Justice in Pakistan – World Justice Project Baseline Survey

Read: Good organization. World Justice	n/Confidentiality morning/afternoon/evening. My name is I am from I do not represent the government or any political party. We are doing a Project. The goal of the study is to understand the views of people is blems and disputes. We would really appreciate your help and cooperate.	g some important research for the in Pakistan and how they resolve
SC1. Are you	ı 18 years old or older?	
Yes No Don't know/F (TERMINATE	1 (SKIP TO INTRO 2) 2 "Is there an adult in your household that I can Refused 9 "Thank you very much, we are only interview E)	speak to?" ving adults 18 years old or older"
SC2.	Household Identification Number	
[FOR ALL] F	Read: Before continuing, I need to decide whom I should interview from	this household.
	SC3	SC4
Line number	Can you please give me the first names or initials of all the <u>adults aged 18</u> and above, including adults that are not immediate family, living in your household at the moment?	Is [NAME] a male or a female? MALE1 FEMALE2
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
-	elect adult based on (a) gender quota and (b) Kish Grid. selected adult(s) is (are) [NAME OF SELECTED ADULT]" [Surveyor: A	ask to speak to that person]

Read: You have been randomly selected to participate in this survey. This survey is completely voluntary and it will take approximately 45 minutes to complete. Your answers will be kept confidential. We will not ask for your full name and nobody will ever be able to learn how you responded. Your answers will be put together with 2,000 other people we are talking to and we will never disclose your individual opinion. Rather, we will talk about national trends and patterns. There are no wrong or right 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 interviews at any time. There is no penalty for refusing to participate.

Do you wish to participate?	
Yes	_1
No	2 "Thank you very much" (TERMINATE)
Don't know/Refused	99 "Thank you very much" (TERMINATÉ)

Section A: Household Characteristics

Household Roster

Read: We would like to start with some information about you and the head of this household, <u>starting with you</u>. [Surveyor: Gather information about primary respondent and the household head (if not primary respondent). Ask question A1 first. Then ask questions A2-A10 for primary respondent and household head.]

	A1	A2	A3	A4	A5	A6	A7	A8	A9	A10
M E M B E R C O D E	Can you please give me your first name or initials, and the first name or initials of the house hold head?	What is the relationship of [NAME] with the household head? FOR CODES SEE BELOW	How old is [NAME]? AGE DK/DA_99	What is the ethnicity of [NAME]? FOR CODES SEE BELOW	What is the current marital status of [NAME]? FOR CODES SEE BELOW	Can [NAME] read and write? Yes1 No2 DK/NA 99	What is the highest degree or level of formal school (including formal Islamic school) that [NAME] have completed? FOR CODES SEE BELOW	Is [NAME] currently attending school? Yes 1 No 2 DK/NA 99	What type of activity did [NAME] do in the most recent week he/she was working? FOR CODES SEE BELOW	Was [NAME] self- employed, working as unpaid family or salaried worker, or working as day laborer or employer? FOR CODES SEE BELOW
1										
2										

Codes for A2 (Rel household head)	ationship with	Codes for A4 (Ethnicity)	Codes for A5 (Marital status)	Codes for A7 (E	ducation)	Codes for A9 (Typ	pe of activity)	Codes for A10 (Employment)
1=Household head 2=Wife or husband 3=Son or daughter 4=Son/daughter in law 5=Grandchild	6=Father or mother 7=Nephew or niece 8=Brother or sister 9=Brother/sister in law 10=Other relative 11=Unrelated member 99=DK/NA	1=Punjabi 2=Muhajir 3=Pushtoon 4=Baloch 5=Sindhi 6=Saraiki 7=Other 99=DK/NA	1=Married 2=Divorced or separated 3=Widowed 4=Never married but engaged 5=Never married, not engaged 99=DK/NA	1=No formal/ No schooling 2= 1st to 6th grade 3=7th to 11th grade 4= High school graduate 5=Some University 6= University graduate 7=Madrassa	10=Other 99=DK/NA	1= Government Employee Support Staff 2= Government Employee Mid- Level (Supervisory) 3=Government Employee Senior Level Officer 4= Agricultural Laborer	10=Private Employee Support Staff 11=Private Employee 12=Private Employee Senior Officer 13=Private Business Sole Proprietor 14=Private Business	1=Working full time (40 hours+) 2=Working part- time (less than 40 hours) 3=Unemployed, looking for work 4=Unemployed, not looking for work 5=Housewife (not working outside the home)

	5=Farming on Own Farm 6=Farm Owner Employing Laborers 7=Unskilled Worker 8=Semi-skilled Worker	Employing 1-5 Workers 15=Private Business Employing More than 5 Workers 16=Military/Police 17=Other 99=DK/NA	6=Student/Appre ntice 7=Retired/Disabl ed 8=Other 99=DK/NA
	Worker 9=Skilled	99=DK/NA	
	Worker		

A11	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
A12	What is your household's total monthly income from all sources, that is, all types of income for all people living at this address? This should include wages and salaries, net income from businesses, pensions, remittances, rent, and any other income received by all members of the household. [Surveyor: Classify response using the following codes.]	Less than 5,000 PKR 1 5,001 —11,000 PKR 2 11,001 – 14,000 PKR 3 14,001 – 16,000 PKR 4 16,001 – 20,000 PKR 5 20,001 – 37,000 PKR 6 More than 37,000 PKR 7 Don't know/No answer 99
A13	What is your current nationality? Are you	National [Citizen]
A14	[Ask if A13=1] Have you had to relocate to [CITY] in the last 15 years due to safety concerns or a natural disaster (for example, flooding)?	Yes 1 No 2 DK/NA 99
A15	[Ask if A14=1] Have you ever received any form of government assistance, such as food rations or cash transfers?	Yes 1 GO TO SECTION B No 2 DK/NA 99 GO TO SECTION B
A16	[Ask if A15=2] Why not? [GO TO SECTION B]	I have never tried to access any government assistance. 1 I do not know how to access government assistance. 2 I do not have the paperwork required to receive government assistance. 3 Other 4 DK/NA 99
A17	[Ask if A13=2] Did you or your family relocate to Pakistan due to political or safety concerns in your home country?	Yes 1 No 2 GO TO SECTION B DK/NA 99 GO TO SECTION B
A18	[Ask if A17=1] Do you possess a valid visa or refugee card?	Yes 1 No 2 DK/NA 99

Section B: Legal Knowledge and Legal Identity

Read: With the next few questions, we are trying to find out what people know about the law of Pakistan. I am going to read a series of statements, and for each one, I want you to tell me if it is true, false, or if you don't know about the topic. Please answer according to what you think that the <u>law says</u>, and not according to what you think is most appropriate, or what you think occurs in practice.

We plan to use the answers to help design legal awareness programs. So, it is important for you to tell me if you don't know about the topic that I ask about. We prefer that you don't guess when you answer. Actually, we expect there will be some topics that you don't know about.

in any factory or mine or any other hazardous employment. False	B1	Children below the age of fourteen are prohibited from working	True	1
B2 The State is required to provide free and compulsory education to all children between the ages of five and sixteen. True	5.			
B2 The State is required to provide free and compulsory education to all children between the ages of five and sixteen. B3 Only the male head of household can be listed on a land certificate. Chon't READ) Don't know (DON'T READ) Refused (PON'T READ) Don't know (BON'T		any lactory of milite of any other hazaraous employment.	(DON'T READ) Don't know	98
True				
B3	B2	The State is required to provide free and compulsory education		
B3	DZ		Falso	'
B3		to all children between the ages of live and sixteen.	(DON'T READ) Don't know	98
B3				
Certificate.	B3	Only the male head of household can be listed on a land		
B4	D3			
B4		continuate.	(DON'T READ) Don't know	98
B4 A suspect must be informed of the nature of the accusation immediately upon arrest. False			(DON'T READ) Befused	99
False	B/I	A suspect must be informed of the nature of the accusation	True	1
B5	54			
B5		ininediately upon arrest.	(DON'T READ) Don't know	98
A poor person is entitled to free legal representation in criminal matters.				
Matters. False	R5	A noor person is entitled to free legal representation in criminal		
B6	53	, ,		
B6		matters.	(DON'T READ) Don't know	98
B6				
False	B6	A suspected criminal can be detained for as long as needed		
B7	50	77 Suspected Giffillial carried detailed for as long as needed.		
B7 The marriage of a girl whose age is less than 16 is allowed by law.				
B7				
Iaw. False 2 (DON'T READ) Don't know 98 (DON'T READ) Refused 99	B7	The marriage of a girl whose age is less than 16 is allowed by		
B8	J .			
B8			(DON'T READ) Don't know	98
B8 A woman can obtain a divorce without the approval of her husband. True 1 B9 Women can be exchanged as brides to settle unpaid debts. True 1 False 2 (DON'T READ) Don't know 98 B9 Women can be exchanged as brides to settle unpaid debts. True 1 False 2 (DON'T READ) Don't know 98 (DON'T READ) Refused 99 B10 All citizens, men and women, have equal rights and duties before the law. True 1 False 2 (DON'T READ) Don't know 98				
husband. False 2 (DON'T READ) Don't know 98 (DON'T READ) Refused 99	B8	A woman can obtain a divorce without the approval of her		
B9 Women can be exchanged as brides to settle unpaid debts.				
B9 Women can be exchanged as brides to settle unpaid debts.			(DON'T READ) Don't know	<u>-</u> 98
B9 Women can be exchanged as brides to settle unpaid debts. True 1 False 2 (DON'T READ) Don't know 98 (DON'T READ) Refused 99 B10 All citizens, men and women, have equal rights and duties before the law. True 1 False 2 (DON'T READ) Don't know 98 True 5 (DON'T READ) Don't know 98				
False 2 (DON'T READ) Don't know 98 (DON'T READ) Refused 99 B10 All citizens, men and women, have equal rights and duties before the law. True 1 False 2 (DON'T READ) Refused 99 True 1 False 2 (DON'T READ) Don't know 98	B9	Women can be exchanged as brides to settle unpaid debts.		
CON'T READ) Don't know 98 (DON'T READ) Refused 99		3 · · · · 3 · · · · · · · · · · · · · · · · · · ·		
B10 All citizens, men and women, have equal rights and duties before the law. CON'T READ Refused 99 1 1 1 1 1 1 1 1 1			(DON'T READ) Don't know	98
B10 All citizens, men and women, have equal rights and duties True1 before the law. False2 (DON'T READ) Don't know 98			(DON'T READ) Refused	99
before the law. False 2 (DON'T READ) Don't know 98	B10	All citizens, men and women, have equal rights and duties	True	1
(DON'T READ) Don't know 98				
			(DON'T READ) Don't know	98
(DON'T READ) Refused 99			(DON'T READ) Refused	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 don't have the document I mention, feel free to tell me so.

B11	Do you have a <u>birth certificate</u> ?	Yes 1 (SKIP TO B15) No 2 DK/NA 99
B12	Have you ever considered trying to obtain one?	Yes 1 No 2 (SKIP TO B14) DK/NA 99 (SKIP TO B15)
B13	What was the <u>one</u> main reason why you have not obtained one? [Surveyor: Do not read response choices. Classify single response using the following categories. If necessary, prompt respondent to give only one response]	Did not know how or where to go 1 (SKIP TO B15) Did not have necessary documentation 2 (SKIP TO B15) Issuing office is too far 3 (SKIP TO B15) Administrative costs are too high 4 (SKIP TO B15) I did not want to pay a bribe 5 (SKIP TO B15) Costs of bribes are too high 6 (SKIP TO B15) Other 7 (SKIP TO B15) DK/NA 99 (SKIP TO B15)
B14	Why haven't you considered trying to obtain one? [Surveyor: Do not read response choices. Classify single response using the following categories. If necessary, prompt respondent to give only one response]	Did not know how or where to go 1 (SKIP TO B15) Did not have necessary documentation 2 (SKIP TO B15) Issuing office is too far 3 (SKIP TO B15) Administrative costs are too high 4 (SKIP TO B15) I did not want to pay a bribe 5 (SKIP TO B15) Costs of bribes are too high 6 (SKIP TO B15) Other 7 (SKIP TO B15) DK/NA 99 (SKIP TO B15)

B15	Do you have a current, unexpired national ID card?	Yes1 (SKIP TO B19)
	Do you have a carrein, anoxpired <u>material is</u> care.	No
		DK/NA 99
B16	Have you ever considered trying to obtain one?	Vos 1
DIO	I have you ever considered trying to obtain one:	Yes1 No2 (SKIP TO B18)
		DK/NA 99 (SKIP TO B19)
B17	What was the one main reason why you have not	Did not know how or where to go 1 (SKIP TO B19)
ы	What was the <u>one</u> main reason why you have not	
	obtained one? [Surveyor: Do not read response	Did not have necessary documentation 2 (SKIP TO B19)
	choices. Classify single response using the	Issuing office is too far 3 (SKIP TO B19)
	following categories. If necessary, prompt	
	respondent to give only one response]	I did not want to pay a bribe5 (SKIP TO B19)
		Costs of bribes are too high 6 (SKIP TO B19)
		Still waiting7 (SKIP TO B19)
		Other8 (SKIP TO B19)
		DK/NA 99 (SKIP TO B19)
		,
B18	Why haven't you considered trying to obtain one?	Did not know how or where to go 1 (SKIP TO B19)
	[Surveyor: Do not read response choices.	Did not have necessary documentation 2 (SKIP TO B19)
	Classify single response using the following	Issuing office is too far 3 (SKIP TO B19)
	categories. If necessary, prompt respondent to	Administrative costs are too high 4 (SKIP TO B19)
	give only one response]	I did not want to pay a bribe 5 (SKIP TO B19)
		Costs of bribes are too high 6 (SKIP TO B19)
		Other 7 (SKIP TO B19)

	DK/NA	99 (SKIP TO B19)

Surveyor: Look at question A5 and ask questions B19-B22 only if respondent is married (Code in A5=1)

B19	Do you have a government marriage certificate?	Yes No DK/NA	.2 .99
B20	Have you ever considered trying to obtain one?	Yes No DK/NA	_2 (SKIP TO B22)
B21	What was the <u>one</u> main reason why you have not obtained one? [Surveyor: Do not read response choices. Classify single response using the following categories. If necessary, prompt respondent to give only one response]	Did not know how or where to Did not have necessary docul Issuing office is too far. Administrative costs are too hild did not want to pay a bribe. Costs of bribes are too high. Still waiting. Other.	9 go
B22	Why haven't you considered trying to obtain one? [Surveyor: Do not read response choices. Classify single response using the following categories. If necessary, prompt respondent to give only one response]	Did not have necessary docullsuing office is too far. Administrative costs are too hild did not want to pay a bribe. Costs of bribes are too high. Other.	go 1 (SKIP TO SECTION C) mentation 2 (SKIP TO SECTION C) 3 (SKIP TO SECTION C) nigh 4 (SKIP TO SECTION C) 5 (SKIP TO SECTION C) 6 (SKIP TO SECTION C) 7 (SKIP TO SECTION C) 99 (SKIP TO SECTION C)

Section C: Legal Problems and Disputes

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

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

Problem Type Code	Problem Type Description	Q1	Q2
A1	Problems related to poor or incomplete professional services (for example, services from a lawyer, builder, mechanic, etc.)	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
A2	Problems related to obtaining a refund for faulty or damaged goods	Yes	01 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	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	01 2 3 4 5 6 7 8 9 10 DK/NA
B2	Problems related to squatting and land grabbing	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
В3	Problems with your neighbors over boundaries or the right to pass through property, fences, or trees	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
B4	Problems with co-owners or community members over selling property	Yes	01 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	01 2 3 4 5 6 7 8 9 10 DK/NA
C2	Problems with a tenant about rental agreements or property damage	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
C3	Problems with your neighbors over noise, litter, parking spots, or pets	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
C4	Becoming homeless	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
D1	Divorce or separation	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
D2	Difficulties obtaining child support payments	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
D3	Difficulties paying child support	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
D4	Dispute over child custody or visitation arrangements	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
D5	Threats or physical violence from a current partner, expartner or other household member	Yes	01 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	01 2 3 4 5 6 7 8 9 10 DK/NA

E1 Difficulties obtaining a			
3 -	place at a school or other that you or your children are eligible	Yes	0 1 2 3 4 5 6 7 8 9 10 DK/NA
You or your children b another educational in	eing bullied or harassed at school or stitution	Yes	0 1 2 3 4 5 6 7 8 9 10 DK/NA
Problems with gangs, or alcohol on the stree	vandalism, or consumption of drugs ts	Yes	0 1 2 3 4 5 6 7 8 9 10 DK/NA
F1 Injuries or health probaccident or due to poo	ems sustained as a result of an r working conditions	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
	ems sustained as a result of dical or dental treatment	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
G1 Being dismissed from	a job unfairly	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
G2 Difficulties obtaining w were agreed on in adv	ages or employment benefits that ance	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
G3 Harassment at work		Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
	ublic benefits or government ash transfers, pensions, or disability	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
H2 Difficulties accessing of	care in public clinics or hospitals	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
H3 Lack of access to water	er, sanitation, and/or electricity	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
Being beaten up or an member of the police of	rested without justification by a or the military.	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
J1 Difficulties obtaining b children	irth certificates for you or your	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
J2 Difficulties obtaining a	government-issued ID card	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
J3 Problems with you or or immigration status	our children's citizenship, residency,	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA

J4	Tax disputes or disputes with other government bodies.	Yes	01 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	01 2 3 4 5 6 7 8 9 10 DK/NA
K2	Being threatened by debt collectors over unpaid loans or bills	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
К3	Being threatened, harassed, or extorted by a mob, a gang or another criminal organization.	Yes	01 2 3 4 5 6 7 8 9 10 DK/NA
L1	Difficulties collecting money owed to you	Yes	0 1 2 3 4 5 6 7 8 9 10 DK/NA
L2	Insurance claims being denied	Yes	0 1 2 3 4 5 6 7 8 9 10 DK/NA

Q2. [SURVEYOR: IF THE RESPONDENT DID NOT ANSWER "YES" TO ANY OF THE QUESTIONS IN Q1, GO TO D1]

[SURVEYOR: SHOW SHOWCARD "A"] Read: Thinking about the problems that you have experienced, and looking at this scale, where 0 represents the <u>least serious</u> and 10 represents the <u>most serious</u> problem you could ever face in your lifetime, please mark where on the scale you would place each of the issues or problems you have experienced. For example, a score of 2 might be a problem with a neighbor over a noisy party and a score of 8 might be being made homeless. [SURVEYOR: REVIEW ALL THE PROBLEMS CODED AS "YES" IN Q1 AND READ EACH PROBLEM DESCRIPTION AS WORDED, THEN RECORD THE RESPONSE IN Q2 ABOVE.]

Q3. [SURVEYOR: YOU WILL NOW CHOOSE <u>ONE</u> OF THE PROBLEMS IDENTIFIED IN Q2 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 Q1.

IF IT IS NOT POSSIBLE TO USE A RANDOM NUMBER GENERATOR, PLEASE FOLLOW THESE STEPS TO SELECT A DISPUTE FOR Q3:

LOOK AT THE RESPONSES IN Q2 AND CHECK IF THE RESPONDENT REPORTED A PROBLEM WITH A LEVEL OF SERIOUSNESS GREATER THAN "3". (YES / NO)

IF "YES", (1) LIST IN TABLE 1 BELOW THE DISPUTE CODES OF ALL THE PROBLEMS IDENTIFIED BY THE RESPONDENT WITH A LEVEL OF SERIOUSNESS IN Q2 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 Q3.

FOR EXAMPLE, IF THE HOUSEHOLD QUESTIONNAIRE NUMBER IS '3716', GO TO YOUR KISH GRID AND CIRCLE THE COLUMN NUMBER ('6'). IF THE RESPONDENT HAD THREE PROBLEMS IN TABLE 1, GO TO ROW 3 AND CIRCLE THE ROW NUMBER ('3') IN YOUR KISH GRID. DRAW LINES FROM COLUMN 6 AND ROW 3 AND FIND THE BOX WHERE THE TWO MEET, AND CIRCLE THE NUMBER IN IT ('3'). THIS MEANS YOU HAVE TO SELECT THE THIRD PROBLEM YOU WROTE IN TABLE 1 AND RECORD IT IN Q3.

TABLE 1: PROBLEMS WITH A LEVEL OF SERIOUSNESS IN Q2 GREATER THAN "3"

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

IF "NO", (1) LIST IN TABLE 2 BELOW THE DISPUTE CODES OF ALL THE PROBLEMS IDENTIFIED BY THE RESPONDENT. (2) LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. THIS IS THE COLUMN NUMBER YOU SHOULD CIRCLE IN YOUR KISH GRID. (3) CHECK THE NUMBER OF PROBLEMS THAT YOU WROTE IN TABLE 2 BELOW. THIS IS THE ROW NUMBER YOU SHOULD CIRCLE ON THE GRID. (4) FIND THE BOX WHERE THE CIRCLED ROW AND THE CIRCLED COLUMN MEET AND CIRCLE THE NUMBER THAT APPEARS IN THE BOX. THIS IS THE NUMBER THAT YOU SHOULD RECORD IN Q3.

FOR EXAMPLE, IF THE HOUSEHOLD QUESTIONNAIRE NUMBER IS '3716', GO TO YOUR KISH GRID AND CIRCLE THE COLUMN NUMBER ('6'). IF THE RESPONDENT HAD THREE PROBLEMS IN TABLE 2, GO TO ROW 3 AND CIRCLE THE ROW NUMBER ('3') IN YOUR KISH GRID. DRAW LINES FROM COLUMN 6 AND ROW 3 AND FIND THE BOX WHERE THE TWO MEET, AND CIRCLE THE NUMBER IN IT ('3'). THIS MEANS YOU HAVE TO SELECT THE THIRD PROBLEM YOU WROTE IN TABLE 2 AND RECORD IT IN Q3.

TABLE 2: PROBLEMS WITH A LEVEL OF SERIOUSNESS IN Q2 LESS THAN OR EQUAL TO "3"

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

Q3	[SURVEYOR: ENTER THE CODE OF THE PROBLEM TYPE SELECTED (A1 – L2)]	Code (A1 –L2)

Read: You said you had **[problem descriptor identified in Q3].** I am now going to ask you some questions about how you went about dealing with this particular problem.

Q4a	[ASK IF Q3 = A1, A2, A3, B1, B2, B3, B4, C1, F1, I1 J4, K1, K2, K3, L1, L2] Was this problem related to your self-employment activity (own business, professional practice, or farm)?	Yes 1 No 2 (DON'T READ) DK/NA 99
Q4b	[ASK IF Q3=A3, B1, B2, B3, B4, C1, C3, E3, H3] Did you share this problem with other people, neighbors, or other members of your community (for instance, a problem of communal land or lack of access to water)?	Yes 1 No 2 (DON'T READ) DK/NA 99
Q4c	[ASK IF Q4b=1] And to achieve a solution, did you require that these people agree with your position or that they took collective action?	Yes 1 No 2 (DON'T READ) DK/NA 99
Q4d	Did any of the parties resort to physical violence during the dispute or in the process of settling the dispute?	Yes 1 No 2 (DON'T READ) DK/NA 99
Q 5	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?	
Q6	Apart from anything you have told me about already, did you, or someone acting on your behalf, obtain information, advice or representation from any person or organization to help you better understand or resolve the problem? Please exclude any help provided by the other party. [SURVEYOR: IF THE RESPONDENT IS CONFUSED, READ:] For example, from family or friends, a lawyer, a court, a religious or community leader, a trusted person or organization, or anybody else.	
Q7	Which advisers did you contact? [SURVEYOR: DO NOT READ. MARK ALL MENTIONED ANSWERS. PROMPT WITH]: Any other legal advisers? [SURVEYOR: IF THE RESPONDENT ANSWERED "1", REGARDLESS OF HOW MANY ANSWERS THE RESPONDENT GAVE, GO TO Q8]	A relative, friend, or acquaintance 1 A lawyer, professional advisor or advice service 2 GO TO Q10 A government legal aid office 3 GO TO Q10 A court, government body, or the police 4 GO TO Q10 A health or welfare professional 5 GO TO Q10 A trade union or employer 6 GO TO Q10 A religious or community leader or organization 7 GO TO Q10 A civil society organization or charity 8 GO TO Q10 Other organization 9 GO TO Q10 (DON'T READ) DK/NA 99 GO TO Q10

Q8	Did any of the family or friends who you contact school or work in an organization that provides		No	1 GO TO Q10 2 GO TO Q10 99 GO TO Q10
Q9	What was the main reason why you did not con information, advice, or representation from anyo [SURVEYOR: DO NOT READ OUT OPTIONS. RESPONDENTS TO ANSWER FREELY. MAR ONE OPTION.]	one? . ALLOW	Thought the other side was I did not think I needed advict I was concerned about the fi I had received help with a pr I did not know who to call or I did not know I could get ad Was scared to get advice. Advisers were too far away of Other	important or not difficult to resolve 1 right 2 ce 3 nancial cost 4 oblem before and did not find it useful 5 where to get advice 6 vice for this problem 7 8 or it would take too much time 9 10 99
Q10	Did you, somebody acting on your behalf, the of anybody else, make a claim to a court or turn third-party individual or organization to adjudicate intervene to help resolve the problem? [SURVEYOR: IF THE RESPONDENT IS READ:] such as the police, a respected family community or religious leader	to any other te, mediate or CONFUSED,	Yes. No. (DON'T READ) DK/NA	1 GO TO Q11 2 99
Q10a	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.		Too early to say	olved 4
Q10b	Which of the following statements best reflects problem was settled? The problem was settled [SURVEYOR: SHOW SHOWCARD "B". MARI ONE OPTION.] [SURVEYOR: Go to Q16a]	through	Agreement between you and the other party 1 GO TO Q16a The other party independently doing what you wanted 2 GO TO Q16a You independently doing what the other party wanted GO TO Q16a The problem sorting itself out 4 GO TO Q16a You moving away from the problem (e.g. moving homes, changing journ of the problem of GO TO Q16a You and/or all other parties giving up trying to resolve the problem 6 GO TO Q16a None of these 7 GO TO Q16a (DON'T READ) DK/NA 99 GO TO Q16a	
			somebody acting on your er party or anybody else:	Q12: Who initiated (contact) it, you (or somebody acting on your behalf), the other party, or someone else?
A		No	1 GO TO Q12a 2 GO TO Q11b)) DK/NA 99	Myself (or someone on my behalf) 1 The other party 2 Someone else 3 (DON'T READ) DK/NA 99

 None of these
 10

 (DON'T READ) DK/NA
 99

В	Contact the police (or other prosecution authority)	No	1 GO TO Q12b 2 GO TO Q11c O) DK/NA 99	Myself (or someone on my behalf) The other party Someone else (DON'T READ) DK/NA	<u>2</u>
С	Contact a government office or other formal designated authority or agency	No	1 GO TO Q12c 2 GO TO Q11d D) DK/NA 99	Myself (or someone on my behalf) The other party Someone else (DON'T READ) DK/NA	2
D	Turn to a religious authority or community leader or organization	No	1 GO TO Q12d 2 GO TO Q11e D) DK/NA 99	Myself (or someone on my behalf) The other party Someone else (DON'T READ) DK/NA	2
E	Turn to a third-party to mediate the problem or turn to a formal conciliation or arbitration	No	1 GO TO Q12e 2 GO TO Q11f D) DK/NA 99	Myself (or someone on my behalf) The other party Someone else (DON'T READ) DK/NA	2
F	Turn to a formal complaints or appeal process.	No	1 GO TO Q12f 2 GO TO Q13 D) DK/NA 99	Myself (or someone on my behalf) The other party Someone else (DON'T READ) DK/NA	2 3
Q13	Is the problem ongoing or done with? By 'don that the problem is either completely resolved persists, but you and everybody else have give actions to resolve it further.	or that it	Too early to say Done with, but problem per Done with, problem fully res	1 GO TO Q18 2 GO TO Q18 sists 3 solved 4 99 GO TO Q18	
Q14	Which of the following statements best reflect problem was settled? The problem was settle [SURVEYOR: SHOW SHOWCARD "C". MA ONE OPTION.]	d through	Mediation or arbitration Action by another third part Agreement between you an The other party independer You independently doing w The problem sorting itself o You moving away from the	y a court or a formal authority y Id the other party Intly doing what you wanted hat the other party wanted ut problem (e.g. moving homes, changing	2 4 5 6 7 jobs) 8

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

Q15a	Fair?	YesNo(DON'T READ) DK/NA	.1 .2 .99
Q15b	Slow?	YesNo	.1 .2 .99

Q15c	Expensive?	Yes No (DON'T READ) DK/NA	2
Q16a	To what extent was the outcome of the problem or dispute in your favor?	Mostly in my favor Somewhat in my favor Mostly not in my favor (DON'T READ) DK/NA	2 3
Q16b	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]		
Q16c	Did you, personally, incur costs (other than your time) in order to solve the problem?	YesNo(DON'T READ) DK/NA	1 2 GO TO Q17 99 GO TO Q17
Q16d	How difficult was it to find the money to meet these costs?	Very easy Somewhat easy Difficult Nearly impossible (DON'T READ) DK/NA	2 3 4
Q17	How satisfied or dissatisfied are you with the outcome of the problem?	Very satisfied Satisfied Dissatisfied Very dissatisfied (DON'T READ) DK/NA	2 GO TO Q19a 3 GO TO Q19a 4 GO TO Q19a
Q18	How satisfied or dissatisfied are you with how things are turning out so far with the problem?	Very satisfied Satisfied Dissatisfied Very dissatisfied (DON'T READ) DK/NA	2 3 4
Re	ead: To what extent do you agree or disagree with the follo	owing statements about the problem	?
Q19a	I knew where to get good information and advice about resolving the problem.	Strongly Agree Agree Disagree Strongly Disagree (DON'T READ) DK/NA	2 3 4
Q19b	I was able to get all the expert help I wanted.	Strongly Agree	1

 Agree
 2

 Disagree
 3

 Strongly Disagree
 4

 (DON'T READ) DK/NA
 99

Q19c	I was (am) confident I could (can) achieve a fair outcome.	Strongly Agree	1
		Agree	2
		Disagree	3
		Strongly Disagree	4
		(DON'T READ) DK/NA	99
		, , , , , , , , , , , , , , , , , , , ,	•

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

Q20a	Stress-related illness, injuries, or physical ill health	YesNo(DON'T READ) DK/NA	2
Q20b	Relationship breakdown or damage to a family relationship.	YesNo	2
Q20c	Loss of income, loss of employment, financial strain or need to relocate.	YesNo	2
Q20d	Problems with alcohol or drugs	YesNo(DON'T READ) DK/NA	1 2 99

Section D: Crime and Bribery Victimization

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

D1	In the past 3 YEARS, did anyone actually BREAK	Yes1
	into your home/residence without permission,	No2 GO TO D2
	and steal or try to steal something?	(DON'T READ) DK/NA99 GO TO D2
D1a	Thinking about the most recent incident, did you or anyone	Yes1
	else report the crime to the police?	No2 GO TO D2
		(DON'T READ) DK/NA99 GO TO D2
D1b	Was the perpetrator caught?	Yes1
		No2 GO TO D2
		(DON'T READ) DK/NA99 GO TO D2
D1c	Was the perpetrator prosecuted and punished?	Yes1
		No2
		(DON'T READ) DK/NA99
D2	In the past 3 YEARS, were YOU a victim of an	Yes1
	ARMED ROBBERY (with a weapon such as a knife	No2 GO TO D3
	or a gun)?	(DON'T READ) DK/NA99 GO TO D3
D2a	Thinking about the most recent incident, did you	Yes1
	or anyone else report the crime to the police?	No2 GO TO D3

	(DON'T READ) DK/NA	99 GO TO D3
Was the perpetrator caught?	Yes	1
, ,	No	2 GO TO D3
	(DON'T READ) DK/NA	99 GO TO D3
Was the perpetrator prosecuted and punished?	Yes	1
	No	2
	(DON'T READ) DK/NA	99
	, , , , , , , , , , , , , , , , , , ,	No

D3	Has any relative or person that lived with you in	Yes	1
	your house been MURDERED in the past 3 years?	No	2 GO TO D4
		(DON'T READ) DK/NA	99 GO TO D4
D3a	Did you or anyone else report the crime to the	Yes	1
	police?	No	2 GO TO D4
		(DON'T READ) DK/NA	99 GO TO D4
D3b	Was the perpetrator caught?	Yes	1
		No	2 GO TO D4
		(DON'T READ) DK/NA	99 GO TO D4
D3c	Was the perpetrator prosecuted and punished?	Yes	1
		No	2
		(DON'T READ)DK/NA	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.

		D4. In the las	st <u>three years</u> , did you:		nave to pay a <u>bribe</u> to ervice or expedite the
a.	Request a government permit, or process any kind	Yes	1 GO TO D5a	Yes	1 GO TO D4b
	of document (like a license, building permit, etc.) in	No	2 GO TO D4b	No	2 GO TO D4b
	a local government office?	DK/NA	99 GO TO D4b	DK/NA	99 GO TO D4b
b.	(Did you) Request public benefits or government	Yes	1 GO TO D5b	Yes	1 GO TO D4c
	assistance, such as cash transfers, pensions, or	No	2 GO TO D4c	No	2 GO TO D4c
	disability benefits?	DK/NA	99 GO TO D4c	DK/NA	99 GO TO D4c
C.	(Did you) Request a birth certificate for you or your	Yes	1 GO TO D5c	Yes	1 GO TO D4d
	children or a government issued ID card?	No	2 GO TO D4d	No	2 GO TO D4d
		DK/NA	99 GO TO D4d	DK/NA	99 GO TO D4d
d.	(Did you) Request a place at a public school?	Yes	1 GO TO D5d	Yes	1 GO TO D4e
		No	2 GO TO D4e	No	2 GO TO D4e
		DK/NA		DK/NA	
e.	(Did you) Use any PUBLIC health services?	Yes	1 GO TO D5e	Yes	1 GO TO D4f
		No	2 GO TO D4f	No	2 GO TO D4f
		DK/NA	99 GO TO D4f	DK/NA	99 GO TO D4f
f.	(Did you) Take a motor vehicle (car, motorcycle or	Yes	1 GO TO D5f	Yes	1 GO TO D6
	truck) through an emissions inspection?	No	2 GO TO D6	No	2 GO TO D6
		DK/NA	99 GO TO D6	DK/NA	99 GO TO D6

D6	During the past three years, have you or anyone living in your household been stopped or detained by the police?	Yes
D6a	Thinking about the most recent incident, did you (or the person living in your household) have to pay a bribe to the police officer who approached you (or the person living in your household)?	Yes

Section E: Perceptions About Local Justice

Read: Next, I am going to read a list of statements about the Panchayats/Faislos/Jirgas of your village, the courts, and the Provincial Police. For each one I read, please tell me whether you strongly agree, agree somewhat, disagree somewhat, or strongly disagree with them.

	T. 15 . (E.1.1)	To:	
E1	Local Panchayats/Faislos/Jirgas are accessible to me	Strongly Agree	
		Agree	
		Disagree	3
		Strongly Disagree	4
		(DON'T READ) DK/NA	99
E2	Local Panchayats/Faislos/Jirgas are fair and trusted	Strongly Agree	1
	, °	Agree	
		Disagree	
		Strongly Disagree	
		(DON'T READ) DK/NA	99
E3	Local Panchayats/Faislos/Jirgas follow the local norms and	Strongly Agree	1
LJ	values of our people	Strongly Agree	'
	values of our people	Agree	
		Disagree Strongly Disagree	3 1
		Strongly Disagree	4
		(DON'T READ) DK/NA	99
E4	Local Panchayats/Faislos/Jirgas resolve cases timely and	Strongly Agree	1
	promptly	Agree	2
		Disagree	3
		Strongly Disagree	4
		(DON'T READ) DK/NA	99
E5	Magistrate courts are accessible to me	Strongly Agree	1
		Agree	
		Disagree	
		Strongly Disagree	
		(DON'T READ) DK/NA	
E6	Magistrate courts are fair and trusted	Strongly Agree	
		Agree	
		Disagree	
		Strongly Disagree	4
		(DON'T READ) DK/NA	99
E7	Magistrate courts follow the local norms and values of our	Strongly Agree	1
L1	people		
	people	Agree	<u>_</u>
		Disagree Strongly Disagree	3
		Strongly Disagree	
F0	Manietasta accesta na abra accestiva abra and accessible	(DON'T READ) DK/NA	99
E8	Magistrate courts resolve cases timely and promptly	Strongly Agree	
		Agree	
		Disagree	3
		Strongly Disagree	4
		(DON'T READ) DK/NA	99
E9	The Provincial Police is fair and trusted	Strongly Agree	1
		Agree	2
		Disagree	3
		Strongly Disagree	4
		(DON'T READ) DK/NA	99
E10	The Provincial Police acts according to the law	Strongly Agree	1
	The state of the s	1 · · · · · · · · · · · · · · · ·	··

	Agree	2
	Disagree	3
	Strongly Disagree	4
	(DON'T READ) DK/NA	99

Section F: Women's Issues

Read: For this part of the survey, I am going to read pairs of statements about women's role in the Pakistani society. For each one I read, please tell me which is closest to your view.

F1	A. A married daughter is not entitled to her father's estate	Agree with A	1
	because she is under the care of her husband	Agree with B	2
	B. All children are entitled to a portion of their parent's	Agree with neither	
	estate	Agree with both	4
		Don't know/No answer	99
F2	A. A woman should be able to divorce without the approval	Agree with A	_1
	of her husband	Agree with B	2
	B. A woman should obtain the approval of her husband for	Agree with neither	3
	divorce	Agree with both	4
		Don't know/No answer	99
F3	A. A married man has the right to hit his wife if she	Agree with A	1
	misbehaves	Agree with B	2
	B. A married man does not have the right to hit his wife	Agree with neither	
	and should be stopped	Agree with both	
	· ·	Don't know/No answer	
F4	A. A woman should be allowed to work outside the home	Agree with A	1
	B. A woman should not be allowed to work outside the	Agree with B	2
	home	Agree with neither	3
		Agree with both	4
		Don't know/No answer	
F5	A. Women should engage in local dispute resolution	Agree with A	1
	B. Women should stay out of local dispute resolution	Agree with B	2
		Agree with neither	3
		Agree with both	
		Don't know/No answer	99

Section G: Perceptions about Internally Displaced Persons and Refugees:

Read: I am now going to read a list of statements. For each one I read, please tell me whether you strongly agree, agree, disagree, or strongly disagree with them.

To what extent do you agree with the following statements about **foreign refugees** living in Pakistan?

G1	The government of Pakistan is doing enough to help	Strongly Agree	1
	refugees living in Pakistan	Agree	2
		Disagree	3
		Strongly Disagree	4
		(DON'T READ) DK/NA	99
G2	The constitutional rights guaranteed to citizens of Pakistan	Strongly Agree	1
	should also apply to refugees living in the country.	Agree	2
		Disagree	3
		Strongly Disagree	4
		(DON'T READ) DK/NA	99
G3	Pakistani citizens and refugees are treated equally by the	Strongly Agree	1
	police.	Agree	2
	r · · ·	Disagree	3
		Strongly Disagree	4

		(DON'T READ) DK/NA	99
G4	Refugees are welcome in my community.	Strongly Agree	1
		Agree	2
		Disagree_	3
		Strongly Disagree	4
		(DON'T READ) DK/NA	99
G5	Refugees respect the laws of Pakistan.	Strongly Agree	1
		Agree	2
		Disagree	
		Strongly Disagree	4
		(DON'T READ) DK/NA	99
G6	Refugees are portrayed fairly by the media (TV, radio,	Strongly Agree	1
	newspapers).	Agree	2
		Disagree	3
		Strongly Disagree	4
		(DON'T READ) DK/NA	99

Read: To what extent do you agree with the following statements about <u>displaced Pakistanis</u> (that is, citizens of Pakistan that have been forced to move to another part of Pakistan due to conflict, violence, or a natural disaster such as flooding) in your country:

G7	The government of Pakistan is doing enough to help	Strongly Agree	1
	displaced Pakistanis in the country.	Agree	2
	, , , , , , , , , , , , , , , , , , , ,	Disagree	
		Strongly Disagree	4
		(DON'T READ) DK/NA	99
G8	Local residents and displaced Pakistanis are treated	Strongly Agree	1
	equally by the police.	Agree	2
		Disagree	
		Strongly Disagree	4
		(DON'T READ) DK/NA	99
G9	Displaced Pakistanis are welcome in my community.	Strongly Agree	1
		Agree	2
		Disagree	3
		Strongly Disagree	4
		(DON'T READ) DK/NA	99
G10	Displaced Pakistanis are portrayed fairly by the media (TV,	Strongly Agree	1
	radio, newspapers).	Agree	2
		Disagree	3
		Strongly Disagree	4
		(DON'T READ) DK/NA	99

Read: Finally, how serious do you think the following problems are in Pakistan:

G11	Ethnic tensions between displaced Pakistanis and local	Very serious	1
	residents.	Serious	2
		Somewhat serious	3
		Not serious	4
		(DON'T READ) DK/NA	99
G12	<u>Displaced Pakistanis</u> and local residents competing for	Very serious	1
	jobs.	Serious	2
	,	Somewhat serious	3
		Not serious	Δ
		(DON'T READ) DK/NA	99

G13	Displaced Pakistanis spreading violence and extremism to other parts of Pakistan.	Very serious	1
		Serious	2
		Somewhat serious	3
		Not serious	4
		(DON'T READ) DK/NA	99
G14	Ethnic tensions between <u>foreign refugees</u> and Pakistani citizens.	Very serious	1
		Serious	2
		Somewhat serious	3
		Not serious	4
		(DON'T READ) DK/NA	99
G15	Foreign refugees and local residents competing for jobs	Very serious	1
		Serious	2
		Somewhat serious	3
		Not serious	4
		(DON'T READ) DK/NA	99
G16	Foreign refugees bringing violence and extremism to Pakistan	Very serious	1
		Serious	2
		Somewhat serious	3
		I Not serious	4
		(DON'T READ) DK/NA	99
G17	<u>Foreign refugees</u> bringing weapons and drugs to Pakistan.	Very serious	1
		Serious	2
		Somewhat serious	3
		Not serious	4
		(DON'T READ) DK/NA	99

THANKS 2: "Those are all the questions I have for you. Thank you for taking the time to help us with this survey. Have a nice (Day/Evening)"

TERMINATE