

THE WORLD JUSTICE PROJECT: GENERAL POPULATION 2017 - OPINION POLL
VERSION B

SURVEY MANAGEMENT INFORMATION

M-1. Respondent Identification Number

I-1. Interview Number in Sample Point: ____ ____
 (Write in number from contact sheet written in the “Interview Number”)

I-2. Kish grid number ____ ____

M-2. Wave Number 4

M-3. Region of interview

- | | | |
|------------------|------------------|---------------------|
| 1. Central/Kabul | 4. South Western | 7. Central/Hazarjat |
| 2. Eastern | 5. Western | |
| 3. South Central | 6. Northern | |

M-4. Sampling Point/District Where the Interview Was Completed: ____ ____ ____

M-5. Geographic Code of interview

- | | | | |
|-------------|----------|---------|-------------------|
| 1. Villages | 2. Towns | 3. City | 4. Metros (Kabul) |
|-------------|----------|---------|-------------------|

M-6. Province of interview

- | | | | |
|------------|----------------|---------------|--------------|
| 1. Kabul | 9. Khost | 17. Kunduz | 25. Farah |
| 2. Kapisa | 10. Ningarhar | 18. Balkh | 26. Nimroz |
| 3. Parwan | 11. Laghman | 19. Samangan | 27. Helmand |
| 4. Wardak | 12. Kunar | 20. Juzjan | 28. Kandhar |
| 5. Logar | 13. Nooristan | 21. Sar-I-Pul | 29. Zabul |
| 6. Ghazni | 14. Badakhshan | 22. Faryab | 30. Uruzgan |
| 7. Paktia | 15. Takhar | 23. Badghis | 31. Ghor |
| 8. Paktika | 16. Baghlan | 24. Herat | 32. Bamyán |
| | | | 33. Panjshir |
| | | | 34. Dehkondi |

M-7. Year of Interview: 2017

M-8. Month of Interview

- | | | | |
|-------------|----------|--------------|--------------|
| 1. January | 4. April | 7. July | 10. October |
| 2. February | 5. May | 8. August | 11. November |
| 3. March | 6. June | 9. September | 12. December |

M-9. Date of Interview: ____

M-10. Day of Week of Interview

- | | | |
|-------------|--------------|-------------|
| 1. Friday | 4. Monday | 7. Thursday |
| 2. Saturday | 5. Tuesday | |
| 3. Sunday | 6. Wednesday | |

M-11. Interviewer Code: _____

M-12. Interview Completed on the ...

1. First Contact
2. Second Contact
3. Third Contact

M-13. Supervisor Code: _____

M-14. Record Time (using 24 hour clock) Interview Began: ____:____
(Fill in all four data positions; Record time began starting with W-1)

M-15. Record Time (using 24 hour clock) Interview Ended: ____:____
(Fill in all four data positions)

M-16. Record Length of Interview in Minutes: _____

M-17. Date Formatted Field: JUL2017

M-18. Keypuncher Code ____

M-19. Language of Interview

1. Pashto
2. Dari
3. Other

M-20. Coder Code ____

M-21. Language of Questionnaire

1. Pashto
2. Dari

M22. Survey Version

1. Version A
2. Version B

RECORD THE TIME THE ACTUAL INTERVIEW BEGUN (M-14) AND USE A 24-HOUR CLOCK (14:24, for 2:24 pm)

THE WORLD JUSTICE PROJECT: GENERAL POPULATION 2017 - OPINION POLL

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

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

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

Surveyor: Select adult based on Kish Grid.

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

S1: Selected adult= [Type code]

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

Do you wish to participate? ___ Yes ___ No **[if “NO” fill in contact sheet and ask their reason(s) for rejection.]**

WARM-UP

[SURVEYOR: ASK TO ALL RESPONDENTS]

W1. Sex of respondent (Do Not Ask)

- 1. Male
- 2. Female

W2. (Ask All) How old were you on your last birthday? (Record actual age; if respondent refuses, please estimate)

— —

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

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

| | | |
|---------------|---|---|
| q5a_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 |
|---------------|---|---|

| | | |
|---------------|---|---|
| q5b_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 |
| q5c_G2 | If a government officer is found unlawfully issuing a government license for personal benefit, how likely is the officer to lose his job? | Very likely 1 Likely 2 Unlikely 3 Very unlikely 4 (DON'T READ) Don't know/No answer 99 |
| q5d_G2 | If a police chief 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 |
| q5e_G2 | If someone commits an honor killing 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/Refused 99 |

q6. (Ask All) 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 (province and district) is performing in the following procedures?

| | | |
|------------|---|---|
| q6a | Providing citizens information about government expenditures | Very well 1 Fairly well 2 Fairly badly 3 Very badly 4 (DON'T READ) Don't know/No answer 99 |
| q6b | Providing citizens information about government policies, practices, and decision making processes | Very well 1 Fairly well 2 Fairly badly 3 Very badly 4 (DON'T READ) Don't know/No answer 99 |
| q6c | Providing information in plain language about people's legal rights, so that everybody can understand them | Very well 1 Fairly well 2 Fairly badly 3 Very badly 4 (DON'T READ) Don't know/No answer 99 |
| q6d | Consulting traditional, civil, and community leaders before making decisions that directly impact the community | Very well 1 Fairly well 2 Fairly badly 3 Very badly 4 (DON'T READ) Don't know/No answer 99 |
| q6e | Effectively incorporating the suggestions and concerns of regular citizens when developing government plans | Very well 1 Fairly well 2 Fairly badly 3 Very badly 4 (DON'T READ) Don't know/No answer 99 |
| q6f | Providing effective ways to make complaints about public services | Very well 1 Fairly well 2 Fairly badly 3 Very badly 4 (DON'T READ) Don't know/No answer 99 |

| | | | |
|------------|--|---|----|
| q6g | Providing effective ways to handle complaints against local government officials | Very well..... | 1 |
| | | Fairly well..... | 2 |
| | | Fairly badly..... | 3 |
| | | Very badly..... | 4 |
| | | (DON'T READ) Don't know/No answer..... | 99 |
| q6h | Responding to people's concerns about community matters | Very well..... | 1 |
| | | Fairly well..... | 2 |
| | | Fairly badly..... | 3 |
| | | Very badly..... | 4 |
| | | (DON'T READ) Don't know/No answer..... | 99 |

q7. Now, I am going to read you a list of categories of people, groups of people, and institutions. Please tell me, how much TRUST do you have in each of the following categories? Do you have a lot of trust, some trust, a little trust, or no trust?

| | | | |
|----------|--|---|----|
| A | 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 |
| B | 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 |
| C | 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 |
| D | The government police | A lot..... | 1 |
| | | Some..... | 2 |
| | | A little..... | 3 |
| | | No trust..... | 4 |
| | | (DON'T READ) Don't know/No answer..... | 99 |
| E | 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 |
| F | Public defense attorneys | A lot..... | 1 |
| | | Some..... | 2 |
| | | A little..... | 3 |
| | | No trust..... | 4 |
| | | (DON'T READ) Don't know/No answer..... | 99 |
| G | Judges | A lot..... | 1 |
| | | Some..... | 2 |
| | | A little..... | 3 |
| | | No trust..... | 4 |
| | | (DON'T READ) Don't know/No answer..... | 99 |
| H | Civil servants | A lot..... | 1 |
| | | Some..... | 2 |
| | | A little..... | 3 |
| | | No trust..... | 4 |
| | | (DON'T READ) Don't know/No answer..... | 99 |

| | | | |
|----------|-------------------|---|-----------|
| I | The news media | A lot..... | 1 |
| | | Some..... | 2 |
| | | A little..... | 3 |
| | | No trust..... | 4 |
| | | (DON'T READ) Don't know/No answer..... | 99 |
| J | Political parties | A lot..... | 1 |
| | | Some..... | 2 |
| | | A little..... | 3 |
| | | No trust..... | 4 |
| | | (DON'T READ) Don't know/No answer..... | 99 |

q8. Corruption exists in all countries and societies in some form or another. How many of the following people in Afghanistan do you think are involved in corrupt practices?

| | | | |
|----------|--|---|-----------|
| A | Members of National Assembly | None..... | 1 |
| | | Some of them..... | 2 |
| | | Most of them..... | 3 |
| | | All of them..... | 4 |
| | | (DON'T READ) Don't know/No answer..... | 99 |
| B | 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 |
| C | 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 |
| D | 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 |
| E | 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 |
| F | 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 |
| G | Judges | None..... | 1 |
| | | Some of them..... | 2 |
| | | Most of them..... | 3 |
| | | All of them..... | 4 |
| | | (DON'T READ) Don't know/No answer..... | 99 |

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

q9. Taking into account only your own experiences or the experiences of your family members or close friends, do you know of any acts of corruption by:

| | | |
|------------|--|--|
| q9a | Officers working in the national government? | Yes 1 No 2 [Don't Read] DK/NA 99 |
| q9b | Officers working in the local government? | Yes 1 No 2 [Don't Read] DK/NA 99 |
| q9c | Police officers? | Yes 1 No 2 [Don't Read] DK/NA 99 |
| q9d | Judges or prosecutors? | Yes 1 No 2 [Don't Read] DK/NA 99 |
| q9e | Co-workers? | Yes 1 No 2 [Don't Read] DK/NA 99 |

q10. Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is:

| | | |
|----------|---|---|
| A | A poor person | Yes 1 No 2 (DON'T READ) Don't know/No answer 99 |
| B | A female | Yes 1 No 2 (DON'T READ) Don't know/No answer 99 |
| C | A person from an ethnic group or tribe other than that of the police officer involved | Yes 1 No 2 (DON'T READ) Don't know/No answer 99 |
| D | A person from a religion other than that of the police officer involved | Yes 1 No 2 (DON'T READ) Don't know/No answer 99 |
| E | A foreigner (immigrant) | Yes 1 No 2 (DON'T READ) Don't know/No answer 99 |

q11. Now, I am going to ask you a few questions about the way you feel people treat you. In your day to day life, how often do any of the following things happen to you? Do they happen almost every day, at least once a week, a few times a month, a few times a year, less than once a year, or never?

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

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

| | | |
|------------|--|---|
| q12 | [Ask if Q11a-e = 1, 2, 3, 4] What do you think is the main reason for these experiences? [READ OPTIONS] [CHECK MORE THAN ONE IF VOLUNTEERED]. | Your ancestry or national origin 1 Your gender 2 Your race 3 Your age 4 Your religion 5 Your height 6 Your weight 7 Some other aspect of your physical appearance 8 A physical or mental disability 9 Your education or income level 11 Your nationality or immigration status 12 |
|------------|--|---|

| | | |
|--|---|----|
| | Your shade of skin color..... | 13 |
| | Your tribe..... | 14 |
| | Your clothing or your hairstyle (includes tattoos and piercings)..... | 15 |
| | Other..... | 16 |
| | Not asked..... | 97 |
| | (DON'T READ) Don't know/No answer..... | 99 |

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

| | q20. In the last three years , did you: | q21. [Ask if q20 =1] 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 q21a No.....2 GO TO q20b DK/NA99 GO TO q20b | Yes.....1 GO TO q20b No.....2 GO TO q20b Not asked.....97 GO TO q20b DK/NA99 GO TO q20b |
| b. (Did you) Request public benefits or government assistance, such as cash transfers, pensions, or disability benefits? | Yes.....1 GO TO q21b No.....2 GO TO q20c DK/NA99 GO TO q20c | Yes.....1 GO TO q20c No.....2 GO TO q20c Not asked.....97 GO TO q20c DK/NA99 GO TO q20c |
| c. (Did you) Request a birth certificate for you or your children or a government issued ID card? | Yes.....1 GO TO q21c No.....2 GO TO q20d DK/NA99 GO TO q20d | Yes.....1 GO TO q20d No.....2 GO TO q20d Not asked.....97 GO TO q20d DK/NA99 GO TO q20d |
| d. (Did you) Request a place at a public school? | Yes.....1 GO TO q21d No.....2 GO TO q20e DK/NA99 GO TO q20e | Yes.....1 GO TO q20e No.....2 GO TO q20e Not asked.....97 GO TO q20e DK/NA99 GO TO q20e |
| e. (Did you) Use any PUBLIC health services? | Yes.....1 GO TO q21e No.....2 GO TO q20f DK/NA99 GO TO q20f | Yes.....1 GO TO q20f No.....2 GO TO q20f Not asked.....97 GO TO q20f DK/NA99 GO TO q20f |
| f. (Did you) Take a motor vehicle (car, motorcycle or truck) through an emissions inspection? | Yes.....1 GO TO q21f No.....2 GO TO q22 DK/NA99 GO TO q22 | Yes.....1 GO TO q22 No.....2 GO TO q22 Not asked.....97 GO TO q22 DK/NA99 GO TO q22 |

| | | |
|-------------|--|---|
| q22 | (Ask All) During the past three years, have you or anyone living in your household been stopped or detained by the police? | Yes.....1 GO TO q22a No.....2 GO TO E1 (DON'T READ) Don't know/No answer.....99 GO TO E1 |
| q22a | [Ask if q22 = 1] Thinking about the most recent incident, did you (or the person living in your household) have to pay a bribe to the police officer who approached you (or the person living in your household)? | Yes.....1 No.....2 Not asked.....97 (DON'T READ) Don't know/No answer.....99 |

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

(ASK ALL)

| | | |
|-----------|---|--|
| E1 | A. A married daughter is not entitled to her father’s estate because she is under the care of her husband B. All children are entitled to a portion of their parent’s estate | 1. Agree with A 2. Agree with B 3. Agree with neither 4. Agree with both 98. Refused (vol.) 99. Don’t know (vol.) |
| E2 | A. A woman should be able to divorce without the approval of her husband B. A woman should obtain the approval of her husband for divorce | 1. Agree with A 2. Agree with B 3. Agree with neither 4. Agree with both 98. Refused (vol.) 99. Don’t know (vol.) |
| E3 | A. A married man has the right to hit his wife if she misbehaves B. A married man does not have the right to hit his wife and should be stopped | 1. Agree with A 2. Agree with B 3. Agree with neither 4. Agree with both 98. Refused (vol.) 99. Don’t know (vol.) |
| E4 | A. A woman should be allowed to work outside the home B. A woman should not be allowed to work outside the home | 1. Agree with A 2. Agree with B 3. Agree with neither 4. Agree with both 98. Refused (vol.) 99. Don’t know (vol.) |
| E5 | A. Women should engage in local dispute resolution B. Women should stay out of local dispute resolution | 1. Agree with A 2. Agree with B 3. Agree with neither 4. Agree with both 98. Refused (vol.) 99. Don’t know (vol.) |

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

| | | |
|-------------|--|--|
| q24 | In the past 3 YEARS, did anyone actually BREAK into your home/residence without permission, and steal or try to steal something? | Yes.....1 GO TO q24a No.....2 GO TO q25 (DON’T READ) Don’t know/No answer.....99 GO TO q25 |
| q24a | [Ask if q24 = 1] Thinking about the most recent incident, did you or anyone else report the crime to the police? | Yes.....1 GO TO q24b No.....2 GO TO q25 Not asked97 GO TO q25 (DON’T READ) Don’t know/No answer.....99 GO TO q25 |
| q24b | [Ask if q24a = 1] Was the perpetrator caught? | Yes.....1 GO TO q24c No.....2 GO TO q25 Not asked97 GO TO q25 (DON’T READ) Don’t know/No answer.....99 GO TO q25 |
| q24c | [Ask if q24b = 1] Was the perpetrator prosecuted and punished? | Yes.....1 No.....2 Not asked97 (DON’T READ) Don’t know/No answer.....99 |

| | | |
|-------------|---|--|
| q25 | (Ask All) In the past 3 YEARS, were YOU a victim of an ARMED ROBBERY (with a weapon such as a knife or a gun)? | Yes.....1 GO TO q25a No.....2 GO TO q26 (DON'T READ) Don't know/No answer.....99 GO TO q26 |
| q25a | [Ask if q25 = 1] Thinking about the most recent incident, did you or anyone else report the crime to the police? | Yes.....1 GO TO q25b No.....2 GO TO q26 Not asked97 GO TO q26 (DON'T READ) Don't know/No answer.....99 GO TO q26 |
| q25b | [Ask if q25a = 1] Was the perpetrator caught? | Yes.....1 GO TO q25c No.....2 GO TO q26 Not asked97 GO TO q26 (DON'T READ) Don't know/No answer.....99 GO TO q26 |
| q25c | [Ask if q25b = 1] Was the perpetrator prosecuted and punished? | Yes.....1 No.....2 Not asked.....97 (DON'T READ) Don't know/No answer.....99 |

| | | |
|-------------|---|--|
| q26 | (Ask All) Has any relative or person that lived with you in your house been MURDERED in the past 3 years? | Yes.....1 GO TO q26a No.....2 GO TO q27 (DON'T READ) Don't know/No answer.....99 GO TO q27 |
| q26a | [Ask if q26 = 1] Did you or anyone else report the crime to the police? | Yes.....1 GO TO q26b No.....2 GO TO q27 Not asked97 GO TO q27 (DON'T READ) Don't know/No answer.....99 GO TO q27 |
| q26b | [Ask if q26a = 1] Was the perpetrator caught? | Yes.....1 GO TO q26c No.....2 GO TO q27 Not asked97 GO TO q27 (DON'T READ) Don't know/No answer.....99 GO TO q27 |
| q26c | [Ask if q26b = 1] Was the perpetrator prosecuted and punished? | Yes.....1 No.....2 Not asked97 (DON'T READ) Don't know/No answer.....99 |

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

CONTACT WITH THE POLICE

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

[VOLUNTARY CONTACT WITH THE POLICE]

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

| | | |
|-------------|---|--|
| q28a | Report a crime, a shooting or any sort of suspicious activity? | Yes 1 No 2 [Don't Read] DK/NA 99 |
| q28b | Report a case of domestic violence, an altercation or fight, or another disturbance in your neighborhood? | Yes 1 No 2 [Don't Read] DK/NA 99 |
| q28c | Report an accident or a medical emergency? | Yes 1 No 2 [Don't Read] DK/NA 99 |
| q28d | Request information? | Yes 1 No 2 [Don't Read] DK/NA 99 |
| q28e | Request any other type of help? | Yes 1 No 2 [Don't Read] DK/NA 99 |

SURVEYOR: REVIEW QUESTIONS q28a TO q28e. To how many questions did the respondent answer YES?

Zero..... Skip to q30a
One..... Skip to q28g
More than one..... Go to q28f

| | | |
|-------------|--|--|
| q28f | <p>[Ask if more than one contact in Q28a-e]: Out of the contacts mentioned above, which one was the most recent?</p> <p>[SURVEYOR: IF THE RESPONDENT DOESN'T KNOW OR CAN'T REMEMBER, PROMPT WITH: Which one was the most recent that you remember?</p> <p>[SURVEYOR: IF THE RESPONDENT CAN'T REMEMBER, PROMPT WITH:] Please select any one that you remember.</p> <p>[SURVEYOR: IF THE RESPONDENT STILL CANNOT REMEMBER OR DOESN'T ANSWER, MARK "DK/NA"]</p> | <p>Report a crime, a shooting or any sort of suspicious activity 1 GO TO q28g</p> <p>Report an altercation or a fight or other disturbances in your neighborhood 2 GO TO q28g</p> <p>Report an accident or a medical emergency 3 GO TO q28g</p> <p>Request information 4 GO TO q28g</p> <p>Request any other type of help 5 GO TO q28g</p> <p>Not asked 97</p> <p>[Don't Read] DK/NA 99 (GO TO q30a)</p> |
|-------------|--|--|

[IF THE RESPONDENT HAD MORE THAN ONE CONTACT, READ]: From now on, we're only going to talk about the LAST TIME that you remember having contact with the police to **[ANSWER IN q28f]**.

| | | |
|-------------|--|---|
| q28g | <p>[Ask if q28f=1-5 or if ONLY one contact in q28a-e]</p> <p>During this occasion, how did you contact the police? (By phone, in person, etc.) If you used various means, please tell me which you think was the most useful. [DON'T READ OPTIONS. MARK A SINGLE ANSWER] [READ</p> | <p>In person, in the street 1 (GO TO q29e)</p> <p>In person, at a police information station 2 (GO TO q29e)</p> <p>By phone (includes 119) 3 GO TO q29a</p> <p>On their website 4 GO TO q29a</p> <p>Through social media (Facebook, Twitter) 5 GO TO q29a</p> |
|-------------|--|---|

| | | |
|-------|--|---|
| | OPTIONS IF THE RESPONDENT DOESN'T ANSWER] | By email 6 GO TO q29a By an SMS text message on your phone 7 GO TO q29a By radio 8 GO TO q29a Other 9 GO TO q29a Not asked97 GO TO q30a [Don't Read] DK/NA 99 GO TO q29a |
| q29a | [Ask if q28g=3-9,99] Did you solve the problem by phone, text message, radio, etc.? [PROMPT WITH: That is, without the need for the police to go to the location that you indicated to them.] | Yes 1 (GO TO q29k) No 2 GO TO q29b Not asked97 [Don't Read] DK/NA 99 GO TO q29b |
| q29b | [Ask if Q29a = 2, 99] Did the police go to the location that you indicated to them? | Yes 1 GO TO q29c No 2 (GO TO q29k) Not asked97 [Don't Read] DK/NA 99 (GO TO q29k) |
| q29c | [Ask if Q29b = 1] How fast did they get there? Did they arrive ... [READ ANSWERS] | In less than 10 minutes? 1 GO TO q29d Within 10 to 30 minutes? 2 GO TO q29d Within 30 minutes to an hour? 3 GO TO q29d Within one to 3 hours? 4 GO TO q29d In over 3 hours? 5 GO TO q29d Not asked97 [Don't Read] DK/NA 99 GO TO q29d |
| q29d | [Ask if q29b = 1] During this occasion, did you speak directly to any police officer? | Yes 1 GO TO q29e No 2 (GO TO q29k) Not asked97 [Don't Read] DK/NA 99 (GO TO q29k) |
| q29e | [Ask if q29d = 1 OR if q28g=1,2] During this occasion, were the police helpful? Yes or no? [IF THE RESPONDENT IS CONFUSED, PROMPT:] That is, did they manage to help you or solve the problem? | Yes 1 No 2 Not asked97 [Don't Read] DK/NA 99 |
| q29f | [Ask if q29d = 1 OR if q28g=1,2] Did the police control the situation? | Yes 1 No 2 Not asked97 [Don't Read] DK/NA 99 |
| q29g | [Ask if q29d = 1 OR if q28g=1,2] Did the police officer that you spoke to offer any reasonable alternatives to manage the situation or for someone else to help you? | Yes 1 No 2 Not asked97 [Don't Read] DK/NA 99 |
| q29h | [Ask if q29d = 1 OR if q28g=1,2] Was the police officer kind and respectful? | Yes 1 No 2 Not asked97 [Don't Read] DK/NA 99 |
| q29i | [Ask if q29d = 1 OR if q28g=1,2] Did any of the officers you approached ask you for any sort of gift or money? | Yes 1 (GO TO q29j1) No 2 (GO TO q29j2) Not asked97 [Don't Read] DK/NA 99 (GO TO q29j2) |
| q29j1 | [Ask if q29i = 1] Did you give her/him something (money or a gift)? | Yes 1 (GO TO q29k) No 2 (GO TO q29k) Not asked97 [Don't Read] DK/NA 99 (GO TO q29k) |
| q29j2 | [Ask if q29i = 2, 99] And did you give her/him any sort of money or gift to thank her/him? | Yes 1 No 2 Not asked97 [Don't Read] DK/NA 99 |
| q29k | [Ask if Q28f=1-5 or Q28g=1-9, 99] In general, were you satisfied with the police performance during this occasion? | Yes 1 No 2 |

| | | |
|--|--------------------------------|----|
| | Not asked..... | 97 |
| | [Don't Read] DK/NA..... | 99 |

[INVOLUNTARY CONTACT WITH THE POLICE]

q30. (Ask All) Now I am going to ask you some questions about times that the police have approached you, searched for you, or stopped you. During the past 12 months, did the police ever:

| | | | |
|-------------|---|--------------------------------|----|
| q30a | Stop you while you were in a vehicle (a car, motorcycle, van, truck or bike)? | Yes..... | 1 |
| | | No..... | 2 |
| | | [Don't Read] DK/NA..... | 99 |
| q30b | Approach or stop you in a public place? | Yes..... | 1 |
| | | No..... | 2 |
| | | [Don't Read] DK/NA..... | 99 |
| q30c | Look for you at your job or in your home? | Yes..... | 1 |
| | | No..... | 2 |
| | | [Don't Read] DK/NA..... | 99 |

SURVEYOR: REVIEW QUESTIONS q30a TO q30c.

- IF THE RESPONDENT ANSWERED “YES” TO MORE THAN ONE QUESTION, GO TO q30d.
- IF THE RESPONDENT ANSWERED “YES” ONLY IN q30a, GO TO q31a.
- IF THE RESPONDENT ANSWERED “YES” ONLY IN q30b or q30c, GO TO q32a.
- IF THE RESPONDENT ANSWERED “NO”, “DON’T KNOW/NO ANSWER” IN ALL OF THOSE QUESTIONS, GO TO q34.

| | | | |
|-------------|--|---|----------------|
| q30d | <p>[Ask if more than one q30a-c = 1] Out of the contacts mentioned above, which one was the most recent?</p> <p>[SURVEYOR: IF THE RESPONDENT DOESN'T KNOW OR CAN'T REMEMBER, PROMPT WITH: Which one was the most recent that you remember?</p> <p>[SURVEYOR: IF THE RESPONDENT CAN'T REMEMBER, PROMPT WITH:] Please select any one that you remember.</p> <p>[SURVEYOR: IF THE RESPONDENT STILL CANNOT REMEMBER OR DOESN'T ANSWER, MARK “DK/NA”]</p> | Stopped you while you were on a vehicle..... | 1 (GO TO q31a) |
| | | Approached you in a public place..... | 2 (GO TO q32a) |
| | | Looked for you at your job or in your home..... | 3 (GO TO q32a) |
| | | Not asked..... | 97 |
| | | [Don't Read] DK/NA..... | 99 (GO TO q34) |

[STOPPED IN A VEHICLE]

[IF THE RESPONDENT HAD MORE THAN ONE CONTACT, READ]: From now on, we're only going to talk about the LAST TIME that the police stopped you while you were in a vehicle.

| | | | |
|-------------|--|--|------------------|
| q31a | <p>[Ask if one of the following is true:</p> <ul style="list-style-type: none"> • q30a=1 and q30b-q30c=2 or 99 • q30d=1] <p>During this occasion, what was the main reason that the police stopped you? [DON'T READ OPTIONS. MARK A SINGLE ANSWER] [READ OPTIONS IF THE RESPONDENT DOESN'T ANSWER]</p> | Traffic violation (speeding, talking on my phone, not wearing a seatbelt, etc.)..... | 1 GO TO q31b |
| | | Due to a failure in the vehicle that you were driving..... | 2 (SKIP TO q33a) |
| | | Traffic accident..... | 3 (SKIP TO q33a) |
| | | To check if the driver was drunk..... | 4 GO TO q31b |
| | | To conduct a test (different from the breathalyzer test)..... | 5 GO TO q31b |
| | | | |

| | | |
|------|---|---|
| | | Because the vehicle was stolen or it resembled one that the police were looking for..... 6 GO TO q31b As part of a routine check..... 7 GO TO q31b To ask me for money or my cooperation..... 8 GO TO q31b To pressure me into giving them money or to bother me..... 9 GO TO q31b Other..... 10 GO TO q31b Not asked..... 97 [Don't Read] DK/NA..... 99 GO TO q31b |
| q31b | [Ask if q31a = 1 or 4-10, 99] In your opinion, did the police officer have a legitimate reason to stop you? | Yes..... 1 No..... 2 Not asked..... 97 [Don't Read] DK/NA..... 99 |
| q31c | [Ask if q31a = 1 or 4-10,99] Did the police officer inspect the vehicle that you were travelling in, or frisk you or your companion? | Yes..... 1 No..... 2 Not asked..... 97 [Don't Read] DK/NA..... 99 |
| q31d | [Ask if q31a = 1 or 4-10, 99] Was the police officer kind and respectful? | Yes..... 1 No..... 2 Not asked..... 97 [Don't Read] DK/NA..... 99 |
| q31e | [Ask if q31a = 1 or 4-10, 99] Did the police officer ask for a bribe or did s/he create the conditions so that you or your companions offered one? | Yes..... 1 (GO TO q31f) No..... 2 (GO TO q31g) Not asked..... 97 [Don't Read] DK/NA..... 99 (GO TO q31g) |
| q31f | [Ask if q31e = 1] And at the end, did you or your companions give her/him money (or a gift)? | Yes..... 1 No..... 2 Not asked..... 97 [Don't Read] DK/NA..... 99 |
| q31g | [Ask if q31a = 1 or 4-10, 99] Did the police officer give you or one of your companions a ticket or a fine? | Yes..... 1 No..... 2 Not asked..... 97 [Don't Read] DK/NA..... 99 |
| q31h | [Ask if q31a = 1 or 4-10, 99] During this incident, did you or any of your companions threaten, push or act in an arrogant manner towards any of the police officers? | Yes..... 1 No..... 2 Not asked..... 97 [Don't Read] DK/NA..... 99 |
| q31i | [Ask if q31a = 1 or 4-10,99] And any time, did a police officer threaten, push or hit you or any of your companions? | Yes..... 1 No..... 2 Not asked..... 97 [Don't Read] DK/NA..... 99 |
| q31j | [Ask if q31a = 1 or 4-10,99] On this occasion, did the police arrest you or any of your companions? | Yes..... 1 (GO TO q34) No..... 2 (GO TO q34) Not asked..... 97 [Don't Read] DK/NA..... 99 (GO TO q34) |

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

[IF THE RESPONDENT HAD MORE THAN ONE CONTACT, READ]: From now on, we're going to talk only about the LAST TIME that the police stopped you in a public place, or looked for you at your home or work.

| | | |
|------|---|---|
| q32a | [Ask if one of the following is true: • q30b=1 and q30a/q30c=2 or 99 • q30c=1 and q30a/q30b=2 or 99 • q30d=2 or 3] | They thought I was carrying something or doing something illegal..... 1 Because I looked like someone they were looking for..... 2 |
|------|---|---|

| | | |
|-------------|---|---|
| | During this occasion, what was the main reason that the police stopped you? [DON'T READ OPTIONS. MARK A SINGLE ANSWER] [READ OPTIONS IF THE RESPONDENT DOESN'T ANSWER] | Because they thought someone I was with was carrying something or doing something illegal 3 Because they thought someone I was with looked like someone they were looking for 4 To call out something I was or we were doing 5 To ask me for money or my cooperation 6 To pressure me into giving them money or to bother me 7 Because they were looking for some information about a person 8 Because they were investigating a crime 9 To offer me some help (for being victim of a crime, having an emergency, or for having being involved in an accident) 10 (GO TO q33a) To do a routine check 11 Other 12 Not asked.....97 [Don't Read] DK/NA 99 |
| q32b | [Ask if 1-9 or 11, 12, 99 in Q32a] In your opinion, did the police officer have a legitimate reason to stop you? | Yes 1 No 2 Not asked.....97 [Don't Read] DK/NA 99 |
| q32c | [Ask if 1-9 or 11, 12, 99 in Q32a] Did the police officer frisk you or your companion? | Yes 1 No 2 Not asked.....97 [Don't Read] DK/NA 99 |
| q32d | [Ask if 1-9 or 11, 12, 99 in Q32a] Was the police officer kind and respectful? | Yes 1 No 2 Not asked.....97 [Don't Read] DK/NA 99 |
| q32e | [Ask if 1-9 or 11, 12, 99 in Q32a] Did the police officer ask for a bribe or did s/he create the conditions so that you or your companions offered one? | Yes 1 (GO TO q32f) No 2 (GO TO q32g) Not asked.....97 [Don't Read] DK/NA 99 (GO TO q32g) |
| q32f | [Ask if q32e = 1] And at the end, did you or your companions give her/him money (or a gift)? | Yes 1 No 2 Not asked.....97 [Don't Read] DK/NA 99 |
| q32g | [Ask if 1-9 or 11, 12, 99 in Q32a] Did the police officer give you or one of your companions a ticket or a fine? | Yes 1 No 2 Not asked.....97 [Don't Read] DK/NA 99 |
| q32h | [Ask if 1-9 or 11, 12, 99 in Q32a] During this incident, did you or any of your companions threaten, push or act in an arrogant manner towards any of the police officers? | Yes 1 No 2 Not asked.....97 [Don't Read] DK/NA 99 |
| q32i | [Ask if 1-9 or 11, 12, 99 in Q32a] And any time, did a police officer threaten, push or hit you or any of your companions? | Yes 1 No 2 Not asked.....97 [Don't Read] DK/NA 99 |
| q32j | [Ask if 1-9 or 11, 12, 99 in Q32a] On this occasion, did the police arrest you or any of your companions? | Yes 1 (GO TO q34) No 2 (GO TO q34) Not asked.....97 [Don't Read] DK/NA 99 (GO TO q34) |

[ASSISTED IN AN EMERGENCY/ACCIDENT]

| | | |
|-------|--|---|
| q33a | [Ask if q31a = 2, 3; Ask if q32a = 10] During this occasion, were the police helpful? Yes or no? [IF THE RESPONDENT IS CONFUSED, PROMPT:] That is, did they manage to help you or solve the problem? | Yes 1 No 2 Not asked.....97 [Don't Read] DK/NA 99 |
| q33b | [Ask if q31a = 2, 3; Ask if q32a = 10] Did they control the situation? | Yes 1 No 2 Not asked.....97 [Don't Read] DK/NA 99 |
| q33c | [Ask if q31a = 2, 3; Ask if q32a = 10] And did the police officer that you spoke to offer any reasonable alternatives to manage the situation or for someone else to help you? | Yes 1 No 2 Not asked.....97 [Don't Read] DK/NA 99 |
| q33d | [Ask if q31a = 2, 3; Ask if q32a = 10] Was the police officer kind and respectful? | Yes 1 No 2 Not asked.....97 [Don't Read] DK/NA 99 |
| q33e | [Ask if q31a = 2, 3; Ask if q32a = 10] Did any officer ask you for any sort of gift or bribe? | Yes 1 (GO TO q33f1) No 2 (GO TO q33f2) Not asked.....97 [Don't Read] DK/NA 99 (GO TO q33f2) |
| q33f1 | [Ask if q33e = 1] Did you give her/him money? | Yes 1 (GO TO q33g) No 2 (GO TO q33g) Not asked.....97 [Don't Read] DK/NA 99 (GO TO q33g) |
| q33f2 | [Ask if q33e = 2, 99] Did you give her/him any sort of money or gift to thank them? | Yes 1 No 2 Not asked.....97 [Don't Read] DK/NA 99 |
| q33g | [Ask if q31a = 2, 3; Ask if q32a = 10] In general, were you satisfied with the police performance during this occasion? | Yes 1 No 2 Not asked.....97 [Don't Read] DK/NA 99 |

q34. 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:

q35. [SURVEYOR: SHOW SHOWCARD "A"] Read: Thinking about the problems that you have experienced, and looking at this scale, where 0 represents the least serious type of problem you could face and 10 represents the most serious problem, please mark where on the scale you would place each of the issues or problems you have experienced. To provide some examples, a score of 2 might be a problem with your neighbors over noise and a score of 8 might be being made homeless. If you have experienced two or more problems of the same type, please think about the one that you consider most serious. **[SURVEYOR: REVIEW ALL THE PROBLEMS CODED AS "YES" IN q34 AND READ EACH PROBLEM DESCRIPTION AS WORDED, THEN RECORD THE RESPONSE IN q35]**

| Problem Type Code | Problem Type Description | q34. In the last two years, have you had: | q35. (Ask if 1 in q34) Please mark where on the scale you would place each of the issues or problems you have experienced. |
|-------------------|---|---|--|
| A1 | Problems related to poor or incomplete professional services (for example, services from a lawyer, builder, mechanic, etc.) | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| A2 | Problems related to obtaining a refund for faulty or damaged goods | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| A3 | Major disruptions in the supply of utilities (e.g. water, electricity, phone) or incorrect billing | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| B1 | Problems obtaining land titles, property titles, or permission for building projects for your own home | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| B2 | Problems related to squatting and land grabbing | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| B3 | Problems with your neighbors over boundaries, the right to pass through property, fences, or trees | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 01 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| B4 | Problems with co-owners or community members over selling property | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| C1 | Problems with a landlord about rental agreements, payments, repairs, deposits, or eviction | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |

| | | | |
|-----------|--|--|--|
| C2 | Problems with a tenant about rental agreements, or property damage | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| C3 | Problems with your neighbors over noise, litter, parking spots, or pets | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| C4 | Becoming homeless | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| D1 | Divorce or separation | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| D2 | Difficulties obtaining child support payments | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| D3 | Difficulties paying child support | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| D4 | Dispute over child custody or visitation arrangements | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| D5 | Threats or physical violence from a husband/wife or other household member | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| D6 | Disagreement over the content of a will or the division of property after the death of a family member | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| E1 | Difficulties obtaining a place at a school or other educational institution that you or your children are eligible to attend | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| E2 | You or your children being bullied or harassed at school or another educational institution | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| E3 | Problems with gangs or vandalism | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| F1 | Injuries or health problems sustained as a result of an accident or due to poor working conditions | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |

| | | | |
|-----------|--|--|--|
| F2 | Injuries or health problems sustained as a result of negligent or wrong medical or dental treatment | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| G1 | Being dismissed from a job unfairly | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| G2 | Difficulties obtaining wages or employment benefits that were agreed on in advance | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| G3 | Harassment at work | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| H1 | Difficulties obtaining public benefits or government assistance, such as cash transfers, pensions, or disability benefits. | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| H2 | Difficulties accessing care in public clinics or hospitals | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| H3 | Lack of access to water, sanitation, and/or electricity | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| I1 | Being beaten up or arrested without justification by a member of the police or the military. | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| J1 | Difficulties obtaining birth certificates for you or your children | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| J2 | Difficulties obtaining a government-issued ID card | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| J3 | Problems with you or your children's citizenship, residency, or immigration status | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| J4 | Tax disputes or disputes with other government bodies. | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| K1 | Being behind on and unable to pay credit cards, utility bills (e.g. water, electricity, gas), or a loan | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |

| | | | |
|-----------|--|--|--|
| K2 | Being threatened by debt collectors over unpaid loans or bills | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| K3 | Being threatened, harassed, or extorted by a mob, a gang or another criminal organization. | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| L1 | Difficulties collecting money owed to you | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |
| L2 | Insurance claims being denied | Yes.....1 No.....2 (DON'T READ) DK/NA.....99 | 0 1 2 3 4 5 6 7 8 9 10 97. Not Asked 99. DK/NA |

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

q35A. REVIEW ALL PROBLEMS WITH A SERIOUSNESS RATING IN Q35. IN THE BELOW TABLE, LIST THE PROBLEMS THIS RESPONDENT HAS IN ORDER OF SERIOUSNESS, WITH PROBLEM 1 BEING THE MOST SERIOUS. IF THE RESPONDENT HAS MORE THAN 10 PROBLEMS, LIST THE 10 MOST SERIOUS PROBLEMS. IF THE RESPONDENT SAID 99 ‘DON’T KNOW’ FOR ANY PROBLEMS IN Q35, THOSE PROBLEMS SHOULD BE LISTED LAST IN THE ORDER OF SERIOUSNESS.

| Problem ID | Problem Type Code |
|------------|-------------------|
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |
| 10 | |

q36. SURVEYOR: YOU WILL NOW CHOOSE ONE OF THE PROBLEMS IDENTIFIED IN q35a TO ASK THE RESPONDENT ADDITIONAL QUESTIONS ABOUT IT. FOLLOW THESE STEPS:

1. YOU WILL NOW USE A KISH GRID TO SELECT WHICH PROBLEM WILL BE ASKED ABOUT FURTHER.
 - a. LOOK FOR THE INTERVIEW NUMBER IN THE SAMPLING POINT (RECODED IN I1). THIS IS THE COLUMN NUMBER YOU SHOULD CIRCLE IN THE BELOW KISH GRID.
 - b. CHECK FOR THE TOTAL NUMBER OF PROBLEMS LISTED IN q35A. THIS IS THE ROW NUMBER YOU SHOULD CIRCLE IN THE BELOW KISH GRID.
 - c. 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 OF THE PROBLEM YOU WILL ASK FURTHER QUESTIONS ABOUT. RECORD THIS PROBLEM CODE IN q36 BELOW.

| | | Interview Number in SP (I1) | | | | | | | | | | |
|--------------------|----|-----------------------------|---|---|---|---|---|---|----|---|----|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| Number of Problems | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| | 2 | 2 | 1 | 2 | 1 | 2 | 1 | 2 | 1 | 2 | 1 | 2 |
| | 3 | 3 | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 3 | 1 |
| | 4 | 1 | 2 | 4 | 3 | 1 | 2 | 4 | 3 | 1 | 2 | 4 |
| | 5 | 5 | 4 | 2 | 3 | 1 | 5 | 4 | 2 | 3 | 1 | 5 |
| | 6 | 5 | 4 | 1 | 6 | 3 | 2 | 5 | 4 | 1 | 6 | 3 |
| | 7 | 3 | 1 | 7 | 4 | 2 | 5 | 6 | 3 | 1 | 7 | 4 |
| | 8 | 7 | 2 | 6 | 3 | 4 | 1 | 8 | 5 | 7 | 2 | 6 |
| | 9 | 9 | 8 | 2 | 6 | 5 | 1 | 7 | 3 | 4 | 9 | 8 |
| | 10 | 4 | 1 | 2 | 7 | 5 | 8 | 3 | 10 | 6 | 9 | 4 |

FOR EXAMPLE, IF I1 IS 6, GO TO YOUR KISH GRID AND CIRCLE THE COLUMN NUMBER ('6'). IF THE RESPONDENT HAD THREE PROBLEMS IN q35A, 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 ('2'). THIS MEANS YOU WILL SELECT THE SECOND PROBLEM LISTED IN THE TABLE IN q35A AND RECORD IT IN q36.

| | | |
|------------|---|--|
| q36 | [SURVEYOR: ENTER THE CODE OF THE PROBLEM TYPE SELECTED (A1 – L2)] | Code (A1 –L2)..... If there is no dispute/problem in q34, go to q54 |
|------------|---|--|

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 (GO TO q37d) No 2 (GO TO q37d) Not asked.....97 (DON'T READ) DK/NA 99 (GO TO q37d) |
| 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 (GO TO q37c) No 2 (GO TO q37d) Not asked.....97 (DON'T READ) DK/NA 99 (GO TO q37d) |
| q37c | [Ask if q37b = 1] And to achieve a solution, did you require that these people agree with your position or that they took | Yes 1 No 2 |

| | | |
|------|---|--|
| | collective action? | Not asked.....97 (DON'T READ) DK/NA99 |
| q37d | [Ask if q36 = A1-L2] Did any of the parties resort to physical violence during the dispute or in the process of settling the dispute? | Yes.....1 No.....2 Not asked.....97 (DON'T READ) DK/NA99 |
| q38 | [Ask if q36 = A1-L2] 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 Not asked.....97 (DON'T READ) DK/NA99 |
| q39 | [Ask if q36 = A1-L2] 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 (GO TO q40) No.....2 (GO TO q42) Not asked.....97 (DON'T READ) DK/NA99 (GO TO q42) |
| q40 | [Ask if q39 = 1] Which advisers did you contact? [SURVEYOR: DO NOT READ. MARK ALL MENTIONED ANSWERS. PROMPT WITH:] Any other legal advisers? [SURVEYOR: IF THE RESPONDENT ANSWERED “1”, REGARDLESS OF HOW MANY ANSWERS THE RESPONDENT GAVE, GO TO Q41] | A relative, friend, or acquaintance.....1 (GO TO q41) 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) Not asked.....97 (DON'T READ)DK/NA99 (GO TO q43) |
| q41 | [Ask if q40 = 1] Did any of the family or friends who you contacted go to law school or work in an organization that provides legal advice? [SURVEYOR: ASK EACH SEPARATELY. MARK ALL MENTIONED ANSWERS] | Yes.....1 (GO TO q43) No.....2 (GO TO q43) Not asked.....97 (DON'T READ) DK/NA99 (GO TO q43) |
| q42 | [Ask if q39 = 2, 99] 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.] | 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 Not asked.....97 |

| | | |
|-------------|---|---|
| | | (DON'T READ) DK/NA..... 99 |
| q43 | [Ask if q36 = A1-L2] 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 RESONDENT IS CONFUSED, READ: such as the police, a respected family member, or a community or religious leader.] | Yes..... 1 GO TO q44 No..... 2 GO TO q43a Not asked..... 97 (DON'T READ) DK/NA..... 99 GO TO q43a |
| q43a | [Ask if q43 = 2, 99] 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 GO TO q43b Done with, problem fully resolved..... 4 GO TO q43b Not asked..... 97 (DON'T READ) Don't know/No answer..... 99 GO TO q51 |
| q43b | [Ask if q43a = 3, 4] 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.] | 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 Not asked..... 97 (DON'T READ) DK/NA..... 99 GO TO q49a |

| | | | |
|----------|--|--|--|
| | | q44: [Ask if q43 = 1] Did you, somebody acting on your behalf, the other party or anybody else: | q45: (Ask if q44A-F -1) 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..... 2 GO TO q44b Not Asked..... 97 (DON'T READ) DK/NA..... 99 GO TO q44b | Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 Not asked..... 97 DK/NA [DO NOT READ]..... 99 |
| B | Contact the police (or other prosecution authority) | Yes..... 1 GO TO q45b No..... 2 GO TO q44c Not Asked..... 97 (DON'T READ) DK/NA..... 99 GO TO q44c | Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 Not asked..... 97 DK/NA [DO NOT READ]..... 99 |
| C | Contact a government office or other formal designated authority or agency | Yes..... 1 GO TO q45c No..... 2 GO TO q44d Not Asked..... 97 (DON'T READ) DK/NA..... 99 GO TO q44d | Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 Not asked..... 97 DK/NA [DO NOT READ]..... 99 |

| | | | |
|----------|--|---|--|
| D | Turn to a religious authority or community leader or organization | Yes 1 GO TO q45d No 2 GO TO q44e Not Asked 97 (DON'T READ) DK/NA 99 GO TO q44e | Myself (or someone on my behalf) 1 The other party 2 Someone else 3 Not asked 97 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 2 GO TO q44f Not Asked 97 (DON'T READ) DK/NA 99 GO TO q44f | Myself (or someone on my behalf) 1 The other party 2 Someone else 3 Not asked 97 DK/NA [DO NOT READ] 99 |
| F | Turn to a formal complaints or appeal process. | Yes 1 GO TO q45f No 2 GO TO q46 Not Asked 97 (DON'T READ) DK/NA 99 GO TO q46 | Myself (or someone on my behalf) 1 The other party 2 Someone else 3 Not asked 97 DK/NA [DO NOT READ] 99 |

| | | |
|------------|--|--|
| q46 | [Ask if q43 = 1] 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 GO TO q47 Done with, problem fully resolved 4 GO TO q47 Not asked 97 (DON'T READ) Don't know/No answer 99 GO TO q51 |
| q47 | [Ask if q46=3,4] 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 Not asked 97 (DON'T READ) DK/NA 99 |

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

| | | |
|----------|------------------------------------|---|
| A | [Ask if q46=3,4] Fair? | Yes 1 No 2 Not asked 97 (DON'T READ) DK/NA 99 |
| B | [Ask if q46=3,4] Slow? | Yes 1 No 2 Not asked 97 (DON'T READ) DK/NA 99 |
| C | [Ask if q46=3,4] Expensive? | Yes 1 No 2 Not asked 97 (DON'T READ) DK/NA 99 |

| | | |
|------|--|---|
| q49a | [Ask if q43b = 1-7,99 or q48c = 1,2,99] 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 Not asked97 (DON'T READ) DK/NA 99 |
| q49b | [Ask if q43b = 1-7,99 or q48c = 1,2,99] 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] | _____ Months 96. Less than one month 97. Not asked 99. (DON'T READ) DK/NA |
| q49c | [Ask if q43b = 1-7,99 or q48c = 1,2,99] Did you, personally, incur costs (other than your time) in order to solve the problem? | Yes 1 GO TO q49d No 2 GO TO q50 Not asked97 (DON'T READ)DK/NA 99 GO TO q50 |
| q49d | [Ask if q49c =1] How difficult was it to find the money to meet these costs? | Very easy 1 Somewhat easy 2 Difficult 3 Nearly impossible 4 Not asked97 (DON'T READ) DK/NA 99 |
| q50 | [Ask if q49c =1,2,99] How satisfied or dissatisfied are you with the outcome of the problem? NEW in W4 | Very satisfied 1 GO TO q52a Satisfied 2 GO TO q52a Dissatisfied 3 GO TO q52a Very dissatisfied 4 GO TO q52a Not asked97 (DON'T READ) DK/NA 99 GO TO q52a |
| q51 | [Ask if q43b = 1, 2, 99 or Q46 = 1, 2, 99] 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 Not asked97 (DON'T READ) DK/NA 99 |

q52. To what extent do you agree or disagree with the following statements about the problem?

| | | |
|------|---|---|
| q52a | [Ask if q36 = A1-L2] I knew where to get good information and advice about resolving the problem. | Strongly Agree1 Agree 2 Disagree 3 Strongly Disagree 4 Not asked97 (DON'T READ) Don't know/No answer 99 |
| q52b | [Ask if q36 = A1-L2] I was able to get all the expert help I wanted | Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 Not asked97 (DON'T READ) Don't know/No answer 99 |
| q52c | [Ask if q36 = A1-L2] I was (am) confident I could (can) achieve a fair outcome | Strongly Agree 1 Agree 2 |

| | | |
|--|---|----|
| | Disagree..... | 3 |
| | Strongly Disagree..... | 4 |
| | Not asked..... | 97 |
| | (DON'T READ) Don't know/No answer..... | 99 |

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

| | | | |
|----------|--|--------------------------------|----|
| A | [Ask if q36 = A1-L2] Stress-related illness, injuries, or physical ill health | Yes..... | 1 |
| | | No..... | 2 |
| | | Not asked..... | 97 |
| | | (DON'T READ) DK/NA..... | 99 |
| B | [Ask if q36 = A1-L2] Relationship breakdown or damage to a family relationship. | Yes..... | 1 |
| | | No..... | 2 |
| | | Not asked..... | 97 |
| | | (DON'T READ) DK/NA..... | 99 |
| C | [Ask if q36 = A1-L2] Loss of income, loss of employment, financial strain or need to relocate | Yes..... | 1 |
| | | No..... | 2 |
| | | Not asked..... | 97 |
| | | (DON'T READ) DK/NA..... | 99 |

q54_G2. (Ask All) Keeping in mind your own experience or what you have heard, how well or how poorly do you think the police in [CITY] fulfill the following functions? Would you say that they fulfill these functions very well, well, poorly, or very poorly?

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

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

| | | | |
|----------------|---|---|----|
| q54e_G2 | <u>Police investigators</u> in Afghanistan 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 |

| | | |
|---------|---|---|
| | | (DON'T READ) Don't know/No answer..... 99 |
| q54f_G2 | Prosecutors in Afghanistan prosecute crimes committed in an independent manner and are not subject to any sort of pressure. | Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99 |
| q54g_G2 | The judges in Afghanistan 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 |

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

| | | |
|---------|---|---|
| q55a_G2 | In Afghanistan, people can freely join together with others to draw attention to an issue or sign a petition | Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99 |
| q55b_G2 | In practice, workers in Afghanistan can freely form labor unions and bargain for their rights with their employers | Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99 |
| q55c_G2 | In Afghanistan, people can freely express opinions against the government | Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99 |
| q55d_G2 | In Afghanistan, people can freely attend community Meetings | Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99 |
| q55e_G2 | In Afghanistan, the media (TV, radio, newspapers) can freely expose cases of corruption by high-ranking government officers without fear of retaliation | Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99 |
| q55f_G2 | In Afghanistan, civil society organizations can freely express opinions against government policies and actions without fear of retaliation | Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99 |
| q55g_G2 | In Afghanistan, political parties can freely express opinions against government policies and actions without fear of retaliation | Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99 |
| q55h_G2 | In Afghanistan, religious minorities can freely and publicly observe their holy days and events | Strongly Agree..... 1 Agree..... 2 Disagree..... 3 |

| | | |
|----------------|--|---|
| | | Strongly Disagree 4 (DON'T READ) Don't know/No answer 99 |
| q55i_G2 | In Afghanistan, women can freely participate in public life, attend school, vote, run for political office, work outside of home, and appear in public spaces without the need of permission from her family or husband. | Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99 |
| q55j_G2 | In Afghanistan, local government officials are accountable for their performance, activities, use of resources and their results. | Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99 |
| q55k_G2 | In [CITY], the labor rights of people who work at private companies are respected. | Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99 |
| q55l_G2 | In [CITY], the labor rights of people who work in factories, agriculture, or construction are respected. | Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4 (DON'T READ) Don't know/No answer 99 |

q56_G2. Please tell us how confident you are that the criminal justice system as a whole:

| | | |
|----------------|--|--|
| q56a_G2 | Is effective in bringing people who commit crimes to justice? Are you... [READ OUT OPTIONS] | Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 [Don't Read] DK/NA 99 |
| q56b_G2 | Deals with cases promptly and efficiently? | Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 [Don't Read] DK/NA 99 |
| q56c_G2 | Makes sure everyone has access to the justice system if they need it? | Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 [Don't Read] DK/NA 99 |
| q56d_G2 | Makes sure the system isn't depending on where you live in Afghanistan. | Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 [Don't Read] DK/NA 99 |
| q56e_G2 | Gives punishments which fit the crime? | Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 [Don't Read] DK/NA 99 |
| q56f_G2 | Allows all victims of crime to seek justice regardless of who they are? | Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 [Don't Read] DK/NA 99 |

| | | |
|----------------|--|--|
| q56g_G2 | Allows all those accused of crimes to get a fair trial regardless of who they are? | Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 [Don't Read] DK/NA 99 |
| q56h_G2 | Provides victims of crime with the service and support they need? | Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 [Don't Read] DK/NA 99 |
| q56i_G2 | Treats those accused of crime as 'innocent until proven guilty'? | Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 [Don't Read] DK/NA 99 |

q57. Now, here is a list of actions that people sometimes do. For each of these, please tell me whether you, personally, have done any of these things during the past 12 months?

| | | |
|--------------|--|--|
| q57a | Attended a community meeting | Yes 1 No 2 (DON'T READ) Don't know/No answer 99 |
| q57b | Attended a legal demonstration or protest march | Yes 1 (GO TO q57b1) No 2 (GO TO q57C) (DON'T READ) Don't know/No answer 99 (GO TO q57C) |
| q57b1 | [Ask if q57b = 1] Thinking about the last protest or demonstration that you participated in, was it in favor or against the government? | In Favor 1 Against 2 Neither 3 Not asked 97 [Don't Read] DK/NA 99 |
| q57c | Participated in an organization or group to solve community problems | Yes 1 No 2 (DON'T READ) Don't know/No answer 99 |
| q57d | Reported to the authorities an issue that affected your community (e.g. a crime, a water leak, hole in the street, an act of corruption) | Yes 1 No 2 (DON'T READ) Don't know/No answer 99 |

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

DEMOGRAPHICS

D1a. What is your religious affiliation? **(If Respondent Says Muslim Ask):** Do you consider yourself to be Sunni or Shia?
(Open-Ended With Pre-codes. DO NOT READ LIST.)

1. Shia Muslim
2. Sunni Muslim

96. Other (vol.) _____
99. Refused (vol.)/Don't know (vol.)

D1b. Do you consider yourself to be...

1. Afghan
2. Pashtun
3. Tajik
4. Uzbek
5. Turkmen
6. Hazara
7. Baloch
8. Kirghiz
9. Nuristani
10. Aimak
11. Arab
12. Pashaye
13. Qezelbash
14. Sadat

96. Other (vol.) **SPECIFY:** _____
99. Refused (vol.)/ Don't know (vol.)

D2. What is your current nationality? Are you...

1. National [Afghan]
2. Foreigner

99. Refused (vol.)/Don't know (vol.)

D3. How many bedrooms does your household occupy?

___ ___ **[ENTER NUMBER]**

99. Refused (vol.)/Don't know (vol.)

D4. Would you please tell me the bracket that best represents your household's total monthly 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 give your income in Afghanis.

1. 5,000 Afghanis or less

- 2. From 5,001 to 8,000
- 3. From 8,001 to 10,000
- 4. From 10,001 to 15,000
- 5. More than 15,001 Afghans

99. Refused (vol.)/Don't Know (vol.)

| | | |
|-----|--|--|
| D7 | 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 |
| D8 | 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 |
| D9 | 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 |
| D10 | In the past week, you: [READ OPTIONS. MARK THE CORRESPONDING ANSWER. MARK ONLY ONE ANSWER.] | Worked 1 GO TO D11 Had a job, but did not work 2 GO TO D11 Looked for work 3 GO TO D12 Studied 4 GO TO D12 Dedicated yourself to household tasks and the personal care of others in the house 5 GO TO D12 Were retired 6 GO TO D12 Were permanently incapable of working 7 GO TO D12 Did not work 8 GO TO D12 (DON'T READ) Don't know/No answer 99 GO TO D12 |
| D11 | [Ask if D10 = 1, 2] 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 Not asked..... 97 (DON'T READ) Don't know/No answer 99 |
| D12 | What is your marital status? | Single..... 1 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] | (Number of People) (DON'T READ) Don't know/No answer 99 |
| 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 |
| 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 | [Ask if A7 = 1-4] Do you have a functioning shower in one of the bathrooms in this home? | Yes..... 1 No..... 2 Not asked..... 97 (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 |

POST INTERVIEW INFORMATION

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

| | | |
|------------|---|--|
| D13 | Description of house location (including address, street name, or nearby landmarks) | Open response [Text] |
| B1 | Identify the particular type of housing | Independent home1 Apartment Building2 Multi-family apartment/low-income housing unit3 Unfinished housing4 Structure not built for housing5 |
| B2 | Was another person present during the interview? | Yes1 (GO TO B3) No2 (Go to qpi1) |
| B3 | [Ask if B2 = 1] Was this person from the same home, a neighbor, or another party who was monitoring the interview? | From the same home1 Neighbor2 Someone monitoring3 Other (a friend, salesperson, etc.)4 Not asked97 |

qpi1. Did you feel threatened during the interview?

Yes1
 No2

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) |

D14. Interviewer: Which of the following statements do you think best describes the level of comprehension of the survey questionnaire by the respondent?

1. The respondent understood all of the questions
2. The respondent understood most of the questions
3. The respondent understood most of the questions but needed some help
4. The respondent had difficulty understanding most of the questions, even with help from me

D15. Interviewer: Which of the following statements best describes the level of comfort or unease that the respondent had with the survey questionnaire?

1. The respondent was comfortable (at ease) with the entire questionnaire
2. The respondent was comfortable with most of the questions
3. The respondent was comfortable with only some of the questions
4. The respondent was generally uncomfortable with the survey questionnaire

D16. (Interviewer Code): Please indicate which, if any, of the questions caused this respondent any uneasiness or decreased cooperation during the interview. **(Write down no more than three question numbers, in order of mention).**

- a. First Mention _____
- b. Second Mention _____
- c. Third Mention _____

To Be Completed By The Supervisor:

D17. Was the interview subject to quality control/back-check?

- 1. Yes
- 2. No

D18. Method of quality control/back-check

- 1. Direct supervision during interview
- 2. Back-check in person by supervisory team
- 3. Back-check from the central office
- 4. Not applicable

D19. (If 1 'Yes' in D17) Back-checker ID:

9996. Not Asked