

THE WORLD JUSTICE PROJECT: GENERAL POPULATION POLL 2022

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 the answers of at least 500 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.

Gend	Gender (Please fill in the gender of the respondent.)	Male.....1 Female.....2
Age	What is your age as of today?	Open Response (Numeric)
Income	Would you please tell me the bracket that best represents your household's total income from all sources? This should include wages and salaries, net income from businesses, pensions, dividends, remittances, rents, and any other money income received by all members of the household. (Please refer to Supplemental Survey Materials for instructions on how to construct this variable.)	1 st quintile range.....1 2 nd quintile range.....2 3 rd quintile range.....3 4 th quintile range.....4 5 th quintile range.....5 (DON'T READ) Don't know/No answer..99
income_cur	Surveyor: Write the currency used for reporting the household's total income. Please standardize for all respondents.	Open Response (Text)
income_time	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

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

2. CORRUPTION

READ: What is your opinion about the following behaviors? Is it always acceptable, usually acceptable, sometimes acceptable, or not acceptable?

q2a	A public officer being recruited on the basis of family ties and friendship networks	Always Acceptable.....1 Usually Acceptable.....2 Sometimes Acceptable.....3 Not Acceptable.....4 (DON'T READ) Don't know/No answer.....99
q2b	A public officer asking for a bribe to speed up administrative procedures	Always Acceptable.....1 Usually Acceptable.....2 Sometimes Acceptable.....3 Not Acceptable.....4 (DON'T READ) Don't know/No answer.....99
q2c	A private citizen offering a bribe to a public official to speed up administrative procedures	Always Acceptable.....1 Usually Acceptable.....2 Sometimes Acceptable.....3 Not Acceptable.....4 (DON'T READ) Don't know/No answer.....99
q2d	An elected official taking public funds for private use	Always Acceptable.....1 Usually Acceptable.....2 Sometimes Acceptable.....3 Not Acceptable.....4 (DON'T READ) Don't know/No answer.....99
q2e	An elected official using stolen public funds to assist his or her community	Always Acceptable.....1 Usually Acceptable.....2 Sometimes Acceptable.....3 Not Acceptable.....4 (DON'T READ) Don't know/No answer.....99
q2f	A law enforcement officer (police, customs, immigration, civil guard, military police) asking for a bribe	Always Acceptable.....1 Usually Acceptable.....2 Sometimes Acceptable.....3 Not Acceptable.....4 (DON'T READ) Don't know/No answer.....99
q2g	A company official asking for a bribe from a job applicant	Always Acceptable.....1 Usually Acceptable.....2 Sometimes Acceptable.....3 Not Acceptable.....4 (DON'T READ) Don't know/No answer.....99

READ: In your opinion, how frequent are these practices among *public officials*? Do you think they are very frequent, frequent, not frequent, or do you think they never happen?

q3a	Influencing the hiring of friends or relatives in the public sector	Very Frequent.....1 Frequent.....2 Not Frequent.....3 Never.....4 (DON'T READ) Don't know/No answer.....99
q3b	Influencing the award of government contracts to friends or relatives	Very Frequent.....1 Frequent.....2 Not Frequent.....3 Never.....4 (DON'T READ) Don't know/No answer.....99

q3c	Requesting money or gifts for public services that should have been provided for free	Very Frequent	1
		Frequent	2
		Not Frequent	3
		Never	4
		(DON'T READ) Don't know/No answer	99

READ: In your opinion, how frequent are these practices among *private sector employees*? Do you think they are very frequent, frequent, not frequent, or do you think they never happen?

q4a	Influencing the hiring of friends or relatives in the private sector	Very Frequent	1
		Frequent	2
		Not Frequent	3
		Never	4
		(DON'T READ) Don't know/No answer	99
q4b	Influencing the award of contracts to friends or relatives in the private sector	Very Frequent	1
		Frequent	2
		Not Frequent	3
		Never	4
		(DON'T READ) Don't know/No answer	99
q4c	Requesting money or gifts for private benefit instead of the benefit of the company	Very Frequent	1
		Frequent	2
		Not Frequent	3
		Never	4
		(DON'T READ) Don't know/No answer	99

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

q5a	Members of Parliament/Congress	None	1
		Some of them	2
		Most of them	3
		All of them	4
		(DON'T READ) Don't know/No answer	99
q5b	Officers working in the national government	None	1
		Some of them	2
		Most of them	3
		All of them	4
		(DON'T READ) Don't know/No answer	99
q5c	Officers working in the local government	None	1
		Some of them	2
		Most of them	3
		All of them	4
		(DON'T READ) Don't know/No answer	99
q5d	Judges and magistrates	None	1
		Some of them	2
		Most of them	3
		All of them	4
		(DON'T READ) Don't know/No answer	99
q5e	The prosecutors in charge of criminal investigations	None	1
		Some of them	2
		Most of them	3
		All of them	4
		(DON'T READ) Don't know/No answer	99
q5f	Public defense attorneys	None	1

		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know/No answer.....	99
q5g	Police officers	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know/No answer.....	99
q5h	Members of the Armed Forces	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know/No answer.....	99
q5i	Tax/revenues officers	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know/No answer.....	99
q5j	Customs officers	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know/No answer.....	99
q5k	Public utility company officers and employees (electricity, water, sanitation, etc.)	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know/No answer.....	99
q5l	Doctors and nurses in public hospitals	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know/No answer.....	99
q5m	Teachers in public schools	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know/No answer.....	99
q5n	Land registry officers	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know/No answer.....	99
q5o	Car registration/driver license agency officers	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know/No answer.....	99
q5p	The news media	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know/No answer.....	99
q5q	Political parties	None.....	1
		Some of them.....	2

	Most of them.....	3
	All of them.....	4
	(DON'T READ) Don't know/No answer.....	99

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

	q6. In the last three years , did you:	q7. Did you have to pay a bribe 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 q7a) No.....2 (GO TO q6b) (DON'T READ) DK/NA...99 (GO TO q6b)	Yes.....1 (GO TO q6b) No.....2 (GO TO q6b) (DON'T READ) DK/NA...99 (GO TO q6b)
b. (Did you) Request public benefits or government assistance, such as cash transfers, pensions, or disability benefits?	Yes.....1 (GO TO q7b) No.....2 (GO TO q6c) (DON'T READ) DK/NA...99 (GO TO q6c)	Yes.....1 (GO TO q6c) No.....2 (GO TO q6c) (DON'T READ) DK/NA...99 (GO TO q6c)
c. (Did you) Request a birth certificate for you or your children or a government issued ID card?	Yes.....1 (GO TO q7c) No.....2 (GO TO q6d) (DON'T READ) DK/NA...99 (GO TO q6d)	Yes.....1 (GO TO q6d) No.....2 (GO TO q6d) (DON'T READ) DK/NA...99 (GO TO q6d)
d. (Did you) Request a place at a public school?	Yes.....1 (GO TO q7d) No.....2 (GO TO q6e) (DON'T READ) DK/NA...99 (GO TO q6e)	Yes.....1 (GO TO q6e) No.....2 (GO TO q6e) (DON'T READ) DK/NA...99 (GO TO q6e)
e. (Did you) Use any PUBLIC health services?	Yes.....1 (GO TO q7e) No.....2 (GO TO q8) (DON'T READ) DK/NA...99 (GO TO q8)	Yes.....1 (GO TO q8) No.....2 (GO TO q8) (DON'T READ) DK/NA...99 (GO TO q8)

3. 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 2021]** 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.

q8	Have you made a request for information held by a government agency (such as government ministries, municipalities, law enforcement agencies, etc.) in the last 12 months?	Yes.....1 No.....2 (GO TO q10) (DON'T READ) Don't know/No answer.....99 (GO TO q10)
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q9a	Did you receive the information that you requested?	Yes.....1 No.....2 (GO TO q10) (DON'T READ) Don't know/No answer.....99 (GO TO q10)
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q9b	Approximately how long did it take to receive the information that you requested?	Less than a week.....1 Between one week and one month.....2 Between one month and three months.....3 Between three months and six months.....4 More than six months.....5
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		(DON'T READ) Don't know/No answer.....	99
q9c	Did you have to pay a bribe in order to obtain the information?	Yes.....	1
		No.....	2
		(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?

q10a	Detailed budget figures of government agencies	Very likely.....	1
		Likely.....	2
		Unlikely.....	3
		Very unlikely.....	4
		(DON'T READ) Don't know/No answer.....	99
q10b	Copies of government contracts	Very likely.....	1
		Likely.....	2
		Unlikely.....	3
		Very unlikely.....	4
		(DON'T READ) Don't know/No answer.....	99
q10c	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

4. 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.

	Type of crime	q11a. In the last twelve months, have you experienced any of the following situations?	
1	Theft of car	Yes.....	1
		No.....	2
		(DON'T READ) DK/NA.....	99
2	Theft from car (car parts or something from inside the car was stolen)	Yes.....	1
		No.....	2
		(DON'T READ) DK/NA.....	99
3	Vandalism or property damage	Yes.....	1
		No.....	2
		(DON'T READ) DK/NA.....	99
4	Theft of moped, motor scooter, or motorcycle	Yes.....	1
		No.....	2
		(DON'T READ) DK/NA.....	99
5	Burglary	Yes.....	1
		No.....	2
		(DON'T READ) DK/NA.....	99
6	Attempted burglary	Yes.....	1
		No.....	2
		(DON'T READ) DK/NA.....	99

7	Robbery	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
8	Theft of personal property or pickpocketing	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
9	Extortion (threats, pressure, or fraud to demand money or goods)	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
10	Consumer fraud	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
11	Bribery/corruption by public official	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
12	Other crimes related to property or fraud	Yes.....1 No.....2 (DON'T READ) DK/NA.....99

READ: I will now ask you about more delicate situations that may have happened to you.

	Type of crime	q11b. In the last twelve months, have you experienced any of the following situations?
1	Assaults/threats	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
2	Kidnapping	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
3	Rape or sexual assault	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
4	Hate crime	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
5	Other crimes related to personal injury or harm	Yes.....1 No.....2 (DON'T READ) DK/NA.....99

SURVEYOR INSTRUCTIONS:

- IF THE RESPONDENT DID NOT ANSWER “YES” TO ANY OF THE QUESTIONS IN q11a or q11b, GO TO q12
- IF THE RESPONDENT DID ANSWER “YES” TO ANY OF THE QUESTIONS IN q11a or q11b, CONTINUE WITH q11c.

q11c	Thinking about the most recent incident, did it occur in [COUNTRY]?	Yes.....1 No.....2 (GO TO q12) (DON'T READ) Don't know/No answer.....99 (GO TO q12)
q11d	Thinking about the most recent incident, did you report the crime to the police or any other authority?	Yes.....1 No.....2 (GO TO q11h) (DON'T READ) Don't know/No answer.....99

		(GO TO q12)
q11e	To which authority did you report the crime?	Police.....1 Public prosecutor.....2 Lawyer.....3 Human rights agency.....4 Military.....5 Court.....6 Other (please specify).....7 (DON'T READ) Don't know/No answer.....99
q11f	Did you file an official crime report?	Yes.....1 No.....2 (GO TO q12) (DON'T READ) Don't know/No answer.....99 (GO TO q12)
q11g	Have you received any information about the status of your report?	Yes.....1 (GO TO q12) No.....2 (GO TO q12) (DON'T READ) Don't know/No answer.....99 (GO TO q12)
q11h	Why didn't you report the crime?	I didn't know who to contact.....1 I didn't think I would be believed.....2 I was afraid of retaliation or concerned about my safety.....3 I didn't want other people to find out.....4 I didn't think it would improve the situation.....5 A friend or family member convinced me not to.....6 I didn't think the police or other authority would do anything.....7 I didn't have time.....8 I thought I would be blamed for the situation.....9 I didn't trust the police or other authorities.....10 I was embarrassed or ashamed.....11 Other.....12 (DON'T READ) Don't know/No answer.....99

q12	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
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5. DISCRIMINATION

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

q13a	A poor person	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q13b	A female	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99

q13c	A person from an ethnic group or tribe other than that of the police officer involved	Yes.....1 No.....2 (DON'T READ) Don't know/No answer99
q13d	A person from a religion other than that of the police officer involved	Yes.....1 No.....2 (DON'T READ) Don't know/No answer99
q13e	A foreigner (immigrant)	Yes.....1 No.....2 (DON'T READ) Don't know/No answer99
q13f	A homosexual or LGBT+ (Lesbian, Gay, Bisexual, Transgender, Other) person	Yes.....1 No.....2 (DON'T READ) Don't know/No answer99
q13g	A person with dark skin	Yes.....1 No.....2 (DON'T READ) Don't know/No answer99
q13h	An Indigenous person	Yes.....1 No.....2 (DON'T READ) Don't know/No answer99
q13i	A person with tattoos	Yes.....1 No.....2 (DON'T READ) Don't know/No answer99
q13j	A young person	Yes.....1 No.....2 (DON'T READ) Don't know/No answer99

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 after **[today's month 2020]** 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	q14	q15
A1	Problems related to poor or incomplete professional services (for example, services from a lawyer, builder, mechanic, etc.)	Yes.....1 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 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 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 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 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 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 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 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 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 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
C4	Becoming homeless	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D1	Divorce or separation	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D2	Difficulties obtaining child support payments	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D3	Difficulties paying child support	Yes.....1 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 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 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 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 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 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 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 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 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
G1	Being dismissed from a job unfairly	Yes.....1 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 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA

G3	Harassment at work	Yes.....1 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 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 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 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 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 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 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 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 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 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 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 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
L1	Difficulties collecting money owed to you	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
L2	Insurance claims being denied	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA

q15. SURVEYOR INSTRUCTIONS:

- **IF THE RESPONDENT DID NOT ANSWER “YES” TO ANY OF THE QUESTIONS IN q14, GO TO q38.**
- **IF THE RESPONDENT DID ANSWER “YES” TO ANY OF THE QUESTIONS IN q14, 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 q14 AND READ EACH PROBLEM DESCRIPTION AS WORDED, THEN RECORD THE RESPONSE IN q15 ABOVE.**

q16. SURVEYOR INSTRUCTIONS: YOU WILL NOW CHOOSE ONE OF THE PROBLEMS IDENTIFIED IN q15 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 q14.
- 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 q16.

q16	[SURVEYOR: ENTER THE CODE OF THE PROBLEM TYPE SELECTED (A1 – L2)]	Code (A1-L2).....
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READ: You said you had [problem descriptor identified in q16]. I am now going to ask you some questions about how you went about dealing with this particular problem.

q17a	(ASK IF q16 = 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
q17b	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

q18	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 No.....2 (DON'T READ) DK/NA.....99
q19	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.)	Yes.....1 No.....2 (GO TO q22) (DON'T READ) DK/NA.....99 (GO TO q22)
q20	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 q21.)	A relative, friend, or acquaintance.....1 A lawyer, professional advisor, or advice service.....2 (GO TO q23) A government legal aid office.....3 (GO TO q23) A court, government body, or the police.....4 (GO TO q23) A health or welfare professional.....5 (GO TO q23) A trade union or employer.....6 (GO TO q23) A religious or community leader or organization.....7 (GO TO q23) A civil society organization or charity.....8 (GO TO q23) Other organization.....9 (GO TO q23) (DON'T READ) DK/NA.....99 (GO TO q23)
q21	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 q23) No.....2 (GO TO q23) (DON'T READ) DK/NA.....99 (GO TO q23)

q22	<p>What was the main reason why you did not consider getting information, advice, or representation from anyone? (SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENTS TO ANSWER FREELY. MARK ONLY ONE OPTION.)</p>	<p>I thought the issue was not important or not difficult to resolve..... 1 Thought the other side was right..... 2 I did not think I needed advice..... 3 I was concerned about the financial cost..... 4 I had received help with a problem before and did not find it useful..... 5 I did not know who to call or where to get advice..... 6 I did not know I could get advice for this problem..... 7 Was scared to get advice..... 8 Advisers were too far away or it would take too much time..... 9 Other..... 10 (DON'T READ) DK/NA..... 99</p>
q23	<p>Did you, somebody acting on your behalf, the other party or anybody else, make a claim to a court or turn to any other third-party individual or organization to adjudicate, mediate or intervene to help resolve the problem? (SURVEYOR: IF THE RESPONDENT IS CONFUSED, READ: such as the police, a respected family member, or a community or religious leader.)</p>	<p>Yes..... 1 (GO TO q27) No..... 2 (DON'T READ) DK/NA..... 99</p>
q24	<p>Why did you not go to anybody? (SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK ONE OPTION.)</p>	<p>I thought the problem was not important enough or easy to resolve..... 1 I was confident I could resolve it by myself..... 2 Resolving the problem would have taken a long time or a lot of bureaucratic procedures..... 3 I did not have evidence or a strong case..... 4 Scared of the consequences / The other party is much more powerful..... 5 I did not know what to do, where to go, or how to do it..... 6 Access problems (cost, distance, schedule, etc.)..... 7 I did not trust the authorities..... 8 It would create problems for my family or damage a relationship..... 9 I caused the problem / It was up to the other party..... 10 Other..... 11 (DON'T READ) DK/NA..... 99</p>
q25	<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 q34) Too early to say..... 2 (GO TO q34) Done with, but problem persists..... 3 Done with, problem fully resolved..... 4 (DON'T READ) Don't know/No answer..... 99 (GO TO q34)</p>
q26	<p>Which of the following statements best reflects how the problem was settled? The problem was settled through</p>	<p>Agreement between you and the other party..... 1 (GO TO q31a)</p>

F	Turn to a formal complaints or appeal process.	Yes..... 1 (GO TO q28f) No..... 2 (GO TO q27g) (DON'T READ) DK/NA 99 (GO TO q27g)	Myself (or someone on my behalf)..... 1 (GO TO q27g) The other party..... 2 (GO TO q27g) Someone else..... 3 (GO TO q27g) (DON'T READ) DK/NA 99 (GO TO q27g)
G	Turn to another institution or actor	Yes..... 1 [SPECIFY] (GO TO q28g) No..... 2 (GO TO q29) (DON'T READ) DK/NA 99 (GO TO q29)	Myself (or someone on my behalf)..... 1 (GO TO q29) The other party..... 2 (GO TO q29) Someone else..... 3 (GO TO q29) (DON'T READ) DK/NA 99 (GO TO q29)

q29	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 q34) Too early to say..... 2 (GO TO q34) Done with, but problem persists..... 3 Done with, problem fully resolved..... 4 (DON'T READ) Don't know/No answer 99 (GO TO q34)
q30	Which of the following statements best reflects how the problem was settled? The problem was settled through (SURVEYOR: SHOW SHOWCARD "C". MARK ONLY ONE OPTION.)	A decision or intervention by a court or a formal authority..... 1 Mediation or arbitration..... 2 Action by another third party..... 3 Agreement between you and the other party..... 4 The other party independently doing what you wanted..... 5 You independently doing what the other party wanted..... 6 The problem sorting itself out..... 7 You moving away from the problem (e.g., moving homes, changing jobs)..... 8 You and/or all other parties giving up trying to resolve the problem..... 9 None of these..... 10 (DON'T READ) DK/NA 99

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

q31a	Fair?	Yes..... 1 No..... 2 (DON'T READ) DK/NA 99
q31b	Slow?	Yes..... 1 No..... 2 (DON'T READ) DK/NA 99
q31c	Expensive?	Yes..... 1 No..... 2 (DON'T READ) DK/NA 99
q32a	To what extent was the outcome of the problem or dispute in your favor?	Mostly in my favor..... 1 Somewhat in my favor..... 2 Mostly not in my favor..... 3 (DON'T READ) DK/NA 99

q32b	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)	
q32c	Did you, personally, incur costs (other than your time) in order to solve the problem?	Yes 1 No 2 (GO TO q33) (DON'T READ) DK/NA 99 (GO TO q33)
q32d	How difficult was it to find the money to meet these costs?	Very easy 1 Somewhat easy 2 Difficult 3 Nearly impossible 4 (DON'T READ) DK/NA 99
q33	How satisfied or dissatisfied are you with the outcome of the problem?	Very satisfied 1 (GO TO q35) Satisfied 2 (GO TO q35) Dissatisfied 3 (GO TO q35) Very dissatisfied 4 (GO TO q35) (DON'T READ) DK/NA 99 (GO TO q35)
q34	How satisfied or dissatisfied are you with how things are turning out so far with the problem?	Very satisfied 1 Satisfied 2 Dissatisfied 3 Very dissatisfied 4 (DON'T READ) DK/NA 99
q35	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 Bureaucratic 2 A family or private matter 3 Legal 4 Political 5 A social or community matter 6 Economic 7 (DON'T READ) DK/NA 99

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

q36a	I understood or came to understand my legal rights and responsibilities.	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99
q36b	I knew where to get good information and advice about resolving the problem.	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99
q36c	I was able to get all the expert help I wanted.	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99
q36d	I was (am) confident I could (can) achieve a fair outcome.	Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99

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

q37a	Stress-related illness, injuries, or physical ill health	Yes..... 1 No..... 2 (DON'T READ) DK/NA 99
q37b	Relationship breakdown or damage to a family relationship.	Yes..... 1 No..... 2 (DON'T READ) DK/NA 99
q37c	Loss of income, loss of employment, financial strain or need to relocate.	Yes..... 1 No..... 2 (DON'T READ) DK/NA 99
q37d	Problems with alcohol or drugs	Yes..... 1 No..... 2 (DON'T READ) DK/NA 99

SURVEYOR: REVIEW QUESTIONS q37a TO q37d.

- **IF THE RESPONDENT ANSWERED “YES” TO ONE OR MORE OF THESE QUESTIONS, GO TO q37e.**
- **IF THE RESPONDENT ANSWERED “NO” OR “DON’T KNOW/NO ANSWER” TO ALL OF THESE QUESTIONS, GO TO q38.**

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

q37e	How many days, if any, did you not work as a result of this hardship?	[Open Response] _____ days
q37f	How much income, if any, did you lose from not working?	[Open Response] _____ [insert income currency]

q37g	Did this hardship cause you to visit a healthcare professional (that is, a medical doctor, therapist, psychologist, etc.)?	Yes..... 1 (GO TO q37g_1) No..... 2 (GO TO q37h) (DON'T READ) Don't know/No answer 99 (GO TO q37h)
q37g_1	(ASK IF q37g = 1) If it caused you to visit a healthcare professional, how many visits did you make?	[Open Response] _____ visits to a healthcare professional

q37h	Did this hardship cause you to be hospitalized?	Yes..... 1 (GO TO q37h_1) No..... 2 (GO TO q38) (DON'T READ) Don't know/No answer 99 (GO TO q38)
q37h_1	(ASK IF q37h = 1) If it caused you to be hospitalized, how many days were you in the hospital?	[Open Response] _____ days spent in the hospital

6. HYPOTHETICAL SITUATIONS

OPTION A

SURVEYOR: THE SURVEY WILL RANDOMLY ASSIGN OPTION A OR OPTION B TO EACH RESPONDENT.

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.

q38_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 Absolutely nothing happens..... 2 (DON'T READ) Don't know/No answer..... 99
q39_G1	Assume that a criminal is apprehended by your neighbors after committing a serious crime. Which of the following two situations is more likely to happen? (SINGLE ANSWER)	The criminal gets beaten by the neighbors..... 1 The criminal is turned over to the authorities without harm..... 2 (DON'T READ) Don't know/No answer..... 99

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

q40a_G1	Please assume that one day the President ¹ decides to adopt a policy that is clearly against [COUNTRY'S] Constitution: How likely is the National Congress/Parliament to be able to stop the President's illegal actions?	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON'T READ) Don't know/No answer..... 99
q40b_G1	How likely are the courts to be able to stop the President's illegal actions?	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON'T READ) Don't know/No answer..... 99
q40c_G1	How likely are the citizens to be able to stop the President's illegal actions?	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON'T READ) Don't know/No answer..... 99
q40d_G1	Think about business owners engaging in small operations (for example, selling food in a small establishment). How likely do you think it is that these people would be fined if they: Engaged in the business operation without the required documentation?	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON'T READ) Don't know/No answer..... 99
q40e_G1	How likely do you think it is that these people would be fined if they: Did not register to pay taxes when they should?	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON'T READ) Don't know/No answer..... 99

OPTION B

SURVEYOR: THE SURVEY WILL RANDOMLY ASSIGN OPTION A OR OPTION B TO EACH RESPONDENT.

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.

q38_G2	Assume that a high-ranking government officer is taking government money for personal benefit. Assume that one of his employees witnesses this conduct, reports it to the relevant authority, and provides sufficient evidence to prove it. Assume that the press obtains the information and publishes the	The accusation is completely ignored by the authorities..... 1 An investigation is opened, but it never reaches any conclusions..... 2 The high-ranking government officer is prosecuted and punished (through fines, or time in prison)..... 3
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¹ Please adapt to local usage: Head of State, President, Prime Minister, or government, as applicable.

	story. Which one of the following outcomes is most likely? (SINGLE ANSWER)	(DON'T READ) Don't know/No answer.....99
q39_G2	In your opinion, most judges decide cases according to: (SINGLE ANSWER)	What the government tells them to do.....1 What powerful private interests tell them to do.....2 What the law says.....3 (DON'T READ) Don't know/No answer.....99

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

q40a_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 Likely.....2 Unlikely.....3 Very unlikely.....4 (DON'T READ) Don't know/No answer.....99
q40b_G2	If someone commits a homicide in your neighborhood, how likely is it that the criminal is prosecuted and convicted?	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 (DON'T READ) Don't know/No answer.....99
q40c_G2	If a police chief ² 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 Likely.....2 Unlikely.....3 Very unlikely.....4 (DON'T READ) Don't know/No answer.....99
q40d_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? Providing effective ways to make complaints about public services	Very well.....1 Fairly well.....2 Fairly badly.....3 Very badly.....4 (DON'T READ) Don't know/No answer.....99
q40e_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

7. CIVIC PARTICIPATION

OPTION A

SURVEYOR: THE SURVEY WILL RANDOMLY ASSIGN OPTION A OR OPTION B TO EACH RESPONDENT.

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

² Please adapt to local usage in case there is no police chief.

q41a_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
q41b_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
q41c_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
q41d_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
q41e_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
q41f_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
q41g_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
q41h_G1	In practice, people in this neighborhood can get together with others and present their concerns to local government officials	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q41i_G1	In [COUNTRY], the media (TV, radio, newspapers) are free to report the news without government influence or fear of retaliation	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q41j_G1	In practice, the government collaborates with civil society organizations in designing public policy	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q41k_G1	In practice, government decisions can be challenged in court	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99

READ: During the past 12 months, have you:

q42_G1	Attended a legal demonstration or protest march?	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99

OPTION B

SURVEYOR: THE SURVEY WILL RANDOMLY ASSIGN OPTION A OR OPTION B TO EACH RESPONDENT.

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

q41a_G2	In [COUNTRY], people can freely join together with others to draw attention to an issue or sign a petition	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't know/No answer.....	99
q41b_G2	In practice, workers in [COUNTRY] can freely form labor unions and bargain for their rights with their employers	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't know/No answer.....	99
q41c_G2	In [COUNTRY], people can freely express opinions against the government	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't know/No answer.....	99
q41d_G2	In [COUNTRY], people can freely attend community meetings	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't know/No answer.....	99
q41e_G2	In [COUNTRY], the media ³ (TV, radio, newspapers) can freely expose cases of corruption by high-ranking government officers without fear of retaliation	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't know/No answer.....	99
q41f_G2	In [COUNTRY], civil society organizations can freely express opinions against government policies and actions without fear of retaliation	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't know/No answer.....	99
q41g_G2	In [COUNTRY], political parties can freely express opinions against government policies and actions without fear of retaliation	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't know/No answer.....	99
q41h_G2	In [COUNTRY], religious minorities can freely and publicly observe their holy days and events	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't know/No answer.....	99

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

READ: During the past 12 months, have you:

q42_G2	Attended a legal demonstration or protest march?	Yes.....	1
		No.....	2
		(DON'T READ) Don't know/No answer.....	99

8. INSTITUTIONAL PERFORMANCE

OPTION A

SURVEYOR: THE SURVEY WILL RANDOMLY ASSIGN OPTION A OR OPTION B TO EACH RESPONDENT.

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:

q43a_G1	The police in [COUNTRY] act according to the law	Always.....	1
		Often.....	2
		Rarely.....	3
		Never.....	4
		(DON'T READ) Don't know/No answer.....	99
q43b_G1	Police investigators in [COUNTRY] perform serious and law-abiding investigations to find the perpetrators of a crime	Always.....	1
		Often.....	2
		Rarely.....	3
		Never.....	4
		(DON'T READ) Don't know/No answer.....	99
q43c_G1	In [COUNTRY], the basic rights of suspects are respected by the police	Always.....	1
		Often.....	2
		Rarely.....	3
		Never.....	4
		(DON'T READ) Don't know/No answer.....	99
q43d_G1	In [COUNTRY], if members of the police violate the law, they are punished for these violations	Always.....	1
		Often.....	2
		Rarely.....	3
		Never.....	4
		(DON'T READ) Don't know/No answer.....	99
q43e_G1	In [COUNTRY], members of the police employ excessive use of force	Always.....	1
		Often.....	2
		Rarely.....	3
		Never.....	4
		(DON'T READ) Don't know/No answer.....	99
q43f_G1	In [COUNTRY], if members of the police request bribes from the public, they will be held accountable	Always.....	1
		Often.....	2
		Rarely.....	3
		Never.....	4
		(DON'T READ) Don't know/No answer.....	99
q43g_G1	In [COUNTRY], if members of the police accept bribes from gangs or criminal organizations, they will be held accountable	Always.....	1
		Often.....	2
		Rarely.....	3
		Never.....	4
		(DON'T READ) Don't know/No answer.....	99
q43h_G1	In [COUNTRY], if someone makes a complaint against a member of the police, the accusation will be investigated	Always.....	1
		Often.....	2

		Rarely..... 3 Never..... 4 (DON'T READ) Don't know/No answer 99
q43i_G1	The courts in [COUNTRY] guarantee everyone a fair trial	Always..... 1 Often..... 2 Rarely..... 3 Never..... 4 (DON'T READ) Don't know/No answer 99
q43j_G1	In [COUNTRY], the courts are more concerned about procedures than they are with providing justice	Always..... 1 Often..... 2 Rarely..... 3 Never..... 4 (DON'T READ) Don't know/No answer 99
q43k_G1	The courts in [COUNTRY] decide cases according to the interests of those who have more money or influence	Always..... 1 Often..... 2 Rarely..... 3 Never..... 4 (DON'T READ) Don't know/No answer 99
q43l_G1	The public defenders of [COUNTRY] do everything they can to defend poor people that are accused of committing a crime	Always..... 1 Often..... 2 Rarely..... 3 Never..... 4 (DON'T READ) Don't know/No answer 99

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

q44a_G1	Is effective in bringing people who commit crimes to justice?	Very confident..... 1 Fairly confident..... 2 Not very confident..... 3 Not at all confident..... 4 (DON'T READ) DK/NA 99
q44b_G1	Deals with cases promptly and efficiently?	Very confident..... 1 Fairly confident..... 2 Not very confident..... 3 Not at all confident..... 4 (DON'T READ) DK/NA 99
q44c_G1	Makes sure everyone has access to the justice system if they need it?	Very confident..... 1 Fairly confident..... 2 Not very confident..... 3 Not at all confident..... 4 (DON'T READ) DK/NA 99
q44d_G1	Functions the same regardless of where you live?	Very confident..... 1 Fairly confident..... 2 Not very confident..... 3 Not at all confident..... 4 (DON'T READ) DK/NA 99
q44e_G1	Gives punishments that fit the crime?	Very confident..... 1 Fairly confident..... 2 Not very confident..... 3 Not at all confident..... 4 (DON'T READ) DK/NA 99
q44f_G1	Respects the rights of victims?	Very confident..... 1 Fairly confident..... 2 Not very confident..... 3 Not at all confident..... 4

		(DON'T READ) DK/NA.....	99
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READ: Please tell me how often (**always, often, rarely, or never**) you would say that:

q45a_G1	In [COUNTRY], crime victims receive prompt and courteous attention when they report a crime.	Always.....1 Often.....2 Rarely.....3 Never.....4 (DON'T READ) Don't know/No answer.....99
q45b_G1	In [COUNTRY], crime victims are believed.	Always.....1 Often.....2 Rarely.....3 Never.....4 (DON'T READ) Don't know/No answer.....99
q45c_G1	In [COUNTRY], crime victims receive effective and timely medical and psychological care.	Always.....1 Often.....2 Rarely.....3 Never.....4 (DON'T READ) Don't know/No answer.....99
q45d_G1	In [COUNTRY], crime victims receive information and legal advice when going to the authorities.	Always.....1 Often.....2 Rarely.....3 Never.....4 (DON'T READ) Don't know/No answer.....99

q46_G1	Speaking in general of the current administration, how would you rate the job performance of President/Prime Minister [NAME CURRENT PRESIDENT/PRIME MINISTER]?	Very Good.....1 Good.....2 Neither good nor bad (fair).....3 Bad.....4 Very Bad.....4 (DON'T READ) Don't know/No answer.....99
q47_G1	Do you approve or disapprove of the way [NAME CURRENT PRESIDENT/PRIME MINISTER] is leading the country?	Approve.....1 Disapprove.....2 (DON'T READ) Don't know/No answer.....99

READ: The following questions are about your perceptions of top government officials of the national government. Top government officials include the President/Prime Minister, secretaries, cabinet members, and other high-ranking officials working within the executive branch.

Please indicate whether you **strongly agree, agree, disagree, or strongly disagree** with the following statements. In [COUNTRY], top government officials of the national government ...

q48_G1	... censor information from abroad.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q49_G1	... censor opposition voices domestically.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q50_G1	... blame different members or groups of society for domestic problems.	Strongly Agree.....1 Agree.....2

		Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q51_G1	... blame external forces (i.e., other countries, regional or international governing bodies) for domestic problems.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q52_G1	... seek to limit the courts' competences and freedom to interpret the law.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q53_G1	... refuse to comply with court rulings that are not in their favor.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q54_G1	... seek to influence the promotion and removal of judges.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q55_G1	... attack or discredit opposition parties.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q56_G1	... prosecute and convict members of opposition parties.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q57_G1	... provide favors and protection to powerful individuals who support them.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99

OPTION B

SURVEYOR: THE SURVEY WILL RANDOMLY ASSIGN OPTION A OR OPTION B TO EACH RESPONDENT.

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**?

q43a_G2	Resolving security problems in your community	Very well..... 1 Fairly well..... 2 Fairly badly..... 3 Very badly..... 4 (DON'T READ) Don't know/No answer..... 99
q43b_G2	Helping you and your family to feel safe within and outside of your house	Very well..... 1 Fairly well..... 2 Fairly badly..... 3

		Very badly..... 4 (DON'T READ) Don't know/No answer..... 99
q43c_G2	Being available to help you when you need it	Very well..... 1 Fairly well..... 2 Fairly badly..... 3 Very badly..... 4 (DON'T READ) Don't know/No answer..... 99
q43d_G2	Treating all people with kindness and respect	Very well..... 1 Fairly well..... 2 Fairly badly..... 3 Very badly..... 4 (DON'T READ) Don't know/No answer..... 99

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

q43e_G2	Police investigators in [COUNTRY] investigate crimes in an independent manner and are not subject to any sort of pressure.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q43f_G2	Prosecutors in [COUNTRY] prosecute crimes committed in an independent manner and are not subject to any sort of pressure.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q43g_G2	The judges in [COUNTRY] decide cases in an independent manner and are not subject to any sort of pressure.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q43h_G2	The police in [COUNTRY] serve the interests of people like you.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q43i_G2	The police in [COUNTRY] serve the interests of your community.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q43j_G2	The police in [COUNTRY] serve the interests of politicians.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q43k_G2	The police in [COUNTRY] serve the interests of gangs and organized criminal groups.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q43l_G2	The police in [COUNTRY] serve the interests of private businesses.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4

		(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:

q44a_G2	Is effective in bringing people who commit crimes to justice? Are you...	Very confident.....1 Fairly confident.....2 Not very confident.....3 Not at all confident.....4 (DON'T READ) DK/NA.....99
q44b_G2	Allows all victims of crime to seek justice regardless of who they are?	Very confident.....1 Fairly confident.....2 Not very confident.....3 Not at all confident.....4 (DON'T READ) DK/NA.....99
q44c_G2	Allows all those accused of crimes to get a fair trial regardless of who they are?	Very confident.....1 Fairly confident.....2 Not very confident.....3 Not at all confident.....4 (DON'T READ) DK/NA.....99
q44d_G2	Provides victims of crime with the service and support they need?	Very confident.....1 Fairly confident.....2 Not very confident.....3 Not at all confident.....4 (DON'T READ) DK/NA.....99
q44e_G2	Treats those accused of crime as 'innocent until proven guilty'?	Very confident.....1 Fairly confident.....2 Not very confident.....3 Not at all confident.....4 (DON'T READ) DK/NA.....99

READ: Please tell me how often (**always, often, rarely, or never**) you would say that:

q45a_G2	In [COUNTRY], crime victims receive protection from the police if their safety is in danger.	Always.....1 Often.....2 Rarely.....3 Never.....4 (DON'T READ) Don't know/No answer.....99
q45b_G2	In [COUNTRY], crime victims receive protection during criminal proceedings to prevent being victimized a second time.	Always.....1 Often.....2 Rarely.....3 Never.....4 (DON'T READ) Don't know/No answer.....99
q45c_G2	In [COUNTRY], victims of sexual crimes receive adequate care and protection.	Always.....1 Often.....2 Rarely.....3 Never.....4 (DON'T READ) Don't know/No answer.....99
q45d_G2	In [COUNTRY], victims of domestic violence receive adequate care and protection.	Always.....1 Often.....2 Rarely.....3 Never.....4 (DON'T READ) Don't know/No answer.....99
q45e_G2	In [COUNTRY], when a victim reports a crime to the police, the	Always.....1 Often.....2

	police do everything possible to assist the victim and hold the perpetrator accountable.	Rarely..... 3 Never..... 4 (DON'T READ) Don't know/No answer 99
q45f_G2	In [COUNTRY], when a victim reports a crime to the police, the police will clearly explain the process and what will happen next.	Always..... 1 Often..... 2 Rarely..... 3 Never..... 4 (DON'T READ) Don't know/No answer 99
q45g_G2	In [COUNTRY], the police use language that is easily understood by victims.	Always..... 1 Often..... 2 Rarely..... 3 Never..... 4 (DON'T READ) Don't know/No answer 99
q46_G2	Speaking in general of the current administration, how would you rate the job performance of President/Prime Minister ⁴ [NAME CURRENT PRESIDENT/PRIME MINISTER]?	Very Good..... 1 Good..... 2 Neither good nor bad (fair)..... 3 Bad..... 4 Very Bad..... 4 (DON'T READ) Don't know/No answer 99
q47_G2	Do you approve or disapprove of the way [NAME CURRENT PRESIDENT/PRIME MINISTER] is leading the country?	Approve..... 1 Disapprove..... 2 (DON'T READ) Don't know/No answer 99

READ: The following questions are about your perceptions of top government officials of the national government. Top government officials include the President/Prime Minister, secretaries, cabinet members, and other high-ranking officials working within the executive branch.

Please indicate whether you **strongly agree, agree, disagree, or strongly disagree** with the following statements. In [COUNTRY], top government officials of the national government ...

q48_G2	... use misinformation to shape public opinion in their favor.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer 99
q49_G2	... generate distractions from important issues and blame external enemies or internal traitors.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer 99
q50_G2	... deny criticisms and facts, and undermine the credibility of those presenting them.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer 99
q51_G2	... seek to centralize government functions and remove autonomy from local authorities.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer 99
q52_G2	... attack or discredit the media and civil society organizations that criticize them.	Strongly Agree..... 1 Agree..... 2

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

		Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer99
q53_G2	... prosecute and convict journalists and leaders of civil society organizations that criticize them.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer99
q54_G2	... use emergency powers to bypass institutional checks and balances.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer99
q55_G2	... attack or discredit the electoral system and the electoral supervisory organs.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer99
q56_G2	... manipulate the election process to win power.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer99
q57_G2	... actively work to gain power and influence in other regions of the world.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer99

9. 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.

q58	1. It is more important to have a government that can get things done, even if we have no influence over what it does. 2. It is more important for citizens to be able to hold government accountable, even if that means it makes decisions more slowly.	Agree very strongly with Statement 1...1 Agree with Statement 1.....2 Agree with Statement 2.....3 Agree very strongly with Statement 2...4 (DON'T READ) Agree with neither5 (DON'T READ) Don't know/no answer99
q59	1. Since the President ⁵ was elected to lead the country, s/he should not be bound by laws or court decisions that s/he thinks are wrong. 2. The President ⁶ must always obey the laws and the courts, even if s/he thinks they are wrong.	Agree very strongly with Statement 1...1 Agree with Statement 1.....2 Agree with Statement 2.....3 Agree very strongly with Statement 2...4 (DON'T READ) Agree with neither5 (DON'T READ) Don't know/no answer99
q60	1. It is important to obey the government in power, no matter who you voted for. 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 Agree with Statement 1.....2 Agree with Statement 2.....3 Agree very strongly with Statement 2...4

⁵ Ibid.

⁶ Ibid.

		(DON'T READ) Agree with neither.....5 (DON'T READ) Don't know/no answer.99
q61	<p>1. Since the President⁷ was elected to lead the country, s/he can attack or discredit the media, civil society organizations, and opposition groups that criticize her/him.</p> <p>2. The President⁸ must respect the media, civil society organizations, and opposition groups and welcome their input.</p>	<p>Agree very strongly with Statement 1...1 Agree with Statement 1.....2 Agree with Statement 2.....3 Agree very strongly with Statement 2...4 (DON'T READ) Agree with neither.....5 (DON'T READ) Don't know/no answer.99</p>
q62	<p>1. Since the President⁹ was elected to lead the country, s/he can limit the competences of independent government bodies or other autonomous authorities, like the courts.</p> <p>2. The President¹⁰ must respect the competencies, mandates, and legal powers of independent government bodies or other autonomous authorities.</p>	<p>Agree very strongly with Statement 1...1 Agree with Statement 1.....2 Agree with Statement 2.....3 Agree very strongly with Statement 2...4 (DON'T READ) Agree with neither.....5 (DON'T READ) Don't know/no answer.99</p>

10. DEMOGRAPHICS

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

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

Fin	Which of the following statements best describes your household's financial situation?	<p>Money is not enough even for basic necessities and buying clothes is difficult.....1 Can buy basic products but buying clothes is difficult.....2 Can buy basic products and clothes, but not long-term goods.....3 Can buy long-term goods, but cannot buy expensive goods.....4 Can afford sufficiently expensive goods.....5 (DON'T READ) Don't know/No answer.....99</p>
Edu	What is the highest degree you have received?	<p>None.....1 Elementary school diploma.....2 Middle school diploma.....3 High school diploma or equivalent.....4 Bachelor's degree.....5 Graduate degree (Masters, Ph.D.).....6 Vocational.....7 (DON'T READ) Don't know/No answer.....99</p>

⁷ Ibid.
⁸ Ibid.
⁹ Ibid.
¹⁰ Ibid.

<p>Emp</p>	<p>In the past week, have you...? (MARK ONLY ONE ANSWER)</p>	<p>Worked.....1 Had a job, but did not work.....2 Looked for work.....3 (GO TO Marital) Studied.....4 (GO TO Marital) Dedicated yourself to household tasks 5 (GO TO Marital) Were retired.....6 (GO TO Marital) Were permanently incapable of working 7 (GO TO Marital) Did not work.....8 (GO TO Marital) (DON'T READ) Don't know/No answer 99 (GO TO Marital)</p>
<p>Work</p>	<p>In your work or business last week, were you ...? (READ OPTIONS IN BOLD. IF THE RESPONDENT IS CONFUSED, READ DESCRIPTIONS IN PARENTHESES. MARK ONLY ONE OPTION.)</p>	<p>Government worker (Employee of the federal, state, or city government, or any other level of government).....1 (GO TO Marital) Private sector worker (Employee in a private business of any size).....2 Independent professional (An independent contractor with a bachelor's degree. S/he does not work for a public or private company as an employee.).....3 Self-employed worker (Worker without a bachelor's degree that performs her/his work independently. S/he works in her/his own business, establishment, or agricultural land and does not have paid staff. S/he does not work for a private business as an employee. This includes skilled and unskilled workers, contractors, and domestic workers.).....4 Day laborer (Agricultural worker that performs her/his activities in exchange for pay for a day of work and that does not have ownership of the land).....5 Businessman or businesswomen (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 Entrepreneur or business owner (Owner of a business with paid staff).....7 Unpaid worker (Person that helps or works in a business or establishment without receiving any pay. This may or may not be a family business or establishment.).....8 (GO TO Marital) (DON'T READ) Don't know/No answer .99</p>
<p>wagreement</p>	<p>Were you employed on the basis of ...?</p>	<p>A written agreement.....1 An oral agreement.....2</p>

		(DON'T READ) Don't know/No answer .99
Marital	What is your marital status?	Single.....1 (GO TO Disability) Domestic partnership/living as married.....2 (GO TO Disability) Married.....3 Divorced.....4 Widowed.....5 (DON'T READ) Don't know/No answer.....99 (GO TO Disability)
mcertificate	Do you have a marriage certificate?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer .99
disability	Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?	Yes.....1 No.....2 (GO TO politics) (DON'T READ) Don't know/No answer .99 (GO TO politics)
disability2	Can you tell me whether they were physical or mental health conditions or illnesses?	Physical.....1 Mental.....2 Both.....3 (DON'T READ) Don't know/No answer...99
politics	How interested are you in politics?	Very interested.....1 Interested.....2 A little interested.....3 Not at all interested.....4 (DON'T READ) Don't know/No answer...99
paff1	Do you usually think of yourself as close to any particular party?	Yes.....1 (GO TO paff3) No.....2 (DON'T READ) Don't know/No answer.....99
paff2	Do you feel yourself a little closer to one of the political parties than the others?	Yes.....1 No.....2 (GO TO A1) (DON'T READ) Don't know/No answer.....99 (GO TO A1)
paff3	Which party do you feel closest to?	ADAPT BY COUNTRY. INCLUDE ALL MAJOR POLITICAL PARTIES.

A1	How many people live in this home? (RECORD NUMBER)	
A2	Are you the head of the household? (In other words, the person who makes the most important decisions, either because your income covers the greatest amount of costs or because you have the higher authority)	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
A3	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 No.....2 (DON'T READ) Don't know/No answer .99
A4	How frequently do you use the internet? (MARK ONLY ONE OPTION.)	Daily.....1 Several times a week.....2 Several times a month.....3 Rarely.....4 Never.....5

		(DON'T READ) Don't know/No answer_99
A5	Do you have a mobile phone?	Yes.....1 No.....2 (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.

A6	Do you have..... (ASK EACH OPTION SEPARATELY. MARK ALL THAT APPLY.)	A birth certificate?.....1 A government issued ID card?.....2 (DON'T READ) Don't know/No answer_99
A6b	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 No.....2 (GO TO A7) (DON'T READ) Don't know/No answer_99 (GO TO A7)
A6c	Which ones?	A title, deed, or certificate of ownership_1 A rental contract or lease.....2 Other.....3 (DON'T READ) Don't know/No answer_99

A7	How many full bathrooms with a shower and toilet are there for the exclusive use of the members of your household?	0.....0 1.....1 2.....2 3.....3 4 or more.....4 (DON'T READ) Don't know/No answer_99
A8	How many cars, excluding taxis, do you own at this home?	0.....0 1.....1 2.....2 3 or more.....3 (DON'T READ) Don't know/No answer_99
A9	Does your home have a washing machine?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer_99
A10	Does your home have a motorcycle?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer_99
A11	Does your home have a computer?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer_99
A12	Does your home have a television?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer_99
A13	Does your home have a flat screen TV?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer_99
A14	Does your home have a refrigerator?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer_99
A15	Does your home have an internet connection?	Yes.....1 No.....2

		(DON'T READ) Don't know/No answer .99
A16	Of all people that live in this house and that are over 15 years old, how many worked during the last month?	0 0 1 1 2 2 3 3 4 or more 4 (DON'T READ) Don't know/No answer .99
Income2	Thank you very much for your time. To confirm the information you provided at the beginning, could you please tell me the total [MONTHLY] income of your household from all sources? This includes wages, net income from a business, pensions, dividends, rents, remittances, or any other type of income received by any household member.	Open Response [Numeric]

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.]

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

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

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

qpi3. To what extent would you say the area around the interviewee's home is affected by:

qpi3a. Garbage in the street or the sidewalk	Not at all.....1
	Little.....2
	Somewhat.....3
	Very much.....4
	(DON'T READ) Don't know/No answer.....99
	qpi3b. Potholes in the street
Not at all.....1	
Little.....2	
Somewhat.....3	
Very much.....4	
(DON'T READ) Don't know/No answer.....99	

qpi3c. Graffiti or marks drawn by gangs on the walls	Not at all.....	1
	Little.....	2
	Somewhat.....	3
	Very much.....	4
	(DON'T READ) Don't know/No answer.....	99
qpi3d. Lack of utilities poles	Not at all.....	1
	Little.....	2
	Somewhat.....	3
	Very much.....	4
	(DON'T READ) Don't know/No answer.....	99

COLOR. When the interview is complete, WITHOUT asking, please use the color chart and select the number that most closely corresponds to the color of the face of the respondent. See Color Palette

Number: _____

Color Palette



SUPPLEMENTAL SURVEY MATERIALS

A. Table of Incidents

Eligible household, non-interview											
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+
Unknown eligibility, non-interview											
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+
Ineligible household											
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

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? Female...1 Male.....2	What is the age of [Name]?	0	1	2	3	4	5	6	7	8	9
1				1	1	1	1	1	1	1	1	1	1
2				2	1	2	1	2	1	2	1	2	1
3				3	1	2	3	1	2	3	1	2	3
4				1	2	4	3	1	2	4	3	1	2
5				5	4	2	3	1	5	4	2	3	1
6				5	4	1	6	3	2	5	4	1	6
7				3	1	7	4	2	5	6	3	1	7
8				7	2	6	3	4	1	8	5	7	2
9				9	8	2	6	5	1	7	3	4	9
10				4	1	2	7	5	8	3	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 the answers of at least 500 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.

Gend	What is your gender?	Male.....1 Female.....2
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Age	What is your age as of today?	Open Response (Numeric)
Income	Would you please tell me the bracket that best represents your household's total income from all sources? This should include wages and salaries, net income from businesses, pensions, dividends, remittances, rents, and any other money income received by all members of the household. (Please refer to Supplemental Survey Materials for instructions on how to construct this variable.)	1 st quintile range..... 1 2 nd quintile range..... 2 3 rd quintile range..... 3 4 th quintile range..... 4 5 th quintile range..... 5 (DON'T READ) Don't know/No answer..99
income_cur	Surveyor: Write the currency used for reporting the household's total income. Please standardize for all respondents.	Open Response (Text)
income_time	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 q16 using a Kish Grid (instead of a random number generator or other random selection method):

- Look at the responses in q15. 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 q15 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 q16.

TABLE 1: PROBLEMS WITH A LEVEL OF SERIOUSNESS IN q15 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 q16.

	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 q15.
 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 q16.

TABLE 2: PROBLEMS WITH A LEVEL OF SERIOUSNESS IN q15 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 q16.

	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.