

TERMS OF REFERENCE

- Purpose of the contract:**
- Conduction of survey of perception of Roma and other citizens of Serbia about state activities aimed to improving the position of Roma
- Project:**
- “Inclusion of Roma and other Marginalised Groups”
- Project no:** 2017.2208.1-001.00
- Contract duration:** 01.09.2019.- 30.04.2020.

I Background

The project ‘Inclusion of Roma and other Marginalized Groups in Serbia’ started in October 2018 and will last until September 2022. It is funded by the German Federal Ministry for Economic Cooperation and Development (BMZ). The project’s lead executing agency is the Office of the Deputy Prime Minister of Serbia as the chairperson of the Coordination body for Monitoring of the Implementation of the Strategy for Roma Inclusion.

The project contributes to achievement of the following goals of the 2030 Agenda: SDG 1 (No poverty), SDG 5 (Gender equality), SDG 10 (Reduced inequalities) and SDG 16 (Peace, justice and strong institutions).

The module objective of the project is to improve the framework for realising the ‘Strategy of Social Inclusion of Roma in the Republic of Serbia for the Period from 2016 to 2025 (hereinafter referred to as „the Strategy“), especially implementation structures and corresponding mechanisms, as well as attitudes within society.

The project’s target groups are members of the Roma minority and other marginalised groups facing similar socioeconomic challenges. In accordance with the ‘leaving no one behind’ principle of the 2030 Agenda, the project focuses on the Roma minority as Serbia’s most marginalised population group, although it does take account of other marginalised population groups.

Output 1 of the Project aims to ensure that the Coordination Body has the capacities required to monitor implementation of the national Roma strategy. The hypothesis here is that a strong coordination mechanism will help ensure successful implementation of the Roma strategy. Enabling the project partners at the national and local level to implement the Roma strategy a) in their area of activity and b) jointly with other sectors once they have also established the required structures and processes and set up a monitoring and evaluation system, will ensure that a good basis is in place for achieving the strategy’s goals.

Background for the Assignment:

The surveys of the Roma population are relatively numerous, but still it seems that there are no relevant answers to the question of social position of Roma population and to the questions of possibilities for changing that position. The reasons of evident research weaknesses are partly justified, e.g. the difficulties of forming a representative sample; the absence of relevant data on the Roma minority; the deficit of the data from secondary sources, but also certain problems faced by the research agencies in providing appropriate interviews that is a situation in which trained “Roma shall interview another Roma”.

According to this, the goal of this research it is to examine how Roma see the impact of the state policy targeting the improvement of their position and how the citizens of Serbia of non-Roma belonging, see the impact of the state policy targeting the improvement of position of Roma.

The survey of perception of Roma and other citizens of Serbia about state activities aimed to improving the position of Roma is important for future planning of measures for social inclusion of Roma and other marginalised groups because it will enable feedback from beneficiaries and other citizens. Therefore, these surveys are in line the project Output 1: *The Coordination Body for Monitoring of the Implementation of the Strategy for Roma Inclusion is functional and Indicator 1.2: Annual monitoring reports which have to be published describe implementation of the Roma strategy and the action plan are compiled by the Coordination Body, incorporating feedback from the local level.*

II Objective

The objective of this assignment is to conduct two surveys:

1) Perception and Evaluation of Opinion of Roma - How Roma see the impact of the state policy targeting the improvement of their position: the perception of the state in which they live and the position of the Roma, as well as the evaluation of the activities and the impact of state and social actors involved in Strategy implementation – it is about the perception and evaluation by the Roma themselves (make an appropriate sample by which one can obtain a scientific and practically realistic data on Roma population – aimed at obtaining sample representativeness).

2) Perception and Evaluation of Opinion of non-Roma - How the citizens of Serbia of non-Roma belonging, see the impact of the state policy targeting the improvement of position of Roma and ethnic distance towards Roma: the perception of the position of Roma, the justification of the measures of state institutions with the respect to the five areas of the Strategy; as well as the evaluation of the activities and the impact of state and social actors involved in Strategy implementation – (representative sample of the Serbian citizens). In view of a realistic presumption of widespread prejudice against Roma, and the social distance towards Roma, the survey should give indications of the scope and intensity of the

distance (the independent variable treatment) as an important if not the key factor of perception of Roma by the non-Roma.

III Tasks of the Consultant

The assignment of the consultant includes the following specific tasks:

- 1. Conducting of Survey 1: Perception and Evaluation of Opinion of Roma - How Roma see the impact of the state policy targeting the improvement of their position:**

Timeframe: 1 September 2019 – 31 March 2020

Tasks:

Five groups of data should be collected within the survey dedicated to perception and evaluation of opinion of Roma about the impact of the state policy targeting the improvement of their position:

1. Basic social and economic data on respondents (including the question of whether they are returnees?);
2. The respondent's self-evaluation of the position with respect to the five areas of the Strategy;
3. The respondent's opinion on the justification of the measures of state institutions with the respect to the five areas of the Strategy;
4. Evaluation of the impact of the state institutions (divided per area of strategy), civil society and particularly local mechanisms i.e. local Roma coordinators, health mediators, mobile teams for Roma inclusions with whom respondents were in contact;
5. The interviewer's observations of the settlement, household and respondents – based on precise instructions.

Structure of questions should enable the comparative analysis with the non-Roma sample about the position of Roma to the five areas of the Strategy and their opinion on justification of the measures. Questions will be defined in cooperation with the Coordination body for Monitoring of the Implementation of the Strategy for Roma Inclusion and GIZ.

Realization procedure: direct personal interview – face to face.

Task 1: Preparation, composition and collection of the team

- Preparatory activities, creating the detailed work plan;
- Staffing of the necessary personnel:
 - Expert 1, senior researcher
 - Expert 2, researcher
 - Expert 3, researcher
 - Up to 22 trained poll-takers, native speakers of the Roma language or adequate dialect spoken in the particular surroundings.

Task 2: Development of the survey methodology, sample and tools

- Preparation of the methodology for the survey;
- Design and content of the questionnaire - 50 questions + demography.
- Interview duration: up to 60 minutes;
- Creation of the representative sample - minimum 660 Roma respondents (18+) in the Roma settlements and outside such settlements (use optimal possibilities to obtain an adequate and representative sample);
- Identification of settlements for conducting the survey;
- Creation of the electronic data base for data entry;

Task 3: Field work and data entry

- Conduct the mapping in selected settlements (minimum 660 Roma respondents) in maximum 10 working days;
- On-going data entry in the electronic data base;

Task 4: Analysis of collected data and a report

- In depth analysis of field research data;
- Development of the final report of the survey;
- Design of the pdf version of the report for distribution;

Task 5: Presentation of the results and findings of the survey

- Preparation of Power Point presentation with the key findings of the survey in Serbian and English language;
- Delivery of the presentation for the key stakeholders in agreement with the Project.
- Development of Visual Infographic with key findings in agreement with the Project;

- 2. Conducting of Survey 2: Perception and Evaluation of Opinion of non-Roma - How the citizens of Serbia of non-Roma belonging, see the impact of the state policy targeting the improvement of position of Roma and ethnic distance towards Roma:** - How the Serbian citizens see the Roma population and how they assess the activities aimed at improvement of Roma position.

Timeframe: 1 September– 31 December 2019

Tasks:

Five groups of data should be collected within the survey dedicated to perception and evaluation of opinion of non-Roma:

1. Basic social and economic data on respondents;
2. The respondent's opinion about the position of Roma with respect to the five areas of the Strategy;

3. Evaluation of the impact of the state institutions (divided per area of strategy), civil society and particularly local mechanisms i.e. local Roma coordinators, health mediators, mobile teams for Roma inclusions)
4. The respondent's opinion on the justification of the measures of state institutions with the respect to the five areas of the Strategy;
5. Ethnic distance towards Roma;

Structure of questions should enable the comparative analysis with the Roma sample related to their self-evaluation of the position to the five areas of the Strategy and their opinion on justification of the measures. Questions will be defined in cooperation with the Team providing technical support to the Coordination body for Monitoring of the Implementation of the Strategy for Roma Inclusion and GIZ.

Realization procedure: Computer-assisted telephone interviewing – CATI.

Task 1: Preparation, composition and collection of the team

- Preparatory activities, creating the detailed work plan;
- Staffing of the necessary personnel:
 - Expert 1, senior researcher
 - Expert 2, researcher
 - Expert 3, researcher
 - Up to 8 trained poll-takers for the computer-assisted telephone interviewing.

Task 2: Development of the survey methodology, sample and tools

- Preparation of the methodology for the survey and work plan;
- Design and content of the questionnaire - 16 questions + demography.
- Interview duration: up to 15 minutes;
- Creation of the representative sample – 1000 respondents – representative sample of Serbian citizens (citizens of the Republic of Serbia 18+);
- Margin of error: +/- 3%
- Identification of geographical areas for conducting the survey;
- Creation of the electronic data base for CATI contacts (potential respondents);
- Creation of the electronic data base for data entry;

Task 3: Computer-assisted telephone interviewing - CATI

- Conduct the Computer-assisted telephone interviewing - CATI (1000 respondents – representative sample of Serbian citizens) in maximum 14 working days;
- On-going, real time data entry in the electronic data base;

Task 4: Analysis of collected data and a report

- In depth analysis of CATI research data;
- Development of the final report of the survey;
- Design of the pdf version of the report for distribution;

Task 5: Presentation of the results and findings of the survey

- Preparation of Power Point presentation with the key findings of the survey in Serbian and English language;
- Delivery of the presentation for the key stakeholders in agreement with the Project.
- Development of Visual Infographic with key findings in agreement with the Project;

IV QUALIFICATIONS REQUIRED

The research teams for the above two surveys should consist of at least 3 experts with the following qualifications:

Expert 1

- University degree (Masters or equivalent);
- Minimum 15 years of experience in research leading and analysis of the research results;
- At least 5 years of work in social sciences, economics, law or other areas directly related to the subject of research;
- Ability to work with people of different nationalities, religions and cultural backgrounds;
- Experience in work with discriminated, marginalized groups;
- Communication and organizational skills;
- Proven reporting and drafting skills.
- Prior work experience in Serbia

Expert 2

- At least 5 years of experience in research and analysis of the research results,
- Ability to work with people of different nationalities, religions and cultural backgrounds;
- Proven reporting and drafting skills;
- Communication and organizational skills.
- Prior work experience in Serbia

Expert 3

- At least 5 years of experience in research and analysis of the research results,
- Ability to work with people of different nationalities, religions and cultural backgrounds;
- Communication and organizational skills
- Prior work experience in Serbia

The same experts may be members of both teams.

V Resources

The consulting company should indicate the number of days they need to carry out the work, as well as the number of nights and kilometres they need to perform the job. Transport costs per kilometre and overnights will be according to GIZ rules.

VI Expected Outputs/Deliverables and timetable

At the end of the contractual period the following outputs will be delivered:

	Expected Output:	Deadline
1.	Survey methodology with the work plan prepared and approved;	13 th September 2019
2.	Design and content of the questionnaire for Survey 1: Perception and Evaluation of Opinion of Roma - How Roma see the impact of the state policy targeting the improvement of their position prepared and approved;	25 th September 2019
	Design and content of the questionnaire for Survey 2: Perception and Evaluation of Opinion of non-Roma - How the citizens of Serbia of non-Roma belonging, see the impact of the state policy targeting the improvement of position of Roma and ethnic distance towards Roma prepared and approved;	25 th September 2019
3.	Field work and data entry conducted;	15 th November 2019
4.	Computer-assisted telephone interviewing – CATI conducted;	15 th November 2019
5.	Survey 2 Report: “How the citizens of Serbia of non-Roma belonging, see the impact of the state policy targeting the improvement of position of Roma and ethnic distance towards Roma” prepared and approved;	31 st December 2019
6.	Survey 1 Report with the key findings and comparative analysis: “Perception and Evaluation of Opinion of Roma - How Roma see the impact of the state policy targeting the improvement of their position” prepared and approved;	31 st March 2020
7.	Power point presentations with the key findings and comparative analysis of the surveys in Serbian and English language prepared; Visual Infographic with key findings developed;	31 st March 2020
8.	Presentation for the key stakeholders in agreement with the Project delivered;	15 th April 2020
9.	Final report from surveys including comparative analysis and summary report about delivery of service prepared and approved.	15 th April 2020

All outputs have to be reviewed and approved by GIZ Project.

The work plan, questionnaires, presentations and survey reports must be submitted in Serbian and English.

VII Technical offer

Technical offer shall include but not limited to the following points:

- CV's of the proposed experts
- Company profile
- Concept on Methodological approach
- Time and work frame

The consultant should indicate number of days needed for the assignment period divided by the outputs.

	Expected Output:	No of days needed for Expert 1	No of days needed for Expert 2	No of days needed for Expert 3	No of days needed for Poll Takers
1	Survey methodology with the wok plan prepared and approved;				
2	Design and content of the questionnaire for Survey 1: Perception and Evaluation of Opinion of Roma - How Roma see the impact of the state policy targeting the improvement of their position prepared and approved;				
3	Design and content of the questionnaire for Survey 2: Perception and Evaluation of Opinion of non-Roma - How the citizens of Serbia of non-Roma belonging, see the impact of the state policy targeting the improvement of position of Roma and ethnic distance towards Roma prepared and approved;				
4	Field work and data entry conducted;				
5	Computer-assisted telephone interviewing – CATI conducted;				
6	Survey 2 Report: “How the citizens of Serbia of non-Roma belonging, see the impact of the state policy targeting the improvement of position of Roma and				

	ethnic distance towards Roma” prepared and approved;				
7	Survey 1 Report with the key findings and comparative analysis: “Perception and Evaluation of Opinion of Roma - How Roma see the impact of the state policy targeting the improvement of their position” prepared and approved;				
8	Power point presentations with the key findings and comparative analysis of the surveys in Serbian and English language prepared;				
	Visual Infographic with key findings developed;				
9	Presentation for the key stakeholders in agreement with the Project delivered;				
10	Final report from surveys including comparative analysis and summary report about delivery of service prepared and approved.				

VIII Reporting

The consulting company will send final reports from surveys and summary report about delivery of service (with stamp and signature) in Serbian and English to Project Leader and Project Manager until 15 April 2020.