



**NATIONAL  
STATISTICS OFFICE  
OF MONGOLIA**



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**Swiss Agency for Development  
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# EVALUATING THE PUBLIC KNOWLEDGE AND ATTITUDE TOWARDS GENDER-BASED VIOLENCE AND CLIENT SATISFACTION WITH ONE STOP SERVICE CENTERS/ TEMPORARY SHELTERS

## SURVEY REPORT

# **EVALUATING THE PUBLIC KNOWLEDGE AND ATTITUDE TOWARDS GENDER-BASED VIOLENCE AND CLIENT SATISFACTION WITH ONE STOP SERVICE CENTERS/TEMPORARY SHELTERS**

## **SURVEY MAIN RESULT**

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NATIONAL STATISTICS OF MONGOLIA

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GENDER-BASED VIOLENCE AND CLIENT SATISFACTION WITH ONE STOP  
SERVICE CENTERS/TEMPORARY SHELTERS**  
SURVEY MAIN RESULT

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## PREFACE

The NSO in collaboration with the United Nations Population Fund have jointly organized many social activities against gender-based and domestic violence. This survey was also successfully organized within the implementing partner agreement between two organizations.

The importance of this survey is to the level of the quality, capacity, accommodation size, provision of human resources, and skills of the services provided to the victims and survivors of violence and other essential services provided in One Stop Service Centers (OSSCs) and Temporary Shelters (TSs) operating in Mongolia; to evaluate changes in public knowledge, attitude, and behaviors regarding gender-based violence and domestic violence as a result of staged public awareness activities; and to evaluate the progress made in comparison with the previous survey period, and to determine the need for further improvement and support.

The survey team is pleased to present this report based on the survey results. There is no doubt that this thematic survey data will be an important source of information for users at all levels, for detailed evaluation and in-depth research and analysis of gender statistics in relation to other social and economic factors.

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## **ABBREVIATIONS**

GBV -	Gender based violence
DV -	Domestic violence
NSO -	National Statistics Office
CDAD -	Census and Data Analysis Department
PHCD -	Population and Housing Census Division
SDC –	Swiss Agency for Development and Cooperation
UNFPA -	United Nations Population Fund
IO -	International Organization
NGO -	Non-Governmental Organisation
OSSC -	One Stop Service Center
TS -	Temporary Shelter
LGBT -	Lesbian, Gay, Bisexual, Transgender

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## 1.1 INTRODUCTION

The National Statistics Office (NSO) conducted the survey to evaluate client satisfaction and community awareness, public knowledge, and attitudes towards One Stop Service Centers/ Temporary Shelters for the second time in 2022 with the technical and financial support of the project "Combating gender-based violence" funded by the Swiss Agency for Development and Cooperation (SDC) and jointly implemented by the Government of Mongolia and United Nations Population Fund (UNFPA).

## 1.2 SAMPLING METHODOLOGY

As a household-based survey, the sample unit of the OSSC/TS survey is household. The sample size for the 2019 survey was determined to be sufficiently nationally representative and the sample size in this survey was determined in the same way.

A simple random probability sampling method was used to select the households. Assuming that 20 households will be selected from one sample primary unit (PSU), the sample size is equalized to 5180. For the city of Ulaanbaatar, the district and for the aimag, the team will be the PSU. The end-of-year 2021 data on households and population were used to select the PSU.

Sampling weight was used to process the survey results. See Appendix A (Sampling Design) for details on sample design.

## 1.3 SURVEY METHODOLOGY

When determining the survey questionnaire and indicators, the questionnaire that was used for survey data collection in 2019 was used in the survey.

The survey included the following 2 questionnaires:

1. Individual Questionnaire - A household member aged 15 and over was asked about brief demographic information and knowledge and attitude towards gender based violence.
2. Questionnaire for the general evaluation of the OSSC/TS - A total of 31 units were surveyed including the employees of the OSSC/TS.
3. The survey questionnaire was taken from the survey questionnaire used in the previous survey, and no additional changes were made.
4. The general structure of the survey questionnaire is outlined below. Complete survey questionnaire can be found in Appendix B.

The questionnaire included the following indicators:

Individual questionnaire	Whether to participate in additional part
General Personal Information	Do you know about OSSC/TS?
Education level	Do you know the location of OSSC/TS?
Employment	Have you ever been served by OSSC/TS?
	How many times have you been served by OSSC/TS?
Gender based violence	General evaluation of the OSSC/TS
Underlying causes of GBV and DV	Year established
Factors affecting GBV and DV	Number of customers
Knowledge and understanding of GBV and DV	Number of employees
	Capacity

## 1.4 SURVEY ETHICS

Survey questionnaires, enumerators handbook and concepts were developed and approved by the order of the Chairman of the NSC No. A/169 of 2022, and the enumerators handbook included any risks that may arise during the organization of the survey and how to deal with them.

One person over the age of 15 from each household selected for the survey was interviewed with consent. Each respondents in the survey was informed that their participation was voluntary, that the data would be kept strictly in accordance with the law of Individual Secrecy, and that the data would be used anonymously. Enumerators were also reminded that a sensible and positive approach is required when dealing with the sensitive issue of violence among respondents.

## 1.5 DATA COLLECTION METHOD

The KOBO web-based application was used to collect survey data, and the application was piloted in September 2022. Based on the results of the pilot survey, the questionnaire and the program were modified and finalized.

## 1.6 TRAINING

A training session for enumerators was organized online on October 28, 2022, with 108 participants. The training included practice on interviewing methodology and how to enter questions into KOBO software.

## 1.7 DATA ANALYSIS

During data collection, the information collected by the interviewers was checked after entering the KOBO program, the error protocol was run, the results were analyzed using the SPSS program, and the result tables were produced.

## TERMS AND DEFINITIONS

**GENDER:** As a perception of the roles, responsibilities and statuses which a man or a woman is expected to fulfill in political, economic, social, cultural and family spheres, that establishes itself and evolves in the course of history<sup>1</sup>;

**GENDER STEREOTYPES:** As the differential concepts of the roles and rights of men and women in political, economic, social, cultural and family relations based on their sex, and treatment of men and women on the basis thereof<sup>2</sup>;

**GENDER DISCRIMINATION:** As any action or inaction resulting in discrimination, exclusion or restriction based on sex or attributes of sex and marital status of men and women in political, economic, social, cultural, family and other spheres<sup>3</sup>;

**GENDER-BASED VIOLENCE:** As any action or inaction prompted by the victim's gender that inflicts or has the potential to inflict a physical, sexual, emotional, and economic damage to a victim<sup>4</sup>;

**DOMESTIC VIOLENCE:** As any action or omission that result in, psychological, physical or sexual harm or suffering, or deprivation of economic or sexual liberty to a family related person<sup>5</sup>;

**VICTIM OF DOMESTIC VIOLENCE:** Refers to a person who has suffered from a physical, sexual, emotional, and economic damage due to domestic violence<sup>6</sup>;

**ONE STOP SERVICE CENTER:** Refers to a facility dedicated to provide the 7 main types of services (security protection, medical care, psychological services, social welfare services, child protection services, legal aid, mediation) specified in the law on CDV to victims and survivors of domestic violence, established under the medical, police and governmental, and non-governmental organizations, through case management methodology<sup>7</sup>;

**TEMPORARY SHELTER:** Refers to a standard-compliant place where a victim of domestic violence or sexual violence can be accommodated for a certain period of time and provided with security protection, medical care services, psychological services, social welfare services, child protection services, legal aid and mediation services with the support of relevant institutions<sup>8</sup>;

<sup>1</sup> Section 4.1.1 of Article 4 of the Law on Gender Equality <https://legalinfo.mn/mn/detail/253>

<sup>2</sup> Above law

<sup>3</sup> Above law

<sup>4</sup> Above law

<sup>5</sup> Section 5.1.1 of Article 5 of the Law on Combating Domestic Violence <https://legalinfo.mn/mn/detail/12393>

<sup>6</sup> Above law

<sup>7</sup> Above law

<sup>8</sup> Above law

## 2.1 SURVEY PARTICIPATION

Considering the survey participation rate, 5 102 of the 5 180 sampled households were eligible during the survey. Of these, 5 050 completed the survey, and the participation rate was 98.9 percent.

## 2.2 DEMOGRAPHICS

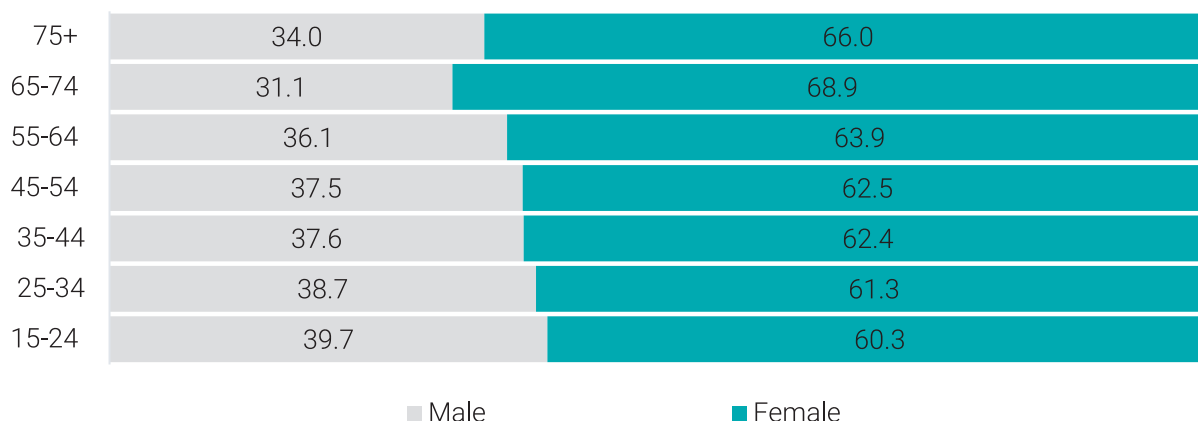
A total of 5 050 people aged 15 and over were included in the survey, comprising 150-162 people from each aimag and 255-258 people from each district of Ulaanbaatar city. Of these, 36.9 percent (1 863) were male and 63.1 percent (3 187) were female.

TABLE 2.2.1 NUMBER OF RESPONDENTS IN THE SURVEY, BY AIMAGS AND THE CAPITAL CITY, BY SEX AND SEX RATIO, 2019 AND 2022

Aimags and the Capital city	2019			2022			Sex ratio	
	Total	Male	Female	Total	Male	Female	2019	2022
<b>Total</b>	<b>5 000</b>	<b>1 309</b>	<b>3 691</b>	<b>5 050</b>	<b>1 863</b>	<b>3 187</b>	<b>35.5</b>	<b>58.5</b>
Arkhangai	150	16	134	155	56	99	11.9	56.6
Bayan-Ulgii	181	37	144	156	36	120	25.7	30.0
Bayankhongor	181	46	135	156	55	101	34.1	54.5
Bulgan	150	44	106	154	34	120	41.5	28.3
Govi-Altai	178	28	150	156	36	120	18.7	30.0
Dornogovi	151	54	97	153	52	101	55.7	51.5
Dornod	181	65	116	153	64	89	56.0	71.9
Dundgovi	149	15	134	150	61	89	11.2	68.5
Zavkhan	179	34	145	157	77	80	23.4	96.3
Uvurkhangai	180	12	168	155	46	109	7.1	42.2
Umnugovi	181	41	140	156	63	93	29.3	67.7
Sukhbaatar	151	19	132	156	64	92	14.4	69.6
Selenge	146	39	107	154	62	92	36.4	67.4
Tuv	150	23	127	150	55	95	18.1	57.9
Uvs	151	39	112	157	44	113	34.8	38.9
Khovd	152	16	136	154	58	96	11.8	60.4
Khuvsgul	180	53	127	157	65	92	41.7	70.7
Khentii	182	37	145	162	41	121	25.5	33.9
Darkhan-Uul	179	15	164	156	58	98	9.1	59.2
Ulaanbaatar	1 600	632	968	1 795	700	1 095	65.3	63.9
Orkhon	148	17	131	156	59	97	13.0	60.8
Govisumber	100	27	73	152	77	75	37.0	102.7

In terms of sex ratio, the 2022 survey has shown an increase of 23.0 percentage points compared to the 2019 baseline survey. When examining the data at the provincial and capital level, men were found to dominate over women in all aimags and capital city in 2019. However, according to the results of the current survey, women were found to dominate in 11 aimags and capital city (refer to Table 2.2.1 for details).

FIGURE 2.2.1 SURVEY RESPONDENTS BY AGE GROUP, SEX, BY PERCENTAGE, 2022



Looking at the respondents by sex and age group, women were majority in all age groups, and it is 1.5-2.2 times higher than that of men, as shown in the figure above (Figure 2.2.1).

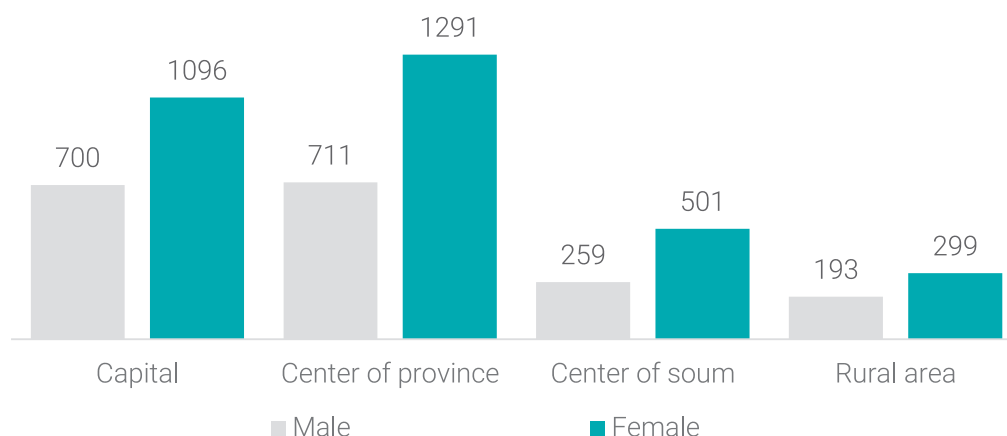
In terms of age group, there are 297 respondents aged 15-24 which accounts for 5.9 percent, 4 105 respondents aged 25-64 which accounts for 81.3 percent, and 648 respondents aged 65 or older which accounts for 12.8 percent respectively (Figure 2.2.2).

FIGURE 2.2.2 RESPONDENTS BY AGE GROUP AND PERCENTAGE, 2022



Upon classification of the respondents by location, it was found that 35.6 percent or 1 096 respondents reside in the capital, 39.6 percent or 1 291 respondents reside in the center of the aimag, 15.0 percent or 501 respondents reside in the center of soum, and 9.7 percent or 299 respondents reside in rural areas. The population in the center of the aimag was 4.0 percentage points higher than that of the capital (Figure 2.1.3.) and in each location, women constituted the majority compared to men.

FIGURE 2.2.3 SURVEY RESPONDENTS BY LOCATION AND SEX, 2022



When comparing the results of the 2019 and 2022 surveys based on the educational level of the respondents, it can be observed that the percentage of respondents with a diploma or bachelor's degree decreased from 41.9 percent in 2019 to 29.7 percent in 2022. However, the percentage of respondents with secondary education increased from 29.8 percent in 2019 to 38.3 percent in 2022. Further analysis based on sex revealed that the decrease in the number of men with diploma or bachelor's degree was 26.4 percent, whereas for women, it was 31.7 percent. Despite this difference in percentages, the sex based comparison did not show a statistically significant difference, as indicated in Table 2.2.2.

TABLE 2.2.2 EDUCATION LEVEL OF THE RESPONDENTS, BY SEX AND PERCENTAGE, 2019 AND 2022

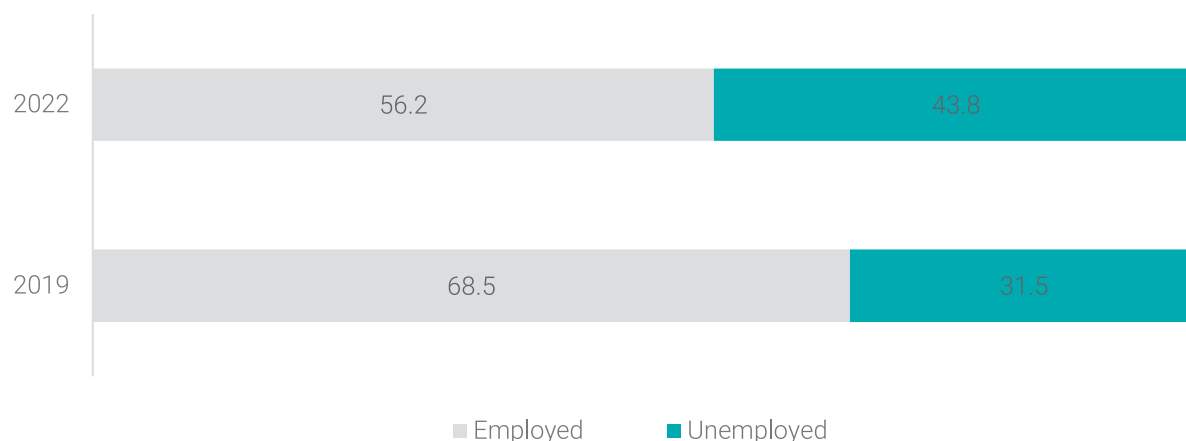
Education level	Male		Female	
	2019	2022	2019	2022
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
No schooling	2.3	1.3	1.9	2.0
Lower primary	2.4	5.2	3.3	4.5
Basic	7.6	11.7	5.1	9.5
High school	33.8	41.2	28.4	36.6
Technical and professional	7.6	5.7	5.4	4.7
Vocational	6.0	5.7	7.2	7.3
Diploma degree and undergraduate	36.7	26.4	43.8	31.7
Master/Doctor	3.6	2.6	4.9	3.8
Don't know/Don't remember	-	0.1	-	-

## 2.3 EMPLOYMENT

In terms of the employment status of the respondents, 56.2 percent (2 840) of the respondents were employed in some type of work in the past 7 days, and 43.8 percent (2 210) were not employed in any work. Comparing these results with the 2019 survey, there has been a 12.3 percentage point increase in the number of respondents who are employed, and a corresponding decrease of 12.3 percentage points in the number of respondents who are not employed.

When looking at the results of the survey, it can be seen that due to the COVID-19 pandemic, many workplaces have closed down and the number of unemployed people has increased. As a result, there has been an decrease in the number of respondents who are employed and have a salary. (Table 2.3.1).

FIGURE 2.3.1 PERCENTAGE OF RESPONDENT'S EMPLOYMENT STATUS, 2019 AND 2022



In the last 7 days, clarifying the type of employment from those who engaged in any type of work, 67.2 percent (1 909) were paid worker, 31.6 percent (898) were self-employed, and 1.2 percent (33) were unpaid employed (Table 2.3.1). 57.4 percent of respondents in paid work are women, and 69.7 percent of respondents in unpaid work are women.

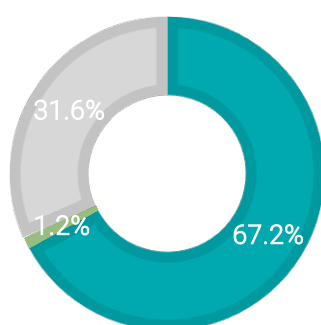
TABLE 2.3.1 CATEGORY OF MAIN WORK PERFORMED IN THE LAST 7 DAYS, BY SEX, 2022

Work category	Total	Male	Female
Self-employment	898	409	489
Unpaid employment	33	10	23
Paid employment	1909	814	1095

According to the results of the survey, considering the employment situation in 2022, paid employment accounts for 67.2 percent which was the largest share, and self-employment accounts for 31.6 percent.

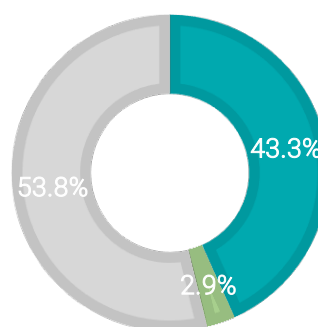
FIGURE 2.3.2 EMPLOYMENT, SELF-EMPLOYMENT, BY PERCENTAGE, 2022

EMPLOYMENT STATUS BY PERCENTAGE, 2022



■ Paid employment  
■ Unpaid employment  
■ Self-employment

SELF EMPLOYMENT BY PERCENTAGE, 2022



■ Livestock farmer  
■ Crop farmer  
■ Other

When categorizing self-employment types, 43.3% are in the livestock herding and 2.9% are involved in the agriculture sector. The remaining percentage is involved in various other types of work, with a total of 53.8% (Table 2.3.2) which is the majority. These jobs include sales, services, and other types of work performed on a self-employed basis.

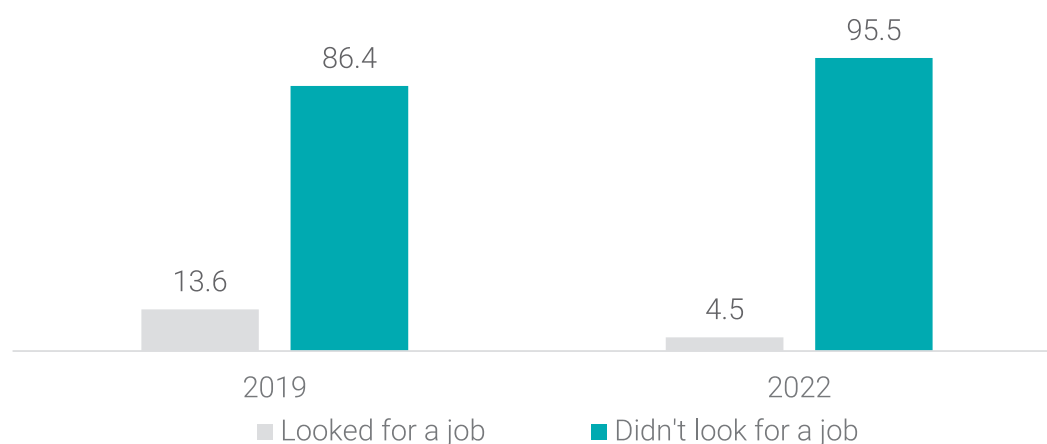
When comparing the number of respondents who were not employed in last 7 day for a reason, respondents who couldn't find work decreased by 7.2 percentage points, due to pregnancy decreased by 6.0 percentage points, due to seasonal work decreased by 5.6 percentage points, respondents who were on vacation decreased by 2.2 percentage points, while respondents with other reasons increased by 22.9 percentage points. Also the biggest reason for the unemployment of respondents was the reasons that are not listed in the questionnaire compromising 65.4 percent which consist mainly of the reasons which are retirement, old age, being unskilled and currently studying.

TABLE 2.3.2 REASONS FOR RESPONDENTS' UNEMPLOYMENT, BY CATEGORY AND PERCENTAGE, 2019 AND 2022

Main reasons of unemployment	2019	2022
Total	100.0	100.0
Sick	7.5	7.9
Pregnant	8.0	2.0
Saved others	10.0	9.3
On vacation	6.3	4.1
Taking gap	2.0	1.4
Seasonal work	8.3	2.7
Couldn't find job	15.4	7.2
Other	42.5	65.4

In terms of whether respondents who were unemployed said that they had looked for a job within a week, the majority of 95.5 percent indicated they didn't look for a job. While 4.5 (105) percent said yes. Compared to the results of the previous survey, the number of job seekers decreased by 9.1 percentage points (Figure 2.3.3).

FIGURE 2.3.3 RESPONDENTS WHO HAVE LOOKED FOR A JOB, BY PERCENTAGE, 2019 AND 2022



Among the 105 (4.5 percent) respondents who answered that they were not employed in the last 7 days but were looking for a job, 26.7 percent asked for help from friends and relatives, 24.8 percent applied according to media ads, 21.0 percent applied to employers, and 13.3 percent applied to the labor department and labor exchange. Also, there has been a change in the way unemployed

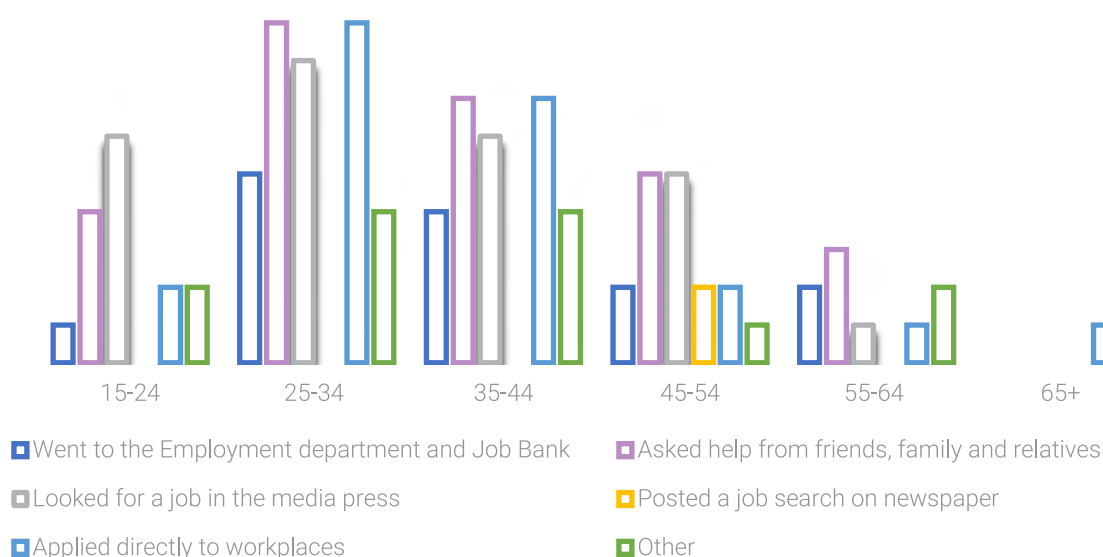
respondents look for work, the number of job seekers who turn to the Employment department and Job bank has decreased from 23.8 percent to 13.3 percent, while the approach to the advertisement in the media has increased slightly (3.8 percent) (Table 2.3.3).

TABLE 2.3.3 RESPONDENTS WHO HAVE LOOKED FOR A JOB, 2019 AND 2022

Respondents who have looked for a job within last week by category	2019	2022
Total	100.0	100.0
Employment department and Job bank	23.8	13.3
Asked for help from friends and relatives	26.6	26.7
Look for a job in the media press	21.0	24.8
Posting a job searching announcement on newspapers	1.9	1.9
Applied to employers	11.2	21.0
Other	15.4	12.4

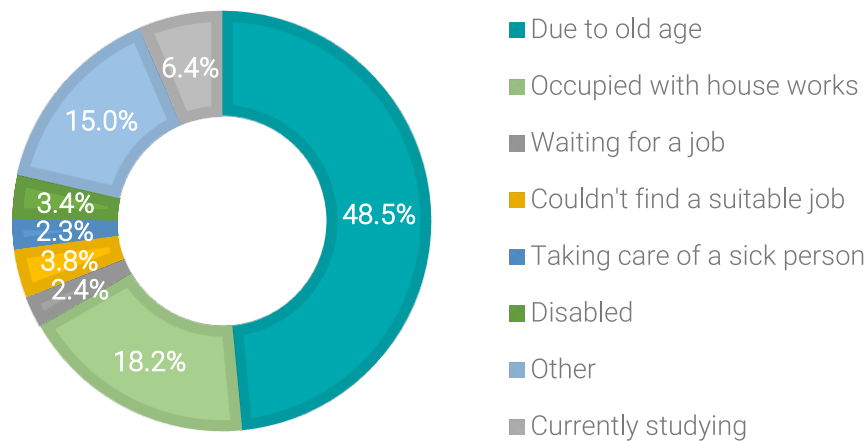
When looking at job seekers by job searching method and age group, respondents within the age groups of 15-24 and 45-54 prefer to look for work through media ads, while respondents within the age groups of 25-35 and 35-44 use the method of asking friends and relatives for help. On the other hand, respondents aged 55-64 answered that they look for work by contacting the Employment department and Job bank, and asking for help from friends and relatives (Figure 2.3.4).

FIGURE 2.3.4 JOB SEARCHING METHOD IN THE LAST 7 DAYS, BY AGE GROUP, 2022



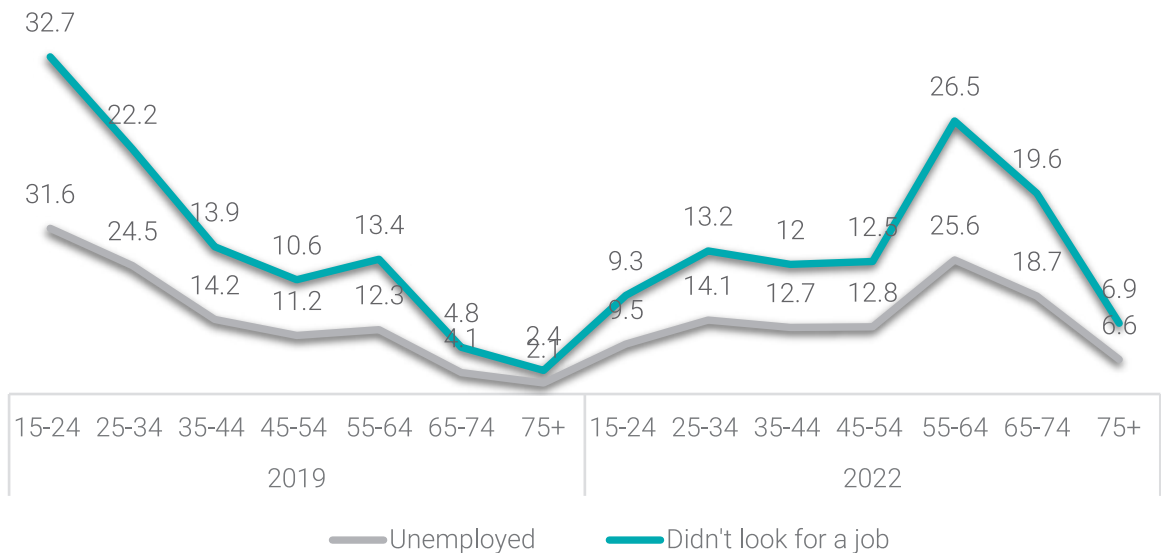
However, in terms of the reasons for not looking for job among the respondents who are not employed and who are not looking for job, 48.5 percent mentioned problems such as old age, 18.2 percent having housework and taking care of children, 6.4 percent being a student, 3.8 percent not finding a suitable job, and 3.4 percent having a disability (Figure 2.3.5). Looking at the age group and sex of respondents who are not looking for work, 46.1 percent or the largest percentage is 55-74 years old, and this is due to the fact that respondents of this age group are retired and elder.

FIGURE 2.3.5 REASONS FOR NOT LOOKING FOR WORK IN THE LAST 7 DAYS, BY CATEGORY, 2022



Looking at respondents who are not working or looking for work by age group in comparison to the 2019 survey, in 2022, respondents aged 15-24 increased by 23.4 percentage points to 32.7 percent, respondents aged 25-34 increased by 9 percentage points to 22.2 percent, respondents aged 35-44 increased by 1.9 percentage points to 13.9 percent, respondents aged 45-54 increased by 2.0 percentage points to 12.6 percent, respondents aged 55-64 increased by 13.0 percentage points to 26.5 percent, respondents aged 65-74 increased by 14.8 percentage points to 19.6 percent, and respondents aged 75 and over increased by 4.6 percentage points to 6.9 percent, respectively (Figure 2.3.6).

FIGURE 2.3.6 RESPONDENTS WHO ARE NEITHER WORKING NOT LOOKING FOR WORK, BY AGE GROUP, 2019 AND 2022



### 3.1 THE LEVEL OF PUBLIC KNOWLEDGE ABOUT GBV

This chapter looks at what GBV and DV mean, the underlying causes of this type of violence, and the factors that contribute to it. A total of 49 questions were asked to explore respondents' perceptions, attitude and knowledge about GBV and DV. Respondents rated themselves on a scale of 1-9 to the question of how knowledgeable you are about GBV and DV (Figure 3.1.1). 1 624 or 32.2 percent of all respondents in the survey concluded that they have a 5 or moderate understanding of GBV and DV.

FIGURE 3.1.1 RESULTS OF SELF-ASSESSMENT OF KNOWLEDGE, PERCEPTIONS, AND ATTITUDES ABOUT GBV AND DV, 2022

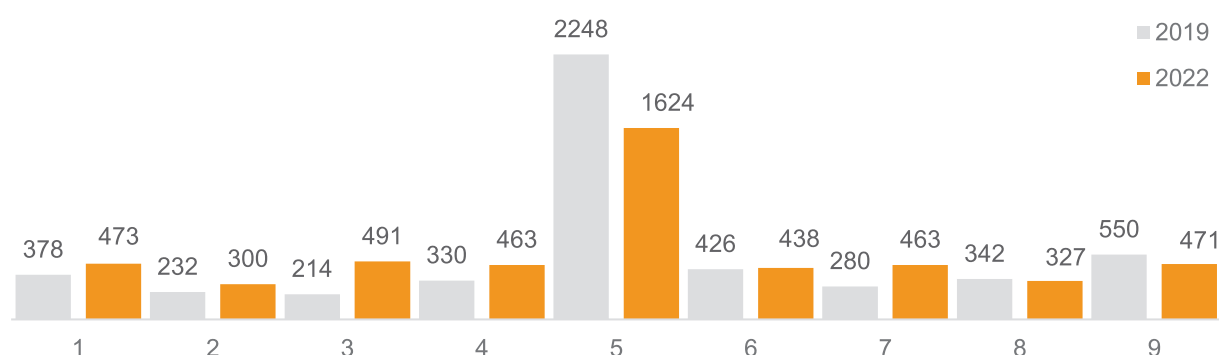


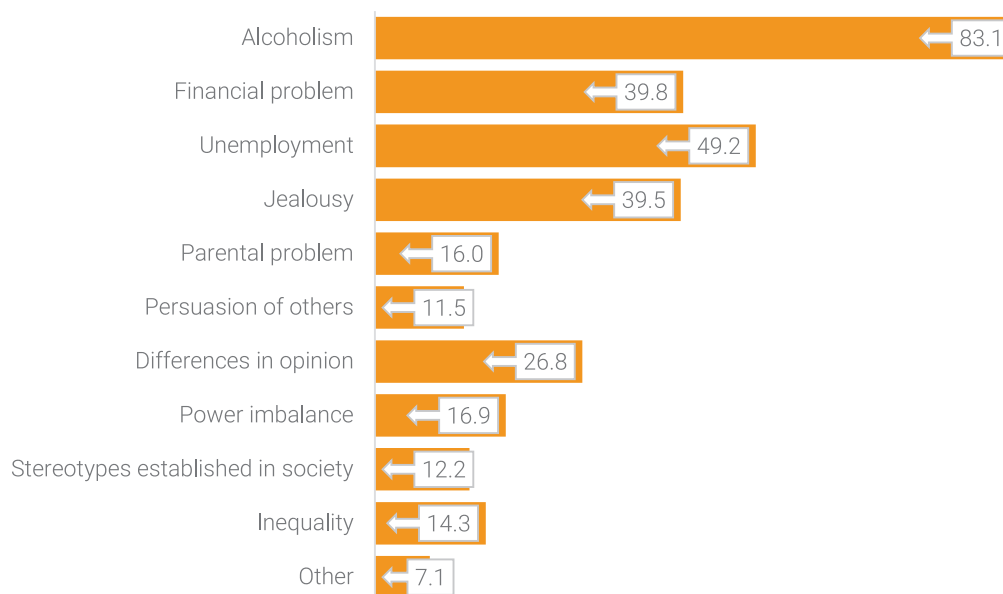
TABLE 3.1.1 SELF-ASSESSMENT OF KNOWLEDGE, UNDERSTANDING AND ATTITUDES ABOUT GBV AND DV, BY PERCENTAGE, 2019 AND 2022

Response	2022			2019			Difference	Response grouping		
	Frequency	%	Increasing frequency	Frequency	%	Increasing frequency	%	Response group	2022	2019
1	473	<b>9.4</b>	9.4	378	<b>7.6</b>	7.6	<b>1.8</b>	1-2	15.3	12.2
2	300	<b>5.9</b>	15.3	232	<b>4.6</b>	12.2	<b>1.3</b>			
3	491	<b>9.7</b>	25.0	214	<b>4.3</b>	16.5	<b>5.4</b>	3-4	18.9	10.9
4	463	<b>9.2</b>	34.2	330	<b>6.6</b>	23.1	<b>2.6</b>			
5	1624	<b>32.2</b>	66.4	2248	<b>45.0</b>	68.0	<b>(-12.8)</b>	5	32.2	45.0
6	438	<b>8.7</b>	75.0	426	<b>8.5</b>	76.6	<b>0.2</b>	6-7	17.8	14.1
7	463	<b>9.2</b>	84.2	280	<b>5.6</b>	82.2	<b>3.6</b>			
8	327	<b>6.5</b>	90.7	342	<b>6.8</b>	89.0	<b>-0.4</b>	8-9	15.8	17.8
9	471	<b>9.3</b>	100.0	550	<b>11.0</b>	100.0	<b>-1.7</b>			
<b>Score</b>	<b>5050</b>	<b>100.0</b>	-	<b>5000</b>	<b>100.0</b>	-	-		<b>100.0</b>	<b>100.0</b>

According to the previous or 2019 survey, 12.2 percent rated their knowledge with 1-2 points, 10.9 percent with 3-4 points, 45.0 percent with 5 points, 14.1 percent with 6-7 points, and 17.8 percent with 8-9 points, while, in the 2022 survey, 15.3% rated their knowledge as 1-2 points, 18.9% as 3-4 points, 32.2% as 5 points, 17.8% as 6-7 points, and 15.8% as 8-9 points. The biggest change in this question between the first survey and the next survey was a decrease of 12.8 percentage points in the

proportion of answers given 5 points, and an increase of 5.4 percentage points in the proportion of answers given 3 points (Table 3.1.1).

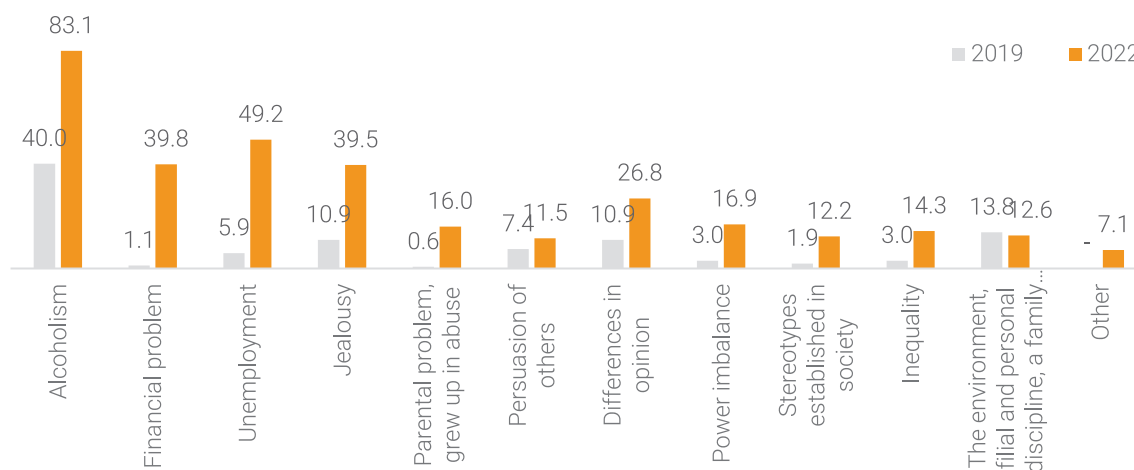
FIGURE 3.1.2 UNDERLYING CAUSES OF GBV AND DV, SORTED, 2022



*\*As the question is multiple-choice, the answer options may not add up to 100%*

When respondents were asked to prioritize the underlying causes of GBV and DV, the majority of them (4 199) or 83.1 percent said that it was alcoholism, half of them 49.2 percent or said unemployment, 39.8 percent said financial problems, 39.5 percent said jealousy, 26.8 percent said differences in opinion, 16.0 percent said parental problems, 11.5 percent said persuasion of others, 16.9 percent said power imbalance, 12.2 percent said stereotypes established in society, 14.3 percent said inequality and other reasons (Figure 3.1.3). When looking at the assessment of knowledge, understanding, and attitude about GBV and DV by respondents, although there is a decrease from the results of the 2019 survey, in ranking responses to perceptions of underlying causes of GBV and DV, the percentage of responses such as power imbalance, socially established stereotypes, and inequality increased by 10.3-13.9 percent compared to the previous survey, which also shows the increase in understanding and attitude about this issue.

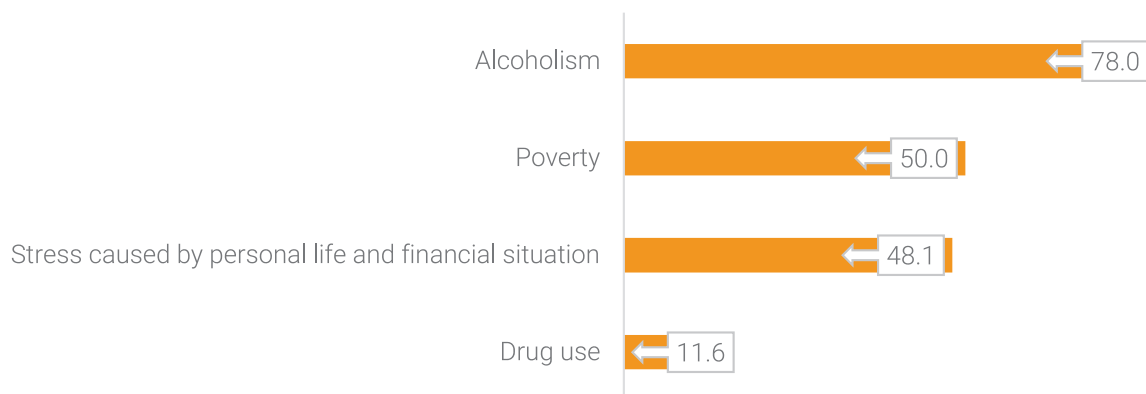
FIGURE 3.1.3 UNDERLYING CAUSES OF GBV AND DV, SORTED, 2019 AND 2022



*\*As the question is multiple-choice, the answer options may not add up to 100%*

Compared to 2019, in 2022, the number of respondents who believe that alcoholism is the underlying cause of GBV and DV has increased by 43.1 percentage points, unemployment as the underlying cause by 43.3 percentage points, financial problems by 38.7 percentage points, and jealousy by 28.6 percentage points which raises a necessity to pay attention.

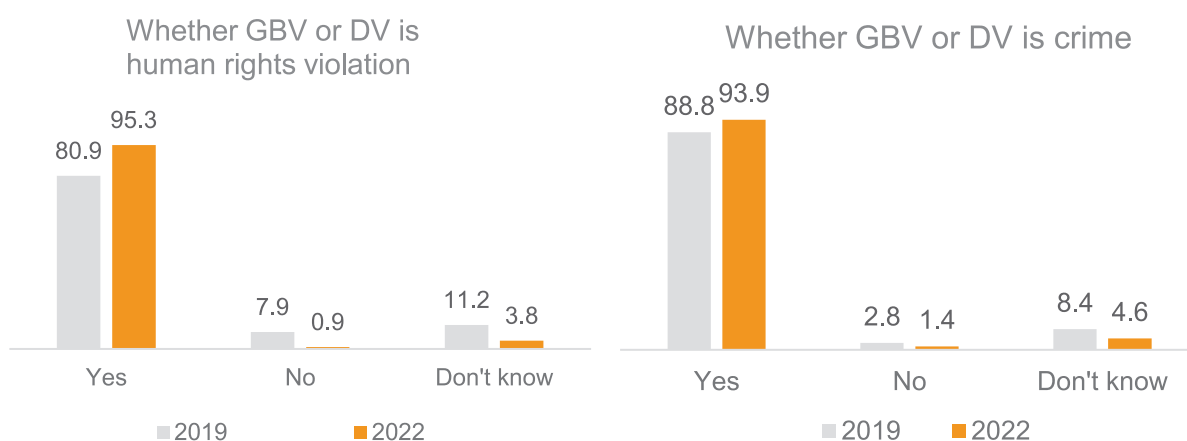
FIGURE 3.1.4 UNDERLYING CAUSES OF GBV AND DV, BY HIGHEST PERCENTAGE OF RESPONDENTS, 2022



*\*As the question is multiple-choice, the answer options may not add up to 100%*

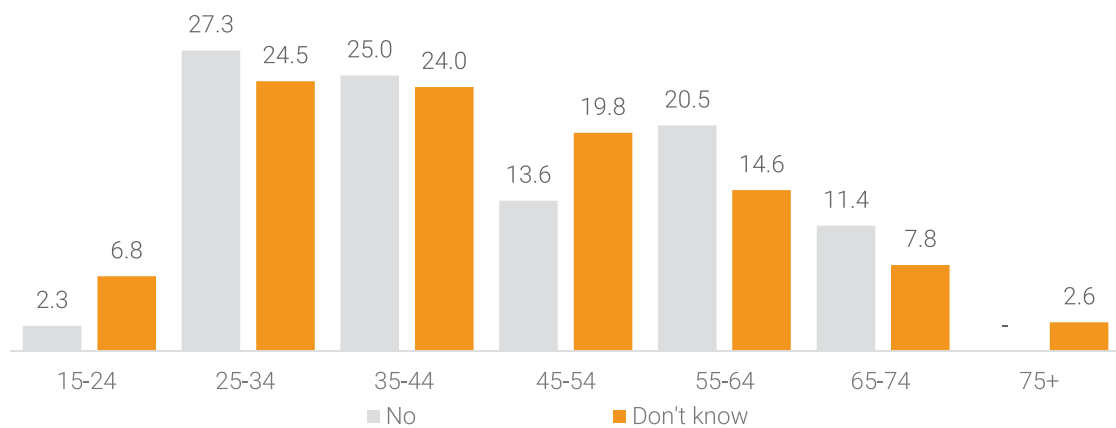
In a question that reinforces the above concept, it is mentioned that alcohol (78.0 percent) has the main influence on the factors that influence the occurrence of gender based violence and domestic violence, poverty (50.0 percent), stress caused by personal life and financial situation (48.1 percent), and drug use (11.6 percent) may be influencing factors. It is worth mentioning here that there is limited opportunity for adequate changes in the knowledge, understanding, attitude and skills of the respondents in this regard within 3 years after the baseline survey was conducted. When the citizens who participated in the survey were asked whether GBV and DV are human rights violations or crimes, as well as whether they had complained to the National Human Rights Commission, 93.9-95.3 percent answered that "sure they are" crime and "sure they are" human rights violation and compared to the 2019 survey, it increased by 5.1-14.4 percentage points, which means that the understanding of GBV and DV has improved. It shows that the campaign and influence activities implemented in this area may also be yielding results. In the previous survey, 7.9 percent answered that "they are not" human rights violations, but in 2022, it decreased by 7.0 percentage points to 0.9 percent and in the previous survey, 2.8 percent answered that "they are not" crime, while it decreased by 1.4 percentage points to 1.4 percent, which may be due to a slight increase in the level of knowledge (Figure 3.1.5).

FIGURE 3.1.5. RESPONDENTS' PERCEPTIONS OF GBV AND DV AS HUMAN RIGHTS VIOLATIONS AND CRIMES, BY PERCENTAGE, 2019 AND 2022



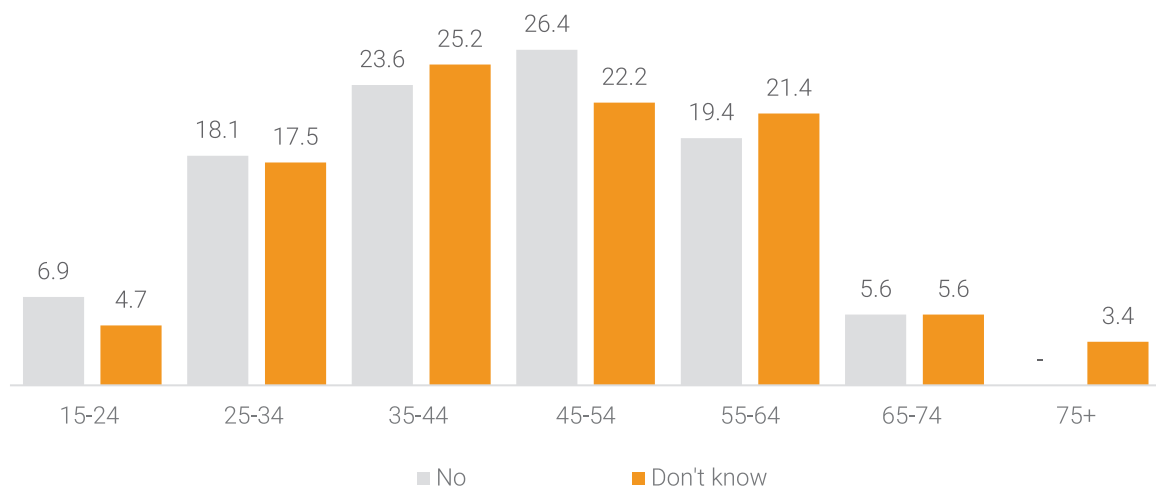
Looking at the age group of respondents who answered either that GBV and DV are "not" a violation of human rights or that they "don't know", 25-34-years-olds account for 24.5-27.2 which is the largest percentage. However, 15-24-year-olds account for 2.3-6.8 percent, and 75 and older account for 0.0-2.6 percent which is the lowest. The reason for this is probably that respondents of this age have relatively little access to information and are less involved in activities in this area and also suggests that this may be the reason why the incidence of violence is also high among this age group. However, 35-44-years-olds have a high percentage of 24.0-25.0, and 45-54-year-olds have 13.6-19.8 percent, and 55-64-year-olds have a high percentage of 14.6-20.5 (Figure 3.1.6).

FIGURE 3.1.6 RESPONDENTS WHO THINK THAT GBV AND DV ARE "NOT" HUMAN RIGHTS VIOLATIONS OR THEY "DON'T KNOW", BY AGE GROUP AND PERCENTAGE, 2022



It is necessary to focus on the predominance of population aged 35-64 who answered that GBV and DV are not a crime or do not know much about it, and increase legal awareness targeting this age group (Figure 3.1.7).

FIGURE 3.1.7 RESPONDENTS WHO THINK THAT GBV AND DV ARE "NOT" CRIME OR THEY "DON'T KNOW", BY AGE GROUP AND PERCENTAGE, 2022

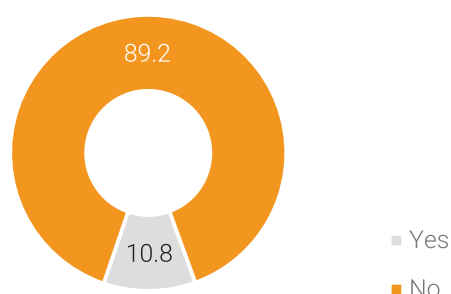


According to the Statistics of Domestic Violence<sup>9</sup> from the NSO, 36.6 percent of the victims are 30-39 years old, 27.4 percent are 18-29 years old, and 44.0 percent of the perpetrators are 30-39 years old, and 23.5 percent are 40-49 years old and it shows once again the necessity to increase awareness among population of this age.

<sup>9</sup> [https://www2.1212.mn/BookLibraryDownload.ashx?url=domestic-violence\\_2020.pdf&ln=Mn](https://www2.1212.mn/BookLibraryDownload.ashx?url=domestic-violence_2020.pdf&ln=Mn)

Also, 2.4 percent of respondents filed complaint regarding GBV and DV to the National Human Rights Commission, while 4.8 percent did not do so due to the fact that they did not know about the possibility of filing a complaint. 74.0 percent (92) of respondents who filed complained to the NHRC are women and 26.0 percent are men.

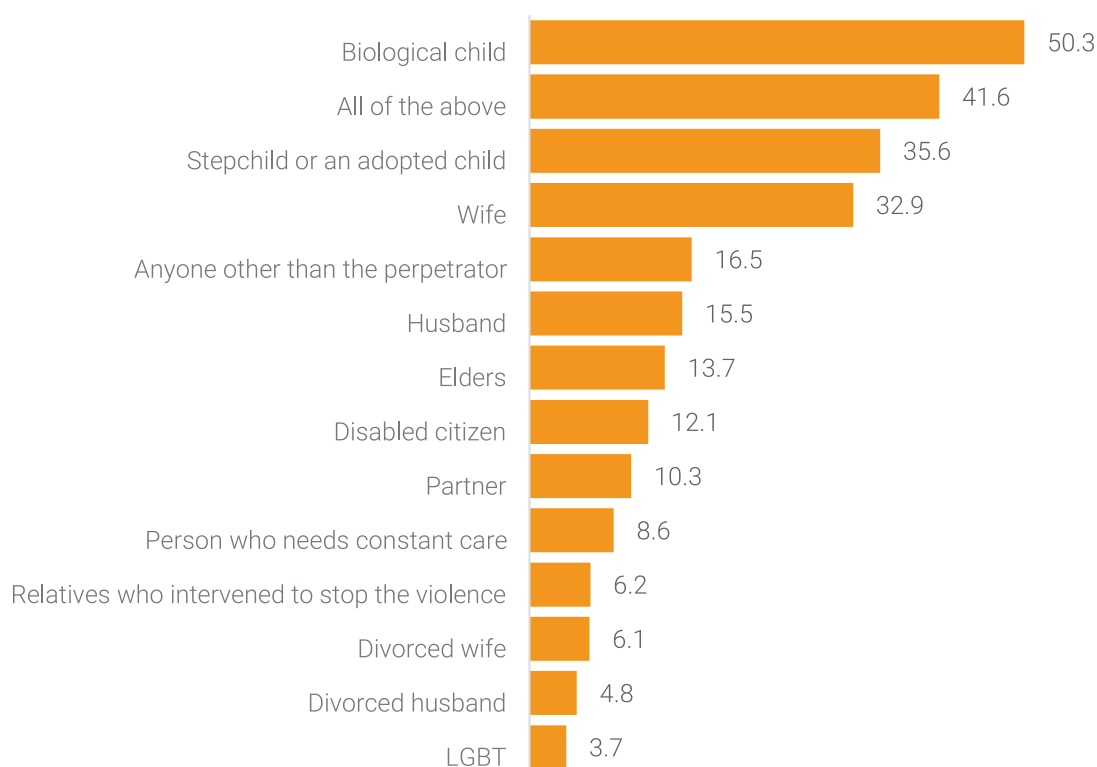
FIGURE 3.1.8 PARTICIPATION IN PUBLIC AND SUPPORT GROUPS ORGANIZED BY JOINT TEAMS AND NGOS, BY PERCENTAGE, 2022



10.8 percent of the respondents participated in community and support group activities organized by joint teams and NGOs and from which 30.7 percent of them are men and 69.3 percent are women, which shows that women give more importance to this issue (Figure 3.1.8). Therefore, it is necessary to focus on involving men in this activity. The question about who can be a victim of GBV and DV was answered by multiple choice, and 50.3 percent of the respondents

answered that it could be a biological child, 35.5 percent answered that it could be a stepchild or an adopted child, and 32.9 percent thought it answered that it could be a wife. And 41.6 percent answered that all of the above are victims of violence.

FIGURE 3.1.9 VICTIMS OF GBV AND DV, 2022

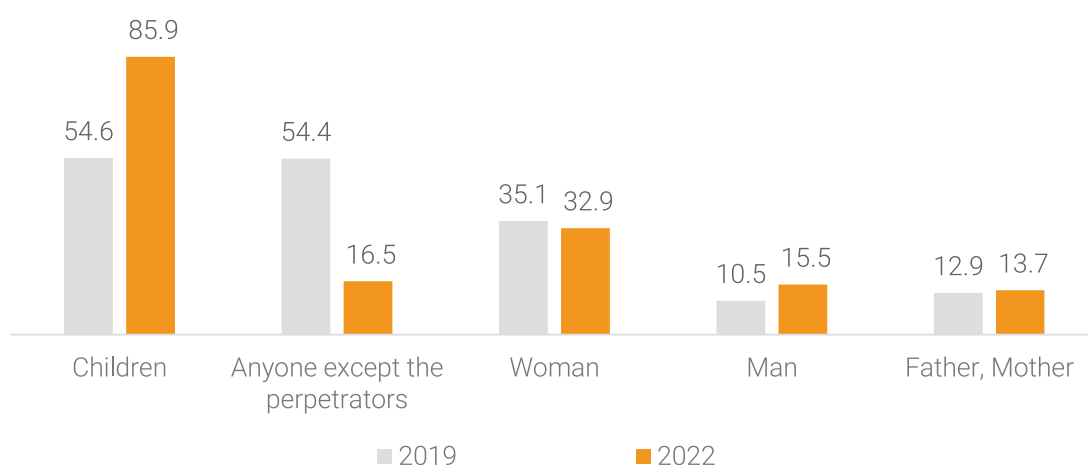


*\*As the question is multiple-choice, the answer options may not add up to 100%*

Comparing this information with the 2019 survey, it can be considered that the number of respondents who consider children as the main victims has increased by 31.3 percent, which can be concluded that due to the increasing number of crimes of violence against children in the society, and the fact that information about them is often published in social networks and the media. In particular, Children's Helpline 108 received about 120,000 calls in 2019, while in 2022, 111,326 calls were received, of which 65,553 were targeted calls, and the number of children in shelters has also increased. Therefore, there is a need for the participation and support of all parties to reduce and

stop GBV and domestic violence. In addition, the respondents answered that old, disabled, and LGBT people are victims of GBV and domestic violence (Figure 3.1.9).

FIGURE 3.1.10 POTENTIAL VICTIMS OF GBV AND DV, BY PERCENTAGE, 2019 AND 2022



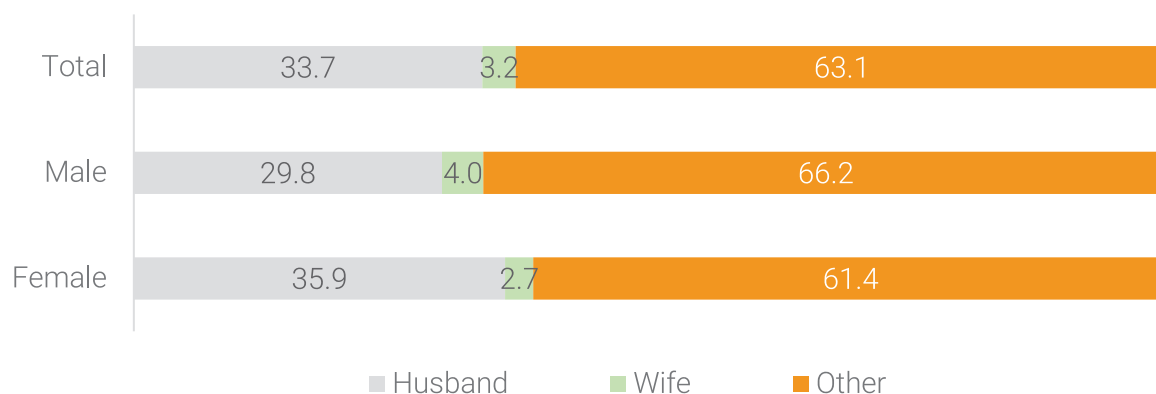
*\*As the question is multiple-choice, the answer options may not add up to 100%*

There was a 5.0 percent increase in the number of respondents who believed that men could be victims of GBV and DV, while a 37.9 percent decrease in the number of respondents who believed that anyone other than the perpetrator could be a victim which represents an increase in public awareness that anyone can become a victim of this crime, and that even the perpetrator could be a potential victim (Figure 3.1.10).

### 3.2 KNOWLEDGE, ATTITUDE TOWARDS GBV

In this section, we included a series of questions to explore how respondents' perceptions, beliefs, and attitude about GBV and DV have changed since before, and to what extent their attitude have reached, and asked whether they agree.

FIGURE 3.2.1 POTENTIAL PERPETRATORS OF GBV AND DV, BY PERCENTAGE, 2022

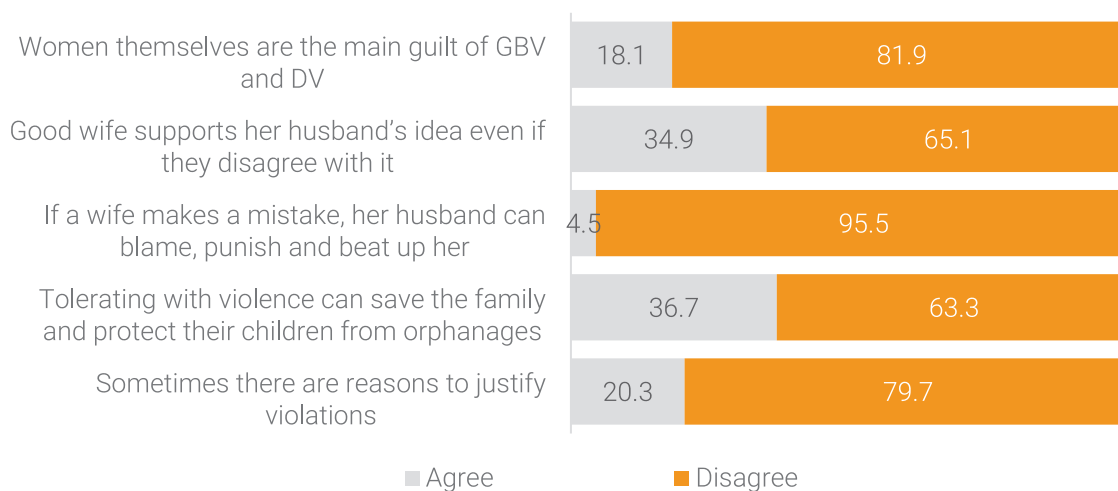


29.8 percent of male respondents and 35.9 percent of female respondents considered the perpetrator of violence to be the husband, while the number of respondents who considered the perpetrator to be the wife is relatively small, 4.0 percent of men and 2.7 percent of women (Figure 3.2.1).

81.9 percent disagreed that women themselves are the main culprits of GBV and DV, while the remaining 18.1 percent agreed with that. However, 36.7 percent of all respondents, or one in three

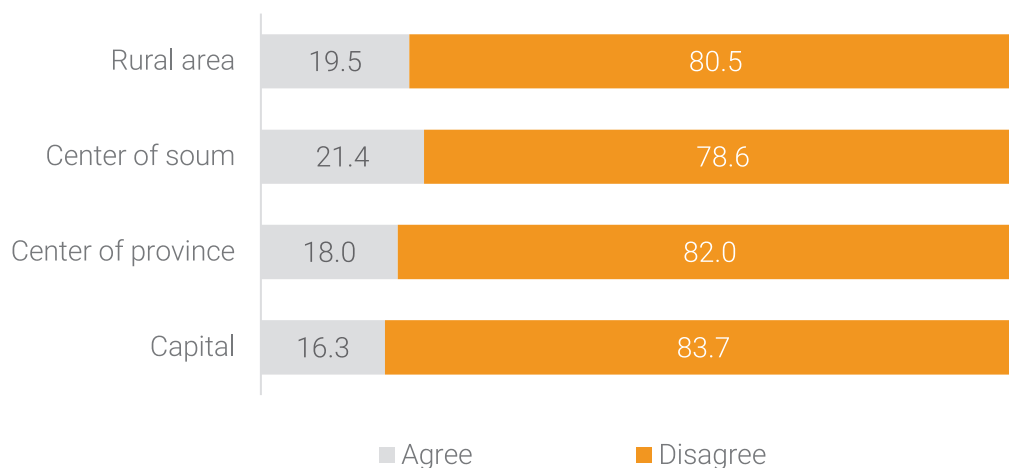
respondents, agreed that by tolerating violence, they can save their families and prevent their children from becoming orphans.

FIGURE 3.2.2 PERCENTAGE OF RESPONDENTS WHO AGREE WITH THE QUESTION BELOW, 2022



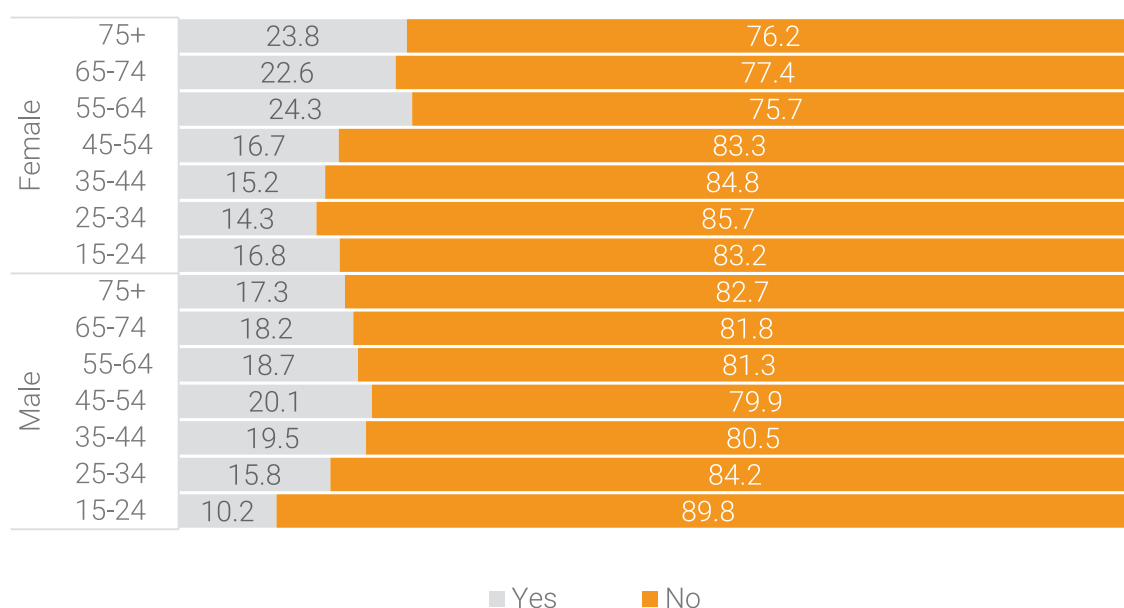
When considering the location of the respondents who agree with the answer that the main culprits of GBV and DV are women themselves, 16.3 percent of the residents of the capital, 18.0 percent of the residents of the center of the aimag, 21.4 percent of the residents of the center of soum, and 19.5 percent of the rural residents agreed with the statement, however those who do not agree are 78.6-83.7 percent, or the highest percentage.

FIGURE 3.2.3 AGREEMENT RATE THAT WOMEN ARE THE MAIN CULPRITS OF GBV AND DV, BY LOCATION AND PERCENTAGE, 2022



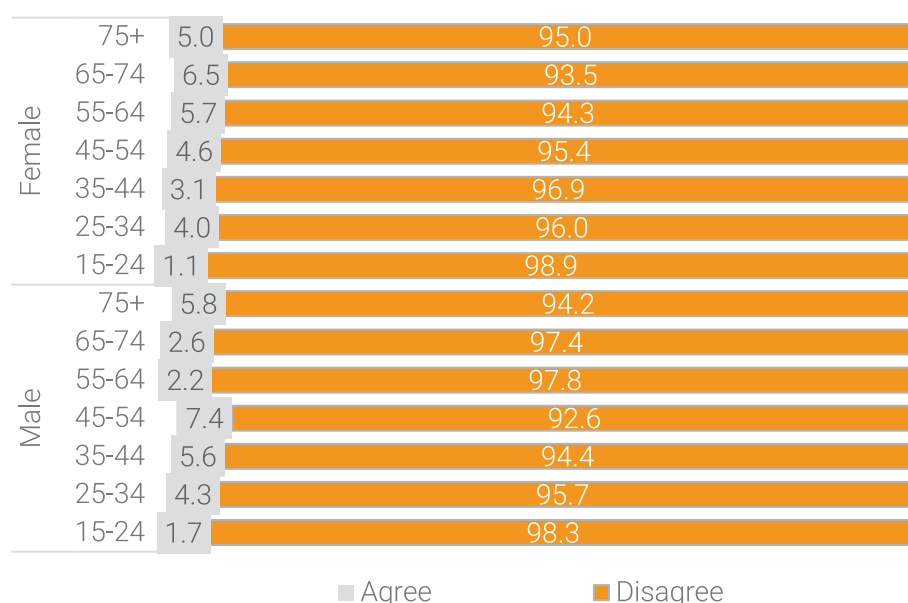
If you look at the results of the survey by sex 18.1 percent of women and 18.0 percent of men said that women themselves are the main culprit, which is a decrease of 0.6 percentage points for women and 8.2 percentage points for men, respectively, compared to the results of the 2019 survey. One in four (24.3 percent) of women over 55 years of age agree that women themselves are the main culprits of GBV and DV, while one in five (22.4 percent) of men aged 35-64 agree. Also, women aged 15-24 (16.8 percent) believe that women themselves are the main culprits of GBV and DV, which is 6.6 percentage points higher than men (Figure 3.2.4). It should be noted here that there is a strong tendency and belief in solving problems through violence and blaming the victim, and there is still a need to promote positive methods of solving problems and to make people understand from a young age that there is no justification for violence.

FIGURE 3.2.4 AGREEMENT RATE THAT WOMEN THEMSELVES ARE THE MAIN PERPETRATORS OF GBV AND DV, BY AGE GROUP AND SEX, 2022



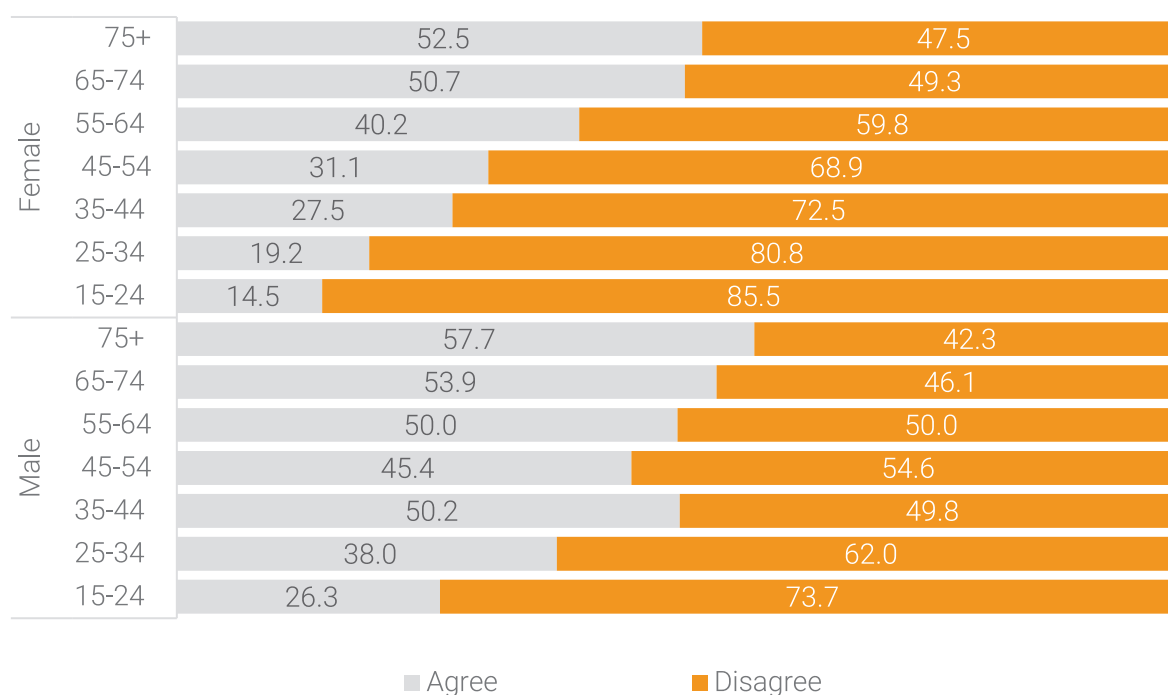
Among the total (4.5 percent) respondents who agreed that the husband can beat the wife if she has done something wrong, men (4.7 percent) are 0.3 percentage points more than women (4.4 percent). 7.4 percent of men aged 45-54 and 6.5 percent of women aged 65-74 agree with the above statement, which is higher than other age groups (Figure 3.2.5). Compared to the results of 2019 (5.9 percent), the opinion that the husband can beat the wife if she has done something wrong has decreased by 1.4 percentage points (4.5 percent), which is a positive result that is gradually emerging.

FIGURE 3.2.5 AGREEMENT RATE THAT THE HUSBAND CAN BEAT, REBUKE AND PUNISH THE WIFE IF SHE HAS DONE SOMETHING WRONG, BY AGE GROUP AND SEX, 2022



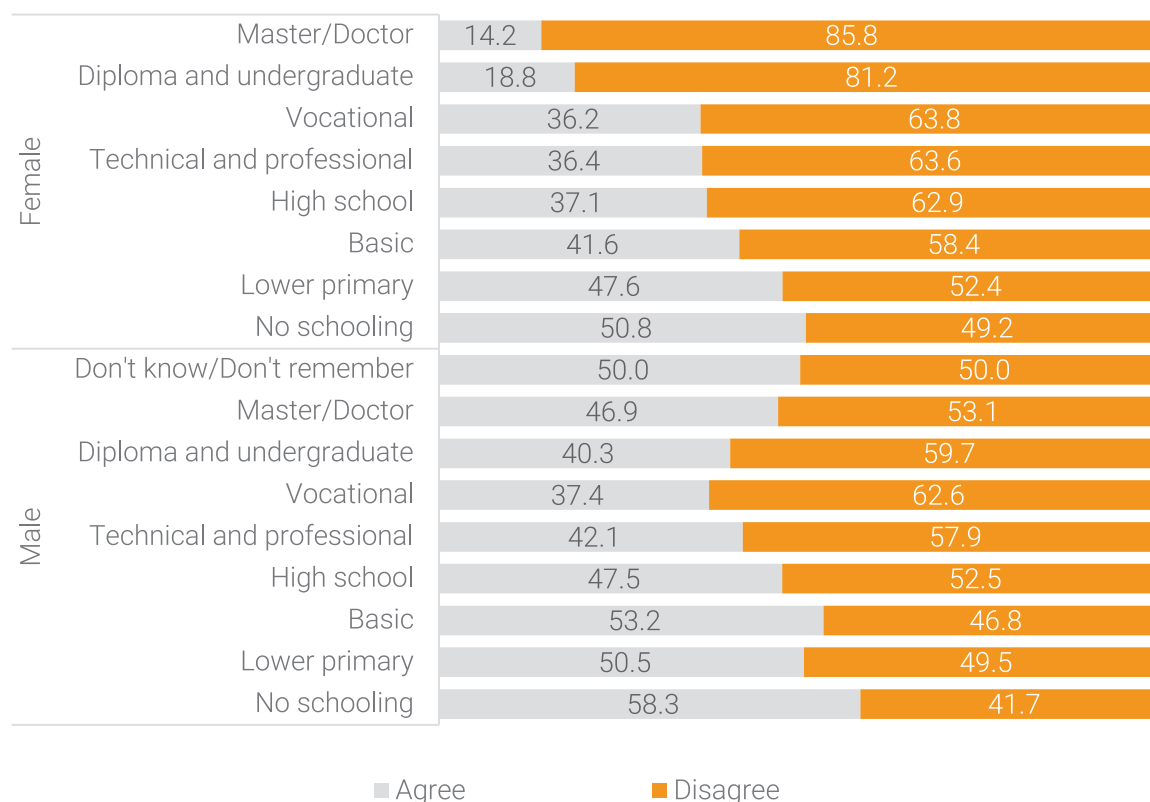
According to the results of the 2022 survey, when looking at the age group and sex of the respondents whether they agree that tolerating violence will save their families and prevent their children from becoming orphans, more than 50.2 percent of men aged 35 and older agree, which is not a small percentage. It can be seen from the following figure that it is the same in terms of sex (Figure 3.2.6).

FIGURE 3.2.6 AGREEMENT RATE THAT TOLERATING VIOLENCE WILL SAVE YOUR FAMILY AND PREVENT YOUR CHILDREN FROM BECOMING ORPHANS, BY AGE GROUP AND SEX, 2022



The percentage of respondents who do not agree that tolerating violence will save their families and prevent their children from becoming orphans increases as the level of education increases. 52.9 percent of respondents with primary or no education agreed with the statement, while the percentage of respondents with diploma, bachelor's, master's and doctorate educations is 2 times lower (25.6 percent).

FIGURE 3.2.7 AGREEMENT RATE THAT TOLERATING VIOLENCE CAN PREVENT CHILDREN FROM BECOMING ORPHANS, BY EDUCATION LEVEL AND SEX, 2022



4.0 percent of the male respondents answered that their wives commit violence, which is 1.3 percentage points higher than the percentage of women who believed that their wives commit violence (2.7 percent). 45.5 percent of women aged 75 and older answered that their husbands commit violence, which is the highest percentage among all women, while 4.8 percent of men aged 25-34 answered that their wives commit violence. Men aged 75 and older answered that the wives do not commit violence, while 4.0 percent of women of this age answered that the wives do commit violence (Table 3.2.1). It can be seen that the opinion that women commit violence, although it is low (4.0 percent), still exists. But there is a need to clarify what kind of violence is being committed.

TABLE 3.2.1 POTENTIAL PERPETRATORS OF GBV AND DV, BY AGE GROUP AND SEX, 2022

Age group	Total	Husband	Wife	Other
Total	100.0	33.6	3.3	63.1
15-24	100.0	34.7	3.4	61.9
25-34	100.0	33.1	3.4	63.5
35-44	100.0	34.1	3.5	62.4
45-54	100.0	33.2	3.2	63.6
55-64	100.0	33.0	2.9	64.1
65-74	100.0	32.8	3.0	64.2
75+	100.0	41.2	2.6	56.2
Male	100.0	29.9	4.0	66.1
15-24	100.0	33.9	4.2	61.9
25-34	100.0	28.3	4.8	66.9
35-44	100.0	30.7	3.8	65.5
45-54	100.0	28.8	3.7	67.5
55-64	100.0	29.1	4.1	66.8
65-74	100.0	31.2	4.5	64.3
75+	100.0	32.7	0.0	67.3
Female	100.0	35.9	2.7	61.4
15-24	100.0	35.2	2.8	62.0
25-34	100.0	36.1	2.5	61.4
35-44	100.0	36.2	3.2	60.6
45-54	100.0	35.9	2.8	61.3
55-64	100.0	35.2	2.1	62.7
65-74	100.0	33.5	2.3	64.2
75+	100.0	45.5	4.0	50.5

Respondents have put forward many suggestions for preventing gender based violence and domestic violence, including conducting courses suitable for children's age and mentality starting from kindergarten age, promoting the law well using all media and channels, focusing on family education for young families, making progress in solving wage and economic problems, increasing the value of jobs and labor, having a curriculum in educational institutions at all levels, increasing counseling centers, strengthening family law and reducing the number of bars and clubs.

According to the results of the above survey, it is important to start activities such as teaching relationships, human rights, and problem-solving skills in children's education from an early age, without leaving out boys in particular, organizing courses of non-violent resolution of conflicts, family

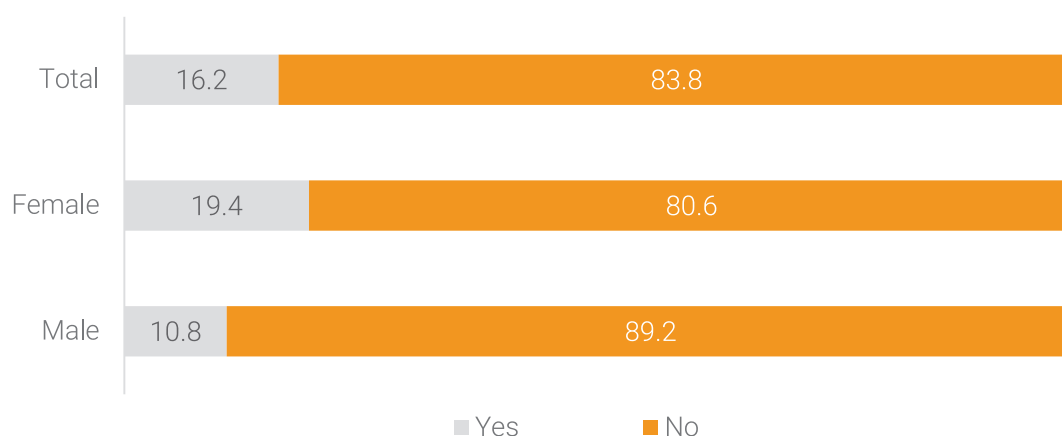
education from the age of marriage, educating young parents in a positive way, counseling on use non-violent methods and resolve conflicts in relationships in a unified program, in an organized and hierarchical manner through all available channels immediately, to reduce and stop violence.

Most importantly, long-term and short-term strategies and plans are an important issue, as prevention activities have a positive effect on the basis of continuous, sequential and regular implementation.

### 3.3 PUBLIC EVENTS AND INFORMATION RELATED TO THE GBV AND DV

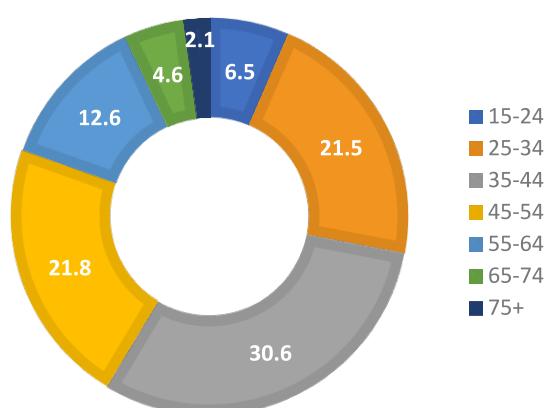
16.2 percent of the respondents answered yes when they were asked if they had been a victim of GBV and DV, of which women were 8.6 percentage points more affected than men. This number is significantly low in comparison to the number of more than 35,000 calls to the police in 2021, according to the Domestic Violence Department of the General Police Department. However, in relation to previous responses to stereotypes and misconceptions about GBV, it can be argued that women continue to blame themselves, hide their problems, and not report to others.

FIGURE 3.3.1 WHETHER RESPONDENT EVER EXPERIENCED GBV AND DV, BY SEX, 2022



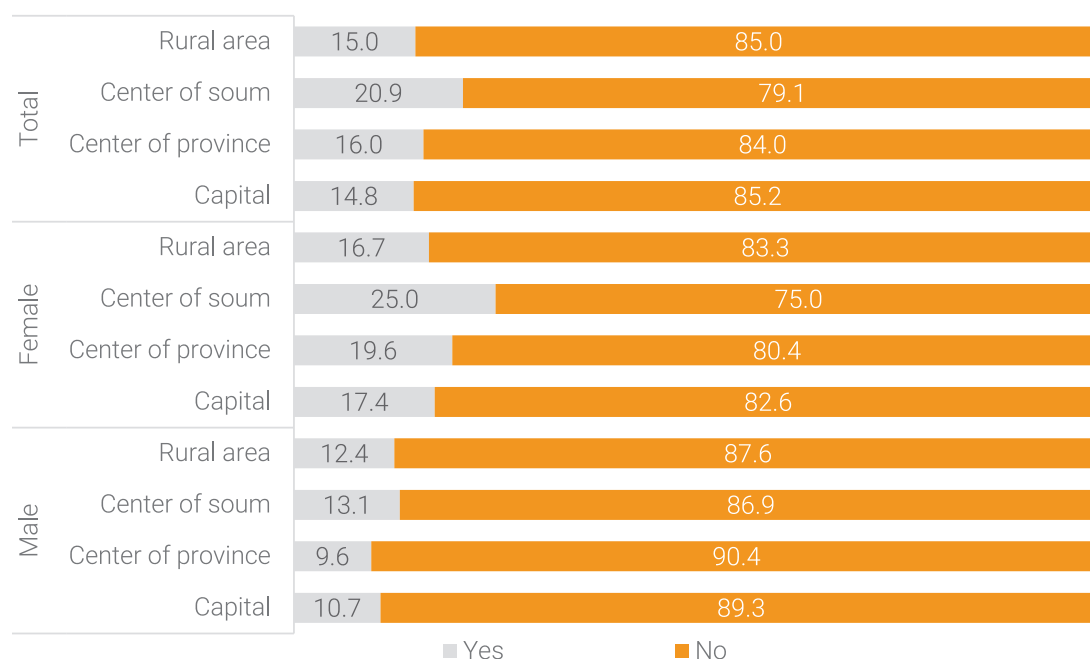
Half of the respondents who answered that they have experienced GBV and DV, or one in two respondents, are aged 25-44, approximately one in four respondents, or 21.8% are in the age group of 45-54, and 12.6% are in the age group of 55-64. The main age group experiencing GBV and DV is 35-44 years-olds, but the people involved in the survey are subjected to violence regardless of their age (Figure 3.3.2). In our country, about 100-140 emergency calls are received per day, and most of them are registered in the capital city.

FIGURE 3.3.2 RESPONDENTS WHO HAVE EXPERIENCED GBV AND DV, BY AGE GROUP AND SEX, 2022



The number of respondents who answered that they have experienced GBV and DV is 6.6 percentage points higher in the center of soum (20.9 percent) and in rural areas (15.0 percent) than in urban areas. The rate of violence among women (25.0 percent) in center of soum is 1.9 times higher than that of men (13.1 percent) in center of soum and 2.6 times higher than that of men who experienced violence in aimag center.

FIGURE 3.3.3 WHETHER THE RESPONDENT EXPERIENCED GBV AND DV, BY LOCATION AND SEX, 2022



It is noteworthy that the level of education of the victims of violence is not significant. The biggest difference is that one in five respondents with no education and one in four respondents with primary (19.6 percent) and basic education (19.4 percent) said that they were victims of violence while 24.5 percent of male respondents with master's/doctoral education and the average of 24.9 percent of respondents including women with no education (30.2 percent), basic education (23.8 percent), primary education (23.1 percent), and technical and professional education (22.5 percent) said that they were victims of violence, which was slightly higher than the average.

TABLE 3.3.1 WHETHER THEY HAVE BEEN A VICTIM OF GBV AND DV, BY EDUCATION LEVEL AND PERCENTAGE, 2022

Education level	Total	Yes	No
No schooling	100.0	25.3	74.7
Lower primary	100.0	19.6	80.4
Basic	100.0	19.4	80.6
High school	100.0	15.7	84.3
Vocational	100.0	11.8	88.2
Technical and professional	100.0	18.6	81.4
Diploma and undergraduate	100.0	15.2	84.8
Master/Doctor	100.0	18.3	81.7
Don't know/Don't remember	100.0	0.0	100.0

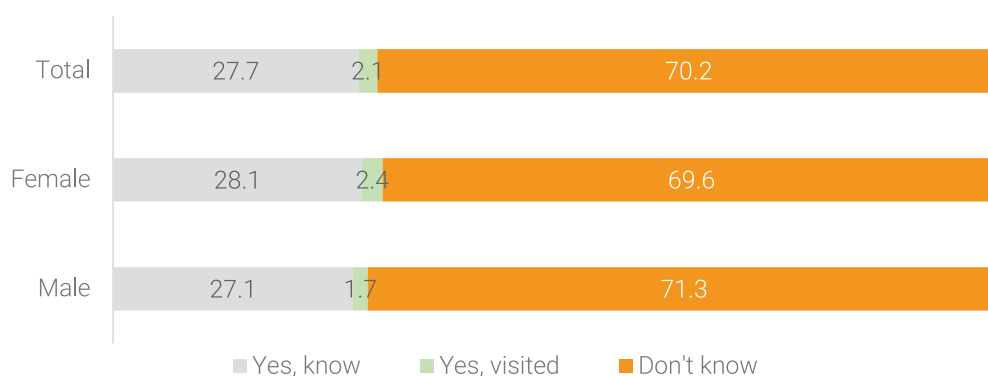
There are 26.0 percent of respondents who answered that it is impossible to recognize a person affected by GBV and DV by looking at the outside, and other respondents answered that they look pessimistic, anxious, depressed, abstained from activity, isolated, unable to participate in social activities, unable to control anger, insecure, tired, bruised, injured from the outside. However, respondents answered that they observed the following symptoms and the following methods to commit violence from perpetrators of violence. These include many ways respondents mentioned such as: suspecting, insulting, being narcissistic, kicking the children out of the house, getting drunk after drinking alcohol, keeping them under constant emotional pressure without physical violence, threatening, dominating, beating, isolating them, spying on them, controlling, making loud noises, doing everything one's way, harassing with their action/looks/money, isolating them from society,

not making them getting employed, not allowing them to meet friends, treating them in a harassing way, being silent and angry all day, often creating an imbalance of power, not accepting other people's opinions, bullying them as being the head of the family.

A lot of information has been received about the reasons for this issue, and furthermore, there have been many suggestions received for further measures. There are many suggestions aimed at changing the behavior of the abuser, such as, compulsory training should also be conducted informally; instead of arresting them and leaving them in one-off short-hour classes, continuing to teach them until their behavior changes; paying attention to stopping the behavior of always looking for others to blame instead of blaming oneself for alcoholism; counseling and helping them to fix their his own problems.

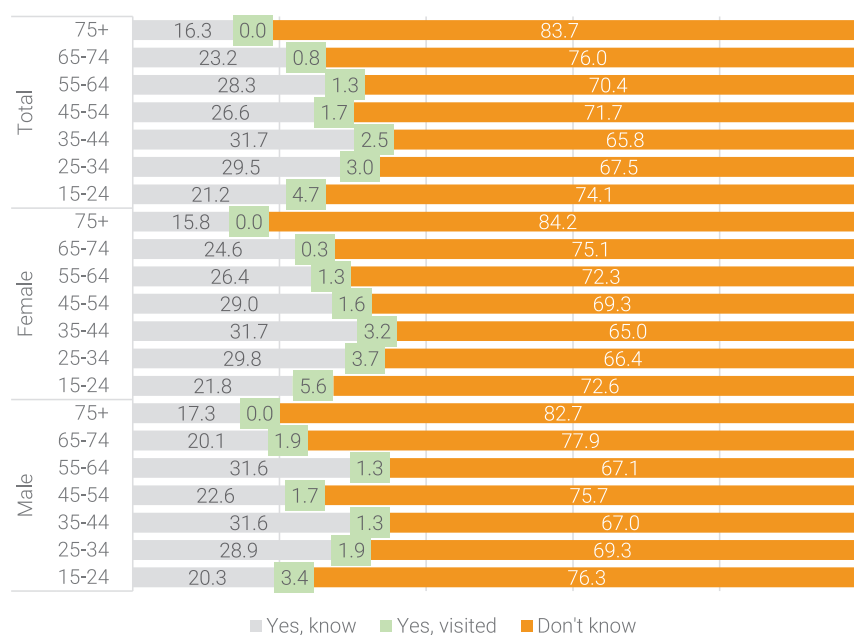
27.7 percent of the respondents know whether there is a One Stop Service Center in their place of residence, with no significant sex difference. However, the number of women who contacted and visited the One Stop Service Center is 0.7 percentage points higher than that of men.

FIGURE 3.3.4 WHETHER THE RESPONDENT KNOWS THERE IS A ONE STOP SERVICE CENTER IN THEIR PLACE OF RESIDENCE, BY SEX AND PERCENTAGE, 2022



On the other hand, 70.2 percent do not know about the existence of a One Stop Service Center, which may be related to the fact that they have not encountered such issue and have not had the need to access it (Figure 3.3.4). On the other hand, since most One Stop Service Centers also provide shelter services for victims, the issue of location confidentiality may have contributed to some extent.

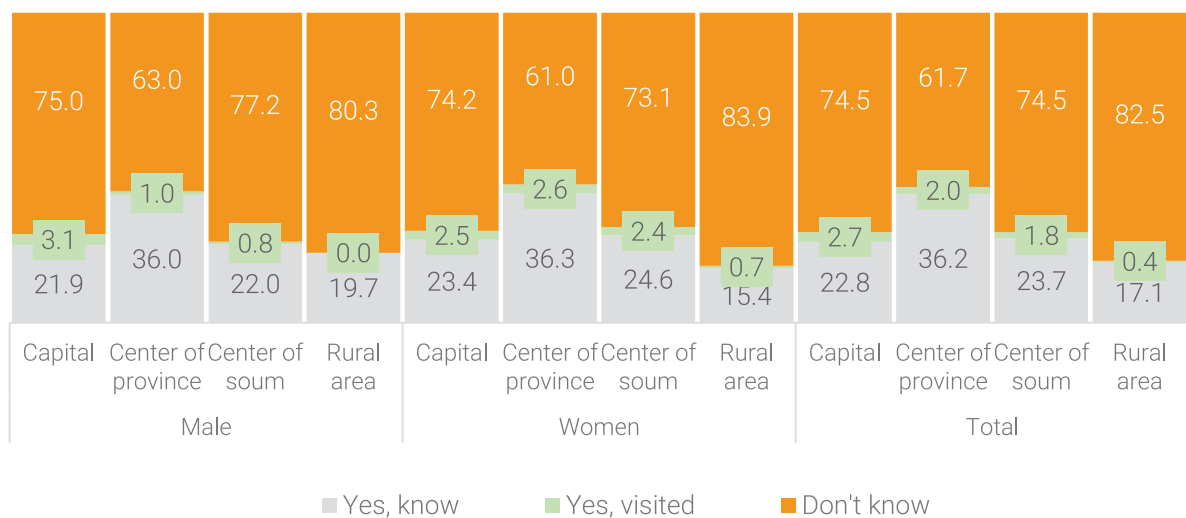
FIGURE 3.3.5 WHETHER THE RESPONDENT KNOWS THAT THERE IS A OSSC IN THEIR RESIDENTIAL AREA, BY AGE GROUP AND PERCENTAGE, 2022



35-44-year-olds know the most (31.6 percent) that there is a One Stop Service Center in their residential area, which is 1.9 times higher than the respondents 75 and older. 6 out of 10 respondents who visited the One Stop Service Center are within the age group of 25-54.

Considering the location of the respondents who know about the OSSC, the highest percentage is 36.2 percent in the center of the aimag, while the highest percentage of the respondents who don't know is 82.5 percent in the rural areas. In addition, 46.2 percent of respondents who have visited these centers are in the capital, 38.7 percent are in the center of the aimag, 13.2 percent are in the center of soum, and 1.9 percent are in the countryside. This shows the need to disseminate and promote the service in the local area. It can be considered that the residential location and environment of the respondents have a certain influence on receiving services.

FIGURE 3.3.6 WHETHER THE RESPONDENT KNOWS IF THERE IS A ONE STOP SERVICE CENTER IN THEIR RESIDENTIAL AREA, BY LOCATION, SEX, AND PERCENTAGE, 2022



One out of every 22 respondents who answered that they know there is One Stop Service Center have visited, and the majority was respondents within the age group 35-54.

The number of respondents who had visited the One Stop Service Center in their district of residence was one out of 9 in the capital of those who said they knew about the One Stop Service Center, and this number is one in 57 respondents in the center of aimag and soum, and one in 42 respondents in rural areas, which shows the necessity to spread and promote the services in rural areas. It can be considered that the residential area and environment have a certain influence on receiving services.

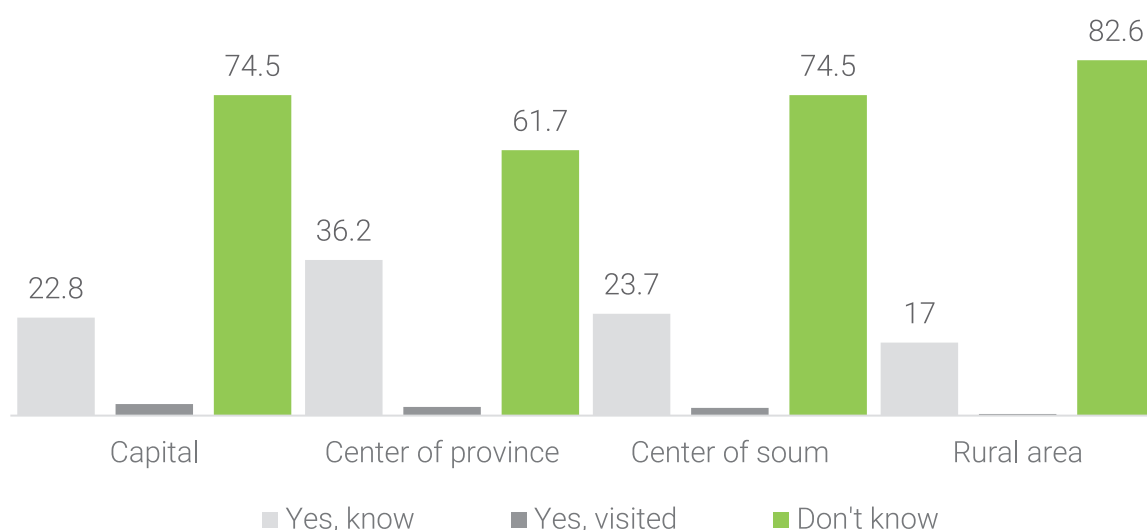
#### 4.1 RESPONDENTS' KNOWLEDGE ABOUT OSSC AND TS

As of 2022, in our country, 17 OSSC and 16 Temporary Shelters are operating in 20 aimags and 6 districts. This evaluation includes 31 local and urban OSSC and TS.

In addition to clarifying whether they have been affected by GBV and DV, the respondents were also asked whether they know about OSSC and Temporary shelters in their residential area, whether they have received services from them, and if so, their level of satisfaction with the services they received.

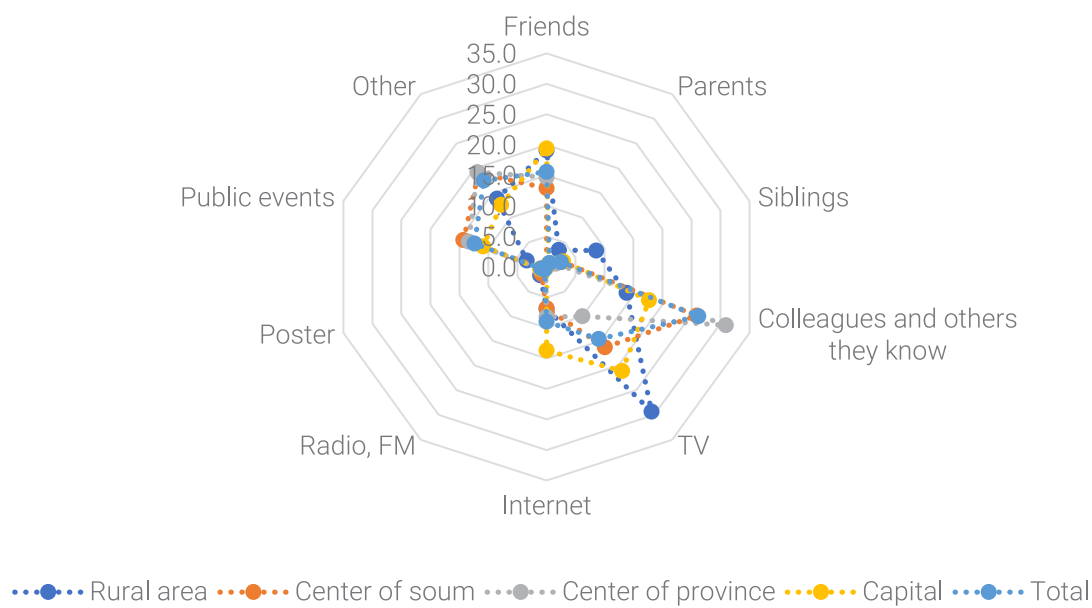
60.2 percent (n=3041) of the total 5050 respondents who participated in the survey agreed to answer the additional section and answered the additional questions.

FIGURE 4.1.1 WHETHER THE RESPONDENTS KNOW IF THERE'S OSSC/TS IN THEIR RESIDENTIAL AREA, 2022



The number of respondents who say they know that there is a OSSC and Temporary shelters in their aimag or district is 23.7-36.2 percent in the center of soum, the center of the aimag, and the capital, and the largest percentage of respondents who say they don't know is 82.6 percent, and most of them are rural population. Of these, 2.7 percent of the respondents who answered that they used the service, or the highest percentage, are in the capital. Information about OSSC and Temporary shelters was first obtained from co-workers, other acquaintances (26.3 percent), friends (17.5 percent), television (14.5 percent), and public events (12.4 percent). Considering the source of information by location, one out of every three respondents living in the center of the aimag and soum received information from their colleagues and acquaintances, 29.3 percent of respondents living in rural areas, and one in five respondents living in the capital received information through TV. The sources of information are different, depending on the availability and adequacy of information, and it can be more appropriate and accessible if information campaigns are conducted for the public in accordance with this.

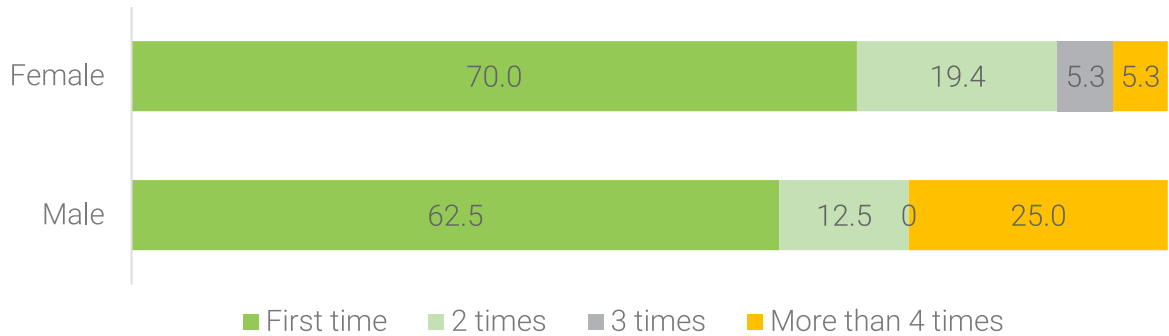
FIGURE 4.1.2 SOURCE RESPONDENTS FIRST OBTAINED INFORMATION ABOUT OSSC FROM, BY LOCATION, 2022



Also, 13.3 percent of respondents get information from public events in the central areas such as centers of aimags and soum, and the capital, while it is 3.5 percent in rural areas. In addition to these, they also get information from the Internet, parents, and siblings, while they do not get information from radio and FM in the capital, from posters in the countryside, and from their parents in centers of soum.

One out of two women (19.4 percent) received OSSC and TS services repeatedly, while two out of three women (70.0 percent) received services for the first time. However, 2 out of 3 men who received the service received it for the first time, and 1 out of 4 (25.0 percent) received the service more than four times.

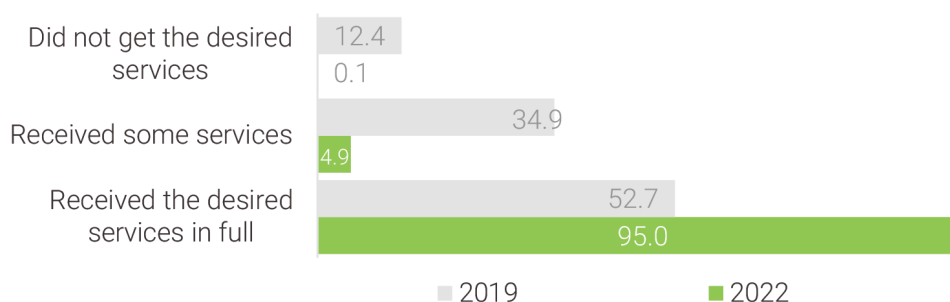
FIGURE 4.1.3 NUMBER OF CUSTOMERS OF OSSC/TS, BY SEX, 2022



Two out of three respondents (75.0 percent) turned to the OSSC for protection, 18.0 percent because they had nowhere to go, and 7.0 percent to save their lives. 35.6 percent of them came because they were injured due to violence, 34.0 percent because they could not stay at home, 16.8 percent came to hide from the abuser or followed their mother after their parents had a fight. As for the men, they came to seek advice because they did not want to be at home, because they were too proud or refused to quarrel.

When they arrived at the National Health Center, they received protection (36.6 percent), psychological counseling (13.0 percent), health (3.0 percent), and legal assistance (5.0 percent) services individually or jointly (42.4 percent). 95.0 percent of those customers were able to get the service they wanted. Unreached services include specialist medical services and legal aid.

FIGURE 4.1.4 WHETHER THEY WERE ABLE TO GET DESIRED SERVICES FROM OSSC AND TS, BY PERCENTAGE, 2019 AND 2022



The MLSP and other relevant ministries and agencies have approved and implemented many procedures related to the provision of services of OSSC and TS, and organized training for employees on the application of the approved procedures in cooperation with UNDP and other donor organizations, which has yielded appropriate results. In 2019, 52.7 percent of customers received the services they desired from OSSC and TS, and in 2022, 95.0 percent answered that they received the desired services in full, which is a 1.8 times increase from the previous survey and is an important result of improved service availability. Also, it can be seen from the indicators that they received some services and they did not get the desired services at all (0.1 percent), indicating that the necessary care services are being provided to each customer. Therefore, in the future, it is necessary to focus on regularizing these services and directing our activities to make them better.

## 4.2 CUSTOMERS' SATISFACTION OF OSSC AND TS

Attitude, knowledge, experience, quality of service, environment, privacy, and security of the service providers at the OSSC and temporary shelters where respondent received assistance and services due to GBV and domestic violence were evaluated based on the respondents' experience of receiving services. Each service is rated on a scale of 1-9. The worst rating is 1 and the best rating is 9. 81.3 percent rated the attitude and communication of OSSC service providers as good or excellent, which showed a positive result that doubled from 2019. As a result of multiple trainings and campaigns, it can be considered that there has been a real change in the attitude of the employees of the OSSC and TS. In 2019, it was mostly rated as moderate, but in 2022, 4 out of 5 rated it as good or excellent.

TABLE 4.2.1 RATINGS GIVEN TO SERVICE PROVIDERS' ATTITUDE AND COMMUNICATION OF THE OSSC, BY POINTS, 2019 AND 2022

Responses	2022			2019			Difference	Responses by group		
	Frequency	%	Increasing frequency	Frequency	%	Increasing frequency	%	Response group	2022	2019
1	0	<b>0.0</b>	0.0	8	<b>4.7</b>	4.7	<b>-4.7</b>	1-2	0.0	5.9
2	0	<b>0.0</b>	0.0	2	<b>1.2</b>	5.9	<b>-1.2</b>			
3	0	<b>0.0</b>	0.0	1	<b>0.6</b>	6.5	<b>-0.6</b>	3-4	0.0	4.1
4	0	<b>0.0</b>	0.0	6	<b>3.6</b>	10.1	<b>-3.6</b>			
5	5	<b>5.2</b>	5.2	52	<b>30.8</b>	40.8	<b>(-25.6)</b>	5	5.2	30.8
6	4	<b>4.2</b>	9.4	18	<b>10.7</b>	51.5	<b>(-6.5)</b>	6-7	13.5	16.0
7	9	<b>9.4</b>	18.8	9	<b>5.3</b>	56.8	<b>4.0</b>			
8	19	<b>19.8</b>	38.5	26	<b>15.4</b>	72.2	<b>4.4</b>	8-9	81.3	43.2
9	59	<b>61.5</b>	100.0	47	<b>27.8</b>	100.0	<b>33.6</b>			
<b>Score</b>	<b>96</b>	<b>100.0</b>	-	<b>169</b>	<b>100.0</b>	-	-		<b>100.0</b>	<b>100.0</b>

According to the 2019 survey, when looking at the respondents' ratings of OSSC service providers' attitude and communication, 5.9 percent gave 1-2 points, 4.1 percent gave 3-4 points, 30.8 percent gave 5 points, 16.0 percent gave 6-7 points, and 43.2 percent gave 8-9 points, while in the 2022 survey, 5.2 percent gave 5 points, 13.5 percent gave 6-7 points, and 81.3 percent gave 8-9 points. The biggest change in this question between the first survey and the next survey was the decrease of 25.6 percentage points in the proportion of answers given 5 points, and the increase of 33.6 percentage points in the proportion of answers given 9 points.

TABLE 4.2.2 RATINGS GIVEN TO THE KNOWLEDGE AND EXPERIENCE OF THE SERVICE PROVIDERS OF THE OSSC, BY POINTS AND PERCENTAGE, 2019 AND 2022

Response	2022			2019			Difference	Responses by group		
	Frequency	%	Increasing frequency	Frequency	%	Increasing frequency	%	Response group	2022	2019
1	0	<b>0.0</b>	0.0	4	<b>2.4</b>	2.4	<b>(-2.4)</b>	1-2	0.0	7.1
2	0	<b>0.0</b>	0.0	8	<b>4.7</b>	7.1	<b>(-4.7)</b>			
3	0	<b>0.0</b>	0.0	3	<b>1.8</b>	8.9	<b>(-1.8)</b>	3-4	0.0	6.5
4	0	<b>0.0</b>	0.0	8	<b>4.7</b>	13.6	<b>(-4.7)</b>			
5	6	<b>6.3</b>	6.3	45	<b>26.6</b>	40.2	<b>(-20.3)</b>	5	6.3	26.6
6	4	<b>4.2</b>	10.5	13	<b>7.7</b>	47.9	<b>(-3.5)</b>	6-7	15.8	17.8
7	11	<b>11.6</b>	22.1	17	<b>10.1</b>	58.0	<b>1.5</b>			
8	18	<b>18.9</b>	41.1	27	<b>16.0</b>	74.0	<b>3.0</b>	8-9	77.9	42.0
9	56	<b>58.9</b>	100.0	44	<b>26.0</b>	100.0	<b>32.9</b>			
	95	100.0	-	169	-	-	-			
<b>Score</b>	<b>95</b>	<b>100.0</b>	-	<b>169</b>	-	-	-		<b>100.0</b>	<b>100.0</b>

According to the 2019 survey, when looking at the respondents' ratings of OSSC service providers' knowledge and experience, 7.1 percent gave 1-2 points, 6.5 percent gave 3-4 points, 26.6 percent gave 5 points, 17.8 percent gave 6-7 points, and 42.0 percent gave 8-9 points, while in the 2022 survey, 6.3 percent gave 5 points, 15.8 percent gave 6-7 points, and 77.9 percent gave 8-9 points. In this question, the biggest change between the first survey and the next survey was that the percentage of answers with 5 points decreased by 20.3 percentage points, and the percentage of answers with 9 points increased by 32.9 percentage points.

TABLE 4.2.3 RATINGS GIVEN TO THE SERVICE QUALITY, BY POINTS AND PERCENTAGE, 2019 AND 2022

Response	2022			2019			Difference	Responses by group		
	Frequency	%	Increasing frequency	Frequency	%	Increasing frequency	%	Response group	2022	2019
1	0	<b>0.0</b>	0.0	4	<b>2.4</b>	2.4	<b>0.0</b>	1-2	0.0	3.0
2	0	<b>0.0</b>	0.0	1	<b>0.6</b>	3.0	<b>0.0</b>			
3	0	<b>0.0</b>	0.0	4	<b>2.4</b>	5.3	<b>0.0</b>	3-4	0.0	7.7
4	0	<b>0.0</b>	0.0	9	<b>5.3</b>	10.7	<b>(-0.1)</b>			
5	8	<b>8.3</b>	8.3	50	<b>29.6</b>	40.2	<b>8.0</b>	5	8.3	29.6
6	5	<b>5.2</b>	13.5	17	<b>10.0</b>	50.3	<b>5.1</b>	6-7	17.7	20.0
7	12	<b>12.5</b>	26.0	17	<b>10.0</b>	60.4	<b>12.4</b>			
8	20	<b>20.8</b>	46.9	29	<b>17.2</b>	77.5	<b>20.7</b>	8-9	74.0	39.7
9	51	<b>53.1</b>	100.0	38	<b>22.5</b>	100.0	<b>52.9</b>			
<b>Score</b>	<b>96</b>	<b>100.0</b>	-	<b>169</b>	<b>100.0</b>	-	-		<b>100.0</b>	<b>100.0</b>

According to the 2019 survey, when looking at the respondents' ratings of service quality, 3.0 percent gave 1-2 points, 7.7 percent gave 3-4 points, 29.6 percent gave 5 points, 20.0 percent gave 6-7 points, and 39.7 percent gave 8-9 points, while in the 2022 survey, 8.3 percent gave 5 points, 17.7 percent gave 6-7 points, and 74.0 percent gave 8-9 points. The biggest change in this question between the first survey and the next survey was the decrease of 0.1 percentage points in the percentage of answers given 4 points, and the increase of 52.9 percentage points in the percentage of answers given 9 points.

TABLE 4.2.4 RATINGS GIVEN TO THE FURNISHING, 2019 AND 2022

Response	2022			2019			Difference	Responses by group		
	Frequency	%	Increasing frequency	Frequency	%	Increasing frequency	%	Response group	2022	2019
1	0	<b>0.0</b>	0.0	6	<b>3.6</b>	3.6	<b>(-3.6)</b>	1-2	1.0	5.9
2	1	<b>1.0</b>	1.0	4	<b>2.4</b>	5.9	<b>(-1.3)</b>			
3	2	<b>2.1</b>	3.1	4	<b>2.4</b>	8.3	<b>(-0.3)</b>	3-4	4.2	8.3
4	2	<b>2.1</b>	5.2	10	<b>5.9</b>	14.2	<b>(-3.8)</b>			
5	6	<b>6.3</b>	11.5	50	<b>29.6</b>	43.8	<b>(-23.3)</b>	5	6.3	29.6
6	6	<b>6.3</b>	17.7	17	<b>10.1</b>	53.8	<b>(-3.8)</b>	6-7	13.5	18.3
7	7	<b>7.3</b>	25.0	14	<b>8.3</b>	62.1	<b>(-1.0)</b>			
8	18	<b>18.8</b>	43.8	22	<b>13.0</b>	75.1	<b>5.7</b>	8-9	75.0	37.9
9	54	<b>56.3</b>	100.0	42	<b>24.9</b>	100.0	<b>31.4</b>			
<b>Score</b>	<b>96</b>	<b>100.0</b>	-	<b>169</b>	<b>100.0</b>	-	-		<b>100.0</b>	<b>100.0</b>

According to the 2019 survey, when looking at the respondents' ratings of furnishing, 5.9 percent gave 1-2 points, 8.3 percent gave 3-4 points, 29.6 percent gave 5 points, 18.3 percent gave 6-7 points, and 37.9 percent gave 8-9 points, while in the 2022 survey, 1.0 percent gave 1-2 points, 4.2 percent gave 3-4 points, 6.3 percent gave 5 points, 13.5 percent gave 6-7 points, and 75.0 percent gave 8-9 points. The biggest change in this question between the first survey and the next survey was the decrease of 23.3 percentage points in the percentage of answers given 5 points, and the increase of 31.4 percentage points in the percentage of answers given 9 points.

TABLE 4.2.5 RATINGS GIVEN TO THE PRIVACY AND SECURITY, BY POINTS AND PERCENTAGE, 2019 AND 2022

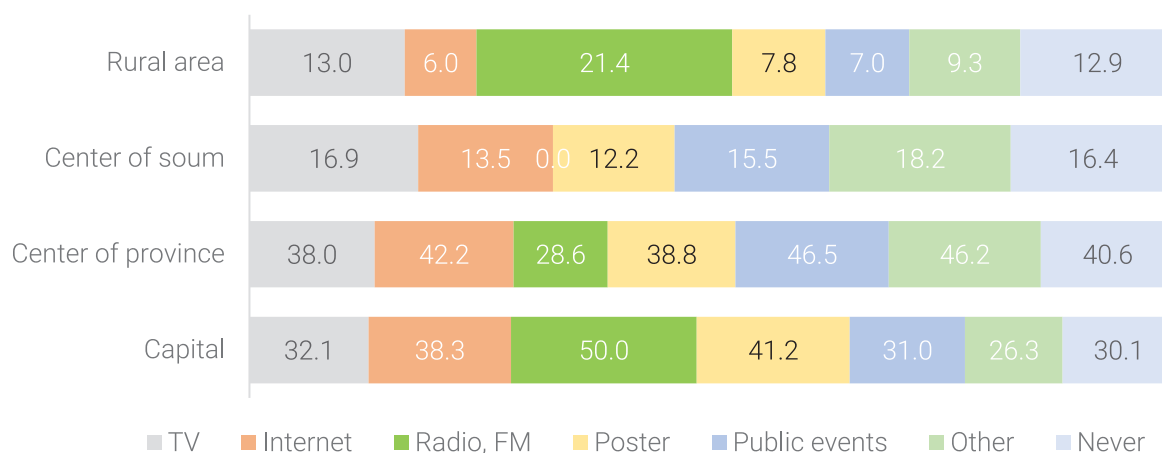
Response	2022			2019			Difference	Responses by group		
	Frequency	%	Increasing frequency	Frequency	%	Increasing frequency	%	Response group	2022	2019
1	0	<b>0.0</b>	0.0	6	<b>3.6</b>	3.6	<b>-3.6</b>	1-2	0.0	6.5
2	0	<b>0.0</b>	0.0	5	<b>3.0</b>	6.5	<b>-3.0</b>			
3	1	<b>1.0</b>	1.0	1	<b>0.6</b>	7.1	<b>0.4</b>	3-4	1.0	6.5
4	0	<b>0.0</b>	1.0	10	<b>5.9</b>	13.0	<b>-5.9</b>			
5	2	<b>2.1</b>	3.1	43	<b>25.4</b>	38.5	<b>-23.4</b>	5	2.1	25.4
6	4	<b>4.2</b>	7.3	13	<b>7.7</b>	46.2	<b>-3.5</b>	6-7	10.4	19.5
7	6	<b>6.3</b>	13.5	20	<b>11.8</b>	58.0	<b>-5.6</b>			
8	19	<b>19.8</b>	33.3	24	<b>14.2</b>	72.2	<b>5.6</b>	8-9	86.5	42.0
9	64	<b>66.7</b>	100.0	47	<b>27.8</b>	100.0	<b>38.9</b>			
<b>Score</b>	<b>96</b>	<b>100.0</b>	-	<b>169</b>	<b>100.0</b>	-	-	-	<b>100.0</b>	<b>100.0</b>

81.3 percent of the respondents in the survey responded that there are mostly advantages of the OSSC and TS, and the respondents who answered that there are mostly disadvantages are women aged 15-24 and over 75 (2.1 percent), and men aged 45-54 (1.0 percent).

Two out of three respondents (64.5 percent) who received services from the OSSC and TS felt that there was a positive change in their lives, while one out of three respondents felt that there was no change. When clarifying what changes have taken place, it has been revealed that the changes brought different results for each respondent, such as not committing violence again; the husband knowing that there is a law and drinking less; knowing where to go if he/she is abused again; being able to solve the problem; husband recovering from alcohol by going to alcohol treatment; observing improvement and change to the relationship after receiving counseling; solving problems better by discussing with each other; having a balanced family relationship; finding solutions calmly; gaining self-confidence; getting rid of abusers; stopped fighting; and making their own choices. The fact that there was no answer that the situation has worsened than before can be considered to be due to the improvement of the quality of service and the skills of the staff, as mentioned earlier.

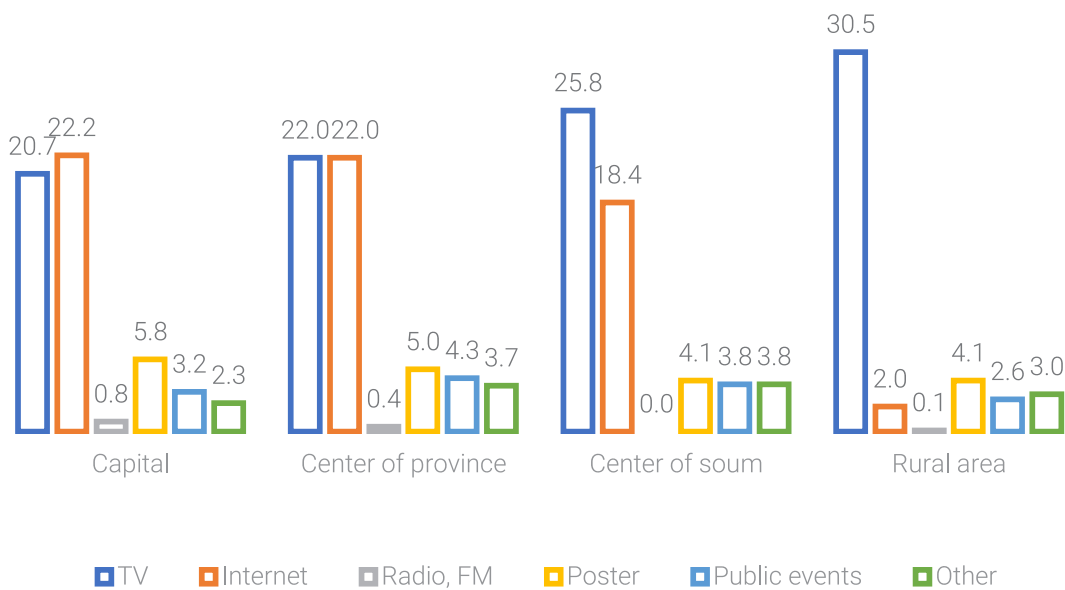
When asking whether the respondents have seen it when displaying a poster selected from promotional materials for GBV and DV prevention campaigns, 71.6 percent saw it in some media or public event. 23.0 percent (n=1158) of respondents received information from television, 20.6 percent (n=1038) from the Internet, 5.0 percent (n=255) received information from posters, and 3.2 percent (n=160) received information from public events.

FIGURE 4.2.1 WHETHER THE RESPONDENT HAVE SEEN THIS ACTIVITY, BY TYPE OF INFORMATION SOURCE AND PERCENTAGE, 2022



In terms of information sources by location and percentage, when respondents were shown printed campaign images, 30.5 percent answered that they received information from television, and this is the highest percentage in rural areas. Respondents who receive information from television and the internet were accounted for 20.7-22.0 percent almost with no difference between capital and centers of aimag. The response that they got information from looking at posters is more in the capital, accounting for 5.8 percent.

FIGURE 4.2.2 WHETHER THE RESPONDENT HAVE SEEN THIS ACTIVITY, BY SOURCE TYPE OF VIEWING PRINTED MATERIAL AND LOCATION, BY PERCENTAGE, 2022



It can be seen from Figure 4.2.2 that the channels for obtaining information differ depending on the location of the respondents' residential area. People living in urban areas get information mostly from the internet and television, while people living in rural areas get information mostly from television, so it could be more effective to pay attention to this when organizing prevention and information promotion activities to increase the availability of information. People living in soum, aimags, and the capital receive information mostly from the internet and television.

Respondents who said they got information from other sources found out through work, training, through others, from the committee staff, from the Family and Children's Center, from their children, from the police, from hospitals, schools, and kindergartens.

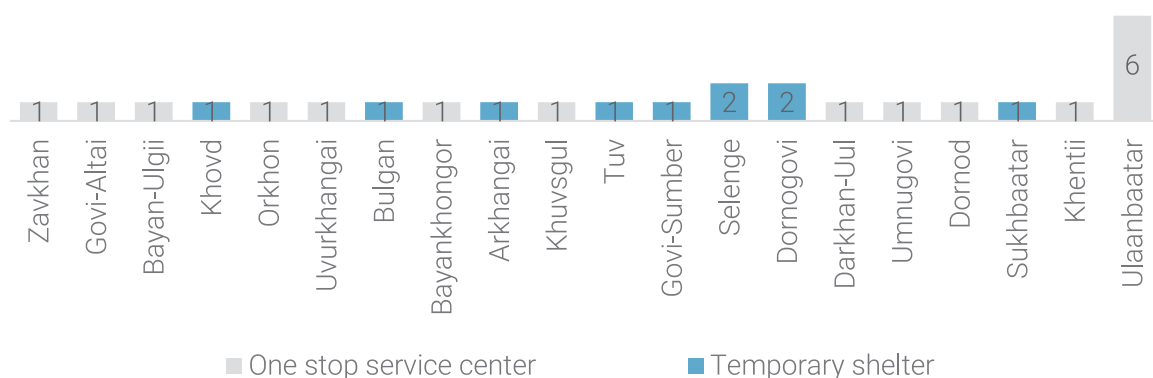
In this survey, while examining the public knowledge of gender based violence and domestic violence, a general evaluation of the one stop service centers and temporary shelters operating throughout the country was conducted according to relevant questions.

The law on combating domestic violence was passed, and regulations were approved to regulate services and activities in accordance with the law and following procedures have been approved and implemented on how to establish a one stop service center and a temporary shelter and organize the activities. It includes:

1. General requirements for temporary victim protection services, MNS 6040:2019
2. Regulation of services for temporary shelter, Minister of LSP, A/116, 2017
3. Regulation of one stop service provision and financing, joint regulation of Minister of JHA, Minister of Health and Minister of LSP A/80, A/132, A/60, 2017
4. Regulations for ensuring the safety of victims of domestic violence, joint regulation of the SGPO and Minister of LSP, A/22, A/31, 2017
5. Regulations for the temporary protection of children who experienced violence, Minister of JHA, A/39, 2017
6. Regulation for the Procedure for Accreditation of NGOs Providing Services to Victims, joint regulation of the Minister of JHA, Minister of Health and Minister of LSP, A/84, A/59, A/130, 2017
7. Regulations for monitoring the safety of one stop service centers, Minister of JHA, A/38, 2017
8. Regulations for the provision of mediation services, Minister of LSP, A/73, 2017
9. Procedure for calculation of variable costs per person for temporary shelter services, Minister of LSP, A/150, 2020
10. Regulations on organizing training for employees responsible for organizing temporary shelter services, social welfare services, child protection services, psychological counseling and mediation, Minister of LSP, A/149, 2020

The evaluation included 31 one stop service centers and temporary shelters for victims of the domestic violence operating nationwide. The first temporary shelter in Mongolia was established in Ulaanbaatar in 1995 under the NCAV and as of today, a total of 17 one stop service centers and 16 temporary shelters have been established in 21 aimags and 6 districts.<sup>10</sup> Out of them, 31 OSSC/TSS participated in the evaluation questionnaire. In 2018-2020, a total of 11 one stop service centers were established in 7 aimags and 4 districts with the support of the United Nations Population Fund.

FIGURE 5.1. LOCATION OF OSSC AND TSS PARTICIPATED IN THE SURVEY, BY AIMAGS AND DISTRICT, 2022

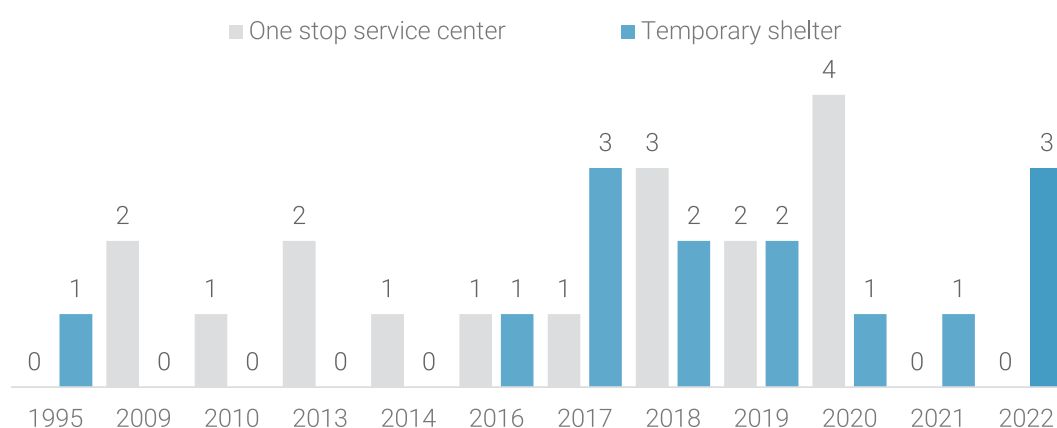


<sup>10</sup> Statistics MSLP, December 2022

In 2018, the largest number of the OSSC/TSS' establishments were made including one stop service centers in Khuvsgul, Bayan-Ulgii, Darkhan-Uul, and Khentii aimags Khan-Uul districts of the capital city, and temporary shelters in Khan-Uul district while in 2021, a temporary shelter was established in Bayangol district, and in 2022, new temporary shelters were established in Sukhbaatar soum of the Selenge aimag, Sukhbaatar aimag, and Nalaikh district. As a result, in 2022, 5 TSs in the capital and 11 in the countryside, as well as 7 OSSC in the capital city and 10 in the countryside, provided accommodation services to 4 795 people for 43 951 days or approximately 9 days per customer<sup>2</sup>.

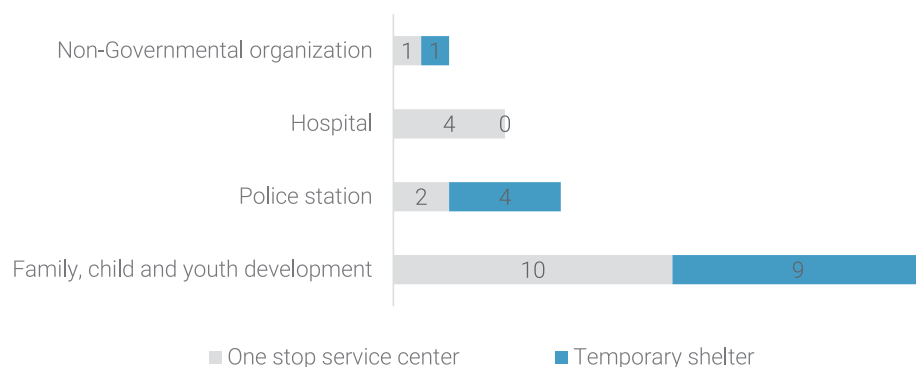
The number of OSSC/TS customers increased by 6.7 percent in 2021 compared to the previous year, and by 13.4 percent in 2022 compared to 2021. This evaluation included 17 OSSCs and 14 temporary shelters operating in the capital and local areas. In these 31 OSSC/TS, 4,506 clients were assisted, 33.0 percent (n=1493) were adults and 67.0 percent (n=3013) were children. The operations of the new TS, which established in 2022 in Nalaikh district, have not yet started operating and have not received customers.

FIGURE 5.2 OSSC/TS BY DATE OF ESTABLISHMENT



OSSC/TS are established and functioning under MLSP, MOH and MOJHA. In particular, 61.3 percent of all OSSC/TS are working under the provincial and district Family, Children and Youth Departments, 19.4 percent under Police Departments and offices, 13.0 percent under general hospitals, forensic hospitals, and trauma hospitals, and 6.5 percent under NGOs. Provincial and district FCYDs operating with the service of OSSC/TS, police stations and departments are focusing more on temporary shelter services, and hospitals are providing one stop service centers.

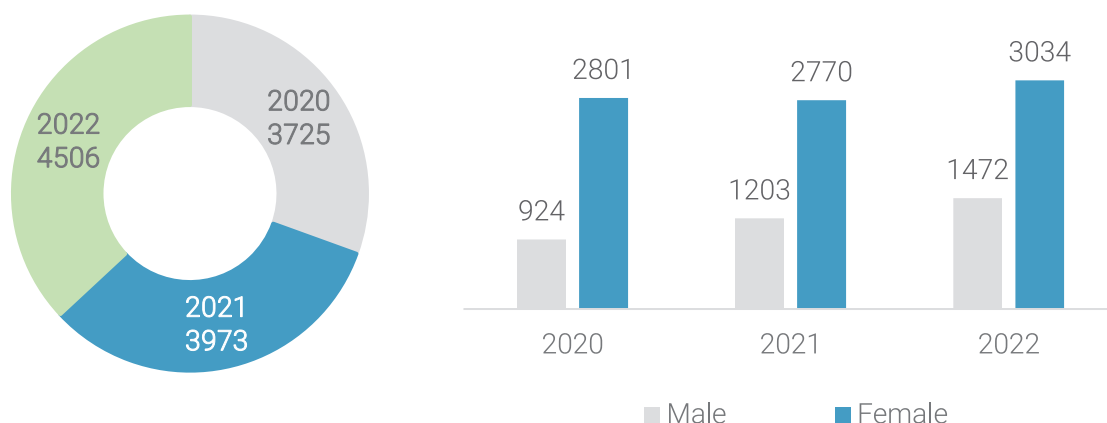
FIGURE 5.3 GOVERNANCE OF OSSC/TSS BY BRANCH ORGANIZATION, 2022



<sup>2</sup> Same information

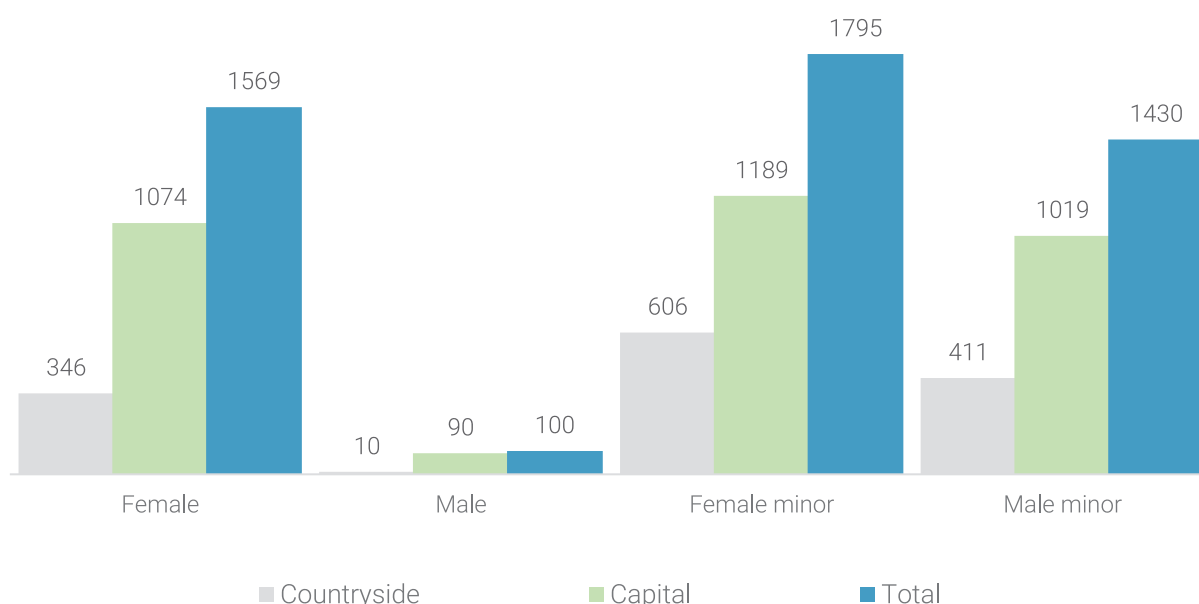
The number of customers through OSSC/TS is growing steadily and in 2022, 32.7 percent (n=1569) of customers were adults, of which 9 out of 10 or 90.5 percent (n=1420) were women and 9.5 percent (n=100) were men and 2 out of 3 people served (n=3226) were children. Men who received services from the local area (10 percent) received services in Khuvsgul aimag (n=6), Gobi-Altai aimag (n=2), and Central aimag (n=1) and in the capital, 74.0 percent (n=74) of all men who visited OSSCs visited the OSSC under the National Center for Traumatology, 5 men visited the OSSC under the National Institute of Forensic Science, and 3 men visited the National Center Against Violence. The number of men receiving services from the National Trauma Research Center and the National Institute of Forensic Science has increased.

FIGURE 5.4 NUMBER OF CUSTOMERS OF THE OSSC/TSS, BY AGE AND SEX, 2020-2022



There is no significant sex difference in the case of minor customers of OSSC/TSSs, and 55.6% were female and 44.4% were male.

FIGURE 5.5 NUMBER OF CUSTOMERS OF THE OSSC/TSS, BY SEX AND LOCATION, 2022



However, from participated OSSC/TSSs, there are 21 working in the countryside and 10 working in the capital, but the OSSC/TSSs located in the capital provide services to 2.5 times more people (n=3235) than those located in the countryside, and men in the countryside are 9 times less likely to seek services than men residing in the capital. There is a difference in the workload of OSSC/TSSs. In particular, OSSC under the NCTS in Ulaanbaatar was the most occupied, and the number of

customers is increasing every year, and in 2022, 1,076 people were served, an average of 3 people per day. From TSs, TSs under FCYD's 108 Children's Helpline provided services to 834 children or 2.3 children per day.

OSSC/TSs located in the countryside served an average of 60 people per year, and an average of 9 people per day in the capital (n=3235) or 323 people per center. Although the workload varies in the countryside, the workload is relatively lower than in the capital, and one center provides services to 5 people (n=1271) per month. Comparing it with the labor force, OSSC/TSs located in the countryside reached 28.2 percent of all customers while 55.0 percent of the labor force work in the countryside.

It can be concluded that it is necessary to carry out a detailed survey on the issue that the number of customer and workload are different in the capital and in the countryside due to whether people in the countryside have limited access to services or whether the services are in a suitable manner for people in the countryside, or whether it is related to the availability and quality of information about services, the confidentiality and security of information.

In this way, it will be important for the proper distribution of manpower, for increasing the human resources and working opportunities in the necessary locations, and for re-planning the possibilities of introducing other organizational methods.

TABLE 5.1 NUMBER OF CUSTOMERS OF THE OSSC/TSS IN AIMAGS AND THE CAPITAL CITY, BY LOCATION, 2022

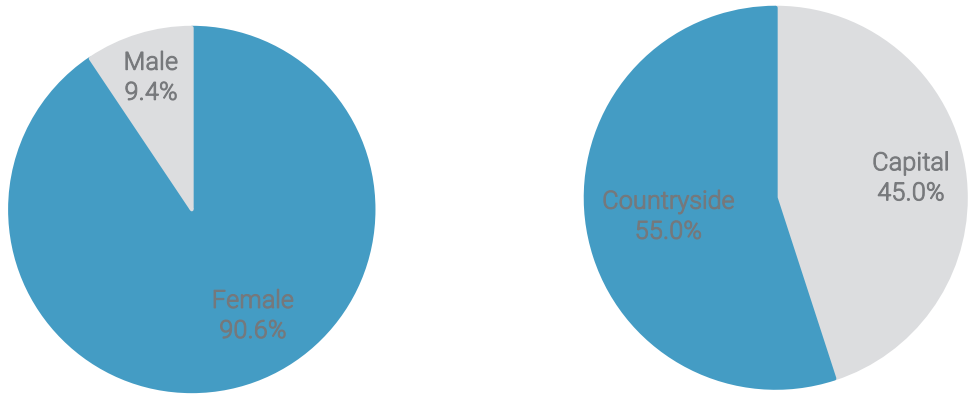
Aimags and the Capital city	2020	2021	2022
<b>Total</b>	<b>1 277</b>	<b>1 437</b>	<b>1 271</b>
Arkhangai	13	19	24
Bayan-Ulgii	23	9	40
Bayankhongor	170	112	72
Bulgan	18	31	60
Govi-Altai	50	34	26
Govisumber	20	21	33
Dornod	40	40	59
Dornogovi, Zamiin-Uud	2	2	2
Dornogovi, Sainshand	19	19	32
Zavkhan	57	50	62
Darkhan-Uul	113	80	135
Uvurkhangai	60	61	67
Umnugovi	110	146	184
Orkhon	63	85	35
Tuv	12	4	4
Selenge, Mandal	17	31	26
Selenge, Sukhbaatar	-	-	12
Sukhbaatar	-	-	74
Khentii	41	49	75
Khovd	3	76	65
Khuvsgul	446	568	184
Ulaanbaatar	2 448	2 536	3 235

Considering the fact that out of the total number of customers received service from the OSSC nationwide, 22.4 percent of them received service from the OSSC under the NCTS in the capital and the increase in the number of customers every year, there has been a real necessity to adjust and expand. Also, based on the fact that some OSSC/TSs are specialized only for children, if the scope and differences of OSSC/TS services are clarified and diversified, organizing them by the scope will

be more effective and accessible to the customers. Of the total 173 employees working in the 31 OSSC/TSs participated in the survey, 55 percent (n=95) are working in the countryside and 45.0 percent (n=78) are working in the capital, and 90.5 percent of the total employees are female, and in 2022, 1 employee provided services to 26 people on average.

There are approximately 5.6 employees per one OSSC/TS, and the number of employees varies, with the largest number of employees from the countryside including Govisumber aimag with 12 employees (n=6 beds), Khovd aimag with 12 employees (n=14 beds), Darkhan-Uul aimag with 10 employees (n=24 beds) and in the capital, 108 Children's Helpline's TS with 17 employees (n=20 beds) and NCAV's with 15 employees (n=12 beds). While it is commendable that local governments and some NGOs are upgrading their human resources by increasing the number of employees, making efforts to reduce the number of customers per employee and the workload, it is believed that there is a need to pay attention to the determination of human resources in accordance with the capacity of the building, the range of activities, and the number of customers when establishing and supporting the operation of the OSSC/TSs.

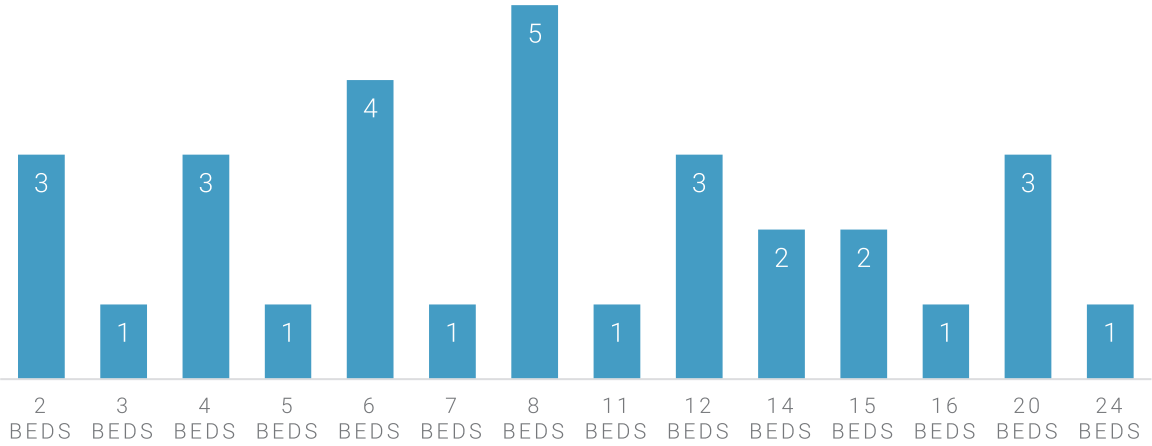
FIGURE 5.6 EMPLOYEES OF THE OSSC/TS, BY SEX, LOCATION AND PERCENTAGE, 2022



Even though the OSSC/TSs are arranged to operate 24/7, Aimags of Bulgan, Orkhon, Tuv, Nalaikh District and National Institute of Forensic Science of the capital each has one employee, respectively and Dornod aimag, Zamiin-Uud and Sainshand soums of Dornod aimag, Khentii aimag, Mandal and Sukhbaatar soums of Selenge aimag each has 2 employees respectively, which indicates that they can only provide day services.

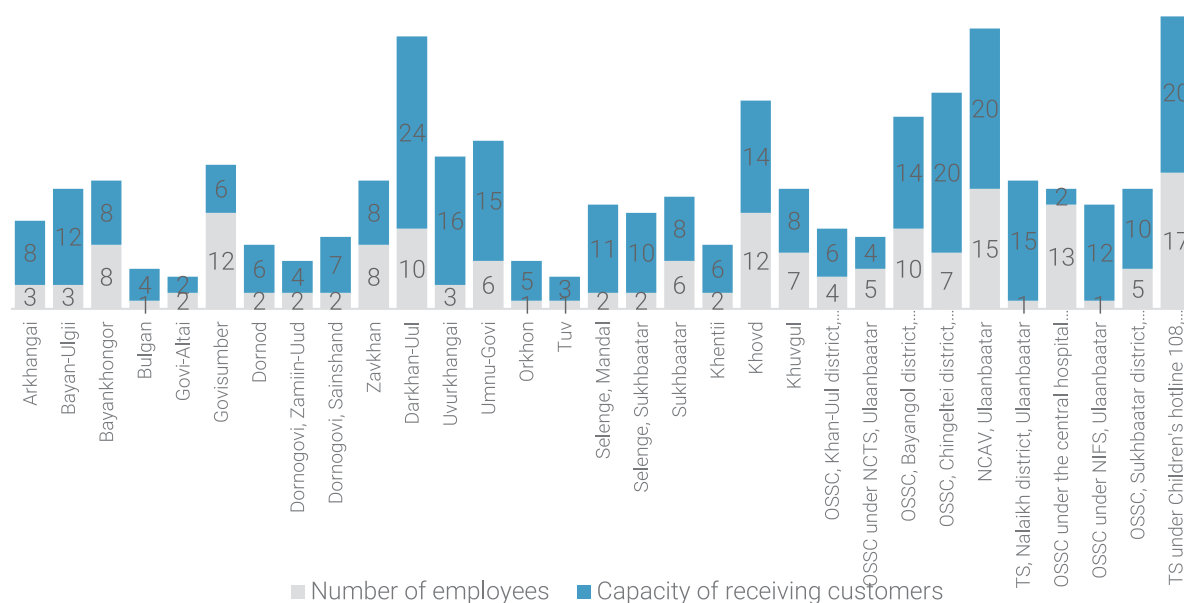
In 31 OSSC/TSs operating nationwide which participated in the survey, 308 people can be received at a time, and one center is operating with 2-24 beds.

FIGURE 5.7 NUMBER OF OSSC/TS, 2022



These OSSCs/TSSs provide specialized and mixed services to the customer who are adult and minor victims of domestic violence, other family members, and minor victims of domestic violence and violence against children. In particular: TS of the 108 Child Helpline accepts only minor victims, and the OSSC/TSSs under the Family, Children and Youth Center located in the capital and in the countryside mostly focus on providing services to children.

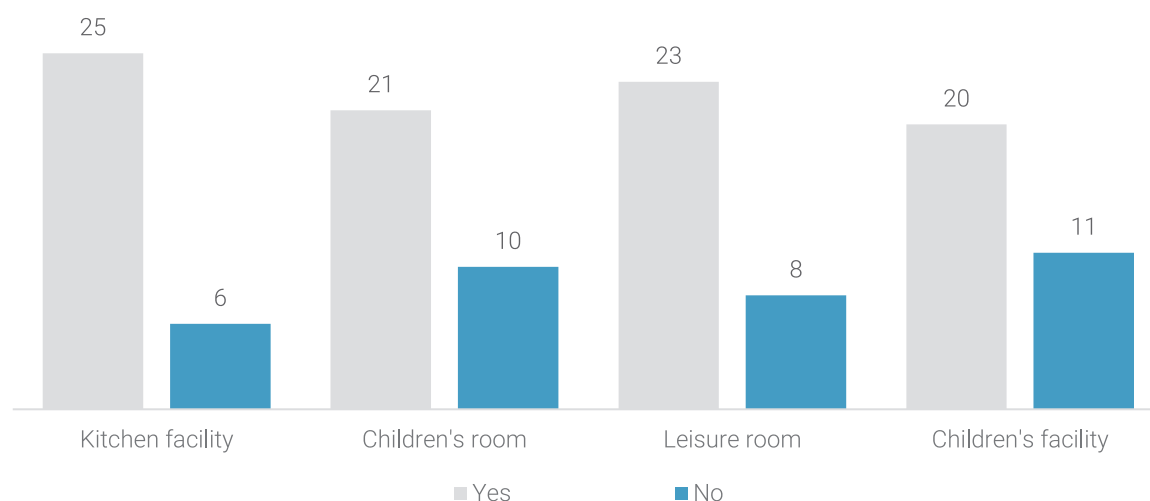
FIGURE 5.8 EMPLOYEES OF THE OSSC/TSS, CUSTOMER CAPACITY, 2022



The OSSC under the National Center for Traumatology serves the largest number of people per year, the majority of whom, 97.0 percent ( $n=1076$ ), were adults, and 75.0 percent were women, 7 percent were men, and 18.0 percent were children. Also, 82.0 percent ( $n=74$ ) of men who received services due to DV in the capital ( $n=90$ ) were provided by them. The OSSC under the National Center for Traumatology served 1 in 3 customers ( $n=371$ ) at its center.

75.8 percent of the 31 OSSC/TSSs participated in the survey have separate kitchens and leisure rooms (74.2 percent), 68 percent have special rooms for children and playground for children (64.5 percent), and operate in total area of 4 478 m<sup>2</sup> with 308 beds for the customer.

FIGURE 5.9 ROOM FACILITIES OF OCCS/TSS, 2022



Out of the 31 centers operating in the localities, the OSSC located in Darkhan-Uul Aimag can receive up to 24 or the largest number of customers at once and provide full service. However in term of the area, the OSSCs with the largest area is the OSSC in Bayankhongor aimag, which operates on an area of 400 m<sup>2</sup>, and the OSSC of Chingeltei district of the capital, which operates on an area of 338 m<sup>2</sup>.

OSSC/TSs in Bulgan aimag, Orkhon aimag, Zamiin-Uud soum in Dornogovi aimag, and OSSCs under the central hospitals in the capital do not have kitchen facility and in addition to these OSSCs, OSSC/TSs in Tuv and Gobi-Altai aimags are operating without children's rooms.

TABLE 5.2 CAPACITY OF OSSC/TS, 2019 AND 2022

№	Location of OCCS/TSs	Number of beds		Kitchen room		Children's room		Leisure room	
		2019	2022	2019	2022	2019	2022	2019	2022
1	Zavkhan	6	8	+	+	+	+	+	+
2	Govi-Altai	8	2	+	+	+	-	+	-
3	Bayan-Uulgii	12	12	+	+	-	+	+	+
4	Khovd	-	14	-	+	-	+	-	-
5	Orkhon	-	5	-	-	-	-	-	+
6	Uvurkhangai	10	16	+	+	+	+	+	+
7	Bulgan	-	4	-	-	-	-	-	+
8	Bayankhongot	8	8	+	+	-	+	+	+
9	Arkhangai	12	8	+	+	+	+	+	+
10	Khuvsgul	8	8	+	-	+	-	+	-
11	Tuv	-	3	-	+	-	-	-	-
12	Govisumber	-	6	-	+	-	+	-	+
13	Selenge, Mandal	-	11	-	+	-	+	-	+
14	Selenge, Sukhbaatar	-	2	-	+	-	+	-	+
15	Dornogovi, Zamiin-Uud	-	4	-	+	-	+	-	+
16	Dornogovi, Sainshand	-	7	-	-	-	-	-	-
17	Darkhan-Uul	24	24	+	+	+	+	+	+
18	Umnugovi	4	15	+	+	-	+	+	+
19	Dornod	6	6	+	+	-	-	+	+
20	Sukhbaatar	-	8	-	+	-	+	-	+
21	Khentii	4	6	+	+	+	-	+	+
Ulaanbaatar									
22	OSSC, Khan-Uul district, Ulaanbaatar	30	6	+	+	-	-	-	+
23	OSSC under NCTS, Ulaanbaatar	4	4	-	-	-	+	-	-
24	OSSC, Bayangol district, Ulaabaatar	-	14	-	+	-	+	-	+
25	OSSC, Chingeltei district, Ulaanbaatar	-	20	-	+	-	+	-	+
26	NCAV, Ulaanbaatar	-	12	-	+	-	+	-	+
27	TS, Nalaikh district, Ulaanbaatar	-	15	-	+	-	+	-	+
28	OSSC under the central hospital of Sukhbaatar	2	2	-	-	-	-	-	-
29	OSSC under NIFS, Ulaanbaatar	-	12	-	-	-	-	-	-
30	OSSC, Sukhbaatar district, Ulaanbaatar	-	10	-	+	-	+	-	+
31	TS under Children's helpline 108, Ulaanbaatar	-	20	-	+	-	+	-	+

In 2019, there were 17 OSSC/TSSs working with a total of 152 beds which increased to the number of 34 OSSC/TSSs<sup>11</sup> with 308 beds in 2022 and, the number and capacity of the facilities have doubled, and the number of customers has increased by 21 percent (n=781). 61.3 percent (n=19) of these OSSC/TSSs are in their ownership, while 38.7 percent (n=12) are not. The capacity of the OSSC of Umnugovi Aimag has increased by approximately 4 times and is able to receive 15 people at a time, while Khentii Aimag has increased its capacity by 2 beds and is able to provide services to 6 people at a time. In contrast, Khan-Uul district of the capital reduced its 8 bed capacity to 6 people, while the OSSC of Govi-Altai aimag reduced its capacity by 4 times to 2 beds, and the TS of Arkhangai aimag reduced its capacity by 1.5 times to 8 beds. A detailed and multifaceted analysis of the socio-economic, and other factors that led to the reduction in the number of customers and reduced capacity of these OSSC/TSSs has important implications for the stability of other OSSC/TSSs. The 31 OSSC/TSSs participated in the survey have a total building area of 4 478 m<sup>2</sup> and an outdoor area of 9,141 m<sup>2</sup>, and the outside area of OSSC/TSSs under hospitals and other institutions are not included due to the impossibility of calculation.

TABLE 5.3 AREA OF OSSC/TS, BY METER SQUARE, 2022

№	Location of OCCS/TSSs	Building area (m <sup>2</sup> )		Land area (m <sup>2</sup> )	
		2019	2022	2019	2022
1	Zavkhan	192	130	600	2100
2	Govi-Altai	60	64	-	74
3	Bayan-Uulgii	-	96	-	220
4	Khovd	-	318	-	450
5	Orkhon	-	48	-	-
6	Uvurkhangai	204	160	300	320
7	Bulgan	-	20	-	-
8	Bayankhongot	120	400	428	428
9	Arkhangai	112	-	120	120
10	Khuvsgul	465	113	-	600
11	Tuv	-	46	-	-
12	Govisumber	60	72	-	-
13	Selenge, Mandal	-	80	-	20
14	Selenge, Sukhbaatar	-	100	-	120
15	Dornogovi, Zamiin-Uud	-	28	-	-
16	Dornogovi, Sainshand	-	127	-	127
17	Darkhan-Uul	400	228	700	501
18	Umnugovi	104	156	400	596
19	Dornod	-	130	-	1100
20	Sukhbaatar	-	177	-	-
21	Khentii	80	105	1600	375
Ulaanbaatar					
22	OSSC, Khan-Uul district, Ulaanbaatar	134	161	4063	274
23	OSSC under NCTS, Ulaanbaatar	35	45	-	-
24	OSSC, Bayangol district, Ulaabaatar	-	280	-	-
25	OSSC, Chingeltei district, Ulaanbaatar	-	338	-	840
26	NCAV, Ulaanbaatar	-	120	-	30
27	TS, Nalaikh district, Ulaanbaatar	-	222	-	222
28	OSSC under the central hospital of Sukhbaatar	-	52	-	24
29	OSSC under NIFS, Ulaanbaatar	32	150	1600	50
30	OSSC, Sukhbaatar district, Ulaanbaatar	-	200	-	50
31	TS under Children's helpline 108, Ulaanbaatar	-	200	-	500

<sup>11</sup> Uvs aimag, were not included survey, Bayanzurh district of OSSC/TS undefined causes

In 2021 and 2022, with the opening of many new OSSC/TSSs, 4 OSSC/TSSs in the capital and 4 aimags have increased their building area and expanded their capacity to provide a comfortable environment and standard services to customers and employees. In the capital, the area of the OSSC under the NIFS (32 m<sup>2</sup>) was increased by 4.7 times to 150 m<sup>2</sup>, the OSSC of Khan-Uul district was increased by 27 m<sup>2</sup>, and the OSSC under NCTS was increased by 10 m<sup>2</sup>, respectively. In the countryside, Bayankhongor aimag (120 m<sup>2</sup>) increased by 3.3 times to 400 m<sup>2</sup>, Khentii aimag (80 m<sup>2</sup>) increased by 25 m<sup>2</sup> to 105 m<sup>2</sup>, Umnugovi aimag (104 m<sup>2</sup>) increased by 52 m<sup>2</sup> to 156 m<sup>2</sup>.

Compared to 2019, OSSC/TSSs in four aimags have reduced the building area in which they operate, including, the OSSC in Khuvsgul aimag (465 m<sup>2</sup>), which was operating with the largest area in 2020, was reduced in size by four times to 113 m<sup>2</sup>, OSSC in Darkhan-Uul aimag (400 m<sup>2</sup>) has been reduced in size by 1.8 times to 228 m<sup>2</sup>, OSSC in Zavkhan (192 m<sup>2</sup>) by 0.7 times to 130 m<sup>2</sup>, and OSSC in Uvurkhangai (204 m<sup>2</sup>) by 0.8 times to 164 m<sup>2</sup>.

The enumerators who visited the 31 OSSC/TSSs participated in the survey gave their ratings on furnishing and service types. 58.0 percent (n=18) of these OSSC/TSSs were evaluated as good or excellent in terms of furnishing, while Govi-Altai aimag received 2 points and the OSSC of Khan-Uul district received 3 point, unsatisfactory ratings. The other OSSC/TSSs in other aimags and the capital were evaluated as moderate, indicating the necessity for further improvement.

In terms of operational stability, 81.0% were evaluated as good or excellent, while the OSSCs of Gobi-Altai aimag and Khan-Uul district were evaluated as unstable.

TABLE 5.4 FURNISHING OF OSSC/TS, QUESTIONNAIRE OF THE EVALUATION, 2022

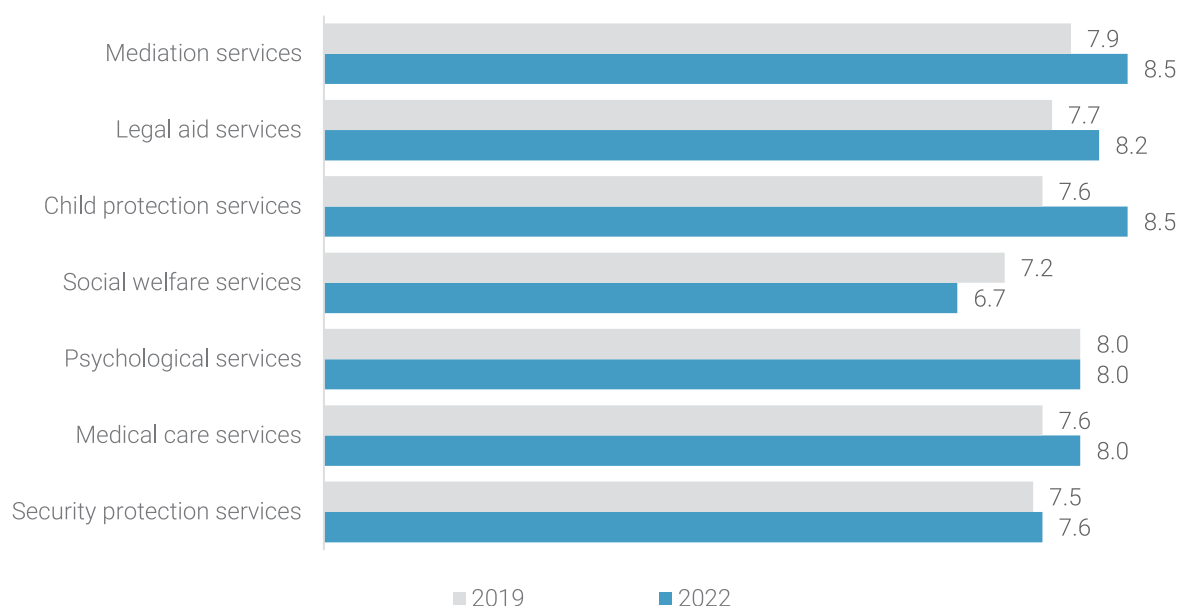
№	Location of OSSC/TS	Furnishing		Stability of the service		Informational and promotional materials		Usage informational and promotional billboards		Building's privacy and protection and security system	
		2019	2022	2019	2022	2019	2022	2019	2022	2019	2022
1	Zavkhan	8	8	5	5	5	5	5	5	5	8
2	Govi-Altai	8	2	8	1	9	5	8	6	7	1
3	Bayan-Uulgi	7	9	7	9	7	4	1	3	9	5
4	Khovd	-	9	-	9	-	9	-	9	-	9
5	Orkhon	-	5	-	8	-	5	-	7	-	6
6	Uvurkhangai	9	8	8	9	8	9	8	9	9	9
7	Bulgan	-	5	-	9	-	7	-	3	-	4
8	Bayankhongot	6	8	8	9	5	8	5	8	7	7
9	Arkhangai	4	9	6	9	5	8	7	9	7	9
10	Khuvsgul	9	6	9	8	8	7	8	8	8	6
11	Tuv	-	6	-	9	-	8	-	4	-	9
12	Govisumber	-	5	-	7	-	7	-	5	-	8
13	Selenge, Mandal	-	9	-	9	-	9	-	9	-	9
14	Seleng, Sukhbaatar	-	5	-	9	-	9	-	9	-	9
15	Dornogovi, Zamiin-Uud	-	7	-	9	-	8	-	9	-	9
16	Dornogovi, Sainshand	-	9	-	9	-	9	-	9	-	5
17	Darkhan-Uul	9	9	9	9	9	8	9	9	9	9
18	Umnugovi	8	9	6	9	8	9	8	8	8	9
19	Dornod	9	9	8	9	9	9	9	9	9	9
20	Sukhbaatar	-	8	-	9	-	5	-	7	-	8
21	Khentii	8	6	8	9	7	9	7	5	8	8
Ulaanbaatar											
22	OSSC, Khan-Uul district, Ulaanbaatar	5	3	9	3	5	3	7	4	1	4
23	OSSC under NCTS, Ulaanbaatar	6	8	9	9	9	9	9	9	5	9
24	OSSC, Bayangol district, Ulaanbaatar	-	9	-	9	-	9	-	9	-	6
25	OSSC, Chingeltei district, Ulaanbaatar	-	9	-	9	-	8	-	9	-	9
26	NCAV, Ulaanbaatar	-	8	-	8	-	9	-	8	-	8
27	TS, Nalaikh district, Ulaanbaatar	-	8	-	5	-	8	-	5	-	5
28	OSSC under the central hospital of Sukhbaatar	6	5	8	5	5	8	6	5	5	5
29	OSSC under NIFS, Ulaanbaatar	2	8	9	8	2	8	2	8	9	7
30	OSSC, Sukhbaatar district, Ulaanbaatar	-	4	-	9	-	9	-	9	-	9
31	TS under Children's helpline 108, Ulaanbaatar	-	5	-	9	-	5	-	9	-	8

The distribution of informational and promotional materials from the OSSC/TSs is operated adequately, and 64.5 percent (n=20) rated of them was rated as good or excellent. However, 61.3 percent of the usage of informational and promotional billboards in the building were evaluated as satisfactory and good (n=19), while Bayan-Ulgii aimag was evaluated as 3 or unsatisfactory. In terms of building privacy and protection and security system, most of them was rated as average or above average as 61.3 percent (n=19) was rated as good or excellent, while Govi-Altai Aimag was rated as worse.

The Law on Combating Domestic Violence mandates the mandatory provision of security protection, medical care, psychological services, social welfare services, child protection services, legal aid, and mediation services to the One Stop Service Centers and the Temporary Shelters. The comprehensive provision of these services has an important effect on helping victims and clients to solve and overcome their problems, live in a safe environment, and return to normal life.

Therefore, there are special procedures by regulation for providing comprehensive services by the OSSC/TS service providers and liaising with services that cannot be provided by them. When the enumerators evaluated the 6 types of services provided by the OSSC and the 7 types of services provided by the TS compared to 2019, they improved from 7.6 to 7.9, and the 6 types of services showed a positive increase of 0.2-1 percentage points in 2022. Only social welfare services decreased by 0.2 percentage points. According to the ratings of the enumerators, the average score for child protection services increased by 0.9 percentage points from 2019 to 8.5, which is the highest increase, and legal aid and mediation services improved by 0.7 percentage points, respectively.

FIGURE 5.10 SERVICES PROVIDED BY OSSC/TS, EVALUATION QUESTIONNAIRE, 2019 AND 2022



The enumerators concluded that there is a necessity of improvement in all the services provided by the OSSC/TSs of the Uvurkhangaig aimag and Khan-Uul district, and in the legal aid provided by the OSSC under the Central Hospital of Sukhbaatar district.

TABLE 5.5 SERVICES PROVIDED BY OSSC/TS, EVALUATION QUESTIONNAIRE, 2019 AND 2022

N°	Location of OSSC/TS	Protection service		Medical care		Psychological service		Social welfare service		Child protection service		Legal aid		Mediation service	
		2019	2022	2019	2022	2019	2022	2019	2022	2019	2022	2019	2022	2019	2022
1	Zavkhan	5	9	5	8	5	8	5	8	5	8	5	8	5	8
2	Govi-Altai	8	1	9	8	9	8	5	5	9	7	8	8	8	8
3	Bayan-Ulgii	9	5	9	9	9	7	9	1	9	8	9	9	9	8
4	Khovd	-	9	-	9	-	9	-	9	-	9	-	9	-	9
5	Orkhon	-	5	-	9	-	9	-	9	-	9	-	9	-	9
6	Uvurkhangai	9	9	8	9	9	9	9	9	9	9	9	9	9	9
7	Bulgan	-	4	-	8	-	8	-	9	-	8	-	7	-	7
8	Bayankhongor	7	9	5	8	8	9	6	9	5	9	6	9	7	9
9	Arkhangai	9	9	8	7	9	8	7	6	8	9	8	9	8	9
10	Khuvsgul	8	7	8	7	8	8	8	8	8	9	8	9	8	9
11	Tuv	-	8	-	1	-	1	-	5	-	8	-	8	-	8
12	Govisumber	-	5	-	9	-	5	-	5	-	9	-	8	-	7
13	Selenge	-	9	-	9	-	7	-	8	-	9	-	9	-	9
14	Selenge	-	9	-	9	-	9	-	9	-	9	-	9	-	9
15	Dornogovi	-	5	-	9	-	9	-	9	-	9	-	9	-	9
16	Dornogovi	-	9	-	9	-	9	-	9	-	9	-	9	-	9
17	Darkhan-Uul	9	9	9	9	9	9	9	1	9	9	9	5	9	9
18	Umnigovi	8	9	5	9	7	9	8	1	8	9	8	9	8	9
19	Dornod	8	9	8	9	8	9	8	1	8	9	8	9	8	9
20	Sukhbaatar	-	8	-	6	-	8	-	7	-	8	-	7	-	7
21	Khentii	8	8	8	9	8	8	8	6	8	9	8	9	8	9
Ulaanbaatar															
22	OSSC, Khan-Uul district, Ulaanbaatar	1	4	4	2	8	3	7	4	6	4	8	4	8	5
23	OSSC under NCTS, Ulaanbaatar	8	9	9	9	9	9	6	9	8	9	7	9	8	9
24	OSSC, Bayangol district, Ulaabaatar	-	9	-	7	-	9	-	9	-	9	-	9	-	9
25	OSSC, Chingeltei district, Ulaanbaatar	-	9	-	9	-	8	-	9	-	9	-	8	-	9
26	NCAV, Ulaanbaatar	-	8	-	8	-	9	-	8	-	8	-	9	-	8
27	TS, Nalaikh district, Ulaanbaatar	-	5	-	9	-	9	-	5	-	8	-	8	-	8
28	OSSC under the central hospital of Sukhbaatar	5	9	9	9	6	9	5	8	5	8	6	2	6	9
29	OSSC under NIFS, Ulaanbaatar	9	9	9	9	9	8	9	5	8	7	9	9	9	9
30	OSSC, Sukhbaatar district, Ulaanbaatar	-	9	-	6	-	9	-	9	-	9	-	9	-	9
31	TS under Children's helpline 108, Ulaanbaatar	9	8	8	9	8	9	6	9	8	9	7	9	8	9

When the employees working in the OSSC/TSs were asked if there are any urgent problems that need to be solved in the building, 87.0 percent of them answered that yes. To summarize these, table 5.5 shows the opinions expressed about the improvements in outdoor and indoor environment; security; professional personnel and human resources; financial stability and adequacy of operations; staff development and creation and improvement of the independent structure of the building.

TABLE 5.6 NECESSARY IMPROVEMENTS IN OSSC/TS, 2022

Nº	Location of OSSC/TS	Furnishing of the premises	Professional personnel and human resources	Budget for stable operation	Human resource development
1	Zavkhan		Normative costs approved by MLSP are not sufficient	Update MLSP Regulation	Shift Psychologist, Human resources and salaries
2	Govi-Altai	Get their own building	Increase the number of employees and get police protection to protect the safety of customers		
3	Bayan-Uulgii	Giving expenses for adult customers	Increase the number of employees	Include the cost of cleaning and disinfection in the budget	
4	Khovd		Provide professional training to customers		Empowering a collaborative team
5	Orkhon	Fast commissioning of TS building under construction	Increase the number of social workers and improve security	Establishing a beauty corner for women	
6	Uvurkhangai	Sewer line maintenance	Increase the number of employees		
7	Bulgan	Funding for interior furnishing of new building	Hot water supply	Salaries and funding for employees	Training for employees
8	Bayankhongot	Building service rooms and toilets for PWDs and repairing the roof			
9	Arkhangai	Increase operating expenses and budget	Technical equipment and electronics		
10	Khuvsgul	To meet the housing standards, to expand/ to have a separate new building	Medical first aid kit	Get a development service environment for customers	
11	Tuv	Camera and bedding	A cook, a security guard, a social worker, a psychologist, a service person	Kitchen and household appliances	Get their own building
12	Govisumber	Maintenance	Stock of clothing		
13	Selenge, Mandal	Get their own building	Lack of human resources and staff, need for full-time staffing	Proximity to the police and hospital	
14	Selenge, Sukhbaatar	Increase human resources, guards, cooks, doctors			
15	Dornogovi, Zamiin-Uud	To have a container with a lock, security and privacy to store customer information			

Nº	Location of OSSC/TS	Furnishing of the premises	Professional personnel and human resources	Budget for stable operation	Human resource development
16	Dornogovi, Sainshand	Solving security issues, maintenance, and landscaping	Increase the number of servers and professional social workers	Improve social security for staff working with victims	Provision of equipment and books for PWDs
17	Darkhan-Uul		Legal assistance	Cost of providing services to adults	Lawyer
18	Umnugovi	Repair of the roof of the house, landscaping suitable for children	increase the salary of the emergency employee and give bonus	materials, equipment, raw materials for conducting life skills training, and children's toy	
19	Dornod	Alarm system installation and camera repair	Connection to the fresh water line		
20	Sukhbaatar	Make landscaping, add rooms and enlarge them	Doctor and cook	Increasing funding and furnishing the training room	Get their own building
21	Khentii	Complete renovation of men's and women's restrooms and replacement of furniture	Ensuring social security for staff working with victims	Get a new purpose-built building	
22	OSSC, Khan-Uul district, Ulaanbaatar	Relocating as it is operating in an outdated building			
23	OSSC under NCTS, Ulaanbaatar	Provide opportunities to work in accordance with standards (separate toilets for men, women, and children).	Training of employees abroad, social security of employees	Qualified human resources	
24	OSSC, Bayangol district, Ulaabaatar	Fencing the outdoor area	Get a new purpose-built building	Since it's located in the middle of apartments, privacy is likely to be lost, so it is better to have their own building	
25	OSSC, Chingeltei district, Ulaanbaatar	Disaster tools	Pharmacy stock, Clothing and shoe stock	Generator of the resource	
26	NCAV, Ulaanbaatar	Support and cooperation of government organizations	Sustainable funding	Strengthening the capacity of experts in public institutions and changing attitudes	
27	TS, Nalaikh district, Ulaanbaatar	Improving the skills of employees	Human resource	Increase all types of supplies	
28	OSSC under the central hospital of Sukhbaatar	Furnishing of protection room	Increase human resource	Arrange financing	Increase the materials of psychological counseling
29	OSSC under NIFS, Ulaanbaatar	Improvement of the heating system			

Nº	Location of OSSC/TS	Furnishing of the premises	Professional personnel and human resources	Budget for stable operation	Human resource development
30	OSSC, Sukhbaatar district, Ulaanbaatar	In order to restore the interior, first of all, the kitchen needs to be completely renovated because it does not meet the hygiene requirements due to mold.			
31	TS under Children's helpline 108, Ulaanbaatar	1 disabled 18-year-old child has been with us for 3 years and there is no place for long-term care			
		Tools for developing children's talents			

In addition to the management and organization of the institutes which OSSC/TSs operate under, all levels of organizations and officials involved in allocating budgets to these centers should pay attention to the practical implementation of these proposals. Article 12.1.6 of the Law on Combating Domestic Violence has given the power to "make discussion and resolve the issue of establishing temporary shelters and one stop service centers with state budget funds at the Cabinet meeting" under the responsibility of the Crime Prevention Coordinating Council. Article 12.2.3 of the Law has given the power to "make discussion and resolves the issue of establishing temporary shelters and one stop service centers with local budget funds at the General Assembly" to the Branch Council for Coordination of Crime Prevention. The assembly of representatives of citizens of the aimag, capital, and district has the full authority to "establish the TS and OSSCs based on the population, domestic violence crimes, and the occurrence of violations." However, when exercising this mandate, keeping activities effective, regular, continuous; complying with approved laws, standards and regulations; making approval of expenses, human resources, and victim services in the budget will have an important effect on the actual implementation of the law on combating gender based violence, crime prevention, and combating domestic violence.

## CONCLUSION AND RECOMMENDATIONS

After the Law on Combating Domestic Violence was revised and the standards and procedures regulating the implementation of the law were approved and implemented, the legal framework for OSSC/TS operation and service provision has been established, and the legal framework for GBV victim safety protection and service provision has improved. The first temporary shelter in Mongolia was established in Ulaanbaatar in 1995 at the National Center Against Violence and as of today, a total of 17 one stop service centers and 16 temporary shelters have been established in 21 aimags and 6 districts of Mongolia<sup>12</sup>. Between 2018 and 2020, a total of 11 one stop service centers were established in 7 aimags and 4 districts with the support of the United Nations Population Fund. The evaluation included a total number of 31 one stop service centers and temporary shelters for family victims operating nationwide, with 173 staff and 308 beds.

The National Statistics Office conducted this survey involving 5050 people from 21 aimags and 6 districts of the capital, in order to evaluate and analyze the changes in the public knowledge and attitude towards GBV and DV, the services, capacity and conditions of OSSC/TS in comparison with the results of the 2019 baseline survey; to compare and analyze how the level of public knowledge and information about GBV and DV has changed in comparison the previous survey, and to develop policy recommendations. Also, an evaluation was made on the operation, service quality and availability of 31 OSSCs and TSs operating nationwide.

Based on the main results and conclusions of the survey, recommendations for further improvement are reflected.

## AWARENESS, KNOWLEDGE AND ATTITUDE TOWARDS GENDER BASED VIOLENCE AND DOMESTIC VIOLENCE

- Respondents' ratings of their knowledge of gender based violence and domestic violence as average or below average kept. Also, 34.2 percent rated their knowledge as having little understanding or not knowing at all. This is a slight (23.1-34.2 percent) increase in the knowledge of the respondents from the 2019 survey. No sex differences were observed in the above indicators.
- Number of respondents who have a good understanding of the underlying causes of violence has increased. 1 in 6 respondents said power imbalance (17 percent), inequality (12.4 percent), traditional customs and beliefs (12.4 percent), and each indicator is 11.0 percent higher than the results of the 2019 survey, which shows a positive picture of an increase in the number of respondents who have a correct understanding of this issue.
- However, alcoholism and poverty are still commonly seen as the underlying causes of violence. 4 out of 5 respondents believed that alcoholism was the root cause of gender based violence and domestic violence and 78.0 percent believe that the above mentioned is also an influencing factor for violence. Furthermore, poverty (50.0 percent), stress caused by personal life and financial situation (48.1 percent), and drug use are mentioned as the influencing factors. It shows that until now, people do not have a proper understanding of the underlying causes of violence.
- Respondents recognize that gender based violence and domestic violence "are" human rights violations. 95.3 percent answered that GBV and DV are human rights violations, which shows that there is progress in the understanding from the previous survey. There is no sex difference in terms of considering DV and GBV as human rights violations and crime.
- There is a positive trend of increasing public awareness about GBV and domestic violence. GBV and DV as human rights violations decreased from 19.1% to 4.6% which can be considered that it is due to the good public awareness of the domestic violence law, human rights awareness and other related laws. Over the past two years, there has been a certain increase in public awareness of GBV and DV as a crime, as well as their understanding of human rights, which indicates the need for regular training and awareness.

<sup>12</sup> Statistics of MLSP, December 2022

- The number of child victims of GBV and domestic violence has increased. The question about who can be a victim of GBV and domestic violence was answered by multiple choice, and 50.3 percent of the respondents answered as a biological child, 35.5 percent answered as a step/adopted child, and 33 percent answered as a wife. Comparing this information with the 2019 survey, it can be considered that the number of respondents who consider children as the main victims has increased by 31.3 percent, which is due to the increase in crimes of violence against children in the society, and the fact that information about them is widely published in social networks and the media. In addition, respondents answered that the older, disabled and LGBT people being victims of GBV and domestic violence.
- The number of respondents who believe that GBV and DV are crimes has increased to 89-94 percent. Responses that GBV and domestic violence are not a crime or that they are not sure are dominated by respondents aged 35-64, which indicates a need to focus on increasing legal awareness targeting this age group. According to the Domestic Violence Statistics<sup>13</sup> of the NSO, 36.6 percent of the victims are between the ages of 30-39 and 27.4 percent are between the ages of 18-29, while 44.0 percent of perpetrators of violence are respondents aged 30-39, and 23.5 percent are respondents aged 40-49, which again shows the need to increase awareness among population of this age.
- Emphasis should be placed on involving men in community-based prevention activities. 10.8 percent of the respondents participated in public and support group activities organized by joint teams and NGOs, of which, 30.7 percent of them were men and 69.3 percent were women, which indicates that women give more importance regarding this concern. Therefore, it is necessary to focus on involving men in this type of activities.
- Stereotypes of gender based violence are still persisting. 82.0 percent disagreed that women themselves are the main culprits of GBV and domestic violence, and 95.5 percent agreed that husbands should not beat, reprimand, or punish a wife if she does something wrong and answers including a good wife should support her husband's opinion even if she disagrees (35.2 percent), and if the wife does something wrong, the husband should not beat or reprimand her (95.5 percent) mentioned. However, 37.0 percent of all respondents, or one in three respondents, agreed that by tolerating violence, they can save their families and prevent their children from becoming orphans, of which 31.5 percent were women and 45.6 percent were men.
- The level of agreement with stereotyped misconceptions about GBV and DV has changed variously. Compared to 2019, the number of respondents who believe that the husband can reprimand, beat or punish the wife if she does something wrong has decreased by 1.4 percentage points, and the answer that women are the main culprits has decreased by 2.5 percentage points. However, it is noteworthy that the tendency to believe that tolerating violence will save the family and prevent children from becoming orphans has increased by 10.4 percent, the answer that a good wife should support her husband's opinion even if she disagrees with it has increased by 8 percent, and the answer that violence should be tolerated in some cases has increased by 4.9 percent, respectively. Therefore, it shows that there is a need and requirement for dispelling stereotypes, for all groups of society to continuously conduct various types of training, advertising, and information about the underlying causes, factors, consequences, and harms of GBV and DV.
- Despite awareness campaigns about the underlying causes, stereotypes and prevention of GBV and DV, there is still a need to expand the activities of continuous and sustainable delivery of information, training and promotion of anti-stereotyping to all educational systems and all social groups.
- It can be seen from the responses, without sex differences, that men and husbands are the main perpetrators of FGM and domestic violence that the need for continuous teaching and training regarding men's behavior and responsibilities in the family, family education, awareness and knowledge-raising training about GBV and domestic violence at all levels of education and social relations.
- From the above results of the survey, it can be seen that it is important to reduce and stop violence by starting activities such as teaching relationships, human rights, problem-solving

<sup>13</sup> [https://www2.1212.mn/BookLibraryDownload.ashx?url=domestic-violence\\_2020.pdf&ln=Mn](https://www2.1212.mn/BookLibraryDownload.ashx?url=domestic-violence_2020.pdf&ln=Mn)

skills and non-violent conflict resolution in children's education, especially including boys, from an early age; organizing family education courses starting from marriageable age, teaching young parents to raise their children in a positive way, using non-violent methods, counseling for relationships and conflict resolution in a unified program, organized, and in a hierarchical manner through all available channels immediately.

- Most importantly, long-term and short-term strategies and plans are an important issue, as prevention activities have a positive effect on the basis of continuous, sequential and regular implementation.

## CHANGES IN PUBLIC KNOWLEDGE AND ATTITUDE

- It is noteworthy that the level of education of the victims of violence is not significant. When they were asked if they had been a victim of GBV and DV, 16.2 percent of the respondents answered yes and also mentioned that women were more affected than men.
- 6 out of 10 respondents who visited the One Stop Service Center are within the age group of 25-54. 27.7 percent of the respondents know whether there is a One Stop Service Center in their place of residence, with no significant sex difference and 35-44-year-olds know the most (31.6 percent).
- There is a need to increase the availability of information about OSSCs and assistance opportunities in rural areas. Considering the location of the respondents who know about the OSSC, the highest percentage is 36.2 percent in the center of the aimag, while the highest percentage of the respondents who don't know is 82.5 percent in the rural areas. In addition, 46.2 percent of respondents who have visited these centers are in the capital, 38.7 percent are in the center of the aimag, 13.2 percent are in the center of soum, and 1.9 percent are in the countryside. This shows the need to disseminate and promote the service in the local area. It can be considered that the residential location and environment of the respondents have a certain influence on receiving services.
- Improvements have been made in the service provided to customers by OSSC and TSs. In 2019, 52.7 percent of customers received the services they desired from OSSC and TS, while it increased by 1.8 times in 2022 to 95.0 percent of them received the desired services. Therefore, in the future, it is necessary to focus on regularizing these services and directing our activities to make them better.

## CUSTOMER SATISFACTION OF ONE-STOP SERVICE CENTERS AND TEMPORARY SHELTERS

- The sources of information are different, depending on the availability and adequacy of information, and it can be more appropriate and accessible if information campaigns are conducted for the public in accordance with this. Information about OSSC and Temporary shelters was first obtained from co-workers, other acquaintances (26.2 percent), friends (16.7 percent), television (15.3 percent), and public events (12.4 percent). Considering the source of information by location, one out of every three respondents living in the center of the aimag and soum received information from their colleagues and acquaintances, 29.3 percent of respondents living in rural areas, and one in five respondents living in the capital received information through TV.
- 92.0 percent of respondents who received services from the OSSCs are women and 8.0 percent are men. 18.3 percent (n=101) of the participants in the additional survey were served by the OSSCs, one in 5 (22.1 percent) of the participants from center of the aimags, 16.7 percent of the participants from center of the soums, 13.6 percent from the capital, and 3.0 percent from the rural areas.
- 95.0 percent of the customers of OSSCs were able to get the service they wanted. When they arrived at the OSSC, they received protection (36.6 percent), psychological counseling (13.0 percent), health care (3.0 percent), and legal assistance (5.0 percent) services individually or jointly (42.4 percent).

## CUSTOMER SATISFACTION OF OSSC AND TS

- 81.3 percent rated the attitude and communication of OSSC service providers as good or excellent, which showed a positive result that doubled from 2019. As a result of multiple trainings and campaigns, it can be considered that there has been a real change in the attitude of the employees of the OSSC and TS. In 2019, it was mostly rated as moderate, but in 2022, 4 out of 5 rated it as good or excellent.
- Compared to 2019, the knowledge and experience of service providers has increased by 1.8 times. It is a positive indicator that 77.6 percent rated the knowledge and experience of service providers in OSSC and TS as good or excellent.
- 74.0 percent rated the service quality of OSSC and TS as good, excellent, and above average. This shows a positive indicator of a 1.9-fold increase in service quality compared to 2019. Concluding from the results of the evaluation, the opportunity for customers to receive quality services has increased.
- 3 out of 4 respondents, or 75.0 percent, rated the furnishing of OSSC and TS as good and excellent, while 5.2 percent said that the furnishing were poor or bad. The furnishing of the building have been improved twice compared to 2019, and they are able to provide services in a more comfortable environment.
- Privacy and security of OSSC and TS were rated as good or excellent by 86.5 percent and 1.0 percent rated above average, which is a good indicator of well established security and privacy. This shows a satisfactory and positive result, which is 2.1 times higher than in 2019.
- 81.3 percent of the respondents in the survey responded that there are mostly advantages of the OSSC and TS, and the respondents who answered that there are mostly disadvantages are women aged 15-24 and over 75 (2.1 percent), and men aged 45-54 (1.0 percent). Two out of three respondents (64.5 percent) who received services from the OSSC and TS felt that there was a positive change in their lives, while one out of three respondents felt that there was no change.
- Publicity campaigns and advertising are showing results. When asking whether the respondents have seen it when displaying a poster selected from promotional materials for GBV and DV prevention campaigns, 71.6 percent saw it in some media or public event. 23.0 percent (n=1158) of respondents received information from television, 20.6 percent (n=1038) from the Internet, 5.0 percent (n=255) received information from posters, and 3.2 percent (n=160) received information from public events. People living in urban areas get information mostly from the internet and television, while people living in rural areas get information mostly from television (30.5 percent), so it could be more effective to pay attention to this when organizing prevention and information promotion activities to increase the availability of information.

## EVALUATION OF ONE STOP SERVICE CENTERS AND TEMPORARY SHELTERS

- The number of OSSC/TSs has increased and provided services to more customers. Compared to 2019, the number and capacity of the facilities have doubled, and the number of customers has increased by 21 percent, which shows a positive results. When the enumerators evaluated the 6 types of services provided by the OSSC and the 7 types of services provided by the TS compared to 2019, they improved from 7.6 to 7.9, and the 6 types of services showed a positive increase of 0.2-1 percentage points with only exception of social welfare services. Within these, child protection services showed the highest increase.
- Most of the customers are women and children. From the number of customers of OSSC/TS in 2022, 33.0 percent of customers were adults, of which 9 out of 10 or 90.5 percent were women and 9.5 percent were men and 2 out of 3 people served were children. 90.0 percent of the male who received services were the capital, and the majority of the men who received services went to the OSSC under the NCTS.
- OSSCs/TSs under the FCYDs in the countryside and the capital are mostly focused on providing services to children. There were no significant sex difference in the case of minor customers of OSSC/TSs, and 55.6% were female and 44.4% were male. Therefore, it is more effective to organize preventive activities regardless of sex.

- Customers of the OSSC/TSs are fewer in the countryside. The OSSC/TSs located in the capital provide services to 2.5 times more people than those located in the countryside. It can be concluded that it is necessary to carry out a detailed survey on the issue that the number of customer and workload are different in the capital and in the countryside due to whether people in the countryside have limited access to services or whether the services are in a suitable manner for people in the countryside. Also, it will be important for the proper distribution of manpower, for increasing the human resources and working opportunities in the necessary locations, and for re-planning the possibilities of introducing other organizational methods.
- There is a need to reflect the range of services and differences in OSSC and TS regulations. According to the law, TS is authorized to provide 7 types of services and OSSC is authorized to provide 6 types of services, but in reality, the services provided by TS and OSSC are not significantly different. Therefore, it is necessary to change the policy by clarifying the difference between OSSC and TS services and clearly reflecting them in the regulations.
- There is a need to follow the standards, provide unified management and organization, and monitor and evaluate the results. 61.3 percent of all OSSC/TS are working under the provincial and district Family, Children and Youth Departments, 19.4 percent under Police Departments and offices, 13.0 percent under general hospitals, forensic hospitals, and trauma hospitals, and 6.5 percent under NGOs, which indicates a positive image of a diverse services. However, it is difficult to ensure the implementation of standards and regulations, provide budget and finance, qualified human resources, building structure and organization, security protection, working environment with integrated management and organization, and monitoring and evaluation. Rules depending on the specifics of the work apply to each branch organizations creates confusion and difficulty for employees and customers, so there is a need to manage it.
- There is a need to diversify services to meet the needs of victims of GBV and to create flexible coordination mechanisms based on needs. According to the regulations, specialized temporary shelters can be established considering the needs of the victims, but currently, specialized temporary shelters have not been established. There's a necessity of a mechanism that proposes flexible regulatory approaches, such as opening new OSSC/TS based on needs, closing unnecessary premises, changing the direction of operations, and creating opportunities for diversification based on the unique needs of customers.
- There is a need to balance the workload, properly distribute human resources, expand some OSSC/TSs, and pay attention to staff stability. The OSSC based on NCTS has the highest workload and received the most customers, with an average of 215 customers per employee, 60 customers per employee for the TS of Bulgan Aimag and the TS of 108 Children's Helpline employee provided services to 49 children, while some TS provided service to 2-4 customers per year. In addition to negative consequences such as burnout syndrome and employees' dissatisfaction with their work, fatigue, and weakened immunity, the lack of balance in the workload also affects the quality, availability, and communication of services to customers. Therefore, it is important to determine the appropriate amount of workload, properly organize services, expand workplaces, close unnecessary premises, and distribute human resources in the right way.
- Provision of stable financial resources for OSSC and TS and financing of OSSC and TS with variable costs are included in the laws and regulations, but due to insufficient implementation, difficulties arise. In particular, since they belong to different organizations, there is a risk that the quality and availability of services will vary due to the lack of a common budget, so it is necessary to amend the law and regulations so that the budget of the organization responsible for the service approves and implements a budget package specifically for victims of domestic and sexual violence.

## APPENDIX A

### Sample selection

The survey to evaluate the customer satisfaction and public knowledge of One Stop Service Centers/Temporary Shelters is a household-based survey. The survey includes 5,000 people as a sample size which determined to ensure the results to be sufficiently nationally representative, the same as the 2019 survey.

The population data at the end of the year 2021 was used as a frame to calculate the sample size. When determining the required sample size for the survey, the indicator of "having knowledge and experience of the OSSC and TS" was used as the main key indicator of the survey.

### Determination of sample size

For a specific territory or a specific population group, the sample size of a 2-stage sample survey is calculated according to the following formula. It includes:

$$n = \frac{Z^2 \times P_0 \times (1 - P_0)}{e^2} * deffrr \quad (1)$$

z= statistical value that specifies the desired significance level

$P_0$ = calculation of key indicators (percentage)

e= margin of error

rr = editor in a way of not answering

To determine the sample size according to the above formula, first determine the values of the given variables. It includes:

z– distribution value of the t statistic at the 95 percent significance level is **1.96**

$P_0$  – percentage of key indicators. (According to previous survey results =**0.054**)

e – The estimated margin of error is taken as small as possible, and in practice, the results of the survey can be used with a relative error of 5-15 percent. (In our case, the estimated relative error is 12.2% or the absolute error is **0.0033**)

deff – We assumed equal to **2.0** (usually taken as 2 for two-stage sampling).

rr – In the survey, one in 10 people, or 10 percent, could not respond for any reason. Then rr =**1.1**.

By defining the values of the variables as above, the sample size is approximately 5024.

The results are published by center of the aimags and six central districts of Ulaanbaatar, and the sample distribution is done by the method of equal distribution to the aimags/districts.

Assuming that 20 households will be selected from one sample primary unit (PSU), the sample size is equalized to 5180.

TABLE 2: NUMBER OF HOUSEHOLDS PARTICIPATING, NUMBER OF PSUS, BY AIMAG/DISTRICT

	Number of households	Number of PSU	Percentage of participation
Zavkhan	160	8	0.9
Govi-Altai	160	8	0.9
Bayan-Ulgii	160	8	0.9
Khovd	160	8	0.9
Uvs	160	8	0.9
Orkhon	160	8	0.9
Uvurhangai	160	8	0.9
Bulgan	160	8	0.9
Bayankhongor	160	8	0.9
Arkhangai	160	8	0.9
Khuvsgul	160	8	0.9
Tuv	160	8	0.9
Govisumber	160	8	0.9
Selenge	160	8	0.9
Dornogovi	160	8	0.9
Darkhan-Uul	160	8	0.9
Umnugovi	160	8	0.9
Dundgovi	160	8	0.9
Dornod	160	8	0.9
Sukhbaatar	160	8	0.9
Khentii	160	8	0.9
Ulaanbaatar	1820	91	0.9
BBN	260	13	0.9
Bayangol	260	13	0.9
Bayanzurkh	260	13	0.9
Songinokhairkhan	260	13	0.9
Sukhbaatar	260	13	0.9
Khan-Uul	260	13	0.9
Chingeltei	260	13	0.9
Нийт	<b>5180</b>	<b>259</b>	0.9

### Sampling phase

The selection of the households to be included in the survey will be based on the principle of survey organization and will use the simple random probability sampling method. It includes:

- Stage 1: Primary sampling units (PSUs) are selected by simple random sampling.
- Stage 2: Households from each PSU will be selected for the survey using simple random sampling. 20 households from one PSU will be selected for the survey.

For Ulaanbaatar, khesege will be PSU, and for the aimags, bag will be PSU. Year-end 2021 household and population data will be used to select PSUs.

### Sampling weight

The sampling weight is calculated and used to calculate and analyze the results. The following data are required to calculate the sampling weight. It includes:

- Number of clusters;
- Number of households in the selected cluster;

- Number of people eligible for the survey from the selected households.

The sample weight is the inverse measure of the probability of the elements selected at that stage and is calculated as follows:

**First stage sample weight:**

$$W_{1k} = \frac{A_k}{A_{ks}}$$

$A_k$  = k total number of households in group k

$A_{ks}$  = k total number of households in s number of cluster selected from group k

**Second stage sample weight:**

$$W_{2kj} = \frac{M_{kj}}{m_{kj}}$$

$M_{kj}$  = k total number of households in cluster j of group k

$M_{kj}$  = k total number of surveyed households in cluster j of group k

The household sample weight is the product of the above 2 weights:

$$W_{kj} = \frac{A_k}{A_{ks}} \cdot \frac{M_{kj}}{m_{kj}}$$

Finally, the adult sample weight is equal to the above household weight multiplied by the number of eligible adults in the household.

## APPENDIX B

Approved by the order of the chairman of the  
National Statistics Committee No.  
Date:

According to Article 22, No. 3 of the Law "On Statistics" of Mongolia,  
confidentiality of information shall be kept.

PROJECT  
TS/OSSC-1

SURVEY TO EVALUATE CUSTOMER SATISFACTION AND COMMUNITY AWARENESS, PUBLIC KNOWLEDGE AND ATTITUDE TOWARDS ONE STOP SERVICE CENTERS/TEMPORARY SHELTERS - 2022									
SECTION I. GENERAL INFORMATION									
Location part									
No	Question	Answer						Step	
H1.	Sampling unit number								
H2.	Household number								
H3.	Name and code of province/capital								
H4.	Name and code of soum/district								
H5.	Name and code of bag/khoroo								
H6.	Location: Capital-1, Center of province-2, Center of soum-3, Rural area-4								
H7.	Name and code of the team leader								
H8.	Name and code of the enumerator								
<b>Start:</b> Hello, I am an enumerator (introduce your name) who came from NSO to organize survey. We are working to organize survey in 21 provinces and the capital to evaluate customer satisfaction and public knowledge, awareness and attitude towards Temporary Shelter/One Stop Service Centers. I would like to discuss these issues with you. This interview will last approximately 20 minutes. We will keep all information we collect from you confidential in accordance with the Personal Privacy Law.									
H9.	Interview date	a) month			H10. Interview started:	a) hour			
		b) day				b) minute			
					H11. Interview ended:	a) hour			
						b) minute			
G1.	How old are you?	Written by full age							
G2.	Your sex:	Male						1	
		Female						2	
G3.	What's your highest achieved education degree?	No schooling						1	
		Lower primary						2	
		Basic						3	
		High school						4	
		Technical and professional						5	
		Vocational						6	
		Diploma degree and undergraduate						7	
		Master/Doctor						8	
		Don't know/Don't remember						9	
G4.	Have you engaged in any time of employment within the last 7 days?	Yes						1	
		No						2	G6
G5.	Which category does the employment belong to?	Paid employment						1	
		Unpaid employment						2	
		Self-employment						3	M1
		Livestock farmer						4	
		Crop farmer						5	
		Other						6	
G6.	Could you select the reason why you have not engaged in any type of employment?	Sick						1	
		Pregnant						2	
		Caregiving						3	
		Vacationing						4	
		Temporary						5	
		Seasonal						6	
		Couldn't find a job						7	
		Other						8	
G7.	Did you look for a job in the last 7 days?	Yes						1	
		No						2	G9
G8.	What method did you use to look for a job?	Went to the Employment department and Job Bank						1	
		Asked help from friends, family and relatives						2	
		Looked for a job in the media press						3	M1
		Posted a job search on newspaper						4	
		Applied directly to workplaces						5	
		Other						6	

G9.	Could you select the reason why you did not look for a job in the last 7 days?	Currently studying	1					
		Due to old age	2					
		Occupied with house works, have children	3					
		Waiting for a job	4					
		Couldn't find a suitable job	5					
		Taking care of a sick person	6					
		Disabled Other	7 8					
G10.	Do you have registration in the Employment Department/Job bank?	Yes	1					
		No	2					
<b>LET'S HAVE A FEW QUESTIONS REGARDING GENDER BASED VIOLENCE</b>								
M1	How knowledgeable would you rate yourself about gender based violence and domestic violence?	Poor	2 3 4	Moderate	5 6 7 8	Excellent	9	
<b>EXPLAIN THE TERM. THEN START QUESTIONING.</b>								
M2	What are the underlying causes of GBV and domestic violence? Write by sorting.	Alcoholism	A					
		Financial problem	B					
		Unemployment	C					
		Jealousy	D					
		Parental problem	E					
		Persuasion of others	F					
		Differences in opinion	G					
		Power imbalance	H					
		Stereotypes established in society	I					
		Inequality	J					
M3	What are the factors that contribute to GBV and domestic violence?	Other (Write)	K					
		Poverty	A					
		Alcoholism	B					
		Drug use	C					
		Stress caused by personal life and financial situation	D					
M4.	Is GBV or domestic violence a violation of human rights?	Other (Write)	E					
		Yes	1					
		No	2					
		Don't know	8					
M5.	Is GBV or domestic violence a crime?	Yes	1					
		No	2					
		Don't know	8					
M6.	Have you ever filed a complaint with the Human Rights Commission?	Yes	1					
		No	2					
		Didn't know	8					
M7.	Have you been to a community or support group organized by a coalition or NGO?	Yes	1					
		No	2					
		Didn't know	8					
M8.	What are your thoughts on how to prevent GBV and DV?	1						
		2						
		3						

M9.	Do you agree that women themselves are the main culprits of GBV and domestic violence? Why?	Yes	1	
		Why		
		No	2	
		Why		
M10.	Do you agree that a good wife should support her husband's opinion even if she disagrees? Why?	Agree	1	
		Why		
		Disagree	2	
		Why		
M11.	Do you agree that a husband can beat, reprimand, or punish a wife if she does something wrong? Why?	Agree	1	
		Why		
		Disagree	2	
		Why		
M12.	Do you agree that tolerating violence will save their families and prevent their children from becoming orphans? Why?	Agree	1	
		Why		
		Disagree	2	
		Why		
M13.	Do you agree that violence can be justified in some cases? Why?	Agree	1	
		Why		
		Disagree	2	
		Why		
M14.	Who could be a victim of GBV and DV?	Biological child	A	
		Stepchild or an adopted child	B	
		Husband	C	
		Wife	D	
		Partner	E	
		Divorced husband	F	
		Divorced wife	G	
		Elders	H	
		Disabled people	I	
		LBGT	J	
		Person who needs constant care	K	
		Anyone other than the perpetrator	L	
		Relatives who intervened to stop the violence	M	
		All	N	
M15.	Who could be the perpetrator of violence?	Wife		
		Husband		
		Other (Write)		

<b>M16.</b>	Have you ever experienced GBV or DV?	No Yes	1 2	
<b>M17.</b>	What do you know about the signs of GBV and DV, the common characteristics of abusers, and the methods they use?			
<b>M18.</b>	Did you know that there is a One Stop Service Center in your province/district?	Yes, know Yes, visited Don't know	1 2 3	
<b>Q1.</b>	Opt-in to additional survey questionnaires	Yes No	1 2	<b>Q16</b>
<b>Q2.</b>	Consent to participate in additional questionnaires	Agreed Disagreed	1 2	<b>Q16</b>
<b>Q3.</b>	Where did you first find out about the One Stop Service Center (OSSC)?	Friends, friends Parents Siblings Colleagues and other acquaintances Television Internet Radio, FM Poster Public events Others	1 2 3 4 5 6 7 8 9 10	
<b>Q4.</b>	Have you ever visited "One Stop Service Center"?	Yes No	1 2	<b>Q16</b>
<b>Q5.</b>	How many times have you been visiting "One Stop Service Center"?	First time 2 times 3 times More than 4	1 2 3 4	
<b>Q6.</b>	For what purpose did you come to the OSSC / in other words, what service did you want?	Protection Nowhere to go Survival	1 2 3	
<b>Q7.</b>	Under what conditions did you come to the OSSC? In other words, why did you come? For example - I really had nowhere else to go, - I was injured and needed emergency help - I needed to hide, I ran away, etc.	It is impossible to stay at home Injured by violence To hide Other (write)	1 2 3 4	
<b>Q8.</b>	What services did you receive when you arrived at the OSSC?	Protected Health services Counseling Legal All Other (write)	1 2 3 4 5	

<b>Q9.</b>	In your opinion, was the service fully provided?	Yes ..... 1	<b>Q11</b>																																																							
	No ..... 2																																																									
<b>Q10.</b>	Do you have a service that you wanted to get but could not get? <b>Write a service that could not be received</b>	Completely ..... 1 Somewhat ..... 2 Not at all ..... 3																																																								
<b>Q11.</b>	Would you rate the services you received from the OSSC/TS?  1. Attitudes and relationships of services and providers 2. Knowledge and experience 3. Quality of service 4. Furnishing and environment 5. Privacy and Security	<table border="0"> <tr> <td>Poor</td> <td></td> <td></td> <td></td> <td></td> <td>Moderate</td> <td></td> <td></td> <td></td> <td></td> <td>Excellent</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td></td> <td></td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td></td> <td></td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td></td> <td></td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td></td> <td></td> </tr> </table>	Poor					Moderate					Excellent	1	2	3	4	5	6	7	8	9			1	2	3	4	5	6	7	8	9			1	2	3	4	5	6	7	8	9			1	2	3	4	5	6	7	8	9			
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1	2	3	4	5	6	7	8	9																																																		
<b>Q12.</b>	Advantages and disadvantages of the services provided by OSSC/TS	The advantages are more ..... 1 The disadvantages are more ..... 2 Don't know ..... 3																																																								
<b>Q13.</b>	Proposals for improving the quality of OSSC/TS services	..... ..... .....																																																								
<b>Q14.</b>	Have you experienced any changes in your life as a result of the OSSC/TS service?	Positive change ..... 1 No change ..... 2 Worsened ..... 3																																																								
<b>Q15.</b>	If the change is expressed in one word	..... .....																																																								
<b>Q16.</b>	Is your household able to meet basic needs?	Yes ..... 1 No ..... 2 Don't know ..... 8																																																								
<b>Q17.</b>	Do you agree that life will get better in the coming years?	Yes, I agree ..... 1 No, I don't agree ..... 2 It will continue as usual ..... 3 I do not know ..... 4																																																								
<b>Q18.</b>	Have you seen this activity? Show the printed page and ask.	Television ..... 1 Internet ..... 2 Radio, FM ..... 3 Poster ..... 4 Public events ..... 5 Other (write) ..... 6 Didn't see it at all ..... 7																																																								

**Changes in knowledge, understanding and attitudes as a result of activities to increase public awareness and attitudes**

GENERAL EVALUATION QUESTIONNAIRE OF OSSC/TS									
№	Question	Answer							
H1.	Name and code of province/district								
H2.	Address of the center								
A1	Establishment year	YEAR <span style="border: 1px solid black; padding: 0 5px;">  </span> <span style="border: 1px solid black; padding: 0 5px;">  </span> <span style="border: 1px solid black; padding: 0 5px;">  </span>							
A2	Customer number	A. 2022 B. 2021 C. 2020	Total <div style="border: 1px solid black; width: 40px; height: 20px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; width: 40px; height: 20px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; width: 40px; height: 20px;"></div>		Male <div style="border: 1px solid black; width: 40px; height: 20px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; width: 40px; height: 20px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; width: 40px; height: 20px;"></div>		Female <div style="border: 1px solid black; width: 40px; height: 20px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; width: 40px; height: 20px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; width: 40px; height: 20px;"></div>		
A3	Total number of employees (as of 2022)	Total <div style="border: 1px solid black; width: 40px; height: 20px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; width: 40px; height: 20px;"></div>		Male <div style="border: 1px solid black; width: 40px; height: 20px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; width: 40px; height: 20px;"></div>		Female <div style="border: 1px solid black; width: 40px; height: 20px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; width: 40px; height: 20px;"></div>			
A4	Capacity	Number of people to receive <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> 1 Number of beds <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> 2 Whether there is a kitchen (Yes 1, No 2) <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> 3 Whether there is a children's room (Yes 1, No 2) <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> 4 Whether there is a spare room (Yes 1, No 2) <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> 5 Whether there is a facility for children? (Yes 1, No 2) <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> 6 Indoor area <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> 7 Total outdoor area <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> 8 Is the property owned or not? (Yes 1, No 2) <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span>							
A5	Whether there are anything to do urgently in 2023	Yes <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> No <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span> <span style="border: 1px solid black; padding: 0 10px;">  </span>							

GENERAL EVALUATION QUESTIONNAIRE OF OSSC/TS															
<b>S1</b>	<b>Enumerator's conclusion</b>														
	In terms of furnishing														
	1 Furnishing of OSSC/TS premises		Poor 1      2      3      4				Moderate 5      6      7      8				Excellent 9				
	2 Operational stability		1      2      3      4				5      6      7      8				9				
	3 Distribution of information and ad materials to give		1      2      3      4				5      6      7      8				9				
	4 Use of information billboards in premises, enrichment		1      2      3      4				5      6      7      8				9				
	5 Confidentiality of premises and privacy/security systems		1      2      3      4				5      6      7      8				9				
	In terms of service														
	1 Security protection		1      2      3      4				5      6      7      8				9				
	2 Medical care		1      2      3      4				5      6      7      8				9				
3 Psychological services		1      2      3      4				5      6      7      8				9					
4 Social welfare services		1      2      3      4				5      6      7      8				9					
5 Child protection services		1      2      3      4				5      6      7      8				9					
6 Legal aid		1      2      3      4				5      6      7      8				9					
7 Mediation services		1      2      3      4				5      6      7      8				9					
<b>S2</b>	What are the most urgent actions for ESD/NCS? Sort and write in order?		1 _____ 2 _____ 3 _____ 4 _____ 5 _____												
<b>H3.</b>	a) month		Date of interview			b) day					b) minute				
	H4. Interview started:					a) hour					b) minute				
H5. Interview ended:					a) hour					b) minute					

## APPENDIX C

TABLE 1.1 NUMBER OF SURVEYED POPULATION, BY AIMAGS AND THE CAPITAL CITY, BY AGE GROUP, 2022

Aimags and the Capital city	Total	Age group						
		15-24	25-34	35-44	45-54	55-64	65-74	75+
Total	5 050	297	967	1 187	1 075	876	495	153
Arkhangai	155	4	28	31	34	38	15	5
Bayan-Ulgii	156	5	45	48	21	22	14	1
Bayanhongor	156	5	41	31	38	22	15	4
Bulgan	154	2	21	38	37	35	18	3
Govi-Altai	156	7	30	32	35	25	15	12
Dornogovi	153	4	38	37	26	29	13	6
Dornod	153	5	34	43	21	35	13	2
Dundgovi	150	1	22	38	36	25	19	9
Zavkhan	157	3	23	42	34	29	17	9
Uvurkhangai	155	1	37	43	38	20	12	4
Umnugovi	156	7	38	48	27	20	15	1
Sukhbaatar	156	3	30	39	26	25	31	2
Selenge	154	4	18	35	46	34	12	5
Tuv	150	5	24	33	45	25	13	5
Uvs	157	8	30	36	35	27	11	10
Khovd	154	5	29	36	38	29	15	2
Khuvsgul	157	10	17	42	22	39	21	6
Khentii	162	12	35	48	29	20	11	7
Darkhan-Uul	156	13	21	34	26	39	20	3
Orkhon	156	13	23	29	37	32	16	6
Govisumber	152	6	24	41	37	26	12	6
Ulaanbaatar	1 795	174	359	383	387	280	167	45

TABLE 1.2 NUMBER OF SURVEYED MALE POPULATION, BY AIMAGS AND THE CAPITAL CITY, BY AGE GROUP, 2022

Aimags and the Capital city	Total	Age group						
		15-24	25-34	35-44	45-54	55-64	65-74	75+
<b>Total</b>	<b>1 863</b>	<b>118</b>	<b>374</b>	<b>446</b>	<b>403</b>	<b>316</b>	<b>154</b>	<b>52</b>
Arkhangai	56	3	10	9	14	15	3	2
Bayan-Ulgii	36	1	11	11	4	7	1	1
Bayanhongor	55	1	16	11	10	13	4	-
Bulgan	34	2	1	11	8	9	2	1
Govi-Altai	36	1	9	8	8	6	3	1
Dornogovi	52	-	13	8	15	11	3	2
Dornod	64	2	18	18	8	14	4	-
Dundgovi	61	-	9	15	18	9	6	4
Zavkhan	77	1	9	27	16	17	4	3
Uvurkhangai	46	-	12	15	10	5	4	-
Umnugovi	63	3	17	20	10	7	6	-
Sukhbaatar	64	1	9	17	13	10	14	-
Selenge	62	1	7	13	20	14	6	1
Tuv	55	-	11	11	16	9	4	4
Uvs	44	3	7	14	9	8	1	2
Khovd	58	1	10	11	17	11	7	1
Khuvsgul	65	2	9	19	8	19	5	3
Khentii	41	3	12	6	10	5	2	3
Darkhan-Uul	59	5	10	10	16	11	5	2
Orkhon	77	2	18	20	15	13	5	4
Govisumber	58	5	7	12	10	17	6	1
Ulaanbaatar	700	81	149	160	148	86	59	17

TABLE 1.3 NUMBER OF SURVEYED FEMALE POPULATION, BY AIMAGS AND THE CAPITAL CITY, BY AGE GROUP, 2022

Aimags and the Capital city	Total	Age group						
		15-24	25-34	35-44	15-24	55-64	65-74	15-24
<b>Total</b>	<b>3 187</b>	<b>179</b>	<b>593</b>	<b>741</b>	<b>672</b>	<b>560</b>	<b>341</b>	<b>101</b>
Arkhangai	99	1	18	22	20	23	12	3
Bayan-Ulgii	120	4	34	37	17	15	13	-
Bayanhongor	101	4	25	20	28	9	11	4
Bulgan	120	-	20	27	29	26	16	2
Govi-Altai	120	6	21	24	27	19	12	11
Dornogovi	101	4	25	29	11	18	10	4
Dornod	89	3	16	25	13	21	9	2
Dundgovi	89	1	13	23	18	16	13	5
Zavkhan	80	2	14	15	18	12	13	6
Uvurkhangai	109	1	25	28	28	15	8	4
Umnugovi	93	4	21	28	17	13	9	1
Sukhbaatar	92	2	21	22	13	15	17	2
Selenge	92	3	11	22	26	20	6	4
Tuv	95	5	13	22	29	16	9	1
Uvs	113	5	23	22	26	19	10	8
Khovd	96	4	19	25	21	18	8	1
Khuvsgul	92	8	8	23	14	20	16	3
Khentii	121	9	23	42	19	15	9	4
Darkhan-Uul	97	8	13	19	21	21	11	4
Orkhon	75	4	6	21	22	13	7	2
Govisumber	98	8	14	22	16	22	14	2
Ulaanbaatar	1 095	93	210	223	239	194	108	28

TABLE 1.4 EDUCATION LEVEL OF THE RESPONDENTS , BY AIMAGS AND CAPITAL CITY, 2022  
TOTAL

Aimags and Capital city	Total	Education level								
		No schooling	Lower primary	Basic	High school	Technical and professional	Vocational	Diploma degree and undergraduate	Master/ Doctor	Don't know/Don't remember
<b>Total</b>	<b>5 050</b>	<b>87</b>	<b>240</b>	<b>521</b>	<b>1 933</b>	<b>258</b>	<b>339</b>	<b>1 501</b>	<b>169</b>	<b>2</b>
Arkhangai	155	3	6	21	59	5	10	41	9	1
Bayan-Ulgii	156	9	11	18	45	10	7	55	1	-
Bayanhongor	156	3	11	24	63	12	12	30	1	-
Bulgan	154	4	8	25	50	2	12	52	1	-
Govi-Altai	156	5	18	15	73	6	7	32	-	-
Dornogovi	153	1	12	25	44	6	14	45	6	-
Dornod	153	5	8	20	48	9	16	43	4	-
Dundgovi	150	2	21	24	41	4	10	45	3	-
Zavkhan	157	6	17	24	51	7	7	37	8	-
Uvurkhangai	155	6	23	29	45	8	8	35	1	-
Umnugovi	156	1	6	11	52	14	12	56	4	-
Sukhbaatar	156	7	5	28	52	12	11	37	4	-
Selenge	154	-	5	11	82	12	7	37	-	-
Tuv	150	3	6	23	67	2	14	31	4	-
Uvs	157	9	17	20	50	9	7	45	-	-
Khovd	154	6	5	12	55	3	12	59	2	-
Khuvsgul	157	1	13	21	65	3	15	36	3	-
Khentii	162	3	10	29	69	4	5	39	3	-
Darkhan-Uul	156	2	2	24	52	22	16	32	6	-
Orkhon	156	4	8	20	66	13	12	31	2	-
Govisumber	152	-	5	13	64	19	13	34	4	-
Ulaanbaatar	1 795	7	23	84	740	76	112	649	103	1

TABLE 1.5 EDUCATION LEVEL OF THE MALE RESPONDENTS , BY AIMAGS AND THE CAPITAL CITY, 2022  
MALE

Aimags and the Capital city	Total	Education level								
		No schooling	Lower primary	Basic	High school	Technical and professional	Vocational	Diploma degree and undergraduate	Master/ Doctor	Don't know/ Don't remember
Total	1 863	24	97	218	768	44 933	107	491	49	2
Arkhangai	56	1	1	11	21	-	3	17	1	1
Bayan-Ulgii	36	1	3	6	10	2	3	11	-	-
Bayanhongor	55	-	-	8	27	2	7	11	-	-
Bulgan	34	2	4	5	13	1	1	8	-	-
Gov'i-Altai	36	2	5	4	15	2	3	5	-	-
Dornogovi	52	-	6	7	16	5	4	14	-	-
Dornod	64	4	4	14	22	4	6	10	-	-
Dundgovi	61	1	14	15	14	-	1	15	1	-
Zavkhan	77	2	8	18	25	1	1	19	3	-
Uvurkhangai	46	-	9	10	16	1	2	8	-	-
Umnugovi	63	1	1	6	20	8	4	21	2	-
Sukhbaatar	64	3	-	15	24	4	2	15	1	-
Selenge	62	-	2	5	35	5	3	12	-	-
Tuv	55	2	4	10	23	1	3	12	-	-
Uvs	44	2	6	4	15	4	2	11	-	-
Khovd	58	3	3	4	20	-	5	22	1	-
Khuvsgul	65	-	8	5	31	-	5	15	1	-
Khentii	41	-	1	8	21	1	2	8	-	-
Darkhan-Uul	58	-	-	11	18	6	7	11	5	-
Orkhon	59	-	5	10	24	6	2	12	-	-
Govisumber	77	-	3	6	30	12	4	20	2	-
Ulaanbaatar	700	-	1-	36	328	42	37	214	32	1

TABLE 1.6 EDUCATION LEVEL OF THE FEMALE RESPONDENTS , BY AIMAGS AND THE CAPITAL CITY, 2022  
FEMALE

Aimags and the Capital city	Total	Education level								
		No schooling	Lower primary	Basic	High school	Technical and professional	Vocational	Diploma degree and undergraduate	Master/Doctor	Don't know/Don't remember
<b>Total</b>	<b>3 187</b>	<b>63</b>	<b>143</b>	<b>303</b>	<b>1 165</b>	<b>151</b>	<b>232</b>	<b>1 010</b>	<b>120</b>	<b>-</b>
Arkhangai	99	2	5	10	38	5	7	24	8	-
Bayan-Ulgii	120	8	8	12	35	8	4	44	1	-
Bayanhongor	101	3	11	16	36	10	5	19	1	-
Bulgan	120	2	4	20	37	1	11	44	1	-
Govi-Altai	120	3	13	11	58	4	4	27	-	-
Dornogovi	101	1	6	18	28	1	10	31	6	-
Dornod	89	1	4	6	26	5	10	33	4	-
Dundgovi	89	1	7	9	27	4	9	30	2	-
Zavkhan	80	4	9	6	26	6	6	18	5	-
Uvurkhangai	109	6	14	19	29	7	6	27	1	-
Umnugovi	93	-	5	5	32	6	8	35	2	-
Sukhbaatar	92	4	5	13	28	8	9	22	3	-
Selenge	92	-	3	6	47	7	4	25	-	-
Tuv	95	1	2	13	44	1	11	19	4	-
Uvs	113	7	11	16	35	5	5	34	-	-
Khovd	96	3	2	8	35	3	7	37	1	-
Khuvsgul	92	1	5	16	34	3	10	21	2	-
Khentii	121	3	9	21	48	3	3	31	3	-
Darkhan-Uul	98	2	2	13	34	16	9	21	1	-
Orkhon	97	4	3	10	42	7	10	19	2	-
Govisumber	75	-	2	7	34	7	9	14	2	-
Ulaanbaatar	1 095	7	13	48	412	34	75	435	71	-

TABLE 1.7 MAIN WORK ENGAGED IN THE LAST 7 DAYS, SELF-EMPLOYMENT TYPE, BY CATEGORY, BY AIMAGS AND THE CAPITAL CITY, BY PERCENTAGE, 2022

Aimags and the Capital city	Total	Main work engaged in the last 7 days			Total			Self-Employment type		
		Self employment	Unpaid employment	Self employment	Self employment	Self employment	Livestock herding	Agriculture	Other	
<b>Total</b>	100.0	67.2	1.2	31.6	100.0	43.3	2.9	53.8		
Arkhangai	100.0	58.1	1.9	40.0	100.0	33.3	4.8	61.9		
Bayan-Ulgii	100.0	58.7	0.0	41.3	100.0	48.4	0.0	51.6		
Bayanhongor	100.0	44.7	0.0	55.3	100.0	52.6	0.0	47.4		
Bulgan	100.0	65.6	0.0	34.4	100.0	56.3	6.3	37.5		
Govi-Altai	100.0	48.1	0.0	51.9	100.0	57.1	2.4	40.5		
Dornogovi	100.0	63.3	0.0	36.7	100.0	60.6	0.0	39.4		
Dornod	100.0	68.1	0.0	31.9	100.0	75.9	0.0	24.1		
Dundgovi	100.0	57.1	10.2	32.7	100.0	50.0	0.0	50.0		
Zavkhan	100.0	55.2	4.6	40.2	100.0	45.7	0.0	54.3		
Uvurkhangai	100.0	57.6	0.0	42.4	100.0	47.6	2.4	50.0		
Umnugovi	100.0	70.0	0.0	30.0	100.0	26.7	3.3	70.0		
Sukhbaatar	100.0	54.5	1.1	44.3	100.0	59.0	0.0	41.0		
Selenge	100.0	57.3	0.0	42.7	100.0	68.6	0.0	31.4		
Tuv	100.0	59.0	1.9	39.0	100.0	75.6	0.0	24.4		
Uvs	100.0	58.8	0.0	41.2	100.0	54.3	5.7	40.0		
Khovd	100.0	66.7	0.0	33.3	100.0	36.4	12.1	51.5		
Khuvsgul	100.0	57.5	1.3	41.3	100.0	27.3	6.1	66.7		
Khentii	100.0	56.2	6.7	37.1	100.0	66.7	0.0	33.3		
Darkhan-Uul	100.0	69.9	0.0	30.1	100.0	4.5	13.6	81.8		
Orkhon	100.0	45.9	0.0	54.1	100.0	56.5	17.4	26.1		
Govisumber	100.0	76.4	0.0	23.6	100.0	57.1	0.0	42.9		
Ulaanbaatar	100.0	82.8	0.7	16.4	100.0	4.5	0.0	95.5		

TABLE 1.8 AGREEMENT TO QUESTIONS ABOUT GBV AND DV, BY AGE GROUP AND PERCENTAGE, 2022

Age group	Do you agree that women themselves are the main culprits of GBV and domestic violence? Why?		
	Total	Agree	Disagree
<b>БҮГД</b>	<b>100.0</b>	<b>18.1</b>	<b>81.9</b>
15-24	100.0	14.1	85.9
25-34	100.0	14.9	85.1
35-44	100.0	16.8	83.2
45-54	100.0	18.0	82.0
55-64	100.0	22.3	77.7
65-74	100.0	21.2	78.8
75+	100.0	21.6	78.4

Do you agree that a husband can beat, reprimand, or punish a wife if she does something wrong? Why?			
<b>TOTAL</b>	<b>100.0</b>	<b>4.5</b>	<b>95.5</b>
15-24	100.0	1.3	98.7
25-34	100.0	4.1	95.9
35-44	100.0	4.0	96.0
45-54	100.0	5.7	94.3
55-64	100.0	4.5	95.5
65-74	100.0	5.3	94.7
75+	100.0	5.2	94.8

Do you agree that a good wife should support her husband's opinion even if she disagrees? Why?			
<b>TOTAL</b>	<b>100.0</b>	<b>34.9</b>	<b>65.1</b>
15-24	100.0	21.9	78.1
25-34	100.0	26.0	74.0
35-44	100.0	30.4	69.6
45-54	100.0	37.9	62.1
55-64	100.0	41.7	58.3
65-74	100.0	47.9	52.1
75+	100.0	51.0	49.0

Do you agree that tolerating violence will save their families and prevent their children from becoming orphans? Why?			
<b>TOTAL</b>	<b>100.0</b>	<b>63.3</b>	
15-24	100.0	19.2	80.8
25-34	100.0	26.5	73.5
35-44	100.0	36.1	63.9
45-54	100.0	36.5	63.5
55-64	100.0	43.7	56.3
65-74	100.0	51.7	48.3
75+	100.0	54.2	45.8

Do you agree that violence can be justified in some cases? Why?			
<b>TOTAL</b>	<b>100.0</b>	<b>20.3</b>	<b>79.7</b>
15-24	100.0	11.4	88.6
25-34	100.0	17.5	82.5
35-44	100.0	21.0	79.0
45-54	100.0	22.3	77.7
55-64	100.0	22.4	77.6
65-74	100.0	22.2	77.8
75+	100.0	18.3	81.7