

**THE WORLD JUSTICE PROJECT: GENERAL POPULATION POLL 2019**

**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. Before continuing, I need to decide who to interview from this household.

**Surveyor:** Please randomly select a respondent from the individuals that are currently present in the household. Methods of random selection can include a Kish Grid, a random number generator, or the last birthday method. If you choose to use a Kish Grid, please see the Supplemental Survey Materials for an example of a Kish Grid.

Please note that there are quotas for city, gender, age, and income. Once the respondent has been randomly selected, and they agree to participate in the interview, please proceed to the three demographic questions on gender, age, and income. If the gender, age, and income categories of the respondent have not been filled, then proceed with the interview. If the randomly selected respondent falls into an already completed quota category (gender, age, or income), then please move on to the next house in the random sampling route.

**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

**Surveyor:**

- If no, please fill in the Table of Incidents included in the Supplemental Survey Materials.
- If yes, please continue below.

**READ:** Before proceeding, I would like to ask you a few demographic questions.

|                    |   |   |
|--------------------|---|---|
| <b>Gend</b>        | Gender (Please fill in the gender of the respondent.)   | Male.....1<br>Female.....2  |
| <b>Age</b>         | What is your age as of today?   | Open Response (Numeric)   |
| <b>Income</b>      | 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. (Please refer to Supplemental Survey Materials for instructions on how to construct this variable.) | 1 <sup>st</sup> quintile range.....1<br>2 <sup>nd</sup> quintile range.....2<br>3 <sup>rd</sup> quintile range.....3<br>4 <sup>th</sup> quintile range.....4<br>5 <sup>th</sup> quintile range.....5<br>(DON’T READ) Don’t know/No answer..99 |
| <b>income_cur</b>  | Surveyor: Write the currency used for reporting the household’s total income. Please standardize for all respondents.   | Open Response (Text)  |
| <b>income_time</b> | Surveyor: Write the time period used for reporting the household’s total income. Please standardize for all respondents.  | Weekly, Monthly, or Annual Income   |

If the randomly selected respondent falls into an already completed quota category (gender, age, or income), then please fill in the Table of Incidents and move on to the next house in the random sampling route. If the gender, age, and income categories of the respondent have not been filled, then proceed with the interview below.

## 1. TRUST AND CORRUPTION

**READ:** 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?

|     |  |   |
|-----|--|---|
| q1a | People living in this country                        | A lot ..... 1<br>Some ..... 2<br>A little ..... 3<br>No trust ..... 4<br>(DON'T READ) Don't know/No answer ..... 99 |
| q1b | Officers working in the local government             | A lot ..... 1<br>Some ..... 2<br>A little ..... 3<br>No trust ..... 4<br>(DON'T READ) Don't know/No answer ..... 99 |
| q1c | Officers working in the national government          | A lot ..... 1<br>Some ..... 2<br>A little ..... 3<br>No trust ..... 4<br>(DON'T READ) Don't know/No answer ..... 99 |
| q1d | The police   | A lot ..... 1<br>Some ..... 2<br>A little ..... 3<br>No trust ..... 4<br>(DON'T READ) Don't know/No answer ..... 99 |
| q1e | The prosecutors in charge of criminal investigations | A lot ..... 1<br>Some ..... 2<br>A little ..... 3<br>No trust ..... 4<br>(DON'T READ) Don't know/No answer ..... 99 |
| q1f | Public defense attorneys                             | A lot ..... 1<br>Some ..... 2<br>A little ..... 3<br>No trust ..... 4<br>(DON'T READ) Don't know/No answer ..... 99 |
| q1g | Judges and magistrates                               | A lot ..... 1<br>Some ..... 2<br>A little ..... 3<br>No trust ..... 4<br>(DON'T READ) Don't know/No answer ..... 99 |
| q1h | Civil servants                                       | A lot ..... 1<br>Some ..... 2<br>A little ..... 3<br>No trust ..... 4<br>(DON'T READ) Don't know/No answer ..... 99 |
| q1i | The news media                                       | A lot ..... 1<br>Some ..... 2<br>A little ..... 3<br>No trust ..... 4<br>(DON'T READ) Don't know/No answer ..... 99 |
| q1j | Political parties                                    | A lot ..... 1<br>Some ..... 2<br>A little ..... 3<br>No trust ..... 4<br>(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?

|     |  |   |
|-----|--|---|
| q2a | Members of Parliament/Congress                       | None.....1<br>Some of them.....2<br>Most of them.....3<br>All of them.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q2b | Officers working in the local government             | None.....1<br>Some of them.....2<br>Most of them.....3<br>All of them.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q2c | Officers working in the national government          | None.....1<br>Some of them.....2<br>Most of them.....3<br>All of them.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q2d | Police officers                                      | None.....1<br>Some of them.....2<br>Most of them.....3<br>All of them.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q2e | The prosecutors in charge of criminal investigations | None.....1<br>Some of them.....2<br>Most of them.....3<br>All of them.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q2f | Public defense attorneys                             | None.....1<br>Some of them.....2<br>Most of them.....3<br>All of them.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q2g | Judges and magistrates                               | None.....1<br>Some of them.....2<br>Most of them.....3<br>All of them.....4<br>(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.

|   | q3. In the last <b>three years</b> , did you:  | q4. Did you have to pay a <b>bribe</b> 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 q4a)<br>No.....2 (GO TO q3b)<br>(DON'T READ) DK/NA...99 (GO TO q3b) | Yes.....1 (GO TO q3b)<br>No.....2 (GO TO q3b)<br>(DON'T READ) DK/NA...99 (GO TO q3b)   |
| b. (Did you) Request public benefits or government assistance, such as cash transfers, pensions, or disability benefits?              | Yes.....1 (GO TO q4b)<br>No.....2 (GO TO q3c)<br>(DON'T READ) DK/NA...99 (GO TO q3c) | Yes.....1 (GO TO q3c)<br>No.....2 (GO TO q3c)<br>(DON'T READ) DK/NA...99 (GO TO q3c)   |
| c. (Did you) Request a birth certificate for you or your children or a government issued ID card?                                     | Yes.....1 (GO TO q4c)<br>No.....2 (GO TO q3d)<br>(DON'T READ) DK/NA...99 (GO TO q3d) | Yes.....1 (GO TO q3d)<br>No.....2 (GO TO q3d)<br>(DON'T READ) DK/NA...99 (GO TO q3d)   |

|  |  |  |
|--|--|--|
| d. (Did you) Request a place at a public school? | Yes.....1 (GO TO q4d)<br>No.....2 (GO TO q3e)<br>(DON'T READ) DK/NA...99 (GO TO q3e) | Yes.....1 (GO TO q3e)<br>No.....2 (GO TO q3e)<br>(DON'T READ) DK/NA...99 (GO TO q3e) |
| e. (Did you) Use any PUBLIC health services?     | Yes.....1 (GO TO q4e)<br>No.....2 (GO TO q5)<br>(DON'T READ) DK/NA...99 (GO TO q5)   | Yes.....1 (GO TO q5)<br>No.....2 (GO TO q5)<br>(DON'T READ) DK/NA...99 (GO TO q5)    |

**2. INFORMATION REQUESTS**

**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 2018] 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.

|           |  |   |
|-----------|--|---|
| <b>q5</b> | 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<br>No.....2<br>(GO TO q7)<br>(DON'T READ) Don't know/No answer.....99<br>(GO TO q7) |
|-----------|--|---|

|            |   |   |
|------------|---|---|
| <b>q6a</b> | Did you receive the information that you requested? | Yes.....1<br>No.....2<br>(GO TO q7)<br>(DON'T READ) Don't know/No answer.....99<br>(GO TO q7) |
|------------|---|---|

|            |   |   |
|------------|---|---|
| <b>q6b</b> | Approximately how long did it take to receive the information that you requested? | Less than a week.....1<br>Between one week and one month.....2<br>Between one month and three months.....3<br>Between three months and six months.....4<br>More than six months.....5<br>(DON'T READ) Don't know/No answer.....99 |
|------------|---|---|

|            |   |   |
|------------|---|---|
| <b>q6c</b> | Did you have to pay a bribe in order to obtain the information? | Yes.....1<br>No.....2<br>(DON'T READ) Don't know/No answer.....99 |
|------------|---|---|

**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?

|            |  |  |
|------------|--|--|
| <b>q7a</b> | Detailed budget figures of government agencies | Very likely.....1<br>Likely.....2<br>Unlikely.....3<br>Very unlikely.....4<br>(DON'T READ) Don't know/No answer.....99 |
|------------|--|--|

|            |                                |  |
|------------|--------------------------------|--|
| <b>q7b</b> | Copies of government contracts | Very likely.....1<br>Likely.....2<br>Unlikely.....3<br>Very unlikely.....4<br>(DON'T READ) Don't know/No answer.....99 |
|------------|--------------------------------|--|

|     |  |  |    |
|-----|--|--|----|
| q7c | 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 |

### 3. SECURITY

**READ:** I now want to ask you about **crimes** you may have experienced during the past 12 months. Please note that I am only interested in offences that 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.

|  |  |   |    |
|--|--|---|----|
| q8a                                    | Have you been a victim of any type of crime in the past 12 months? That is, have you been a victim of robbery, burglary, assault, fraud, blackmail, extortion, violent threats or any other type of crime in the past 12 months? | Yes.....  | 1  |
|  |  | No.....   | 2  |
|  |  | (GO TO q9)  |    |
|  |  | (DON'T READ) Don't know/No answer.....                                      | 99 |
|  |  | (GO TO q9)  |    |
| q8b                                    | What was the last crime that you suffered? (DON'T READ OPTIONS. MARK ALL THAT APPLY.)  | Theft of car.....   | 1  |
|  |  | Theft from car (car parts or something from inside the car was stolen)..... | 2  |
|  |  | Vandalism or property damage.....   | 3  |
|  |  | Theft of moped, motor scooter, or motorcycle.....                           | 4  |
|  |  | Theft of bicycle.....   | 5  |
|  |  | Theft of livestock.....   | 6  |
|  |  | Burglary.....   | 7  |
|  |  | Attempted burglary.....   | 8  |
|  |  | Robbery.....  | 9  |
|  |  | Theft of personal property or pickpocketing.....                            | 10 |
|  |  | Extortion (threats, pressure or fraud to demand money or goods).....        | 11 |
|  |  | Consumer fraud.....   | 12 |
|  |  | Bribery/corruption by public official.....                                  | 13 |
|  |  | Assaults/threats.....   | 14 |
|  |  | Kidnapping.....   | 15 |
|  |  | Rape or sexual assault.....   | 16 |
|  |  | Hate crime.....   | 17 |
|  |  | Other.....  | 18 |
| (DON'T READ) Don't know/No answer..... | 99   |   |    |
| q8c                                    | Did it occur in [COUNTRY]?   | Yes.....  | 1  |
|  |  | No.....   | 2  |
|  |  | (GO TO q9)  |    |
|  |  | (DON'T READ) Don't know/No answer.....                                      | 99 |
|  |  | (GO TO q9)  |    |
| q8d                                    | Thinking about the most recent incident, did you or a member of your household report the crime to the police?   | Yes.....  | 1  |
|  |  | No.....   | 2  |
|  |  | (DON'T READ) Don't know/No answer.....                                      | 99 |
| q8e                                    | As far as you know, was the perpetrator caught?  | Yes.....  | 1  |
|  |  | No.....   | 2  |
|  |  | (GO TO q9)  |    |
|  |  | (DON'T READ) Don't know/No answer.....                                      | 99 |
|  |  | (GO TO q9)  |    |
| q8f                                    | Was the perpetrator prosecuted and punished for the crime?   | Yes.....  | 1  |
|  |  | No.....   | 2  |
|  |  | (DON'T READ) Don't know/No answer.....                                      | 99 |

|    |   |  |    |
|----|---|--|----|
| q9 | 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 |

**4. CONTACTS 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 am 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**

**READ:** First, I am 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...?

|      |   |                         |    |
|------|---|-------------------------|----|
| q10a | Report a crime, a shooting or any sort of suspicious activity?  | Yes.....                | 1  |
|      |   | No.....                 | 2  |
|      |   | (DON'T READ) DK/NA..... | 99 |
| q10b | Report a case of domestic violence, an altercation or fight, or another disturbance in your neighborhood? | Yes.....                | 1  |
|      |   | No.....                 | 2  |
|      |   | (DON'T READ) DK/NA..... | 99 |
| q10c | Report an accident or a medical emergency?  | Yes.....                | 1  |
|      |   | No.....                 | 2  |
|      |   | (DON'T READ) DK/NA..... | 99 |
| q10d | Request information?  | Yes.....                | 1  |
|      |   | No.....                 | 2  |
|      |   | (DON'T READ) DK/NA..... | 99 |
| q10e | Request any other type of help?   | Yes.....                | 1  |
|      |   | No.....                 | 2  |
|      |   | (DON'T READ) DK/NA..... | 99 |

**SURVEYOR: REVIEW QUESTIONS q10a TO q10e.**

- IF THE RESPONDENT ANSWERED “YES” TO MORE THAN ONE OF THOSE QUESTIONS, GO TO q10f.
- IF THE RESPONDENT ANSWERS “YES” TO ONLY ONE OF THOSE QUESTIONS, GO TO q10g.
- IF THE RESPONDENT ANSWERED “NO”, “DON'T KNOW/NO ANSWER” IN ALL OF THOSE QUESTIONS, GO TO q12a.

|      |  |  |    |
|------|--|--|----|
| q10f | 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”] | q10a. Report a crime, a shooting or any sort of suspicious activity.....               | 1  |
|      |  | q10b. Report an altercation or a fight or other disturbances in your neighborhood..... | 2  |
|      |  | q10c. Report an accident or a medical emergency.....                                   | 3  |
|      |  | q10d. Request information.....   | 4  |
|      |  | q10e. Request any other type of help.....  | 5  |
|      |  | (DON'T READ) DK/NA.....  | 99 |
|      |  | (GO TO q12a)   |    |
|      |  |  |    |
|      |  |  |    |
|      |  |  |    |

|       |  |  |
|-------|--|--|
| q10g  | 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. <b>(DON'T READ OPTIONS. MARK A SINGLE ANSWER. READ OPTIONS IF THE RESPONDENT DOESN'T ANSWER.)</b> | In person, in the street ..... 1<br>(GO TO q11e)<br>In person, at a police information station ..... 2<br>(GO TO q11e)<br>By phone (includes 911) ..... 3<br>On their website ..... 4<br>Through social media (Facebook, Twitter) ..... 5<br>By email ..... 6<br>By an SMS text message on your phone ..... 7<br>By radio ..... 8<br>Other ..... 9<br><b>(DON'T READ) DK/NA ..... 99</b> |
| q11a  | Did you solve the problem by phone, text message, radio, etc.?<br><br><b>(PROMPT WITH: That is, without the need for the police to go to the location that you indicated to them.)</b>   | Yes ..... 1 (GO TO q11j)<br>No ..... 2<br><b>(DON'T READ) DK/NA ..... 99</b>   |
| q11b  | Did the police arrive at the location that you indicated?  | Yes ..... 1<br>No ..... 2 (GO TO q11j)<br><b>(DON'T READ) DK/NA ..... 99 (GO TO q11j)</b>  |
| q11c  | How fast did they get there? Did they arrive ...   | In less than 10 minutes? ..... 1<br>Within 10 to 30 minutes? ..... 2<br>Within 30 minutes to an hour? ..... 3<br>Within one to 3 hours? ..... 4<br>In over 3 hours? ..... 5<br><b>(DON'T READ) DK/NA ..... 99</b>  |
| q11d  | During this occasion, did you speak directly to any police officer?  | Yes ..... 1<br>No ..... 2 (GO TO q11j)<br><b>(DON'T READ) DK/NA ..... 99 (GO TO q11j)</b>  |
| q11e  | During this occasion, were the police helpful?   | Yes ..... 1<br>No ..... 2<br><b>(DON'T READ) DK/NA ..... 99</b>  |
| q11f  | Did the police control the situation?  | Yes ..... 1<br>No ..... 2<br><b>(DON'T READ) DK/NA ..... 99</b>  |
| q11g  | Was the police officer kind and respectful?  | Yes ..... 1<br>No ..... 2<br><b>(DON'T READ) DK/NA ..... 99</b>  |
| q11h  | Did any of the officers you approached ask you for any sort of tip, gift, or money?  | Yes ..... 1<br>No ..... 2 (GO TO q11i2)<br><b>(DON'T READ) DK/NA ..... 99 (GO TO q11i2)</b>  |
| q11i1 | And did you give her/him something (a tip, gift, or money)?  | Yes ..... 1 (GO TO q11j)<br>No ..... 2 (GO TO q11j)<br><b>(DON'T READ) DK/NA ..... 99 (GO TO q11j)</b>   |
| q11i2 | And did you give her/him any sort of tip, gift, or money to thank her/him?   | Yes ..... 1<br>No ..... 2<br><b>(DON'T READ) DK/NA ..... 99</b>  |
| q11j  | In general, were you satisfied with the police performance during this occasion?   | Yes ..... 1<br>No ..... 2<br><b>(DON'T READ) DK/NA ..... 99</b>  |

**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:

|      |   |  |
|------|---|--|
| q12a | Stop you while you were in a vehicle (a car, motorcycle, van, truck or bike)? | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99 |
| q12b | Approach or stop you in a public place?                                       | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99 |
| q12c | Look for you at your job or in your home?                                     | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99 |

**SURVEYOR: WHICH CONTACT DID THE RESPONDENT MENTION?**

- MULTIPLE CONTACTS MENTIONED ..... go to q12d
- ONLY "STOPPED IN A VEHICLE" ..... go to q13a
- ONLY "APPROACHED OR STOPPED IN A PUBLIC PLACE" ..... go to q14a
- ONLY "LOOKED FOR YOU AT YOUR JOB OR IN YOUR HOME" ..... go to q14a
- NO CONTACTS MENTIONED ..... go to q16

|      |  |   |
|------|--|---|
| q12d | Out of the contacts mentioned above, which one was the most recent?<br><br>(SURVEYOR: IF THE RESPONDENT CAN'T REMEMBER, PROMPT WITH: Please select any that you remember.)<br><br>(SURVEYOR: IF THE RESPONDENT STILL CANNOT REMEMBER OR DOESN'T ANSWER, MARK "DK/NA".) | Stopped you while you were on a vehicle.....1<br>(GO TO q13a)<br>Approached you in a public place.....2<br>(GO TO q14a)<br>Looked for you at your job or in your home.....3<br>(GO TO q14a)<br>(DON'T READ) DK/NA.....99<br>(GO TO q16) |
|------|--|---|

**STOPPED IN A VEHICLE**

**READ:** From now on, we are only going to talk about the LAST TIME that the police stopped you while you were in a vehicle.

|      |  |  |
|------|--|--|
| q13a | 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<br>Due to a problem with the vehicle that I was driving.....2<br>(GO TO q15a)<br>Traffic accident.....3<br>(GO TO q15a)<br>To check if the driver was drunk.....4<br>Because the vehicle was stolen or it resembled one that the police were looking for.....5<br>As part of a routine check.....6<br>To ask for my cooperation.....7<br>To pressure me into giving them money or to bother or harass me.....8<br>Other.....9<br>(DON'T READ) DK/NA.....99 |
|------|--|--|



|      |   |  |
|------|---|--|
| q13b | In your opinion, did the police officer have a legitimate reason to stop you?   | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99                                     |
| q13c | Did the police officer inspect the vehicle that you were travelling in, or frisk you or your companion?                                 | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99                                     |
| q13d | Was the police officer kind and respectful?   | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99                                     |
| q13e | 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<br>No.....2 (GO TO q13g)<br>(DON'T READ) DK/NA.....99 (GO TO q13g)           |
| q13f | And at the end, did you or your companions give her/him money (or a gift)?  | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99                                     |
| q13g | Did the police officer give you or one of your companions a ticket or a fine?   | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99                                     |
| q13h | 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<br>No.....2<br>(DON'T READ) DK/NA.....99                                     |
| q13i | And at any time, did a police officer threaten, push or hit you or any of your companions?  | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99                                     |
| q13j | On this occasion, did the police arrest you or any of your companions?  | Yes.....1 (GO TO q16)<br>No.....2 (GO TO q16)<br>(DON'T READ) DK/NA.....99 (GO TO q16) |

**APPROACHED IN A PUBLIC SPACE OR AT HOME OR WORK**

**READ:** From now on, we are 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.

|      |   |   |
|------|---|---|
| q14a | During this occasion, what was the main reason that the police stopped you? ( <b>DON'T READ OPTIONS. MARK A SINGLE ANSWER. READ OPTIONS IF THE RESPONDENT DOESN'T ANSWER.</b> ) | They thought I was carrying something or doing something illegal.....1<br>Because I looked like someone they were looking for.....2<br>Because they thought someone I was with was carrying something or doing something illegal.....3<br>Because they thought someone I was with looked like someone they were looking for.....4<br>To call out something I was or we were doing.....5<br>To ask for my cooperation.....6<br>To pressure me into giving them money or to bother or harass me.....7<br>Because they were looking for some information about a person.....8<br>Because they were investigating a crime.....9<br>To offer me some help (for being victim of a crime, having an emergency, or for having been involved in an accident).....10<br>(GO TO q15a)<br>To do a routine check.....11<br>Other.....12<br>(DON'T READ) DK/NA.....99 |
|------|---|---|

|      |   |  |
|------|---|--|
| q14b | In your opinion, did the police officer have a legitimate reason to stop you?   | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99                                     |
| q14c | Did the police officer frisk you or your companion?   | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99                                     |
| q14d | Was the police officer kind and respectful?   | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99                                     |
| q14e | 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<br>No.....2 (GO TO q14g)<br>(DON'T READ) DK/NA.....99 (GO TO q14g)           |
| q14f | And at the end, did you or your companions give her/him money (or a gift)?  | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99                                     |
| q14g | Did the police officer give you or one of your companions a ticket or a fine?   | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99                                     |
| q14h | 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<br>No.....2<br>(DON'T READ) DK/NA.....99                                     |
| q14i | And at any time, did a police officer threaten, push or hit you or any of your companions?  | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99                                     |
| q14j | On this occasion, did the police arrest you or any of your companions?  | Yes.....1 (GO TO q16)<br>No.....2 (GO TO q16)<br>(DON'T READ) DK/NA.....99 (GO TO q16) |

#### ASSISTED IN AN EMERGENCY/ACCIDENT

|       |   |   |
|-------|---|---|
| q15a  | During this occasion, were the police helpful?                                      | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99  |
| q15b  | Did the police control the situation?   | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99  |
| q15c  | Was the police officer kind and respectful?   | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99  |
| q15d  | Did any of the officers you approached ask you for any sort of tip, gift, or money? | Yes.....1<br>No.....2 (GO TO q15e2)<br>(DON'T READ) DK/NA.....99 (GO TO q15e2)            |
| q15e1 | And did you give her/him something (a tip, gift, or money)?                         | Yes.....1 (GO TO q15f)<br>No.....2 (GO TO q15f)<br>(DON'T READ) DK/NA.....99 (GO TO q15f) |
| q15e2 | And did you give her/him any sort of tip, gift, or money to thank her/him?          | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99  |
| q15f  | In general, were you satisfied with the police performance during this occasion?    | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99  |

**5. DISCRIMINATION**

**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?

|      |   |  |
|------|---|--|
| q16a | You are treated with less courtesy or respect than other people       | Almost every day..... 1<br>At least once a week..... 2<br>A few times a month..... 3<br>A few times a year..... 4<br>Less than once a year..... 5<br>Never..... 6<br>(DON'T READ) Don't know/No answer..... 99 |
| q16b | You receive poorer service than other people at restaurants or stores | Almost every day..... 1<br>At least once a week..... 2<br>A few times a month..... 3<br>A few times a year..... 4<br>Less than once a year..... 5<br>Never..... 6<br>(DON'T READ) Don't know/No answer..... 99 |
| q16c | People act as if they think you are not smart                         | Almost every day..... 1<br>At least once a week..... 2<br>A few times a month..... 3<br>A few times a year..... 4<br>Less than once a year..... 5<br>Never..... 6<br>(DON'T READ) Don't know/No answer..... 99 |
| q16d | People act as if they are afraid of you                               | Almost every day..... 1<br>At least once a week..... 2<br>A few times a month..... 3<br>A few times a year..... 4<br>Less than once a year..... 5<br>Never..... 6<br>(DON'T READ) Don't know/No answer..... 99 |
| q16e | You are threatened or harassed  | Almost every day..... 1<br>At least once a week..... 2<br>A few times a month..... 3<br>A few times a year..... 4<br>Less than once a year..... 5<br>Never..... 6<br>(DON'T READ) Don't know/No answer..... 99 |

**SURVEYOR: ASK q17 ONLY TO THOSE ANSWERING**

- ALMOST EVERY DAY
- AT LEAST ONCE A WEEK
- A FEW TIMES A MONTH
- A FEW TIMES A YEAR

TO AT LEAST ONE OF THE QUESTIONS IN q16 (q16a, q16b, q16c, q16d OR q16e).

|   |   |   |    |
|---|---|---|----|
| q17   | What do you think is the main reason for these experiences?<br>(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 |
| <b>(DON'T READ) Don't know/No answer.....</b> |   | <b>99</b>   |    |

**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:

|      |   |   |   |
|------|---|---|---|
| q18a | A poor person   | Yes.....                                      | 1 |
|      |   | No.....                                       | 2 |
|      |   | <b>(DON'T READ) Don't know/No answer.....</b> |   |
| q18b | A female  | Yes.....                                      | 1 |
|      |   | No.....                                       | 2 |
|      |   | <b>(DON'T READ) Don't know/No answer.....</b> |   |
| q18c | A person from an ethnic group or tribe other than that of the police officer involved | Yes.....                                      | 1 |
|      |   | No.....                                       | 2 |
|      |   | <b>(DON'T READ) Don't know/No answer.....</b> |   |
| q18d | A person from a religion other than that of the police officer involved               | Yes.....                                      | 1 |
|      |   | No.....                                       | 2 |
|      |   | <b>(DON'T READ) Don't know/No answer.....</b> |   |
| q18e | A foreigner (immigrant)   | Yes.....                                      | 1 |
|      |   | No.....                                       | 2 |
|      |   | <b>(DON'T READ) Don't know/No answer.....</b> |   |
| q18f | A homosexual  | Yes.....                                      | 1 |
|      |   | No.....                                       | 2 |
|      |   | <b>(DON'T READ) Don't know/No answer.....</b> |   |

## 6. ACCESS TO JUSTICE

**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 2017] 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 HAVE HAD.)**

| Problem Type Code | Problem Type Description  | q19                   | q20                          |
|-------------------|---|-----------------------|------------------------------|
| A1                | Problems related to poor or incomplete professional services (for example, services from a lawyer, builder, mechanic, etc.) | Yes.....1<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 0 1 2 3 4 5 6 7 8 9 10 DK/NA |
| B2                | Problems related to squatting and land grabbing   | Yes.....1<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 0 1 2 3 4 5 6 7 8 9 10 DK/NA |
| C4                | Becoming homeless   | Yes.....1<br>No.....2 | 0 1 2 3 4 5 6 7 8 9 10 DK/NA |
| D1                | Divorce or separation   | Yes.....1<br>No.....2 | 0 1 2 3 4 5 6 7 8 9 10 DK/NA |
| D2                | Difficulties obtaining child support payments   | Yes.....1<br>No.....2 | 0 1 2 3 4 5 6 7 8 9 10 DK/NA |
| D3                | Difficulties paying child support   | Yes.....1<br>No.....2 | 0 1 2 3 4 5 6 7 8 9 10 DK/NA |

|    |  |                       |                              |
|----|--|-----------------------|------------------------------|
| D4 | Dispute over child custody or visitation arrangements  | Yes.....1<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 0 1 2 3 4 5 6 7 8 9 10 DK/NA |
| G1 | Being dismissed from a job unfairly  | Yes.....1<br>No.....2 | 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<br>No.....2 | 0 1 2 3 4 5 6 7 8 9 10 DK/NA |
| G3 | Harassment at work   | Yes.....1<br>No.....2 | 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<br>No.....2 | 0 1 2 3 4 5 6 7 8 9 10 DK/NA |
| H2 | Difficulties accessing care in public clinics or hospitals   | Yes.....1<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 0 1 2 3 4 5 6 7 8 9 10 DK/NA |
| J2 | Difficulties obtaining a government-issued ID card   | Yes.....1<br>No.....2 | 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<br>No.....2 | 0 1 2 3 4 5 6 7 8 9 10 DK/NA |
| J4 | Tax disputes or disputes with other government bodies  | Yes.....1<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 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<br>No.....2 | 0 1 2 3 4 5 6 7 8 9 10 DK/NA |
| L1 | Difficulties collecting money owed to you   | Yes.....1<br>No.....2 | 0 1 2 3 4 5 6 7 8 9 10 DK/NA |
| L2 | Insurance claims being denied   | Yes.....1<br>No.....2 | 0 1 2 3 4 5 6 7 8 9 10 DK/NA |

**q20. SURVEYOR INSTRUCTIONS:**

- IF THE RESPONDENT DID NOT ANSWER “YES” TO ANY OF THE QUESTIONS IN q19, GO TO q43.
- IF THE RESPONDENT DID ANSWER “YES” TO ANY OF THE QUESTIONS IN q19, SHOW SHOWCARD “A” AND 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.
- REVIEW ALL THE PROBLEMS CODED AS “YES” IN q19 AND READ EACH PROBLEM DESCRIPTION AS WORDED, THEN RECORD THE RESPONSE IN q20 ABOVE.

**q21. SURVEYOR INSTRUCTIONS: YOU WILL NOW CHOOSE ONE OF THE PROBLEMS IDENTIFIED IN q20 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 q19.
- IF IT IS NOT POSSIBLE TO USE A RANDOM NUMBER GENERATOR, PLEASE REFER TO THE SUPPLEMENTAL SURVEY MATERIALS FOR INSTRUCTIONS ON HOW TO SELECT A DISPUTE FOR q21.

|     |   |                   |
|-----|---|-------------------|
| q21 | [SURVEYOR: ENTER THE CODE OF THE PROBLEM TYPE SELECTED (A1 – L2)] | Code (A1-L2)..... |
|-----|---|-------------------|

**READ:** You said you had [problem descriptor identified in q21]. I am now going to ask you some questions about how you went about dealing with this particular problem.

|      |  |  |
|------|--|--|
| q22a | (ASK IF q21 = 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<br>No.....2<br>(DON'T READ) DK/NA.....99 |
| q22b | Did any of the parties resort to physical violence during the dispute or in the process of settling the dispute?   | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99 |

|     |   |   |
|-----|---|---|
| q23 | 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?  | Yes..... 1<br>No..... 2<br>(DON'T READ) DK/NA..... 99   |
| q24 | 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.<br><br><b>(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.)</b> | Yes..... 1<br>No..... 2 (GO TO q27)<br>(DON'T READ) DK/NA..... 99 (GO TO q27)   |
| q25 | Which advisers did you contact? <b>(SURVEYOR: DO NOT READ. MARK ALL MENTIONED ANSWERS. PROMPT WITH: Any other legal advisers?)</b><br><br><b>(SURVEYOR: IF THE RESPONDENT ANSWERED "1", REGARDLESS OF HOW MANY ANSWERS THE RESPONDENT GAVE, GO TO q26.)</b>   | A relative, friend, or acquaintance..... 1<br>A lawyer, professional advisor or advice service..... 2 (GO TO q28)<br>A government legal aid office..... 3 (GO TO q28)<br>A court, government body, or the police..... 4 (GO TO q28)<br>A health or welfare professional..... 5 (GO TO q28)<br>A trade union or employer..... 6 (GO TO q28)<br>A religious or community leader or organization..... 7 (GO TO q28)<br>A civil society organization or charity..... 8 (GO TO q28)<br>Other organization..... 9 (GO TO q28)<br>(DON'T READ) DK/NA..... 99 (GO TO q28)               |
| q26 | Did any of the family or friends who you contacted go to law school or work in an organization that provides legal advice?  | Yes..... 1 (GO TO q28)<br>No..... 2 (GO TO q28)<br>(DON'T READ) DK/NA..... 99 (GO TO q28)   |
| q27 | What was the main reason why you did not consider getting information, advice, or representation from anyone?<br><b>(SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENTS TO ANSWER FREELY. MARK ONLY ONE OPTION.)</b>  | I thought the issues was not important or not difficult to resolve..... 1<br>Thought the other side was right..... 2<br>I did not think I needed advice..... 3<br>I was concerned about the financial cost..... 4<br>I had received help with a problem before and did not find it useful..... 5<br>I did not know who to call or where to get advice..... 6<br>I did not know I could get advice for this problem..... 7<br>Was scared to get advice..... 8<br>Advisers were too far away or it would take too much time..... 9<br>Other..... 10<br>(DON'T READ) DK/NA..... 99 |
| q28 | 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?<br><br><b>(SURVEYOR: IF THE RESPONDENT IS CONFUSED, READ: such as the police, a respected family member, or a community or religious leader.)</b>  | Yes..... 1 (GO TO q32)<br>No..... 2<br>(DON'T READ) DK/NA..... 99   |



|            |   |   |
|------------|---|---|
| <p>q29</p> | <p>Why did you not go to anybody?<br/>(SURVEYOR: DO <b>NOT</b> READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK <b>ONE</b> OPTION.)</p>  | <p>I thought the problem was not important enough or easy to resolve.....1<br/>I was confident I could resolve it by myself.....2<br/>Resolving the problem would have taken a long time or a lot of bureaucratic procedures.....3<br/>I did not have evidence or a strong case.....4<br/>Scared of the consequences / The other party is much more powerful.....5<br/>I did not know what to do, where to go, or how to do it.....6<br/>Access problems (cost, distance, schedule, etc.).....7<br/>I did not trust the authorities.....8<br/>It would create problems for my family or damage a relationship.....9<br/>I caused the problem / It was up to the other party.....10<br/>Other.....11<br/>(DON'T READ) DK/NA.....99</p> |
| <p>q30</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 q39)<br/>Too early to say.....2 (GO TO q39)<br/>Done with, but problem persists.....3<br/>Done with, problem fully resolved.....4<br/>(DON'T READ) Don't know/No answer.....99 (GO TO q39)</p>   |
| <p>q31</p> | <p>Which of the following statements best reflects how the problem was settled? The problem was settled through<br/>(SURVEYOR: SHOW SHOWCARD "B". MARK ONLY ONE OPTION.)<br/><br/>(SURVEYOR: GO TO q36a)</p>      | <p>Agreement between you and the other party.....1 (GO TO q36a)<br/>The other party independently doing what you wanted.....2 (GO TO q36a)<br/>You independently doing what the other party wanted.....3 (GO TO q36a)<br/>The problem sorting itself out.....4 (GO TO q36a)<br/>You moving away from the problem (e.g. moving homes, changing jobs).....5 (GO TO q36a)<br/>You and/or all other parties giving up trying to resolve the problem.....6 (GO TO q36a)<br/>None of these.....7 (GO TO q36a)<br/>(DON'T READ) DK/NA.....99 (GO TO q36a)</p>  |

|                 |  |  |  |
|-----------------|--|--|--|
|                 |  | <p><b>q32:</b> Did you, somebody acting on your behalf, the other party or anybody else:</p>       | <p><b>q33:</b> Who initiated (contact) it, you (or somebody acting on your behalf), the other party, or someone else?</p>    |
| <p><b>A</b></p> | <p>Make a claim to a court or tribunal</p>                 | <p>Yes.....1 (GO TO q33a)<br/>No.....2 (GO TO q32b)<br/>(DON'T READ) DK/NA.....99 (GO TO q32b)</p> | <p>Myself (or someone on my behalf).....1<br/>The other party.....2<br/>Someone else.....3<br/>(DON'T READ) DK/NA.....99</p> |
| <p><b>B</b></p> | <p>Contact the police (or other prosecution authority)</p> | <p>Yes.....1 (GO TO q33b)<br/>No.....2 (GO TO q32c)<br/>(DON'T READ) DK/NA.....99 (GO TO q32c)</p> | <p>Myself (or someone on my behalf).....1<br/>The other party.....2<br/>Someone else.....3<br/>(DON'T READ) DK/NA.....99</p> |

|          |  |  |  |
|----------|--|--|--|
| <b>C</b> | Contact a government office or other formal designated authority or agency                   | Yes..... 1 (GO TO q33c)<br>No..... 2 (GO TO q32d)<br><b>(DON'T READ) DK/NA</b> ..... 99 (GO TO q32d) | Myself (or someone on my behalf)..... 1<br>The other party..... 2<br>Someone else..... 3<br><b>(DON'T READ) DK/NA</b> ..... 99 |
| <b>D</b> | Turn to a religious authority or community leader or organization                            | Yes..... 1 (GO TO q33d)<br>No..... 2 (GO TO q32e)<br><b>(DON'T READ) DK/NA</b> ..... 99 (GO TO q32e) | Myself (or someone on my behalf)..... 1<br>The other party..... 2<br>Someone else..... 3<br><b>(DON'T READ) DK/NA</b> ..... 99 |
| <b>E</b> | Turn to a third-party to mediate the problem or turn to a formal conciliation or arbitration | Yes..... 1 (GO TO q33e)<br>No..... 2 (GO TO q32f)<br><b>(DON'T READ) DK/NA</b> ..... 99 (GO TO q32f) | Myself (or someone on my behalf)..... 1<br>The other party..... 2<br>Someone else..... 3<br><b>(DON'T READ) DK/NA</b> ..... 99 |
| <b>F</b> | Turn to a formal complaints or appeal process.   | Yes..... 1 (GO TO q33f)<br>No..... 2 (GO TO q32g)<br><b>(DON'T READ) DK/NA</b> ..... 99 (GO TO q32g) | Myself (or someone on my behalf)..... 1<br>The other party..... 2<br>Someone else..... 3<br><b>(DON'T READ) DK/NA</b> ..... 99 |
| <b>G</b> | Turn to another institution or actor   | Yes..... 1 [SPECIFY] (GO TO q33g)<br>No..... 2 (GO TO q34)   | Myself (or someone on my behalf)..... 1<br>The other party..... 2<br>Someone else..... 3<br><b>(DON'T READ) DK/NA</b> ..... 99 |

|            |  |  |
|------------|--|--|
| <b>q34</b> | 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. | Ongoing..... 1 (GO TO q39)<br>Too early to say..... 2 (GO TO q39)<br>Done with, but problem persists..... 3<br>Done with, problem fully resolved..... 4<br><b>(DON'T READ) Don't know/No answer</b> ..... 99 (GO TO q39)   |
| <b>q35</b> | Which of the following statements best reflects how the problem was settled? The problem was settled through <b>(SURVEYOR: SHOW SHOWCARD "C". MARK ONLY ONE OPTION.)</b>                                   | A decision or intervention by a court or a formal authority..... 1<br>Mediation or arbitration..... 2<br>Action by another third party..... 3<br>Agreement between you and the other party..... 4<br>The other party independently doing what you wanted..... 5<br>You independently doing what the other party wanted..... 6<br>The problem sorting itself out..... 7<br>You moving away from the problem (e.g. moving homes, changing jobs)..... 8<br>You and/or all other parties giving up trying to resolve the problem..... 9<br>None of these..... 10<br><b>(DON'T READ) DK/NA</b> ..... 99 |

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

|             |            |   |
|-------------|------------|---|
| <b>q36a</b> | Fair?      | Yes..... 1<br>No..... 2<br><b>(DON'T READ) DK/NA</b> ..... 99 |
| <b>q36b</b> | Slow?      | Yes..... 1<br>No..... 2<br><b>(DON'T READ) DK/NA</b> ..... 99 |
| <b>q36c</b> | Expensive? | Yes..... 1<br>No..... 2<br><b>(DON'T READ) DK/NA</b> ..... 99 |

|      |   |   |
|------|---|---|
| q37a | To what extent was the outcome of the problem or dispute in your favor?   | Mostly in my favor..... 1<br>Somewhat in my favor..... 2<br>Mostly not in my favor..... 3<br>(DON'T READ) DK/NA..... 99 |
| q37b | 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) |   |
| q37c | Did you, personally, incur costs (other than your time) in order to solve the problem?  | Yes..... 1<br>No..... 2 (GO TO q38)<br>(DON'T READ) DK/NA..... 99 (GO TO q38)   |
| q37d | How difficult was it to find the money to meet these costs?   | Very easy..... 1<br>Somewhat easy..... 2<br>Difficult..... 3<br>Nearly impossible..... 4<br>(DON'T READ) DK/NA..... 99  |

|     |  |  |
|-----|--|--|
| q38 | How satisfied or dissatisfied are you with the outcome of the problem?                         | Very satisfied..... 1 (GO TO q40)<br>Satisfied..... 2 (GO TO q40)<br>Dissatisfied..... 3 (GO TO q40)<br>Very dissatisfied..... 4 (GO TO q40)<br>(DON'T READ) DK/NA..... 99 (GO TO q40) |
| q39 | How satisfied or dissatisfied are you with how things are turning out so far with the problem? | Very satisfied..... 1<br>Satisfied..... 2<br>Dissatisfied..... 3<br>Very dissatisfied..... 4<br>(DON'T READ) DK/NA..... 99   |

|     |   |  |
|-----|---|--|
| q40 | Which of the following describe the problem? You can choose more than one option, or none. (ASK EACH OPTION SEPARATELY. MARK ALL THAT APPLY.) | Bad luck / part of life..... 1<br>Bureaucratic..... 2<br>A family or private matter..... 3<br>Legal..... 4<br>Political..... 5<br>A social or community matter..... 6<br>Economic..... 7 |
|-----|---|--|

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

|      |  |   |
|------|--|---|
| q41a | I understood or came to understand my legal rights and responsibilities.     | Strongly Agree..... 1<br>Agree..... 2<br>Disagree..... 3<br>Strongly Disagree..... 4<br>(DON'T READ) Don't know/No answer..... 99 |
| q41b | I knew where to get good information and advice about resolving the problem. | Strongly Agree..... 1<br>Agree..... 2<br>Disagree..... 3<br>Strongly Disagree..... 4<br>(DON'T READ) Don't know/No answer..... 99 |
| q41c | I was able to get all the expert help I wanted.                              | Strongly Agree..... 1<br>Agree..... 2<br>Disagree..... 3<br>Strongly Disagree..... 4<br>(DON'T READ) Don't know/No answer..... 99 |

|      |  |   |
|------|--|---|
| q41d | I was (am) confident I could (can) achieve a fair outcome. | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer..99 |
|------|--|---|

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

|      |   |  |
|------|---|--|
| q42a | Stress-related illness, injuries, or physical ill health                  | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99 |
| q42b | Relationship breakdown or damage to a family relationship.                | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99 |
| q42c | Loss of income, loss of employment, financial strain or need to relocate. | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99 |
| q42d | Problems with alcohol or drugs  | Yes.....1<br>No.....2<br>(DON'T READ) DK/NA.....99 |

SURVEYOR: REVIEW QUESTIONS q42a TO q42d.

- IF THE RESPONDENT ANSWERED “YES” TO ONE OR MORE OF THESE QUESTIONS, GO TO q42e.
- IF THE RESPONDENT ANSWERED “NO” OR “DON’T KNOW/NO ANSWER” TO ALL OF THESE QUESTIONS, GO TO q43.

You said that your problem resulted in a hardship. We would like to learn a little bit more about this situation.

|      |   |  |
|------|---|--|
| q42e | How many days, if any, did you not work as a result of this hardship? | [Open Response] _____ days                     |
| q42f | How much income, if any, did you lose from not working?               | [Open Response] _____ [insert income currency] |

|        |  |  |
|--------|--|--|
| q42g   | Did this hardship cause you to visit a healthcare professional (that is, a medical doctor, therapist, psychologist, etc.)? | Yes.....1 (GO TO q42g_1)<br>No.....2 (GO TO q42h)<br>(DON'T READ) Don't know/No answer.....99 (GO TO q42h) |
| q42g_1 | (ASK IF q42g = 1) If it caused you to visit a healthcare professional, how many visits did you make?                       | [Open Response] _____ visits to a healthcare professional  |

|        |  |   |
|--------|--|---|
| q42h   | Did this hardship cause you to be hospitalized?  | Yes.....1 (GO TO q42h_1)<br>No.....2 (GO TO q43)<br>(DON'T READ) Don't know/No answer..99 (GO TO q43) |
| q42h_1 | (ASK IF q42h = 1) If it caused you to be hospitalized, how many days were you in the hospital? | [Open Response] _____ days spent in the hospital  |

**7. HYPOTHETICAL SITUATIONS**

**EVEN QUESTIONNAIRES**

**SURVEYOR: LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. ASK QUESTIONS q43\_G1 TO q45e\_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.

|        |  |  |
|--------|--|--|
| q43_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. | The company complies with the law (either voluntarily or through court orders, fines, and other sanctions).....1<br>Absolutely nothing happens.....2<br><b>(DON'T READ) Don't know/No answer</b> .....99 |
| q44_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?<br><b>(SINGLE ANSWER)</b>  | The criminal gets beaten by the neighbors.....1<br>The criminal is turned over to the authorities without harm.....2<br><b>(DON'T READ) Don't know/No answer</b> .....99                                 |

**READ:** For the following questions, please answer: **Very likely, Likely, Unlikely, or Very unlikely**

|         |  |  |
|---------|--|--|
| q45a_G1 | Please assume that one day the President <sup>1</sup> 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<br>Likely.....2<br>Unlikely.....3<br>Very unlikely.....4<br><b>(DON'T READ) Don't know/No answer</b> .....99 |
| q45b_G1 | How likely are the courts to be able to stop the President's illegal actions?  | Very likely.....1<br>Likely.....2<br>Unlikely.....3<br>Very unlikely.....4<br><b>(DON'T READ) Don't know/No answer</b> .....99 |
| q45c_G1 | How likely are the citizens to be able to stop the President's illegal actions?  | Very likely.....1<br>Likely.....2<br>Unlikely.....3<br>Very unlikely.....4<br><b>(DON'T READ) Don't know/No answer</b> .....99 |
| q45d_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<br>Likely.....2<br>Unlikely.....3<br>Very unlikely.....4<br><b>(DON'T READ) Don't know/No answer</b> .....99 |
| q45e_G1 | Did not register to pay taxes when they should?  | Very likely.....1<br>Likely.....2<br>Unlikely.....3<br>Very unlikely.....4<br><b>(DON'T READ) Don't know/No answer</b> .....99 |

<sup>1</sup> Please adapt to local usage: Head of State, President, Prime Minister, or government, as applicable.

**ODD QUESTIONNAIRES**

**SURVEYOR: LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. ASK QUESTIONS q43\_G2 TO q45e\_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.

|        |   |  |
|--------|---|--|
| q43_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. <b>Assume that the press obtains the information and publishes the story.</b> Which one of the following outcomes is most likely? <b>(SINGLE ANSWER)</b> | The accusation is completely ignored by the authorities.....1<br>An investigation is opened, but it never reaches any conclusions .....2<br>The high-ranking government officer is prosecuted and punished (through fines, or time in prison)..... 3<br><b>(DON'T READ)</b> Don't know/No answer..... 99 |
| q44_G2 | In your opinion, most judges decide cases according to: <b>(SINGLE ANSWER)</b>  | What the government tells them to do.....1<br>What powerful private interests tell them to do.....2<br>What the law says.....3<br><b>(DON'T READ)</b> Don't know/No answer..... 99   |

**READ:** For the following questions, please answer: **Very likely, Likely, Unlikely, or Very unlikely**

|         |   |  |
|---------|---|--|
| q45a_G2 | 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?   | Very likely.....1<br>Likely.....2<br>Unlikely.....3<br>Very unlikely.....4<br><b>(DON'T READ)</b> Don't know/No answer..... 99     |
| q45b_G2 | If someone commits a homicide in your neighborhood, how likely is it that the criminal is prosecuted and convicted?   | Very likely.....1<br>Likely.....2<br>Unlikely.....3<br>Very unlikely.....4<br><b>(DON'T READ)</b> Don't know/No answer..... 99     |
| q45c_G2 | If a police chief <sup>2</sup> 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?  | Very likely.....1<br>Likely.....2<br>Unlikely.....3<br>Very unlikely.....4<br><b>(DON'T READ)</b> Don't know/No answer..... 99     |
| q45d_G2 | 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?<br><br>Providing effective ways to make complaints about public services | Very well.....1<br>Fairly well.....2<br>Fairly badly.....3<br>Very badly.....4<br><b>(DON'T READ)</b> Don't know/No answer..... 99 |

<sup>2</sup> Please adapt to local usage in case there is no police chief.

|         |  |  |    |
|---------|--|--|----|
| q45e_G2 | 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 |

**8. CIVIC PARTICIPATION**

**EVEN QUESTIONNAIRES**

**SURVEYOR: LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. ASK QUESTIONS q46a\_G1 TO q47\_G1 ONLY IF THE LAST DIGIT OF THE QUESTIONNAIRE IS AN EVEN NUMBER ("0" "2" "4" "6" OR "8").**

**READ:** Please indicate whether you **strongly agree, agree, disagree, or strongly disagree** with the following statements.

|         |  |  |    |
|---------|--|--|----|
| q46a_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 |
| q46b_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 |
| q46c_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 |
| q46d_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 |
| q46e_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 |
| q46f_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 |
| q46g_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 |

|         |   |  |
|---------|---|--|
| q46h_G1 | In practice, people in this neighborhood can get together with others and present their concerns to local government officials  | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q46i_G1 | In [COUNTRY], the media (TV, radio, newspapers) are free to report the news without government influence or fear of retaliation | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q46j_G1 | In practice, the government collaborates with civil society organizations in designing public policy                            | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q46k_G1 | In practice, government decisions can be challenged in court  | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |

READ: During the past 12 months, have you:

|        |  |   |
|--------|--|---|
| q47_G1 | Attended a legal demonstration or protest march? | Yes.....1<br>No.....2<br>(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 q46a\_G2 TO q47\_G2 ONLY IF THE LAST DIGIT OF THE QUESTIONNAIRE IS AN ODD NUMBER ("1" "3" "5" "7" OR "9").**

READ: Please indicate whether you **strongly agree, agree, disagree, or strongly disagree** with the following statements.

|         |  |  |
|---------|--|--|
| q46a_G2 | In [COUNTRY], people can freely join together with others to draw attention to an issue or sign a petition       | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q46b_G2 | In practice, workers in [COUNTRY] can freely form labor unions and bargain for their rights with their employers | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q46c_G2 | In [COUNTRY], people can freely express opinions against the government  | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |



|         |  |  |
|---------|--|--|
| q46d_G2 | In [COUNTRY], people can freely attend community meetings  | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q46e_G2 | In [COUNTRY], the media <sup>3</sup> (TV, radio, newspapers) can freely expose cases of corruption by high-ranking government officers without fear of retaliation | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q46f_G2 | In [COUNTRY], civil society organizations can freely express opinions against government policies and actions without fear of retaliation                          | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q46g_G2 | In [COUNTRY], political parties can freely express opinions against government policies and actions without fear of retaliation                                    | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q46h_G2 | In [COUNTRY], religious minorities can freely and publicly observe their holy days and events  | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |

READ: During the past 12 months, have you:

|        |  |   |
|--------|--|---|
| q47_G2 | Attended a legal demonstration or protest march? | Yes.....1<br>No.....2<br>(DON'T READ) Don't know/No answer.....99 |
|--------|--|---|

## 9. INSTITUTIONAL PERFORMANCE

### EVEN QUESTIONNAIRES

**SURVEYOR: LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. ASK QUESTIONS q48a\_G1 TO q49e\_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:

|         |  |  |
|---------|--|--|
| q48a_G1 | The police in [COUNTRY] act according to the law | Always.....1<br>Often.....2<br>Rarely.....3<br>Never.....4<br>(DON'T READ) Don't know/No answer.....99 |
|---------|--|--|

<sup>3</sup>Please adapt to local usage: Newspapers, TV news, etc., as applicable.

|         |  |  |
|---------|--|--|
| q48b_G1 | Police investigators in [COUNTRY] perform serious and law-abiding investigations to find the perpetrators of a crime.  | Always.....1<br>Often.....2<br>Rarely.....3<br>Never.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q48c_G1 | In [COUNTRY], the basic rights of suspects are respected by the police   | Always.....1<br>Often.....2<br>Rarely.....3<br>Never.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q48d_G1 | In [COUNTRY], if members of the police violate the law, they are punished for these violations                         | Always.....1<br>Often.....2<br>Rarely.....3<br>Never.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q48e_G1 | The courts in [COUNTRY] guarantee everyone a fair trial  | Always.....1<br>Often.....2<br>Rarely.....3<br>Never.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q48f_G1 | In [COUNTRY], the courts are more concerned about procedures than they are with providing justice                      | Always.....1<br>Often.....2<br>Rarely.....3<br>Never.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q48g_G1 | The courts in [COUNTRY] decide cases according to the interests of those who have more money or influence              | Always.....1<br>Often.....2<br>Rarely.....3<br>Never.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q48h_G1 | The public defenders of [COUNTRY] do everything they can to defend poor people that are accused of committing a crime. | Always.....1<br>Often.....2<br>Rarely.....3<br>Never.....4<br>(DON'T READ) Don't know/No answer.....99 |

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

|         |   |   |
|---------|---|---|
| q49a_G1 | Is effective in bringing people who commit crimes to justice?<br>Are you... | Very confident.....1<br>Fairly confident.....2<br>Not very confident.....3<br>Not at all confident.....4<br>(DON'T READ) DK/NA.....99 |
| q49b_G1 | Deals with cases promptly and efficiently?                                  | Very confident.....1<br>Fairly confident.....2<br>Not very confident.....3<br>Not at all confident.....4<br>(DON'T READ) DK/NA.....99 |
| q49c_G1 | Makes sure everyone has access to the justice system if they need it?       | Very confident.....1<br>Fairly confident.....2<br>Not very confident.....3<br>Not at all confident.....4<br>(DON'T READ) DK/NA.....99 |

|         |  |   |
|---------|--|---|
| q49d_G1 | Makes sure the system isn't depending on where you live in [COUNTRY] | Very confident.....1<br>Fairly confident.....2<br>Not very confident.....3<br>Not at all confident.....4<br>(DON'T READ) DK/NA.....99 |
| q49e_G1 | Gives punishments, which fit the crime?                              | Very confident.....1<br>Fairly confident.....2<br>Not very confident.....3<br>Not at all confident.....4<br>(DON'T READ) DK/NA.....99 |

**ODD QUESTIONNAIRES**

**SURVEYOR: LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. ASK QUESTIONS q48a\_G2 TO q49e\_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?

|         |   |  |
|---------|---|--|
| q48a_G2 | Resolving security problems in your community                             | Very well.....1<br>Fairly well.....2<br>Fairly badly.....3<br>Very badly.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q48b_G2 | Helping you and your family to feel safe within and outside of your house | Very well.....1<br>Fairly well.....2<br>Fairly badly.....3<br>Very badly.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q48c_G2 | Being available to help you when you need it                              | Very well.....1<br>Fairly well.....2<br>Fairly badly.....3<br>Very badly.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q48d_G2 | Treating all people with kindness and respect                             | Very well.....1<br>Fairly well.....2<br>Fairly badly.....3<br>Very badly.....4<br>(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 have heard, would you say that:

|         |   |  |
|---------|---|--|
| q48e_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<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |
|---------|---|--|

|         |   |  |
|---------|---|--|
| q48f_G2 | Prosecutors in [COUNTRY] prosecute crimes committed in an independent manner and are not subject to any sort of pressure. | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |
| q48g_G2 | The judges in [COUNTRY] decide cases in an independent manner and are not subject to any sort of pressure.                | Strongly Agree.....1<br>Agree.....2<br>Disagree.....3<br>Strongly Disagree.....4<br>(DON'T READ) Don't know/No answer.....99 |

READ: Please tell me how confident you are that the criminal justice system as a whole:

|         |  |   |
|---------|--|---|
| q49a_G2 | Is effective in bringing people who commit crimes to justice?<br>Are you...        | Very confident.....1<br>Fairly confident.....2<br>Not very confident.....3<br>Not at all confident.....4<br>(DON'T READ) DK/NA.....99 |
| q49b_G2 | Allows all victims of crime to seek justice regardless of who they are?            | Very confident.....1<br>Fairly confident.....2<br>Not very confident.....3<br>Not at all confident.....4<br>(DON'T READ) DK/NA.....99 |
| q49c_G2 | Allows all those accused of crimes to get a fair trial regardless of who they are? | Very confident.....1<br>Fairly confident.....2<br>Not very confident.....3<br>Not at all confident.....4<br>(DON'T READ) DK/NA.....99 |
| q49d_G2 | Provides victims of crime with the service and support they need?                  | Very confident.....1<br>Fairly confident.....2<br>Not very confident.....3<br>Not at all confident.....4<br>(DON'T READ) DK/NA.....99 |
| q49e_G2 | Treats those accused of crime as 'innocent until proven guilty'?                   | Very confident.....1<br>Fairly confident.....2<br>Not very confident.....3<br>Not at all confident.....4<br>(DON'T READ) DK/NA.....99 |

**10. RULE OF LAW**

READ: Next I am going to read two statements. Please tell me if you agree very strongly with Statement 1, you agree very strongly with Statement 2, you agree with Statement 1, you agree with Statement 2, or you agree with neither.

|     |  |   |
|-----|--|---|
| q50 | <ol style="list-style-type: none"> <li>1. It is more important to have a government that can get things done, even if we have no influence over what it does.</li> <li>2. It is more important for citizens to be able to hold government accountable, even if that means it makes decisions more slowly.</li> </ol> | Agree very strongly with Statement 1...1<br>Agree with Statement 1.....2<br>Agree with Statement 2.....3<br>Agree very strongly with Statement 2...4<br>(DON'T READ) Agree with neither.....5<br>(DON'T READ) Don't know/no answer...99 |
|-----|--|---|

|     |   |   |
|-----|---|---|
| q51 | 1. Since the President <sup>4</sup> was elected to lead the country, s/he should not be bound by laws or court decisions that s/he thinks are wrong.<br><br>2. The President <sup>5</sup> must always obey the laws and the courts, even if s/he thinks they are wrong. | Agree very strongly with Statement 1...1<br>Agree with Statement 1 .....2<br>Agree with Statement 2 .....3<br>Agree very strongly with Statement 2 ...4<br>(DON'T READ) Agree with neither .....5<br>(DON'T READ) Don't know/no answer...99 |
| q52 | 1. It is important to obey the government in power, no matter who you voted for.<br><br>2. It is not necessary to obey the laws of a government that you did not vote for.  | Agree very strongly with Statement 1...1<br>Agree with Statement 1 .....2<br>Agree with Statement 2 .....3<br>Agree very strongly with Statement 2 ...4<br>(DON'T READ) Agree with neither .....5<br>(DON'T READ) Don't know/no answer...99 |

**11. DEMOGRAPHICS**

**READ:** For the final section of the survey, I would like to ask you some demographic questions.

|               |   |   |
|---------------|---|---|
| <b>Relig</b>  | What is your religious preference? Are you...     | ADAPT BY COUNTRY                            |
| <b>Ethni</b>  | What is your racial-ethnic background? Are you... | ADAPT BY COUNTRY                            |
| <b>Nation</b> | What is your current nationality? Are you...      | National (Citizen).....1<br>Foreigner.....2 |
| <b>Sleep</b>  | How many bedrooms does your household have?       | Open Response (Numeric)                     |

|            |  |  |
|------------|--|--|
| <b>Fin</b> | 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<br>Can buy basic products but buying clothes is difficult.....2<br>Can buy basic products and clothes, but not long-term goods.....3<br>Can buy long-term goods, but cannot buy expensive goods.....4<br>Can afford sufficiently expensive goods .....5<br>(DON'T READ) Don't know/No answer .....99 |
| <b>Edu</b> | What is the highest degree you have received?  | None.....1<br>Elementary school diploma.....2<br>Middle school diploma.....3<br>High school diploma or equivalent.....4<br>Bachelor's degree.....5<br>Graduate degree (Masters, Ph.D.).....6<br>(DON'T READ) Don't know/No answer...99   |
| <b>Emp</b> | In the past week, have you...? (MARK ONLY ONE ANSWER)                                  | Worked.....1<br>Had a job, but did not work.....2<br>Looked for work.....3<br>(GO TO Marital)<br>Studied.....4<br>(GO TO Marital)<br>Dedicated yourself to household tasks   |

<sup>4</sup> Please adapt to local usage: Head of State, President, Prime Minister, or government, as applicable.

<sup>5</sup> Ibid.

|                   |   |  |
|-------------------|---|--|
|                   |   | <p>.....5<br/>                 (GO TO Marital)<br/>                 Were retired.....6<br/>                 (GO TO Marital)<br/>                 Were permanently incapable of working<br/>                 .....7<br/>                 (GO TO Marital)<br/>                 Did not work.....8<br/>                 (GO TO Marital)<br/>                 (DON'T READ) Don't know/No answer<br/>                 .....99<br/>                 (GO TO Marital)</p>  |
| <b>Work</b>       | In your work or business last week, were you ...?<br>(READ OPTIONS IN BOLD. IF THE RESPONDENT IS<br>CONFUSED, READ DESCRIPTIONS IN PARENTHESES.<br>MARK ONLY ONE OPTION.) | <p><b>Government worker</b> (Employee of the federal, state, or city government, or any other level of government).....1<br/>                 (GO TO Marital)<br/> <b>Private sector worker</b> (Employee in a private business of any size).....2<br/> <b>Independent professional</b> (An independent contractor with a bachelor's degree. S/he does not work for a public or private company as an employee.).....3<br/> <b>Self-employed worker</b> (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<br/> <b>Day laborer</b> (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<br/> <b>Businessman or businesswomen</b> (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<br/> <b>Entrepreneur or business owner</b> (Owner of a business with paid staff).....7<br/> <b>Unpaid worker</b> (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<br/>                 (GO TO Marital)<br/>                 (DON'T READ) Don't know/No answer .99</p> |
| <b>wagreement</b> | Were you employed on the basis of ...?  | <p>A written agreement.....1<br/>                 An oral agreement.....2<br/>                 (DON'T READ) Don't know/No answer .99</p>   |
| <b>Marital</b>    | What is your marital status?  | <p>Single.....1<br/>                 (GO TO Disability)<br/>                 Domestic partnership/living as married<br/>                 .....2<br/>                 (GO TO Disability)<br/>                 Married.....3</p>   |

|                     |  |   |
|---------------------|--|---|
|                     |  | Divorced.....4<br>Widowed.....5<br>(DON'T READ) Don't know/No answer.....99<br>(GO TO Disability) |
| <b>mcertificate</b> | Do you have a marriage certificate?  | Yes.....1<br>No.....2<br>(DON'T READ) Don't know/No answer.....99                                 |
| <b>disability</b>   | Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more? | Yes.....1<br>No.....2 (GO TO paff1)<br>(DON'T READ) Don't know/No answer.....99 (GO TO paff1)     |
| <b>disability2</b>  | Can you tell me whether they were physical or mental health conditions or illnesses?                                 | Physical.....1<br>Mental.....2<br>Both.....3<br>(DON'T READ) Don't know/No answer.....99          |
| <b>paff1</b>        | Do you usually think of yourself as close to any particular party  | Yes.....1<br>(GO TO paff3)<br>No.....2<br>(DON'T READ) Don't know/No answer.....99                |
| <b>paff2</b>        | Do you feel yourself a little closer to one of the political parties than the others?                                | Yes.....1<br>No.....2<br>(GO TO A1)<br>(DON'T READ) Don't know/No answer.....99<br>(GO TO A1)     |
| <b>paff3</b>        | Which party do you feel closest to?  | ADAPT BY COUNTRY. INCLUDE ALL MAJOR POLITICAL PARTIES.  |

|           |   |   |
|-----------|---|---|
| <b>A1</b> | How many people live in this home? <b>(RECORD NUMBER)</b>   |   |
| <b>A2</b> | 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) | Yes.....1<br>No.....2<br>(DON'T READ) Don't know/No answer.....99   |
| <b>A3</b> | Are you a beneficiary of or do you receive money from government programs such as scholarships, assistance for single mothers, seniors, disability benefits, etc.?  | Yes.....1<br>No.....2<br>(DON'T READ) Don't know/No answer.....99   |
| <b>A4</b> | How frequently do you use the internet?<br><b>(MARK ONLY ONE OPTION)</b>  | Daily.....1<br>Several times a week.....2<br>Several times a month.....3<br>Rarely.....4<br>Never.....5<br>(DON'T READ) Don't know/No answer.....99 |
| <b>A5</b> | Do you have a mobile phone?   | Yes.....1<br>No.....2<br>(DON'T READ) Don't know/No answer.....99   |

**READ:** Now, I would like to ask you about documents that some people use for identification or legal purposes, such as national ID cards, birth certificates, or land ownership titles. Not everyone has these documents. If you do not have the document I mention, feel free to tell me so.

|            |  |   |
|------------|--|---|
| <b>A6</b>  | Do you have.....<br><br><b>(ASK EACH OPTION SEPARATELY. MARK ALL THAT APPLY.)</b>  | A birth certificate?.....1<br>A government issued ID card?.....2      |
| <b>A6b</b> | Does your household have any of the following documents for your current dwelling: a title, deed, certificate of ownership, rental contract, or lease? | Yes.....1<br>No.....2<br><b>(DON'T READ) Don't know/No answer .99</b> |

|            |  |   |
|------------|--|---|
| <b>A7</b>  | How many full bathrooms with a shower and toilet are there for the exclusive use of the members of your household? | 0.....0<br>1.....1<br>2.....2<br>3.....3<br>4 or more.....4<br><b>(DON'T READ) Don't know/No answer .99</b> |
| <b>A8</b>  | How many cars, excluding taxis, do you own at this home?   | 0.....0<br>1.....1<br>2.....2<br>3 or more.....3<br><b>(DON'T READ) Don't know/No answer .99</b>            |
| <b>A9</b>  | Does your home have an internet connection?  | Yes.....1<br>No.....2<br><b>(DON'T READ) Don't know/No answer .99</b>                                       |
| <b>A10</b> | Of all people that live in this house and that are over 15 years old, how many worked during the last month?       | 0.....0<br>1.....1<br>2.....2<br>3.....3<br>4 or more.....4<br><b>(DON'T READ) Don't know/No answer .99</b> |

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



**POST SURVEY INFORMATION**

[The surveyor should fill out this part after the survey.]

|                         |   |  |
|-------------------------|---|--|
| <b>PSU</b>              | Primary Sampling Unit                                   |  |
| <b>Interview Length</b> | Length of interview in minutes                          |  |
| <b>City</b>             | City where the respondent lives                         | [LIST OF CITIES IN WHICH THE INTERVIEWS TAKE PLACE]  |
| <b>Region</b>           | Region of the country in which the interview took place | [LIST OF REGIONS IN WHICH THE INTERVIEWS TAKE PLACE] |
| <b>Urban</b>            | Type of area in which the respondent lives              | Urban ..... 1<br>Rural ..... 2                       |

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

**qpi1.** Did you feel threatened during the interview?  
 Yes ..... 1  
 No ..... 2

**qpi2.** What was the respondent's attitude toward you during the interview?

|                              |                 |                |                   |
|------------------------------|-----------------|----------------|-------------------|
| <b>qpi2a.</b> Was he or she? | Friendly (1)    | In between (2) | Hostile (3)       |
| <b>qpi2b.</b> Was he or she? | Interested (1)  | In between (2) | Bored (3)         |
| <b>qpi2c.</b> Was he or she? | Cooperative (1) | In between (2) | Uncooperative (3) |
| <b>qpi2d.</b> Was he or she? | Patient (1)     | In between (2) | Impatient (3)     |
| <b>qpi2e.</b> Was he or she? | At ease (1)     | In between (2) | Suspicious (3)    |
| <b>qpi2f.</b> Was he or she? | Honest (1)      | In between (2) | Misleading (3)    |

## SUPPLEMENTAL SURVEY MATERIALS

## A. Table of Incidents

| <b>Eligible household, non-interview</b>  |    |    |    |    |    |    |    |    |    |    |     |  |
|---|----|----|----|----|----|----|----|----|----|----|-----|--|
| Refusals                                  | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11+ |  |
| Break off                                 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11+ |  |
| Non - contact                             | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11+ |  |
| Other reason of eligibility               | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11+ |  |
| <b>Unknown eligibility, non-interview</b> |    |    |    |    |    |    |    |    |    |    |     |  |
| Unknown if housing unit                   | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11+ |  |
| Unknown if eligible respondent            | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11+ |  |
| Other reason for unknown ineligibility    | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11+ |  |
| <b>Ineligible household</b>               |    |    |    |    |    |    |    |    |    |    |     |  |
| Outside of sample                         | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11+ |  |
| Not a housing unit                        | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11+ |  |
| No eligible respondent in the household   | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11+ |  |
| Quota filled                              | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11+ |  |
| Other reason for ineligibility            | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11+ |  |

For more information about the contact sheet, please refer to pages 23-27 of this document:

[http://www.aapor.org/AAPOR\\_Main/media/publications/Standard-Definitions20169theditionfinal.pdf](http://www.aapor.org/AAPOR_Main/media/publications/Standard-Definitions20169theditionfinal.pdf)

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**B. Example Kish Grid for respondent selection (for those using a Kish Grid):**

**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. Before continuing, I need to decide who to interview from this household.

**Surveyor:** Please randomly select a respondent from the individuals that are currently present in the household.

Please note that there are quotas for city, gender, age, and income. Once the respondent has been randomly selected, and they agree to participate in the interview, please proceed to the three demographic questions on gender, age, and income. If the gender, age, and income categories of the respondent have not been filled, then proceed with the interview. If the randomly selected respondent falls into an already completed quota category (gender, age, or income), then please move on to the next house in the random sampling route.

|    | 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, currently in your household at the moment? | Is [Name] male or female?<br>Female...1<br>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 | 10 | 6 | 9 |

**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

**Surveyor:**

- If no, please fill in the Table of Incidents included in the Supplemental Survey Materials.
- If yes, please continue below.

**READ:** Before proceeding, I would like to ask you a few demographic questions. This helps us to ensure that the sample is representative.

|             |                      |                            |
|-------------|----------------------|----------------------------|
| <b>Gend</b> | What is your gender? | Male.....1<br>Female.....2 |
|-------------|----------------------|----------------------------|

|                    |   |   |
|--------------------|---|---|
| <b>Age</b>         | What is your age as of today?   | Open Response (Numeric)   |
| <b>Income</b>      | 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.<br><b>(Please refer to Supplemental Survey Materials for instructions on how to construct this variable.)</b> | 1 <sup>st</sup> quintile range..... 1<br>2 <sup>nd</sup> quintile range..... 2<br>3 <sup>rd</sup> quintile range..... 3<br>4 <sup>th</sup> quintile range..... 4<br>5 <sup>th</sup> quintile range..... 5<br><b>(DON'T READ) Don't know/No answer .99</b> |
| <b>income_cur</b>  | Surveyor: Write the currency used for reporting the household's total income. Please standardize for all respondents.   | Open Response (Text)  |
| <b>income_time</b> | Surveyor: Write the time period used for reporting the household's total income. Please standardize for all respondents.  | Weekly, Monthly, or Annual Income   |

If the randomly selected respondent falls into an already completed quota category (gender, age, or income), then please fill in the Table of Incidents and move on to the next house in the random sampling route. If the gender, age, and income categories of the respondent have not been filled, then proceed with the interview below.

**C. Problem selection in q21 using a Kish Grid (instead of a random number generator or other random selection method):**

- Look at the responses in q20. Check if the respondent reported a problem with a level of seriousness greater than “3.”
- If “Yes”:  
 1. In table 1 below, list the dispute codes of all the problems identified by the respondent in q20 with a level of seriousness 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 q21.

**TABLE 1: PROBLEMS WITH A LEVEL OF SERIOUSNESS IN q20 GREATER THAN “3” (4, 5, 6, 7, 8, 9, or 10)**

| Problem ID | Problem Type Code | Problem ID | Problem Type Code | Problem ID | Problem Type Code | Problem ID | Problem Type Code |
|------------|-------------------|------------|-------------------|------------|-------------------|------------|-------------------|
| 1          |                   | 11         |                   | 21         |                   | 31         |                   |
| 2          |                   | 12         |                   | 22         |                   | 32         |                   |
| 3          |                   | 13         |                   | 23         |                   | 33         |                   |
| 4          |                   | 14         |                   | 24         |                   | 34         |                   |
| 5          |                   | 15         |                   | 25         |                   | 35         |                   |
| 6          |                   | 16         |                   | 26         |                   | 36         |                   |
| 7          |                   | 17         |                   | 27         |                   | 37         |                   |
| 8          |                   | 18         |                   | 28         |                   |            |                   |
| 9          |                   | 19         |                   | 29         |                   |            |                   |
| 10         |                   | 20         |                   | 30         |                   |            |                   |

For example, assume the household questionnaire number is ‘3716’, and you use the Kish Grid below.

- 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 q21.

|    | 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 | 10 | 6 | 9 |

- If “No”:
  1. In Table 2 below, list the dispute codes of all the problems identified by the respondent in q20.
  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 q21.

**TABLE 2: PROBLEMS WITH A LEVEL OF SERIOUSNESS IN q20 LESS THAN OR EQUAL TO “3” (0, 1, 2, 3, or DK/NA)**

| Problem ID | Problem Type Code | Problem ID | Problem Type Code | Problem ID | Problem Type Code | Problem ID | Problem Type Code |
|------------|-------------------|------------|-------------------|------------|-------------------|------------|-------------------|
| 1          |                   | 11         |                   | 21         |                   | 31         |                   |
| 2          |                   | 12         |                   | 22         |                   | 32         |                   |
| 3          |                   | 13         |                   | 23         |                   | 33         |                   |
| 4          |                   | 14         |                   | 24         |                   | 34         |                   |
| 5          |                   | 15         |                   | 25         |                   | 35         |                   |
| 6          |                   | 16         |                   | 26         |                   | 36         |                   |
| 7          |                   | 17         |                   | 27         |                   | 37         |                   |
| 8          |                   | 18         |                   | 28         |                   |            |                   |
| 9          |                   | 19         |                   | 29         |                   |            |                   |
| 10         |                   | 20         |                   | 30         |                   |            |                   |

For example, assume the household questionnaire number is ‘3716’, and you use the Kish Grid below.

- 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 q21.

|    | 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 | 10 | 6 | 9 |

If needed, the WJP has a 50 column Kish Grid that can be used for the problem selection.

**D. Instructions for constructing the income variable:**

**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, for average households or just households with children). The median income 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.