

Dispute Resolution Module of the World Justice Project General Population Poll 2017

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

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

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

D1	Divorce or separation	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D2	Difficulties obtaining child support payments	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D3	Difficulties paying child support	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D4	Dispute over child custody or visitation arrangements	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D5	Threats or physical violence from a current partner, ex-partner or other household member	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D6	Disagreement over the content of a will or the division of property after the death of a family member	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
E1	Difficulties obtaining a place at a school or other educational institution that you or your children are eligible to attend	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
E2	You or your children being bullied or harassed at school or another educational institution	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
E3	Problems with gangs, vandalism, or consumption of drugs or alcohol on the streets	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
F1	Injuries or health problems sustained as a result of an accident or due to poor working conditions	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
F2	Injuries or health problems sustained as a result of negligent or wrong medical or dental treatment	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
G1	Being dismissed from a job unfairly	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
G2	Difficulties obtaining wages or employment benefits that were agreed on in advance	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
G3	Harassment at work	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA
H1	Difficulties obtaining public benefits or government assistance, such as cash transfers, pensions, or disability benefits.	Yes.....1 No.....0 (DON'T READ) DK/NA.....99	0 1 2 3 4 5 6 7 8 9 10 DK/NA

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

q37a	[ASK IF q36 = A1, A2, A3, B1, B2, B3, B4, C1, F1, I1 J4, K1, K2, K3, L1, L2] Was this problem related to your self-employment activity (own business, professional practice, or farm)?	Yes 1 No 0 (DON'T READ)DK/NA 99
q37b	[ASK IF q36=A3, B1, B2, B3, B4, C1, C3, E3, H3] Did you share this problem with other people, neighbors, or other members of your community (for instance, a problem of communal land or lack of access to water)?	Yes 1 No 0 (DON'T READ)DK/NA 99
q37c	[ASK IF q37b=1] And to achieve a solution, did you require that these people agree with your position or that they took collective action?	Yes 1 No 0 (DON'T READ)DK/NA 99
q37d	Did any of the parties resort to physical violence during the dispute or in the process of settling the dispute?	Yes 1 No 0 (DON'T READ)DK/NA 99

q38	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 0 (DON'T READ)DK/NA 99
q39	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 0 GO TO q42 (DON'T READ)DK/NA 99 GO TO q42

<p>q40</p>	<p>Which advisers did you contact? [SURVEYOR: DO NOT READ. MARK ALL MENTIONED ANSWERS. PROMPT WITH]: Any other legal advisers?</p> <p>[SURVEYOR: IF THE RESPONDENT ANSWERED “1”, REGARDLESS OF HOW MANY ANSWERS THE RESPONDENT GAVE, GO TO Q41]</p>	<p>A relative, friend, or acquaintance 1 A lawyer, professional advisor or advice service 2 GO TO q43 A government legal aid office 3 GO TO q43 A court, government body, or the police 4 GO TO q43 A health or welfare professional 5 GO TO q43 A trade union or employer 6 GO TO q43 A religious or community leader or organization 7 GO TO q43 A civil society organization or charity 8 GO TO q43 Other organization 9 GO TO q43 (DON'T READ)DK/NA 99 GO TO q43</p>
<p>q41</p>	<p>Did any of the family or friends who you contacted go to law school or work in an organization that provides legal advice?</p>	<p>Yes 1 GO TO q43 No 0 GO TO q43 (DON'T READ)DK/NA 99 GO TO q43</p>
<p>q42</p>	<p>What was the main reason why you did not consider getting information, advice, or representation from anyone? [SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENTS TO ANSWER FREELY. MARK ONLY ONE OPTION.]</p>	<p>I thought the issues was not important or not difficult to resolve 1 Thought the other side was right 2 I did not think I needed advice 3 I was concerned about the financial cost 4 I had received help with a problem before and did not find it useful 5 I did not know who to call or where to get advice 6 I did not know I could get advice for this problem 7 Was scared to get advice 8 Advisers were too far away or it would take too much time 9 Other 10 (DON'T READ) DK/NA 99</p>
<p>q43</p>	<p>Did you, somebody acting on your behalf, the other party or anybody else, make a claim to a court or turn to any other third-party individual or organization to adjudicate, mediate or intervene to help resolve the problem? [SURVEYOR: IF THE RESPONDENT IS CONFUSED, READ:] such as the police, a respected family member, or a community or religious leader</p>	<p>Yes 1 GO TO q44 No 0 (DON'T READ) DK/NA 99</p>
<p>q43a</p>	<p>Is the problem ongoing or done with? By 'done with' I mean that the problem is either completely resolved or that it persists, but you and everybody else have given up all actions to resolve it further.</p>	<p>Ongoing 1 GO TO q51 Too early to say 2 GO TO q51 Done with, but problem persists 3 Done with, problem fully resolved 4 (DON'T READ) Don't know/No answer 99 GO TO q51</p>
<p>q43b</p>	<p>Which of the following statements best reflects how the problem was settled? The problem was settled through [SURVEYOR: SHOW SHOWCARD “B”. MARK ONLY ONE OPTION.]</p> <p>[SURVEYOR: Go to q49a]</p>	<p>Agreement between you and the other party 1 GO TO q49a The other party independently doing what you wanted 2 GO TO q49a You independently doing what the other party wanted 3 GO TO q49a The problem sorting itself out 4 GO TO q49a You moving away from the problem (e.g. moving homes, changing jobs) 5 GO TO q49a You and/or all other parties giving up trying to resolve the problem 6 GO TO q49a None of these 7 GO TO q49a (DON'T READ)DK/NA 99 GO TO q49a</p>

		q44: Did you, somebody acting on your behalf, the other party or anybody else:	q45: Who initiated (contact) it, you (or somebody acting on your behalf), the other party, or someone else?
A	Make a claim to a court or tribunal	Yes..... 1 GO TO q45a No..... 0 GO TO q44b (DON'T READ) DK/NA..... 99 GO TO q44b	Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 DK/NA [DO NOT READ] 99
B	Contact the police (or other prosecution authority)	Yes..... 1 GO TO q45b No..... 0 GO TO q44c (DON'T READ) DK/NA..... 99 GO TO q44c	Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 DK/NA [DO NOT READ] 99
C	Contact a government office or other formal designated authority or agency	Yes..... 1 GO TO q45c No..... 0 GO TO q44d (DON'T READ) DK/NA..... 99 GO TO q44d	Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 DK/NA [DO NOT READ] 99
D	Turn to a religious authority or community leader or organization	Yes..... 1 GO TO q45d No..... 0 GO TO q44e (DON'T READ) DK/NA..... 99 GO TO q44e	Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 DK/NA [DO NOT READ] 99
E	Turn to a third-party to mediate the problem or turn to a formal conciliation or arbitration	Yes..... 1 GO TO q45e No..... 0 GO TO q44f (DON'T READ) DK/NA..... 99 GO TO q44f	Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 DK/NA [DO NOT READ] 99
F	Turn to a formal complaints or appeal process.	Yes..... 1 GO TO q45f No..... 0 GO TO q46 (DON'T READ) DK/NA..... 99 GO TO q46	Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 DK/NA [DO NOT READ] 99

q46	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 q51 Too early to say..... 2 GO TO q51 Done with, but problem persists..... 3 Done with, problem fully resolved..... 4 (DON'T READ) Don't know/No answer..... 99 GO TO q51
q47	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

q48: Regardless of the outcome, do you think that the process followed to solve the problem was:

A	Fair?	Yes.....	1
		No.....	0
		(DON'T READ)DK/NA.....	99
B	Slow?	Yes.....	1
		No.....	0
		(DON'T READ)DK/NA.....	99
C	Expensive?	Yes.....	1
		No.....	0
		(DON'T READ)DK/NA.....	99

q49a	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
q49b	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]		
q49c	Did you, personally, incur costs (other than your time) in order to solve the problem?	Yes.....	1
		No.....	0 GO TO q50
		(DON'T READ)DK/NA.....	99 GO TO q50
q49d	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
q50	How satisfied or dissatisfied are you with the outcome of the problem?	Very satisfied.....	1 GO TO q52a
		Satisfied.....	2 GO TO q52a
		Dissatisfied.....	3 GO TO q52a
		Very dissatisfied.....	4 GO TO q52a
		(DON'T READ) DK/NA.....	99 GO TO q52a
q51	How satisfied or dissatisfied are you with how things are turning out so far with the problem?	Very satisfied.....	1
		Satisfied.....	2
		Dissatisfied.....	3
		Very dissatisfied.....	4
		(DON'T READ) DK/NA.....	99

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

q52a	I knew where to get good information and advice about resolving the problem.	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't know/No answer.....	99

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

q53: At any time, did the problem cause you to experience:

A	Stress-related illness, injuries, or physical ill health	Yes.....	1
		No.....	0
		(DON'T READ) DK/NA.....	99
B	Relationship breakdown or damage to a family relationship.	Yes.....	1
		No.....	0
		(DON'T READ) DK/NA.....	99
C	Loss of income, loss of employment, financial strain or need to relocate.	Yes.....	1
		No.....	0
		(DON'T READ) DK/NA.....	99
D	Problems with alcohol or drugs	Yes.....	1
		No.....	0
		(DON'T READ) DK/NA.....	99

Demographics

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

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

Income	Would you please tell me the bracket that best represents your household's total income from all sources? This should include wages and salaries, net income from businesses, pensions, dividends, remittances, rents, and any other money income received by all members of the household.	1 st quintile range.....1 2 nd quintile range.....2 3 rd quintile range.....3 4 th quintile range.....4 5 th quintile range5 (DON'T READ) Don't know/No answer.....99
income_cur	Surveyor: Write the currency used for reporting the household's total income	Open Response [Text]
income_time	Surveyor: Write the time period used for reporting the household's total income	Weekly, Monthly, or Annual Income

Sec	Imagine a staircase with 10 steps, in which on the first step are located the poorest and on the 10th step, the richest. Where would you put yourself on this staircase?	1.....Poorest 2 3 4 5 6 7 8 9 10.....Richest
Fin	Which of the following statements best describes your household's financial situation?	Money is not enough even for basic necessities and buying clothes is difficult.....1 Can buy basic products but buying clothes is difficult.....2 Can buy basic products and clothes, but not long-term goods.....3 Can buy long-term goods, but cannot buy expensive goods.....4 Can afford sufficiently expensive goods.....5 (DON'T READ) Don't know/No answer.....99

Edu	What is the highest degree you received?	None 1 Elementary school diploma 2 Middle school diploma 3 High school diploma or equivalent 4 Bachelor's degree 5 Graduate degree (Masters, Ph.D.) 6 (DON'T READ) Don't know/No answer 99
Emp	In the past week, you: [READ OPTIONS. MARK THE CORRESPONDING ANSWER. MARK ONLY ONE ANSWER]	Worked 1 Had a job, but did not work 2 Looked for work 3 GO TO Marital Studied 4 GO TO Marital Dedicated yourself to household tasks 5 GO TO Marital Were retired 6 GO TO Marital Were permanently incapable of working 7 GO TO Marital Did not work 8 GO TO Marital (DON'T READ) Don't know/No answer 99 GO TO Marital
Work	In your work or business last week, were you ...? [READ OPTIONS IN BLACK. MARK ONLY ONE ANSWER.]	Government worker (Employee of the federal, state, or city government, or any other level of government) 1 Private sector worker (Employee in a private business of any size) 2 Independent professional (An independent contractor with a bachelor's degree. S/he does not work for a public or private company as an employee.) 3 Self-employed worker (Worker without a bachelor's degree that performs her/his work independently. S/he works in her/his own business, establishment, or agricultural land and does not have paid staff. S/he does not work for a private business as an employee. This includes skilled and unskilled workers, contractors, and domestic workers.) 4 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 business women (Owner of a business without paid staff. S/he may work with family without any of them receiving money for their work. This includes artisans.) 6 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 (DON'T READ) Don't know/No answer 99
Marital	What is your marital status?	Single 1 Domestic partnership/living as married 2 Married 3 Divorced 4 Widowed 5 (DON'T READ) Don't know/No answer 99

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 0 (DON'T READ) Don't know/No answer 99

A3	Have you worked for an institution where you were in charge of tasks related to security and justice?	Yes..... 1 No..... 0 (DON'T READ) Don't know/No answer..... 99
A4	Are you a beneficiary of or do you receive money from government programs such as scholarships, assistance for single mothers, seniors, disability benefits, etc.?	Yes..... 1 No..... 0 (DON'T READ) Don't know/No answer..... 99
A5	How frequently do you use the internet? [READ OPTIONS. MARK 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
A6	How many rooms does your home have? Please do not include bathrooms, half bathrooms, hallways, patios, or balconies.	1..... 1 2..... 2 3..... 3 4..... 4 5..... 5 6..... 6 7 or more..... 7 (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	Do you have a functioning shower in one of the bathrooms in this home?	Yes..... 1 No..... 0 (DON'T READ) Don't know/No answer..... 99
A9	Counting all the light bulbs you use to light your home, including those for ceiling lights, walls, and bureaus or floor lamps, tell me, how many light bulbs does your home have?	0-5..... 1 6-10..... 2 11-15..... 3 16-20..... 4 21 or more..... 5 (DON'T READ) Don't know/No answer..... 99
A10	Is the floor of your home predominantly unfinished/earth or cement, or some other type of finish?	Earth or cement..... 1 Other material or finish..... 2 (DON'T READ) Don't know/No answer..... 99
A11	How many cars, excluding taxis, do you own at this home?	0..... 0 1..... 1 2..... 2 3 or more..... 3 (DON'T READ) Don't know/No answer..... 99
A12	Do you have a gas or electric stove in this home?	Yes..... 1 No..... 0 (DON'T READ) Don't know/No answer..... 99