistically significant (sig.: <0.05).

The qualitative research supported the quantitative research findings on job satisfaction assessment. Overall, respondents expressed satisfaction with their job, finding their work interesting and feeling the importance of the mission as they participate in governance of the country and providing state services to citizens at both local and central levels. The respondents believe that initiatives and reforms within the civil service aim to bring the country closer to EU standards and harmonize its legislation with EU laws.

The situation is different for the respondents working in the regions. Respondents working at the local government (city hall, municipal council) express satisfaction not only with their agency and position, but also with their overall employment stability. In the regions, the civil service is the most significant actor in the employment market. Other employment opportunities are scarce, so besides positive aspects of the existing jobs, job satisfaction is also influenced by the limited number of workplaces in the regions.

The respondents participating in the qualitative research discussed the stability provided by civil service as an employer. The Law of Georgia on Civil Service states that civil servants are appointed for an indefinite period, ensuring protection against arbitrary decisions of the management. It created legal guarantees, which if violated, will become subject of legal action.

The qualitative research revealed an interesting tendency: the higher the position a respondent held, the more emphasis they placed on the stability of working conditions for colleagues, compared to the stability of employment for those in managerial positions. This may be influenced by the fact that changes in managerial positions often coincide with shifts in political figures throughout the political process, which has not yet been eliminated in the country. However, several respondents in subordinate positions, regardless of their qualifications and extensive experience in the organization, also express fear of losing their jobs in case of changes in the political landscape.

The respondents expressed the least satisfaction with their salary and emphasized their dissatisfaction with time flexibility. They believe that the rigid working hours cause the most discomfort after salary. However, it was explained that having a flexible individual time schedule in a public institution is almost impossible due to the need for team decisions, joint discussions, and the involvement of various employees. Few respondents noted having a flexible schedule and the ability to work remotely. However, they also mentioned that irregular working days with uncompensated overtime hours are more common during remote work.

Both men and women employees expressed dissatisfaction with strictly fixed working schedules. However, there were differences in the responses of employees from the region and those from the capital. Respondents from the capital emphasized the time spent commuting to and from work. The employees believe that inadequate transport infrastructure and traffic consume a significant amount of their time, making it challenging to balance family responsibilities, personal life, and professional development opportunities. Additionally, they noted a decrease in the time available for interacting with their children, leading to a lack of parental involvement. None of the regional organizations' employees expressed dissatisfaction with the fixed work schedule.

Qualitative research has identified circumstances that influence satisfaction with pay, particularly regarding overtime. The study found that overtime practices are more common at the central level than at the local level and are only remunerated in a few instances. Respondents attribute this to insufficient number of human resources. These practices are often based on informal

agreements. It is important to note that working late at work is often perceived as a positive tone rather than a weakness in time management.

Respondents working in various agencies had differing opinions on working late hours. Some noted that leaving work at 6 o'clock could be perceived as a lack of diligence and commitment to their job. However, employees in other agencies stated that overtime work is not mandatory and is more prevalent in the business sector than in civil service. Different agencies may have varying unofficial rules regarding overtime work.

Regarding civil service flexibility, all respondents confirmed that, according to internal regulations, women with small children can arrive at work 30 minutes later and leave 30 minutes earlier. However, in practice, it is common for women to arrive or leave more than 30 minutes late/early, which is perceived as support for women⁷.

The qualitative research clearly confirmed that most civil service employees rely on family support to balance work and family responsibilities. This was particularly evident among women respondents, although men respondents also mentioned it to a lesser extent. For men, family support often involves the removal of household burdens by women family members (wife/mother/grandmother/sister), which they view as a natural aspect of Georgian reality. For women, family support involves the participation of a broader group. Father/father-in-law or brother may provide transportation to work, while a mother/grandmother or other women family members may assist with household chores. As for raising children, parents or grandparents may help with childcare. According to the respondents, family support is crucial when raising young children, because the salary of a civil servant may not be sufficient to cover the costs of a nanny or caregiver. Without family support, an employee may be forced to choose between work and caring for their children. It is worth noting that women are more likely to face this dilemma than men.

A significant finding is that women who reported that their spouses helped with work and household chores were primarily referring to emotional support and understanding of the women's inability to do this work, rather than an equal division of labor (they did not express dissatisfaction with a messy house or uncooked dinner).

Only few men respondents were identified among employees at central level who believed that family affairs are not a sole prerogative of women. Some of them believe that, a man should not only help a woman but also share the work.

The overwhelming majority of respondents believe that the attitudes and behaviors regarding the division of household chores among young people employed in the civil service have changed significantly. Nowadays, most young families live separately from older generations.

⁷ This issue is not currently regulated by legislation or by-laws. In 2014, the agencies introduced internal regulations and individual acts that allowed parents of young children to arrive at work 30 minutes late, as per the Prime Minister's oral statement.

While in the past, family support meant help from older generations in family affairs, now it specifically means supporting one's spouse and children. The respondents reported a decrease in the traditional practice of multiple generations living together in Georgia. Young people are experiencing less pressure caused by gender stereotypes and are more involved in family affairs. They also support each other in career advancement.

Unmarried respondents living with older generations believe that the division of household chores by the older generation has helped them avoid delays in their careers.

The majority of respondents (85.5%) believe that men and women with the same professional qualifications and skills receive equal pay. It is noteworthy that a higher percentage of men (94.94%) than women (89.9%) believe in equal pay and this difference is statistically significant (reliable sig.: <0.05). Additionally, 84.2% of respondents believe that the information on salary is transparent.

When asked whether men are motivated or rewarded more often compared to women for their performance, the majority of respondents (87.5%) stated that motivation and rewards are given equally. Almost as many respondents believe that either a woman (2.2%) or a man (2.5%) is more motivated, while 7.8% found it difficult to answer. The results for women and men are almost identical with 95.8% of women and 93.3% of men believing that they are equally motivated.

An equal number of respondents, 88.5%, believe that men and women are equally rebuked publicly due to poor work performance. This opinion is shared by both women (89.3%) and men (90.7%).

Relatively more respondents (14%) believe that women are given more privileges due to family difficulties, study, distance from residence, etc., compared to men (0.6%). 5.5% of respondents have no answer to this question. However, the majority (79.9%) believe that both genders enjoy equal privileges. When comparing the results by gender, a greater number of men (17%) think that women are given more privileges than men. The same is true for 13.5% of women.

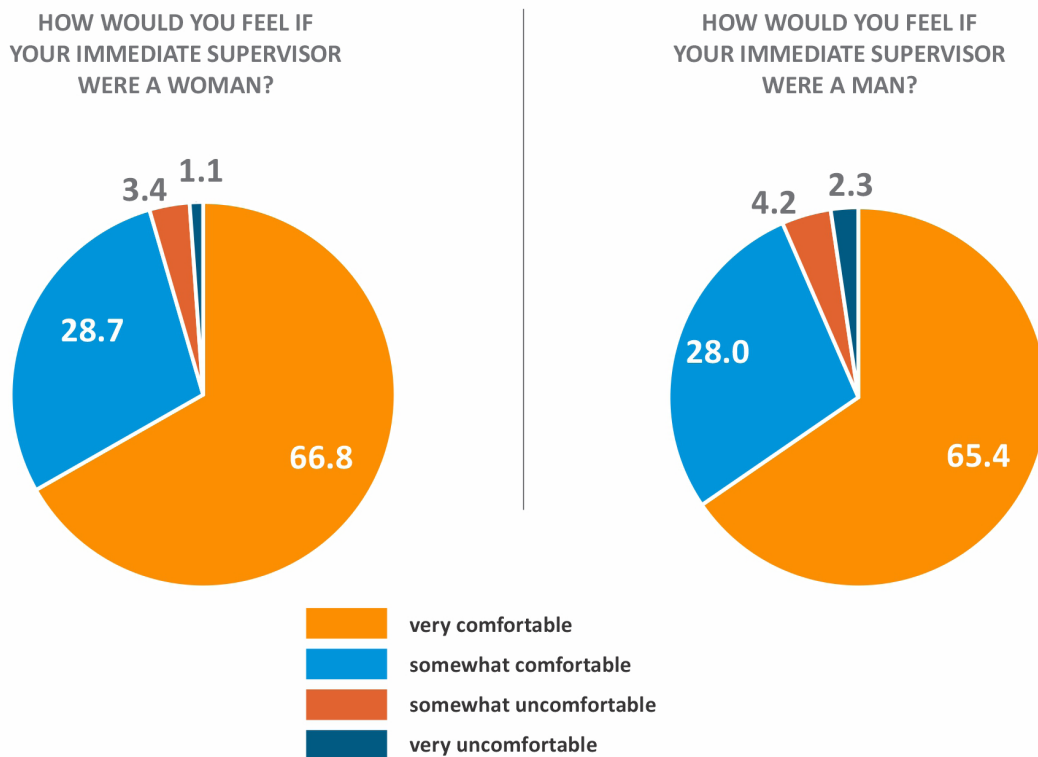
An equal number of respondents believe that the results of women's and men's work are equally visible at work (87.5%), and they are equally listened to and asked for their opinion during discussions, debates and arguments (87.9%). However, relatively fewer (78.3%) think that women and men have equal influence/power at work. 13.4% of respondents think that a man has more influence, and 4.7% think that a woman does. When comparing results by gender, a slightly higher percentage of women (6.3%) than men (4.7%) believe that men have more power and influence than women.

59.4% of respondents reported having a men immediate supervisor, while 40.6% reported having a women immediate supervisor. 75.7% of respondents believe that both men and women supervisors are equally good. 15.1% of respondents believe that a man is a better supervisor than a woman, and 9.3% believe that a woman is a better supervisor.

Based on the survey results, it appears that the gender of a supervisor does not affect the frequency of negative feedback or public rebukes towards subordinates. 82.5% of respondents believe that both men and women supervisors give public rebukes and negative feedback equally.

The distribution of answers to the question “How would you feel if your immediate supervisor were a woman/man?” indicates that the gender of a supervisor does not matter to most of the respondents. The majority of respondents feel very comfortable / somewhat comfortable to work with both men and women supervisors (See Figure 3. How do you feel about having a women/men as your immediate supervisor?).

Figure 3. How do you feel about having a women/men as your immediate supervisor?



The qualitative research supported the findings of the quantitative research. Respondents reported that women and men receive equal pay for the same position and are motivated or punished in the same way. However, the qualitative research revealed a slight difference in perception: while employees of central government believe that the performance of both genders is equally visible, employees of local government believe that women’s performance is less visible. In municipalities, men tend to hold more managerial positions, while women are more prevalent in middle and lower ranks. Women’s work is often presented by men, leading to the erasure of their contributions.

According to several respondents, promotion in civil service is often based on loyalty and a less critical attitude towards superiors rather than gender. Criticizing and expressing dissatisfaction with current processes in the institution, even with the intention of improving them, is likely to be viewed negatively by supervisors and could hinder promotion opportunities.

The qualitative research revealed varying opinions on the supervisor's gender. Some respondents showed sensitivity towards the gender of their supervisor. While the majority agreed with the results of the quantitative research, stating that the gender of their supervisor did not matter, most women still believed that in the context of labor relations, both men and women prefer a man boss over a woman. Women employees provided the following reasons for potentially preferring a man supervisor to a woman supervisor:

1. Men are more loyal to women than women. Men managers are more forgiving of minor mistakes made by women and are more considerate of family conditions.
2. Men managers are often more self-confident and may not feel the need to prove their suitability for their position. In contrast, women managers may feel the need to prove not only their qualifications, but also that women can be successful managers. As a result, women managers may be more likely to focus on details, be meticulous, and draw attention to flaws. They may also react more strongly to minor mistakes.
3. Competition is generally seen as more intense among women than between women and men. A woman may more readily yield her position in a competition with a man manager, whereas competition with a woman is often regarded as an "equal battle." As a result, the relationship between a manager and an employee may become strained.
4. Men tend to take on responsibility more easily and are less hesitant to assume managerial positions. In contrast, women are more hesitant to take on such roles, especially in fields such as finance, audit, supervision, etc.⁸

Most women interviewed believe that men heads of the organizations prefer to have men as subordinate middle managers. This is because it is easier to have business relations with them than with women.

Men provided different answers, stating that the gender of an immediate supervisor in business affairs is insignificant. They also believe that the gender of their boss is not important to women either.

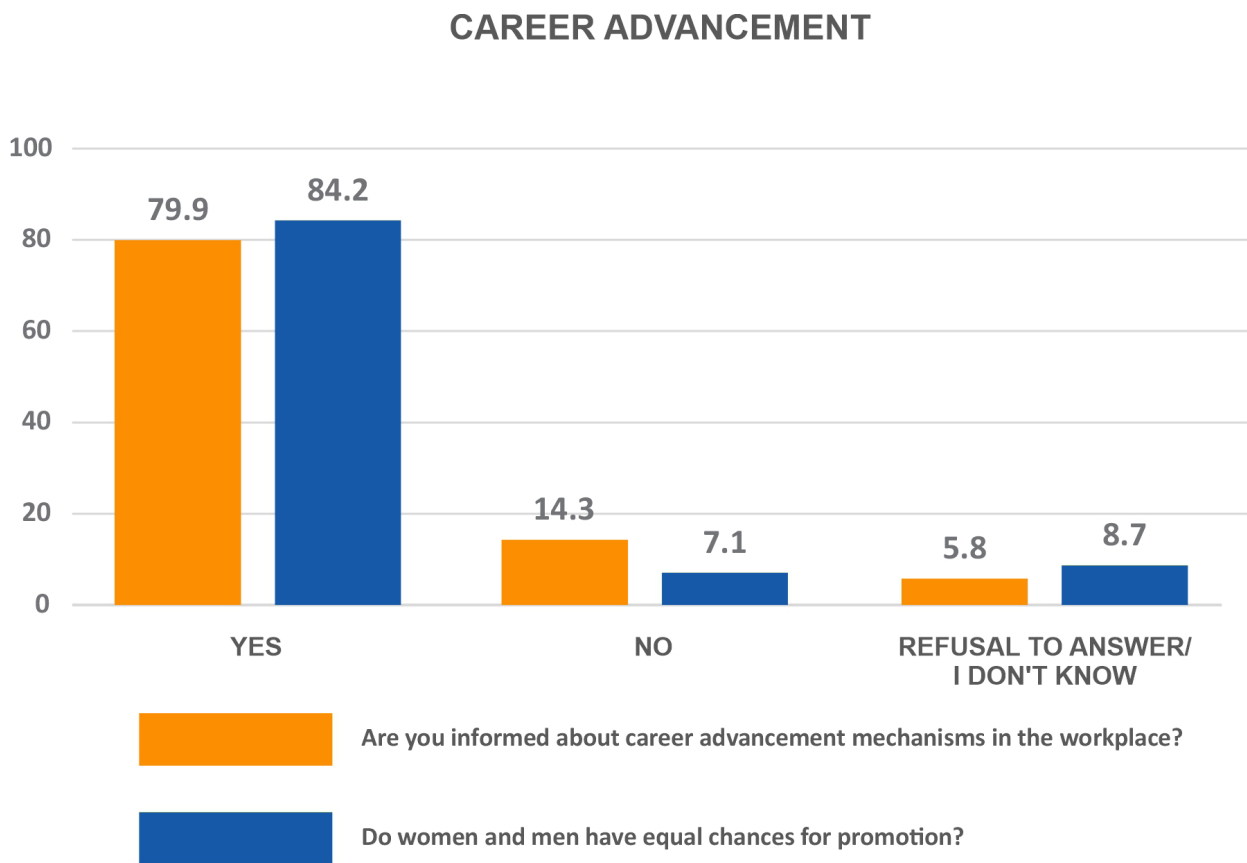
⁸ This statement is based on interviews. The study did not aim to statistically verify whether the mentioned areas are gender-segregated.

CAREER

The majority of respondents (79.9%) reported that they are aware of promotion opportunities at their workplace, whereas 14.3% reported being unaware, and 5.8% refused to answer.

Regarding equal promotion opportunities for women and men, 84.2% of respondents believed they exist, while 14% disagreed and 8.7% refused to answer (see Figure 4 Career advancement).

Figure 4 Career advancement

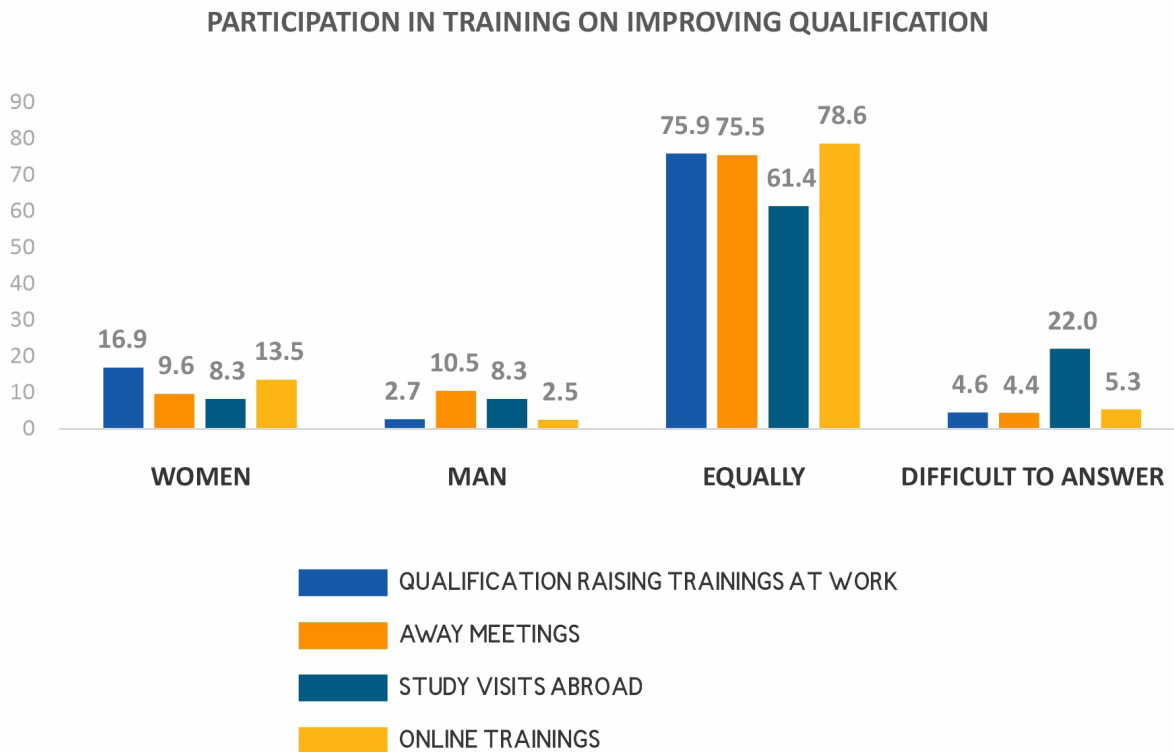


The majority of respondents stated that both men and women participate equally in activities aimed at promoting professional development, such as training sessions, online courses, study visits abroad and external meetings.

However, some respondents reported that women are more active in capacity building activities at work than men with 16.9% of women participating in capacity building trainings compared to only 2.7% of men, and 13.5% of women participating in online trainings compared to only 2.5% of men.

More than one fifth of respondents (22%) found it difficult to answer the question “Do women or men participate more in study trips abroad (See Figure 5. Participation of women/men in training on improving qualification).

Figure 5. Participation of women/men in training on improving qualification



It is noteworthy that a higher percentage of women respondents believe that women are more actively upgrading their qualification compared to men respondents. Specifically, 18.1% of women respondents believe that women are more actively involved in professional development training at work, and 14% believe that women are more active in online training. In comparison, 14.5% and 12.5% of men respondents, respectively, hold the same belief.

During the interviews, respondents noted that trainings are offered equally to women and men. However, women may face difficulties attending trainings that require them to leave their families for an extended period, especially if they have young children. Men respondents confirmed this statement and added that women’s participation is higher in trainings that do not require leaving the city. The Zurab Zhvania School of Public Administration was cited as an example of an institution that provides good opportunities for professional development. However, attending 2-3-week courses at the school, which is located in Kutaisi, can be more challenging for women than men due to family responsibilities. The respondents also noted that women have a greater desire to develop and acquire new skills than men. Additionally, women often request to attend trainings to eliminate knowledge gaps.

The qualitative research has confirmed that women and men are equally aware of the possibility of career advancement. However, as with the quantitative research, some believe that men have a greater chance of being promoted and appointed to a managerial position.

Some women respondents believe that men are more capable of taking responsibility and making important decisions than women. Due to this, women sometimes avoid promotion and prefer to work in a familiar and comfortable environment.

Some women expressed the opinion that men may prefer to have other men appointed to managerial positions because they find it easier to discuss business with each other than with women.

GENDER AWARENESS

77.8% of respondents believe they are aware of gender issues, while 22.2% say they are not.

Both men and women respondents consider themselves almost equally aware of gender-related issues, with women at 77.1% and men at 79.6%.

Among the age groups, the majority of civil servants interviewed from the 25-34 age category (82.2%) believe that they are aware of gender issues. For the other age categories, 74-77% consider themselves aware.

The distribution of results by types of government agencies is quite interesting: 81.3% of respondents from local self-government agencies, 78.2% of respondents from central level agencies and 59.1% of respondents from LEPLs consider themselves aware of gender issues. The difference between central and local agencies is not statistically significant. However, it is important to note the distinction between representatives of LEPLs and those of central and local level agencies. This difference is statistically significant (reliable sig.: <0.05). Additionally, there is a significant difference in awareness between representatives of regional and Tbilisi-based LEPLs, with respondents from regional LEPLs exhibiting lower levels of awareness than those from Tbilisi-based LEPLs. 42.9% of respondents from regional LEPLs and 62.2% from Tbilisi-based LEPLs reported awareness of gender issues.

Based on the geographical distribution of the results, respondents living in regional cities reported the highest level of awareness at 82%, followed by those in Tbilisi at 73.9% and those in villages/settlements at 69.3%. The difference between these groups is statistically significant (reliable sig.: <0.05).

According to the informed respondents, the media (48.7%) and gender-related training sessions (36%) are the primary sources of information about gender issues. Additionally, 7.7% of respondents are members of the Gender Equality Council⁹.

Based on the qualitative research, the majority of respondents reported being aware of gender issues. However, they expressed a desire for a deeper understanding of specific topics, such as: 1. Gender discrimination in the workplace, prevention and response mechanisms. 2. Gender budgeting. 3. Gender stereotypes and distribution of power.

According to the majority of respondents who are aware of gender issues, training sessions organized by international organizations are a more significant source of information than the media. However, it has been noted that the motivation to attend gender training sessions is not always high.

The research revealed that municipal employees emphasized the importance of having a deep understanding of gender budgeting issues. Women were found to be more sensitive to this topic than men, considering gender budgeting to be a crucial and timely process. In contrast, men municipal employees viewed gender budgeting as a more artificial process than women.

A small number of respondents from central level agencies rely on the media as their primary source of information on gender issues. They have not received any training on this topic at their workplace, nor have they sought information on their own initiative. Therefore, respondents are unaware of the relevance of the information they possess and do not rate their gender awareness highly.

ATTITUDES TOWARDS GENDER EQUALITY

Respondents were given the opportunity to evaluate various statements on gender equality using a 4-point scale (1 - completely agree, 2 - agree, 3 - disagree, 4 - completely disagree).

85.7% of the respondents agreed with the statement that a woman and a man with the same qualifications perform their work equally well.

79.2% of the respondents agreed that the involvement of more women in politics would be positive for the country. However, approximately one-fifth of the respondents agreed with the statements that “politics is more suitable for men than women” and “men are better political leaders than women.”

9 “The municipal Sakrebulo shall establish a Municipal Gender Equality Council to ensure systematic work on the gender-related issues within the municipality and the coordinated collaboration with the Standing Parliamentary Council on Gender Equality established by the Parliament of Georgia; the composition, status, functions and authorities of the Council shall be defined by the Rules of Procedure of the municipal Sakrebulo and by the Statute of the Municipal Gender Equality Council, which shall be approved by an appropriate Sakrebulo.” The Law of Georgia on Gender Equality, Article 13, Paragraph 1¹, available at <https://matsne.gov.ge/en/document/view/91624?publication=9>

In addition, 58% of the respondents believe that women face more obstacles to career advancement than men. Almost half of the respondents (48.9%) agreed with the statement that “gender equality has already been achieved.”

Only a small number of respondents agree with the statements – “When women work, they take jobs away from men” (8.2%) and “When women get rights, they actually take these rights away from men.” (See Table 10. Opinions on gender equality.)

Table 10. Opinions on gender equality

	% (sum of “I completely agree” and “I agree” responses)
Gender equality has already been achieved	48.9
Actions taken today to achieve gender equality mostly benefit the wealthy	35.3
When women work, they take jobs away from men	8.2
When women get rights, they actually take these rights away from men	7.8
Men are better political leaders than women	20.8
A woman with the same qualifications does the job just as well as a man.	85.7
Women face more obstacles to career advancement than men.	58.2
The involvement of more women in Georgian politics will be positive for the country.	79.2
Politics is more suitable for men than women	20.6

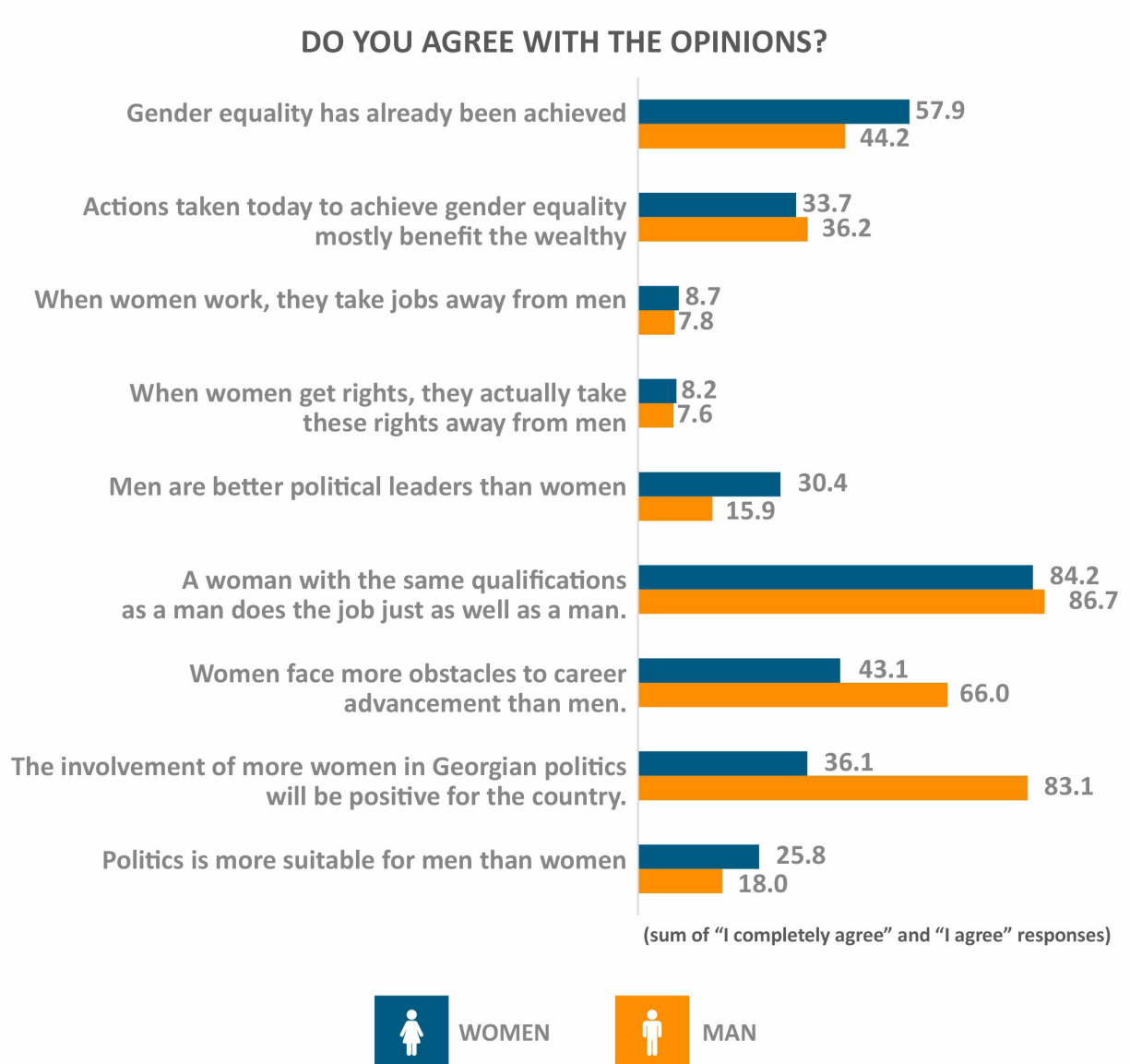
Gender equality opinions differ between men and women.

Women are more likely to agree that women face more obstacles to career advancement (this difference is statistically significant (reliability sig.: <0.05)); involvement of more women in politics will be positive for the country; furthermore, women are more likely to believe that men and women can perform equally well in their jobs, given equal qualifications.

Men are more likely to believe that politics is more suitable for men and that men make better political leaders than women. Additionally, men are more likely than women to believe that gender equality has already been achieved. This difference is statistically significant (reliability sig.: <0.05).

More men than women agree with the statements that if women get rights, they take away those rights from men, and if they work, women take away men’s jobs (See Figure 6 Opinions on gender equality. Distribution by sex).

Figure 6 Opinions on gender equality. Distribution by sex

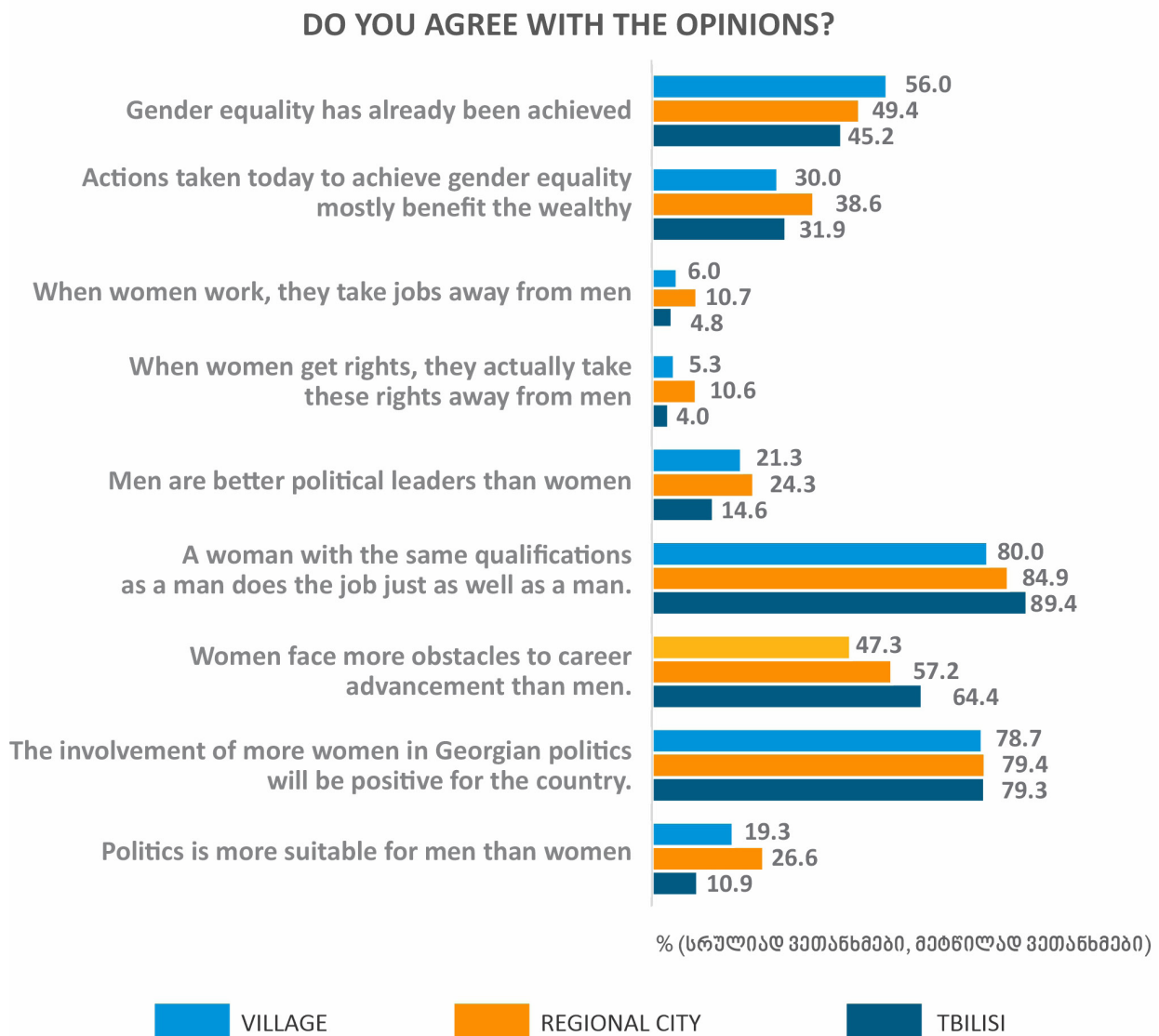


Although more of the respondents living in the regions consider themselves aware of gender compared to those living in the capital and rural areas, this group is less sensitive to several gender-related issues than respondents from Tbilisi. In particular, respondents from Tbilisi are more likely to agree that women and men perform their work equally well in case of equal qualifications. Additionally, women face more obstacles to promotion than men (these differences are statistically significant, sig.: <0.05); the involvement of more women in politics will be positive for the country.

Furthermore, respondents residing in regional cities are more inclined to believe that politics is a male-dominated field, and men make better political leaders than women. This group of respondents is also more likely to agree with the statement that women taking up jobs deprive men of employment opportunities and that women’s rights come at the expense of men’s rights. It is worth noting that all the above-mentioned differences between the groups are statistically significant (sig.: <0.05).

Respondents living in the village or settlement are less likely to agree with all statements compared to those living in Tbilisi and regional cities (this difference between the groups is statistically significant), except for the statement according to which gender equality has already been achieved - the representatives of the mentioned group are more likely to agree with it (see Figure 7. Opinions on gender equality. Distribution by place of residence).

Figure 7. Opinions on gender equality. Distribution by place of residence



In all six age categories, respondents rated the statement “a woman with the same qualifications as a man performs the job as well as a man” with the highest average score. Additionally, respondents of all ages rated the statement about the positive results for the country from increased women’s participation in politics with a high score. All age groups gave the lowest ratings to the statement that women are taking away rights and jobs from men due to gaining rights and work (percentage distribution of responses, see Table 11. Opinions on gender equality. Age distribution).

Table 11. Opinions on gender equality. Age distribution

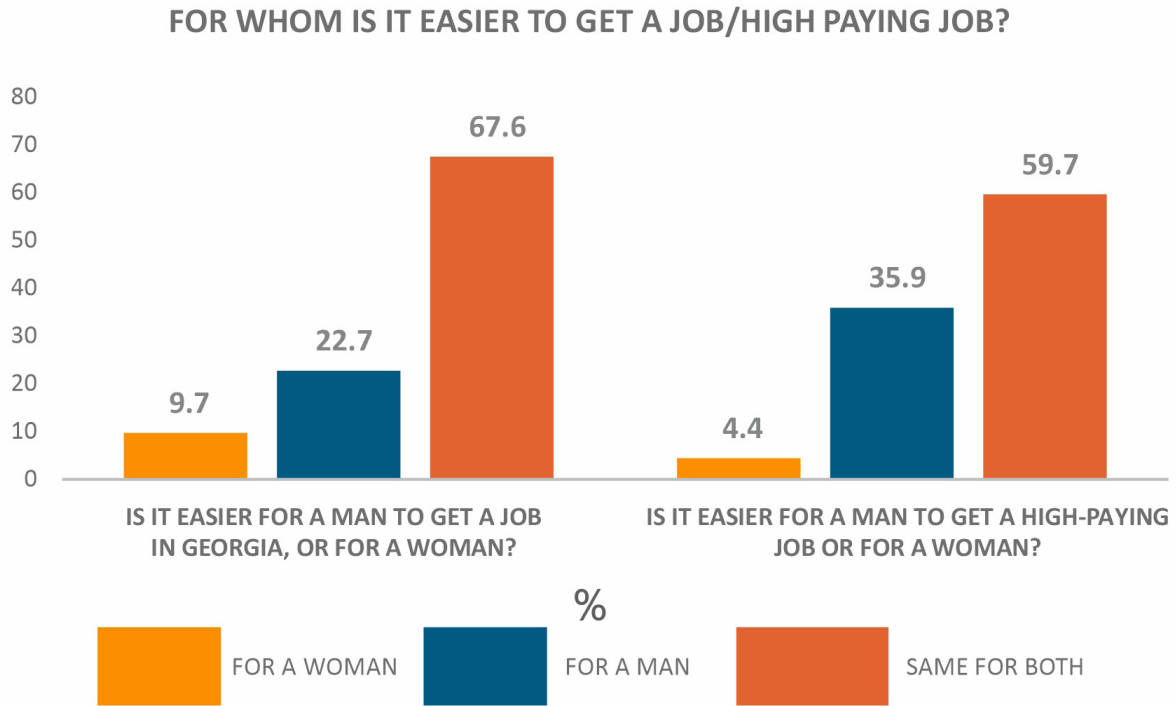
	(sum of “I completely agree” and “I agree” responses)					
	18-24	25-34	35-44	45-54	55-64	65+
Gender equality has already been achieved*	42.9	40.1	50.0	52.7	60.9	56.7
Actions taken today to achieve gender equality mostly benefit the wealthy	28.6	37.7	31.2	37.2	37.5	66.7
When women work, they take jobs away from men*	7.1	5.6	7.3	10.5	11.7	56.7
When women get rights, they actually take these rights away from men*	7.1	5.6	7.3	10.5	11.7	56.7
Men are better political leaders than women*	14.3	14.9	18.3	27.4	27.3	33.3
A woman with the same qualifications as a man does the job just as well as a man*	89.3	87.1	84.8	84.5	85.2	90.0
Women face more obstacles to career advancement than men.*	57.1	64.6	58.4	54.2	52.3	46.7
The involvement of more women in Georgian politics will be positive for the country	75.0	81.3	79.2	78.0	79.7	70.0
Politics is more suitable for men than women*	10.7	14.9	20.5	23.8	28.9	30.0

The difference is statistically significant (sig.: <0.05).

67.6% of civil servants believe that job opportunities are equal for both genders. However, 22.7% of those who disagree with this view believe that men have an advantage in getting a job, while 9.7% believe that women have an advantage.

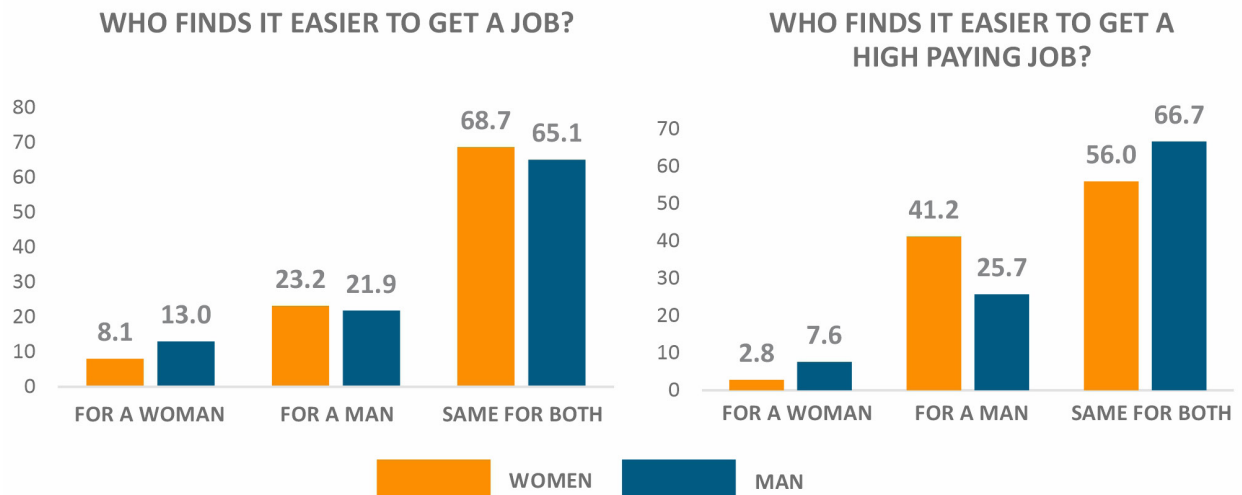
58% of respondents believe that representatives of both genders have equal opportunities to find well-paid jobs. However, more than one-third (35.9%) of respondents believe that men have an advantage in finding such jobs, while only 4.3% believe that women have an advantage (See Figure 1 Number of children under 18 years old).

Figure 8. Who finds it easier to get a job/high-paying job



A larger percentage of women (41.25%) than men (25.7%) believe that it is easier for men to find well-paid jobs (see Figure 9. Who finds it easier to get a job/high-paying job. Distribution by sex).

Figure 9. Who finds it easier to get a job/high-paying job. Distribution by sex

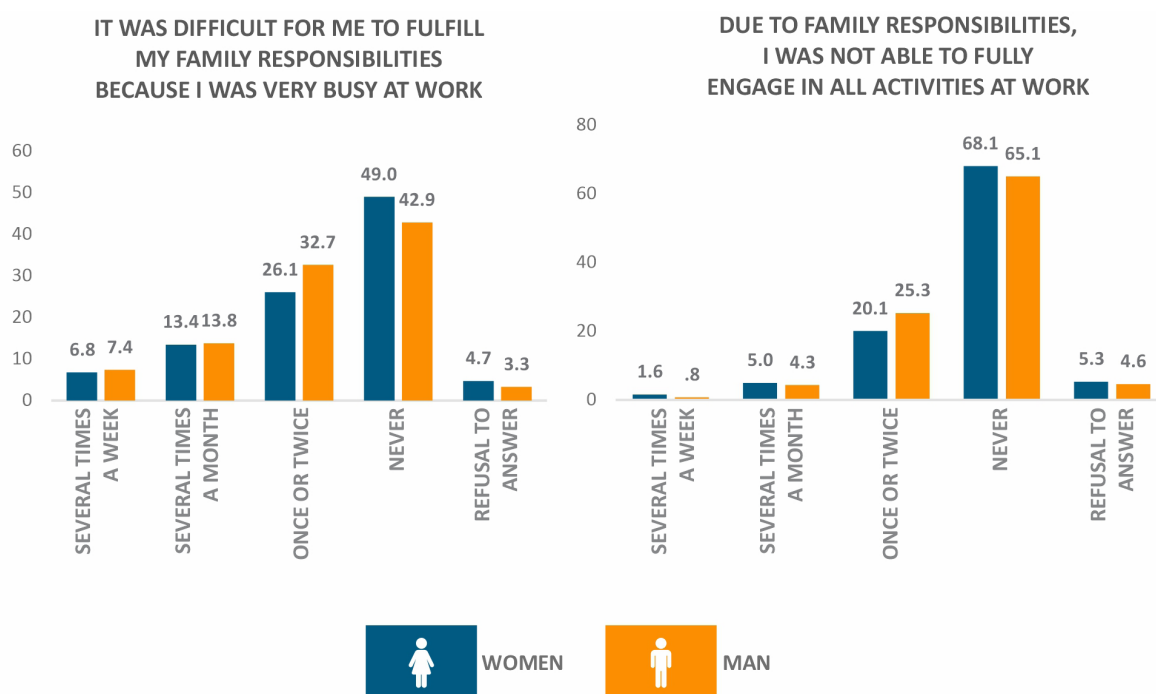


During the qualitative research process, some women respondents noted that it is easier for women to find unskilled work due to their willingness to “agree to many things” and avoid idleness. This contrasts with men who may find it difficult to accept a job or position different from their perception of a “good job.” Respondents noted that it is easier for men to find a high-paying job, because such jobs are often associated with high positions that come with heavy responsibilities and workloads. The respondents believe that men are better equipped to handle these demands because they are not burdened with family responsibilities and childcare, unlike women.

The survey results indicate that women are better able to balance family and work responsibilities. Specifically, almost half of women respondents, 49%, reported never finding it difficult to fulfill family responsibilities due to work. 42.9% of men say that their busy work schedule does not make it difficult for them to fulfill their family responsibilities.

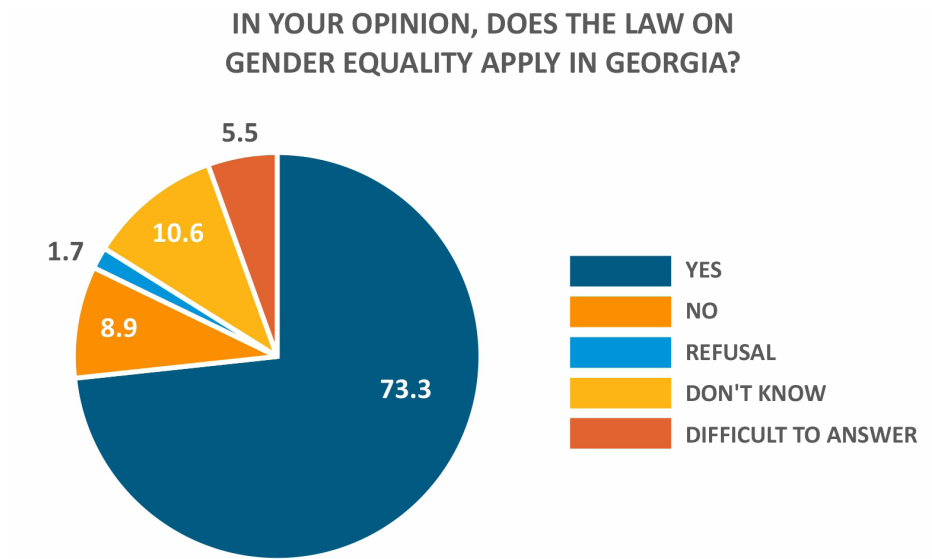
Both men and women face challenges in fully participating in work activities due to family responsibilities. Although the data shows no statistically significant difference in the responses of men and women respondents (Sig.:>0.05), there is still a slight difference (see Figure 10. Combination of official and household duties. Distribution by sex).

Figure 10. Combination of official and household duties. Distribution by sex



73.3% of the interviewed civil servants are aware of the law on gender equality in the country. 10.6% are not aware of its existence, and 8.9% believe that the law is not in effect. 5.5% found it difficult to answer, and 1.7% refused to answer (see Figure 11. Awareness of gender equality legislation).

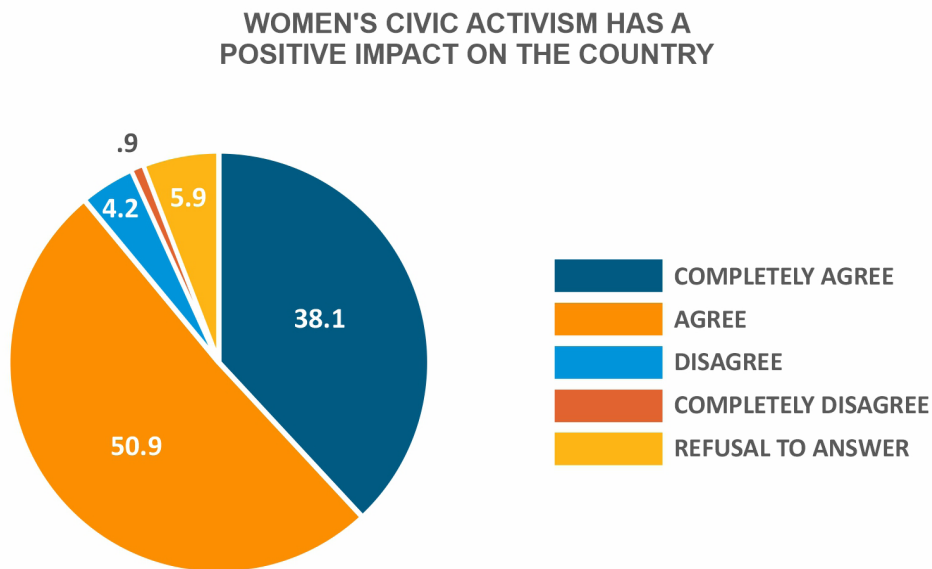
Figure 11. Awareness of gender equality legislation



62.8% of respondents understand gender equality as the equality of men and women. More than a quarter (26.6%) believe it means equal rights for both genders within the family, while 10.6% view it as promoting women’s rights¹⁰.

When evaluating women’s civic activism, 38.1% of respondents completely agreed with the statement “Women’s civic activism has a positive effect on the country”, while half of respondents (50.9%) agreed, and a small part (4.2%) disagreed. 5.9% refused to answer. It is noteworthy that men tend to agree with this statement less than women, and the number of supporters decreases with age (see Figure 12. Influence of women’s civic activism).

Figure 12. Influence of women’s civic activism



¹⁰ Respondents were given the opportunity to select multiple responses. The results were calculated based on their responses.

88.3% of respondents are aware that men have the right to take paternity leave as per Georgian legislation. Additionally, 89.3% of respondents believe that a law providing paternity leave is necessary. However, compared to this data, a smaller percentage of respondents (79.8%) would actually use such leave¹¹.

The qualitative research supported the quantitative research data on attitudes towards gender equality. According to civil service employees, men and women have equal opportunities. The majority of respondents believe that gender equality has not yet been achieved. Most survey participants believe that the situation has changed recently, and society has become more sensitive to gender equality, but gender stereotypes opposing equality between men and women still persist in a large part of society. While gender inequality is less acute in the civil service, respondents note that gender stereotypes still exist in this part of society as well. However, the values, behavior and established formal or informal rules in the civil service can influence the attitudes and behavior of individuals working there. According to them, people working in the civil service are sensitive to gender equality.

Most of the interviewees believe that civil service is perceived as a job more suitable for women than for men due to salary and work schedule considerations. This perception is based on the belief that a woman's salary is more appropriate than a man's salary, as society still expects men to provide for their families financially. Although it is commonly believed that women bear the burden of care work and struggle to balance work and home responsibilities, it is still important for men to have a flexible work schedule to accommodate multiple paid activities. However, it was acknowledged that certain civil services, such as law enforcement agencies, supervision and infrastructure services, may be better suited for men employees. If a man job seeker has the option of choosing a public institution, he is more likely to choose the institution that is considered "more suitable for a man", regardless of salary and work schedule flexibility.

Both men and women have the same opinion about family planning and deciding how many children to have. They believe that this matter should be mutually agreed upon with the family.

Respondents employed in the civil service welcome the existing rule on maternity leave as a step forward in achieving gender equality. Although few examples were given of men in civil service taking paternity leave, it was noted that this issue is not yet widespread and remains a matter of positive but behind-the-scenes discussion. Age was found to be a significant factor in a man's decision to take paternity leave. According to the respondents, women find it more natural for men to take paternity leave than men themselves do. The use of paternity leave by men is also perceived as more natural by younger people than by middle-aged and older individuals. It has been suggested that more men may want to take paternity leave but refrain from doing so due to societal pressure. One opinion expressed is that it would be beneficial for both men and women to alternate taking maternity leave. This rule could increase men's involvement in childcare, promoting gender equality. It is worth noting that this opinion was expressed by a man respondent.

¹¹ The calculation is based on the total number of respondents.

Respondents noted that women have become more active in politics recently. Although women leaders of political parties are still rare, still women politicians are more visible than in previous years. During the interviews, respondents recalled women mayors who defeated men in elections.

Both men and women are equally positive about women’s involvement in politics and believe that women may be more sensitive to certain issues. Women, having experienced surviving in the company of dominant men, may possess better skills than men in finding a way out of deadlock situations. In contrast, men may resort to open conflict in similar situations. During the interviews conducted in various regions, it was noted that women activists have had a positive impact on drafting of priority documents, development of social programs, and gender budgeting process. This highlights the importance of increasing women’s participation in politics.

GENDER ROLES

Respondents rated their level of agreement with the statements describing gender roles on a 4-point scale. Estimates vary by gender, regional affiliation, and levels of government agencies (Percentage distribution of responses. See Table 12. Attitudes towards gender roles. Woman/Man; Table 13. Attitudes towards gender roles. Distribution by levels of government structures; Table 14. Attitudes towards gender roles. Distribution by regions).

Table 12. Attitudes towards gender roles. Woman/Man

	% (sum of “I completely agree” and “I agree” responses)	
	Women	Man
A woman's main duty is to take care of the family, not to develop a professional career*	4.8	9.4
The mother's responsibility is to change the baby's diaper, bathe and feed him. *	9.4	22.2
The man should have the final say in family decisions.*	5.9	25.0
A woman has to endure violence to support her family.	1.2	2.3
A good wife will never question her husband's thoughts and decisions, even if she disagrees with him.*	7.7	17.3
Women in Georgian society have the opportunity to plan and manage their own personal lives.*	64.4	77.0
Men in Georgian society have the opportunity to plan and manage their own personal life.	84.4	87.8

	% (sum of “I completely agree” and “I agree” responses)	
	Women	Man
A man needs other women, even if he has a good relationship with his wife.*	4.2	11.0
There are situations when a woman deserves to be beaten.	1.6	2.6
The woman is responsible for not getting pregnant.*	11.6	12.8
It is mainly a man's duty to work and earn money for his family.*	9.6	24.0
Women who carry condoms are easily available*	5.9	13.8
It is unacceptable for a woman to ask her husband to use a condom.*	4.6	10.5
A man and a woman should decide together what kind of contraception to use.*	78.0	79.8
Violence between husband and wife is a private matter and others should not interfere.*	11.2	16.1
A woman should not tell her husband to refuse sex.*	3.4	12.0
After meeting the needs of the family, a woman should be able to spend her own money as she sees fit, without the permission of others.*	83.3	81.6
A woman is valued more for her family than for her career success.*	18.1	26.3
If the wife has a job and the husband does not, the husband must take on most of the household chores.*	52.8	65.8
If the husband works and the wife does not, the wife must take responsibility for the household chores that the man usually does.*	27.0	31.9
It is better for a preschooler if the mother does not work.*	25.9	37.8
Having a job is the best way for a woman to feel independent.*	75.4	62.0
It is better to be in a bad marriage than to be single.*	5.6	9.7
Violence against women and girls is a serious challenge in Georgia*	81.6	70.7
Abortion is a woman's right*	50.3	36.0
The state must ensure access to abortion services for women*	53.2	45.9

	% (sum of “I completely agree” and “I agree” responses)	
	Women	Man
Contraceptives should be free for socially vulnerable and rural women*	73.1	64.3
It is a woman's autonomous right to decide whether, when, and how many children she will have*	64.5	42.9
Single mothers should enjoy a number of state benefits	91.9	90.8
A man's most important role is fatherhood*	43.2	52.3
A man should be involved in family affairs as much as a woman	60.2	66.8
To be a man, you need to be physically strong*	15.1	20.2
Education is more important for a boy than for a girl	3.1	3.1
Feminists and women's rights activists are commended for their courage*	65.6	53.6
Gender quotas are an important temporary mechanism to enhance women's political participation*	62.1	52.3
Feminists and women's rights activists are commended for their courage*	65.6	53.6
Gender quotas are an important temporary mechanism to enhance women's political participation*	62.1	52.3

The difference is statistically significant (sig.: <0.05).

Table 13. Attitudes towards gender roles. Distribution by levels of government structures

	% (sum of “I completely agree” and “I agree” responses)		
	Central level	Local level	LEPL
A woman's main duty is to take care of the family, not to develop a professional career*	5.6	7.2	4.5
The mother's responsibility is to change the baby's diaper, bathe and feed him. *	9.9	16.6	10.6
The man should have the final say in family decisions.*	5.6	16.9	8.3
A woman has to endure violence to support her family.*	.5	2.1	1.5
A good wife will never question her husband's thoughts and decisions, even if she disagrees with him.*	4.8	15.7	4.5
Women in Georgian society have the opportunity to plan and manage their own personal lives.*	59.4	75.6	59.8
Men in Georgian society have the opportunity to plan and manage their own personal life.	84.4	85.4	88.6
A man needs other women, even if he has a good relationship with his wife.*	5.9	7.2	4.5
There are situations when a woman deserves to be beaten.*	1.1	2.1	3.0
The woman is responsible for not getting pregnant.*	14.5	11.0	10.6
It is mainly a man's duty to work and earn money for his family. *	10.2	16.1	18.2
Women who carry condoms are easily available*	4.6	10.8	8.3
It is unacceptable for a woman to ask her husband to use a condom.*	4.8	7.5	6.8
A man and a woman should decide together what kind of contraception to use.*	84.9	72.3	91.7
Violence between husband and wife is a private matter and others should not interfere.*	8.1	16.3	9.1
A woman should not tell her husband to refuse sex.*	4.3	7.6	5.3
After meeting the needs of the family, a woman should be able to spend her own money as she sees fit, without the permission of others.*	85.5	78.2	97.0
A woman is valued more for her family than for her career success.*	16.1	23.4	21.2

	% (sum of “I completely agree” and “I agree” responses)		
	Central level	Local level	LEPL
If the wife has a job and the husband does not, the husband must take on most of the household chores.*	61.0	53.3	65.9
If the husband works and the wife does not, the wife must take responsibility for the household chores that the man usually does.*	25.3	29.8	32.6
It is better for a preschooler if the mother does not work.*	23.4	32.7	34.8
Having a job is the best way for a woman to feel independent.*	75.0	67.6	75.0
It is better to be in a bad marriage than to be single.*	4.6	8.5	6.1
Violence against women and girls is a serious challenge in Georgia*	81.7	73.4	89.4
Abortion is a woman's right*	54.8	38.2	55.3
The state must ensure access to abortion services for women*	58.9	44.9	56.8
Contraceptives should be free for socially vulnerable and rural women*	78.5	63.0	81.8
It is a woman's autonomous right to decide whether, when, and how many children she will have*	68.0	48.7	68.9
Single mothers should enjoy a number of state benefits*	91.1	90.7	97.0
A man's most important role is fatherhood*	39.5	49.0	51.5
A man should be involved in family affairs as much as a woman*	57.3	65.6	60.6
To be a man, you need to be physically strong*	14.0	20.1	8.3
Education is more important for a boy than for a girl*	1.6	4.0	3.0
Feminists and women's rights activists are commended for their courage*	67.7	56.6	68.2
Gender quotas are an important temporary mechanism to enhance women's political participation	61.8	58.6	50.8

The difference is statistically significant (sig.: <0.05).

Table 14. Attitudes towards gender roles. Distribution by regions

	% (sum of "I completely agree" and "I agree" responses)		
	Tbilisi	Regional city	Village
A woman's main duty is to take care of the family, not to develop a professional career*	6.65	6.61	4.67
The mother's responsibility is to change the baby's diaper, bathe and feed him. *	11.17	13.86	20.00
The man should have the final say in family decisions.*	6.9	14.2	18.0
A woman has to endure violence to support her family.*	1.06	2.05	0.67
A good wife will never question her husband's thoughts and decisions, even if she disagrees with him.*	5.1	13.5	14.7
Women in Georgian society have the opportunity to plan and manage their own personal lives.*	60.64	70.08	82.67
Men in Georgian society have the opportunity to plan and manage their own personal life.	88.30	82.52	90.67
A man needs other women, even if he has a good relationship with his wife.*	5.59	6.30	9.66
There are situations when a woman deserves to be beaten.*	2.1	1.7	37.3
The woman is responsible for not getting pregnant.*	13.03	10.55	16.00
It is mainly a man's duty to work and earn money for his family. *	12.5	15.1	16.7
Women who carry condoms are easily available*	5.59	10.24	8.67
It is unacceptable for a woman to ask her husband to use a condom.*	5.05	6.46	10.67
A man and a woman should decide together what kind of contraception to use.*	87.2	74.0	76.0
Violence between husband and wife is a private matter and others should not interfere.*	8.51	14.65	16.00
A woman should not tell her husband to refuse sex.*	4.52	6.14	11.33
After meeting the needs of the family, a woman should be able to spend her own money as she sees fit, without the permission of others.*	89.36	77.95	86.00
A woman is valued more for her family than for her career success.*	18.09	20.63	28.67
If the wife has a job and the husband does not, the husband must take on most of the household chores.*	67.3	51.0	58.0

	% (sum of “I completely agree” and “I agree” responses)		
	Tbilisi	Regional city	Village
If the husband works and the wife does not, the wife must take responsibility for the household chores that the man usually does.*	29.79	28.66	26.00
It is better for a preschooler if the mother does not work.*	25.80	31.34	34.67
Having a job is the best way for a woman to feel independent.*	73.94	70.24	65.33
It is better to be in a bad marriage than to be single.*	5	8.3	7.3
Violence against women and girls is a serious challenge in Georgia*	85.64	75.28	69.33
Abortion is a woman's right*	59.04	40.31	33.33
The state must ensure access to abortion services for women*	61.97	48.35	32.67
Contraceptives should be free for socially vulnerable and rural women*	80.1	66.9	58.7
It is a woman's autonomous right to decide whether, when, and how many children she will have*	70.5	50.6	52.0
Single mothers should enjoy a number of state benefits*	93.9	89.1	96.0
A man's most important role is fatherhood*	41.22	47.24	54.67
A man should be involved in family affairs as much as a woman*	95.7	88.7	91.3
To be a man, you need to be physically strong*	12.23	18.58	20.67
Education is more important for a boy than for a girl*	4.8	3.5	6.0
Feminists and women's rights activists are commended for their courage*	68.88	58.74	54.67
Gender quotas are an important temporary mechanism to enhance women's political participation*	59.04	59.06	56.67

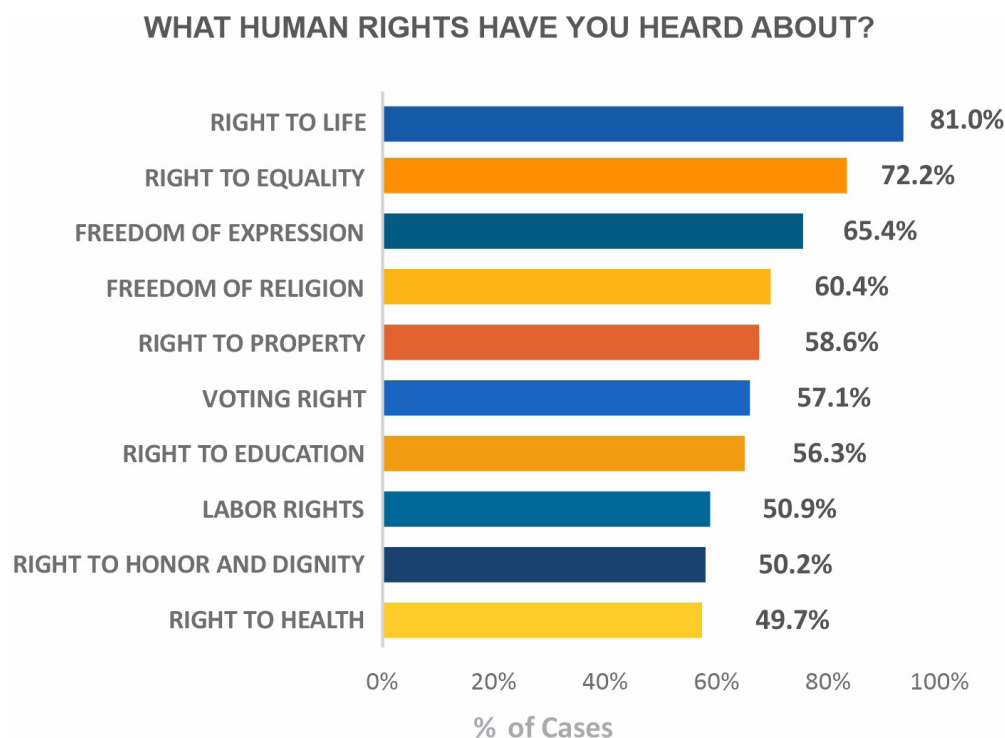
* The difference is statistically significant (sig.: <0.05).

HUMAN RIGHTS

The human right that respondents are most aware of is the right to life, which was most often cited in response to the question “Which human rights have you heard of?”¹² - (81%). Respondents also frequently mentioned the right to equality (72.2%), freedom of expression (65.4%), religion (60.4%) and property (58.6%) (see Figure 13. Awareness of human rights. Top 10 choices. Total (multiple responses possible)).

It is noteworthy that essential rights for a democratic society and state development, such as the right to a fair trial, the right to assemblies and demonstrations, the right to form political parties and associations, the right to form and join a trade union, etc., did not make it into the top ten in terms of frequency of mention (for details, see Appendix 2. Human rights awareness).

Figure 13. Awareness of human rights. Top 10 choices. Total (multiple responses possible)



The respondents rarely used the maximum negative and positive rating when evaluating the protection of human rights of different groups on a 4-point scale.

The respondents consider the LGBTQI+ persons (44.6%), people working in occupations hazardous to health and life (44.4%), and single mothers (32.2%) as the most vulnerable groups. A relatively small number of respondents believe that the rights of representatives of religious and ethnic minorities are not protected (19.3% and 17.3%, respectively) (see Table 15. How well are the human rights of the following groups protected?)

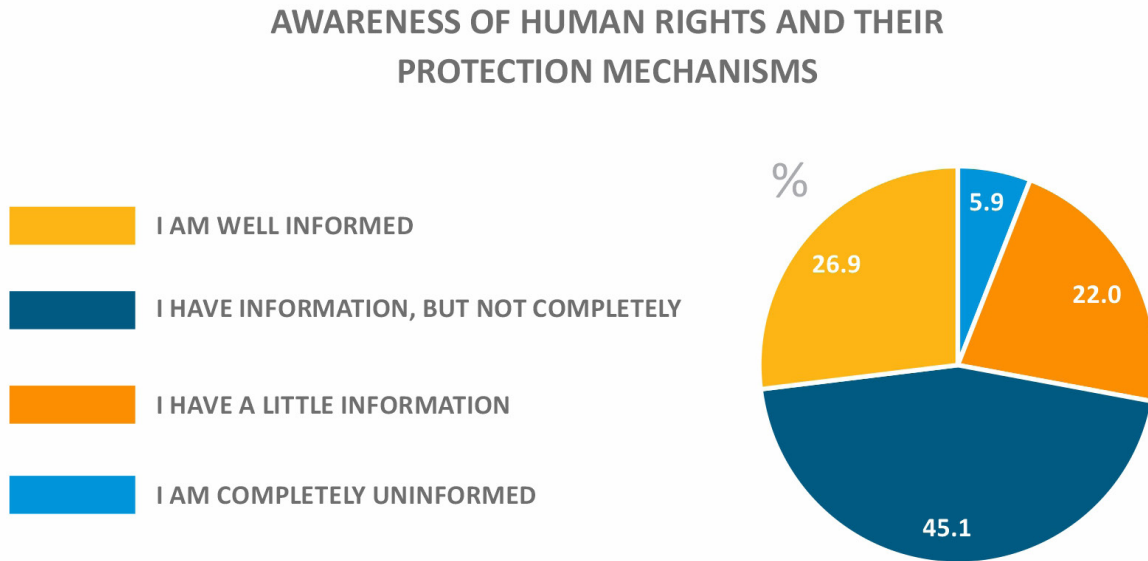
¹² Respondents were given the opportunity to select multiple responses.

Table 15. How well are the human rights of the following groups protected?

	% (sum of responses "completely vulnerable" and "vulnerable")
LGBTQI+ persons	44.6
People working in occupations hazardous to health and life	44.4
Single mothers	32.2
Women	30.7
Disabled persons	30.4
The elderly	30.1
People living in rural areas	25.9
Socially vulnerable	25.3
Persons with substance use disorders	25
Veterans	24.4
Children	24
Convicts	20.9
Refugees, internally displaced persons	20.4
Religious minorities	19.3
National and ethnic minorities	17.3

Most respondents have some, but incomplete information about human rights and their protection mechanisms. Specifically, just over a quarter of respondents (26.9%) are well informed, 45.1% have incomplete information, 22% have little information, and 5.9% are completely uninformed (see Figure 14. Awareness of human rights and their protection mechanisms).

Figure 14. Awareness of human rights and their protection mechanisms



There was no gender difference in perceptions of awareness. Respondents from agencies at the national level consider themselves to be more aware of human rights and their protection mechanisms compared to those working at the local level (see Table 16. Awareness of human rights and their protection mechanisms. Distribution by levels of government agencies)

Table 16. Awareness of human rights and their protection mechanisms. Distribution by levels of government agencies

	Central level	Local level	LEPL
I am completely uninformed	5.80%	5.20%	10.10%
I have a little information	16.30%	24.90%	24%
I have information, but not completely	40.30%	47.20%	48.80%
I am well informed	37.60%	22.80%	17.10%

Compared to respondents from regional cities and villages/settlements, residents of Tbilisi perceive themselves as more informed. The difference was also observed by age: the younger the respondents, the more informed they consider themselves about human rights and their protection mechanisms (see Figure 15. Awareness of human rights and their protection mechanisms. Tbilisi/regional city/village; Figure 16. Awareness of human rights and their protection mechanisms. Age distribution).

Figure 15. Awareness of human rights and their protection mechanisms. Tbilisi/regional city/village

AWARENESS OF HUMAN RIGHTS AND THEIR PROTECTION MECHANISMS

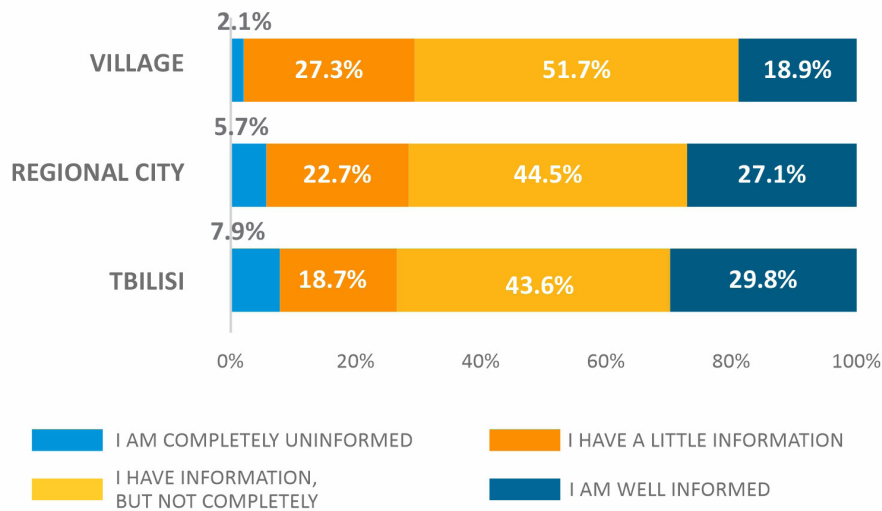
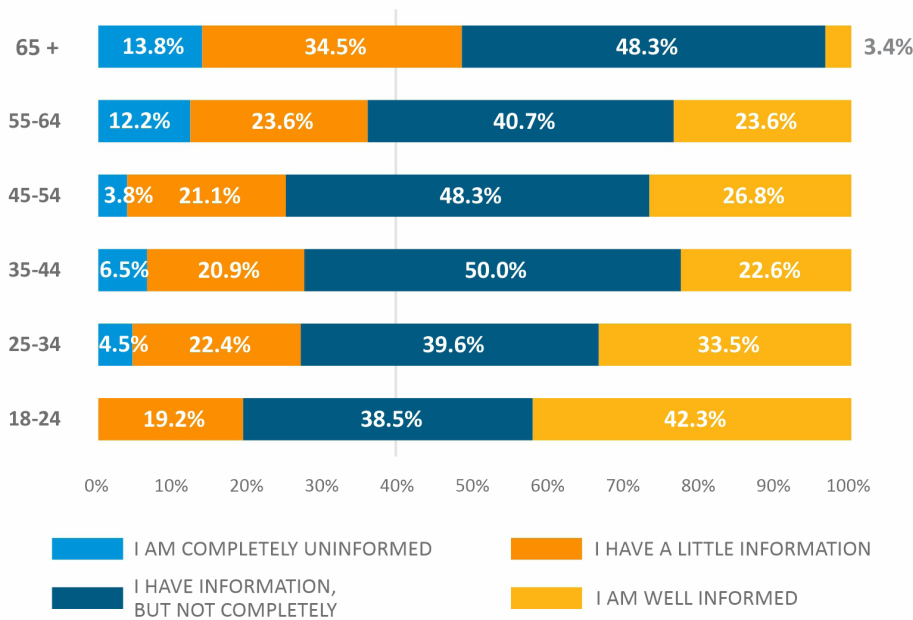


Figure 16. Awareness of human rights and their protection mechanisms. Age distribution

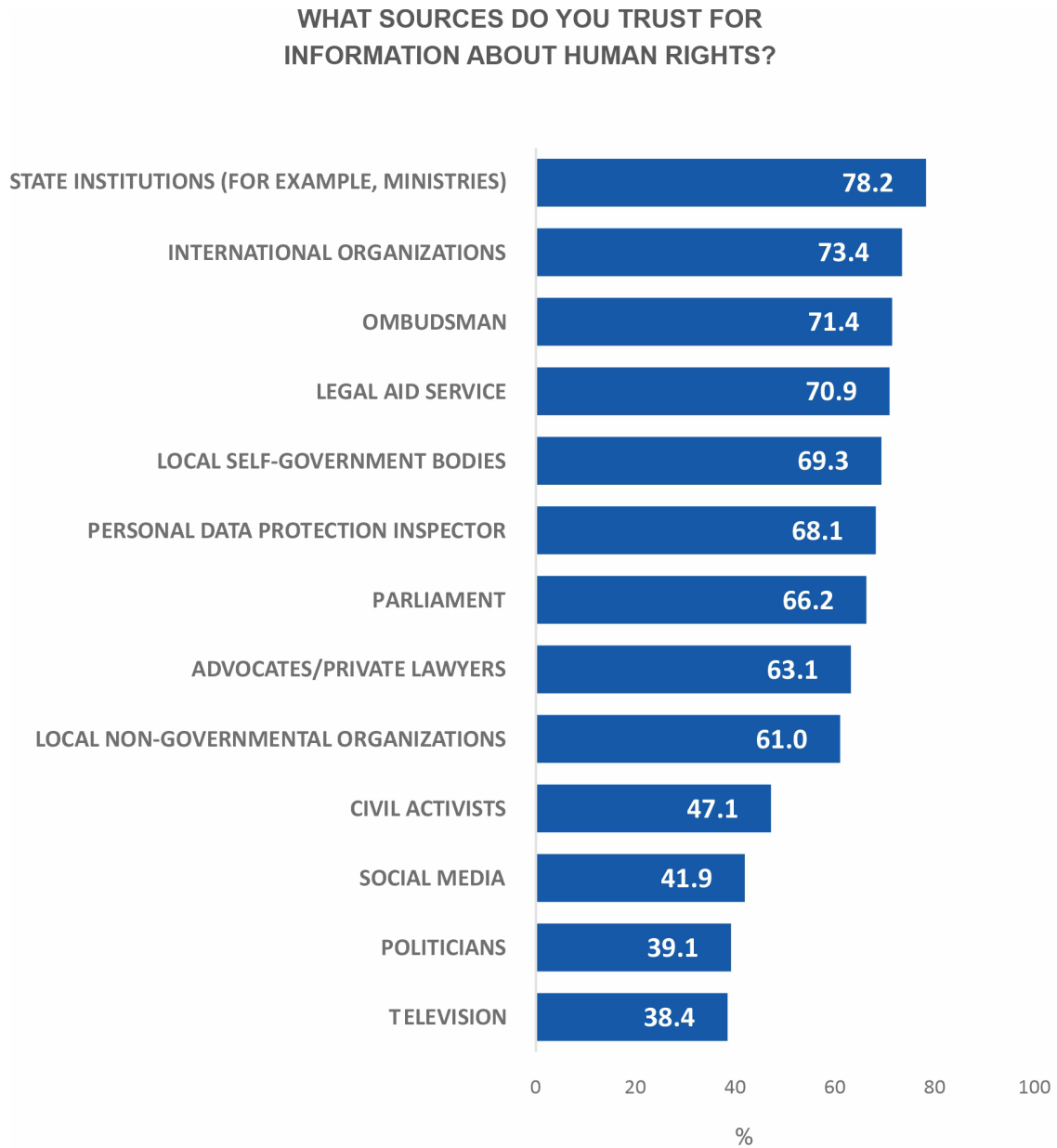
AWARENESS OF HUMAN RIGHTS AND THEIR PROTECTION MECHANISMS



Respondents consider state institutions (78.2%), international organizations (73.4%), and the Public Defender (71.4%) as the most reliable sources of information on human rights.

The least trust is placed in social media (41.9%), politicians (39.1%) and television (38.4%) (see Figure 17. Reliable sources on human rights).

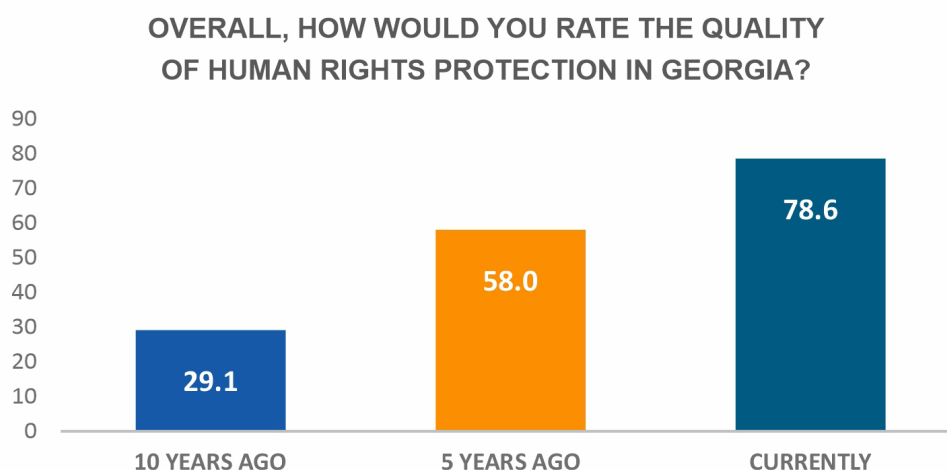
Figure 17. Reliable sources on human rights



THE SUM OF "I COMPLETELY TRUST" AND "I MOSTLY TRUST" RESPONSES

Respondents rated the level of human rights protection 10 years ago, 5 years ago, and currently on a 4-point scale (1 - completely unprotected, 2 - more unprotected than protected, 3 - more protected than unprotected and 4 - completely protected) . According to the results, overall , human rights in Georgia are better protected now than they were 5 and 10 years ago (see Figure 18. Assessment of human rights protection in Georgia).

Figure 18. Assessment of human rights protection in Georgia



Regarding the respondents’ perception of the protection of their own rights, almost an equal number of respondents believe that their rights are protected (45%) or partially protected (46.3%). 5.3% of respondents believe that their rights are not protected, 3.4% find it difficult to answer.

It is noteworthy that more men than women believe that their rights are protected: 52.8% of men and 41.2% of women believe that their rights are protected. (The difference is statistically significant, sig.: <0.05.)

Additionally, more respondents from local level agencies than from central level agencies and LEPLs believe that their rights are protected: 49.8% of servants from local level agencies, 43.5% of servants from central level agencies, and only 25.8% of employees from LEPLs believe that their rights are protected. Differences between groups are statistically significant, sig.: <0.05. (see Table 17. Perception of one’s own rights protection).

Table 17. Perception of one’s own rights protection

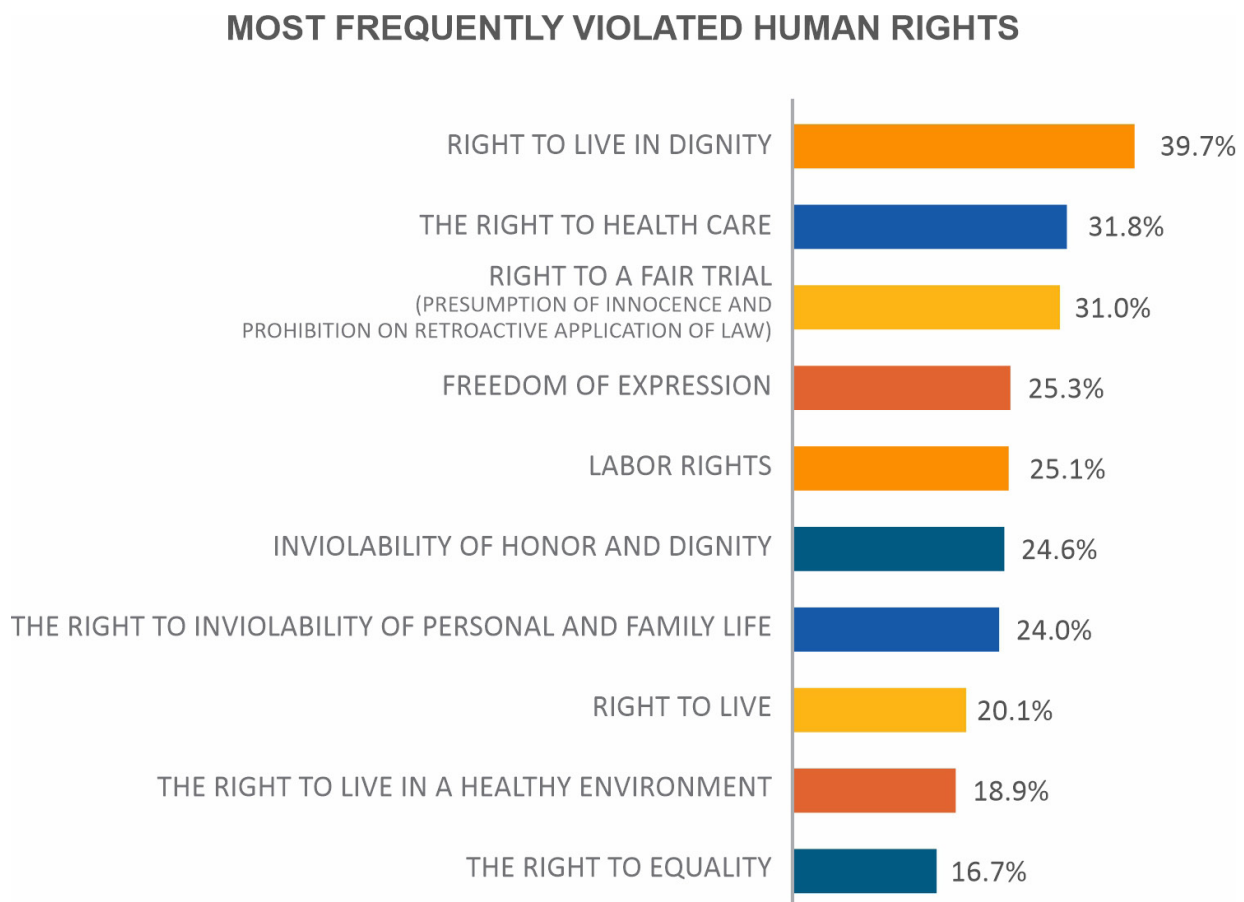
	Total	Women	Man	Central level	Local level	LEPL
I believe that my rights are not protected	5.3%	5.5%	4.6%	5.9%	4%	9.8%
I believe that my rights are partially protected	46.3%	49%	40.8%	47%	43.5%	57.6%
I believe that my rights are protected	45%	41.2%	52.8%	43.5%	49.8%	25.8%
It's hard for me to answer	3.4%	4.3%	1.8%	3.5%	2.7%	6.8%

According to the respondents, the most frequently violated rights in Georgia are the right to equality - 39.7%, the right to a healthy environment - 31.8%, the right to life - 31%, the right to inviolability of private and family life - 25.3%, the right to inviolability of honor and dignity - 25.1%.

Among the violations of rights, cultural rights were the least frequently mentioned - 4%, the right to form and join associations and political parties - 2.6%, the right to form and join a trade union - 2.3%. As mentioned above, these last two rights have a low score in the list of awareness of human rights, with only a small portion of respondents being aware of both the existence of these rights and their violations (see Figure 19. Which rights do you think are most often violated? Top 10 options. Total).

For details on violations of other rights, see Appendix 3. Most frequently violated human rights

Figure 19. Which rights do you think are most often violated? Top 10 options. Total



Respondents rated, on a 4-point scale, how often in their opinion, the rights of various groups are violated (1 - not violated at all, 2 - sometimes violated, 3 - often violated, 4 - constantly violated).

The largest number of respondents believes that the rights of the LGBTQ+ group (37.5%), workers in hazardous jobs (34.7%), women (28.9%), drug addicts (23.9%) and people with disabilities (24.4%) are constantly or often violated.

A relatively small number of respondents believe that the rights of religious (12.7%), and national and ethnic minorities (11.5%) are violated.

It is worth noting that women are more sensitive to rights violations - they are more likely to believe that the rights of various groups are violated than men. The differences between the results of these two groups are statistically significant (except for the assessment of violations of the rights of refugees/IDPs and veterans, where the difference is not statistically significant) (see Table 18. Assessment of violations of the rights of various social groups. Total/Women/Men/Central Level/Local Level/LEPL).

Table 18. Assessment of violations of the rights of various social groups. Total/women/Men/Central Level/Local Level/LEPL

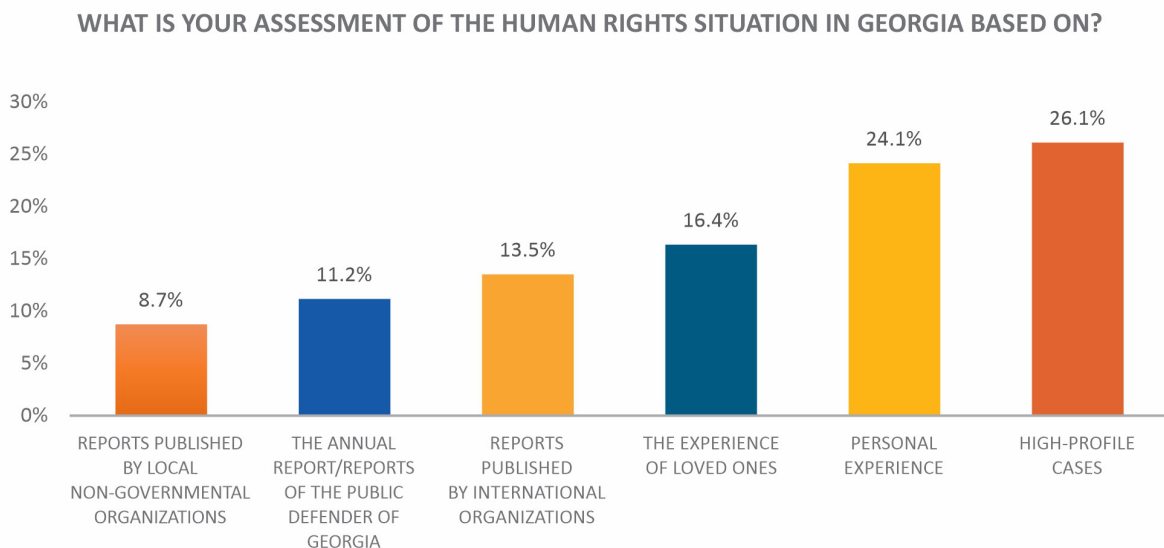
"How often are the rights of the following groups violated?"	% , the sum of "always violated" and "frequently violated" responses					
	Total	Women	Man	Central level	Local level	LEPL
LGBTQ+*	37.5	40	32.1	49.7	27.9	50.8
Employees in work dangerous to health and life*	34.7	36.8	30.6	47.8	24.5	48.5
Women*	28.9	31	24.7	37.1	21	45.5
People with disabilities*	24.4	26.9	19.4	36	15.4	36.4
Drug addicts*	23.9	24.8	22.2	30.9	17.2	37.9
Children*	21.6	22.6	19.6	28.2	15.4	34.1
Elderly*	21	23.1	16.8	27.4	13.9	38.6
Socially vulnerable*	17.6	19	14.3	24.2	11.6	28.8

People living in rural areas*	17.1	18.9	13.3	23.7	10.7	30.3
Veterans	15.8	16.2	14.8	20.2	11.4	25
convicts (prisoners, probationers)	15.2	15.4	14.5	22	10.4	19.7
Refugees, internally displaced persons (DPs)*	14.3	14.7	13	19.1	9.7	23.5
Religious minorities*	12.7	14.1	9.7	17.5	8.4	21.2
National and ethnic minorities*	11.5	12.3	9.7	15.3	7.9	18.9

* The difference is statistically significant (sig.: <0.05).

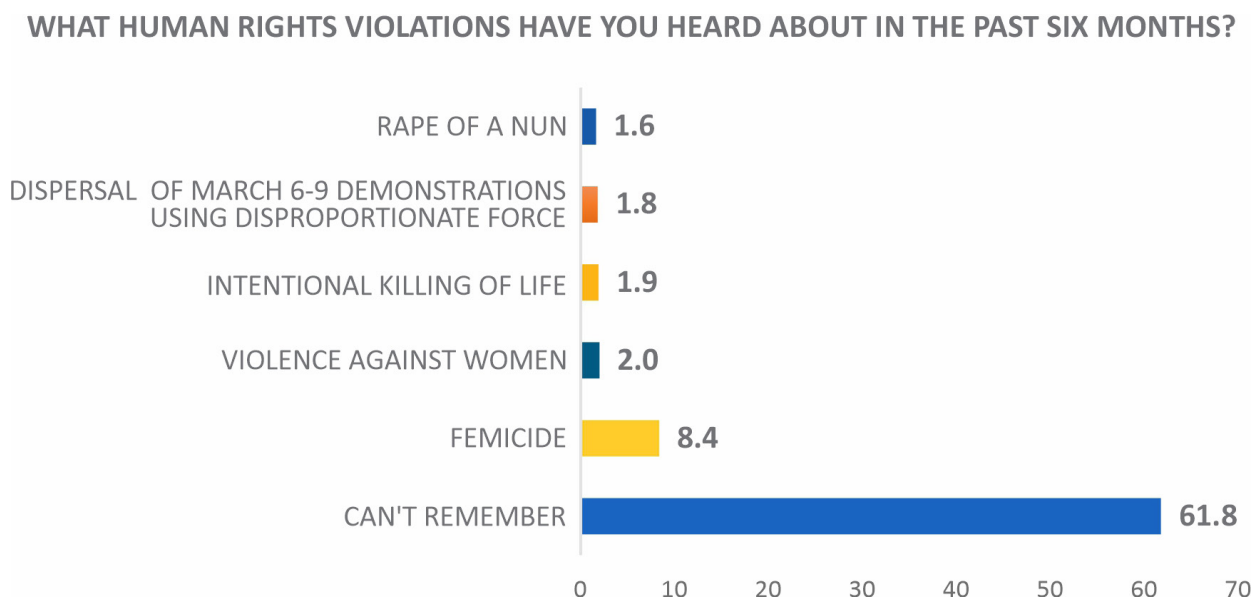
Assessments of the human rights situation are primarily based on high-profile cases, personal and family experiences. The surveyed servants are unlikely to consider the reports of international organizations and the Public Defender when assessing the human rights situation. The reports of local non-governmental organizations are the least used in their assessment of the human rights situation (see Figure 20. What is your assessment of the human rights situation in Georgia based on?).

Figure 20. What is your assessment of the human rights situation in Georgia based on?



61.8% of respondents could not recall any cases of human rights violations in the past six months. The list of the top five violations included femicide (8.4%), violence against women (2%), intentional homicide (1.9%), dispersal of the March 2023 demonstrations using disproportionate force (1.8%), and rape of a nun (1.6%) (see Figure 21. What human rights violations have you heard about in the past six months?)

Figure 21. What human rights violations have you heard about in the past six months?



86.9% of respondents found it difficult to name successful cases of human rights protection during the same period. The trial of former President Mikheil Saakashvili (5 respondents), the trial of Nikoloz Basilashvili (5 respondents), the arrest of the person accused of murder (5 respondents), the protection of the rights of people with disabilities (5 respondents), the protection of children’s rights (4 respondents), the protection of the right to education – the victory of a Telavi student’s case against the Ministry of Education and Science (3 respondents) were mentioned as examples of successful protection of human rights. The remaining cases were mentioned once each.

As part of the qualitative research, respondents were asked about whose rights they thought were least protected. Respondents most often identified socially vulnerable people, including socially vulnerable children and youth who lack equal access to education. According to some respondents, the rights of children living in rural areas from low-income families are less protected. They are often engaged in household chores and physical labor, missing classes, or sometimes not attending school at all.

The respondents welcome the step taken to protect children’s rights, namely the creation of special structures in municipalities that will take care of the protection of children’s rights. The respondents believe that the awareness of children’s rights is generally very low, therefore it is

necessary to organize thematic trainings to strengthen the relevant structures of the municipality and to raise the awareness of parents about domestic violence against children and children's rights.

The discussion about the rights of students living in the regions is also related to the right to education. After enrolling in higher educational institutions in the capital, students from the regions have to work full-time in low-paid jobs in parallel with their studies. As a result, they cannot devote enough time to lectures and studies, and in some cases, even abandon their studies.

The respondents had varying attitudes towards the violation of the rights of the LGBTQI+ community. All of them shared the opinion that showing aggression and oppression towards them is inadmissible, but the opinions differed on whether they should be allowed to organize a demonstration or a march. The respondents believe that organizing a demonstration and a march will cause a mixed reaction in society. According to them, the society is intolerant towards the LGBTQI+ people and the demonstration will serve as a pretext for confrontation. Therefore, many respondents do not support organizing demonstrations and marches to avoid potential confrontations.

Some respondents disagreed with the statement that the rights of the LGBTQI+ community are less protected in Georgia than in Europe or the United States. Younger respondents (under 35) were more sensitive to the issues of the LGBTQI+ community than those over 35. Respondents living in the regions said that LGBTQI+ people are more visible in the capital, and therefore, they cannot recall instances of their rights violations in the regions.

A part of the respondents working in the central level agencies believe that the problem of violation of the rights of the LGBTQI+ community is artificially created and promoted, that no one would touch them if they did not make too much noise and did not impose their existence on the society.

Respondents noted that the rights of gay and transgender people are most violated among LGBTQI+ people. Notably, none of them could recall a member of the LGBTQI+ community in their agency or in the civil service in general, who had publicly acknowledged their sexual orientation or gender identity.

PERSONAL DATA AND THEIR PROTECTION

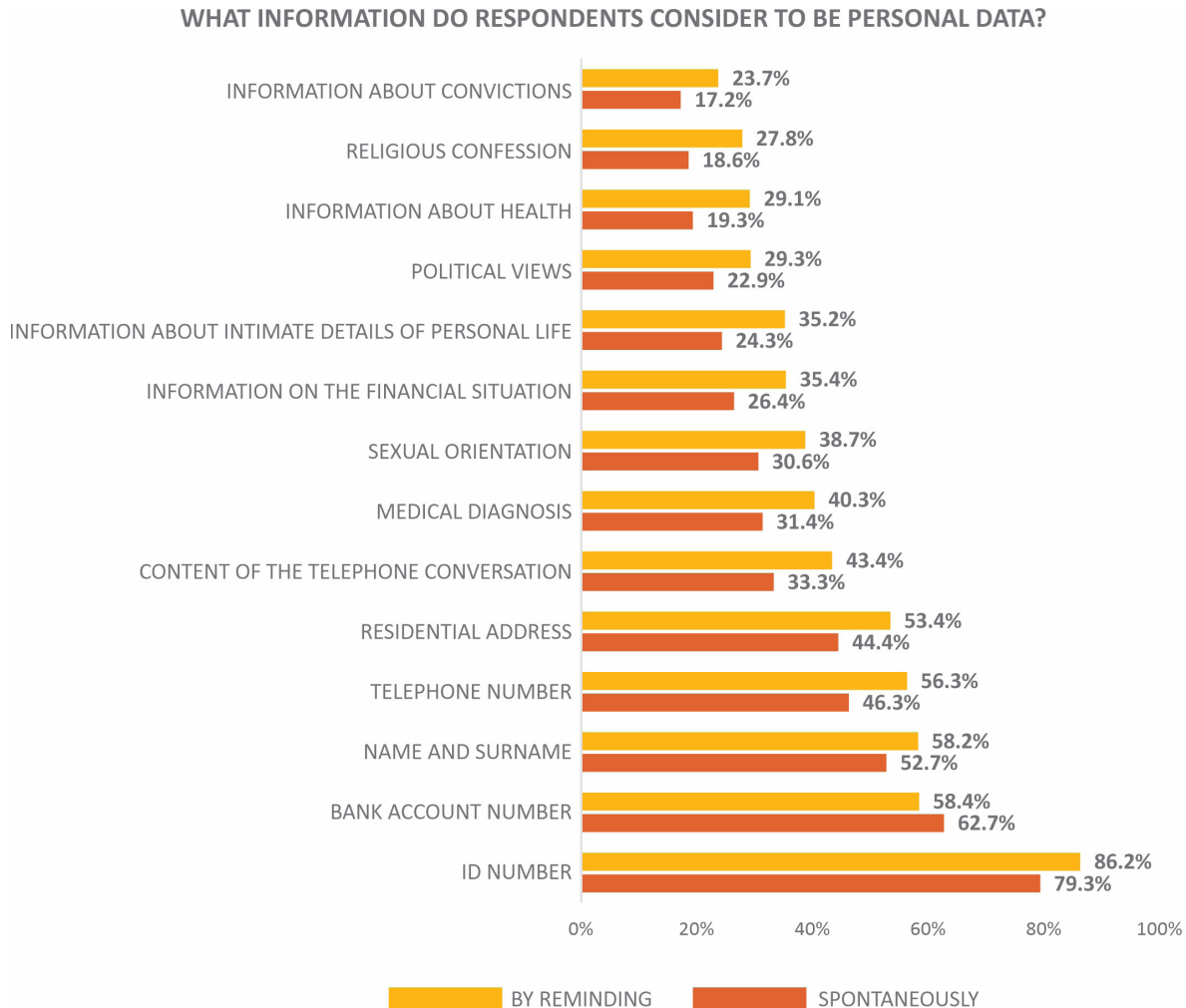
The surveyed civil servants believe that the protection of personal data in Georgia is somewhat problematic: more than half, 56%, believe that data protection is more or less problematic, 28.1% believe that it is a serious problem. Only 5.6% think that there is no problem at all. 10.3% of respondents have no answer.

Most respondents consider the personal identification number to be personal information -

spontaneous response - 79.3%, prompted response - 86.2%. The top five options by frequency of both spontaneous¹³ and prompted responses include bank account number (spontaneous - 62.7%, prompted - 58.4%), first and last name (spontaneous - 52.7%, prompted - 58.2%), phone number (spontaneous - 46.3%, prompted - 56.3%), home address (spontaneous - 44.4%, prompted - 53.4%).

Fewer respondents consider the following to be personal data: information on intimate details of private life (spontaneous - 24.3%, prompted - 35.2%), information on political opinions (spontaneous - 22.9%, prompted - 29.3%). Even fewer respondents mention information about health (spontaneous - 19.3%, prompted - 29.1%), information about religious confession (spontaneous - 18.6%, prompted - 27.8%), and criminal record (spontaneous - 17.2%, prompted - 23.7%). (The last five options in the list according to the frequency of responses) (see Figure 22. Perceptions of respondents regarding personal data).

Figure 22. Perceptions of respondents regarding personal data

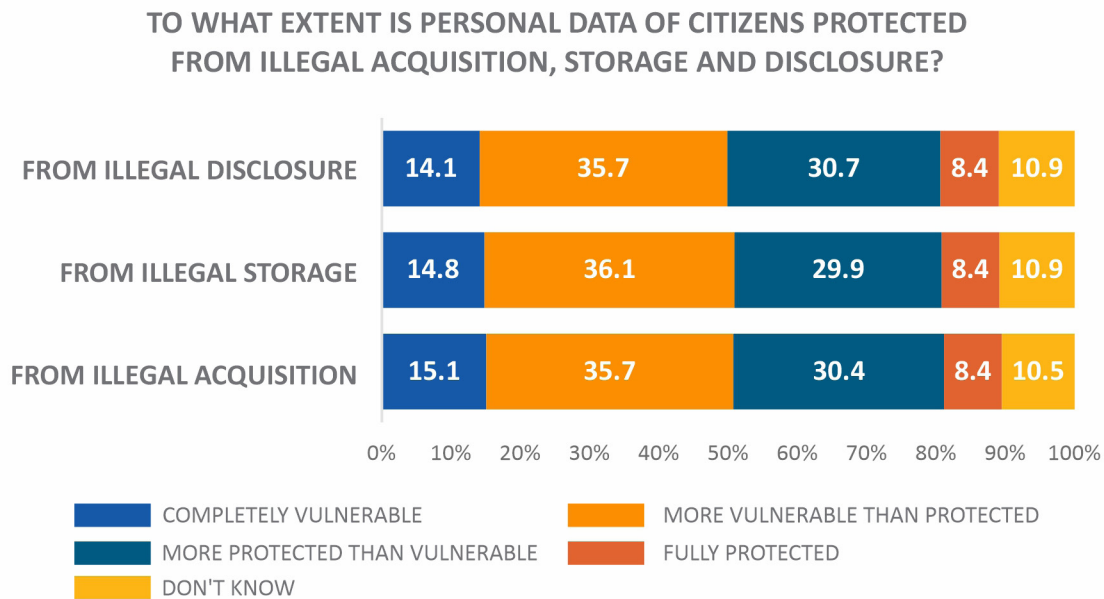


13 Spontaneous response - respondent gives an answer without looking at the list of choices. Prompted response - respondent selects an appropriate response from the list of choices.

Overall, about half of the respondents (between 49-50%) are skeptical about the protection of personal data (“more unprotected than protected” and “completely unprotected”).

The number of respondents who are confident in the protection of personal data is relatively lower, at 38-39% (“more protected than unprotected” and “completely protected”) (see Figure 23. What do you think about the illegal acquisition, storage, and disclosure of personal data?)

Figure 23. What do you think about the illegal acquisition, storage, and disclosure of personal data?



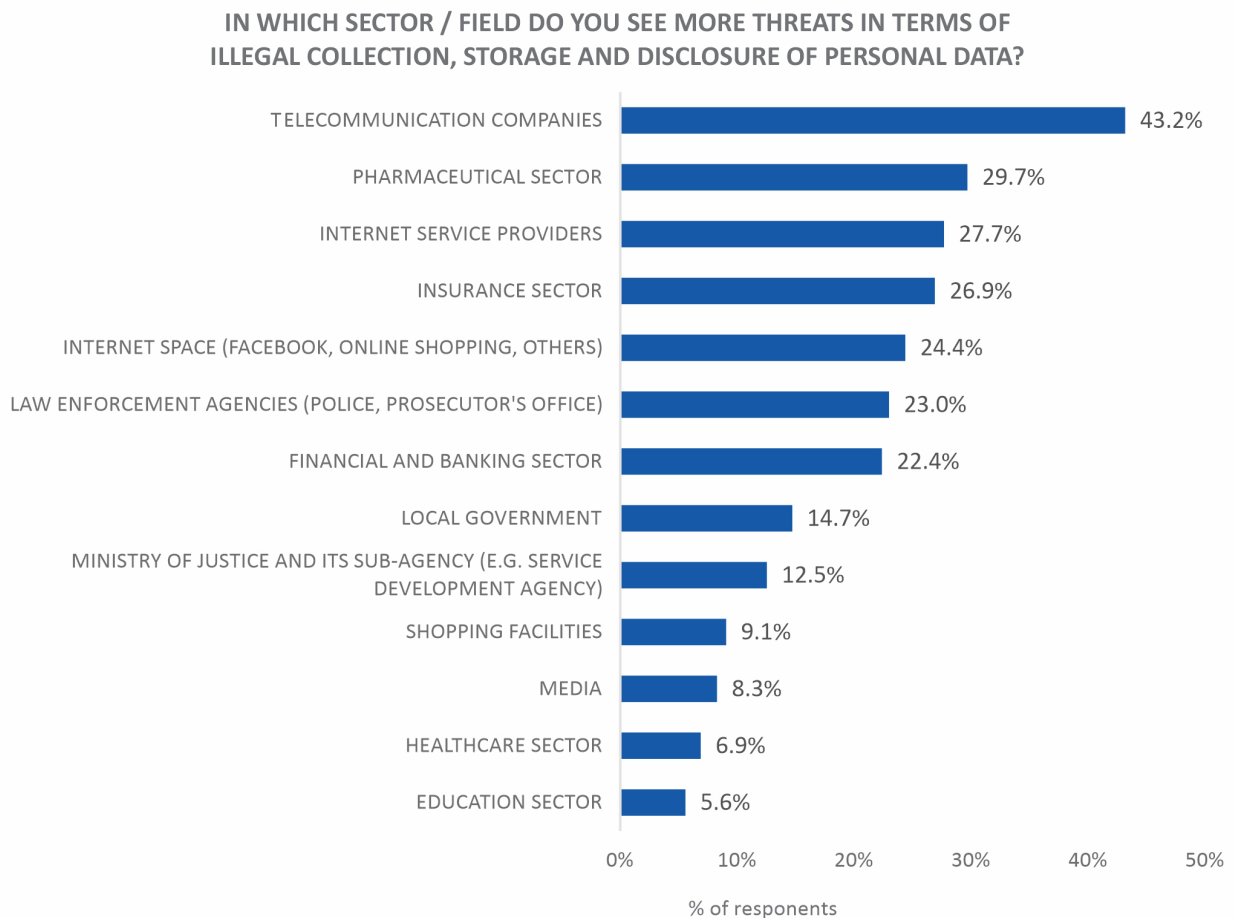
41.26% of respondents believe that both the public and private sectors are equally vulnerable to the illegal acquisition, storage and disclosure of personal data. More than one fifth, 22.57%, believe the threat is greater in the private sector, and a small portion, 7.75%, believe the threat is greater in the public sector. 28.42% of respondents do not know which sector poses the greater threat to personal data. (See Table 19. Where is personal data most vulnerable to illegal collection, storage, and disclosure?)

Table 19. Where is personal data most vulnerable to illegal collection, storage, and disclosure?

	%
In the public sector	7.75
In the private sector	22.57
In the public and private sectors equally	41.26
I don't know	28.42

In addition, the respondents believe that the areas/sectors that pose a threat to personal data are the telecommunications, pharmaceuticals, Internet service providers, insurance, and the Internet space - Facebook, online shopping (see Figure 24. Areas/sectors that are at risk of illegal acquisition, storage, and disclosure of personal data).

Figure 24. Areas/sectors that are at risk of illegal acquisition, storage, and disclosure of personal data



Respondents considered the media, healthcare and education sectors to be the least dangerous for personal data.

According to the qualitative research respondents, personal data is better protected in the public sector than in the private sector. All respondents indicated that their agency has internal regulations on personal data protection and a person responsible for personal data protection. It was suggested that the protection of personal data may rather face a technical problem than a problem related to its intentional disclosure or illegal use.

However, some respondents believe that no one in the country is protected from illegal acquisition and disclosure of personal data, including in public institutions, while the Personal Data Protection Service is rarely able to respond adequately.

Respondents cited audio recordings of phone conversations distributed by the media, footage of private lives disseminated online, and SMS advertising by companies to their personal phone numbers as examples of illegal acquisition and disclosure of personal data.

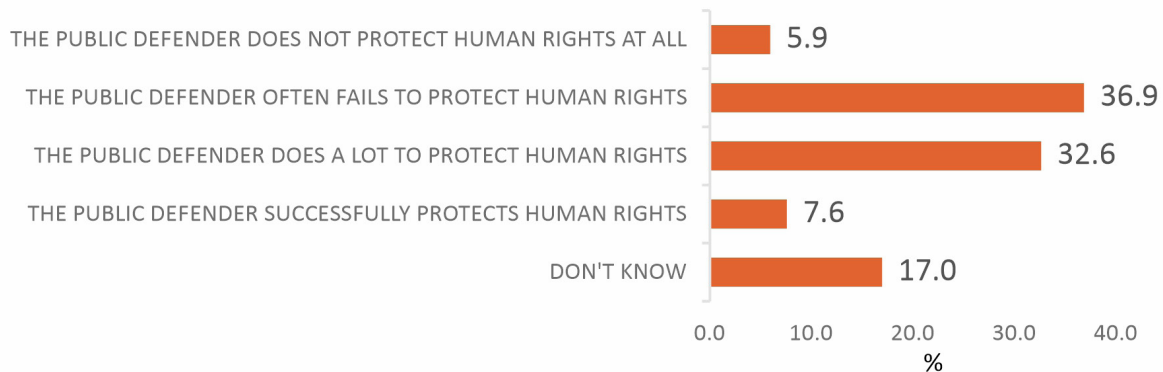
PUBLIC DEFENDER'S INSTITUTION

As part of the research, civil servants' attitudes towards the functions and activities of the Public Defender's Institution and the Public Defender's Office were studied¹⁴.

Overall, 40% of the respondents believe that the Public Defender's institution effectively protects human rights in Georgia / does a lot for the protection of human rights. About the same number (42.8%) hold a negative view of the Public Defender's institution, believing that it frequently fails to protect human rights / does not protect human rights at all (see Figure 25. How effectively does the Public Defender's Institution protect human rights?).

Figure 25. How effectively does the Public Defender's Institution protect human rights?

HOW SUCCESSFULLY DOES THE INSTITUTE OF THE PUBLIC DEFENDER PROTECT HUMAN RIGHTS?



More than half of the respondents (57.7%) agree that the Public Defender's Office is an effective means of protecting human rights. Additionally, 55.4% of respondents believe that the Public Defender's Office defends them and people like them. According to 45.6% of respondents, the situation regarding human rights protection would be much worse if it were not for the Public Defender.

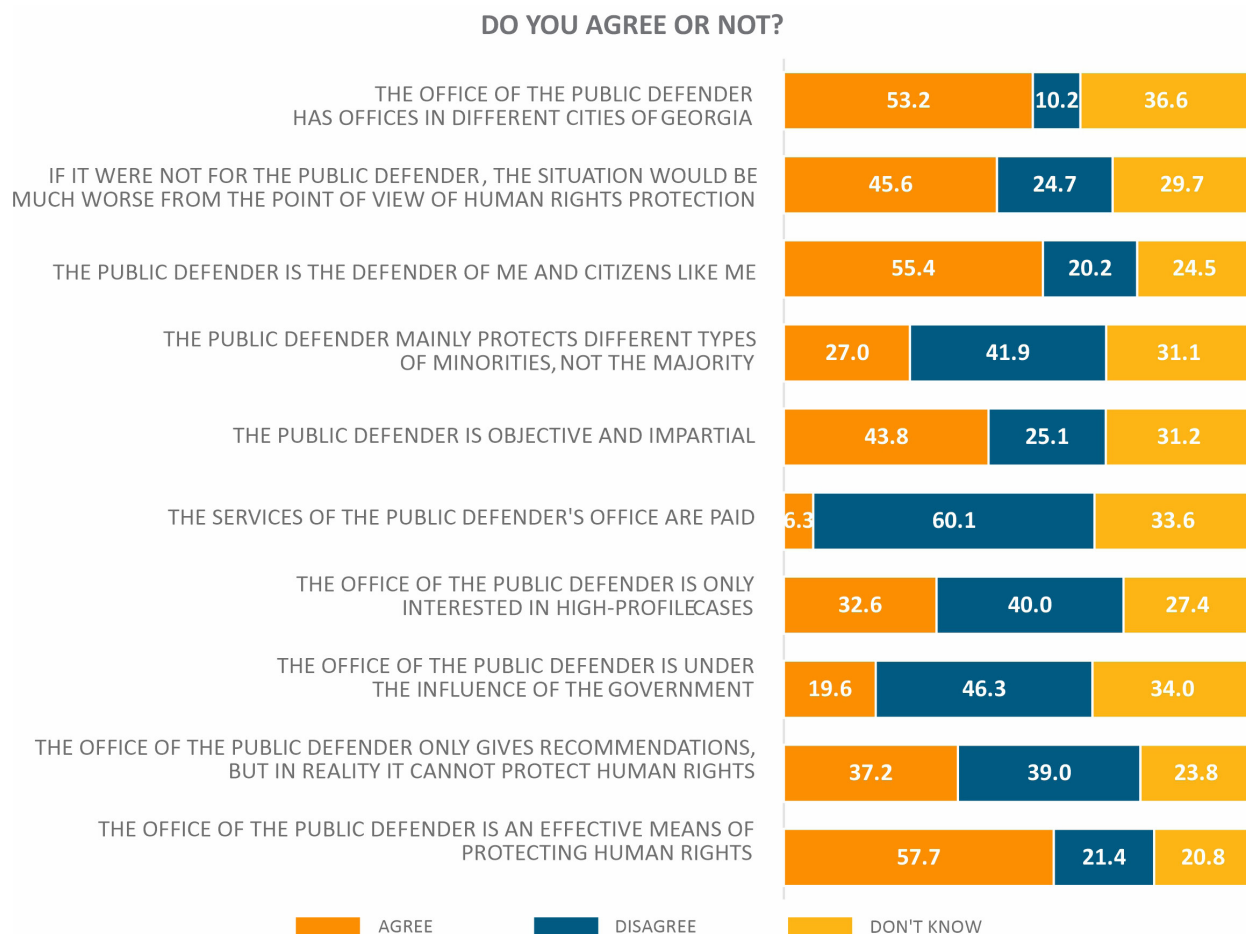
43.8% of the respondents think that the Public Defender's Office is objective and impartial, while 46.3% disagree with the statement that the Public Defender's Office is influenced by the government. It is worth noting that a significant number of respondents answered "do not know" to

14 The field work was conducted during the selection and approval period of the Public Defender.

both questions. For the first question, one-third, 31.2%, gave this response, and for the second question, the percentage was even higher at 34%. Generally, there is a high number of “do not know” responses to questions regarding attitudes towards the Public Defender’s Office. The percentage of “do not know” responses varies from 23.8% to 36.6% for different questions.

Roughly the same proportion of respondents agree (37.2%) or disagree (39%) with the statement that the Public Defender’s Office only provides recommendations and cannot actually protect human rights (see Figure 26. Attitudes towards the activities of the Public Defender’s Office).

Figure 26. Attitudes towards the activities of the Public Defender’s Office



Overall, slightly more than half of the respondents (51.4%) reported that they are more likely to trust the Public Defender’s Office, with 9% indicating complete trust.

The percentage of respondents who reported being unlikely to trust the Public Defender’s Office is lower (17.8%), while 5% reported that they do not trust it at all.

The majority of respondents (75.5%) stated that they would turn to the Public Defender’s Office if necessary.

62% of the respondents correctly identified the Public Defender, while 10.3% provided an incorrect name. Finally, 27.6% of respondents found it difficult to name the Public Defender.

The qualitative research findings reveal a consistent perspective regarding the Public Defender's institution. Respondents acknowledge the significance of the Public Defender's Office for the country's democratic development. However, they perceive the institution as lacking sufficient authority, primarily limited to preparing annual reports on human rights and issuing recommendations. Respondents state that the recommendations issued by the Public Defender's Office are often not properly followed. Therefore, this institution is perceived as being more focused on identifying problems than solving them.

Some respondents believe that the Public Defender's institution in the country is influenced by political circumstances. It operates more or less efficiently when the person holding the Public Defender's post is acceptable to the government. Otherwise, it becomes a mere formality. It was also noted that the effectiveness of the office is highly dependent on the personality of the Public Defender – their level of authority, willingness to fight, and fearlessness.

ATTITUDES TOWARDS PERSONS WITH DISABILITIES



Respondents expressed a high level of acceptance towards disability-related considerations (see Table 20. Statements related to persons with disabilities).

Table 20. Statements related to persons with disabilities

	% (sum of "I completely agree" and "I agree" responses)
Public institutions and other services must be fully accessible to persons with disabilities	94.4
Living environment, services and other services should be fully adapted to the needs of disabled people	94.0
People with disabilities should enjoy equal rights with others	90.7
The involvement of disabled people in public life helps to increase their awareness and break stereotypes.	82.8
Discrimination of people with disabilities is a widespread problem in Georgia	41.4
People with mental disabilities are dangerous for society	40.6
Due to the activities performed, a disabled person is promoted/rewarded more at work, compared to others	31.5
People with disabilities should not have children	17.7
Disabled people have no sex life	9.6

The respondents agree that public and other services should be accessible to persons with disabilities (PWDs - 94.4%), while the living environment and other services should be adapted to meet their needs (94%); PWDs should enjoy equal conditions with others (90.7%). According to the survey, involving PWDs in public life promotes raising awareness about them and breaking stereotypes (82.8%). Two fifths of the respondents (41.4%) agree that “discrimination against PWDs is a widespread problem in Georgia.”

A relatively small number of respondents (9.6%) believe that “PWDs do not have a sexual life” and that they should not have children (17.7%).

Almost one-third of respondents agree that there is positive discrimination against PWDs in Georgia. 31.5% of respondents agree that “PWDs are promoted or rewarded more at work due to their work performance, compared to others.”

40.6% of respondents consider people with mental disabilities to be a threat to society.

The evaluations of women and men are generally similar, except for their agreement on the statement: “Discrimination against PWDs is a widespread problem in Georgia,” which women tend to agree with more.

It is worth noting that there were differing results between face-to-face and online surveys. The responses of the respondents interviewed online and face-to-face did not differ when evaluating only two statements: “Discrimination against PWDs is a widespread problem in Georgia” and “PWDs do not have a sexual life.”

Respondents are more likely to provide socially acceptable answers in face-to-face interviews compared to online interviews, where they tend to be rougher (For details, see Appendix 4. Statements on PWDs, face-to-face/online interviews).

42.2% of respondents believe that PWDs and other employees have equal opportunities for promotion. 22.5% hold the opposite view. Interestingly, 35.3% found it difficult to answer.

In terms of personal relationships, acceptance of disabilities is generally high. However, there is a difference: more respondents agree with the statement that they would never be able to have a disabled spouse or partner than with the statement that they would feel uncomfortable if they had a disabled child or co-worker¹⁵. Additionally, women are more likely than men to agree that they would not have a spouse or partner with a disability. In contrast, men are more likely to express discomfort with a child or co-worker with a disability (see Table 21. Statements related to persons with disabilities. Total/woman/man*).

15 A 4-point scale. 1- completely disagree; 2 – disagree; 3 – agree; 4 – completely agree

Table 21. Statements related to persons with disabilities. Total/women/men*

	% (sum of "I completely agree" and "I agree" responses)		
	Total	Women	Man
I could never have a disabled spouse or partner*	10.3	10.7	9.4
It would be embarrassing for me if I had a disabled child*	4.1	3.5	5.4
I would be embarrassed if I had a disabled *	1.9	1.2	3.3

* The difference is statistically significant (sig.: <0.05).

Representatives of central level government agencies are more accepting of people with disabilities than representatives of local government agencies and LEPLs: central level servants are less likely to express non-acceptance of PWDs in their personal relationships or feel discomfort.

Local level civil servants are more likely to agree with the statement "I could never have a spouse or partner with a disability."

In general, society is more accepting of discomfort with a co-worker or child who has a disability than with a partner or spouse who has a disability (see Table 22. Statements related to persons with disabilities. Distribution by levels of government agencies).

Table 22. Statements related to persons with disabilities. Distribution by levels of government agencies

	% (sum of "I completely agree" and "I agree" responses)		
	Central level	Local level	LEPL
I could never have a disabled spouse or partner*	9.4	10.7	11.4
It would be embarrassing for me if I had a disabled child*	1.9	5.0	6.1
I would be embarrassed if I had a disabled *	0.8	2.1	3.8

* The difference is statistically significant (sig.: <0.05).

The results of the qualitative research suggest that there is a high acceptance of PWDs. Civil servants at both central and local level agencies showed similar attitudes towards this group. Nearly all respondents discussed the mechanisms their agency employs to ensure equal opportunities

for PWDs. They described their agency's strategic documents, which outline the necessary tasks and activities for ensuring that state services are accessible to PWDs in detail through action plans.

What civil servants remember first regarding PWDs are the representatives of this community employed in their agencies. They treat disabled employees as equals. They specifically name the departments where PWDs are employed, they are aware of the specific needs or difficulties they may face while performing their work, and they believe that their immediate supervisors and employees are ready to provide support. Civil servants seem proud of the agency's disabled employees, according to the interviews.

Civil servants are sensitive about PWDs and their needs, and believe that civil infrastructure should be fully adapted to meet those needs. They provide examples of how services are provided, for example, to blind citizens, how it is possible to use magnifying devices for visually impaired citizens to receive remote services, or provide voice or sign language interpreters.

Representatives of local level agencies tend to focus more on the situation of PWDs in their region or city and talk less about employees with disabilities. This is because there are not many such examples in the regions. After investigating the issue, several interviews revealed that local civil servants had heard of PWDs employed in LEPLs and municipalities. They view this positively, but express concern that many buildings and infrastructure are not adapted, which, they believe, reduces motivation to employ disabled people and limits opportunities.

During interview, servants from local agencies discussed PWD Councils. They said that the council's effectiveness depends heavily on the activity of its disabled members and member civil society organizations. However, the role of PWD Councils becomes increasingly important during the budgeting process. The council's work is visible through recently completed infrastructure projects and social programs. Civil servants know that civil society organizations and donor organizations are working with PWD Councils. They believe that the council's activities will soon become more visible to the public.

In general, civil servants in both Tbilisi and the regions are aware of the situation regarding PWDs. They are sensitive to the problems faced by PWDs and acknowledge that we are still far from achieving the standards that would make PWDs feel like equal citizens. Although the state is making efforts to make services more accessible to PWDs, the infrastructure in most regions is faulty, and opportunities for independent living are limited for this community. They also identify a problem with society's attitude towards inclusive education, specifically the inconsistent and often negative attitudes of parents towards pupils with special needs.

Civil servants believe that creating employment opportunities for PWDs in the public sector is the best way to integrate them into society. This can serve as an example for other employment sectors and society as a whole. However, the respondents noted that despite the need to address this issue in the country, there are very few instances of PWDs being employed.

ATTITUDES TOWARDS ETHNIC AND RELIGIOUS DIVERSITY

The study found that attitudes towards ethnic diversity vary depending on the type of relationship. Respondents were more accepting of ethnic minority representatives in business relationships or when working with people of other ethnicities. For instance, respondents were less likely to agree with the statement “I would be uncomfortable with an employee of a different ethnicity”, with an average rating of 1.52 on a 4-point scale. This indicator is low when distributed based on criteria (see Table 23. Attitudes towards co-workers of different ethnicities*).

Table 23. Attitudes towards co-workers of different ethnicities*

“It would be embarrassing for me to have a co-worker of a different ethnicity”	
Groups of respondents	Average score of agreement
Total	1.52
Women	1.52
Man	1.53
Central level	1.39
Local level	1.63
LEPL	1.37
Tbilisi	1.35
Regional city	1.61
Village	1.59

* The difference is statistically significant (sig.: <0.05).

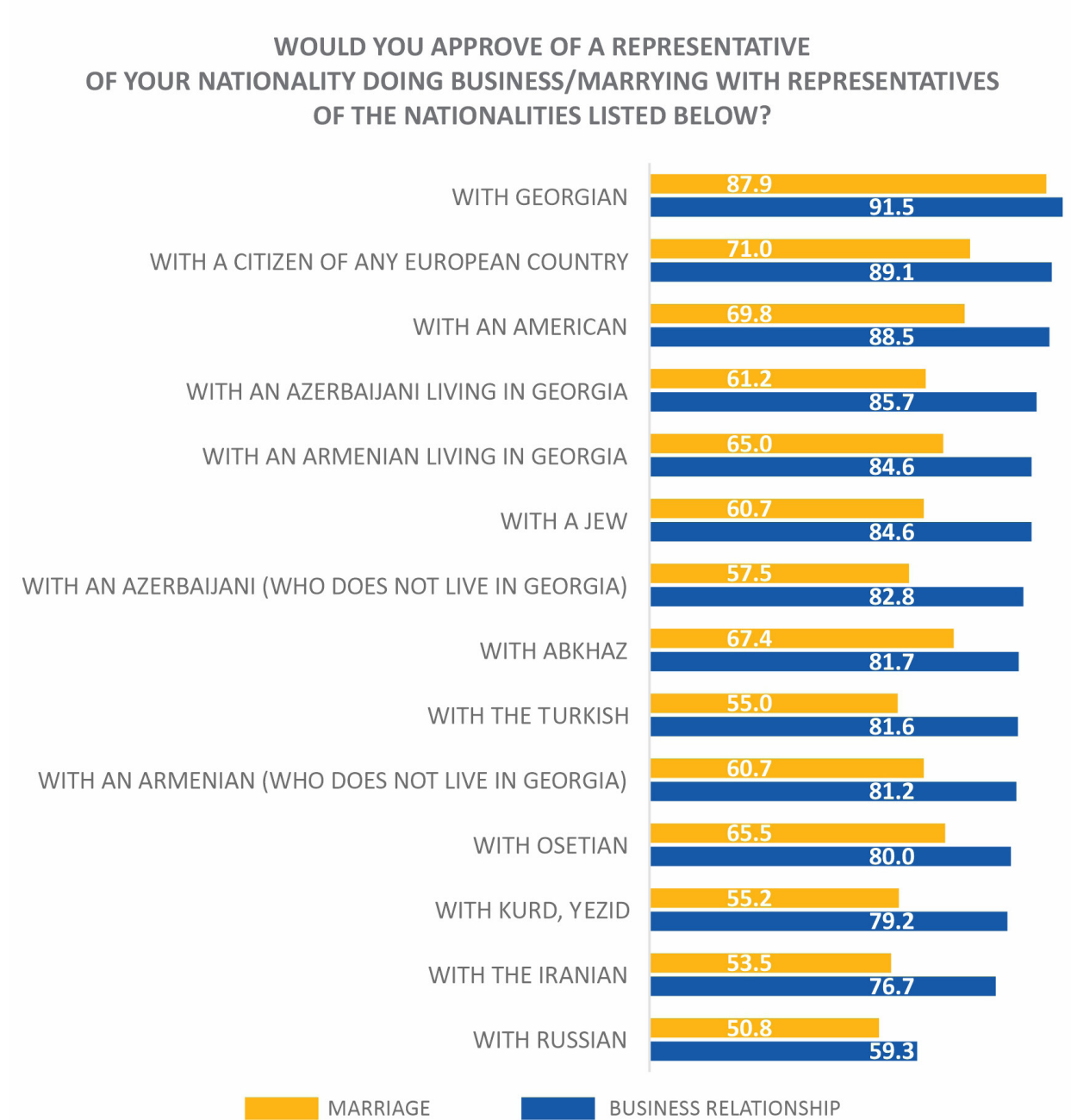
When it comes to marriage or being admitted into a narrow personal or family circle, the desirability of such a relationship decreases.

The survey shows that 96% of the respondents are ethnic Georgians and prefer to have Georgian partners for both business relationships (91.5%) and marriage (87.9%).

Following Georgians, citizens of any European country are preferred as business partners (89.1%) and for marriage (71%), followed by Americans (business partners - 88.5%, marriage - 69.8%).

Respondents considered Kurds/Yazidis, Iranians and Russians the least desirable partners for business and personal relationships (See Figure 27. Acceptance of business and personal relationships with representatives of different nationalities. Total).

Figure 27. Acceptance of business and personal relationships with representatives of different nationalities. Total

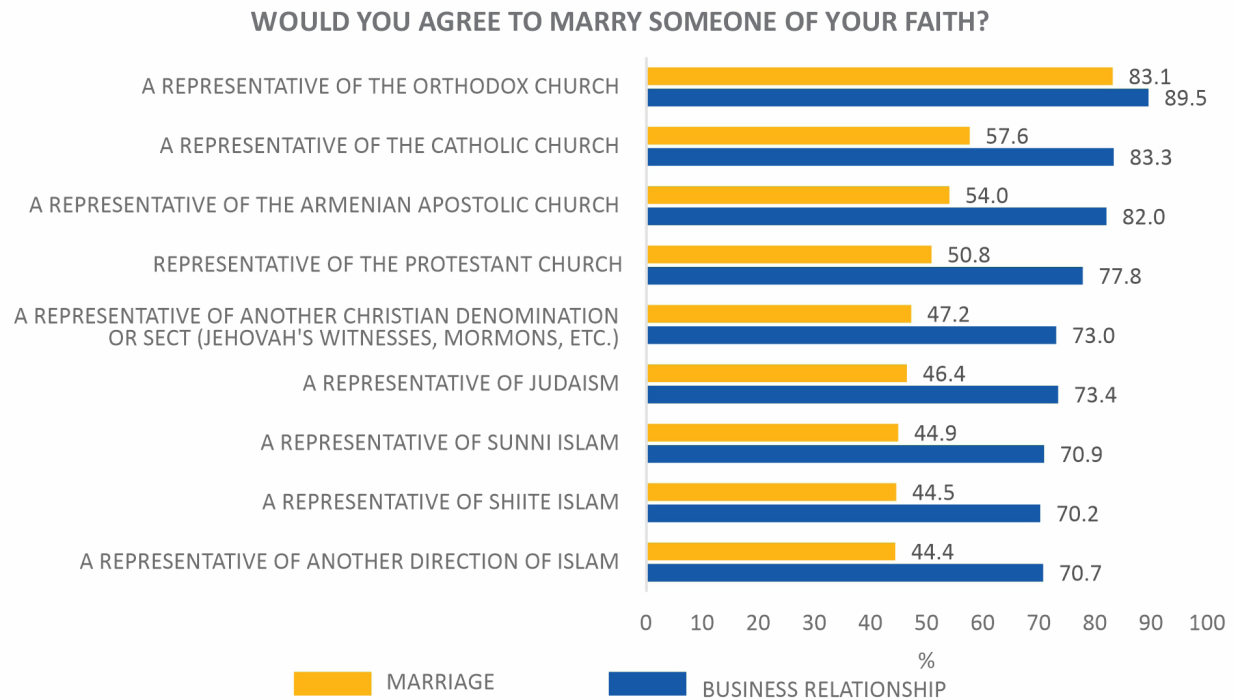


In different religions, a business relationship is generally preferred over a marriage. According to the data, the most acceptable relationship is with a representative of the Orthodox religion (business relationship - 89.5%, marriage - 83.1%), followed by a representative of the Catholic

Church (business relationship - 83.3%, marriage - 57.6%) and a representative of the Armenian Apostolic Church (business relationship - 82%, marriage - 54%).

The respondents considered Sunni, Shia, and other branches of Islam the least desirable for both business and personal relationships (see Figure 28). Acceptance of business and personal relationships with representatives of different religions. Total).

Figure 28. Acceptance of business and personal relationships with representatives of different religions. Total



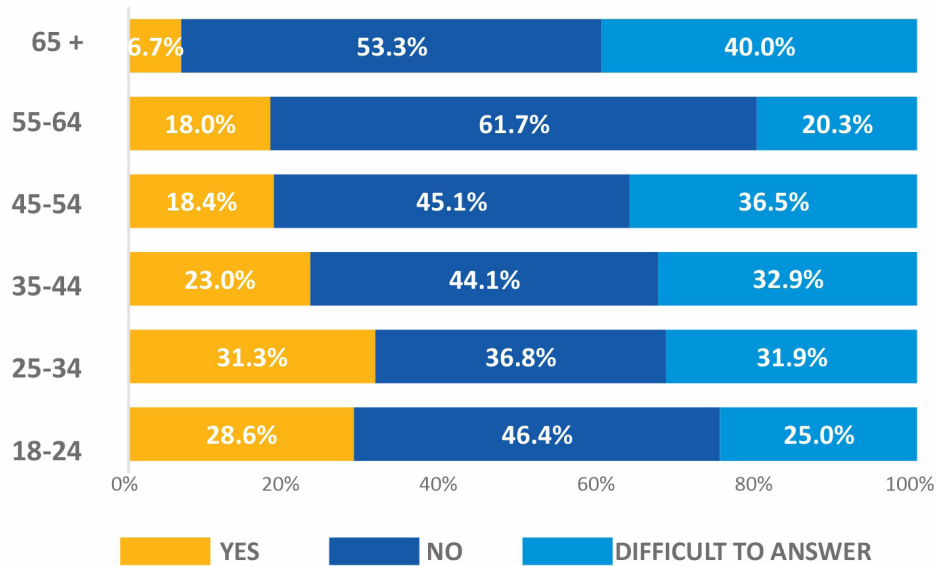
44.4% of respondents believe that ethnic minorities do not face employment problems in the civil service, 23.5% believe that such a problem exists, and 32% found it difficult to answer.

Notably, the results were similar according to ethnicity.

However, respondents over 55 were less likely to believe that representatives of ethnic minorities face employment problems in the civil service. Forty percent of respondents over 60 found it difficult to answer (see Figure 29). Do ethnic minorities face employment problems in the civil service?).

Figure 29. Do ethnic minorities face employment problems in the civil service?

DO ETHNIC MINORITIES FACE EMPLOYMENT PROBLEMS IN THE CIVIL SERVICE?



Those who believe that ethnic minorities face employment problems in the civil service consider the level of knowledge of the state language to be the main problem. It is related to other problems such as access to education and qualification raising/training (see Table 24 Employment problems faced by ethnic minorities in the civil service).

Table 24 Employment problems faced by ethnic minorities in the civil service

	% (sum of answers "very important problem" and "important problem")
Level of knowledge of the state language	59.7
Career advancement opportunities	39.6
Attitude of employers	37.9
Access to education	37.5
Access to skill development/trainings	36.4

Based on in-depth interviews, it can be concluded that servants working in central level agencies are more aware of the barriers faced by ethnic minorities in the civil service than representatives of local level agencies, especially in regions where ethnic minority representatives do not reside.

Civil servants who are more aware of ethnic minority representatives believe that the primary obstacle to their employment in the civil service is the language barrier.

According to those employed in the public sector, the main challenge for the integration of ethnic minorities is their inadequate knowledge of the state language. They suggest that the state take steps to teach the state language to overcome this challenge.

It is worth noting that the interviews did not reveal any stereotypical approach towards ethnic minorities, except for the language barrier. The respondents emphasized the limited education opportunities, which they attributed to the language barrier and early marriage among ethnic Azerbaijani women.

According to the survey respondents, there is no discrimination based on religious affiliation in the public sector. The religion of employees is not a topic of interest at work. The vast majority of respondents find it completely acceptable to work with someone of a different religious denomination and do not experience any inconvenience in having friendly or business relationships with them. However, according to the respondents, dividing people based on religious beliefs is not “a new phenomenon” in society. They argue that the use of hate speech against religious minorities by certain marginal groups, as well as political and religious leaders, through social and other media has a negative effect on public attitudes.

ATTITUDES TOWARDS SEXUAL DIVERSITY

The study reveals that the attitude towards the LGBTQI+ community remains a challenge in Georgian society.

Respondents evaluated statements about the LGBTQI+ community’s treatment on a 5-point scale¹⁶. The majority agreed with the statement that “LGBTQI+ people’s rights should be protected, but there is no need for gays/lesbians to impose their lifestyle on others”. This statement received the highest average score of 3.88. Men respondents rated it even higher at 3.91, while women rated it at 3.87.

Furthermore, the statement “The state responds adequately to the facts of violence and discrimination against LGBTQI+ people” received an above-average rating.

Respondents are unlikely to agree with the statement on legal marriage between LGBTQI+ people - 1.87.

The results show that women are generally more sensitive to LGBTQI+ issues than men.

Additionally, younger respondents are more sensitive to LGBTQI+ issues (see Appendix 5. Opinions related to LGBTQI+ people. Age distribution).

Table 25 provides the percentage distribution of responses.

¹⁶ 1 – completely disagree, 5 – completely agree

Table 25. Statements on LGBTQI+ community. Total/Woman/Man*

	% (sum of “I completely agree” and “I agree” responses)		
	Total	Women	Man
In my country, the LGBTQI+ group is one of the most discriminated groups, whose members often become victims of discrimination, physical and psychological violence*	30.84	32.9	27.0
The state reacts appropriately to the facts of violence and discrimination against LGBTQI+ people*	37.98	34.0	45.7
The rights of LGBTQI+ people should be protected, but there is no need for gay/lesbians to impose their lifestyle on others.	55.04	54.4	56.4
The law should allow same-sex (LGBTQI+) marriage*	10.94	12.0	8.9
LGBTQI+ people should have the same right to work with children and adolescents as heterosexuals*	24.38	25.7	21.7
An LGBTQI+ couple should have the same right to adopt and raise a child as a heterosexual couple*	13.70	14.9	11.5
LGBTQI+ people should not be banned from marching in the streets	29.54	29.2	30.1
LGBTQI+ people who do not hide their orientation/identity and fight for their rights are commended for their courage	28.85	29.9	26.8

*The difference is statistically significant (sig.: <0.05).

The distribution of answers to the question “Would you join a manifestation that serves to protect the rights of the LGBTQI+ community?” echoes the above results: only 13.6% of respondents said they would join, 66.6% would not join, and 19.8% found it difficult to answer.

Women were more willing to participate than men, with 18.8% of women and 12.9% of men indicating they would join the manifestation.

Additionally, individuals under the age of 35 are more likely to participate in manifestations aimed at protecting the rights of the LGBTQI+ community (see Table 26. Would you join a manifestation aimed at protecting the rights of the LGBTQI+ community?).

Table 26. Would you join a manifestation aimed at protecting the rights of the LGBTQI+ community?

Age of respondents	Yes	No
18-24	28.6%	71.4%
25-34	26.8%	73.2%
35-44	13.5%	86.5%
45-54	15.0%	85.0%
55-64	8.4%	91.6%
65 +	0.0%	100.0%

In regards to personal relationships, acceptance of having a friend or co-worker from the LGBTQI+ community is slightly higher than acceptance of having an LGBTQI+ child. Men, in comparison to women, are less accepting of LGBTQI+ community members within their relationships (see Table 27. Statements related to having a friend, co-worker, or child from the LGBTQI+ community. Total/Woman/Man).

Table 27. Statements related to having a friend, co-worker, child from the LGBTQI+ community. Total/Woman/Man

	%		
	(sum of "I completely agree" and "I agree" responses)		
	Total	Women	Man
I will never have a friend who is LGBTQI+.*	18.5	13.2	29.1
I would not like a representative of the LGBTQI+ community as an co-worker*	17.1	12.8	25.5
It would be very embarrassing for me if I had an LGBTQI+ child.*	32.9	25.9	46.7

* The difference is statistically significant (sig.: <0.05).

The level of acceptance of LGBTQI+-related issues is highest among representatives of central-level agencies and lowest among servants at the local level (see Table 28). Statements related to having a friend, co-worker, or child from the LGBTQI+ community. Central level/local level/LEPL).

Table 28. Statements related to having a friend, co-worker, child from the LGBTQI+ community. Central level/local level/LEPL

	% (sum of “I completely agree” and “I agree” responses)		
	Central level	Local level	LEPL
I will never have a friend who is LGBTQI+.*	8.1	25.4	13.6
I would not like a representative of the LGBTQI+ community as a co-worker*	7.3	24.0	9.8
It would be very embarrassing for me if I had an LGBTQI+ child.*	28.2	35.3	34.1

*The difference is statistically significant (sig.: <0.05).

Based on the geographical distribution of the results, the respondents from Tbilisi showed a relatively higher acceptance towards the LGBTQI+ community compared to those from villages/settlements, who showed the lowest acceptance.

All three groups agreed that having an LGBTQI+ child would be inconvenient (see Table 29. Statements related to having a friend, co-worker, or child from the LGBTQI+ community. Tbilisi/region/settlement/village).

Table 29. Statements related to having a friend, co-worker, child from the LGBTQI+ community. Tbilisi/region/settlement/village

	% (sum of “I completely agree” and “I agree” responses)		
	Tbilisi	Regional city	Village
I will never have a friend who is LGBTQI+.*	9.6	20.5	32.7
I would not like a representative of the LGBTQI+ community as a co-worker*	8.2	18.7	32.0
It would be very embarrassing for me if I had an LGBTQI+ child.*	27.9	33.4	43.3

*The difference is statistically significant (sig.: <0.05).

The attitude towards the LGBTQI+ community in in-depth interviews is identical to that in quantitative research. Civil servants express slightly different opinions from the public regarding the LGBTQI+ community.

Respondents acknowledge that LGBTQI+ rights should be protected, but at the same time, most believe that gay and lesbian individuals should not impose their lifestyle on others.

A significant number of respondents felt uncomfortable during interviews when talking about the LGBTQI+ community. They often avoided direct answers and instead referenced societal opinions, such as the belief that LGBTQI+ individuals should not act defiantly or show off.

Most civil servants, both in regions and in the capital, are open to having a representative of the LGBTQI+ community work alongside them. However, they would feel uncomfortable if the employee representing the LGBTQI+ community spoke about it openly and less uncomfortable if others only gave subtle hints about it.

Civil servants (all) are categorically against the violation of LGBTQI+ rights and believe that such cases should not go unpunished. The state should take measures to prevent oppression. They condemn the actions of marginal groups who use violence, hate speech, threats, and physical attacks to disperse demonstrations. Only a few respondents suggested that LGBTQI+ individuals should be cautious and avoid drawing attention to themselves to prevent societal backlash.

Only a tiny percentage of the respondents who participated in the qualitative research were ready to join a demonstration organized by the LGBTQI+ community to advocate for their rights and/or increase their visibility.

It is noteworthy that the majority of respondents who exhibit high levels of tolerance towards the LGBTQI+ community are under the age of 40. Some have friends, acquaintances, relatives, friends from the LGBTQI+ community. This group believes it is unacceptable to highlight an individual's identity in any way that would differentiate them from other employees in the civil service.

Almost no one can remain neutral when it comes to having a family member who identifies as LGBTQI+. It is worth noting that respondents who are tolerant of the LGBTQI+ community said that they may feel fear due to the unfriendly nature of society towards them. They may worry about their family members being physically attacked and their inability to protect them.

EDUCATION ON COMPREHENSIVE SEXUALITY

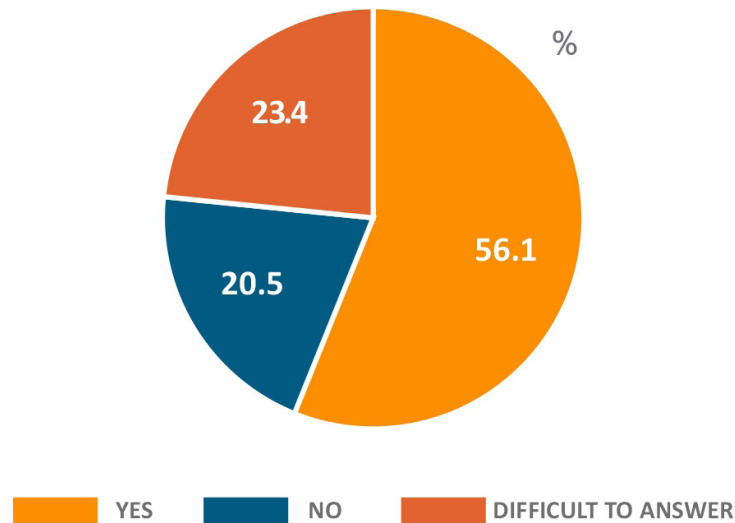
56.1% of respondents agree that comprehensive sexuality education should be part of the school curriculum. 20.5% disagree, while 23.4% find it challenging to answer.

Respondents from Tbilisi are more likely to agree that comprehensive sexuality education should be part of the school curriculum: 86.9% of respondents from Tbilisi agree, compared to 68.1% from the region and 58.6% from the village/settlements.

Women are more likely to agree that sexuality education should be included in the school curriculum: 75.9% of women and 68.1% of men (see Figure 30. Should comprehensive education about human sexuality be included in the school curriculum?).

Figure 30. Should comprehensive sexuality education be included in the school curriculum?

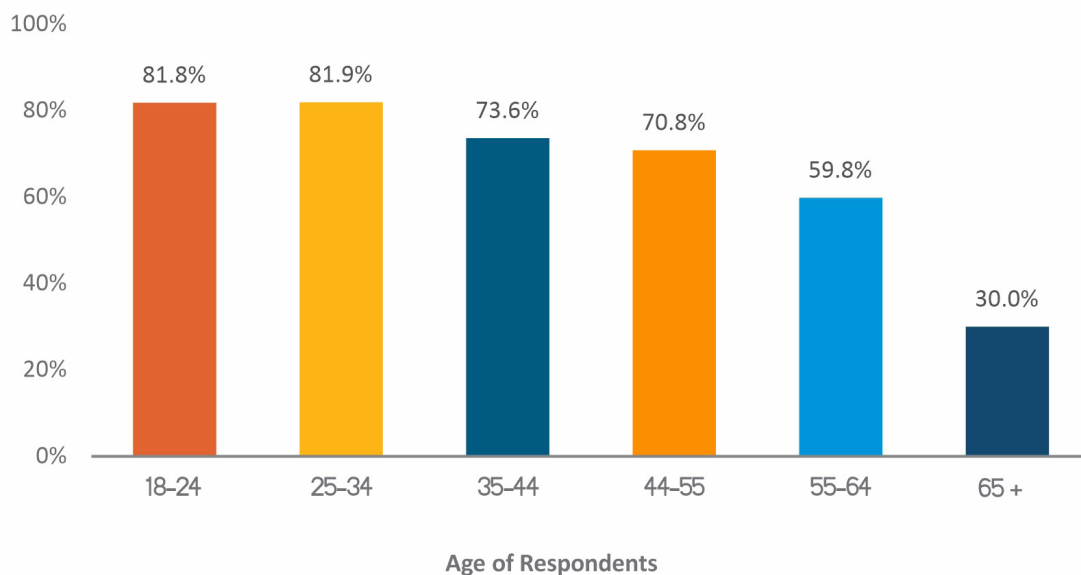
EDUCATION ABOUT HUMAN SEXUALITY SHOULD BE INCLUDED IN THE SCHOOL CURRICULUM



As the age of respondents increases, the number of supporters decreases (see Figure 31. Should comprehensive sexuality education be included in the school curriculum? Age distribution).

Figure 31. Should comprehensive sexuality education be included in the school curriculum? Age distribution

SHOULD EDUCATION ABOUT HUMAN SEXUALITY BE INCLUDED IN THE SCHOOL CURRICULUM?



Of those who believe that comprehensive sexuality education should be included in the school curriculum, 59.9% think that an invited expert should provide this information to teenagers, 23.6% think that a doctor should do it, and 16.5% name a teacher.

More than half of the respondents who disagree with the idea of sexuality education being part of the school curriculum believe that it will contribute to early sexual initiation. More than a quarter believe that discussing this topic is unacceptable. 16.6% of respondents believe that comprehensive sexuality education serves to corrupt children and adults. The smallest percentage, 5.1%, considers sexuality education to promote “gay propaganda” (see Table 30. Arguments against comprehensive sexuality education in school curricula).

Table 30. Arguments against comprehensive sexuality education in school curricula

	%
Sexuality education helps to start sex life early	52.1
There is no need for sex education because talking about it out loud is not acceptable	26.3
Sexuality education serves to corrupt children/adults	16.6
Sexuality education promotes "gay propaganda".	5.1

The qualitative research findings reiterate the content of the quantitative data. Civil servants hold mixed attitudes towards comprehensive sexuality education in the school curriculum. In contrast to the quantitative research, respondents were equally in favour of or against comprehensive sexuality education at school age.

Both supporters and opponents agree on one issue: no prepared staff can provide age-appropriate information to teenagers while considering their readiness.

Supporters argue that school children commonly receive distorted information about sexuality, which can negatively impact their subsequent ideas, attitudes, and behaviours. Most parents do not discuss these issues with their teenagers, making it difficult for the latter to talk about sexuality issues. Therefore, providing accurate information to teenagers through reliable sources is essential. Adolescents often lack awareness about sexually transmitted diseases (STDs) and reproductive health, which can lead to myths and misinformation. It can make it challenging to detect STDs early or prevent premature birth or marriage. Therefore, according to respondents, it is essential to teach this subject while being careful about the personnel involved. Respondents believe that teenagers should receive information from a qualified individual who can provide both information and individual counselling and, if necessary, refer the problem to a parent or educational institution.

Opponents argue that teaching sexuality to adolescents may draw their attention to an issue that they have not yet considered and may lead to early sexual initiation. Some interviewees expressed the opinion that discussing gender diversity in such lessons could harm teenagers and lead them “to think about identity issues in the wrong way.” This group is highly sceptical of individuals who may teach the subject, as they believe that doctors or psychologists would be better suited to teach it if it were to be made compulsory.

It is important to note, however, that the growing number of civil servants who support the provision of comprehensive sexuality education in schools indicates significant cultural changes in society, which will positively impact citizens’ well-being in the long term.



CONCLUSION

Civil servants play a crucial role in democratic changes in public governance, particularly in forming an equal society. They are the foundation of citizens' trust in public institutions. Attitudes, professionalism, sensitivity, work ethic and belief in equality create opportunities for forming diverse and inclusive policies. It, in turn, contributes to improving the quality of public services and protecting and considering the interests of all relevant groups.

Strengthening and supporting the professionalism, knowledge, awareness, and ethical work of civil servants and creating dignified working conditions for them is in the public interest of the country and society. Civil servants serve society, and the effective implementation of specific changes and meeting the needs of this society depend on them. The study demonstrates that civil servants who are more informed and sensitive to the basic needs of society are better equipped to identify the leading causes of existing problems and inequality. In addition, protecting the dignified working conditions and equality principles of civil servants in the workplace leads to greater satisfaction with their work environment and increased motivation to effectively perform their assigned roles.

The present study provides a multifaceted analysis of issues related to civil service. On the one hand, it includes information on labour policy, gender equality protection, and employee support, which are important elements of effective public policy implementation. On the other hand, the research helps identify the need for initiatives to strengthen civil servants. It highlights the problems still observed in this group, such as lack of knowledge and sensitivity, widespread stereotypes, and beliefs.

The research results provide an effective tool for government agencies to assess the current situation, identify gaps and plan necessary changes to eliminate them. It applies to both intra-agency action plans and national-level policy documents. The study also informs broader groups of the population and international and local civil society about the current situation in the civil service. It will enable them to plan advocacy efforts and means of support better.

Although the study showed some level of awareness among civil servants regarding human rights and gender equality, there is still a need for comprehensive and long-term work to improve knowledge and eliminate negative beliefs of civil servants, especially at the local level, where awareness-raising efforts are less accessible. Therefore, while positive trends are observed, it is necessary to double efforts to strengthen these results and achieve progress in practice. It will ensure that the results are translated into the population's well-being and create an equal environment.

Initiatives to increase civil servants' knowledge, awareness and sensitivity to human rights should be strengthened. This can be achieved by creating online and offline educational courses, training sessions, workshops, and other opportunities at both the central and local levels. In addition, in cooperation with the Civil Service Bureau, priority training and capacity-building courses should be made mandatory for civil servants at all levels.

Additionally, **it is important to revise both the law on civil service and the internal regulations of specific public agencies** to ensure complete and unwavering protection of the labour rights of civil servants, equal evaluation of their work, prohibition of discrimination and unequal treatment based on gender, disability status, ethnic origin or any other grounds. **It is essential to establish gender mainstreaming principles at all levels of civil service structures** to ensure equal opportunities for career advancement, access to training, and fair labour conditions for both men and women employees. Additionally, flexible work schedules should be provided for civil servants with family responsibilities, and men civil servants should be encouraged and supported to share household chores equally.

APPENDIX 1. DISTRIBUTION BY RELIGIOUS AFFILIATION

Table 31. Distribution of respondents by religious affiliation

Religion	%
Orthodox Christian	94.2
Gregorian	2.1
Refused to answer	1.0
Muslim	.7
Agnostic atheist without religion	.7
None	.6
Catholic Christian	.3
Jehovah's Witness	.2
Protestant	.1
Jew	.1
Yezid	.1

APPENDIX 2. HUMAN RIGHTS AWARENESS

Table 32. Human rights awareness

Human rights	% from responses
Right to life	81.0%
Right to equality	72.2%
Freedom of expression	65.4%
Freedom of religion	60.4%
Right to property	58.6%
Voting right	57.1%
Right to education	56.3%
Labor rights	50.9%
Right to honor and dignity	50.2%
Right to health	49.7%
Right to inviolability of private and family life	49.6%
Right to assemblies and manifestations	49.5%
Right to free development	48.8%
Right to a fair trial	48.5%
Freedom of movement and residence	47.1%
Right to a healthy environment	42.6%
Right to form associations and political parties	40.6%
Right to form and join trade unions	39.3%
Right to social security	39.0%
Right to protection of the family	36.5%
Cultural rights	34.9%
Right to live in dignity	34.3%

APPENDIX 3. MOST FREQUENTLY VIOLATED HUMAN RIGHTS

Table 33. Most frequently violated human rights

	% from responses
Right to equality	39.7%
Right to a healthy environment	31.8%
Right to life	31.0%
Right to inviolability of private and family life	25.3%
Right to honor and dignity (including the right to be free from torture or cruel, inhuman or degrading treatment)	25.1%
Labor rights	24.6%
Freedom of expression	24.0%
Right to a fair trial (presumption of innocence and prohibition on retroactive application of law)	20.1%
Right to health	18.9%
Right to live in dignity	16.7%
Right to free development	13.6%
Right to education	10.9%
Freedom of religion	10.1%
Right to assemblies and manifestations	10.0%
Voting right	9.8%
Right to property	9.5%
Right to social security	9.2%
Right to protection of the family	6.7%
Freedom of movement and residence	6.2%
Cultural rights	4.0%
Right to form and join associations and political parties	2.6%
Right to form and join trade unions	2.3%

APPENDIX 4. STATEMENTS ON PWDS, FACE-TO-FACE/ONLINE INTERVIEWS

Table 34. Statements on persons with disabilities. Face-to-face and online interviews

	Face-to-face interview	Online interview
PWDs should enjoy equal rights with others	3.62	3.36
The living environment and services provided should be fully adapted to meet the needs of PWDS	3.65	3.47
Public institutions and other services should be fully accessible to PWDS	3.65	3.46
Discrimination against PWDS is a prevalent issue in Georgia.	2.48	2.50
PWDs with mental disorders are dangerous to society	2.68	2.33
PWDs should not have children	2.07	1.95
PWDs have no sexual life	1.88	1.89
The participation of PWDS in public life helps raise awareness about them and break stereotypes.	3.38	3.26
Due to their work, PWDS are promoted or rewarded at work more than others	2.62	2.26

APPENDIX 5. OPINIONS RELATED TO LGBTQI+ PEOPLE. AGE DISTRIBUTION

Table 35. Statements related to the LGBTQI+ community. Age distribution

	18-24	25-34	35-44	45-54	65 years and more
In my country, the LGBTQI+ community is one of the most discriminated groups. Members of this community often become victims of discrimination, physical violence, and psychological abuse.	3.21	3.04	2.91	2.66	2.35
The state responds appropriately to instances of violence and discrimination against LGBTQI+ individuals.	3.20	3.45	3.46	3.39	3.28
The rights of LGBTQI+ people should be protected, but there is no need for gay/lesbians to impose their lifestyle on others.	3.71	3.95	4.09	3.90	3.86
The law should allow same-sex (LGBTQI+) marriages	2.19	1.87	1.62	1.54	1.57
LGBTQI+ people should have the same right to work with children and adolescents as heterosexual people	2.98	2.60	2.43	2.12	1.58
An LGBTQI+ couple should have the same right to adopt and raise a child as a heterosexual couple	2.42	2.01	1.94	1.71	1.39
LGBTQI+ individuals should not be prohibited from marching in the streets.	3.13	2.86	2.67	2.40	2.33
LGBTQI+ people who openly express their orientation/identity and advocate for their rights deserve recognition for their bravery.	3.24	2.98	2.71	2.33	2.32

**The difference is statistically significant (sig.: <0.05).*

APPENDIX 6. LIST OF GOVERNMENT AGENCIES SURVEYED

Table 36. List of government agencies surveyed

1. Administration of the President of Georgia
2. Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia
3. Ministry of Georgia of Georgia
4. Ministry of Defense of Georgia
5. Ministry of Education and Science of Georgia
6. Ministry of Culture, Sports and Youth of Georgia
7. Ministry of Foreign Affairs of Georgia
8. Ministry of Regional Development and Infrastructure of Georgia
9. Ministry of Finance of Georgia
10. Ministry of Environmental Protection and Agriculture of Georgia
11. Roads Department of Georgia at the Ministry of Regional Development and Infrastructure of Georgia
12. Public Defender's Office of Georgia
13. State Inspector's Office
14. Georgian Chamber of Commerce and Industry
15. Supreme Council of the Autonomous Republic of Abkhazia
16. Ministry of Finance and Economy of the Autonomous Republic of Abkhazia
17. Supreme Council of the Autonomous Republic of Adjara
18. Ministry of Education, Culture and Sports of the Autonomous Republic of Adjara
19. Archival Division of the Ministry of Education, Culture and Sports of the Autonomous Republic of Adjara
20. Ministry of Agriculture of the Autonomous Republic of Adjara
21. Ministry of Finance and Economy of the Autonomous Republic of Adjara

22. Roads Department of the Ministry of Finance and Economy of the Autonomous Republic of Adjara
23. Ministry of Health and Social Protection of the Autonomous Republic of Adjara
24. Department of Sport and Youth Affairs of the Ministry of Education, Culture and Sports of the Autonomous Republic of Adjara
25. Department of Tourism and Resorts of the Ministry of Finance and Economy of the Autonomous Republic of Adjara
26. Government of Abkhazia
27. Ministry of Health and Social Protection of the Autonomous Republic of Abkhazia
28. Ministry of Internally Displaced Persons of the Autonomous Republic of Abkhazia
29. A territorial body of Imereti, Guria, Racha-Lechkhumi regions and the Autonomous Republic of Adjara
30. Administration of South Ossetia
31. State Representative - Governor in the municipalities of Bagdati, Vani, Zestaponi, Terjola, Samtredia, Sachkhere, Tkibuli, Tskaltubo, Chiatura, Kharagaulir, Khoni and the city of Kutaisi
32. Zestaponi District Court
33. Rustavi City Court
34. Poti City Court
35. Khashuri District Court
36. Administration of Vake District of Tbilisi
37. Batumi Municipality City Hall
38. Poti Municipality City Hall
39. Poti Municipality City Council
40. Kutaisi Municipality City Hall
41. Abasha Municipality City Hall
42. Administration of Akhagori Municipality
43. Akhalkalaki Municipality City Hall
44. Akhalkalaki Municipality City Council
45. Akhaltsikhe Municipality City Hall

46. Akhaltsikhe Municipality City Council
47. Administration of Azhara (Upper Abkhazia) Municipality
48. Akhmeta Municipality City Council
49. Bagdati Municipality City Hall
50. Bagdati Municipality City Council
51. Bolnisi Municipality City Hall
52. Borjomi Municipality City Council
53. Dmanisi Municipality City Hall
54. Dmanisi Municipality City Council
55. Eredvi Municipality City Council
56. Zestaponi Municipality City Council
57. Zugdidi Municipality City Council
58. Tetritskaro Municipality City Hall
59. Telavi Municipality City Hall
60. Tighvi Municipality City Council
61. Caspi Municipality City Hall
62. Lanchkhuti Municipality City Hall
63. Lanchkhuti Municipality City Council
64. Marneuli Municipality City Council
65. Ozurgeti Municipality City Council
66. Oni Municipality City Council
67. Samtredia Municipality City Council
68. Sachkhere Municipality City Hall
69. Sachkhere Municipality City Council
70. Senaki Municipality City Council

71. Tkibuli Municipality City Hall
72. Kareli Municipality City Hall
73. Administration of Kurta Municipality
74. Kazbegi Municipality City Hall
75. Kvareli Municipality City Hall
76. Chokhatauri Municipality City Council
77. Khashuri Municipality City Hall
78. Khashuri Municipality City Council
79. Khelvachauri Municipality City Council
80. Khobi Municipality City Hall
81. Khobi Municipality City Council
82. Khulo Municipality City Hall
83. Khoni Municipality City Hall
84. Tsalka Municipality City Council
85. Tskaltubo Municipality City Council
86. Educational Resource Center of Gldani-Nadzaladevi District of Tbilisi
87. Educational Resource Center of Adigeni
88. LEPL – Public Service Development Agency
89. LEPL – National Archives of Georgia
90. LEPL - Georgia's Reforms and Partnership Enterprise
91. LEPL – Civil Service Bureau
92. LEPL – National Agency of Mines
93. LEPL – Agency of Protected Areas
94. LEPL – National Agency for Crime Prevention, Execution of Non-custodial Sentences and Probation
95. LEPL – Center for Vocational Training and Retraining of Convicts

96. LEPL – National Agency of Public Registry
97. LEPL - Levan Mikeladze Diplomatic Training and Research Institute
98. LEPL - Digital Governance Agency
99. LEPL – National Bureau of Enforcement
100. LEPL - National Statistics Office of Georgia (Geostat)
101. LEPL – State Agency for Religious Issues
102. LEPL - Insurance State Supervision Service of Georgia
103. LEPL – Public Private Partnership Agency

