

THE WORLD JUSTICE PROJECT: GENERAL POPULATION 2017 - OPINION POLL

Read: Good morning. My name is _____. I am from _____, an independent polling organization. I do not represent the government or any political party. You are being asked to participate in a research study. The goal of the study is to understand the views of citizens in [COUNTRY] about people’s experiences with the law. The study is being carried out by the World Justice Project.

[FOR ALL] Read: Before continuing, I need to decide whom I should interview from this household.

	Can you please give me the first names or initials of all the adults aged 18 and above, including adults that are not immediate family, living in your household at the moment?	Is [Name] male or female? Female.....1 Male.....2	What is the age of [Name]?	0	1	2	3	4	5	6	7	8	9
1				1	1	1	1	1	1	1	1	1	1
2				2	1	2	1	2	1	2	1	2	1
3				3	1	2	3	1	2	3	1	2	3
4				1	2	4	3	1	2	4	3	1	2
5				5	4	2	3	1	5	4	2	3	1
6				5	4	1	6	3	2	5	4	1	6
7				3	1	7	4	2	5	6	3	1	7
8				7	2	6	3	4	1	8	5	7	2
9				9	8	2	6	5	1	7	3	4	9
10				4	1	2	7	5	8	3	1	6	9

Surveyor: Select adult based on (a) gender quota and (b) Kish Grid.

Read: “The selected adult(s) is (are) [NAME OF SELECTED ADULT]” **[Surveyor: Ask to speak to that person]**

S1: Selected adult= [Type code]

You have been randomly selected to participate in this survey. This survey is completely voluntary and it will take about 45 minutes to complete. Your answers will be kept confidential. We will not ask for your name and no one will ever be able to learn how you responded. Your answers will be put together with 1,000 other people and we will never disclose your individual opinion. Rather, we will talk about national trends and patterns. There are no right or wrong answers; our researchers value your opinions and want to know what you really think and feel about the topic being discussed. You can leave any questions unanswered, and you may stop the interview at any time. There is no penalty for refusing to participate.

Do you wish to participate? ___Yes ___ No **[if “NO” fill in table of incidents and ask their reason(s) for rejection.]**

[EVEN QUESTIONNAIRES]

[SURVEYOR: LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. ASK QUESTIONS q1_G1 TO q5e_G1 ONLY IF THE LAST DIGIT OF THE QUESTIONNAIRE IS AN EVEN NUMBER (“0” “2” “4” “6” OR “8”)]

Read: The following questions describe hypothetical situations. In each question, I will provide you with a set of assumptions. Please select the single option that best represents your views.

q1_G1	Assume that the environmental protection authority in [COUNTRY] notifies an industrial plant that it is polluting a river beyond the legally permitted levels. Which of the following outcomes is most likely? Choose one single answer: (SINGLE ANSWER)[READ OUT OPTIONS]	The company complies with the law (either voluntarily or through court orders, fines, and other sanctions).....1 Absolutely nothing happens.....2 (DON'T READ) Don't know/No answer.....99
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q2_G1	Assume that a <u>high-ranking</u> government officer is taking government money for personal benefit. Assume that one of his employees witnesses this conduct, reports it to the relevant authority, and provides sufficient evidence to prove it. Assume that the press <u>does not report it</u> . Which one of the following outcomes is most likely? (SINGLE ANSWER) [READ OUT OPTIONS]	The accusation is completely ignored by the authorities.....1 An investigation is opened, but it never reaches any conclusions.....2 The high-ranking government officer is prosecuted and punished (through fines, or time in prison).....3 (DON'T READ) Don't know/No answer.....99
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q3_G1	Now assume instead that a <u>low-ranking</u> government officer is taking government money for personal benefit. As before, assume that one of his employees witnesses this conduct, reports it to the relevant authority, and provides sufficient evidence to prove it. Assume that the press <u>does not report it</u> . Which one of the following outcomes is most likely? (SINGLE ANSWER) [READ OUT OPTIONS]	The accusation is completely ignored by the authorities.....1 An investigation is opened, but it never reaches any conclusions.....2 The low-ranking government officer is prosecuted and punished (through fines, or time in prison).....3 (DON'T READ) Don't know/No answer.....99
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q4_G1	Assume that a criminal is apprehended by your neighbors after committing a serious crime. Which of the following two situations is more likely to happen? (SINGLE ANSWER) [READ OUT OPTIONS]	The criminal gets beaten by the neighbors.....1 The criminal is turned over to the authorities without harm.....2 (DON'T READ) Don't know/No answer.....99
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Read: For the following questions, please answer: Very likely, Likely, Unlikely, or Very unlikely

q5a_G1	Please assume that one day the President ¹ decides to adopt a policy that is clearly against [COUNTRY'S] Constitution: How likely is the National Congress/Parliament to be able to stop the President's illegal actions?	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 (DON'T READ) Don't know/No answer.....99
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¹ Please adapt to local usage: Head of State, President, Prime Minister, or government, as applicable.

q5b_G1	How likely are the courts to be able to stop the President’s illegal actions?	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON’T READ) Don’t know/No answer..... 99
q5c_G1	How likely are the citizens to be able to stop the President’s illegal actions?	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON’T READ) Don’t know/No answer..... 99
q5d_G1	Think about business owners engaging in small operations (for example, selling food in a small establishment). How likely do you think it is that these people would be fined if they: Engaged in the business operation without the required documentation?	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON’T READ) Don’t know/No answer..... 99
q5e_G1	Did not register to pay taxes when they should? [SURVEYOR: Go to q6a]	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON’T READ) Don’t know/No answer..... 99

[ODD QUESTIONNAIRES]

[SURVEYOR: LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. ASK QUESTIONS q1_G2 TO q5d_G2 ONLY IF THE LAST DIGIT OF THE QUESTIONNAIRE IS AN ODD NUMBER (“1” “3” “5” “7” OR “9”)]

Read: The following questions describe hypothetical situations. In each question, I will provide you with a set of assumptions. Please select the single option that best represents your views.

q1_G2	Assume that the environmental protection authority in [COUNTRY] notifies an industrial plant that it is polluting a river beyond the legally permitted levels. Assume that the owner of the company is politically connected. Which of the following outcomes is most likely? Choose one single answer: (SINGLE ANSWER) [READ OUT OPTIONS]	The company complies with the law (either voluntarily or through court orders, fines, and other sanctions)..... 1 Absolutely nothing happens..... 2 (DON’T READ) Don’t know/No answer..... 99
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q2_G2	Assume that a <u>high-ranking</u> government officer is taking government money for personal benefit. Assume that one of his employees witnesses this conduct, reports it to the relevant authority, and provides sufficient evidence to prove it. Assume that the press obtains the information and publishes the story. Which one of the following outcomes is most likely? (SINGLE ANSWER) [READ OUT OPTIONS]	The accusation is completely ignored by the authorities..... 1 An investigation is opened, but it never reaches any conclusions..... 2 The high-ranking government officer is prosecuted and punished (through fines, or time in prison)..... 3 (DON’T READ) Don’t know/No answer..... 99
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q3_G2	<p>Now assume instead that a <u>low-ranking</u> government officer is taking government money for personal benefit. As before, assume that one of his employees witnesses this conduct, reports it to the relevant authority, and provides sufficient evidence to prove it. Assume that the press obtains the information and publishes the story. Which one of the following outcomes is most likely? (SINGLE ANSWER) [READ OUT OPTIONS]</p>	<p>The accusation is completely ignored by the authorities.....1 An investigation is opened, but it never reaches any conclusions.....2 The low-ranking government officer is prosecuted and punished (through fines, or time in prison).....3 (DON'T READ) Don't know/No answer.....99</p>
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q4_G2	<p>In your opinion, most judges decide cases according to: (SINGLE ANSWER) [READ OUT OPTIONS]</p>	<p>What the government tells them to do.....1 What powerful private interests tell them to do.....2 What the law says.....3 (DON'T READ) Don't know/No answer.....99</p>
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Read: For the following questions, please answer: Very likely, Likely, Unlikely, or Very unlikely

q5a_G2	<p>Assume that a government officer makes a decision that is clearly illegal and unfair, and people complain against this decision before the judges. In practice, how likely is it that the judges are able to stop the illegal decision?</p>	<p>Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 (DON'T READ) Don't know/No answer.....99</p>
q5b_G2	<p>If someone commits a homicide in your neighborhood, how likely is it that the criminal is prosecuted and convicted?</p>	<p>Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 (DON'T READ) Don't know/No answer.....99</p>
q5c_G2	<p>If a government officer is found unlawfully issuing a government license for personal benefit, how likely is the officer to lose his job?</p>	<p>Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 (DON'T READ) Don't know/No answer.....99</p>
q5d_G2	<p>If a police chief² is found taking money from a criminal organization, such as a drug cartel or an arms smuggler, how likely is this officer to be sent to jail?</p>	<p>Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 (DON'T READ) Don't know/No answer.....99</p>

[SURVEYOR: ASK TO ALL RESPONDENTS]

Read: When talking to people about their local government, we often find important differences in how well local authorities perform their duties. Could you please tell us how well or badly you think your local government (Metropolitan, Municipal, or District administration) is performing in the following procedures?

q6a	<p>Providing citizens information about government expenditures</p>	<p>Very well.....1 Fairly well.....2 Fairly badly.....3 Very badly.....4 (DON'T READ) Don't know/No answer.....99</p>
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² Please adapt to local usage in case there is no police chief

q6b	Providing citizens information about government policies, practices, and decision-making processes	Very well 1 Fairly well 2 Fairly badly 3 Very badly 4 (DON'T READ) Don't know/No answer 99
q6c	Providing information in plain language about people's legal rights, so that everybody can understand them	Very well 1 Fairly well 2 Fairly badly 3 Very badly 4 (DON'T READ) Don't know/No answer 99
q6d	Consulting traditional, civil, and community leaders before making decisions that directly impact the community	Very well 1 Fairly well 2 Fairly badly 3 Very badly 4 (DON'T READ) Don't know/No answer 99
q6e	Effectively incorporating the suggestions and concerns of regular citizens when developing government plans	Very well 1 Fairly well 2 Fairly badly 3 Very badly 4 (DON'T READ) Don't know/No answer 99
q6f	Providing effective ways to make complaints about public services	Very well 1 Fairly well 2 Fairly badly 3 Very badly 4 (DON'T READ) Don't know/No answer 99
q6g	Providing effective ways to handle complaints against local government officials	Very well 1 Fairly well 2 Fairly badly 3 Very badly 4 (DON'T READ) Don't know/No answer 99
q6h	Responding to people's concerns about community matters	Very well 1 Fairly well 2 Fairly badly 3 Very badly 4 (DON'T READ) Don't know/No answer 99

Read: Now, I am going to read you a list of categories of people, groups of people, and institutions. Please tell me, how much TRUST do you have in each of the following categories?

q7a	People living in this country [READ OUT OPTIONS]	A lot 1 Some 2 A little 3 No trust 4 (DON'T READ) Don't know/No answer 99
q7b	Officers working in the local government	A lot 1 Some 2 A little 3 No trust 4 (DON'T READ) Don't know/No answer 99

q7c	Officers working in the national government	A lot.....1 Some.....2 A little.....3 No trust.....4 (DON'T READ) Don't know/No answer.....99
q7d	The police	A lot.....1 Some.....2 A little.....3 No trust.....4 (DON'T READ) Don't know/No answer.....99
q7e	The prosecutors in charge of criminal investigations	A lot.....1 Some.....2 A little.....3 No trust.....4 (DON'T READ) Don't know/No answer.....99
q7f	Public defense attorneys	A lot.....1 Some.....2 A little.....3 No trust.....4 (DON'T READ) Don't know/No answer.....99
q7g	Judges and magistrates	A lot.....1 Some.....2 A little.....3 No trust.....4 (DON'T READ) Don't know/No answer.....99
q7h	Civil servants	A lot.....1 Some.....2 A little.....3 No trust.....4 (DON'T READ) Don't know/No answer.....99
q7i	The news media	A lot.....1 Some.....2 A little.....3 No trust.....4 (DON'T READ) Don't know/No answer.....99
q7j	Political parties	A lot.....1 Some.....2 A little.....3 No trust.....4 (DON'T READ) Don't know/No answer.....99

Read: Corruption exists in all countries and societies in some form or another. How many of the following people in [COUNTRY] do you think are involved in corrupt practices?

q8a	Members of Parliament/Congress	None.....1 Some of them.....2 Most of them.....3 All of them.....4 (DON'T READ) Don't know/No answer.....99
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q8b	Officers working in the local government	None.....1 Some of them.....2 Most of them.....3 All of them.....4 (DON'T READ) Don't know/No answer.....99
q8c	Officers working in the national government	None.....1 Some of them.....2 Most of them.....3 All of them.....4 (DON'T READ) Don't know/No answer.....99
q8d	Police officers	None.....1 Some of them.....2 Most of them.....3 All of them.....4 (DON'T READ) Don't know/No answer.....99
q8e	The prosecutors in charge of criminal investigations	None.....1 Some of them.....2 Most of them.....3 All of them.....4 (DON'T READ) Don't know/No answer.....99
q8f	Public defense attorneys	None.....1 Some of them.....2 Most of them.....3 All of them.....4 (DON'T READ) Don't know/No answer.....99
q8g	Judges and magistrates	None.....1 Some of them.....2 Most of them.....3 All of them.....4 (DON'T READ) Don't know/No answer.....99

Read: For the next questions, I ask you that you consider only your own experiences or the experiences of your close family members or friends regarding acts of corruption. Please don't consider stories from people that I didn't mention, or scandals that you have heard in the press or in the TV.

Taking into account only your own experiences or the experiences of your family members or close friends, do you know of any acts of corruption by:

q9a	Officers working in the national government?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q9b	Officers working in the local government?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q9c	Police officers?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q9d	Judges, magistrates or prosecutors?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99

q9e	Coworkers?	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99

Read: Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is:

q10a	A poor person	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99
q10b	A female	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99
q10c	A person from an ethnic group or tribe other than that of the police officer involved	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99
q10d	A person from a religion other than that of the police officer involved	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99
q10e	A foreigner (immigrant)	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99
q10f	A homosexual	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99

Read: Now, I am going to ask you a few questions about the way you feel people treat you. In your day to day life, how often do any of the following things happen to you?

q11a	You are treated with less courtesy or respect than other people. [READ OPTIONS]	Almost every day.....	1
		At least once a week.....	2
		A few times a month.....	3
		A few times a year.....	4
		Less than once a year.....	5
		Never.....	6
		(DON'T READ) Don't know/No answer.....	99
q11b	You receive poorer service than other people at restaurants or stores	Almost every day.....	1
		At least once a week.....	2
		A few times a month.....	3
		A few times a year.....	4
		Less than once a year.....	5
		Never.....	6
		(DON'T READ) Don't know/No answer.....	99
q11c	People act as if they think you are not smart	Almost every day.....	1
		At least once a week.....	2
		A few times a month.....	3
		A few times a year.....	4
		Less than once a year.....	5
		Never.....	6
		(DON'T READ) Don't know/No answer.....	99

q11d	People act as if they are afraid of you	Almost every day.....	1
		At least once a week.....	2
		A few times a month.....	3
		A few times a year.....	4
		Less than once a year.....	5
		Never.....	6
		(DON'T READ) Don't know/No answer.....	99
q11e	You are threatened or harassed	Almost every day.....	1
		At least once a week.....	2
		A few times a month.....	3
		A few times a year.....	4
		Less than once a year.....	5
		Never.....	6
		(DON'T READ) Don't know/No answer.....	99

[SURVEYOR: ASK q12 ONLY TO THOSE ANSWERING “ALMOST EVERY DAY”, “AT LEAST ONCE A WEEK”, “A FEW TIMES A MONTH” AND “A FEW TIMES A YEAR” TO AT LEAST ONE OF THE QUESTIONS q11a, q11b, q11c, q11d OR q11e.]

q12	What do you think is the main reason for these experiences? [READ OPTIONS] [CHECK MORE THAN ONE IF VOLUNTEERED].	Your ancestry or national origin.....	1
		Your gender.....	2
		Your race.....	3
		Your age.....	4
		Your religion.....	5
		Your height.....	6
		Your weight.....	7
		Some other aspect of your physical appearance.....	8
		A physical or mental disability.....	9
		Your sexual orientation.....	10
		Your education or income level.....	11
		Your nationality or immigration status.....	12
		Your shade of skin color.....	13
		Your tribe.....	14
		Your clothing or your hairstyle (includes tattoos and piercings)	15
		Other.....	16
(DON'T READ) Don't know/No answer.....	99		

Read: Now I am going to ask about information that some government agencies publish about their activities and services, for example, performance data on schools, budget records for a government agency, census data, or procedures for accessing social security programs.

q13	During the last <u>12 months</u> , that is between [today's month 2016] and now, did you look for information published by a government agency <u>on the web</u> ?	Yes.....	1
		No.....	2 GO TO q15
		(DON'T READ) Don't know/No answer.....	99 GO TO q15

Read: Thinking about the last time you looked for this information:

<p>q14a</p>	<p>What kind of information did you look for?</p> <p>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</p>	<p>INFORMATION ABOUT:</p> <p>Emergency services 1</p> <p>Public works/community projects 2</p> <p>Government grants and contracting opportunities 3</p> <p>Housing benefits/services 4</p> <p>Health benefits/services 5</p> <p>Educational benefits/services 6</p> <p>Employment benefits or retirement benefits 7</p> <p>Budgets and performance of government agencies 8</p> <p>CONTACT INFORMATION:</p> <p>Hours and location of government offices 9</p> <p>Contact information of government officials 10</p> <p>GOVERNMENT REPORTS:</p> <p>Policy documents and annual reports 11</p> <p>Environmental reports 12</p> <p>GOVERNMENT RECORDS:</p> <p>Police Records 13</p> <p>Court Records 14</p> <p>Property records (transfers, interest, ownership, etc. 15</p> <p>Statistical or geographic information 16</p> <p>Emails and appointments of government officials 17</p> <p>LAWS, GOVERNMENT CONTRACTS, OFFICIAL COMPLAINTS:</p> <p>Laws and regulations 18</p> <p>Government contracts and procurement 19</p> <p>Complaints or fines against companies/individuals 20</p> <p>Procedures for obtaining government documents or for making payments 21</p> <p>Other 22</p> <p>(DON'T READ) Don't know/No answer 99</p>
<p>q14b</p>	<p>How satisfied were you with the information that you found?</p>	<p>Very satisfied 1 GO TO q15</p> <p>Satisfied 2 GO TO q15</p> <p>Unsatisfied 3</p> <p>Very unsatisfied 4</p> <p>(DON'T READ) Don't know/No answer 99 GO TO q15</p>
<p>q14c</p>	<p>What is the main reason why you were unsatisfied?</p> <p>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</p>	<p>The information on the web page is insufficient, inaccurate, or incomplete 1</p> <p>It is difficult to find the information online 2</p> <p>The web page crashed 3</p> <p>The information on the web page is not up to date 4</p> <p>The information on the web page is in a format that makes it difficult to use 5</p> <p>Other 6</p> <p>(DON'T READ) Don't know/No answer 99</p>

Read: Now, I am going to ask you a few questions about information requests. These are requests made to government bodies for information about their activities, for example, requests for public records of a governmental agency, procedures for accessing public benefit programs, information about community projects, or statistical data. For this section, we are only interested in information requests that you made during the last 12 months, between **[today’s month 2016]** and now. Note that I am not asking about requests that you made about your own personal records (such as your birth certificate or your health records) or for information that is freely and publicly available.

q15	Have you made a request for information held by a government agency (such as government ministries, municipalities, law enforcement agencies, etc.) in the last 12 months?	Yes.....1 No.....2 GO TO q16k (DON'T READ) Don't know/No answer.....99 GO TO q17a
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Read: Thinking about the last time you requested information:

q16a	What kind of information did you request? [SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]	INFORMATION ABOUT: Emergency services.....1 Public works/community projects.....2 Government grants and contracting opportunities.....3 Housing benefits/services.....4 Health benefits/services.....5 Educational benefits/services.....6 Employment benefits or retirement benefits.....7 Budgets and performance of government agencies.....8 CONTACT INFORMATION: Hours and location of government offices.....9 Contact information of government officials.....10 GOVERNMENT REPORTS: Policy documents and annual reports.....11 Environmental reports.....12 GOVERNMENT RECORDS: Police Records.....13 Court Records.....14 Property records (transfers, interest, ownership, etc.....15 Statistical or geographic information.....16 Emails and appointments of government officials.....17 LAWS, GOVERNMENT CONTRACTS, OFFICIAL COMPLAINTS: Laws and regulations.....18 Government contracts and procurement.....19 Complaints or fines against companies/individuals.....20 Procedures for obtaining government documents or for making payments.....21 Other.....22 (DON'T READ) Don't know/No answer.....99
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<p>q16b</p>	<p>How did you request the information?</p> <p>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</p>	<p>Online via website..... 1 By phone..... 2 In person..... 3 By mail..... 4 By e-mail..... 5 (DON'T READ) Don't know/No answer..... 99</p>
<p>q16c</p>	<p>Did you receive the information that you requested?</p>	<p>Yes..... 1 GO TO q16f No..... 2 GO TO q16d (DON'T READ) Don't know/No answer..... 99 GO TO q17a</p>
<p>q16d</p>	<p>Did the government official or agency from which you requested the information give you a reason for not granting it?</p>	<p>Yes..... 1 No..... 2 GO TO q17a (DON'T READ) Don't know/No answer..... 99 GO TO q17a</p>
<p>q16e</p>	<p>What was the main reason the government official or agency gave you for not granting the information?</p> <p>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</p> <p>[SURVEYOR: GO TO q17a]</p>	<p>The information is prohibited from disclosure by law..... 1 The information is classified or involves personal records..... 2 The information is not available..... 3 The information does not exist..... 4 The information is held by another agency..... 5 The process to collect the information would be too expensive or difficult..... 6 It is necessary to consult with another agency or official before releasing the information..... 7 Additional time is needed to prepare the information..... 8 The information was not properly requested..... 9 Other..... 10 (DON'T READ) Don't know/No answer..... 99</p>
<p>q16f</p>	<p>Approximately how long did it take to receive the information that you requested?</p>	<p>Less than a week..... 1 Between one week and one month..... 2 Between one month and three months..... 3 Between three months and six months..... 4 More than six months..... 5 (DON'T READ) Don't know/No answer..... 99</p>
<p>q16g</p>	<p>If you had to pay a fee to the official to obtain the information, what was the amount of that fee? [Surveyor: If nothing, write "0"]</p>	<p>Amount..... [Numeric Values Only] (DON'T READ) Don't know/No answer..... -100</p>
<p>q16h</p>	<p>Did you have to pay a bribe in order to obtain the information?</p>	<p>Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99</p>
<p>q16i</p>	<p>How satisfied were you with the information you received?</p>	<p>Very satisfied..... 1 GO TO q17a Satisfied..... 2 GO TO q17a Unsatisfied..... 3 Very unsatisfied..... 4 (DON'T READ) Don't know/No answer..... 99 GO TO q17a</p>
<p>q16j</p>	<p>What is the main reason why you were unsatisfied with the response to your information request? [SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</p> <p>[SURVEYOR: GO TO q17a]</p>	<p>The information I received was wrong or incomplete..... 1 Excessive administrative and paperwork requirements..... 2 Delayed response..... 3 Bad customer service..... 4 Other..... 5 (DON'T READ) Don't know/No answer..... 99</p>

q16k	What are the reasons why you have not requested information from a government agency? [SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK ALL MENTIONED ANSWERS]	I have not been in a situation where I needed such information..... 1 I did not know I could ask the government for information... 2 I have not been interested in requesting information..... 3 It is difficult to request information from a government agency..... 4 If I request information, I don't think the government will give it to me..... 5 I don't trust the government as a source for this type of information..... 6 I don't know how to request information..... 7 (DON'T READ) Don't know/No answer..... 99
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Read: Now, I am going to read a list of information held by government agencies. If you were to request to have access to these documents, how likely do you think it is that the government agency will grant it, assuming the information is properly requested? Would you say that it is very likely, likely, unlikely, or very unlikely?

q17a	Detailed budget figures of government agencies	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON'T READ) Don't know/No answer..... 99
q17b	Copies of government contracts	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON'T READ) Don't know/No answer..... 99
q17c	Disclosure records of senior government officials (such as tax records or property holdings)	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON'T READ) Don't know/No answer..... 99

Read: How important do you believe it is to make publicly available the following information? Would you say that it is very important, moderately important, or not important?

q18a	Detailed budget figures of government agencies	Very important..... 1 Moderately important..... 2 Not important..... 3 (DON'T READ) Don't know/No answer..... 99
q18b	Copies of government contracts	Very important..... 1 Moderately important..... 2 Not important..... 3 (DON'T READ) Don't know/No answer..... 99
q18c	Disclosure records of senior government officials (such as tax records or property holdings)	Very important..... 1 Moderately important..... 2 Not important..... 3 (DON'T READ) Don't know/No answer..... 99

Read: Please think about information concerning environmental issues that is published or broadcast in places such as news reports or government documents and websites. In your opinion, how easy is it to find:

q19a	The level of air pollution in your city	Very easy.....1 Easy.....2 Hard.....3 Very hard.....4 (DON'T READ) Don't know/No answer.....99
q19b	Information about the quality of your city's drinking water (for example, levels of chemicals or pollutants or the pH of the water)	Very easy.....1 Easy.....2 Hard.....3 Very hard.....4 (DON'T READ) Don't know/No answer.....99
q19c	Government reports about environmental issues in your country	Very easy.....1 Easy.....2 Hard.....3 Very hard.....4 (DON'T READ) Don't know/No answer.....99

Read: Now let me ask you about personal experiences with corruption and bribe solicitation. Let me remind you that your answers to all questions in this survey will remain completely confidential.

	q20. In the last <u>three years</u> , did you:	q21. Did you have to pay a <u>bribe</u> to receive the service or expedite the process?
a. Request a government permit, or process any kind of document (like a license, building permit, etc.) in a local government office?	Yes.....1 GO TO q21a No.....2 GO TO q20b DK/NA99 GO TO q20b	Yes.....1 GO TO q20b No.....2 GO TO q20b DK/NA99 GO TO q20b
b. (Did you) Request public benefits or government assistance, such as cash transfers, pensions, or disability benefits?	Yes.....1 GO TO q21b No.....2 GO TO q20c DK/NA99 GO TO q20c	Yes.....1 GO TO q20c No.....2 GO TO q20c DK/NA99 GO TO q20c
c. (Did you) Request a birth certificate for you or your children or a government issued ID card?	Yes.....1 GO TO q21c No.....2 GO TO q20d DK/NA99 GO TO q20d	Yes.....1 GO TO q20d No.....2 GO TO q20d DK/NA99 GO TO q20d
d. (Did you) Request a place at a public school?	Yes.....1 GO TO q21d No.....2 GO TO q20e DK/NA99 GO TO q20e	Yes.....1 GO TO q20e No.....2 GO TO q20e DK/NA99 GO TO q20e
e. (Did you) Use any PUBLIC health services?	Yes.....1 GO TO q21e No.....2 GO TO q20f DK/NA99 GO TO q20f	Yes.....1 GO TO q20f No.....2 GO TO q20f DK/NA99 GO TO q20f
f. (Did you) Take a motor vehicle (car, motorcycle or truck) through an emissions inspection?	Yes.....1 GO TO q21f No.....2 GO TO q22 DK/NA99 GO TO q22	Yes.....1 GO TO q22 No.....2 GO TO q22 DK/NA99 GO TO q22

q22	During the past three years, have you or anyone living in your household been stopped or detained by the police?	Yes.....1 No.....2 GO TO q23 (DON'T READ) Don't know/No answer.....99 GO TO q23
q22a	Thinking about the most recent incident, did you (or the person living in your household) have to pay a bribe to the police officer who approached you (or the person living in your household)?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99

q23	Please answer the following questions to the best of your knowledge: In the last 3 years, have you or someone in your household been subjected to physical abuse by the police or the military?	Yes.....1 No.....2 GO TO q24 (DON'T READ) Don't know/No answer.....99 GO TO q24
q23a	Thinking about the most recent incident, did you or anyone else report the incident to the police or other authority?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99

Read: I now want to ask you about crimes you or your household may have experienced during the past 3 years. Please note that I am only interested in offences which you and people who live with you have experienced. I know that sometimes it is difficult to remember such incidents, so I will read the questions slowly and I would like you to think carefully about them.

q24	In the past 3 YEARS, did anyone actually BREAK into your home/residence without permission, and steal or try to steal something?	Yes.....1 No.....2 GO TO q25 (DON'T READ) Don't know/No answer.....99 GO TO q25
q24a	Thinking about the most recent incident, did you or anyone else report the crime to the police?	Yes.....1 No.....2 GO TO q25 (DON'T READ) Don't know/No answer.....99 GO TO q25
q24b	Was the perpetrator caught?	Yes.....1 No.....2 GO TO q25 (DON'T READ) Don't know/No answer.....99 GO TO q25
q24c	Was the perpetrator prosecuted and punished?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99

q25	In the past 3 YEARS, were YOU a victim of an ARMED ROBBERY (with a weapon such as a knife or a gun)?	Yes.....1 No.....2 GO TO q26 (DON'T READ) Don't know/No answer.....99 GO TO q26
q25a	Thinking about the most recent incident, did you or anyone else report the crime to the police?	Yes.....1 No.....2 GO TO q26 (DON'T READ) Don't know/No answer.....99 GO TO q26
q25b	Was the perpetrator caught?	Yes.....1 No.....2 GO TO q26 (DON'T READ) Don't know/No answer.....99 GO TO q26
q25c	Was the perpetrator prosecuted and punished?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99

q26	Has any relative or person that lived with you in your house been MURDERED in the past 3 years?	Yes.....1 No.....2 GO TO q27 (DON'T READ) Don't know/No answer.....99 GO TO q27
q26a	Did you or anyone else report the crime to the police?	Yes.....1 No.....2 GO TO q27 (DON'T READ) Don't know/No answer.....99 GO TO q27
q26b	Was the perpetrator caught?	Yes.....1 No.....2 GO TO q27 (DON'T READ) Don't know/No answer.....99 GO TO q27
q26c	Was the perpetrator prosecuted and punished?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99

q27	How safe do you feel walking in your neighborhood at night?	Very safe.....	1
		Safe.....	2
		Unsafe.....	3
		Very unsafe.....	4
		(DON'T READ) Don't know/No answer.....	99

[CONTACT WITH THE POLICE]

Read: Now I am going to ask you some questions related to the times that you have been in contact with the police. I'm referring to any sort of police. It can be a traffic officer, a local officer, a federal officer, or any other type of police officer.

[VOLUNTARY CONTACT WITH THE POLICE]

First, I'm going to ask you about the times that you looked for advice or help from the police. During the last 12 months, did you contact the police in order to...?

q28a	Report a crime, a shooting or any sort of suspicious activity?	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99
q28b	Report a case of domestic violence, an altercation or fight, or another disturbance in your neighborhood?	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99
q28c	Report an accident or a medical emergency?	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99
q28d	Request information?	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99
q28e	Request any other type of help?	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99

[SURVEYOR: REVIEW QUESTIONS q28a TO q28e. IF THE RESPONDENT ANSWERED "YES" TO MORE THAN ONE OF THOSE QUESTIONS, GO TO q28f. IF THE RESPONDENT ANSWER "YES" TO ONLY ONE OF THOSE QUESTIONS, GO TO q28g, IF THE RESPONDENT ANSWERED "NO", "DON'T KNOW/NO ANSWER" IN ALL OF THOSE QUESTIONS, GO TO q30a]

q28f	Out of the contacts mentioned above, which one was the most recent? [SURVEYOR: IF THE RESPONDENT DOESN'T KNOW OR CAN'T REMEMBER, PROMPT WITH: Which one was the most recent that you remember? [SURVEYOR: IF THE RESPONDENT CAN'T REMEMBER, PROMPT WITH:] Please select any that you remember. [SURVEYOR: IF THE RESPONDENT STILL CANNOT REMEMBER OR DOESN'T ANSWER, MARK "DK/NA"]	q28a. Report a crime, a shooting or any sort of suspicious activity.....	1
		q28b. Report an altercation or a fight or other disturbances in your neighborhood.....	2
		q28c. Report an accident or a medical emergency.....	3
		q28d. Request information.....	4
		q28e. Request any other type of help.....	5
		(DON'T READ) Don't know/No answer.....	99 GO TO q30a

<p>q28g</p>	<p>During this occasion, how did you contact the police? (By phone, in person, etc.) If you used various means, please tell me which you think was the most useful. [DON'T READ OPTIONS. MARK A SINGLE ANSWER] [READ OPTIONS IF THE RESPONDENT DOESN'T ANSWER]</p>	<p>In person, in the street..... 1 GO TO q29e In person, at a police information station..... 2 GO TO q29e By phone (includes 911)..... 3 On their website..... 4 Through social media (Facebook, Twitter)..... 5 By email..... 6 By an SMS text message on your phone 7 By radio 8 Other..... 9 (DON'T READ) Don't know/No answer..... 99</p>
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<p>q29a</p>	<p>Did you solve the problem by phone, text message, radio, etc.? [PROMPT WITH: That is, without the need for the police to go to the location that you indicated to them.]</p>	<p>Yes..... 1 GO TO q29k No..... 2 (DON'T READ) Don't know/No answer..... 99</p>
<p>q29b</p>	<p>Did the police go to the location that you indicated to them?</p>	<p>Yes..... 1 No..... 2 GO TO q29k (DON'T READ) Don't know/No answer..... 99 GO TO q29k</p>
<p>q29c</p>	<p>How fast did they get there? Did they arrive ... [READ ANSWERS]</p>	<p>In less than 10 minutes? 1 Within 10 to 30 minutes?..... 2 Within 30 minutes to an hour? 3 Within one to 3 hours?..... 4 In over 3 hours? 5 (DON'T READ) Don't know/No answer..... 99</p>
<p>q29d</p>	<p>During this occasion, did you speak directly to any police officer?</p>	<p>Yes..... 1 No..... 2 GO TO q29k (DON'T READ) Don't know/No answer..... 99 GO TO q29k</p>
<p>q29e</p>	<p>During this occasion, were the police helpful? Yes or no? [IF THE RESPONDENT IS CONFUSED, PROMPT:] That is, did they manage to help you or solve the problem?</p>	<p>Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99</p>
<p>q29f</p>	<p>Did the police control the situation?</p>	<p>Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99</p>
<p>q29g</p>	<p>Did the police officer that you spoke to offer any reasonable alternatives to manage the situation or for someone else to help you?</p>	<p>Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99</p>
<p>q29h</p>	<p>Was the police officer kind and respectful?</p>	<p>Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99</p>
<p>q29i</p>	<p>Did any of the officers you approached ask you for any sort of gift or money?</p>	<p>Yes..... 1 No..... 2 GO TO q29j2 (DON'T READ) Don't know/No answer..... 99 GO TO q29j2</p>
<p>q29j1</p>	<p>Did you give her/him something (money or a gift)?</p>	<p>Yes..... 1 GO TO q29k No..... 2 GO TO q29k (DON'T READ) Don't know/No answer..... 99 GO TO q29k</p>
<p>q29j2</p>	<p>And did you give her/him any sort of money or gift to thank her/him?</p>	<p>Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99</p>

q29k	In general, were you satisfied with the police performance during this occasion?	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99

[INVOLUNTARY CONTACT WITH THE POLICE]

Read: Now I am going to ask you some questions about times that the police have approached you, searched for you, or stopped you. During the past 12 months, did the police ever:

q30a	Stop you while you were in a vehicle (a car, motorcycle, van, truck or bike)?	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99
q30b	Approach or stop you in a public place?	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99
q30c	Look for you at your job or in your home?	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99

[SURVEYOR: REVIEW QUESTIONS q30a TO q30c. (1) IF THE RESPONDENT ANSWERED "YES" TO MORE THAN ONE QUESTION, GO TO q30d. (2) IF THE RESPONDENT ANSWERED "YES" ONLY IN q30a, GO TO q31a. (3) IF THE RESPONDENT ANSWERED "YES" ONLY IN q30b, GO TO q32a. (4) IF THE RESPONDENT ANSWERED "YES" ONLY IN q30c, GO TO q32a. (5) IF THE RESPONDENT ANSWERED "NO", "DON'T KNOW/NO ANSWER" IN ALL OF THOSE QUESTIONS, GO TO q34.]

q30d	Out of the contacts mentioned above, which one was the most recent? [SURVEYOR: IF THE RESPONDENT DOESN'T KNOW OR CAN'T REMEMBER, PROMPT WITH:] Which one was the most recent that you remember? [SURVEYOR: IF THE RESPONDENT CAN'T REMEMBER, PROMPT WITH:] Please select any that you remember. [SURVEYOR: IF THE RESPONDENT STILL CANNOT REMEMBER OR DOESN'T ANSWER, MARK "DK/NA"]	Stopped you while you were on a vehicle.....	1 GO TO q31a
		Approached you in a public place.....	2 GO TO q32a
		Looked for you at your job or in your home.....	3 GO TO q32a
		(DON'T READ) Don't know/No answer.....	99 GO TO q34

[STOPPED IN A VEHICLE]

q31a	[IF THE RESPONDENT HAD MORE THAN ONE CONTACT, READ]: From now on, we're only going to talk about the LAST TIME that the police stopped you while you were in a vehicle. During this occasion, what was the main reason that the police stopped you? [DON'T READ OPTIONS. MARK A SINGLE ANSWER] [READ OPTIONS IF THE RESPONDENT DOESN'T ANSWER]	Traffic violation (speeding, talking on my phone, not wearing a seatbelt, etc.).....	1
		Due to a failure in the vehicle that I was driving.....	2 GO TO q33a
		Traffic accident.....	3 GO TO q33a
		To check if the driver was drunk.....	4
		To conduct a test (different from the breathalyzer test).....	5
		Because the vehicle was stolen or it resembled one that the police were looking for.....	6
		As part of a routine check.....	7
		To ask me for money or my cooperation.....	8
		To pressure me into giving them money or to bother me.....	9
		Other.....	10
		(DON'T READ) Don't know/No answer.....	99

q31b	In your opinion, did the police officer have a legitimate reason to stop you?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q31c	Did the police officer inspect the vehicle that you were travelling in, or frisk you or your companion?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q31d	Was the police officer kind and respectful?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q31e	Did the police officer ask for a bribe or did s/he create the conditions so that you or your companions offered one?	Yes..... 1 No..... 2 GO TO q31g (DON'T READ) Don't know/No answer..... 99 GO TO q31g
q31f	And at the end, did you or your companions give her/him money (or a gift)?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q31g	Did the police officer give you or one of your companions a ticket or a fine?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q31h	During this incident, did you or any of your companions threaten, push or act in an arrogant manner towards any of the police officers?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q31i	And any time, did a police officer threaten, push or hit you or any of your companions?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q31j	On this occasion, did the police arrest you or any of your companions?	Yes..... 1 GO TO q34 No..... 2 GO TO q34 (DON'T READ) Don't know/No answer..... 99 GO TO q34

[APPROACHED IN A PUBLIC SPACE OR AT HOME OR WORK]

q32a	<p>[IF THE RESPONDENT HAD MORE THAN ONE CONTACT, READ]: From now on, we're going to talk only about the LAST TIME that the police stopped you in a public place, or looked for you at your home or work.</p> <p>During this occasion, what was the main reason that the police stopped you? [DON'T READ OPTIONS. MARK A SINGLE ANSWER] [READ OPTIONS IF THE RESPONDENT DOESN'T ANSWER]</p>	<p>They thought I was carrying something or doing something illegal..... 1 Because I looked like someone they were looking for..... 2 Because they thought someone I was with was carrying something or doing something illegal..... 3 Because they thought someone I was with looked like someone they were looking for..... 4 To call out something I was or we were doing..... 5 To ask me for money or my cooperation..... 6 To pressure me into giving them money or to bother me..... 7 Because they were looking for some information about a person..... 8 Because they were investigating a crime..... 9 To offer me some help (for being victim of a crime, having an emergency, or for having being involved in an accident)..... 10 GO TO q33a To do a routine check..... 11 Other..... 12 (DON'T READ) Don't know/No answer..... 99</p>
q32b	In your opinion, did the police officer have a legitimate reason to stop you?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99

q32c	Did the police officer frisk you or your companion?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q32d	Was the police officer kind and respectful?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q32e	Did the police officer ask for a bribe or did s/he create the conditions so that you or your companions offered one?	Yes..... 1 No..... 2 GO TO q32g (DON'T READ) Don't know/No answer..... 99 GO TO q32g
q32f	And at the end, did you or your companions give her/him money (or a gift)?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q32g	Did the police officer give you or one of your companions a ticket or a fine?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q32h	During this incident, did you or any of your companions threaten, push or act in an arrogant manner towards any of the police officers?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q32i	And any time, did a police officer threaten, push or hit you or any of your companions?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q32j	On this occasion, did the police arrest you or any of your companions?	Yes..... 1 GO TO q34 No..... 2 GO TO q34 (DON'T READ) Don't know/No answer..... 99 GO TO q34

[ASSISTED IN AN EMERGENCY/ACCIDENT]

q33a	During this occasion, were the police helpful? Yes or no? [IF THE RESPONDENT IS CONFUSED, PROMPT:] That is, did they manage to help you or solve the problem?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q33b	Did they control the situation?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q33c	And did the police officer that you spoke to offer any reasonable alternatives to manage the situation or for someone else to help you?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q33d	Was the police officer kind and respectful?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q33e	Did any officer ask you for any sort of gift or bribe?	Yes..... 1 No..... 2 GO TO q33f2 (DON'T READ) Don't know/No answer..... 99 GO TO q33f2
q33f1	Did you give her/him money?	Yes..... 1 GO TO q33g No..... 2 GO TO q33g (DON'T READ) Don't know/No answer..... 99 GO TO q33g
q33f2	Did you give her/him any sort of money or gift to thank them?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q33g	In general, were you satisfied with the police performance during this occasion?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99

Read: I am going to read you a list of problems and disputes that people commonly experience in everyday life. In each case, please tell me whether or not you have had any such problem during the past two years, by which I mean a problem that started since [today’s month 2015] or started before then, but continued afterwards.

In the last two years, have you had: [SURVEYOR: SHOW DISPUTES SHOWCARDS ONE AT A TIME, ASK ONLY FOR THE RESPONDENT TO MARK THE ONES THEY’VE HAD]

Problem Type Code	Problem Type Description	q34	q35
A1	Problems related to poor or incomplete professional services (for example, services from a lawyer, builder, mechanic, etc.)	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
A2	Problems related to obtaining a refund for faulty or damaged goods	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
A3	Major disruptions in the supply of utilities (e.g. water, electricity, phone) or incorrect billing	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
B1	Problems obtaining land titles, property titles, or permission for building projects for your own home	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
B2	Problems related to squatting and land grabbing	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
B3	Problems with your neighbors over boundaries or the right to pass through property, fences, or trees	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
B4	Problems with co-owners or community members over selling property	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
C1	Problems with a landlord about rental agreements, payments, repairs, deposits, or eviction	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
C2	Problems with a tenant about rental agreements or property damage	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
C3	Problems with your neighbors over noise, litter, parking spots, or pets	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
C4	Becoming homeless	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA

D1	Divorce or separation	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D2	Difficulties obtaining child support payments	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D3	Difficulties paying child support	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D4	Dispute over child custody or visitation arrangements	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D5	Threats or physical violence from a current partner, ex-partner or other household member	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D6	Disagreement over the content of a will or the division of property after the death of a family member	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
E1	Difficulties obtaining a place at a school or other educational institution that you or your children are eligible to attend	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
E2	You or your children being bullied or harassed at school or another educational institution	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
E3	Problems with gangs, vandalism, or consumption of drugs or alcohol on the streets	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
F1	Injuries or health problems sustained as a result of an accident or due to poor working conditions	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
F2	Injuries or health problems sustained as a result of negligent or wrong medical or dental treatment	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
G1	Being dismissed from a job unfairly	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
G2	Difficulties obtaining wages or employment benefits that were agreed on in advance	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
G3	Harassment at work	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA

H1	Difficulties obtaining public benefits or government assistance, such as cash transfers, pensions, or disability benefits.	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
H2	Difficulties accessing care in public clinics or hospitals	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
H3	Lack of access to water, sanitation, and/or electricity	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
I1	Being beaten up or arrested without justification by a member of the police or the military.	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
J1	Difficulties obtaining birth certificates for you or your children	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
J2	Difficulties obtaining a government-issued ID card	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
J3	Problems with you or your children's citizenship, residency, or immigration status	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
J4	Tax disputes or disputes with other government bodies.	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
K1	Being behind on and unable to pay credit cards, utility bills (e.g. water, electricity, gas), or a loan	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
K2	Being threatened by debt collectors over unpaid loans or bills	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
K3	Being threatened, harassed, or extorted by a mob, a gang or another criminal organization.	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
L1	Difficulties collecting money owed to you	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
L2	Insurance claims being denied	Yes.....1 No.....2 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA

q35. [SURVEYOR: IF THE RESPONDENT DID NOT ANSWER “YES” TO ANY OF THE QUESTIONS IN q34, GO TO q54a]

[SURVEYOR: SHOW SHOWCARD “A”] Read: Thinking about the problems that you have experienced, and looking at this scale, where 0 represents the least serious and 10 represents the most serious problem you could ever face in your lifetime, please mark where on the scale you would place each of the issues or problems you have experienced. For example, a score of 2 might be a problem with a neighbor over a noisy party and a score of 8 might be being made homeless. **[SURVEYOR: REVIEW ALL THE PROBLEMS CODED AS “YES” IN q34 AND READ EACH PROBLEM DESCRIPTION AS WORDED, THEN RECORD THE RESPONSE IN q35 ABOVE.]**

q36. [SURVEYOR: YOU WILL NOW CHOOSE ONE OF THE PROBLEMS IDENTIFIED IN q35 TO ASK THE RESPONDENT ADDITIONAL QUESTIONS ABOUT IT.

USE A RANDOM NUMBER GENERATOR TO PICK AMONG THOSE DISPUTES WITH A DEGREE OF SERIOUSNESS GREATER THAN 3 (4-10). IF THE RESPONDENT DOES NOT HAVE A DISPUTE WITH A DEGREE OF SERIOUSNESS BETWEEN 4 AND 10, USE A RANDOM NUMBER GENERATOR TO SELECT FROM AMONG ALL DISPUTES THAT WERE MARKED AS “YES” IN Q34.

IF IT IS NOT POSSIBLE TO USE A RANDOM NUMBER GENERATOR, PLEASE FOLLOW THESE STEPS TO SELECT A DISPUTE FOR Q36:

LOOK AT THE RESPONSES IN q35 AND CHECK IF THE RESPONDENT REPORTED A PROBLEM WITH A LEVEL OF SERIOUSNESS GREATER THAN “3”. (YES / NO)

IF “YES”, (1) LIST IN TABLE 1 BELOW THE DISPUTE CODES OF ALL THE PROBLEMS IDENTIFIED BY THE RESPONDENT WITH A LEVEL OF SERIOUSNESS IN q35 GREATER THAN “3”. (2) LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. THIS IS THE COLUMN NUMBER YOU SHOULD CIRCLE IN YOUR KISH GRID. (3) CHECK THE NUMBER OF PROBLEMS THAT YOU WROTE IN TABLE 1 BELOW. THIS IS THE ROW NUMBER YOU SHOULD CIRCLE ON THE GRID. (4) FIND THE BOX WHERE THE CIRCLED ROW AND THE CIRCLED COLUMN MEET AND CIRCLE THE NUMBER THAT APPEARS IN THE BOX. THIS IS THE NUMBER THAT YOU SHOULD RECORD IN q36.

FOR EXAMPLE, IF THE HOUSEHOLD QUESTIONNAIRE NUMBER IS ‘3716’, GO TO YOUR KISH GRID AND CIRCLE THE COLUMN NUMBER (‘6’). IF THE RESPONDENT HAD THREE PROBLEMS IN TABLE 1, GO TO ROW 3 AND CIRCLE THE ROW NUMBER (‘3’) IN YOUR KISH GRID. DRAW LINES FROM COLUMN 6 AND ROW 3 AND FIND THE BOX WHERE THE TWO MEET, AND CIRCLE THE NUMBER IN IT (‘3’). THIS MEANS YOU HAVE TO SELECT THE THIRD PROBLEM YOU WROTE IN TABLE 1 AND RECORD IT IN q36.

TABLE 1: PROBLEMS WITH A LEVEL OF SERIOUSNESS IN q35 GREATER THAN “3”

Problem ID	Problem Type Code	Problem ID	Problem Type Code	Problem ID	Problem Type Code	Problem ID	Problem Type Code
1		6		11		16	
2		7		12		17	
3		8		13		18	
4		9		14		19	
5		10		15		20	

IF “NO”, (1) LIST IN TABLE 2 BELOW THE DISPUTE CODES OF ALL THE PROBLEMS IDENTIFIED BY THE RESPONDENT. (2) LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. THIS IS THE COLUMN NUMBER YOU SHOULD CIRCLE IN YOUR KISH GRID. (3) CHECK THE NUMBER OF PROBLEMS THAT YOU WROTE IN TABLE 2 BELOW. THIS IS THE ROW NUMBER YOU SHOULD CIRCLE ON THE GRID. (4) FIND THE BOX WHERE THE CIRCLED ROW AND THE CIRCLED COLUMN MEET AND CIRCLE THE NUMBER THAT APPEARS IN THE BOX. THIS IS THE NUMBER THAT YOU SHOULD RECORD IN q36.

FOR EXAMPLE, IF THE HOUSEHOLD QUESTIONNAIRE NUMBER IS ‘3716’, GO TO YOUR KISH GRID AND CIRCLE THE COLUMN NUMBER (‘6’). IF THE RESPONDENT HAD THREE PROBLEMS IN TABLE 2, GO TO ROW 3 AND CIRCLE THE ROW NUMBER (‘3’) IN YOUR KISH GRID. DRAW LINES FROM COLUMN 6 AND ROW 3 AND FIND THE BOX WHERE THE TWO MEET, AND CIRCLE THE NUMBER IN IT (‘3’). THIS MEANS YOU HAVE TO SELECT THE THIRD PROBLEM YOU WROTE IN TABLE 2 AND RECORD IT IN q36.

TABLE 2: PROBLEMS WITH A LEVEL OF SERIOUSNESS IN q35 LESS THAN OR EQUAL TO “3”

Problem ID	Problem Type Code	Problem ID	Problem Type Code	Problem ID	Problem Type Code	Problem ID	Problem Type Code
1		6		11		16	
2		7		12		17	
3		8		13		18	
4		9		14		19	
5		10		15		20	

q36	[SURVEYOR: ENTER THE CODE OF THE PROBLEM TYPE SELECTED (A1 – L2)]	Code (A1 –L2) _____
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Read: You said you had [problem descriptor identified in q36]. I am now going to ask you some questions about how you went about dealing with this particular problem.

q37a	[ASK IF q36 = A1, A2, A3, B1, B2, B3, B4, C1, F1, I1 J4, K1, K2, K3, L1, L2] Was this problem related to your self-employment activity (own business, professional practice, or farm)?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q37b	[ASK IF q36=A3, B1, B2, B3, B4, C1, C3, E3, H3] Did you share this problem with other people, neighbors, or other members of your community (for instance, a problem of communal land or lack of access to water)?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q37c	[ASK IF q37b=1] And to achieve a solution, did you require that these people agree with your position or that they took collective action?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q37d	Did any of the parties resort to physical violence during the dispute or in the process of settling the dispute?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99

<p>q38</p>	<p>Did you obtain any information from the Internet, a software app, a video, printed material or the media to help you better understand or resolve the problem?</p>	<p>Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99</p>
<p>q39</p>	<p>Apart from anything you have told me about already, did you, or someone acting on your behalf, obtain information, advice or representation from any person or organization to help you better understand or resolve the problem? Please exclude any help provided by the other party. [SURVEYOR: IF THE RESPONDENT IS CONFUSED, READ:] For example, from family or friends, a lawyer, a court, a religious or community leader, a trusted person or organization, or anybody else.</p>	<p>Yes..... 1 No..... 2 GO TO q42 (DON'T READ) DK/NA..... 99 GO TO q42</p>
<p>q40</p>	<p>Which advisers did you contact? [SURVEYOR: DO NOT READ. MARK ALL MENTIONED ANSWERS. PROMPT WITH]: Any other legal advisers? [SURVEYOR: IF THE RESPONDENT ANSWERED "1", REGARDLESS OF HOW MANY ANSWERS THE RESPONDENT GAVE, GO TO Q41]</p>	<p>A relative, friend, or acquaintance..... 1 A lawyer, professional advisor or advice service..... 2 GO TO q43 A government legal aid office..... 3 GO TO q43 A court, government body, or the police..... 4 GO TO q43 A health or welfare professional..... 5 GO TO q43 A trade union or employer..... 6 GO TO q43 A religious or community leader or organization..... 7 GO TO q43 A civil society organization or charity..... 8 GO TO q43 Other organization..... 9 GO TO q43 (DON'T READ) Don't know/No answer..... 99 GO TO q43</p>
<p>q41</p>	<p>Did any of the family or friends who you contacted go to law school or work in an organization that provides legal advice?</p>	<p>Yes..... 1 GO TO q43 No..... 2 GO TO q43 (DON'T READ) Don't know/No answer..... 99 GO TO q43</p>
<p>q42</p>	<p>What was the main reason why you did not consider getting information, advice, or representation from anyone? [SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENTS TO ANSWER FREELY. MARK ONLY ONE OPTION.]</p>	<p>I thought the issues was not important or not difficult to resolve..... 1 Thought the other side was right..... 2 I did not think I needed advice..... 3 I was concerned about the financial cost..... 4 I had received help with a problem before and did not find it useful..... 5 I did not know who to call or where to get advice..... 6 I did not know I could get advice for this problem..... 7 Was scared to get advice..... 8 Advisers were too far away or it would take too much time..... 9 Other..... 10 (DON'T READ) Don't know/No answer..... 99</p>
<p>q43</p>	<p>Did you, somebody acting on your behalf, the other party or anybody else, make a claim to a court or turn to any other third-party individual or organization to adjudicate, mediate or intervene to help resolve the problem? [SURVEYOR: IF THE RESPONDENT IS CONFUSED, READ:] such as the police, a respected family member, or a community or religious leader</p>	<p>Yes..... 1 GO TO q44 No..... 2 (DON'T READ) Don't know/No answer..... 99</p>

<p>q43a</p>	<p>Is the problem ongoing or done with? By ‘done with’ I mean that the problem is either completely resolved or that it persists, but you and everybody else have given up all actions to resolve it further.</p>	<p>Ongoing 1 GO TO q51 Too early to say 2 GO TO q51 Done with, but problem persists 3 Done with, problem fully resolved 4 (DON'T READ) Don't know/No answer 99 GO TO q51</p>
<p>q43b</p>	<p>Which of the following statements best reflects how the problem was settled? The problem was settled through [SURVEYOR: SHOW SHOWCARD “B”. MARK ONLY ONE OPTION.]</p> <p>[SURVEYOR: Go to q49a]</p>	<p>Agreement between you and the other party... 1 GO TO q49a The other party independently doing what you wanted 2 GO TO q49a You independently doing what the other party wanted 3 GO TO q49a The problem sorting itself out 4 GO TO q49a You moving away from the problem (e.g. moving homes, changing jobs) 5 GO TO q49a You and/or all other parties giving up trying to resolve the problem 6 GO TO q49a None of these 7 GO TO q49a (DON'T READ) Don't know/No answer 99 GO TO q49a</p>

	<p>q44: Did you, somebody acting on your behalf, the other party or anybody else:</p>	<p>q45: Who initiated (contact) it, you (or somebody acting on your behalf), the other party, or someone else?</p>
<p>a. Make a claim to a court or tribunal</p>	<p>Yes 1 GO TO q45a No 2 GO TO q44b DK/NA 99 GO TO q44b</p>	<p>Myself (or someone on my behalf) 1 The other party 2 Someone else 3 DK/NA 99</p>
<p>b. Contact the police (or other prosecution authority)</p>	<p>Yes 1 GO TO q45b No 2 GO TO q44c DK/NA 99 GO TO q44c</p>	<p>Myself (or someone on my behalf) 1 The other party 2 Someone else 3 DK/NA 99</p>
<p>c. Contact a government office or other formal designated authority or agency</p>	<p>Yes 1 GO TO q45c No 2 GO TO q44d DK/NA 99 GO TO q44d</p>	<p>Myself (or someone on my behalf) 1 The other party 2 Someone else 3 DK/NA 99</p>
<p>d. Turn to a religious authority or community leader or organization</p>	<p>Yes 1 GO TO q45d No 2 GO TO q44e DK/NA 99 GO TO q44e</p>	<p>Myself (or someone on my behalf) 1 The other party 2 Someone else 3 DK/NA 99</p>
<p>e. Turn to a third-party to mediate the problem or turn to a formal conciliation or arbitration</p>	<p>Yes 1 GO TO q45e No 2 GO TO q44f DK/NA 99 GO TO q44f</p>	<p>Myself (or someone on my behalf) 1 The other party 2 Someone else 3 DK/NA 99</p>
<p>f. Turn to a formal complaints or appeal process</p>	<p>Yes 1 GO TO q45f No 2 GO TO q46 DK/NA 99 GO TO q46</p>	<p>Myself (or someone on my behalf) 1 The other party 2 Someone else 3 DK/NA 99</p>

<p>q46</p>	<p>Is the problem ongoing or done with? By ‘done with’ I mean that the problem is either completely resolved or that it persists, but you and everybody else have given up all actions to resolve it further.</p>	<p>Ongoing 1 GO TO q51 Too early to say 2 GO TO q51 Done with, but problem persists 3 Done with, problem fully resolved 4 (DON'T READ) Don't know/No answer 99 GO TO q51</p>
<p>q47</p>	<p>Which of the following statements best reflects how the problem was settled? The problem was settled through:</p> <p>[SURVEYOR: SHOW SHOWCARD “C”. MARK ONLY ONE OPTION.]</p>	<p>A decision or intervention by a court or a formal authority ... 1 Mediation or arbitration 2 Action by another third party 3 Agreement between you and the other party 4 The other party independently doing what you wanted 5 You independently doing what the other party wanted 6 The problem sorting itself out 7 You moving away from the problem (e.g. moving homes, changing jobs) 8 You and/or all other parties giving up trying to resolve the problem 9 None of these 10 (DON'T READ) Don't know/No answer 99</p>

Read: Regardless of the outcome, do you think that the process followed to solve the problem was:

<p>q48a</p>	<p>Fair?</p>	<p>Yes 1 No 2 (DON'T READ) Don't know/No answer 99</p>
<p>q48b</p>	<p>Slow?</p>	<p>Yes 1 No 2 (DON'T READ) Don't know/No answer 99</p>
<p>q48c</p>	<p>Expensive?</p>	<p>Yes 1 No 2 (DON'T READ) Don't know/No answer 99</p>

<p>q49a</p>	<p>To what extent was the outcome of the problem or dispute in your favor?</p>	<p>Mostly in my favor 1 Somewhat in my favor 2 Mostly not in my favor 3 (DON'T READ) Don't know/No answer 99</p>
<p>q49b</p>	<p>How many months did it take to resolve the problem, from the moment you turned to a court, government office, or third-party? [REGISTER NUMBER]</p>	
<p>q49c</p>	<p>Did you, personally, incur costs (other than your time) in order to solve the problem?</p>	<p>Yes 1 No 2 GO TO q50 (DON'T READ) Don't know/No answer 99 GO TO q50</p>
<p>q49d</p>	<p>How difficult was it to find the money to meet these costs?</p>	<p>Very easy 1 Somewhat easy 2 Difficult 3 Nearly impossible 4 (DON'T READ) Don't know/No answer 99</p>

q50	How satisfied or dissatisfied are you with the outcome of the problem?	Very satisfied 1 GO TO q52a Satisfied 2 GO TO q52a Dissatisfied 3 GO TO q52a Very dissatisfied 4 GO TO q52a (DON'T READ) Don't know/No answer 99 GO TO q52a
q51	How satisfied or dissatisfied are you with how things are turning out so far with the problem?	Very satisfied 1 Satisfied 2 Dissatisfied 3 Very dissatisfied 4 (DON'T READ) Don't know/No answer 99

Read: To what extent do you agree or disagree with the following statements about the problem?

q52a	I knew where to get good information and advice about resolving the problem.	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99
q52b	I was able to get all the expert help I wanted.	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99
q52c	I was (am) confident I could (can) achieve a fair outcome.	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99

Read: At any time, did the problem cause you to experience:

q53a	Stress-related illness, injuries, or physical ill health	Yes 1 No 2 (DON'T READ) Don't know/No answer 99
q53b	Relationship breakdown or damage to a family relationship.	Yes 1 No 2 (DON'T READ) Don't know/No answer 99
q53c	Loss of income, loss of employment, financial strain or need to relocate.	Yes 1 No 2 (DON'T READ) Don't know/No answer 99
q53d	Problems with alcohol or drugs	Yes 1 No 2 (DON'T READ) Don't know/No answer 99

[EVEN QUESTIONNAIRES]

[SURVEYOR: LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. ASK QUESTIONS q54a_G1 TO q56g_G1 ONLY IF THE LAST DIGIT OF THE QUESTIONNAIRE IS AN EVEN NUMBER (“0” “2” “4” “6” OR “8”)]

Read: In talking to people about their local government, we often find important differences in how well the government, police, and the courts perform their jobs. Please tell me how often you would say that:

q54a_G1	The police in [COUNTRY] act according to the law	Always 1 Often 2 Rarely 3 Never 4 (DON'T READ) Don't know/No answer 99
q54b_G1	Police investigators in [COUNTRY] perform serious and law-abiding investigations to find the perpetrators of a crime	Always 1 Often 2 Rarely 3 Never 4 (DON'T READ) Don't know/No answer 99
q54c_G1	In [COUNTRY], the basic rights of suspects are respected by the police	Always 1 Often 2 Rarely 3 Never 4 (DON'T READ) Don't know/No answer 99
q54d_G1	In [COUNTRY], if members of the police violate the law, they are punished for these violations	Always 1 Often 2 Rarely 3 Never 4 (DON'T READ) Don't know/No answer 99
q54e_G1	The courts in [COUNTRY] guarantee everyone a fair trial	Always 1 Often 2 Rarely 3 Never 4 (DON'T READ) Don't know/No answer 99
q54f_G1	In [COUNTRY], the courts are more concerned about procedures than they are with providing justice	Always 1 Often 2 Rarely 3 Never 4 (DON'T READ) Don't know/No answer 99
q54g_G1	The courts in [COUNTRY] decide cases according to the interests of those who have more money or influence	Always 1 Often 2 Rarely 3 Never 4 (DON'T READ) Don't know/No answer 99
q54h_G1	The public defenders or the defenders of the office of [COUNTRY] do everything they can to defend poor people that are accused of committing a crime	Always 1 Often 2 Rarely 3 Never 4 (DON'T READ) Don't know/No answer 99

Read: Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements:

q55a_G1	In practice, the basic laws of [COUNTRY] are explained in plain language, so that people can understand them	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99
q55b_G1	In practice, the basic laws of [COUNTRY] are available in all official languages	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99
q55c_G1	In [COUNTRY], the media (TV, radio, newspapers) can freely express opinions against government officials, policies and actions without fear of retaliation	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99
q55d_G1	In practice, the government encourages public discussion of public policy (e.g. organizes town hall meetings, requests feedback on legislation)	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99
q55e_G1	In practice, the government collaborates with civil society organizations in designing public policy	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99
q55f_G1	In practice, in [COUNTRY], local government officials are elected through a clean process	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99
q55g_G1	In practice, in [COUNTRY], people can vote freely without feeling harassed or pressured	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99
q55h_G1	In practice, in [COUNTRY], people can freely join any (unforbidden) political organization they want	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99
q55i_G1	In practice, people in this neighborhood can get together with others and present their concerns to members of Congress	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99
q55j_G1	In practice, people in this neighborhood can get together with others and present their concerns to local government officials	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99

q55k_G1	In practice, government decisions can be challenged in court	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q55l_G1	In practice, in [COUNTRY], men and women are treated equally by the police	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q55m_G1	In [COUNTRY], the media (TV, radio, newspapers) are free to report the news without government influence or fear of retaliation	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99

Read: Now let me ask you a few more general questions. Do people in your neighborhood have to pay a bribe or other inducements for the following procedures or actions?

q56a_G1	To register their ownership title in a piece of land or house?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q56b_G1	To obtain a driver's license?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q56c_G1	To be admitted to a public school?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q56d_G1	To be treated in a public hospital?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q56e_G1	To receive the services of the police?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q56f_G1	To connect a home to a water supply?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q56g_G1	To connect or repair a home's connection to electricity?	Yes.....1 GO TO q57a No.....2 GO TO q57a (DON'T READ) Don't know/No answer.....99 GO TO q57a

[ODD QUESTIONNAIRES]

[SURVEYOR: LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. ASK QUESTIONS q54a_G2 TO q56i_G2 ONLY IF THE LAST DIGIT OF THE QUESTIONNAIRE IS AN ODD NUMBER ("1" "3" "5" "7" OR "9")]

Read: Keeping in mind your own experience or what you have heard, how well or how badly do you think the police in [CITY] fulfill the following functions? Would you say that they fulfill these functions very well, fairly well, fairly badly, or very badly?

q54a_G2	Resolving security problems in your community	Very well.....1 Fairly well.....2 Fairly badly.....3 Very badly.....4 (DON'T READ) Don't know/No answer.....99
q54b_G2	Helping you and your family to feel safe within and outside of your house	Very well.....1 Fairly well.....2 Fairly badly.....3 Very badly.....4 (DON'T READ) Don't know/No answer.....99
q54c_G2	Being available to help you when you need it	Very well.....1 Fairly well.....2 Fairly badly.....3 Very badly.....4 (DON'T READ) Don't know/No answer.....99
q54d_G2	Treating all people with kindness and respect	Very well.....1 Fairly well.....2 Fairly badly.....3 Very badly.....4 (DON'T READ) Don't know/No answer.....99

Read: Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements that I am going to read. Based on your experience or on what you've heard, would you say that:

q54e_G2	<u>Police investigators</u> in [COUNTRY] investigate crimes in an independent manner and are not subject to any sort of pressure.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q54f_G2	<u>Prosecutors</u> in [COUNTRY] prosecute crimes committed in an independent manner and are not subject to any sort of pressure.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q54g_G2	The <u>judges</u> in [COUNTRY] decide cases in an independent manner and are not subject to any sort of pressure.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99

Read: Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements:

q55a_G2	In [COUNTRY], people can freely join together with others to draw attention to an issue or sign a petition	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q55b_G2	In practice, workers in [COUNTRY] can freely form labor unions and bargain for their rights with their employers	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99

q55c_G2	In [COUNTRY], people can freely express opinions against the government	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q55d_G2	In [COUNTRY], people can freely attend community Meetings	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q55e_G2	In [COUNTRY], the media ³ (TV, radio, newspapers) can freely expose cases of corruption by high-ranking government officers without fear of retaliation	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q55f_G2	In [COUNTRY], civil society organizations can freely express opinions against government policies and actions without fear of retaliation	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q55g_G2	In [COUNTRY], political parties can freely express opinions against government policies and actions without fear of retaliation	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q55h_G2	In [COUNTRY], religious minorities can freely and publicly observe their holy days and events	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q55i_G2	In [COUNTRY], women can freely participate in public life, attend school, vote, run for political office, work outside of the home, and appear in public spaces without the need of permission from her family or husband.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q55j_G2	In [COUNTRY], local government officials are accountable for their performance, activities, use of resources and results.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q55k_G2	In [CITY], the labor rights of people who work at private companies are respected.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q55l_G2	In [CITY], the labor rights of people who work in factories, agriculture, or construction are respected.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99

³Please adapt to local usage: Newspapers, TV news, etc., as applicable.

Read: Please tell us how confident you are that the criminal justice system as a whole:

q56a_G2	Is effective in bringing people who commit crimes to justice? Are you... [READ OUT OPTIONS]	Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 (DON'T READ) Don't know/No answer 99
q56b_G2	Deals with cases promptly and efficiently?	Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 (DON'T READ) Don't know/No answer 99
q56c_G2	Makes sure everyone has access to the justice system if they need it?	Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 (DON'T READ) Don't know/No answer 99
q56d_G2	Makes sure the system isn't depending on where you live in [COUNTRY]	Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 (DON'T READ) Don't know/No answer 99
q56e_G2	Gives punishments which fit the crime?	Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 (DON'T READ) Don't know/No answer 99
q56f_G2	Allows all victims of crime to seek justice regardless of who they are?	Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 (DON'T READ) Don't know/No answer 99
q56g_G2	Allows all those accused of crimes to get a fair trial regardless of who they are?	Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 (DON'T READ) Don't know/No answer 99
q56h_G2	Provides victims of crime with the service and support they need?	Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 (DON'T READ) Don't know/No answer 99
q56i_G2	Treats those accused of crime as 'innocent until proven guilty'?	Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 (DON'T READ) Don't know/No answer 99

[SURVEYOR: ASK TO ALL RESPONDENTS]

Read: Now, here is a list of actions that people sometimes do. For each of these, please tell me whether you, personally, have done any of these things during the past 12 months:

q57a	Attended a community meeting	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q57b	Attended a legal demonstration or protest march	Yes..... 1 No..... 2 GO TO q57c (DON'T READ) Don't know/No answer..... 99 GO TO q57c
q57b1	Thinking about the last protest or demonstration that you participated in, was it in favor of or against the government?	In Favor..... 1 Against..... 2 Neither..... 3 (DON'T READ) Don't know/No answer..... 99
q57c	Participated in an organization or group to solve community problems	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q57d	Reported to the authorities an issue that affected your community (e.g. a crime, a water leak a hole in the street, an act of corruption)	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99

q58	What are the 3 words that come to your head when I say the term Rule of Law? [Surveyor: Don't accept Rule of Law as an answer]	i. ii. iii.
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[DEMOGRAPHICS]

Gend	Sex of respondent	Male..... 1 Female..... 2
Age	What is your age as of today?	Open Response [Numeric]
Relig	What is your religious preference? Are you...	ADAPT BY COUNTRY
Ethni	What is your racial-ethnic background? Are you...	ADAPT BY COUNTRY
Nation	What is your current nationality? Are you...	National (citizen)..... 1 Foreigner..... 2
City	City where the respondent lives	[LIST OF CITIES IN WHICH THE INTERVIEWS TAKE PLACE] This information may be filled directly by the interviewer
Sleep	How many bedrooms does your household have?	Open Response [Numeric]

SURVEYOR: Please use five income range categories, each corresponding broadly to QUINTILES OF THE ACTUAL HOUSEHOLD INCOME RANGE in your country. These figures should be derived from the best available source for your country or from international sources. The data source used should match the requirement of the question i.e. quintiles of household income for all households (not for example average households or just households with children). The median should lie in the third quintile. The figures should not appear to be too exact. Minor rounding can be employed to achieve this if necessary. Each country can choose whether to include weekly, monthly or annual amounts or include more than one of these as appropriate.

Income	Would you please tell me the bracket that best represents your household's total income from all sources? This should include wages and salaries, net income from businesses, pensions, dividends, remittances, rents, and any other money income received by all members of the household.	1 st quintile range..... 1 2 nd quintile range..... 2 3 rd quintile range..... 3 4 th quintile range..... 4 5 th quintile range..... 5 (DON'T READ) Don't know/No answer..... 99
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income_cur	SURVEYOR: Write the currency used for reporting the household’s total income	Open Response [Text]
income_time	SURVEYOR: Write the time period used for reporting the household’s total income	Weekly, Monthly, or Annual Income

Sec	Imagine a staircase with 10 steps, in which on the first step are located the poorest and on the 10th step, the richest. Where would you put yourself on this staircase?	1 (Poorest)..... 1 2..... 2 3..... 3 4..... 4 5..... 5 6..... 6 7..... 7 8..... 8 9..... 9 10 (Richest)..... 10 (DON’T READ) Don’t know/No answer 99
Fin	Which of the following statements best describes your household’s financial situation?	Money is not enough even for basic necessities and buying clothes is difficult..... 1 Can buy basic products but buying clothes is difficult..... 2 Can buy basic products and clothes, but not long-term goods..... 3 Can buy long-term goods, but cannot buy expensive goods..... 4 Can afford sufficiently expensive goods..... 5 (DON’T READ) Don’t know/No answer 99
Edu	What is the highest degree you received?	None..... 1 Elementary school diploma..... 2 Middle school diploma..... 3 High school diploma or equivalent..... 4 Bachelor’s degree..... 5 Graduate degree (Masters, Ph.D.)..... 6 (DON’T READ) Don’t know/No answer 99
Emp	In the past week, you: [READ OPTIONS. MARK THE CORRESPONDING ANSWER. MARK ONLY ONE ANSWER]	Worked..... 1 Had a job, but did not work..... 2 Looked for work..... 3 GO TO Marital Studied..... 4 GO TO Marital Dedicated yourself to household tasks..... 5 GO TO Marital Were retired..... 6 GO TO Marital Were permanently incapable of working..... 7 GO TO Marital Did not work..... 8 GO TO Marital (DON’T READ) Don’t know/No answer 99 GO TO Marital
Work	In your work or business last week, were you ...? [READ OPTIONS IN BLACK. MARK ONLY ONE ANSWER.]	Government worker (Employee of the federal, state, or city government, or any other level of government)..... 1 Private sector worker (Employee in a private business of any size)..... 2 Independent professional (An independent contractor with a bachelor’s degree. S/he does not work for a public or private company as an employee.)..... 3 Self-employed worker (Worker without a bachelor’s degree that performs her/his work independently. S/he works in her/his own business, establishment, or agricultural land and does not have paid staff. S/he does not work for a private business as an employee. This includes skilled and unskilled workers, contractors, and domestic workers.)..... 4

		<p>Day laborer (Agricultural worker that performs her/his activities in exchange for pay for a day of work and that does not have ownership of the land).....5</p> <p>Businessman or business women (Owner of a business without paid staff. S/he may work with family without any of them receiving money for their work. This includes artisans.)6</p> <p>Entrepreneur or business owner (Owner of a business with paid staff).....7</p> <p>Unpaid worker (Person that helps or works in a business or establishment without receiving any pay. This may or may not be a family business or establishment.).....8</p> <p>(DON'T READ) Don't know/No answer.....99</p>
Marital	What is your marital status?	<p>Single.....1</p> <p>Domestic partnership/living as married.....2</p> <p>Married.....3</p> <p>Divorced.....4</p> <p>Widowed.....5</p> <p>(DON'T READ) Don't know/No answer.....99</p>

A1	How many people live in this home? [RECORD NUMBER]	
A2	Are you the head of the household? (In other words, the person who makes the most important decisions, either because your income covers the greatest amount of costs or because you have the higher authority)	<p>Yes.....1</p> <p>No.....2</p> <p>(DON'T READ) Don't know/No answer.....99</p>
A3	Have you worked for an institution where you were in charge of tasks related to security and justice?	<p>Yes.....1</p> <p>No.....2</p> <p>(DON'T READ) Don't know/No answer.....99</p>
A4	Are you a beneficiary of or do you receive money from government programs such as scholarships, assistance for single mothers, seniors, disability benefits, etc.?	<p>Yes.....1</p> <p>No.....2</p> <p>(DON'T READ) Don't know/No answer.....99</p>
A5	How frequently do you use the internet? [READ OPTIONS. MARK ONE OPTION]	<p>Daily.....1</p> <p>Several times a week.....2</p> <p>Several times a month.....3</p> <p>Rarely.....4</p> <p>Never.....5</p> <p>(DON'T READ) Don't know/No answer.....99</p>
A6	How many rooms does your home have? Please do not include bathrooms, half bathrooms, hallways, patios, or balconies.	<p>1.....1</p> <p>2.....2</p> <p>3.....3</p> <p>4.....4</p> <p>5.....5</p> <p>6.....6</p> <p>7 or more.....7</p> <p>(DON'T READ) Don't know/No answer.....99</p>
A7	How many full bathrooms with a shower and toilet are there for the exclusive use of the members of your household?	<p>0.....0</p> <p>1.....1</p> <p>2.....2</p> <p>3.....3</p> <p>4 or more.....4</p> <p>(DON'T READ) Don't know/No answer.....99</p>

A8	Do you have a functioning shower in one of the bathrooms in this home?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
A9	Counting all the light bulbs you use to light your home, including those for ceiling lights, walls, and bureaus or floor lamps, tell me, how many light bulbs does your home have?	0-5..... 1 6-10..... 2 11-15..... 3 16-20..... 4 21 or more..... 5 (DON'T READ) Don't know/No answer..... 99
A10	Is the floor of your home predominantly unfinished/earth or cement, or some other type of finish?	Earth or cement..... 1 Other material or finish..... 2 (DON'T READ) Don't know/No answer..... 99
A11	How many cars, excluding taxis, do you own at this home?	0..... 0 1..... 1 2..... 2 3 or more..... 3 (DON'T READ) Don't know/No answer..... 99
A12	Do you have a gas or electric stove in this home?	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99

Read: Thank you very much for your time and cooperation. This concludes our interview.

[POST INTERVIEW INFORMATION]

This part should be filled out by the surveyor after the interview

location_address	Address of interview location	Open response [Text]
location_gps	GPS coordinates of interview location [FOR SURVEYS USING ELECTRONIC DEVICES]	Open response [Numeric]
Interview length	Length of interview in minutes	

B1	Identify the particular type of housing	Independent home..... 1 Apartment Building..... 2 Multi-family apartment/low-income housing unit..... 3 Unfinished housing..... 4 Structure not built for housing..... 5
B2	Was another person present during the interview?	Yes..... 1 No..... 2 GO TO qpi1
B3	Was this person from the same home, a neighbor, or another party who was monitoring the interview?	From the same home..... 1 Neighbor..... 2 Someone monitoring..... 3 Other (a friend, salesperson, etc.)..... 4

qpi1	Did you feel threatened during the interview?	Yes..... 1 No..... 2
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qpi2. What was the respondent’s attitude toward you during the interview?

qpi2a	Was he or she..?	Friendly..... 1 In between..... 2 Hostile..... 3
qpi2b	Was he or she..?	Interested..... 1 In between..... 2 Bored..... 3
qpi2c	Was he or she..?	Cooperative..... 1 In between..... 2 Uncooperative..... 3
qpi2d	Was he or she..?	Patient..... 1 In between..... 2 Impatient..... 3
qpi2e	Was he or she..?	At ease..... 1 In between..... 2 Suspicious..... 3
qpi2f	Was he or she..?	Honest..... 1 In between..... 2 Misleading..... 3